

CARTaccess

Cleveland Area Rapid Transit

CARTaccess
510 E Chesapeake
Norman, OK 73019
(405) 325-5438 (v/tdd)
(405) 325-6627 Fax
cartaccess@ou.edu
ridecart.com

Office Hours:
Monday through Friday
8AM to 4PM



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

PARATRANSIT ELIGIBILITY APPLICATION

Before you apply.....

CARTaccess is available to those individuals who are not able to use the regular bus, fixed route, system. Section 37.123 of the Americans with Disabilities Act paratransit eligibility standards item #1 reads: Any individual with a disability who is unable...to board, ride, or disembark from any vehicle on the system which is readily accessible...

When scheduling your rides please make every effort to use the fixed route bus service for any part of your trip. For example; If I live near SW 24th and W Lindsey and need to be at the Norman Regional Hospital by 10am and stay 2 hrs. After that I want to go to Wal-Mart West and stay an hour then return home.

This rider can catch the Main St, route #10, at 39 minutes past eight and arrive at the transfer area at nine where they will transfer to the East Norman, route #21. Route #21 stops at Findlay and Oliver, on the east side of NRH, at 19 minutes past the hour, 9:19am.

The next destination is not on a bus route so CARTaccess will schedule a pick up time from NRH to Wal-Mart West and also include a ride home from Wal-Mart.

Some of the most common locations that are on a fixed route are:

Community Services Building, N21

Norman Public Library, Post Office on Gray, City Offices, N10

Norman Housing Authority, N10

YMCA, N21

Health Department, N21

Alameda Square, McDonalds, Fantastic Sams, Dollar Tree, Tan & Tone, N21

Heisman Square, Homeland, CATO, Doctors Offices, Video Rental, Triad Village, N21

Homeland NW 24th, N10

Hollywood Spotlight Theater, Robinson Crossings Dollar Movie, Braums, Fusion Tag, N10

Sooner Mall, N10

Sooner Post Office, N10

Sams Club, N10

Three stops along Ed Noble Parkway includes Petsmart, Barnes & Noble, Home Depot, Michaels, Ross, T-Mobile and numerous restraurants,N10

Hastings, Panera Bread, N10

Norman High School, Homeland Berry/Main, N10

Connections can be made with other routes to access the Sam Noble Museum of Natural History, Lloyd Noble Center, University of Oklahoma Campus and many other locations to numerous to mention. Pick up a route schedule guide or check us out on line at ridecart.com. You can even plan your trip on line with Google Transit.

For fixed route information or questions please call 325-2278.

WELCOME!

Cleveland Area Rapid Transit (CART) provides a shared-ride, Origin-to-Destination Paratransit service according to the Americans with Disabilities Act (ADA) called CARTaccess. Transportation is provided utilizing lift-equipped vans. 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 6 years of age and older who have been

determined eligible through the application process. A renewal questionnaire will be sent prior to expiration so as to maintain uninterrupted service.

TRIP PURPOSE

Transportation services may be used for any purpose.

SERVICE AREA

CARTaccess currently provides Paratransit service within the city limits of Norman. Under the Americans with Disabilities Act, transit systems are required to provide service within $\frac{3}{4}$ mile of a fixed route, which is called the primary area. A fixed route is defined as a specific route with timed stops. Paratransit services are available at a higher fare into the secondary area. (See Fares page 7.)

With Express commuter service routes, #24, the $\frac{3}{4}$ mile parameters do not apply.

CERTIFICATION PROCESS

Eligibility Criteria

**Senior Citizens (60 or over) and/or
ADA Paratransit eligible individuals are:**

- (1) Individuals who cannot independently board, ride, or disembark a fixed route accessible (lift/ramp-equipped) vehicle. This includes persons with diminished mental capacity in determining pick-up or drop off on 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) Read the instructions and completely answer each question.
- (2) Send the completed application to:

CARTaccess
510 E. Chesapeake
Norman, Ok. 73019

Application Process

The CARTaccess office determines eligibility for paratransit services utilizing the guidelines of the Americans with Disabilities Act. An individual must complete an application form and return it to this office.

Eligibility determinations will be made on an individual basis. There are three (3) types of eligibility:

- **Unconditional eligibility** – an individual is eligible for all trips on Paratransit service.
- **Conditional eligibility** – an individual may be eligible for certain trips 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 eligibility varies depending on medical necessity so determined by client’s physician of record.

