



CARTaccess at your service

*This booklet details policies
and procedures for CART's
origin-to-destination service.*



About CART

Cleveland Area Rapid Transit provides the City of Norman with a comprehensive, user-friendly public transportation system. Transporting more than 1 million passengers annually, CART offers six Norman city routes, three University of Oklahoma campus routes, a Social Security route to Moore, and a commuter route to Oklahoma City.

CART offers users mobility throughout the city, including access to medical facilities, residential areas, retail businesses and restaurants.

All CART vehicles on fixed-route bus service accommodate those with disabilities. Each vehicle has a lift or ramp, as well as both visual and voice announcement systems. All vehicles meet the Americans with Disabilities Act (ADA) requirements for accessibility.

About CARTaccess

CARTaccess is the origin-to-destination component of CART for those who are unable to ride the fixed-route bus system because of a disability. CARTaccess transports approved riders who schedule in advance, picking up passengers and transporting them to a desired destination within the City of Norman.



Search “CART Norman” on your Apple or Android device and download CART’s app.

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Before applying for CARTaccess

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

CART encourages customers to utilize the fixed-route bus service when possible, as it is an excellent way to travel. Many of the CART fixed routes coincide with popular destinations for customers, including shopping and retail areas, medical facilities and the University of Oklahoma campus. Many bus stops are located in close proximity to the origin and destination of CARTaccess users.

For further fixed-route bus information, contact CART to get a copy of the Route Schedule and Transit Guide (also available at rideCART.com) and for help planning your trip.

Fixed-Route bus sample trip

Here is a sample trip for a customer who needs to travel from home at 24th Avenue Southwest and Lindsey Street to Norman Regional Hospital for a 10 a.m. appointment, stay for two hours, and return home after noon:

- Board the Route 12 bus (Lindsey West) at bus stop No. 24 at 8:39 a.m., pay fare, request a transfer ticket for Route 21, and ride the bus to the Brooks Street Station. Arrive at Brooks Street Station at 8:51 a.m. and transfer to the Route 21 bus (Alameda/East Norman) at 9 a.m.
- Give the transfer ticket to the operator when boarding the bus, and ride the Route 21 bus (Alameda/East Norman) from the Brooks Street Station to bus stop No. 74 at Norman Regional Hospital (Findlay/Oliver). The bus will arrive at stop No. 74 at 9:16 a.m. and allow the rider time to get from the bus stop to the hospital across the street.
- To return home, the rider would return to bus stop No. 74 and board the Route 21 bus (Alameda/East Norman) at 12:16 p.m. Pay fare. Be sure to request a transfer ticket to Route 12. Arrive at Brooks Street Station at 12:45 p.m. and transfer to the Route 12 bus (Lindsey West) at 1 p.m.
- Give the transfer ticket to the operator when boarding, and ride the Route 12 bus (Lindsey West) to bus stop 24 at 24th Avenue Southwest and Lindsey at 1:09 p.m. Travel from bus stop to home.

To apply for CARTaccess

CARTaccess service is designed for riders who are not able to ride fixed-route service due to functional limitations. Many persons with disabilities are able to use our CART service, which is fully ADA accessible. To apply for CARTaccess service, call (405) 325-5438 (v/tdd) to request an application or download the application from the CART website (rideCART.com). Eligibility is determined by CART staff within 21 days after all requested information is received from the applicant and the physician, and after an in-person interview at the CART office.

TO REQUEST INFORMATION IN AN ACCESSIBLE FORMAT

As needed, CART will provide the CARTaccess application or the CARTaccess booklet in another accessible format, upon request. To request another accessible format, call (405) 325-5438 (v/tdd).

Welcome to CARTaccess

This booklet provides all CARTaccess policies, procedures and guidelines for individuals who have been certified eligible for CARTaccess service.

HOURS OF OPERATION

Weekday service: 7 a.m. to 10 p.m. Monday to Friday. No trip will begin before 7 a.m. or later than 9:30 p.m. No secondary zone service is offered after 7 p.m. Monday through Friday.

Weekend service: 10 a.m. to 7 p.m. Saturday only; no Sunday service. No trip begins before 10 a.m. or later than 6:30 p.m.

Same-day urgent: No service on Saturday or Sunday.

Secondary Zone: No service on Saturday or Sunday.

Office hours: 8 a.m. to 5 p.m. Monday through Friday.

SERVICE AREAS

See map on Pages 16 and 17.

Primary Zone: Area within 3/4-mile of fixed-route bus service as required by ADA.

Secondary Zone: Area outside 3/4-mile of fixed-route bus service within Norman city limits.

Days of No Service

Holidays

CARTaccess operates the same days as CART fixed-route bus service. No service is provided on these holidays:

- New Year's Day (Jan. 1 or designated date).
- Martin Luther King Day (third Monday in January).
- Memorial Day (last Monday in May).
- Independence Day (July 4 or designated date).
- Labor Day (first Monday in September).
- Thanksgiving Day (fourth Thursday in November).
- Christmas Day (Dec. 25 or designated date).

Football Game Days

There is no service on University of Oklahoma home football game days since traffic congestion makes it impossible to maintain a schedule. Contact the CARTaccess office for specific dates.

Inclement Weather

In the event of severe weather, the ability to provide transit service could be affected. If you do not have to travel on those days, please phone or email to cancel your trips in a timely manner. Every effort will be made to accommodate transportation needs, but safety considerations may prevent CARTaccess service.

Fare information and punch cards

Trip	Cost
Fixed-Route Bus Trip (with ADA card)	No Charge*
One-Way Trip (Primary Zone)	\$1.50
One-Way Trip (Secondary Zone)	\$3.50
One-Way Trip (Same Day Urgent)	\$3.50
OU Faculty/Staff/Student (Primary Area)	No Charge*
OU Faculty/ Staff/Student(Secondary Area)	\$1.50*
PCA/Escort	No Charge*
Companion/Guest	Regular fares apply
Children 5 and Younger	No Charge*

* Drivers are not allowed to accept tips or gratuities.



* NOTE: CARTaccess must be informed if a customer requires a PCA.

* Exception: Sooner Express is not free to persons with ADA cards or to OU faculty, staff and students. All passengers are required to pay fares on the Sooner Express route.

