



WELCOME TO OSU-STILLWATER COMMUNITY PARATRANSIT SERVICES !

OSU-Stillwater Community Transit provides a fixed route service to all of the citizens of Stillwater. Each bus is equipped with a lift for those passengers that can not negotiate the steps on the buses, and service is provided at a discount fare for those with disabilities. In addition, we offer a shared-ride, curb-to-curb Paratransit service according to the Americans with Disabilities Act (ADA). Transportation is provided utilizing lift-equipped vans. Paratransit service is for individuals with disabilities which prevent them from riding the fixed route service. Customers who are unable to climb steps can enter vehicles utilizing the lift. Individuals who may participate are those who are 5 years of age and older who have been determined eligible by the OSU Student Disabilities Service Office. The identification card issued when an individual is certified for services reflects the expiration date. The customer must reapply for recertification prior to the card expiring.

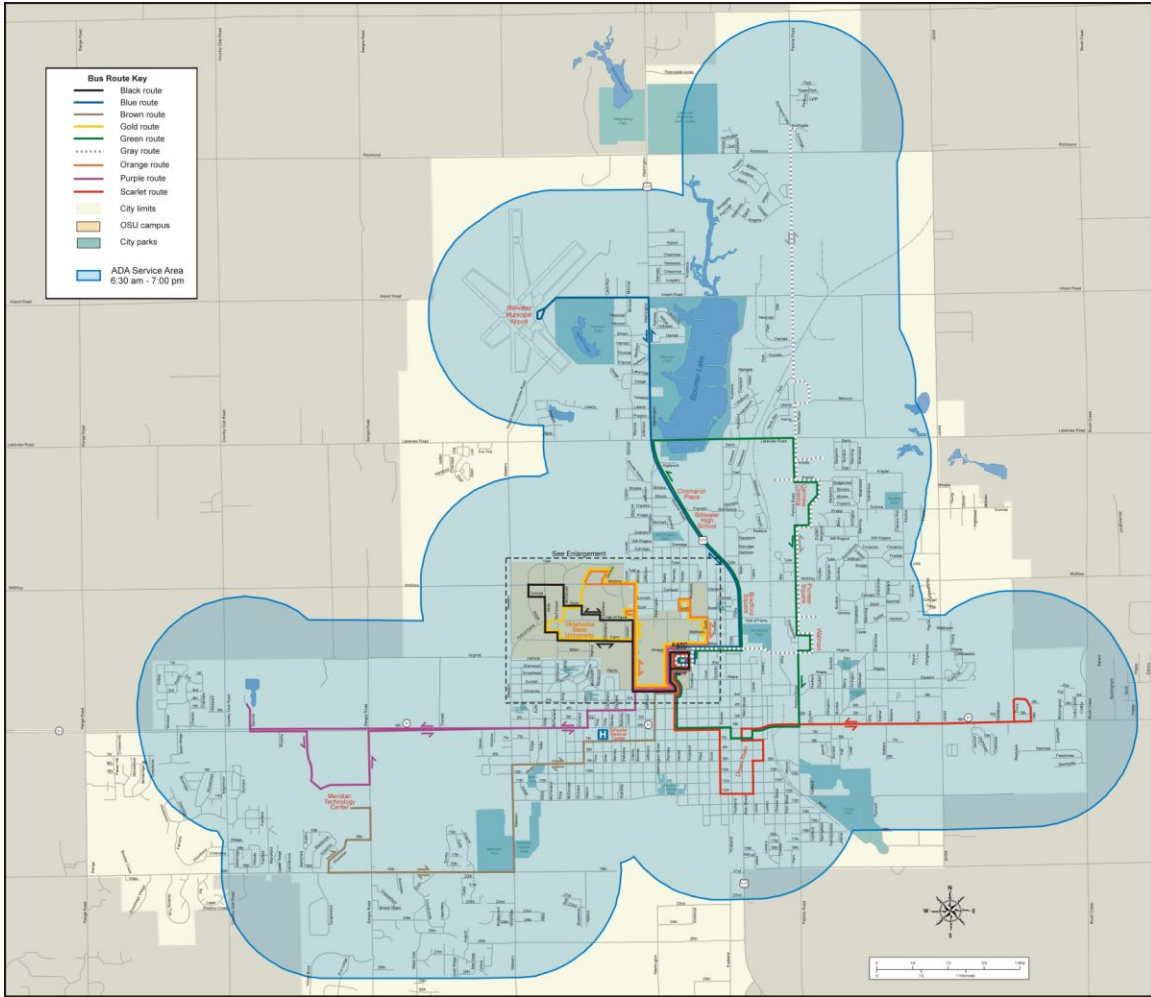
TRIP PURPOSE

Transportation services may be used for any purpose.

