



OPERATION UPLIFT

SUBSIDIZED TRANSPORTATION PROGRAM FOR INDIVIDUALS WITH DISABILITIES

**Decatur Public
Transit System
353 E. William St.
Decatur, IL 62523**



**FOR VAN SERVICE CALL
DPTS - 424-2821**

**FOR TAXICAB SERVICE CALL
A-1 Taxi - 864-1150**

MARCH 6, 2012

OPERATION UPLIFT is a subsidized, door-to-door transportation program for individuals with disabilities who are unable to use the regular buses. If eligible, a person may utilize DPTS's wheelchair accessible vans or local taxicabs and pay a fare of only \$2.00 per ride per person. This program is intended to provide service that is similar to the bus system. That means that Operation Uplift operates in the same geographic area, on the same days and times, and under many of the same rules as the bus system.

WHO IS ELIGIBLE TO USE THE SUBSIDIZED PROGRAM?

Individuals with disabilities who are unable to use the regular city buses may be eligible for this program. To be certified by DPTS as eligible you must submit proof of your disability. The following are eligibility requirements to be certified for the subsidized service:

- unable to board, ride, or disembark from a city bus even if the bus is handicapped accessible; or
- due to specific impairments or related conditions, cannot travel to a boarding location, or from a disembarking location to their final destination; or
- cannot use buses without lifts or other accommodations. These persons are eligible for Operation Uplift only if accessible fixed route buses are not available on the route on which they need to travel.

In general, senior citizens and persons with disabilities who are now riding DPTS's regular buses will NOT be eligible for the subsidized program. Operation Uplift is intended to provide special service only for those who are unable to use the regular bus system due to some disability.

HOW DO I OBTAIN AN OPERATION UPLIFT ID CARD?

To be certified as eligible for Operation Uplift and to obtain an ID card, you will need to complete an application provided by DPTS. You can pick up the application at the Senator Severns Transit Center, 353 E. William St., Decatur, IL, 62523, or call us at 424-2821 and ask that an application be mailed to you.

The application has 2 parts – questions to be answered by the applicant, and questions to be completed by the applicant's physician. Once you have completed your part of the application, you will need to send the application to your physician to complete. When your physician has completed his/her portion, the entire application must then be returned to DPTS. You may also be asked to come in for a personal evaluation, to better assess your ability to use DPTS's bus system. Your completed application will be reviewed and you will be notified of the decision within 21 days of receipt of the completed application.

- If you have been approved for Operation Uplift, you will be asked to go to the Transit Center to have your photo taken and to pick up your ID card. You have to do this within 60 days.
- If you have been denied, or approved for only conditional or temporary eligibility, you will be informed of your right to appeal the decision.



**YOU MUST HAVE AN OPERATION UPLIFT
PHOTO ID CARD TO USE THIS PROGRAM.**

Questions....Comments....Complaints....Call DPTS: 424-2814

WHAT ARE THE HOURS OF OPERATION?

This program is available the same hours and the same days that the bus system is operating:

Monday through Friday 5:30 AM to 6:45 PM*;
and Saturdays from 6:15 AM to 6:45 PM*.

(* last pickup time)

The program is not available on Sundays or holidays.

WHAT AREA IS SERVED?

This program is available in the same geographic area that the bus system serves: all of the city of Decatur, plus areas outside of Decatur that are within ¾ mile of a DPTS bus route. The service area includes most of the village of Forsyth, parts of the villages of Harristown and Long Creek, and other rural areas around the edge of Decatur. Please call DPTS for more information.

WHERE MAY I GO?

This service is NOT limited only to trips to the doctor. Operation Uplift will take you anywhere you want to go in the DPTS service area!

HOW DO I SCHEDULE RIDES?

ALL rides must be scheduled at least the day before your trip. Same-day trip reservations or add-on trips will only be allowed in very limited cases, such as to have prescriptions filled following medical appointments. To schedule a ride, call either DPTS (for a wheelchair lift-equipped van) or a participating taxicab company at the phone numbers shown on the front of this brochure. Please call between 8:00 AM and 5:00 PM.

CALLS MADE AFTER 5:00 PM WILL NOT BE HONORED FOR THE NEXT DAY SERVICE.

MUST I SHARE A RIDE WITH OTHER RIDERS?

The Federal guidelines for Operation Uplift require that rides be shared whenever that is practical. Rides must be scheduled a day ahead so we can arrange as many shared rides as possible. Please remember, this program is meant to provide service that is similar to the bus system.

WHAT IF I NEED ASSISTANCE?

The driver will assist you in getting in and out of the vehicle, and going to and from your door. The driver will also help you carry a limited number of parcels. However, the driver is not permitted to lift heavy loads, or to lift or carry any passenger, or to enter your home for any reason.

NOTE: Drivers are NOT trained medical technicians!

If you need additional assistance, you must make arrangements to have someone assist you.

MAY AN ESCORT OR PERSONAL CARE ATTENDANT ACCOMPANY ME?

If space is available, escorts will be permitted to ride with you. Certified personal care attendants are always permitted to accompany you.

WHAT ARE THE FARES?

Operation Uplift riders and their escorts, 5 years of age and older, must pay a \$2.00 fare per person, per trip. Certified personal care attendants always ride for free. Operation Uplift participants can pay their fare in 3 ways: in cash; or by showing a monthly pass; or by having the driver punch their punch card.

- A monthly pass (\$73.60) entitles you to unlimited rides during that calendar month.
- A punch card (\$36.80) entitles you to 20 rides.

Escorts accompanying an eligible Operation Uplift participant must pay their portion of the fare in cash.

MUST I SHOW MY ID CARD TO THE DRIVER?

Yes. The driver is required to see your photo ID card each time you ride, as proof of certification. You will not be able to receive the subsidized fare (\$2.00) if you do not have your ID card with you. If you've lost your ID card, contact DPTS to replace it as soon as possible. There will be a \$1.00 charge to replace a lost card.

OTHER PROGRAM GUIDELINES:

- Sometimes trips cannot be scheduled for the exact time you request. We will always try to schedule trips within 1 hour, before or after, your requested trip time.
- Riders must be ready to be picked up at least 15 minutes before the scheduled pick-up time. We will try to pick-up riders within 15 minutes, before or after, your scheduled pick-up time.
- Drivers will wait for passengers for no more than 5 minutes at the pick-up point.
- Drivers will not drop off a passenger and then wait for that passenger to return.
- You cannot schedule a second trip for less than 45 minutes after the drop-off time for the first trip.
- Open "will-call" return trip reservations will only be accepted for medical appointments or other trips where the return pick-up time cannot be reasonably predicted. "Will-call" reservations are discouraged.
- We will try to pick-up riders who have requested a "will-call" return trip no more than 45 minutes after the rider calls for the return trip.
- No trip for any rider should exceed 1 hour.
- Taxicab riders must complete and sign a ride form for each ride. Ride forms are available from DPTS and the drivers. The cab ride form shows your name & address, where you are going to and from, the actual pick-up time and drop-off time, trip length, fare, etc.
- **Riders who frequently cancel trips or aren't ready at the scheduled pick-up time may be suspended or banned from using Operation Uplift.**

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