Punch Cards are a convenient way for customers to pay for each ride without having to worry about carrying cash. These are available in \$15 cards. They can be purchased by mail, in person or over the phone. To buy a punch card over the phone via credit card, call (405) 325-3311. To purchase by mail, send a check or money order to the following address:

CARTaccess Pass Outlet
 1332 Jenkins Ave.
 Norman, OK 73019
 (405) 325-3311

Punch Cards cannot be purchased on the vehicles or from operators. Punch Cards may not be left on the vehicle for customers to use for future trips.

ADA Identification Cards

Once an applicant has been approved for CARTaccess

service, the individual is encouraged to have an ADA Identification Card made. There is no charge for the card. The office staff will take a photograph of the person and make the identification card. The card may be picked up or mailed to the customer.

The card is not required to ride CARTaccess since eligibility is verified when reservations are made; however, the card can be used to prove eligibility of paratransit services outside the city of Norman. The card also can be used for free fare on CART fixed-route buses. The ADA card is valid for three years.

Replacement of Lost Cards

A replacement for a lost card may be obtained by calling the CARTaccess office between 8 a.m. and 5 p.m. weekdays at (405) 325-5438 (v/tdd).

Scheduling CARTaccess service

Before scheduling a CARTaccess ride, determine what part of the trip can be made utilizing the fixed-route bus system. CARTaccess staff can assist in this process, including providing bus route stop locations and times.

TO RESERVE A RIDE ON CARTACCESS

- Call (405) 325-5438 (v/tdd) between 8 a.m. and 5 p.m. weekdays. This number has voicemail capability; or
- Email CARTaccess@ou.edu.
- Submit a CARTaccess Ride Request Form on the CART website (rideCART.com). Click on the CARTaccess page in the menu at left.

Reservations may be made up to two weeks in advance but no later than the day before the scheduled trip. Customers are strongly encouraged to call before noon the day before they would like to schedule a trip. All Secondary Zone rides must be scheduled at least 24 hours in advance.

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

In order to serve the most customers, CARTaccess may

ask the customer to change their requested pick-up time to accommodate the trip request. *The Americans with Disabilities Act allows a transit provider to use a two-hour window to schedule a customer's ride (one hour before or after requested time).*

RESERVATION PROTOCOL

To reserve a trip, provide the following information:

- First and last name.
- Phone number.
- Date of trip.
- Pick-up address (i.e., street number, suite number, entry code for any security entry). Be specific about pick-up directions (i.e., north entrance, south entrance, etc.). CARTaccess vehicles cannot park for long periods of time at any entrance; vans are not allowed to block other vehicles or customer traffic.
- Requested pick-up time, appointment time or requested drop-off time.
- House, apartment or mobile home number must be visible (after dark, leave a porch light on).
- Location requested must be accessible to CARTaccess vehicles — the operator must be able to enter and exit without backing up the vehicle.
- Your requested return time or length of stay (if you want a round trip).
- Drop-off address (i.e., street number, suite number, entry code for any security entrance, etc.).
- Type of mobility device, if any, you will use for this trip
- Whether a personal care attendant (PCA) and/or companion (including children) will accompany you and if they will travel with a mobility device.
- If traveling with a service animal.
- Other information to help operator assist you (i.e., fasten lap belt, secure carry-on items, assistance with mobility aids, etc.).

When you call to schedule your trip, keep a record of the customer service representative with whom you spoke, along with the date and time.

SAME-DAY URGENT

Same-Day Urgent is only available in the Primary Zone between 8 a.m. and 5 p.m. at a fare of \$3.50 per boarding. Same-Day Urgent rides serve urgent medical needs (i.e., a customer loses his/her medication and must immediately get a refill) — not ambulance service. For a medical emergency, the customer should call 911.



►CARTaccess operator Michelle McDoniel secures passenger Tamara Iske before lifting her into the CARTaccess van. Tamara is a member of CTAC (CART Transportation Advisory Committee).

Subscription Service

Customers may be eligible for subscription service (standing ride) if they travel to the same destination at the same time on the same day of the week within the Primary Zone only. A subscription eliminates the need for advance reservations for each trip. A customer may request a subscription or standing ride after booking the same ride for two weeks in a row. If no cancellations, no-shows or changes have occurred within this time period, the ride request may become a subscription. Secondary Zone customers are not eligible for subscription service.

If a customer repeatedly cancels a subscription trip, CART may choose to withdraw subscription service. Customers may call (405) 325-5438 (v/tdd) to request subscription service.

Riding CARTaccess

Origin-To-Destination Service

CARTaccess provides origin-to-destination service for certified eligible riders who cannot use the fixed-route bus

system. Customers should be ready to board the vehicle 15 minutes prior to the scheduled pick-up time.

CARTaccess urges customers to wait 15 minutes after the scheduled pick-up time before calling to inquire about a pick-up delay.

CARTaccess operators are not allowed to enter the customer's home or drop-off locations, except in a life-threatening emergency. Operators also are not allowed to lift wheelchairs up/down stairs, to/through doors or physically lift a customer, for any reason. If help is needed, the operator will contact the CARTaccess office to request emergency assistance. If a customer is experiencing a non-life-threatening emergency, the operator may help the passenger contact assistance. If it is a life-threatening emergency, the operator 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, would necessitate the operator calling and requesting an ambulance to remove the customer for medical treatment.

The customer will bear any expense incurred.

- Customer must be waiting at the sidewalk or at another safe waiting area as close as possible to the entrance of the pick-up location.

- During inclement weather, customers 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.

- As a safety precaution, CARTaccess operators are instructed to avoid backing up the vehicles.

- CARTaccess operators are not allowed to pull into private drives, including those of customers because of the weight of the vehicles and University of Oklahoma policy.

- CARTaccess does not provide service on unpaved and/or poorly maintained roads.

- If any unleashed or uncontrolled animal is in the area of a pickup or drop-off location, and the operator believes it to be unsafe, they will not exit the vehicle until it is safe to do so. This situation may result in the operator departing without picking up or dropping off at that location.

Wheelchairs and Other Mobility Devices

CARTaccess will accept any wheelchair or other mobility device on its vehicles, provided that the "combined weight of the wheelchair and passenger does not exceed lift specifications or if carriage of the wheelchair is demonstrated to be inconsistent with legitimate safety

requirements.”

If a customer uses a wheelchair that exceeds 30 inches in width and 48 inches in length measured 2 inches above the ground or that weighs more than 600 pounds when occupied, CART must approve the wheelchair before transporting. For information on transportation regulations, call the CARTaccess office at (405) 325-5438 (v/tdd).

