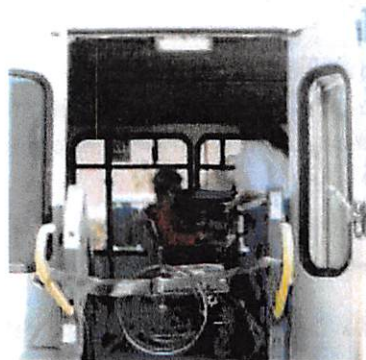


**OSU-Stillwater Community Transit
PARATRANSIT
SERVICES
GUIDE**



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



Revised: June 2017

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Keep the User Guide for future reference.

WELCOME!

OSU-Stillwater Community Transit provides a shared-ride, door to door Paratransit service according to the Americans with Disabilities Act (ADA). Transportation is provided utilizing lift or ramp equipped buses. Paratransit service is for individuals with disabilities which prevent them from riding the fixed route service. Customers who are unable to climb steps can enter vehicles utilizing the lift. Individuals who may participate are those who are 5 years of age and older who have been determined eligible by OSU Student Disability Services.

TRIP PURPOSE

Transportation services may be used for any purpose within the service area.

SERVICE AREA

OSU-Stillwater Community Transit currently provides Paratransit service within $\frac{3}{4}$ miles of the fixed routes operated by the system. This includes most, but not all of the Stillwater City limits. Under the Americans with Disabilities Act, transit systems are required to provide service within $\frac{3}{4}$ mile of a fixed route. A fixed route is defined as a specific route with timed stops. If a customer lives outside of the service area they may apply to be determined eligible for Paratransit services. If they are approved for a Paratransit card, they will be responsible for providing transportation to and from a location within the service area in order to utilize Paratransit services.

CERTIFICATION PROCESS

Eligibility Criteria

ADA Paratransit eligible individuals are:

- (1) Individuals who cannot independently board, ride, or disembark a fixed route accessible (lift-equipped) vehicle. This includes persons who cannot determine where to get on or off a fixed route.
- (2) Individuals with a specific impairment related condition which prevents them from getting to or from a boarding location or disembarking from such location.

How to Apply for Paratransit Services

1. Call 744-7116 or 744-2832 to obtain an application form. You may also download the form from <http://www.transit.okstate.edu> or pick one up from OSU Student Disability Services Office.
2. Read the instructions and fill out every question to the best of your ability.
3. Send the completed application to:

OSU Student Disability Services Office
ADA Certification
315 Student Union
Oklahoma State University
Stillwater, OK 74078

Application Process

OSU Student Disability Services Office determines eligibility for Paratransit services utilizing the guidelines of the Americans with Disabilities Act. An individual must complete an application and return it to this office.

Eligibility determinations will be made on an individual basis. There are three types of eligibility:

- **Unconditional eligibility** – an individual is eligible on Paratransit service under any circumstances.
- **Conditional eligibility** – an individual may be eligible for certain trips based on the conditions identified that prevent usual use of fixed route system on Paratransit service.
- **Transitional eligibility** – an individual is eligible for Paratransit service on a temporary basis, such as while recuperating after a surgery. The length of time varies depending on medical necessity.

Applicants will be notified of their eligibility determinations within 21 days of receipt of a completed application. Temporary eligibility will be given if the process exceeds 21 days. If you have any questions, call OSU Student Disability Services Office at 744-7116 (v/tty).

Re-certification Process

All customers, regardless of eligibility type, will need to reapply for Paratransit service on or before the expiration date on their I.D. card. It is the customer's responsibility to report to OSU Student Disability Services office or "The Ramp" office when their condition changes.

The general rule is that an individual is certified for a period of four years for an unconditional card, and less time for a transitional.

PARATRANSIT IDENTIFICATION CARDS

Once an applicant has successfully been screened for Paratransit service, the individual will be sent an identification card that may be used to ride OSU-Stillwater Community Transit service fixed routes at a reduced rate. The identification card is not required to ride Paratransit buses as verification of eligibility is made when reservations are completed, however, the card can be used to prove eligibility to Paratransit services outside of the city of Stillwater.

Replacement of Lost Cards

A replacement for a lost card may be obtained by calling OSU-Stillwater Community Transit at 405-744-2832, replacement cards cost \$5.00

HOURS OF PARATRANSIT OPERATION

Office Hours – Monday through Friday

8:00am to 4:30 p.m.

Academic Calendar Year– Monday through Friday

6:30am to 10:30 p.m.

