

THE LIFT



LIFT PASSENGER NEWSLETTER JUNE 2009



From the Director

Never a day goes by when we turn on the television or radio, or open a newspaper that we are not bombarded with news about the tough economic times our country is facing. Businesses, governmental agencies, and private citizens all are being forced to find ways to tighten our belts. The LIFT Program is no different.

To increase efficiencies and reduce costs, we are making some policy changes effective July 1. Please read this newsletter carefully for a recap of the changes. If you have any questions, feel free to call us at 582-2100 for clarification.

In addition to the policy changes, we have an exciting new no-waiting trip reservation option. We hope many of you will find the on-line reservation form convenient and user-friendly. Try it out and let us know what you think! We value your input. Thanks to all of you for your cooperation with the needed changes.

New On-Line Reservation Form

The LIFT Program offers a new, easy, no waiting option to make reservations for LIFT service. 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.

Starting July 1, go to 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. This form will not allow customers to make subscription reservations.

New Guide to Paratransit Services

The LIFT has a new Guide to Paratransit Services that replaces the existing Paratransit Services Rights and Responsibilities. The new Guide can be viewed at Tulsa Transit's website: www.tulsatransit.org. If you would like a Guide mailed to your home, please call 582-2100.

New Trip Scheduling Hours

Effective July 1, trips on the LIFT can be scheduled seven days a week from 8:30 a.m. until 4:30 p.m.

Subscription Reservations

We encourage riders traveling to the same place at the same time at least once a week to take advantage of our subscription service. With subscription service, you don't have to call weekly to schedule trips. One call does the trick! Changes can be made to subscriptions once every 30 days. To schedule a subscription trip, call 582-2100.

Cancellations and No-Shows

In an attempt to reduce very high cancellation and No-Show rates, the LIFT will begin imposing a penalty when customers cancel trips after 4:30 p.m. the day before the trip is scheduled.

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.

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, or when a passenger cannot be dropped off within five (5) minutes at the destination location.

Penalties for No-Shows and Cancellations

There are no penalties assessed for Advance Reservations.

- For every three (3) Same-Day Cancellations, a rider will be charged one (1) No-Show.
- For every Late Cancellation, a rider will be charged one (1) No-Show.
- When a passenger fails to board the vehicle within five (5) minutes after it arrives within the pick-up window, or when a passenger cannot be dropped off within five (5) minutes at the destination location, one No-Show will be charged.

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 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.

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

No Specific Vehicle Requests

As a reminder, requests for special vehicle types cannot be accepted.

Return Trip Time Must be Scheduled

All scheduled trips must have a stated pick-up time. The LIFT will no longer schedule "Will Call" return trips for those customers who do not have an exact return time. If a customer is not sure how long he or she will need to be at the destination location, an estimated time must be provided in order for the trip to be placed on the schedule.

New Call Center Hours

Beginning July 1, the Call Center will be closed on Sundays and holidays. Trip requests for the following day will be taken on Sundays and holidays from 8:30 a.m. until 4:30 p.m. via a telephone answering machine. The answering machine will allow customers to schedule trips only for the next day. Customers also can make reservations on Sundays and holidays using the on-line reservation form.