The American Safety Council and lift manufacturers recommend customers in wheelchairs board by backing onto the lift so the heaviest part of the chair is at the back. Customers need to wait for the operator’s instruction when entering and exiting the van.

Embarking/Disembarking CART Vehicles

CART recommends that seatbelts be utilized from the point of boarding through departing a vehicle. If the passenger’s wheelchair does not have a seatbelt, the operator will provide one.

1. Passenger should set motorized wheelchair speed control to the lowest possible power setting when approaching the lift.
2. Passenger must back the wheelchair onto the lift.
3. Passenger should set wheelchair brakes for manual wheelchair or turn power off for motorized wheelchair after boarding the lift.
4. After lift is raised to the proper position, operator will ask passenger to position wheelchair in designated area.
5. Passenger should position wheelchair and set brakes for manual chair or power off for motorized chair.
6. Operator will secure wheelchair. At designated stop, operator will release securements and ask passenger to turn power on to lowest setting for motorized chair and proceed to lift, facing forward on lift.
7. Passenger should secure brakes for manual chair or power off motorized chair while using the lift.
8. After lift is on ground, the passenger can release brakes for manual chair or power on motorized chair to lowest setting and exit the lift.
9. If a white gait belt has been used as a wheelchair seatbelt, passenger should wait until operator retrieves it.
10. Passenger may then proceed at normal traveling speeds and continue to his or her next destination.

Personal Care Attendants

Customers who cannot travel independently or enter/exit a facility independently may be accompanied by a personal care attendant (PCA); however CARTaccess does not

provide PCAs. PCAs travel free with the customer but must be picked up and dropped off at the same location as the customer. To guarantee space on the vehicle for a PCA, customers must inform the customer service representative that a PCA is traveling with them when the transportation is scheduled.

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:

- Those who cannot provide some type of assistance to the passenger.
- Another CARTaccess customer.

If the customer requires the assistance of a PCA, and the CARTaccess office has not received this information, the customer may call the office at (405) 325-5438 (v/tdd) to update their file.

In some conditions such as adverse weather, physical barrier, or the nature of a passenger’s disability, the operator may assist the passenger from door to door. The exceptions are if the operator has to leave sight of the vehicle and/or go more than 75 feet from the vehicle. The need for assistance must be communicated at the time the ride is requested. Operator-requested assistance will not be provided when streets, sidewalks, etc., are icy or on excessively steep ramps. CARTaccess’ concern is the welfare of the customer, as there is a commitment to provide customers with the safest transportation possible.

Companions

Customers may have one companion accompany them. To ensure space on the vehicle for companions, customers must notify the representative at the time they schedule their trip. Companions are charged regular fare and must be picked up and dropped off at the same location. More than one companion can travel with a customer on a “space available” basis and also will pay regular fare.

Children

ADA-eligible children must pay the regular fare. Children age 6 and older traveling as companions also must pay the regular fare. CARTaccess cannot transport children less than 40 pounds unless the customer provides child restraint seats and secures the device properly. The operator is not responsible for securing children who travel as companions. To ensure adequate space, the customer must notify the

customer service representative of the number of children who will travel as companions at the time they schedule a ride. As with companions, more than one child can travel with a customer on a “space available” basis and must also pay regular fare.

Traveling with Animals

CARTaccess customers may travel with their service animals. When scheduling a ride, please inform CARTaccess if you will travel with your service animal so that adequate space can be reserved. The University’s Service and Assistance Animal Policy may be reviewed at the Disability Resource Center: www.ou.edu/drc. The customer must control the service animal at all times. Small pets, not classified as service animals, must be in a cage or pet carrier and fit on the customer’s lap.

Transporting Parcels and Packages

Since customers share the vehicle with other patrons, customers should limit their parcels to a reasonable number of items (three bags). As operators must adhere to a time schedule, passengers are allowed to bring on board the vehicle only what they can independently carry in one load. Customers will not be allowed to get on and off the vehicle to load packages. Since items could become projectiles when an emergency stop is required, passengers must secure all packages either on their lap, the seat beside them (when available) or on the floor between their feet.

Customers may want to consider purchasing a small shopping cart that can be safely secured and will not roll while the vehicle is moving. Under certain conditions, as mentioned above, when operator assistance is required to the door, the operator can make only one trip from the vehicle to help with packages. Keep in mind that the operator must always be able to view his/her vehicle and will not leave a passenger unattended on the CARTaccess vehicle.

CUSTOMER SHOPPING SUGGESTIONS

- Have a companion or escort travel with you to assist with your packages.
- Purchase sturdy bags or a small travel cart. Should customers use a cart, it will be their responsibility to load and unload the cart. The lift may be utilized if requested when the ride is scheduled.
- Be aware that CARTaccess does not allow large items (for example, bar bell sets, bags of potting soil, mattresses, etc.). CARTaccess operators are NOT responsible for

moving these items and will not allow passengers on the vehicle with items of this nature.

NOTE: If a customer has more than the recommended number of packages or items, CART will issue a warning letter. If the customer boards again with an excessive number of packages or items, the operator will notify the supervisor, and the customer will be expected to arrange for his/her own transportation on the return trip.

Trip cancellation/no-show policy

Trip Cancellations

CART asks customers to be considerate of fellow CARTaccess passengers and cancel trips in a timely manner to conserve resources. When travel plans change, customers must call the CARTaccess office as soon as possible. When making a reservation, please keep a record of the scheduled trip.

Whenever possible, customers should cancel their scheduled ride before the day of the ride. This will allow CART to provide more trips for other customers. If it is necessary to cancel a ride the same day of the trip, be sure to cancel the ride at least two hours before the scheduled trip. Any trip canceled within two hours of the scheduled trip is a late cancel and will be counted as a no-show. All schedule changes **MUST** be made with the CARTaccess office, (405) 325-5438 (v/tdd). Customers may **NOT** make schedule changes with the CARTaccess drivers.

CART understands that because CARTaccess requires trips to be scheduled in advance, customers sometimes may miss scheduled rides or forget to cancel rides they no longer need. CART also understands that customers may sometimes miss scheduled trips or be unable to cancel trips in a timely way for reasons that are beyond their control. However, repeatedly missing scheduled trips (or failing to cancel trips in a timely way) can lead to suspension of service. The following information explains CART’s no-show policy.

