

# **A GUIDE TO PARATRANSIT SERVICES**

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## **WHAT IS THE LIFT?**

The LIFT paratransit service is a curb-to-curb public transportation service for persons with disabilities who are unable to use Tulsa Transit's fixed route buses. Paratransit is a shared-ride service operated with accessible vehicles.

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## **WHAT IS THE PARATRANSIT SERVICE AREA?**

Tulsa Transit provides paratransit service within Tulsa city limits. In certain limited cases where fixed-route buses travel near the city limit line, the paratransit service area extends beyond the city limits to meet the requirements of the ADA. For clarification on the service area boundaries, please call 582-2100.

If a customer lives outside of the service area they may use the LIFT Program if: 1) they apply and are determined eligible for paratransit services; 2) they can get to a location within the service area to be picked up, and 3) they are traveling to a location within the service area.

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## **Application Procedures**

1. Phone ADARIDE toll free at 1-877-232-7433 Monday through Friday from 9 a.m. to 6 p.m. to obtain an application form. The Tulsa Transit Call Center does not mail applications, nor will LIFT Program applications be available at local agencies or health care facilities.
2. When you call ADARIDE, the customer service representative will get some basic information from you to begin the registration process. You can request a paper copy of the application and professional verification form be mailed to your home, or ADARIDE offers a more accessible option for those who want to complete the process on-line.
3. When you receive the application or go on-line to complete the form, please read the instructions and fill out every question completely. The application includes a Professional Verification Form that must be completed and signed by a qualified and licensed professional. If this section is not completed, the application will be returned. The decision regarding eligibility for LIFT Services is a transportation decision, not a medical decision. However, it is essential to have information from the licensed professional to assist in making a decision regarding eligibility.
4. Send the completed application to:

ADARIDE  
6151 West Century Blvd., Suite #304  
Los Angeles, CA 90045-5307

5. Upon receipt of your completed application, the contractor will have 21 days to make a determination regarding your eligibility. A determination letter will be mailed letting you know if and under what circumstances you will be eligible to ride the LIFT.

### **Eligibility Determinations**

- **Unconditional eligibility** – an individual is eligible for all trips on the LIFT.
- **Conditional or trip-by-trip eligibility** – an individual may be eligible for certain trips on the LIFT.
- **Transitional eligibility** – an individual is eligible for the LIFT on a temporary basis. The length of time varies depending on the customer's transportation needs, but does not exceed one year.

Temporary eligibility will be given if the eligibility determination process exceeds 21 days.

Applicants who are determined eligible will be issued an identification (ID) card. LIFT customers who want to ride the fixed-route bus for free will be required to take their LIFT ID card issued by ADARIDE along with another form of identification that includes a photo to the Denver Avenue Station, 319 S. Denver. Our staff will make you a photo ID card for just \$1.00 that you can use on the fixed-route bus to obtain the free fare.

### **What does it mean when my eligibility is “conditional”?**

Eligibility for the LIFT may be on a “conditional” basis, meaning service will be provided only for those trips in which ADA paratransit eligibility standards have been met. Riders will be required to use Tulsa Transit's fixed-route bus service, or find alternative transportation, for trips that are not deemed ADA paratransit eligible.

### **How do I appeal my eligibility determination?**

Applicants who are denied ADA complementary paratransit eligibility will have an opportunity to appeal the decision within 60 days from the date of the determination letter. Applicants who appeal may be asked to participate in an in-person assessment, will be allowed to present additional information regarding their functional abilities, and offer any documentation or advocate supporting their claims. The original certification determination will remain in effect until the final decision has been made and the appeal is closed. Applicants wanting to appeal should write a brief letter stating the reason(s) they feel the decision was in error, or they can contact ADARIDE at 1-877-232-7433 to state a desire to appeal. Appeals also can be initiated through ADARIDE's website at [www.adaride.com](http://www.adaride.com).

## **Does my certification expire?**

Yes, eligible riders are certified for services for a period of up to four (4) years. The eligibility period will depend on the LIFT participant's specific disability and, if temporary, its duration.

## **How do I get recertified?**

Recertification for services will be required of LIFT customers prior to expiration of their current eligibility period. The LIFT will notify participants of the recertification requirements approximately 45 days prior to the expiration date.