Applicants will be notified of their eligibility determinations within twenty-one (21) days after all requested information is received from both the applicant and his/her physician. If the process exceeds twenty-one (21) days after all requested information is received, the individual will be considered eligible until or unless the application is denied ADA certification. If you have any questions, call the CARTaccess Office at 325- 5438(v/t).

Appeals Process

If an applicant is denied ADA certification, they may appeal the decision to the Van Advisory Committee. The Committee shall allow for the presentation of information and arguments relative to the appeal. The Committee shall conclude with a written notification of the decision within thirty (30) days of the date of the hearing. CARTaccess is not required to provide ADA complementary paratransit service to the applicant for the duration of the appeal process unless the decision of the board exceeds the thirty (30) day limit.

Re-certification Process

The CARTaccess office will forward a renewal questionnaire prior to the expiration date of a customer’s current certification. The customer is to complete and return the questionnaire to avoid interrupted service. If certification expires, the application process will need to be redone, including the professional information form.

All customers, regardless of defined eligibility status, will need to renew certification for Paratransit service on or before three (3) years from the date of last certification. It is required that the customer report either in person or by mail to the CARTaccess office when their medical condition changes. Often an individual’s illness progresses, mobility aids initially not needed at the time of certification become necessary. This is important because an individual using a wheelchair will need a different type of vehicle than one who is ambulatory.

The general rule is that an individual is certified for a period of three (3) years for an unconditional or conditional eligibility, and shorter period of time for transitional clients as previously defined.

HOURS OF PARATRANSIT OPERATION

Office Hours – Monday through Friday 8:00 a.m. to 4:00 p.m.

Weekday Service – Monday through Friday
7:00 a.m. to 9:00 p.m.

Weekend Service – Saturday
10:00 a.m. to 7 p.m.

*No Secondary Area or Same Day Urgent Service

No trip will begin before 7:00 a.m. or later than 8:30PM
Monday through Friday

No trip will begin before 10:00AM or later than 6:30PM
Saturday

HOLIDAYS

The CARTaccess service operates the same days as fixed route bus service. No service is provided on the following holidays:

New Year's Day (January 1)
Memorial Day (last Monday in May)
Independence Day (July 4)
Labor Day (first Monday in September)
Thanksgiving Day (fourth Thursday in November)
Christmas Day (December 25)

*There will be NO SERVICE on Home Football Game Days, except shuttle service from parking lots to the stadium, due to traffic congestion in Norman that would make providing service impossible.

RIDING PARATRANSIT SERVICE

Origin-to-Destination Service

CARTaccess provides **origin-to-destination service comparable to the fixed route**; customers must be ready and waiting at the nearest curb of their pick-up or drop-off location. Customers are also required to be ready to board the vehicle fifteen (15) minutes prior to their pick up time. CARTaccess asks you to wait fifteen (15) minutes after your scheduled pick up time before you call to inquire about the van being late.

The driver will honk the horn upon arrival. However, they will wait **only five (5) minutes** for customers not ready at their appointed pick up time.

Lift drivers **are not** allowed to enter the customer's home or drop-off locations, except in a life-threatening emergency. Drivers also **are not** allowed to take wheelchairs up/down stairs, to/through doors, or lift a customer, **for any reason**. If assistance is needed, the driver will contact the CARTaccess office to request 911 assistance. If a customer is experiencing a non-life-threatening emergency, the driver may help them contact assistance. If it is a life-threatening emergency, the driver will wait with the customer until the emergency service arrives.

The customer should be aware that any medical emergency, including, but not limited to, loss of consciousness of a customer, would necessitate the driver calling and requesting an ambulance to remove the customer for medical treatment. The customer is responsible for any expense incurred.

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. On days when it is very hot, cold and/or raining the customer may wait inside as long as they can view 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 lift vehicles and University of Oklahoma policy, 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 CARTaccess and is the responsibility of the customer. PCAs 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.

Wheelchairs

Transportation providers are required to transport “common wheelchairs.” A common wheelchair is defined in the ADA Department of Transportation regulations as “a device that does not exceed 30 inches in width and 48 inches in length measured two inches above the ground and does not weigh more than 600 pounds when occupied.” Devices not meeting these criteria must be approved by the CARTaccess office prior to scheduling. For additional information on the transportation regulations, call the CARTaccess office at 325-5438(v/t).