To cancel in a timely manner:

- Contact the CARTaccess office between 8 a.m. and 5 p.m. the day before the scheduled ride to cancel or via the automated call the evening before the scheduled trip. Press 9 to cancel when instructed.
- Leave a message on the CARTaccess voice mail (405) 325-5438 (v/tdd) after 5 p.m. until 11:59 p.m. the day before the scheduled ride.



► CART now has three ADA-accessible minivans. Both drivers and passengers love them. Here, CARTaccess supervisor Connie Bratt lowers the ramp for Amy Brown, CART staff assistant.

- Send an email to CARTaccess@ou.edu by 11:59 p.m. the day before the scheduled ride (the message will be date and time stamped).

SAME-DAY CANCELLATIONS AFTER OFFICE HOURS

CARTaccess realizes it may be necessary to cancel a ride after office hours on the same day of the scheduled ride. In that situation, call the CART emergency phone number at (405) 760-9361. That is the **ONLY** instance in which this number should be utilized. However, if the cancellation is made two hours or less prior to the pick-up time, the trip will be treated as a no-show.

Example: A customer needs to cancel a ride scheduled for 6 p.m. but it is already 5:15 p.m. on the same day of the ride. The customer should call the (405) 760-9361 number.

Late Cancellations/Cancel at Door/ No-Shows

The following is a list of incidents that would result in a no-show being charged to a customer:

- **Late Cancel:** When the customer calls to cancel a previously scheduled trip two hours or less prior to the scheduled pick-up time. This will be treated as a no-show.
- **Cancel at Door:** A customer who cancels at the door

Suspension Policies

Customer's 5 Penalty Points are Less than 15 percent of all Scheduled Trips for a Month – Customer is NOT ELIGIBLE for Suspension, May 2016

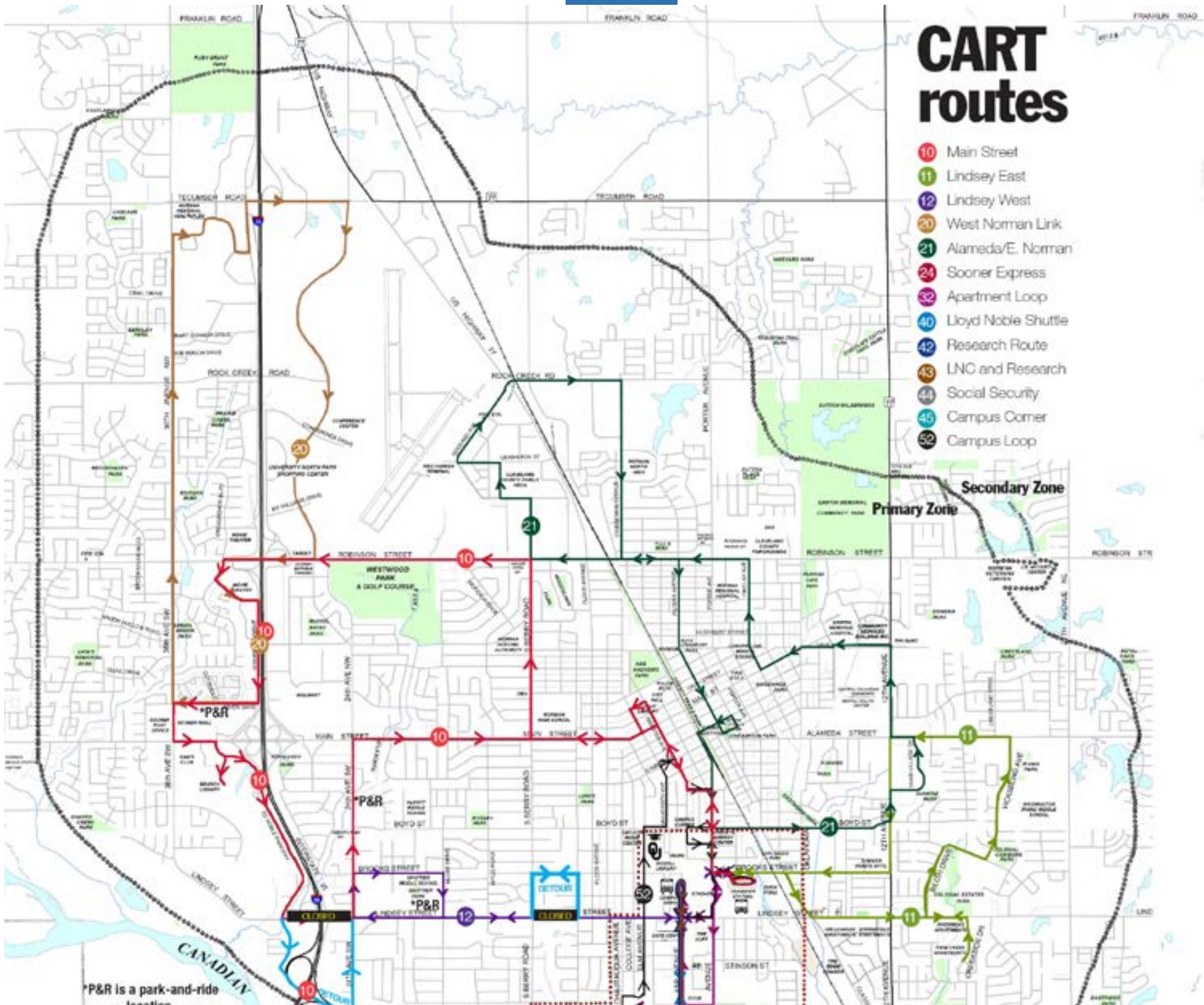
<i>Trips Eligible for Violation of Suspension Policy, May 2016</i>	<i>Number of One-Way Trips in violation of Suspension Policy</i>	<i>Penalty Points (Trips with Late Cancels, Cancel at Door, or No-Shows), May 2016</i>	<i>Scheduled One-Way Trips, May 2016</i>
Late Cancels	3	3	
Cancel at Door	1	1	
No Show	1	1	
Total	5	5	40
<i>Percent of trips with No-Shows, Cancel at Door, Late Cancels</i>		<i>5 no-show trips divided by 40 trips in a month = 12.5 percent</i>	

Customer's 5 Penalty Points are More than 15 percent of all Scheduled Trips – Customer is ELIGIBLE for Suspension, May 2016

<i>Trips Eligible for Violation of Suspension Policy, May 2016</i>	<i>Number of One-Way Trips in violation of Suspension Policy</i>	<i>Penalty Points (Trips with Late Cancels, Cancel at Door, or No-Shows), May 2016</i>	<i>Scheduled One-Way Trips, May 2016</i>
Late Cancels	3	3	
Cancel at Door	1	1	
No Show	1	1	
Total	5	5	20
<i>Percent of trips with No-Shows, Cancel at Door, Late Cancels</i>		<i>5 no-show trips divided by 20 trips in a month = 25 percent</i>	

or “waves” away the driver who has arrived at the scheduled pick-up time and location. This will be treated as a no-show.