## **Are out-of-town visitors able to use the LIFT?**

Out-of-town visitors who present ADA eligibility documentation from another jurisdiction can use the LIFT. If a visitor does not have ADA eligibility documentation, the LIFT will request proof of disability and then grant the visitor presumed eligibility for 21 days of service within a 365-day period. The service days do not have to be consecutive. If visitors need LIFT service more than 21 days in a one-year period, they must apply and be certified locally.

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## **WHAT HOURS IS THE LIFT OPEN?**

### **Call Center Hours of Operation**

Weekday Service – Monday through Friday: p.m.	4:30 a.m. to 9:00
Saturday: p.m.	5:00 a.m. to 9:00
Sunday and Holidays:	Closed

No trip will begin before 4:30 a.m. Monday through Friday and 5:00 a.m. on Saturday. No trip will begin later than 8:30 p.m. Monday through Saturday.

The LIFT operates the same days as fixed route bus service. No service is provided on the following holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, and Christmas.

### **LIFT Scheduling Hours**

Monday-Saturday: p.m.	8:30 a.m. – 4:30
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Requests for next day trips are received via telephone answering machine and on-line on Sundays and holidays.

### **On-Line Reservations**

The deadline for scheduling next day trips via the on-line reservation form is 12 noon Monday-Friday and 4:30 p.m. on weekends and holidays.

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### **WHAT ARE THE FARES FOR LIFT SERVICE?**

One-Way Cash Fare:	\$3.00
One-Way Guest Fare:	\$3.00
One-Way Fare with Phone Ahead Fee:	\$4.00
“Will Call” Fare (Premium Same-Day Service):	\$6.00
LIFT Coupons:	10 rides for \$30.00
Personal Care Attendants/Escorts:	Free
Children 4 Years and Under:	Free
Buddy (must be LIFT certified):	Free

All passengers must pay exact fare when boarding the vehicle. Drivers do not carry change. LIFT Coupons can be purchased at the Denver Avenue and Mid-Town Memorial Stations and at some Quik-Trip locations. In addition, customers can purchase LIFT coupons on-line at [www.tulsatransit.biz](http://www.tulsatransit.biz) or via mail by sending a check or money order to:

Tulsa Transit  
LIFT Coupon Books  
P.O. Box 52488  
Tulsa, OK 74152

When purchasing LIFT Coupons by mail, please add \$.75 for all orders of \$200.00 or less, or \$1.50 for all orders exceeding \$200.00 to help defray the cost of mailing.

Please note: Drivers are not allowed to accept tips or gratuities.

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### **HOW DO I SCHEDULE A TRIP?**

The LIFT offers two types of service: demand service and subscription service. Demand service is provided when a customer calls the Call Center to make a reservation for service. Subscription service is a standing reservation for customers who make the same trip one or more times a week. (See What is Subscription Service?)

LIFT trips can be scheduled Monday through Saturday in one of two ways. Customers can talk to a Customer Service Representative by calling 582-2100 or 584-7209 (TDD for speech and hearing impaired), or they can complete an on-line reservation form at [www.liftprogram.tulsatransit.org](http://www.liftprogram.tulsatransit.org). On Sundays and holidays, reservations can be made on the on-line reservation form, or customers can leave a message on the Call Center answering machine for trips needed the next day.

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## **HOW DO I BOOK A TRIP WITH A CUSTOMER SERVICE REPRESENTATIVE?**

Customer Service Representatives are available from 8:30 a.m. to 4:30 p.m. Monday through Saturday. Reservations can be made up to seven days in advance. To schedule a trip, call 582-2100 and be ready to provide the following information:

- First and last name
- LIFT ID Number
- Date traveling
- Pick-up address (including building/business names, nearby landmarks, specific pick-up information like entrances, entry code for any security entrances)
- Pick-up time
- Destination address (including specific drop-off information like entrances)
- Telephone number at destination
- If a personal care attendant (PCA/escort) will travel along
- If guests other than PCA will travel along (including children)
- If a Buddy (certified LIFT customer) will travel along (must provide Buddy name and LIFT ID number)
- If customer, PCA/escort, guest(s), or Buddy will be using a mobility device

When scheduling return trips, customers should allow plenty of time to complete their business so they are ready when the vehicle arrives. Be aware of opening and closing times at the destination location to avoid waiting outside the building before or after business hours. When scheduling trips, please follow these suggestions:

- Allow adequate time to reach the destination
- Allow extra time for the pick-up and drop-off of other passengers
- Allow for traffic conditions and weather delays

The LIFT can offer travel times one hour before or one hour after the requested travel time as established under the ADA.

