



A GUIDE TO PARATRANSIT SERVICES

**Under the Americans
With Disabilities Act of
1990 (ADA)**

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TULSA TRANSIT

Guide to Paratransit Services

WHAT IS THE LIFT?

The LIFT paratransit service is a door-to-door public transportation service for persons with disabilities who are unable to use Tulsa Transit's fixed route buses for some or all their trips. Paratransit is a shared-ride service operated with accessible vehicles. It is designed to be comparable to fixed-route service.

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 (918) 582-2100, emailing lift@tulsatransit.org , or go to our website: www.tulsatransit.org

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.

HOW DO I APPLY FOR THE LIFT SERVICES?

Eligibility Criteria

Persons with disabilities may be eligible for ADA complementary paratransit service based on a permanent or temporary disability. According to federal regulations, paratransit services must be offered to persons whose disability 1) prevents them from getting on and off the bus or riding the bus, or 2) prevents them from traveling to or from a bus stop in Tulsa Transit's fixed-route bus system. This could be due to distance, weather, terrain, or architectural barriers.

Application Procedures

1. Phone ADARIDE toll free at 1-877-232-7433 Monday through Friday from 10 a.m. to 6 p.m. to obtain an application form. The application is available in all languages online by visiting ADARIDE.COM. Also, Spanish speaking Customer Service agents are available during business hours. 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 (i.e. physician, physical therapist, independent living specialist, orientation and mobility instructor) to assist in making a decision regarding eligibility.
4. Send the completed application to:

ADARIDE
19300 South Hamilton Ave, Suite #120
Gardena, CA 90248
5. Upon receipt of your completed application, the contractor will have 21 calendar 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. If for any reason the decision is not made within 21 calendar days after receipt of your completed application and verification, you will be deemed “presumptively eligible” for Lift Program Services and will be able to ride until a decision and all actions have been taken.

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.
- **Temporary 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. Please Note: Temporary eligibility will be given if the eligibility determination process exceeds 21 calendar days.

Applicants who are determined eligible will be issued an identification (ID) card (looks like a business card). LIFT customers who want to ride the fixed-route bus for free will be required to take their LIFT ID cards 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 calendar days from the date of the determination letter. Applicants who appeal may be:

- Asked to participate in an in-person assessment
- Allowed to present additional information regarding their functional abilities
- Permitted to 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.

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 calendar 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. Visitors must provide proof of disability, along with a current address and phone number. Then the LIFT will grant the visitor presumed eligibility for 21 calendar 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 calendar days in a one-year period, they must apply and be certified locally.

WHAT HOURS IS THE LIFT OPEN?

Call Center Hours of Operation

Weekday Hours – Monday through Friday: 6:00 a.m. to 6:00 p.m.

Call Center After Hours

Weekdays (5 a.m. – 6 a.m. and 6 p.m.- 8 p.m.): When customers call, they will only be able to cancel trips and locate their ride on a monitored voice recorder system.

Saturday (5 a.m. – 8 p.m.) and Sunday (8 a.m. – 6 p.m.): Customers are given the option to cancel, book a trip for Monday only, or locate their ride on a monitored voice recorder system.

No trip will begin before 5:00 a.m. Monday through Saturday. No trip will begin later than 8:00 p.m. Monday through Saturday.

The LIFT operates the same days as fixed route bus service. There are no Lift services on Sundays. However, the fixed routes will deviate $\frac{3}{4}$ of a mile for the Sunday services. 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-Friday

8:00 a.m. – 4:00 p.m.

Requests for next day trips are received via telephone answering machine on weekends and holidays. On Saturday and Sunday customers will leave requests on a monitored voice recorder.

WHAT ARE THE FARES FOR LIFT SERVICE?