The driver must be able to safely secure the mobility device. Any customer who boards the vehicle using a wheelchair will be required to remain in his/her wheelchair while on board the vehicle. Customers must wear seatbelts while onboard the vehicle. This includes customers using a wheelchair. If the wheelchair is not equipped with a seatbelt, one will be provided.

The American Safety Council and lift manufacturers recommend that customers in wheelchairs board by backing onto the Lift for safety purposes. Customers need to wait for the driver to instruct them when to back onto the lift. Customers also need to wait for the driver to instruct them when to pull forward onto the lift from the van.

PARATRANSIT CUSTOMER ACCOMMODATIONS

Personal Care Attendants

To be eligible to travel with a Personal Care Attendant (PCA), the customer must be registered with CARTaccess prior to scheduling any trips with a PCA. Should your need for a PCA occur after being approved, you must contact the CARTaccess office to have this information added to your file.

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, under 18, or family members of the customer who cannot act in the capacity of a PCA.

- A customer who is also lift certified, when both parties travel independently, without the aid of a PCA the majority of the time.

When it is documented that a customer is unable to get to or from the vehicle independently, CARTaccess will contact the customer to determine what difficulties if any he/she may be experiencing. If suitable arrangements cannot be made, the customer will be notified in writing that CARTaccess will be unable to transport them without the assistance of a PCA. Service may be suspended for those customers who do not comply with requests regarding PCA assistance. The major concern is the wellbeing of the customer, and averting or creating a safety hazard for the customer. CARTaccess is committed to providing our customers with the safest transportation possible.

Transporting Children

ADA eligible children must pay the full fare. Children, age 6 and over, traveling as companions must also pay the full fare.

Transporting Animals

You may travel with a service animal such as a guide dog. CARTaccess must be notified when a customer travels with a service animal. Pets must be in a pet carrier and the pet carrier secured.

Companions

Customers may have one (1) companion accompany them. If you will be traveling with a companion, you must notify the representative at the time you schedule your appointment to reserve space on the vehicle. Companions are charged the same fare as the customer and must be picked up and dropped off at the same location. Additional companions can travel with a Paratransit customer on a “space available” basis and will pay the same fare as the customer.

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. The visitor will be provided twenty-one (21) days of service within a 365-day period.

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.

If a visitor needs services beyond the twenty-one (21) days in a 365-day period, the individual will be required to apply for Paratransit eligibility locally.
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TELEPHONE NUMBERS & ADDRESSES

**CARTaccess
510 E. Chesapeake
Norman, OK 73019**

- Reservations 325-5438 (v/t)

- Quality Assurance 325-2278
- Subscription Requests 325-5438 (v/t)
- Information Line 325-5438 (v/t) or 325-2278
- Applications 325-5438 (v/t)

PARATRANSIT FARE INFORMATION

Fares

One-Way Trip (Primary Area)	\$1.00
One-Way Trip (Secondary Area)	\$2.50
One-Way Trip (Same Day Urgent)	\$2.50
OU Faculty/Staff/Student (Primary Area)	No Charge
OU Faculty/Staff/Student (Secondary Area)	\$1.50
PCA/Escort	No Charge *
Companion/Guest	Same as Customer, space available
Children	No Charge (5 and Under)

*CARTaccess must have prior notification that the customer requires a PCA.

Paratransit Punch Cards

Punch Cards for Paratransit customers are available. This is a convenient way to keep from having to carry cash for each ride. They come in \$15 cards. They may be purchased by mail at the address listed below. To purchase by mail, send a check or money order to:

CLEVELAND AREA RAPID TRANSIT (CART)
731 Elm Ave
Robertson Hall, Room 311
Norman, OK 73019

Paratransit Punch Cards can also be purchased in person at the Parking Office located in Robertson Hall, third floor on Elm Avenue. Drivers may not accept check or money orders for punch cards. Punch Cards **may not** be left on the vehicle for the customers to use for future trips.

DEFINITIONS

Origin-to-Destination Service – Customers must be ready and waiting at the nearest curb of their pick-up or drop off locations. Drivers do not enter the home, or drop-off and pick-up locations.

Common 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.”

Personal Care Attendant (PCA) – Individual traveling with the customer whose purpose is assisting the customer during the ride.