It is always a good idea for customers who book trips for the LIFT to record the name of the Customer Service Representative who booked the trip along with the date and time the reservation was made. Please note that all calls made to the Call Center are recorded for quality assurance.

Trips will be confirmed at the time they are scheduled. Please confirm dates, times, and addresses before ending the call to ensure the accuracy of the scheduled trip.

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## **HOW DO I BOOK A TRIP USING THE ON-LINE RESERVATION FORM?**

The LIFT Program offers an easy, no waiting option to make reservations for LIFT service. Only certified LIFT passengers who have a LIFT ID number can book trips using email.

The on-line form will not allow customers to make subscription reservations. Please call the Tulsa Transit Call Center at 582-2100 to schedule re-occurring weekly trips that have the same times, origin and destination.

The on-line trip reservation must be submitted by 12:00 noon before the date of the desired trip. This time is extended to 4:30 p.m. on Sundays and holidays. This will give ample time for review and questions back to the customer if any additional information is needed.

Go to [www.liftprogram.tulsatransit.org](http://www.liftprogram.tulsatransit.org) to book trip(s). Carefully complete every field on the form as trip requests cannot be submitted until all required fields have been completed.

Please do not call the Call Center regarding confirmation for trip requests made via email. A response will be sent immediately from Tulsa Transit's website indicating receipt of the request. If the scheduler has any questions regarding the information provided on the on-line reservation form, he or she will call to request clarification.

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## **WHAT IS SUBSCRIPTION SERVICE?**

Subscription service is limited to riders traveling to the same place at the same time at least once a week for a minimum period of 30 days. Subscriptions automatically expire when a subscription customer's LIFT certification expires. Upon renewal of the certification, subscription customers must call 582-2100 to renew their subscription service.

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## **WHEN DO I NEED TO BE READY FOR MY TRIP?**

LIFT vehicles will arrive any time within a 30-minute pick-up window. The ride is on-time if the vehicle arrives between 15 minutes before and 15 minutes after the scheduled pick-up time. For example, if the pick-up time is 9:00 a.m., the vehicle will arrive any time between 8:45 a.m. and 9:15 a.m. Please be ready to board the vehicle immediately upon arrival.

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## **WHERE DO I WAIT FOR MY RIDE?**

The LIFT is a curb-to-curb, shared-ride service that complement's Tulsa Transit's fixed-route bus service. Riders must be waiting at the sidewalk or at another safe waiting area in front of, or as close as possible to, the entrance of the pick-up location. Alley pick-ups and drop-offs are not allowed. The driver cannot enter the building or come to the door to assist riders. If a rider will need assistance exiting the pick-up location, a companion or personal care attendant must be available to assist.

For drop-offs, the operator will drop the rider off at the sidewalk or another safe waiting area next to the curb or a public street in front of, or as close as possible to, the designated drop-off location. If a rider cannot be left unattended (as a result of his or her disability or impairment), a companion or personal care attendant is required to receive the passenger upon the vehicle's arrival.

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### **WHAT TYPE OF VEHICLE WILL PICK ME UP?**

The LIFT uses a variety of vehicle types including lift-equipped buses and vans, sedans, and vans. Requests for special vehicle types cannot be accepted under any circumstances.

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### **WHAT HAPPENS WHEN MY VEHICLE ARRIVES?**

Passengers are expected to be ready to board the vehicle upon its arrival. When arriving within the 30-minute pick-up window, LIFT drivers will wait five (5) minutes for a rider to board the vehicle. The LIFT is not responsible for calling the customer when the vehicle arrives or before leaving the pick-up location. If a rider does not board within the 5-minute wait time, the driver will mark the rider as a No-Show and will depart the location.