-No trip will begin before 6:30am

-No trip will begin later than 10:00 p.m.

Reduced Service Hours--Monday through Friday

6:30am to 7:00 p.m.

-No trip will begin before 6:30am

-No trip will begin later than 6:30pm

Weekend Service – None

HOLIDAYS

The Ramp Paratransit service operates the same days as fixed route bus service. No service is provided on the following holidays, additional dates may be added and can be verified by calling 405-744-2832:

New Year's Day (January 1)

Martin Luther King Day (third Monday in January)

Memorial Day (last Monday in May)

Independence Day (July 4)

Labor Day (first Monday in September)

Thanksgiving Day (fourth Thursday in November)

Friday following Thanksgiving

Christmas Eve (December 24)

Christmas Day (December 25)

SCHEDULING PARATRANSIT SERVICE

Next Day Service:

Reservations can be made between the hours of 8:00am and 4:30pm Monday through Friday.

Reservations may be made up to fourteen (14) days in advance, but **no later than** the previous day before 4:30pm. There are no transportation services on weekends.

If you are traveling to an appointment, be sure to tell the Customer Service Representative what time you must arrive at your destination. Then a correct pick-up time can be determined. All service is “shared ride”; your total travel time will allow time for others to board and ride in the same vehicle. Your Paratransit ride will take approximately the same amount of time a similar trip on the fixed route bus would take, and may not follow a direct route between your pick-up and drop off locations.

Same Day Service:

Eligibility

Open to all current OSU-Stillwater Community Paratransit Customers.

“Conditional” Riders

Conditional status is waived to allow for Same Day Service.

Same Day Trip Bus Fare

Bus Fare for same day trips is \$3.00. Cash or Tickets are the only accepted forms of payment, Valid OSU ID is not an approved method of payment.

Trip Scheduling

Same Day Trips may be scheduled Monday through Friday from 8:30am to 4:30pm.

Trip Availability

Same day trips are secondary to our Paratransit trips and are only available if there are sufficient resources available to complete the trip. OSU-Stillwater Community Transit is not obligated to schedule Same Day Trips, however once a trip is scheduled it will be completed as scheduled and in accordance with our policies and procedures. Same Day Trips may be scheduled Monday through Friday from 8:30am to 4:30pm, the actual trip may occur between 8:30am and the end of normal operational hours.

Same Day Trip Guidelines:

- All OSU-Stillwater Community policies and procedures are in effect for Same Day Trips (Example: No show, cancellation, etc.) with any exceptions listed in this section.
- PCA and Guest travelers are non-exempt and will be required to pay the appropriate Same Day Service bus fare.
- Regular Paratransit trips may be canceled and, if available, schedule same day trips. Any change or new origin/destination or trip times will be considered as a Same Day Trip.
- Trips may be canceled with a return trip scheduled to the customer’s residence on file without incurring the Same Day Trip fare. The trip home will be a shared ride and the drop off will be scheduled as time allows.

If you have **multiple trips on the same day**, they need to be scheduled at least **sixty minutes apart**. This will allow for travel time and the utilization of the 30-minute window. This policy is in place to prevent the return trip from arriving before the original trip has been completed. Occasionally we may need to ask a customer to change the requested pick-up time in order to accommodate their request for a reservation. The ADA allows the transit to negotiate a revised pick-up with you that may be up to one hour before or after your requested pick-up time.

Example: If you request a pick-up time of 9:00am, the negotiated time would be one hour before or after that time. Negotiating pick-up times with customers gives a better estimated arrival time.

Be sure to phone “The Ramp” office if you need to change your pick-up time.

Trip Cancellations

Trip cancellations are required **no later than one hour before a scheduled pick-up**. Trip changes are considered cancellations. Failure to cancel trips at least one hour before the scheduled pick-up will result in a late cancel. (See No-Shows)

Helpful Suggestions When Making Reservations

When calling to reserve a ride, have the following information ready:

- Your first and last name;
- Date when you want to travel;
- Pick-up/Drop-off address: number, street, suite number, entry code for any security entrances and telephone number; be specific about pick-up directions. (Example: North Entrance, South Entrance, etc). Please make sure the location requested is accessible to Paratransit vehicles, to ensure that the Paratransit vehicle can enter and exit without backing. The house, apartment or mobile home number must be visible. If your pick-up time is in the early morning, it is helpful if the porch light is turned on. Remember that it is not possible for our service vehicles to park for long periods of time at the entrance. Our vehicles cannot block any other vehicle or customer traffic. If you are waiting for a vehicle at an entrance, be sure you are ready and waiting at the beginning of your pick-up window so you can see the vehicle arrive.
- Your requested pickup or requested drop-off time;
- Your requested return time if you want a round trip;
- Certain times of the day may be busier than others. Schedule discretionary trips during times that are less heavily scheduled when possible. The Customer Service Representative can assist you with this.
- If you will be using a wheelchair or other mobility device;
- If you will be accompanied by a personal care assistance (PCA) and/or companion and if they use a mobility device.
- Any other information the Paratransit driver should know to help you travel.

When you call to schedule your trip, keep a record of the Customer Service Representative you spoke with, along with the date and time.

All Calls Are Monitored For Quality Assurance

CUSTOMER SERVICE

OSU-Stillwater Community Transit welcomes your compliments, complaints, and suggestions. We are committed to using customer input as a tool to improve service quality. All comments may be submitted by mail, FAX or phone:

OSU-Stillwater Community Transit
 Attention: Manager, Transit Services
 1006 W. Hall of Fame
 Oklahoma State University
 Stillwater, Oklahoma 74078
 (405) 744-2832 (V/TTY)
 Fax: (405) 744-0441

Service Complaints

If you experienced a problem with a specific ride, you may wish to file a formal service complaint. All formal complaints are investigated and receive responses.

To file a formal service complaint, please provide the following information:

- Rider's name, address, and telephone number.
- Date and time of the incident.
- Details of the incident.

OSU-Stillwater Community Transit is committed to protecting the confidentiality of its riders. Anonymous service complaints, however, cannot receive responses.

Transporting Children

Children, age 5 and over, traveling as companions must also pay the full fare, as listed on page 15 under "Paratransit Fare Information".

Transporting Animals/Service Animals

Service animals, as defined by current Federal Transit Administration Regulations, are permitted. Service animals must be under control of the owner at all times while riding The Ramp. Pets or other animals must be in an approved pet carrier to ride The Ramp.

RIDING PARATRANSIT SERVICE

Door to Door Service

"The Ramp" provides **door to door service comparable to the fixed route**; customers must be ready and waiting at their residence or pick-up location. Paratransit drivers are not allowed to enter the customer's home or drop-off locations, nor are they allowed to take wheelchairs up, down stairs, or to/through doors.

The "The Ramp" offers 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. OSU-Stillwater Community Transit's policies regarding door to door service are:

- Drivers cannot go to locations where the vehicle must be backed. Backing transit vehicles is strictly prohibited.
- 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 (OSU Transit Driver), and will verify the drop-off location with the customer. Transit employees are required to have their OSU Transit ID badge which contains their picture, driver number and name.

- There must be a safe, accessible path of travel from the customer's door to the vehicle in order 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 or down excessively steep ramps (as defined by ADA Guidelines).
- If a rider cannot be left unattended at the destination location (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.
- If OSU-Stillwater Community Paratransit 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.

“The Ramp” operates within a 30-minute pick-up window. The window begins fifteen (15) minutes prior to the scheduled pick-up time and ends fifteen (15) minutes after. Drivers are allowed to wait only 5 minutes for the customer to board the service vehicle, so it is very important for the customer to be ready and waiting at the beginning of the pick-up window.

“THE WINDOW” Example: If a customer has a 12:00pm pick-up, the driver can arrive as early as 11:45am and as late as 12:15pm and be considered on time. If the driver arrives at 11:45, they will wait until 11:50, if they arrive at 12:15, they will wait until 12:20pm. If the customer does not board the service vehicle within five (5) minutes, the driver will call in a no-show and proceed to the next destination. The driver would be on time and this would be considered a valid no-show.

In order for the driver to easily locate them, customers 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. Please tell the Customer Service Representative exactly where you will be waiting for the vehicle when scheduling your transportation. We do not advocate unsafe practices such as backing up and our drivers have been directed to avoid these types of situations. Due to the weight of our vehicles, drivers are not allowed to pull into the private drives of our customers.

Customers who cannot travel independently, or enter/exit a facility need to be accompanied by a Personal Care Attendant (PCA.) This service is not provided by OSU-Stillwater Community Transit and is the responsibility of the customer. Escorts travel free with the customer but must be picked up and dropped off at the same location as the customer. If the customer intends to have a PCA accompany them, they must inform the Customer Service Representative when the transportation is scheduled to guarantee space on the vehicle. Refer to page 10 for more information on Personal Care Attendants.