- **No-Show:** A customer who is not at the scheduled



point of pick-up at the appointed time in order to board within five minutes of the pickup time. (NOTE: When customers no-show at the first pick-up of their trip, their return trip is canceled). If the customer uses alternative transportation on the initial trip, the return can be provided if contact is made within one hour at (405) 325-5438 (v/tdd).

When a customer receives more than three no-shows in a month, he/she will receive written notice that the No-Show Policy has been violated.

30 MINUTE PICKUP WINDOW – 15 MINUTES BEFORE/AFTER SCHEDULED PICK-UP TIME

Customers must be ready to board the vehicle 15 minutes prior to the scheduled pick-up time. However, CARTaccess may arrive up to 15 minutes after the scheduled pick-up time. The customer should be ready to board the vehicle within five minutes after the vehicle arrives. If the customer is not ready within the five-minute wait time, the trip will be treated as a no-show.

NO SHOWS DUE TO OPERATOR ERROR OR TO CIRCUMSTANCES BEYOND A RIDER'S CONTROL

For any missed trips due to operator error, CART will not count as no-shows or late cancellations. These include:

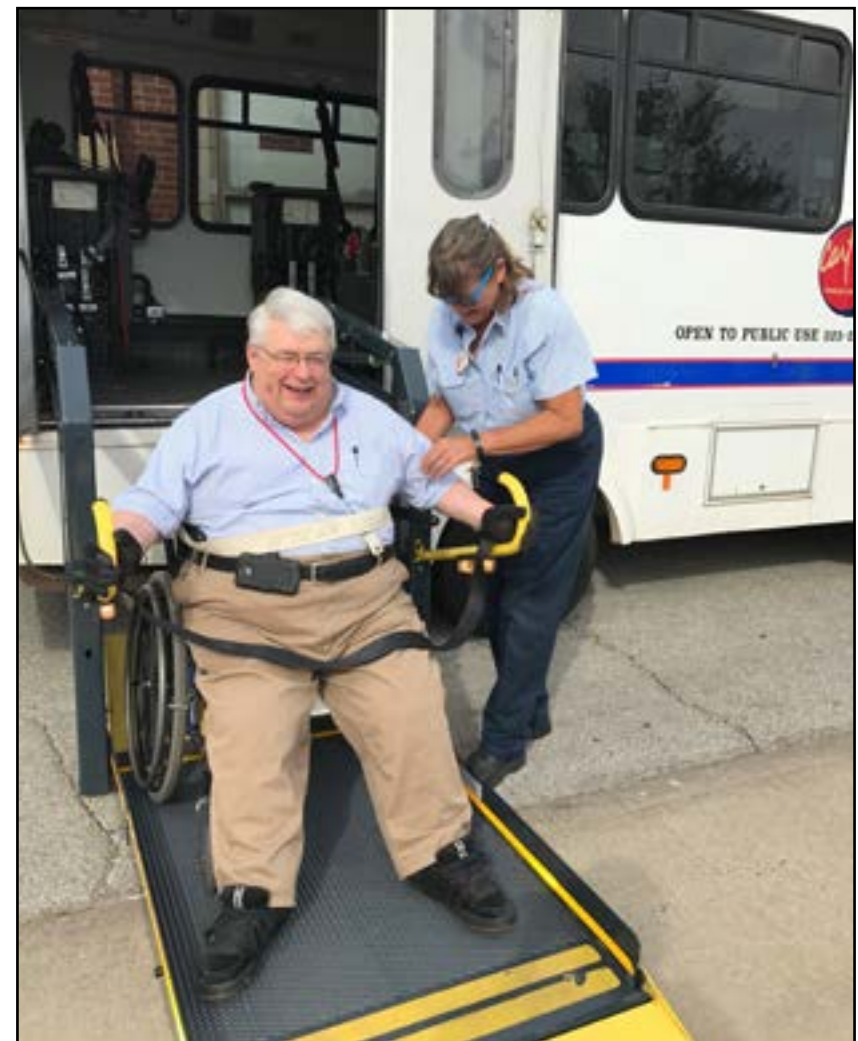
- Trips placed on the schedule in error.
- Pick-ups scheduled at the wrong pick-up location.
- Operators arriving late (after the end of the pick-up window).
- Operators arriving within the pick-up window but departing without waiting the required five minutes.

CART will not count as no-shows or late cancellations situations beyond a rider's control that prevents the rider from notifying CART at least two hours before the scheduled pick-up such as:

- Medical emergencies.
- Family emergencies.
- Sudden illness or change in condition.
- Appointment that runs unexpectedly late without sufficient notice.

Riders should notify CARTaccess (405) 325-5438 (v/tdd) as soon as possible when these situations arise.

TRIPS FOLLOWING NO-SHOWS –



► CARTaccess operator Norma Lewis secures Fred Goodwin onto the lift before his ride home from the University of Oklahoma.

CUSTOMER MUST CANCEL EACH ONE-WAY TRIP

When a customer is a no-show for one trip, CART will attempt to contact the customer to inquire about the return trip if the customer does not contact CART within one hour after the no-show. However, if CART is unable to reach the customer, the trip will be canceled to avoid the cost of sending vehicles unnecessarily and penalizing the customer for another no-show. To avoid multiple no-shows on the same day, customers must cancel any other trips no longer needed that day.

SUSPENSION POLICIES FOR A PATTERN OR

PRACTICE OF EXCESSIVE C AND LATE CANCELLATIONS

CART's Suspension Policy is designed to identify customers who have a pattern and practice of violating the Trip Cancellation/No Show Policy based on the frequency of use and the percentage of trips missed. CART will review all no-shows and late cancellations for a rider before recording them in a rider's account.

Customers who have accumulated five (5) penalty points for a combination of no shows, late cancellations, and cancels at door in a calendar month will trigger a review of their trip history. Each verified no-show, late cancellation, or cancel at door consistent with the definitions above, shall count as one (1) penalty point.