When the vehicle arrives, customers are required to present their LIFT ID cards and the exact fare or a valid coupon. The driver cannot transport customers without the required fare.

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### **WHAT IF MY VEHICLE IS LATE?**

If the vehicle has not arrived by the end of the 30-minute window, please call the Call Center at 582-2100. In the event the pick-up is 30 minutes or more outside the window, customers will not be charged for the trip. For example, if the pick-up time is 10:00 a.m., the pick-up window closes at 10:15 a.m. If the vehicle does not arrive until 10:45 a.m. or later, there will be no charge.

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## **HOW MANY PACKAGES CAN I BRING ON THE VEHICLE?**

Because the vehicle will be shared, customers must limit their packages to two (2) large paper grocery bags, or an equivalent of small plastic bags. Customers are allowed to bring on board only what they can independently carry in one load, and are not allowed to get on and off the vehicle to load packages. Once on board, packages must fit in the passenger's lap during transport. Drivers are not required to leave the vehicle to assist customers with grocery bags or packages. A customer who violates these limits will be expected to arrange for alternative transportation (i.e. taxi, friend, or family member) for the return trip.

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## **WHAT ARE THE PROCEDURES FOR USING WHEELCHAIRS OR OTHER MOBILITY DEVICES?**

The LIFT will make every attempt to accommodate standard wheelchairs, scooters, and other mobility devices. Standard mobility devices are defined as those that do not exceed 48" in length, 30" in width, and 600 lbs. in total weight. Persons with mobility devices larger than these standards may be denied LIFT service. Please be sure wheelchairs or other mobility devices are clean, safe, and in good working condition before traveling aboard the LIFT.

The American Safety Council recommends that customers in wheelchairs board by backing onto the lift for safety purposes. This puts the majority of the weight of the wheelchair and customer closest to the vehicle and gives the most support.

The LIFT will make all attempts to secure standard wheelchairs and scooters. If a wheelchair or scooter exceeds the normal size, the driver may ask the rider to transfer to a seat, as it may be difficult to safely secure the passenger within the mobility device. It is the customer's choice to transfer or remain in his or her mobility device.

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## **HOW LONG WILL MY RIDE TAKE?**

Travel time on the LIFT is comparable to the amount of time it would take to make the same trip using our fixed-route bus service. The average fixed-route trip length is one to one and one-half hours, and a trip on the LIFT may exceed or fall below that average depending upon the circumstances.

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## **WHAT ARE THE RULES OF CONDUCT WHEN RIDING THE LIFT?**

Passengers are asked to follow these rules of conduct to ensure the safety and comfort of all riders and the driver:

- No eating, drinking, or smoking
- No fighting, throwing of any object, pushing, rough behavior, or vulgar language
- No firearms, weapons, or fireworks of any kind
- No hazardous chemicals, materials, or batteries of any kind
- Shirt and shoes must be worn at all times
- Radios, CD players, tape players are not to be played aboard the vehicle unless headphones are used and the volume is adjusted so only the passenger can hear
- For safety reasons, please limit unnecessary conversation with drivers when the vehicle is in motion
- Children age 12 years and under must be accompanied by an adult or older passenger
- Pets must be stored in a pet carrier except service animals
- No abusive, threatening, or obscene language or actions
- Infants and toddlers must be transported in car seats in accordance with state law

Riders who violate the rules of conduct are subject to penalties, up to and including suspension of service. Note: Passengers who engage in physical abuse or cause physical injury to another rider or the driver may be subject to immediate and permanent suspension, and possible criminal prosecution.

### **How can I appeal a suspension of service?**

A customer who disputes the basis for a suspension or termination of service can appeal within fourteen (14) calendar days from the date the suspension letter is mailed. Customers must submit requests for appeals in a timely manner.

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### **WHO CAN ACCOMPANY ELIGIBLE PASSENGERS?**

#### **Personal Care Attendant/Escort**

A personal care attendant can accompany a certified LIFT passenger at no additional charge. Determinations regarding a customer's need for a personal care attendant are made at the time of certification. Those who are certified to have a personal care attendant must reserve space for the attendant when scheduling trips on the LIFT.