The driver must be able to safely secure the mobility device. Customers who use a 3-wheeled scooter may be asked to transfer to a regular seat. These types of chairs are difficult to secure. However, the choice to transfer to a regular seat is the discretion of the customer. The American Safety Council recommends that customers in wheelchairs board by backing onto the lift for safety purposes.

What if my ride is late?

You may call the reservation number (744-2832) to check on rides that are not on time or have not arrived by the end of the on-time window. Be sure to wait until the end of the window or the vehicle could arrive while you go inside to make the call; and you would be charged with a no-show. 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 10:00-10:30am and the vehicle does not arrive until 11:00am or later, there will be no charge.

PARATRANSIT CUSTOMER ACCOMMODATIONS

Personal Care Attendants

To be eligible to travel with a Personal Care Attendant (PCA), the customer's Paratransit card must be registered with OSU-Stillwater Community Transit prior to scheduling any trips with a PCA. If the customer requires the assistance of a PCA and the Paratransit ID card does not reflect this information, call OSU Student Disability Services Office at 744-7116 (v/t) for assistance. Should your need for a PCA occur after receiving your card, you must contact OSU Student Disability Services Office to have this information added to your card.

PCAs traveling with a customer must be able to provide assistance to the customer. In most cases, those individuals listed below will **not** be considered a PCA:

- Young children or family members of the customer who cannot act in the capacity of a PCA.
- A family member who is also a Paratransit certified customer when both parties travel independently, without the aid of a PCA the majority of the time.
- When riding under the Same Day program.

When it is noted that a customer is unable to get to or from the vehicle independently, OSU-Stillwater Community Transit will contact the customer to determine what difficulties they may be experiencing. If suitable arrangements cannot be made, the customer will be notified we will be unable to transport them without the assistance of a PCA. Service could be suspended for those customers who have been notified of the need to travel with PCA and continue to try to travel without a PCA present. The major concern is the well-being of the customer having difficulty at their loading locations which could create a safety hazard for them. OSU-Stillwater Community Transit is committed to providing our customers with the safest transportation possible.

Companions

Customers may have one (1) companion accompany them. If you will be traveling with a companion, you must notify the dispatcher at the time you schedule your appointment to reserve space on the vehicle. Companions are charged the same fare as the traveling client and must be picked up and dropped off at the same location as the rider.

Visitors

Any visitor who presents ADA eligibility documentation from another jurisdiction will be provided service. If a visitor does not have ADA eligibility documentation, we will request proof of residency, and if the disability is not apparent, proof of disability. We will accept a certification by the visitor that he or she is unable to use fixed route transit. The visitor will be provided 21

days of service within a 365-day period. If a visitor needs services beyond the 21 days in a 365 day period, the individual will be required to apply for Paratransit eligibility locally.

Any restrictions on their ADA eligibility in their residence city will be enforced here. For example, if the individuals' card states they can use the service only in winter months, they would not be eligible here for service during summer months.

Subscription Reservations

Paratransit customers are eligible for subscription service if traveling to the same destination at the same time and the same day at least twice a week. A subscription eliminates the need for advance reservations for each trip. There is a limit to the number of subscription trips we are allowed to schedule, and there may be a waiting list for subscription service.

If a customer makes more than one change per month, subscription service will be canceled. A waiting period will apply to getting back on subscription service. Please call customer service at 744-2832 to request subscription service.

Parcels and Packages

Because the vehicle will be shared, customers shall limit their parcels to a reasonable number (considered to be 2 large grocery bags.) **Drivers must adhere to a schedule and customers are allowed to bring only what they can independently carry onboard in one load.** Customers will not be allowed to get on and off the vehicle loading packages. Once on board, **packages must fit in your lap or under a seat during transport.** Drivers are not required to leave a vehicle to assist customers with grocery bags or packages. *A customer bringing more than the allowed number of bags may not be allowed to have the additional items on the bus.*

Suggestions customers might consider when shopping:

- Have a companion or escort travel with you to assist with your packages. This will increase the number of packages you will be able to bring on board.
- Purchase net or canvas bags that are sturdy and can carry more than the typical plastic grocery bag; or a small travel cart. Should the customer use a cart, it will be their responsibility to load and unload the cart. The lift may be utilized if requested.
- Make more frequent trips to the grocery store.