SERVICE AREA

OSU-Stillwater Community Transit currently provides Paratransit service within *¾ miles of the fixed routes operated by the system*. This includes most, but not all of the Stillwater City limits. Under the Americans with Disabilities Act, transit systems are required to provide service within ¾ mile of a fixed route. A fixed route is defined as a specific route with timed stops. If a customer lives outside of the service area they may apply to be determined eligible for Paratransit services. If they are approved for a lift card, they will be responsible for providing transportation to and from a location within the service area in order to utilize Lift services.

The Map below shows service area for daytime routes only (until 7:00pm). Night time routes have a smaller coverage area.



Daytime coverage (in blue), Monday- Friday, 6:30am-7:00pm

HOURS OF PARATRANSIT OPERATION

Weekday Service – Monday through Friday
6:30 a.m. to 10:30 p.m.

Weekend Service – None

No trip will begin before 6:30 a.m.

Monday through Friday

No trip will begin later than 9:30 p.m.

Monday through Friday.

Holidays

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

New Year's Day (January 1)
Martin Luther King Day (third Monday in January)
Memorial Day (last Monday in May)
Independence Day (July 4)
Labor Day (first Monday in September)
Thanksgiving Day (fourth Thursday in November)
Friday following Thanksgiving
Christmas Eve (December 24)
Christmas Day (December 25)

PARATRANSIT FARE INFORMATION

Fares

One-Way Trip (Paratransit)	\$1.00
Regular Trip (Fixed Route)	\$.25
PCA/Escort	No Charge *
Companion/Guest	Same as Customer
Children	No Charge (5 and Under)

*Lift card must designate that the customer requires a PCA.

CERTIFICATION PROCESS

Eligibility Criteria

ADA Paratransit eligible individuals are:

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

How to Apply for Paratransit Services

1. Call 744-7116 or 744-4103 to obtain an application form. You may also download the form from <http://www.transit.okstate.edu> or pick one up from the OSU Parking and Transit Services office located in the USDA Bldg on Farm Road.
2. Read the instructions and fill out every question to the best of your ability.
3. Send the completed application to:

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

Application Process

The OSU Student Disability Services Office determines eligibility for Paratransit services utilizing the guidelines of the Americans with Disabilities Act. An individual must complete an application and return it to this office. The interview process may include a physical or cognitive assessment by a mobility counselor.

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

- **Unconditional eligibility** – an individual is eligible for all trips on Paratransit service.
- **Conditional eligibility** – an individual may be eligible for certain trips on Paratransit service.
- **Transitional eligibility** – an individual is eligible for Paratransit service on a temporary basis, such as while recuperating after a surgery. The length of time varies depending on medical necessity.

Applicants will be notified of their eligibility determinations upon completion of the application process. If you have any questions, call the OSU Student Disability Services Office at 744-7116 (v/t).

SCHEDULING PARATRANSIT SERVICE

Reservations

Reservations can be made between the hours of 8:00 a.m. and 5:00 p.m. Mondays thru Fridays. Reservations may be made up to seven (7) days in advance, but **no later than** the previous day before 5:00 p.m. There are no transportation services on weekends.

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

If you have **multiple trips on the same day**, they need to be scheduled at least **ninety minutes apart**. This will allow for travel time and the utilization of the 30-minute window. This policy is in place to prevent the return trip from arriving before the original trip has been completed.

Occasionally we may need to ask a customer to change the requested pick up time in order to accommodate their request for a reservation. The ADA allows the transit to negotiate a revised pick up with you that may be up to one hour before or after your requested pick up time.

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

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

Curb-to-Curb Service

“The Bus” provides **curb-to-curb service comparable to the fixed route**; customers must be ready and waiting at the nearest curb of their pick-up or drop-off location. OSU-Stillwater Community Transit complies with the FTA guidance concerning “Origin to Destination”; passengers requiring

additional assistance from the curb to the door of their origin or destination should make this requirement known to the ADA scheduling staff at the time of their scheduling of transportation. Passengers who have a permanent need of assistance to their origin or destination should state the same in their ADA certification application. Lift drivers are not allowed to enter the customer's home or drop-off locations, nor are they allowed to take wheelchairs up, down stairs, or to/through doors.

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

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

In order for the driver to easily locate them, customers must be waiting at the sidewalk or at another safe waiting area in front of or as close as possible to the entrance of the pick-up location. Please tell the Customer Service Representative exactly where you will be waiting for the vehicle when scheduling your transportation. We do not advocate unsafe practices such as backing up and our drivers have been directed to avoid these types of situations. Due to the weight of our lift vehicles, drivers are not allowed to pull into the private drives of our customers.

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

TELEPHONE NUMBERS & ADDRESSES

OSU-Stillwater Community Transit 744-2832
104 USDA Bldg
Oklahoma State University
Stillwater, OK 74074

- Reservations 744-4103 (v/t)
- Quality Assurance 744-2832
- Subscription Requests 744-4103 (v/t)
- Information Line 744-4103 (v/t)

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

- Applications 744-7116 (v/t)