#### **Guests**

Guests are welcome to ride with LIFT customers for \$3.00 per trip. Due to limited space, each rider is allowed one guest per trip. Customers must reserve space for the guest, whether adult or child, when scheduling their trips. Seating for more than one guest is

on a “space available” basis. Children age 4 and under travel free and must be accompanied by an adult.

### **Service Animals**

Guide dogs and other service animals are permitted on all LIFT vehicles and are allowed to accompany passenger if the need is indicated at the time of certification. When scheduling a trip, customers must inform the Customer Service Representative if they will be accompanied by a service animal.

### **Buddy**

The Buddy System allows up to three certified LIFT customers to ride for the price of one. The booking customer and the Buddy must be picked up at the same location and time, and must have the same return trip for them to be considered Buddies. The names of Buddies and their LIFT ID numbers must be provided when the trip is scheduled. All LIFT customers, including Buddies, must show their LIFT ID cards to the driver when boarding the vehicle.

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## **HOW DO I CANCEL MY TRIPS?**

When customers no longer need trips they have scheduled, whether demand or subscription service, they must call 582-2100 to cancel. Cancellations must be received by Call Center staff no later than 4:30 p.m. the day before the scheduled trip. Depending upon the time cancellations are received by the Call Center, they are classified in one of three ways:

**Advance Cancellations:** Trips canceled by 4:30 p.m. the day before the scheduled trip will be counted as Advance Cancellations.

**Same-Day Cancellations:** Trips that are cancelled between 4:30 p.m. the day prior to the trip and up to two (2) hours before the scheduled pick-up time.

**Late Cancellations:** Trips that are not canceled at least two (2) hours before the scheduled pick-up time.

### **What are the penalties for Late and Same-Day Cancellations?**

For every three (3) Same-Day Cancellations, a rider will be charged one (1) No-Show. Customers will be charged one (1) No-Show for every Late Cancellation (including cancellations at the door).

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## **WHAT IS A NO-SHOW?**

A No-Show occurs when a passenger fails to board the LIFT vehicle within five (5) minutes after it arrives within the pick-up window. Customers who No-Show their trips going home should call the Call Center at 582-2100 to reschedule. A "Will Call" trip will be scheduled on the next available vehicle. The next available vehicle is based upon availability and may take up to three (3) hours to dispatch. The fare for "Will Call" trips is \$6.00 for the passenger and \$6.00 each for guests.

When customers No-Show, their return trips are cancelled. However, if the customers use alternative transportation to go on to their destinations, the return trip can be reinstated if they phone the Call Center within one hour of the original pick-up time.

### **What are the penalties for No-Shows and Cancellations?**

There are no penalties assessed for Advance Cancellations. Penalties will be assessed for Same-Day Cancellations, Late Cancellations, and No-Shows as follows:

When customers accumulate a total of three (3) No-Shows within a 30-Day period, they will receive a written Notice of Service Suspension, and a 30-day service suspension will be imposed. Customers will be given 14 calendar days from the date the suspension letter is mailed to appeal No-Shows they believe were charged in error. Customers must appeal in writing and in a timely manner. After the 14 days have elapsed without the request for an appeal, the No-Show(s) will become part of the customer's permanent record and cannot be appealed at a later date.

Should a customer be temporarily suspended from the LIFT Program, it will be necessary for the customer to reinstate subscription trips at the end of the suspension period. Subscriptions are suspended when service is suspended.

Customers can void a pending suspension by exercising a "buy-back" option. For all proposed suspensions, the customer will receive a list of the specific trips when a policy violation(s) occurred. Customers may remove a violation from their records by paying the cost an average LIFT trip. The cost to buy back one violation is \$20.00. This option will be available to customers only six times in a calendar year. Customers choosing to exercise the buy-back option should send a cashier's check or money order (personal checks will not be accepted) to Tulsa Transit, Attn: LIFT Buy Back, P.O. Box 52488, Tulsa, OK 74152, or hand deliver to Tulsa Transit, 510 S. Rockford, Monday through Friday from 8 a.m. - 12 noon and 1:00 - 5:00 p.m.

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