Customers are subject to suspension after meeting all of the following conditions:

- Accumulate 5 penalty points in one calendar month.
- Have booked at least 10 one-way trips that month.
- Have "no-showed" or "late canceled" at least 15 percent of those one-way trips.

When a customer has accumulated 5 penalty points and the no show trips exceed 15% of all scheduled trips for the month, the customer would be in violation of the no-show policy and eligible for suspension.

For example:

CART will notify customers by telephone when they have accumulated five penalty points that are more than 10% of all scheduled trips in a given month.

If a customer's penalty points exceed 15% of their scheduled trips in one month, CART will review the customer's number of trips, the pattern of trips, the number of violations and consider whether the customer should receive a suspension notice. If eligible for suspension, CART will notify the customer in writing of the suspension notice along with a copy of the Trip Cancellation/No-Show Suspension Policy, dates when the events occurred, how to appeal a suspension, and the date when suspension may begin. The customer will have 21 days to submit an appeal. All suspension appeals follow CART's appeal policy.

Suspensions will begin on Mondays. The first two violations in a calendar year will trigger warning letters but no suspension. Subsequent violations will result in the following suspensions:

- First violation in a calendar year: warning letter; no suspension.

- Second violation in a rolling 6-month period: warning letter; no suspension.
- Third violation in a rolling 6-month period: 6 days (one week: Monday - Saturday) suspension.
- Fourth violation in a rolling 6-month period: 12 days (two weeks: Monday - Saturday) suspension.
- Fifth violation in a rolling 6-month period: 18 days (three weeks: Monday - Saturday) suspension.
- Sixth violation in a 6-month period: 24 days (four weeks: Monday - Saturday) suspension.

Only customers who have established a pattern or practice of missing scheduled trips will be subject to suspension. Please contact the CARTaccess office if the notification is needed in an alternative format

Appeals Process

If you are determined to be conditionally eligible or ineligible for paratransit service, or you are a customer of CARTaccess with existing service who has been suspended, you have access to an appeals process.

All requests for an appeal must be received in writing by CARTaccess within 21 days of issuance of the notification of penalty or service suspension or within 60 days of determination of conditional eligibility or denial of eligibility.

Your written appeal needs to include:

1. Date
2. Name
3. Address
4. Contact Number
5. The reason given to you for your suspension/denial of service
6. Why you are appealing that decision
7. Date of suspension/denial
8. Any necessary aids that you request at the appeals hearing (i.e. an interpreter)
9. Whether you will need transportation to and from the appeals hearing
10. Signature

Written appeals should be addressed to:

CARTaccess
Attn: Paratransit Appeal
510 E. Chesapeake
Norman, OK 73019-5128

If you are an existing customer of CARTaccess who has been suspended for violation of the “no-show” policy and you choose to appeal, your eligibility will continue until your appeal is heard and a determination is reached to uphold or overturn the suspension.

If you are appealing a determination of eligibility, you will continue to receive CARTaccess service until the appeal process has concluded. In all cases, the appeal process will be concluded as quickly as possible. If not finished within 30 days, you will be considered presumptively eligible for CARTaccess service until the appeals process is concluded.

If you have been suspended for behavior that is illegal or potentially compromises the safety of our driver, other customers, or our equipment, your suspension will remain upheld until the appeal process can be completed for the safety of our passengers.

APPEAL REVIEW

1. When an appeal is first received by CARTaccess, it will be given to the director of transportation services for an administrative review. The review will consist of the customer’s complete record, including the original suspension/denial letter and the customer’s appeal letter. The director will inform the customer in writing of his/her decision to either uphold or overturn the suspension. If the director’s decision is not to the customer’s satisfaction, then the appeal will be sent to the Appeals Review Panel.

2. The Appeals Review Panel shall be composed of three representatives, including one transit or para-transit user familiar with CARTaccess services, one transit agency staff person familiar with ADA policies, and one person outside of the transit agency that is familiar with ADA policies. The panel representatives will be selected by the director from active members of the CART Transportation Advisory Committee (CTAC). When an appeal is forwarded from the director, a date and time will be set for the appeals hearing and the customer will be notified. During the hearing, the panel will meet, review the appeal, hear evidence from both sides, and issue a decision in writing. The customer may have a representative with and/or in place of him/herself at the hearing (at their own expense). The appeal decision will be by majority rule and will be final upon mailing of the written determination.

CARTaccess Reasonable Modification Policy

1. Background

On March 13, 2015, as part of the Federal Register Vol. 80, No. 49 (80FR13253), the Federal Department of Transportation (DOT) issued a Final Rule effecting 49 CFR Parts 27 and 37: Transportation for Individuals with Disabilities; Reasonable Modification of Policies and Practices. The purpose behind this final rule is:

“...specifically to provide that transportation entities are required to make reasonable modifications/ accommodations to policies, practices, and procedures to avoid discrimination and ensure that their programs are accessible to individuals with disabilities.”

2. Policy

CART is committed to providing equal access and opportunity to qualified individuals with disabilities in all programs, services, and activities. CART recognizes that, in order to have equally effective opportunities and benefits, individuals with disabilities may need reasonable modifications to policies and procedures. CART will adhere to all applicable federal and state laws, regulations, and guidelines with respect to providing reasonable modifications, as necessary, to afford equal access to programs for persons with disabilities. CART does not discriminate on the basis of disability in admission to, participation in, or receipt of services and benefits under any transit program or activity. CART will take appropriate steps to ensure that persons with disabilities have an equal opportunity to participate.

No qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of CART, or be subject to discrimination by CART.

3. Reasonable Modifications

A reasonable modification is a change or exception to a policy, practice, or procedure that allows disabled individuals to have equal access to programs, services,

and activities. CART will make reasonable modifications to policies, practices, and procedures when necessary to ensure access to transit services for qualified individuals with disabilities, unless:

- Making the accommodation would fundamentally alter the nature of the public transportation service.
- Making the accommodation would create a direct threat to the health or safety of other passengers or operators.
- The individual with a disability is able to fully use CART's service without the accommodation being made.
- Where granting the request would cause an undue financial and administrative burden.

4. Eligibility Criteria

An individual is eligible to be considered to receive a reasonable modification if that individual has a physical or mental impairment that substantially limits one or more of the major life activities of such individual, a record of such impairment, or been regarded as having such impairment.