If a customer has more than the recommended number of packages, the driver may refuse transport of the excessive or oversized items.

NO-SHOW POLICY

It is the responsibility of the customer to utilize Paratransit service in a responsible manner. Customers not using the service responsibly will be subject to suspension from Paratransit service. If the customer receives a valid no-show at their place of residence, another vehicle will not be dispatched; and the return trip will be canceled. If the customer travels to their destination by some other means and wishes to keep the return trip, they must phone the Call Center within one hour of the no-show being reported.

The no-show policy for OSU-Stillwater Community Transit states any customer receiving four (4) or more valid no-shows in a ninety (90) day period is subject to a thirty (30) day suspension from Paratransit service.

Following is a list of incidents that would result in a no-show being charged.

No-Show: A customer who is not at the scheduled point of pick-up during the 30 minute window in order to board within five minutes of the vehicle arriving.

Cancel At Door: A customer who cancels at the door or “waves” away the driver who has arrived at the scheduled pick-up time and location. This counts as a no-show.

Late Cancel: When the customer calls to cancel a previously scheduled trip less than one hour prior to their scheduled pick-up. This is considered a no-show as the vehicle is already in route for the pick-up.

No-Show at Drop off: Occurs when a customer cannot be dropped at the destination because their caretaker is not there to receive them.

When this occurs, drivers will notify a member of their management staff. Based on the circumstances, OSU-Stillwater Community Transit Manager of Paratransit Services may be contacted, as well as, other authorities that may include Adult Protective Services or the police. Management will attempt to locate a family member. If we are unable to make a contact, the customer may be taken to the nearest police station and Adult Protective Services would be notified.

Notification Process

Warning letters will be mailed to customers notifying them they have been charged with a no-show. If notification must be made in an alternative accessible format, please contact our office. Warning letters and an appeal form with instructions will be mailed to the customers using the following timelines:

Warning Letter #1

- Sent when three valid no-shows have been charged.

Warning Letter #2

- Sent when four valid no-shows have been charged. This letter will include suspension notification. If the customer does not appeal, the suspension will begin fourteen (14) days later.

Appeals: Customers have 14 calendar days from the date the letter is mailed to address any no-show they feel was charged in error. Customers **must** address no-shows in a timely manner. After the 14 days have elapsed without a written request for an appeal, the no-show or no-shows in question will become part of the customer’s permanent ridership history and cannot be appealed at a later date. Send appeals to:

Manager, Transit Services
1006 W. Hall of Fame
Stillwater, OK 74078

Suspensions

When 4 no-shows have been charged in a ninety (90) day period, the customer will be suspended from service for 30 days. If the customer receives a second suspension, the customer will be suspended from service for 60 days. A third suspension will result in a 90 day suspension. If a customer receives a fourth suspension, they could be subject to permanent suspension of Paratransit service.

Please be considerate of your fellow Paratransit customers. Failure to cancel trips timely causes a waste of resources. When you make a reservation, keep a record of the scheduled trip so you will not miss it.

Customer Responsibilities

OSU-Stillwater Community Transit realizes there may be times when a no-show is charged in error. We need your help to ensure these charges do not become part of your permanent ridership history. You can help by following the procedures listed below:

- It is the responsibility of the rider to inform OSU-Stillwater Community Transit of address changes, changes in emergency phone numbers or any other information regarding accessibility needs or changes.
- When the customer is no-showed at their home on the first pick-up of their trip, their return trip is canceled. However, if the customer uses alternative transportation to go on to their appointment, the return trip can be provided if they phone the Call Center to notify us that they will still need the return trip, if they phone **within an hour** of the no-show.

When reviewing a no-show based on the above information, OSU-Stillwater Community Transit will also review the customer's past history to determine if the customer has created a pattern or practice of missing scheduled rides. By following the above listed guidelines, customers can maintain a good ridership history. We all share the responsibility to help improve the service for everybody.

Customers can help insure their trip runs smoothly by being ready and waiting for each scheduled trip for the entire 30 minute window. A service vehicle is only allowed to wait five minutes and the customer must be ready to board the vehicle as soon as the driver arrives, within the window.

Customer Responsibilities: OSU-Stillwater Community Transit has a short list of common-sense responsibilities designed to ensure safety and comfort for all riders as well as the driver.

