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 Norman area 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 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 by providing either a lift or a ramp.

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 disability. CARTaccess transports approved riders who schedule in advance, picking up passengers at an origin and transporting them to a desired destination.
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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, 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 Norman Route Schedule and Transit Guide or visit online at www.RideCART.com.

FIXED-ROUTE BUS SAMPLE TRIP

If I live near 24th Avenue Southwest and Lindsey Street, how do I use the fixed-route bus system to get to Norman Regional Hospital by 10 a.m. and stay there for two hours before returning home?

The Main Street fixed-route bus stops at 24th Avenue Southwest and Lindsey Street at 35 minutes after every hour weekdays from 7 a.m. to 9 p.m. and from 10 a.m. to 7 p.m. on Saturday. The customer would get on the Main Street bus at 8:35 a.m. during the week and ride it to the OU South Oval and transfer to the Alameda/East Norman bus. The Alameda/East Norman bus stops just east of Norman Regional Hospital at Findlay Avenue and Oliver Street at 19 minutes after the hour, so the customer would get off at 9:19 a.m.

Since the customer wants to stay two hours at the hospital, the Alameda/East Norman bus at 11:19 a.m. would be the best option. The customer would ride the Alameda/East Norman bus back to the OU South Oval to transfer to the Main Street bus, which would drop the customer off at 24th Avenue Southwest and Lindsey Street.
WELCOME TO CARTaccess

This booklet is designed for qualified passengers by detailing all CARTaccess policies, procedures and guidelines.

CARTaccess HOURS OF OPERATION

Weekday service: 7 a.m. to 9 p.m. Monday through Friday.
   No trip will begin before 7 a.m. or later than 8:30 p.m.
   No secondary area service Saturday or after 7 p.m.
Tuesday through Friday.
Weekend service: 10 a.m. to 7 p.m. Saturday.
   No trip will begin before 10 a.m. or later than 6:30 p.m.
   No same-day urgent service on Saturday
CARTaccess office hours: 8 a.m. to 4 p.m. Monday through Friday.

CARTaccess SERVICE AREAS
   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.

HOLIDAYS
CARTaccess operates the same days as fixed-route bus service. No service is provided on the following holidays:
   New Year’s Day (Jan. 1)
   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)
   
   There is NO SERVICE on University of Oklahoma home football game days because traffic congestion makes keeping to a time schedule impossible.

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.
SCHEDULING CARTaccess SERVICE

RESERVATIONS
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.

Customers may make reservations by calling or emailing the CARTaccess office from 8 a.m. to 4 p.m. daily at 325-5438 (v/tdd). This number has voicemail capability. Reservations also may be made by e-mail at CARTaccess@ou.edu or on the Web at www.rideCART.com. Reservations may be made up to two weeks in advance but no later than the day before the scheduled trip. All Saturday rides must be scheduled by 4 p.m. Friday with the CARTaccess office. All secondary area 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, so the 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 CARTaccess 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.

CARTaccess may need to ask customers to change the requested pick-up time to accommodate the request for a reservation. The Americans with Disabilities Act allows a transit provider to use a two-hour window to schedule a customer ride (which equates to one hour before or after the requested time).

SAME-DAY URGENT
Same-Day Urgent rides are classified as urgent medical needs (i.e., a customer loses his/her medication and must immediately get a refill) and are only available in the primary area. Same-Day Urgent is not a replacement of an ambulance. Customers who have a MEDICAL EMERGENCY that requires immediate attention SHOULD CONTACT 911. Same-Day Urgent is only available in the primary area between 8 a.m. and 5 p.m. at a fare of $2.50 per boarding.
SUBSCRIPTION RESERVATIONS

Customers are eligible for subscription service (permanent requested ride times) if they travel to the same destination at the same time and the same day within the primary area only. A subscription eliminates the need for advance reservations for each trip. A customer may request a subscription 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 area customers are not eligible for this service.

If a customer cancels five times in a 60-day period, subscription service will be canceled. Customers will have a waiting period before being admitted back to subscription service. Customers may call 325-5438(v/tdd) to request subscription service.

