

Tips for Riding the T Lift

**The T Lift is a door-to-door service.
The T Lift is a shared-ride service.**

The vehicle may arrive up to 15 minutes before or after your scheduled pick-up time, so you should be ready to depart 15 minutes prior to your scheduled time. The vehicle will wait 5 minutes after arrival at the designated pick-up site. If you can't board within that 5 minute time period, you may be counted as a no-show and have to request a rescheduling of your trip on a space-available basis.

If the vehicle has not arrived 15 minutes after your scheduled time, you may call the T Lift at (785) 312-7054. Please refrain from calling to check on the vehicle until the 15 minute window has elapsed.

The T Lift is unable to honor specific requests for drivers, seats, a particular vehicle, or routes with certain customers.

Eating, drinking, chewing tobacco, smoking, or listening to audio devices without earphones will not be permitted.

Any act that is offensive and invades the privacy rights of others or that creates the potential for injury will not be tolerated. Shirts and shoes (or equivalent) must be worn.

Firearms or other weapons are prohibited on the vehicle.



T Lift Service Hours

6:00 a.m. – 8:00 p.m.

Monday – Saturday

No service on Sunday

No service on New Year's Day,
Memorial Day, Independence
Day, Labor Day, Thanksgiving
and Christmas Day

T Lift Fares

One-way fare: **\$2.00**

For Reservations

Call **(785) 312-7054**

A service of the City of Lawrence

www.lawrencetransit.org

T Lift Paratransit Services



What Is the T Lift?

T Lift paratransit service is available for transit riders who, because of a disability, are unable to use the T fixed-route system. T Lift riders must be certified as eligible to use the service in accordance with the Americans with Disabilities Act of 1990.

How Do I Become Certified for T Lift?

You must complete a two-part application form and be certified as eligible. Part A is completed by the applicant, and Part B by a qualified professional. Applications are available by calling the T Lift at (785) 312-7054 or at www.lawrencetransit.org. Examples of people who may be eligible are those who, because of a disability, are unable to do the following:

- Get on or off a regular bus
- Walk two city blocks or more to access a fixed-route
- Grasp coins, tickets, or handles
- Read, understand, or follow bus information

Service Hours and Area

6:00 a.m. – 8:00 p.m.

Monday – Saturday

No service on Sunday. The T Lift service area is within the Lawrence city limits, within three-quarters of a mile of existing transit routes.

Fares

One-way fare: **\$2.00**

Fares must be paid in cash per passenger for each one-way trip. One personal care attendant (PCA) may travel at no cost. Checks are not accepted.

Whom Do I Call?

Reservations / Cancellations
**(785) 312-7054 or
(785) 312-7063 (TDD)**

Reservations

8:00 a.m. – 5:00 p.m.

Monday – Saturday

Reservations on Sunday will be taken by an answering machine. Reservations may be made from 5 days in advance up to 5 p.m. the day before the scheduled trip. Requests for same-day service may be made on a space-available basis. When making a reservation, please be ready to provide all information related to your trip.

How Do I Cancel a Reservation?

To cancel a reservation, please call (785) 312-7054, or (785) 312-7063 for TDD and TDD/Voice, more than one hour prior to the scheduled pick-up time.

Can I Bring a Travel Companion?

If you are registered with the T Lift as needing a personal care attendant, one may accompany you at no additional cost. Companions are welcome to ride on a space-available basis if they are scheduled

and have the same origin and destination. They must pay a separate fare.

Guide dogs and other service animals are allowed to accompany you if such a need was indicated on your T Lift application.

No-Show and Late Cancellation Policy

Six no-shows or late cancellations within a 90 day period will lead to a suspension of service for 30 days, which can be appealed. The T Lift's complete policy on cancellations and appeals process is included in the T Lift Policy Manual.

Unacceptable Behavior

The T Lift's complete policy on customer misconduct and unintentional misconduct, including consequences and appeals process, is included in the T Lift Policy Manual.

How Do I Comment on T Lift Service?

Should you have questions or complaints about service, please call customer service at (785) 864-4644. If a complaint is not resolved to your satisfaction after five working days, please call the Public Transit Administrator at (785) 832-3464.

More Information

For more information, the T Lift Policy Manual is available by calling (785) 312-7054 or visiting www.lawrencetransit.org.