Customers have a responsibility to:

- Read all sections of this User Guide carefully.
- Make reservations at least one day in advance.
- Be at pick-up locations on time.
- Provide entry if the pick-up address is located inside a gated community or other place with special access. If a vehicle is unable to enter the pick-up area and the rider fails to meet the vehicle, the rider will be considered a "no show" for the trip.
- Call to inquire if the vehicle has not arrived by the end of the "30 minute window."

- Call to cancel unneeded rides to avoid “no shows”
- Pay the correct fare in cash or tickets (*drivers do not make change.*) ***You will not be transported if the fare is not paid prior to leaving your pick-up location.***
- Wear seat belts.
- Avoid distracting the driver or annoying other passengers with inappropriate behavior.
- Maintain wheelchairs or other mobility aids in a safe condition according to manufacturer’s specifications.
- Expect “shared-ride” service; others may be picked up after, or dropped off before, you reach your destination.
- Maintain acceptable standards of personal hygiene.

- **Follow the Code of Conduct**
 - No eating, drinking or smoking on board.
 - No riding under the influence of alcohol or illegal drugs.
 - No firearms.
 - No abusive, threatening or obscene language or actions.
 - No littering in the vehicle.
 - No physical abuse of another customer or driver.
 - No operating or tampering with any equipment while on board the Paratransit vehicle.
 - No radio, cassette tape players, compact disc players or other sound generating equipment is to be played aboard the vehicles without the use of a headset.
 - No willful destruction of vehicles.

Customers who violate these rules of conduct are subject to penalties up to and including suspension of service.

Drivers have the responsibility to:

- Adhere to the same standards of common courtesy and personal hygiene as those required of the riders.
- Treat riders with courtesy.
- Be in uniform.
- Stay within the “line-of-sight” of their vehicle.
- Maintain the assigned service schedule for the convenience of all customers.
- If requested, assist riders when entering and leaving the vehicle.

“Assistance” includes:

- Offering ambulatory passengers a steadying arm or other appropriate guidance or assistance while getting into the vehicle.
- Helping individuals in wheelchairs to maneuver onto the lift.

EMERGENCY EVACUATION: SAFE EGRESS OF PERSONS WITH DISABILITIES FROM TRANSIT SYSTEMS

Prepared by Easter Seals Project ACTION with Elizabeth Davis, Director of the National Organization on Disability's Emergency Preparedness Initiative, September 2004

The Americans with Disabilities Act of 1990 mandates that passengers with and without disabilities have equal access to public transportation vehicles. A passenger with a disability also has the same right to safe egress from that vehicle during an emergency.

Transit agencies and passengers with disabilities (and those who accompany people with disabilities) share a responsibility to be aware of passenger safety in the case of an emergency evacuation. There are several important steps and strategies for effective emergency preparedness and response.

During an emergency evacuation many passengers may need additional assistance, such as those who do not speak English or people who are panicked and confused. Effective emergency preparedness and planning for passengers with disabilities benefits all passengers.

For Passengers with Special Needs

Prepare yourself. Assess and know your capabilities and needs beforehand to determine what type of help you may need in an emergency. You share responsibility with your transit authority for your own self-protection and safety.

Explain your needs to personnel. Be prepared to give clear, specific and concise instructions to transit and emergency personnel on how they can best assist you without causing injury.

Locate the emergency features. As a usual practice, always identify emergency exits, fire alarms and extinguishers, and emergency instructions on transit vehicles. Be aware of your ability to make use of these tools and know if you may need assistance in doing so.

Carry an emergency list. Always have with you information that will alert rescuers to what they need to know if you are unconscious or unable to communicate during an emergency (list of current medications, allergies, special equipment, names, addresses, and telephone numbers of doctors, pharmacies, family members, friends, and any other important information).

Supply yourself. Be prepared for emergencies by traveling with supplies such as essential medication, small flashlight, paper and pencil and cell phone.

Consider your service animal. Understand that a service animal may become confused, panicked, frightened or disoriented during an emergency and may not be able to work. In extreme conditions it may be necessary to leave the animal in a safe place and use alternative methods of negotiating your environment.

Help others. You may be able to help others in an emergency evacuation. Consider how (i.e. guiding people to and through darkened spaces and exits if you have no or low vision, offering calming and emotional support, etc.) you can assist in an emergency.