HELPFUL SUGGESTIONS WHEN MAKING RESERVATIONS

Ride the fixed-route bus system when it works for your trip. When calling to reserve a ride, have the following information ready:

- Your first and last name.
- Your phone number.
- Date when you want to travel.
- Your exact 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.). Remember that it is not possible for CARTaccess vehicles to park for long periods of time at any entrance; vans are not allowed to block any other vehicle or customer traffic.
- Your requested pick-up time, appointment time or requested drop-off time.
- The house, apartment or mobile home number must be visible (if your pick-up time is during hours of darkness, it is helpful if the porch light is turned on).
- Please make sure the location requested is accessible to CARTaccess vehicles, meaning the vehicle can enter and exit without backing.
- Your requested return time or length of stay (if you want a round trip).
- Where you want to go (i.e., street number, suite number, entry code for any security entrance, etc.).
- If you are waiting for a vehicle at an entrance, be sure you are ready and waiting 15 minutes before your scheduled pick-up time so you can see the vehicle arrive.
• If you will be using a wheelchair or other mobility device.
• If you will be accompanied by a personal care attendant (PCA) and/or companion (including children), and if they use a mobility device.
• Any other information the driver should know to assist you with your travel, including any special assistance requested of the driver (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.

**RIDING CARTaccess**

**ORIGIN-TO-DESTINATION SERVICE**

CARTaccess origin-to-destination service is available for qualifying individuals who are unable to use the fixed-route bus service.
CARTaccess provides origin-to-destination service comparable to the fixed-route bus system. Customers must be ready and waiting at the nearest curb of their pick-up or drop-off location. Customers also are required to be ready to board the vehicle 15 minutes prior to 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 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 lift wheelchairs up/down stairs, to/through doors or physically lift a customer, for any reason. If help is needed, the driver will contact the CARTaccess office to request emergency assistance. If a customer is experiencing a non-life-threatening emergency, the driver may help the passenger 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, would necessitate the driver calling and requesting an ambulance to remove the customer for medical treatment. The customer will bear any expense incurred.

• In order for the driver to easily locate you, you must be waiting at the sidewalk or at another safe waiting area as close as possible to the entrance of the pick-up location.
• On days when it is very hot, cold and/or raining, 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.
• CARTaccess does not advocate unsafe practices such as backing up. CARTaccess drivers have been instructed to avoid these types of situations.
• Because of the weight of CARTaccess vehicles and University of Oklahoma policy, drivers are not allowed to pull into private drives, including those of customers.
• 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 driver believes it to be unsafe, they will not exit the vehicle until it is safe to do so. This situation may result in the driver departing without picking up or dropping off at that location.
CUSTOMER ACCOMMODATIONS

WHEELCHAIRS

CARTaccess is required by law to allow common wheelchair use on its vehicles. 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 2 inches above the ground and does not weigh more than 600 pounds when occupied.” Devices not meeting these criteria will need to be approved before transporting. For additional information on transportation regulations, call the CARTaccess office at 325-5438(v/tdd).

The driver must be able to safely secure the mobility device. Passengers must remain in their wheelchair while on a CART vehicle. CARTaccess will not transport empty wheelchairs.

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 driver’s instruction when entering and exiting the van.

EMBARKING/DISEMBARKING CART VEHICLES

Seatbelts must 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. Passengers are required to remain in their wheelchair while on board any CART vehicle.
7. 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.
8. Passenger should secure brakes for manual chair or power off motorized chair.

9. 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.

10. If a white gait belt has been used as a wheelchair seatbelt, passenger should wait until operator retrieves it.

11. Passenger may then proceed at normal traveling speeds and continue to their next destination.

PERSONAL CARE ATTENDANTS

Customers who cannot travel independently or enter and 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 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 driver may assist the passenger from door to door. The exceptions are if the driver 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. Driver-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 providing 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 appointment. 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. The customer also must secure the device properly. This is not the driver’s responsibility.

TRANSPORTING ANIMALS
CARTaccess customers may travel with their service animals. When scheduling a ride, please inform CARTaccess if you will be accompanied by your service animal so that adequate space can be reserved. The University’s Service and Assistance Animal Policy may be reviewed at: http://www.ou.edu/content/drc/home/students/policies.html#Service%20and%20Assistance%20Animal%20Policy. Pets are allowed on CARTaccess vehicles but must be in a pet carrier and the pet carrier must be secured by the customer.

TRANSPORTING PARCELS AND PACKAGES
Since customers share the vehicle with other patrons, customers should limit their parcels to a reasonable number of items (generally considered to be three bags). As drivers 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. The driver can make only one trip from the vehicle to help with packages. Keep in mind that the driver 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, barbell sets, bags of potting soil, mattresses, etc.). CARTaccess drivers are NOT responsible for moving these items and will not allow passengers on the vehicle with items of this nature.

NOTE: If customers have more than the recommended number of packages or items, the driver will notify a supervisor to issue a warning letter to the customer. If customers try to transport an excessive number of packages or heavy items again, the driver will notify the supervisor, and customers will be expected to arrange for their own transportation on the return trip.
TRIP CANCELLATIONS

Customers need to be considerate of fellow CARTaccess passengers by canceling trips in a timely manner to conserve resources. When customers make a reservation, they should keep a record of the scheduled trip.