Regular Fare

One-Way Cash Fare:	\$3.50
One-Way Guest/Companion Fare:	\$3.50
One-Way Fare with Phone Ahead Fee:	\$4.50
Personal Care Attendants/Escorts:	Free
Children 4 Years and Under:	Free
Buddy (must be LIFT certified):	Free
LIFT Coupons:	10 rides for \$35.00

“Will Call” Fare (Premium Same-Day Service): \$7.00 (regardless of trip distance)

Sand Springs Premium One-Way customers that travel $\frac{3}{4}$ of a mile from the perimeter of the Tulsa Transit fixed route service will pay a premium charge of \$30.00.

All passengers must pay exact fare when boarding the vehicle. Drivers do not carry change. Change and or Credit will not be given. LIFT Coupons can be purchased at the Denver Avenue Station and at some Quik-Trip locations. In addition, customers can purchase LIFT coupons on-line at www.tulsatransit.org or via mail by sending a check or money order to:

Lockbox
P.O. Box 21228
Dept. 163
Tulsa, OK 74121

When purchasing LIFT Coupons by mail, please add \$.75 for all orders for shipping and handling costs.

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

HOW DO I ACCESS THE SERVICE?

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 Sunday via email (lift@tulsatransit.org) or phone. Customers can talk to a Customer Service Representative by calling (918) 582-2100 or (918) 584-7209 (TDD for speech and hearing impaired). On weekends and holidays, customers can leave a message on the Call Center answering machine for trips needed the next day.

HOW DO I BOOK A TRIP?

Customer Service Representatives are available from 8:00 a.m. to 4:00 p.m. Monday through Friday. Reservations can be made up to seven calendar days in advance. To schedule a trip, call (918)582-2100 or email lift@tulsatransit.org and be ready to provide the following information:

- First and last name
- Date traveling
- Pick-up address (including building/business name, nearby landmark, specific pick-up information like entrance, entry code for any security entrance)
- Time you need to be at your destination
- Destination address (including specific drop-off information like entrances)
- 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

As established under the ADA, the LIFT can offer travel times one hour before or one hour after the requested travel time. For instance, if you request a trip in the 8:00 a.m. hour and all the routes running in that hour are full, the Customer Service Representative will offer you pick-up times in the 7:00 a.m. hour or the 9:00 a.m. hour. If the trip is a no solution (a window time cannot be found at the time the trip is booked), the scheduler can look for arrival times of plus or minus one hour of the requested arrival/departure time. Schedulers make two attempts to contact the customer, if no voicemail is available, the evening before a trip to provide the customer with their window times. It is the customer's responsibility to know the hours of operation of the business/location to which they are booking a trip.

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.

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 calendar days. When a LIFT customer's certification expires, that customer's subscription service automatically cancels. In addition, subscription service automatically cancels anytime a customer is suspended due to no shows and/or late cancellations. Upon renewal of the certification or at the end of the suspension period, subscription customers must call (918) 582-2100 to renew subscription service.

WHEN DO I NEED TO BE READY FOR MY TRIP?

LIFT vehicles will arrive any time within a 30-minute pick-up window. Customer Service Representatives give the pick-up window at the time the trip is booked. It is very important for customers to write the pick-up window times down so there will be no confusion on the day of travel. Please be ready to board the vehicle immediately upon arrival.

WHERE DO I WAIT FOR MY RIDE?

The LIFT is a door-to-door, shared-ride service. Most riders can wait inside their residences or pick-up locations until the driver knocks on the door or rings the doorbell. There are instances in which the driver will be unable to provide door-to-door services. Tulsa Transit's policies regarding door-to-door service are:

- Drivers cannot go to locations where the vehicle must be backed. Backing LIFT vehicles is strictly prohibited by company policy.
- Drivers must be able to find a safe place to park; the parked vehicle must not block or impede traffic. Alley pick-ups and drop-offs are not allowed.
- Drivers must be able to maintain sight of vehicle. In other words, if the driver cannot see his or her vehicle from the door of the pick-up location, door-to-door service will not be provided.
- Drivers will not go to doors that are more than 75 feet from the vehicle.
- Drivers will go to the outermost door at a pick-up location where they will knock on the door or ring the doorbell.
- Under no circumstances will drivers enter residences or other pick-up or drop-off locations.
- Drivers will identify themselves by name, position (LIFT driver), and will verify the drop-off location with the customer.
- There must be a safe, accessible path of travel from the customer's door to the vehicle for door-to-door service to be provided.
- Drivers will provide no assistance up or down steps for persons in wheelchairs or push them up excessively steep ramps.
- If a rider cannot be left unattended at the destination location (because of his or her disability or impairment), a companion or personal care attendant is required to receive the passenger upon the vehicle's arrival.