TELEPHONE NUMBERS & ADDRESSES

OSU-Stillwater Community Transit 744-2832
1006 W. Hall of Fame
Oklahoma State University
Stillwater, Oklahoma 74078

- Reservations 744-2832 (v/tty)
- Fare Card Requests 744-2832(v/tty)
- Issues, Feedback, Concerns 744-2830(v/tty), transit@okstate.edu

ADA Certification 744-7116
315 Student Union
Oklahoma State University
Stillwater, OK 74078

- Applications/Certification 744-7116 (v/tty)

PARATRANSIT FARE INFORMATION

Fares-One Way Trip (Effective August 1, 2012)

Students/Faculty/Staff	Fare Free with valid OSU ID
Community	\$1.50
Same Day Service	\$3.00
Personal Care Attendant	No Charge*
Guest	\$1.50 or Valid OSU ID
Children	No Charge (5 and Under)
Fixed Routes	Fare Free with Valid Paratransit ID Card

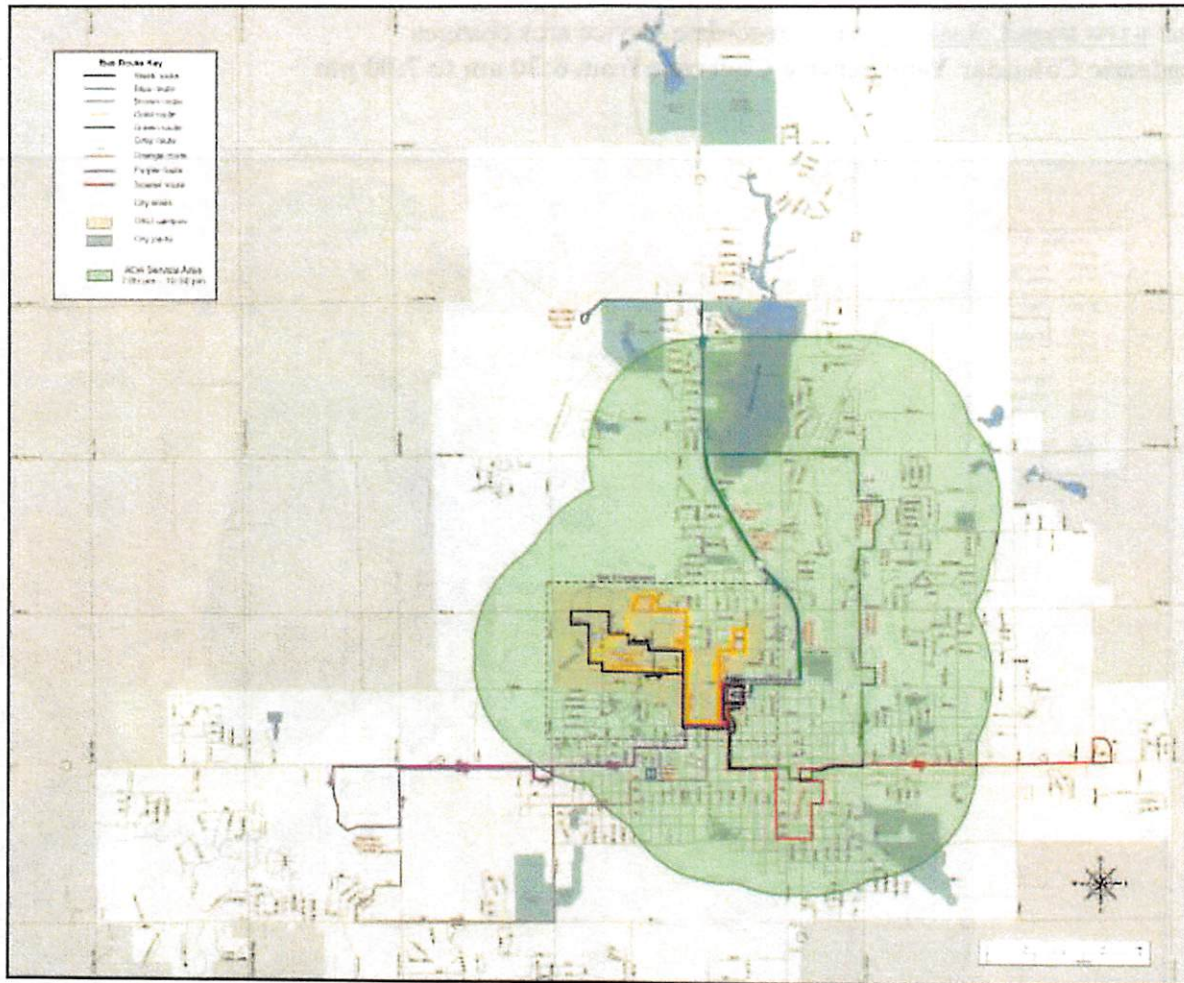
*Paratransit ID Cards must designate that the customer requires a PCA.