Trip cancellations are required NO LATER THAN ONE HOUR BEFORE A SCHEDULED PICK-UP. Failure to cancel at least one hour before scheduled pick-up will result in customers being charged with a late cancel (see no-shows).

All schedule changes MUST be made with the CARTaccess office (325-5438(v/tdd)). Customers may NOT make schedule changes with the van drivers.

Customers who cancel their scheduled ride on the same day of the ride will be charged with a cancellation. In an effort to avoid a cancellation penalty:

- Contact the CARTaccess office between 8 a.m. and 4 p.m. the day before the scheduled ride to cancel.
- Leave a message on the CARTaccess voice mail (325-5438(v/tdd)) after 4 p.m. until 11:59 p.m. the day before the scheduled ride.
- 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 760-9361. That is the ONLY instance in which this number should be utilized.

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 760-9361 number.

Messages received on the emergency line regarding cancellations for the following day will be counted as a no-show.
Any customer receiving five or more cancellations in a 60-day period is subject to a 30-day suspension from CARTaccess service.

NO-SHOWS

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

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 325-5438(v/tdd).

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 will be treated as a no-show.

Late Cancel: When the customer calls to cancel a previously scheduled trip one hour or less prior to the scheduled pick-up time. This will be treated as a no-show.

No-Show at Drop-off: Occurs when customers cannot be dropped at the destination because their caretaker is not there to receive them. If a passenger cannot be dropped at a location alone and there is no one to receive them, the driver will notify a supervisor. Adult protective services will be called, and the driver will be advised to drop the passenger at the police station.

Any customer receiving three or more valid no-shows in a 60-day period is subject to a 30-day suspension from CARTaccess service.

Remember to cancel rides in a timely manner!

You can plan a fixed-route trip at rideCART.com!
The Van Advisory Committee (VAC) acts as a liaison between CARTaccess staff and customers. The committee is made up of CARTaccess customers who are elected by their fellow CARTaccess passengers. The committee advises CARTaccess staff how to handle issues that may arise. The VAC also implements all policies regarding warnings and suspensions related to cancellations and no-shows.

All CARTaccess users are invited to take part in the committee either by nomination for a vacant seat or by

VAN ADVISORY COMMITTEE

The Van Advisory Committee (VAC) acts as a liaison between CARTaccess staff and customers. The committee is made up of CARTaccess customers who are elected by their fellow CARTaccess passengers. The committee advises CARTaccess staff how to handle issues that may arise. The VAC also implements all policies regarding warnings and suspensions related to cancellations and no-shows.

All CARTaccess users are invited to take part in the committee either by nomination for a vacant seat or by
attending meetings with agenda items. The committee meets each month. Those who wish to attend a meeting should call the CARTaccess office to have the customer name and topic placed on the agenda. This must be done at least two days prior to the meeting. All agenda items should pertain to CARTaccess and will have a time limit of five minutes.

Customers can find the meeting date, time and location by checking the board in each vehicle or by calling the CARTaccess office at 325-5438(v/tdd).

**NOTIFICATION PROCESS**

Warning letters will be mailed to customers who have three no-shows or five cancellations in a 60-day period. If notification must be made in an alternative format, please contact the CARTaccess office.

Customers who receive a suspension letter are invited to the next scheduled Van Advisory Committee meeting to present their case. If a customer cannot represent himself/herself, a designated party may act on their behalf. The committee will recommend to CARTaccess the appropriate action to be taken. The CARTaccess office will notify the customer in writing of the decision.

Warning letters will be mailed to customers using the following timelines:

**Warning Letter 1:** Sent when three no-shows or five cancellations have been charged in a rolling 60-day measuring period.

**Warning Letter 2:** Sent when continued no-shows or cancellations occur in the next 60-day measuring period.

**Suspension Letter 3:** Sent when continued no-shows or cancellations have been charged; this letter will include suspension notification and the date range of when events occurred; if the customer does not appeal, the suspension will begin 14 days later.

A request for a list of no-show and cancellation dates and times must be received in writing; CARTaccess will respond within three (3) business days after receiving the request.
APPEALS

Customers have 14 calendar days from the date the suspension letter is mailed to file an appeal. After the 14 days have elapsed without the request for an appeal, the no-shows or cancellations in question will become part of the customer’s permanent CARTaccess file and cannot be appealed at a later date.

The only exception to the 14-day rule is if extenuating circumstances beyond the customer’s control did not allow a response within the allotted time. In this case, the customer may contact the CARTaccess office and provide documentation of the reason for not appealing sooner. If CARTaccess receives valid proof of the situation, then the appeal may be added to the Van Advisory Committee agenda for the next regular meeting.