If Tulsa Transit cannot provide door-to-door service for operational reasons (as outlined above), 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.

WHAT TYPE OF VEHICLE WILL PICK ME UP?

Tulsa Transit provides Lift-equipped buses.

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.

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 (918) 582-2100. On weekends and after hours, customers can leave a message on the Call Center answering machine and their call will be returned the same day. 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 window is 10:00-10:30 a.m. and the vehicle does not arrive until 11:00 a.m. or later, there will be no charge.

HOW MANY PACKAGES CAN I BRING ON THE VEHICLE?

Because the vehicle will be shared, customers must limit their packages to three (3) large paper grocery bags (preferably with handles) or eight (8) "Walmart-type" plastic bags. Customers can bring on board only what they, with the assistance of the driver, can carry in one load. Passengers are not allowed to get on and off the vehicle to load packages. Drivers will assist with up to two parcels that individually weigh no more than 15 pounds. Bags or packages weighing more than the limit will be the responsibility of the passenger.

Once on board, packages must fit in the passenger's lap or store under the seat during transport. Collapsible carts are allowed and can be secured by the driver. Non-collapsible carts and utility carts will not be allowed under any circumstances.

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.

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. Please be sure wheelchairs or other mobility devices are clean, safe, and in good working condition before traveling aboard the LIFT. (Drivers are not authorized to push, or pull, inoperable mobility devices)

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.

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 will be allowed on Tulsa Transit vehicles, except for a holstered pistol or handgun carried in full compliance with the provisions of the Oklahoma Self-Defense Act (21 O.S. 1290.1 et seq.) or a rifle or shotgun which is not clip, magazine or chamber loaded, provided the rifle or shotgun is transported in a case designed for carrying firearms in compliance with the provisions of the Oklahoma Firearms Act of 1971 (21 O.S. 1289.7). For more information, see Oklahoma Self-Defense Act (21 Okla. Stat. 1290.1 et seq.) and the Bus Passenger Safety Act (21 Okla. Stat. 1901 et seq. [Senate Bill 397]).
- No hazardous chemicals, materials, or batteries of any kind (portable medical oxygen supply permissible)
- Shirt and shoes must be worn at all times
- Personal Hygiene
- 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 (any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability)
- No abusive, threatening, bullying 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 14 calendar days from the date the suspension letter is mailed. Customers must submit requests for appeals in a timely manner.

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 \$3.50 per trip. Due to limited space, each rider is allowed one guest per trip. If a guest is traveling with you and you require a Will Call, the guest must pay the Will Call fare as well. 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 ages 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 can accompany passengers.

Buddy

The Buddy System allows up to three LIFT customers (the customer booking the trip and two other certified 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 all 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.

HOW DO I CANCEL MY TRIPS?

When customers no longer need a trip that has been scheduled, whether demand or subscription service, they must call (918) 582-2100 or email lift@tulsatransit.org, to cancel. Customers should make every effort to cancel trips no later than 4:00 p.m. the day before the scheduled trip.

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. When customers no-show, they are responsible for canceling any other trips scheduled for the day if they no longer wish to travel.

WHAT IS A LATE CANCELLATION?

A late cancellation is a trip that is not canceled at least two (2) hours before the scheduled pick-up time. This includes trips canceled at the door.

WHAT ARE THE PENALTIES FOR NO-SHOWS AND LATE CANCELLATIONS?