5. Requests for Reasonable Modifications

CART provides information about how to make requests for reasonable modifications readily available to the public through its website and rider policy guidelines. CART will follow these procedures when taking requests:

- a. Individuals requesting modifications shall describe what they need in order to use the service.
- b. Individuals requesting modifications are not required to use the term "reasonable modification" when making a request. Personnel at CART will determine if the request represents a reasonable modification and proceed in accommodating the request accordingly.
- c. Whenever feasible, CART requests that individuals make such requests for modifications before CART is expected to provide the modified service.
- d. Where a request for modification cannot practically be made and determined in advance (e.g., because of a condition or barrier at the destination of a paratransit, demand response, or fixed-route trip of which the individual with a disability was unaware until arriving), operating personnel shall make a determina-

tion of whether the modification should be provided at the time of the request. Operating personnel will consult with CART's management before making a determination to grant or deny the request.

Requests for accommodation can be submitted in any written format (i.e. letter, email). 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. The reasonable accommodation process begins as soon as the request for accommodation is made.

6. Interactive Process

When a request for accommodation is made, CART will make every effort to engage in a good faith interactive process with the individual requesting an accommodation to determine what, if any accommodation shall be provided. Communication will be a priority throughout the entire process. That communication will include information about the request, the process for determining whether an accommodation will be provided, and the potential accommodations.

7. Time Frame for Processing Requests and Providing Reasonable Modification

CART will process requests for reasonable accommodation and then provide accommodations, where appropriate, in as short a time frame as reasonably possible. CART recognizes, however, the time necessary to process a request will depend on the nature of the accommodation(s) requested and whether it is necessary to obtain supporting information.

8. Granting a Reasonable Modification Request

As soon as CART determines a reasonable accommodation will be provided, that decision shall be immediately communicated to the individual. This notice must be in writing in order to maintain the required information for reporting purposes. Upon request, alternative means of response will be provided in addition to the written response.

In choosing among alternatives for meeting nondiscrimination and accessibility requirements with

respect to new, altered, or existing facilities, or designated or specified transportation services, CART shall give priority to those methods that offer services, programs, and activities to qualified individuals with disabilities in the most integrated setting appropriate to the needs of individuals with disabilities.

9. Denying a Reasonable Modification Request

As soon as CART determines a request for reasonable accommodation will be denied, CART will communicate the basis for the decision in writing to the individual requesting the modification. The explanation for the denial will clearly state:

- a. Specific reasons for the denial.
- b. Any alternative accommodation that may create the same access to transit services as requested by the individual.
- c. The opportunity to file a complaint relative to the CART's decision on the request.

10. Complaint Process

Any person who believes she or he has been discriminated against in obtaining a reasonable modification may file a formal complaint. CART has a process for recording, investigating, and tracking complaints from qualified individuals. Complaints are taken by CART call center staff via telephone. In addition, individuals can file a complaint via email to CARTaccess@ou.edu. Alternative means of filing complaints, such as personal interviews or taped requests, will be made available for persons with disabilities if unable to communicate their request in writing or upon request.

CART investigates complaints generally within 10 days after receipt. Once the complaint is received, the complainant will receive an acknowledgement of receipt typically within three days after the complaint was filed. If more information is needed to resolve the complaint, CART may contact the complainant. If the information is not received within 30 days from the date of the original complaint, the complaint will be marked undetermined and closed.

After CART investigates the complaint, a decision will be rendered in writing to the complainant. CART will issue either a Letter of Closure or Letter of Finding.

a. Letter of Finding – This letter will summarize the complaint, any interviews conducted regarding the complaint, and explain what actions will be taken by CART to address the complaint.

b. Letter of Closure – This letter will explain why CART has determined the complaint does not merit accommodation under the Americans with Disabilities Act and that the complaint will be closed.

If the complainant disagrees with the decision of CART, an opportunity to appeal the decision may be pursued provided the notice of appeal is received within 21 days of the initial decision by CART.

In the event of appeal, the complainant will be granted all due process, including the ability to present additional evidence, present the case in person during an appeal hearing, and to be represented by counsel.

11. Designated Employee

CART's designated official responsible for processing reasonable modification requests and handling complaints is:

Reasonable Modification Coordinator
CART
510 E. Chesapeake St., Room 127
Norman, OK 73019-5128
Email: CARTaccess@ou.edu

12. Record Retention

CART will maintain all records related to reasonable modification requests and denials for at least three years.

CART Transportation Advisory Committee (CTAC)

CTAC is made up of CART/CARTaccess customers and staff, and representatives from OU and the Norman community. The committee advises CART and CARTaccess staff on the operation and policies of accessible transportation services. CTAC also promotes CART/CARTaccess in the community and assists in building community support for services.

All CART and CARTaccess users are invited to attend the monthly committee meetings. Those who wish to speak about a specific topic should contact the CARToffice at

(405) 325-2278 and ask to speak to the manager of operations to have that item added to the agenda. This must be done at least two days prior to the meeting. All agenda items should pertain to CART or CARTaccess and will have a time limit of five minutes.

For meeting dates and times, call the CART office at (405) 325-2278 or check the CART website at www.ride-CART.com.

Recertification

The general rule is that an individual is certified for a period of three years for unconditional or conditional eligibility. Transitional or temporary passengers may be certified for a lesser amount of time.

The customer is required to contact the CARTaccess office if or when a medical condition changes. Often, an individual's condition progresses and mobility aids are needed that were not needed when they were initially certified for service. This is important because an individual who begins using a wheelchair will need a different type of vehicle than when they were ambulatory.

Customer responsibilities

Customers have a responsibility to:

- Use the fixed-route bus service for specific trips.
- Read all sections of this booklet carefully.
- Make reservations at least one day in advance. Rides may be booked up to two weeks in advance. Secondary service areas require 24 hours advance notice.
- Keep CARTaccess informed of any change of address or phone number.
- Be at pick-up locations on time.
- Provide entry if the pick-up address is located inside a gated community or other location 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 15 minutes after the appointed pick-up time.
- Call within the allotted time to cancel rides to avoid no-shows.
- Maintain appropriate, reasonable personal hygiene. If customers have open or seeping sores, or are leaking bodily fluids (urine, feces, etc.), for health and safety reasons service may be refused until the situation is

contained or corrected.