SUSPENSIONS

When a customer receives the first suspension, 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, that customer could be subject to permanent suspension from CARTaccess service.

CUSTOMER OVERSIGHT

CARTaccess realizes there may be times when a no-show or cancellation is charged in error. CARTaccess needs your oversight to ensure these charges do not become part of your record. You can help by following the procedures listed below:

- It is the responsibility of the rider to inform CARTaccess of address changes, changes in emergency phone numbers or any other information regarding accessibility needs or changes.

- Customers who no-show at their home on the first pick-up of their trip must call CARTaccess at 325-5438 (v/tdd) WITHIN ONE HOUR to keep their return trip. Otherwise, the return trip will be canceled.
When reviewing a no-show based on this information, CARTaccess also will review the customer's past history to determine if the customer has created a pattern or practice of missing scheduled rides. By following the guidelines, customers can maintain a good ridership history. CARTaccess and customers alike share the responsibility to help improve the service for everyone.

RE-CERTIFICATION PROCESS

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.

It is required that the customer 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.

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 then the University of Oklahoma One CARD office will 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 reduced 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 at 325-5438(v/tdd).
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 325-2278 and provide the following information:

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

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.
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.
- Pay the correct fare in cash or use a punch card when boarding the vehicle (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. This includes seatbelts on wheelchairs. If a customer’s wheelchair is not equipped with a seat belt, one will be provided. The belt is required to be in use before accessing the lift.
- Avoid distracting the driver 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 driver 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, drinking or smoking on board.
- 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 radio, cassette tape players, compact disc players or other sound-generating equipment is 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 driver.
- 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 immediately to remove the customer from the vehicle. The customer may file an appeal with the Van Advisory Committee. The committee will consider the appeal at the next regularly scheduled meeting and notify CART regarding the committee’s recommendations. CART will make the final decision and advise the customer. The customer will be suspended until CART makes a final decision on lifting the suspension.

Did you know ...

Customers may schedule their CARTaccess ride online at the click of a button by visiting the CART website at rideCART.com.
DRIVER RESPONSIBILITIES

DRIVERS 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.

“Assistance” includes:

- 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.
- Drivers will be unable to perform requested door-to-door services should they determine that ramps, streets, sidewalks or walkways are icy or excessively steep or conditions are unsafe.

CARTaccess RESPONSIBILITIES

CARTaccess HAS THE RESPONSIBILITY TO:

- Provide quality, safe transportation service.
- Train and assign drivers.
- 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 4 p.m.
Monday through Friday
510 E. Chesapeake St., Room 127
Norman, OK 73019-5128

Call 325-5438 (v/tdd) from 8 a.m. to 4 p.m. Monday through Friday, email CARTaccess@ou.edu or visit CART online at www.rideCART.com for the following:

- Reservations
- Subscription requests
- Information
- Applications

FARE INFORMATION

Fixed-Route Bus Trip (with proper ID or ADA card) 0.25
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 Regular fares apply (space permitting if more than one)
Children No charge for children 5 and younger (see Transporting Children)

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

* Exception: Sooner Express is not free to OU faculty, staff and students. All passengers are required to pay applicable fares on the Sooner Express route.
PUNCH CARDS

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:

CART Pass Outlet
731 Elm Ave. | Robertson Hall 3rd Floor
Norman, OK 73019-5128
(405) 325-3311

Punch Cards cannot be purchased on the vehicles or from drivers. Punch Cards may not be left on the vehicle for customers to use for future trips.
Q: Whom do I call if I leave something on the vehicle?
A: Call the CARTaccess office at 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 325-5438 (v/tdd) and update the information in your file about your mobility device.

Q: Can a driver refuse to help me enter my destination?
A: The driver 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, 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 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 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 driver take a tip from me?
A: Drivers 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 (325-2278) to speak to a customer service representative. They will record your comments and pass them on to the appropriate staff person.
CARTaccess DEFINITIONS

Appeal | Formal opportunity to disagree with decision made by CARTaccess or Van Advisory Committee.

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.

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 weigh more than 600 pounds when occupied.

Companion | Individual traveling with the customer as a guest.

Late Cancel | When the customer calls to cancel a previously scheduled trip within one hour 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. Drivers 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.
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The University of Oklahoma is an equal opportunity institution. This publication, printed by Cleveland Area Rapid Transit, is issued by the University of Oklahoma. One thousand copies were printed at a cost of $2,462.00 to the taxpayers of the State of Oklahoma.

Printed on partially recycled paper in August 2011.