Customers who no-show/late cancel 15 percent (15%) of their scheduled trips within a six (6) month look-back period may be subject to service suspension. However, you will be given two (2) no-show/late cancel/cancel at the door grace period before a service suspension is to take place.

For instance:

- A customer who schedules 20 trips in a month and no-shows/late cancels three, or 15 percent, of those trips would be suspended.
- Someone who schedules 40 trips in a month and no-shows/late cancels six, or 15 percent, of those trips would be suspended.

Customers who establish a pattern or practice of no-shows and/or late cancellations in a twelve (12) month look-back period will receive:

- First violation: Written warning
- Second violation: 14-day (2-week) suspension
- Subsequent violations: 28-day (4-week) suspension

For instance, if a customer had a pattern or practice of no-shows and/or late cancellations in January, a written warning would be issued. If the customer established a pattern or practice of no-shows and/or late cancellations in April, the customer would be subject to a 14-day (2-week) suspension. Finally, if the customer established a similar pattern or practice in September, the customer would be suspended for 28 days or 4 weeks.

Customers who believe one or more of their violations were charged in error may appeal in writing, in a timely manner, either by completing the form and returning it via mail or by emailing lift@tulsatransit.org. The appeal must include details regarding why the customer believes the violation was charged in error.

Tulsa Transit will consider the information provided with the appeal, make a determination and mail or email a determination within seven (7) calendar days after the request for appeal has been received.

If all or part of the appeal is denied, the customer will have a right to request an in-person hearing to appeal the determination made by Tulsa Transit. Customers making appeals in person will each have up to 15 minutes to present oral and/or written arguments concerning the no-show(s) and/or late cancellation(s) they believe were charged in error and not removed by Tulsa Transit during the initial appeal. The appeal will be heard by someone who was not involved in the initial decision, and the decision of the hearing officer will be handed down in writing. The decision will be final, and no further appeals will be accepted by Tulsa Transit.

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

CAN I AVOID BEING SUSPENDED?

Customers can avoid a pending suspension by exercising a “buy-back” option. For all proposed suspensions, the customer will receive a detailed list of violations. Customers may remove violations by paying the cost of an average LIFT trip. The cost to buy back one violation is \$25.00. Customers can buy back only six individual no-shows and/or late cancellations in a twelve (12) month look-back period.

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 21228, Tulsa, OK 74121, or hand deliver to the Denver Avenue Station, 319 S. Denver Avenue, Monday through Friday from 8 a.m. to 5 p.m.

HOW DO I REQUEST A REASONABLE MODIFICATION?

Tulsa Transit is committed to providing equal access and opportunity to qualified individuals with disabilities in all programs, services, and activities. Tulsa Transit recognizes that, in order to have equally effective opportunities and benefits, individuals with disabilities may need reasonable modifications to policies and procedures. Tulsa Transit's full Reasonable Modification Policy can be found at www.tulsatransit.org.

Requests for reasonable modifications can be submitted in writing by:

- Mail: 510 S. Rockford Avenue, Tulsa, OK 74120
- E-mail: lift@tulsatransit.org

Alternative means of filing a request, such as personal interviews, phone calls or taped requests, will be made available for persons with disabilities if unable to communicate their request in writing or upon request.

HOW DO I SUBMIT AN ADA COMPLAINT?

Any individual who feels they have experienced unlawful discrimination under ADA can submit a complaint at no charge. Complaints can be submitted by:

- Calling (918) 582-2100
- Emailing lift@tulsatransit.org
- Sending mail to Tulsa Transit, Attention Civil Rights Officer, P.O. Box 52488, Tulsa, Ok 74152
- Going to Tulsa Transit's website at www.tulsatransit.org/ada-complaint-form

For further information on our services and the fixed route services, please visit our website at www.tulsatransit.org

When submitting a complaint, please provide clear and concise information describing the alleged discriminatory practice(s) and/or act(s). For additional information or assistance in filing your complaint, contact Tulsa Transit's Call Center at (918) 582-2100 (TDD: 918-584-7209).