- Pay the correct fare in cash or use a punch card when boarding the vehicle (operators 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 operator or bothering other passengers with disruptive, threatening or rude 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 and/or dropped off before you reach your destination.
- Maintain acceptable standards of personal hygiene.
- Secure all loose articles before the van moves. The operator will assist customers or perform this task for them, if necessary.
- No selling of any item(s) on CARTaccess vehicles.
- No panhandling or soliciting of any kind is allowed on CARTaccess vehicles.

Follow these common rules of conduct:

- No eating or smoking on board. Drinks are permitted only if the cup has a secure lid.
- No riding under the influence of alcohol or illegal drugs.
- No firearms.
- No littering in the vehicle.
- No operating or tampering with any equipment while on board the vehicle.
- No sound-generating equipment to be played aboard the vehicles without the use of headphones.
- No purposeful destruction of vehicles.
- No physical or verbal abuse of anyone on board a CARTaccess vehicle, including the operator.
- No abusive, threatening, disruptive, rude or obscene language or actions.

Customers who violate these rules of conduct are subject to penalties up to and including suspension of service. Disruptive or harassing behavior will not be tolerated. If the behavior is such that it constitutes a threat to the safety and welfare of customers and/or staff, the proper authorities will be contacted to remove the customer from the vehicle.

The customer may file an appeal. For more information on appeals, see Appeals Section.

Operator responsibilities

Operators have a responsibility to:

• Adhere to the same standards of common courtesy and personal hygiene as is required of CARTaccess customers.

- Treat riders with courtesy and respect.
- Be in uniform, with a look of professionalism and dignity.
- 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 exiting the vehicle.
- Not use cell phones (including text messaging or hands-free devices) or other electronics while operating the vehicle.

Assist passengers by:

- Offering ambulatory passengers a steadying arm or other appropriate guidance or assistance while getting into or out of the vehicle.
- Helping individuals in wheelchairs to maneuver onto the lift.
- Securing loose articles before the van moves, if necessary.
- Perform requested door-to-door services only when safe. When ramps, streets, sidewalks or walkways are icy or excessively steep or conditions are unsafe, operators will not perform requested services.

CARTaccess responsibilities

CARTaccess has the responsibility to:

- Provide quality, safe transportation service.
- Train and assign operators.
- Maintain vehicles.
- Schedule customer transportation.
- Set policies and procedures, including administering customer limitations or suspension resulting from rules infractions.

Contact information

CARTaccess
Office hours: 8 a.m. to 5 p.m. Monday to Friday
510 E. Chesapeake St.

Norman, OK 73019-5128

Call (405) 325-5438 (v/tdd) from 8 a.m. to 5 p.m.
Monday through Friday, email CARTaccess@ou.edu or visit
CART online at rideCART.com for the following:

- Reservations.
- Subscription requests.
- Information.
- Applications.
- CART feedback form.

Customer feedback

CARTaccess is committed to utilizing customer feedback as a means to improve the quality of our service. CARTaccess welcomes compliments, complaints and suggestions. All formal complaints are taken seriously and will be thoroughly investigated.

To file a formal service complaint, please call (405) 325-2278 and provide the following information:

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

Compliments, complaints, suggestions, etc. also may be filed on CART’s “Customer Comment Form” on the website rideCART.com. You will find the form under the “Contact Us” section of the website.

Correspondence may be submitted by mail, fax, phone or email to:

CART
510 E. Chesapeake St.
Norman, OK 73019-5128
Phone: (405) 325-2278
Fax: (405) 325-7490
Email: rideCART@ou.edu

Cleveland Area Rapid Transit (CART) complies with Title VI requirements for public transportation and therefore does not discriminate on the basis of race, color or national origin in the delivery of service. For more Title VI information, call (405) 325-2278.

Frequently asked questions

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

A: Call the CARTaccess office at (405) 325-5438 (v/tdd).

Q: I have to change from using a walker to using a

wheelchair. Is that a problem?

A: It is no problem, as long as you call the CARTaccess office at (405) 325-5438 (v/tdd) and update the information in your file about your mobility device.

Q: Can an operator refuse to help me enter my destination?

A: CARTaccess operators are not allowed to enter the customer's home or drop-off locations, except in a life-threatening emergency. The operator is responsible for assisting customers into and out of the vehicle but is also responsible for staying close enough to the vehicle to ensure it is not damaged or stolen. If you need assistance to enter your destination, you may bring a PCA with you at no charge. If you are bringing a PCA or need assistance, this needs to be indicated at the time you make your ride request.

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

A: Yes, you may take a companion, who will pay the same fare as you. Additional companions may travel with you as space allows. You will need to tell the CARTaccess representative whether you will have a companion so that space is made available.

Q: Why does the operator 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 lift manufacturers recommend that customers in wheelchairs board by backing onto the lift so the heaviest part of the wheelchair is at the back of the lift for safety reasons.

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

A: Operators are not allowed through their employment to accept tips.

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

A: You may call the main CART office at (405) 325-2278 to speak to a customer service representative. They will record your comments and pass them on to the appropriate staff person. A comment form also is available under "Contact Us" on the CART website (rideCART.com).

CARTaccess definitions

Appeal | *Formal opportunity to disagree with decision made by CARTaccess.*

Cancel-at-Door | *A customer who cancels at the door or "waves" away the operator who has arrived at the scheduled pick-up time and location. This counts as a no-show.*

Companion | *Individual traveling with the customer as a guest.*

Late Cancel | *When the customer calls to cancel a previously scheduled trip within two hours or less prior to their scheduled pick-up. This counts as a no-show.*

No-Show | *Customers who are not at the scheduled point of pick-up within five minutes of their scheduled pick-up time.*

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

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

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

Primary Zone | *Area within 3/4 mile of fixed-route bus service.*

Secondary Zone | *Area outside 3/4 mile of fixed-route bus service within Norman city limits.*

Subscription Reservation | *A continuing reservation for those trips going to the same place at the same time on the same day and that remain constant.*

Suspension | *Service is eliminated for a stated period of time.*

Visitor | *Out-of-town visitors who may be eligible for origin-to-destination in their own city and are unable to use fixed-route bus service. Visitors must have a valid ID from their resident city.*

**Thank you
for riding
CARTaccess!**



Cleveland Area Rapid Transit
510 E. Chesapeake, Norman, OK 73019-5128
(405) 325-5438 (v/tdd)
rideCART.com/CARTgps.com
@CARTNorman on Twitter
CART on Facebook
Search "CART Norman" to download the app

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