Paratransit Fare Ticket Books

Fare Ticket Books for Paratransit customers will be available. This is a convenient way to keep from having to carry cash for each ride. Tickets books are available for \$60. They can be purchased by mail or in person at the address listed below. To purchase by mail, send a check or money order to:

OSU-Stillwater Community Paratransit Services
1006 W. Hall of Fame
Oklahoma State University
Stillwater, OK 74078

Academic Calendar Year Service Coverage from 7:00 pm to 10:30pm
Visit www.transit.okstate.edu for up-to-date service area changes



Green area= coverage area for service

DEFINITIONS

Door to door Service –

“The Ramp” provides **door to door service comparable to the fixed route**; customers must be ready and waiting at their residence or pick-up location. Paratransit drivers are not allowed to enter the customer’s home or drop-off locations, nor are they allowed to take wheelchairs up, down stairs, or to/through doors.

30-Minute Window - The 30-window begins fifteen (15) minutes prior to the scheduled pick-up time and ends fifteen (15) minutes after. Drivers only wait five minutes after arriving within the window.

Standard Wheelchair – “A device that does not exceed 30 inches in width and 48 inches in length measured two inches above the ground and does not weight more than 600 pounds when occupied.” May need to be removed and updated to reflect recent changes that allow all mobility devices. Perhaps note that device must have locations to secure the device in a vehicle. Agree that “other mobility device” ought to be included here. Could reference “OMD” as defined by federal law similar to previous section re: Transporting Animals/Service Animals.

Personal Care Attendant (PCA) – Individual traveling with the customer who is traveling with the purpose of assisting the customer.

Companion – Individual traveling with the customer as a guest.

Visitor – Out-of-town visitor who may be eligible for Paratransit services in their own city and is unable to use fixed route service.

Subscription Reservation – A standing order reservation for those trips going to the same place, at the same time, more than twice a week and that remain constant.

No-Show: A customer who is not at the scheduled point of pick-up within five minutes when the vehicle has arrived within the pick-up window.

Cancel At Door: A customer who cancels at the door or “waves” away the driver who has arrived at the scheduled pick-up time and location.

Late Cancel: When the customer calls to cancel a previously scheduled trip less than one hour prior to their scheduled pick-up. This counts as a No-Show.

No-Show at Drop off: Occurs when a customer cannot be dropped at the destination because no one is there to receive them.

Appeal – The opportunity to question a decision that has been made.

Suspension – Service is eliminated for a stated period of time.

Same Day Service – An additional service is designed to complement the Paratransit trips and offer same day scheduling for last minute trips

INCLEMENT WEATHER:

In the event of severe weather, including snow, ice, flooding, etc., the ability to provide transportation will be hampered. If you do not have to travel on those days, please phone to cancel your trips in a timely manner. Every effort will be made to provide transportation but safety considerations may prevent trips being provided.

FREQUENTLY ASKED QUESTIONS:

Q: Who do I call if I leave something on the vehicle?

A: Phone the Call Center (744-2832) and we will contact the appropriate provider.

Q: Can a driver refuse to help me enter my destination?

A: Yes, for safety and security reasons the driver is prohibited from entering into the facility or residence. Please refer to Personal Care Attendant (PCA) section for assistance.

Q: May I take a friend with me on my shopping trip?

A: Yes, you may take one (1) guest with you on trips, who will pay a fare for the trip as appropriate (see fare prices). You will need to tell the Customer Service Representative at the Call Center if you will have a guest when you call to reserve the ride in order to ensure space.

Q: Why does the Driver ask me to back my wheelchair onto the lift, when it is easier for me to go on facing the vehicle?

A: The American Safety Council and the Passenger Assistance Training (PAT) programs train drivers to board customers by backing onto the lift for safety reasons. There is less chance of an accident with this method.

Q: Why won't the driver take a tip from me?

A: The driver is not allowed through their employment to accept tips.

Q: When I have had a good or bad trip and I want to comment, who do I call?

A: You may phone the Call Center to speak to a Customer Service Representative. They will record your comments and pass them on to the appropriate staff person. If you do not receive satisfaction through this manner, contact the Transit Manager, OSU-Stillwater Community Transit at 744-2830, transit@okstate.edu