Companion – Individual traveling with the customer as a guest.

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

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

Subscription Service – A standing order for a trip that occurs between the same origin and destination at the same time on a recurring basis.

The application must be filled out completely or it will not be processed!

The information obtained from this application will be used by CARTaccess to help meet your transportation needs. Information may be shared with other transit providers to make travel easier in those areas. The information will not be provided to another person or agency.

Application for ADA Certification

Please complete all sections. Return these pages only.

1. Name: _____
2. Street Address: _____
City: _____ State: _____ Zip Code: _____
Nearest Major Intersection: _____
3. Telephone Number: (Home) _____ (Work) _____
4. Date of Birth: ____/____/____ OU Faculty/Student ____ Yes ____ No
5. Which of the special transportation services are you applying for?
A: Unconditional
B: Conditional (Senior Citizen (60 or over))
C: Transitional (Temporary)
6. Please identify your disability and describe how it prevents you from using fixed route bus services: (Use another sheet if necessary)

Is this condition temporary? _____ Yes _____ No

If yes, when will you be able to use our fixed route bus service again?

Date: _____

7. Are you able to communicate your needs in a rational, coherent manner in one of the following three ways?

_____ Verbally

_____ In writing

_____ Using sign language (An interpreter must accompany applicant if this is the only form of communication.)

8. Do you currently use any of the following mobility aids to get around?
(Check all that apply.)

Manual Wheelchair _____ Electric Wheelchair _____ Guide Dog _____

Powered Scooter _____ Crutches _____ Walker _____ Cane _____

Other _____

9. What is the total weight of you and your wheelchair? _____

10. Is your place of residence equipped with a ramp? _____ Yes _____ No

If no, would you be willing to wait at the curb? _____ Yes _____ No

11. Do you need a Personal Care Attendant to assist you when you travel using transit? _____ Yes _____ No (PCA's are not provided by CARTaccess)

12. Please answer the following questions:

A: Can you walk 200 feet without the help of another person?

_____ Yes _____ No _____ Sometimes (Explain) _____

B: Can you walk 1/4 mile without the help of another person?

_____ Yes _____ No _____ Sometimes (Explain) _____

C: Can you ride great distances on a bus by yourself?

_____ Yes _____ No _____ Sometimes (Explain) _____

D: Can you climb three 12-inch steps without help?

_____ Yes _____ No _____ Sometimes (Explain) _____

E: Can you wait outside alone for 10 minutes?

____ Yes ____ No ____ Sometimes (Explain) _____

13. How often do you plan to use this service? (Please fill in the blank.)

_____ x per week _____ x per month

14. I hereby certify that the information given above is correct.

Signed: _____

Date: ____/____/____

15. In order for CARTaccess to evaluate your request, contact with your doctor will be made to verify the information you have given. It is your responsibility to provide CARTaccess with your doctor's complete & accurate mailing address. This information will not be verified. If it is incorrect, the processing of your application will be delayed. Please provide the following information:

Doctor's Name: _____

Doctor's Address: _____

City: _____ State: _____ Zip Code: _____

Doctor's Phone #: _____ Fax #: _____

Applicant's Name: _____

Applicant's Signature: _____

Date: ____/____/____

16. Acknowledgement.

I agree that I will pay the exact fare for each trip. I agree to notify the CARTaccess office at 325-5438 of any changes in my status which may affect my eligibility to use the service. I also understand that failure to adhere to the

policies and procedures will be grounds for revoking my certification. I understand and agree not to hold CART, the University of Oklahoma, and the City of Norman responsible for all claims or liability for damages to any person, property, or personal injury occurring as a result of my failure to equip or maintain the safety measures of the adaptive equipment or certified service animal that I require for mobility. I have read and fully understand the conditions for service outlined above and agree to abide by them.

Applicant's Signature: _____

Date: ____/____/____

17. If, up to this point, this application has been filled out by someone other than the ADA applicant, that person should complete the following:
(Please print.)

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Organization/Relationship to Applicant: _____

Daytime Phone: _____

Signature: _____

Date: ____/____/____

18. How did you learn about the special services provided by CART?
(Check all that apply.)

_____ TV advertisement

_____ Radio advertisement

_____ Newspaper article/advertisement

_____ From a friend/family member

_____ Referral from doctor/nurse

_____ Referral from social services agency/social worker