

Bis-Man Transit Paratransit



Introduction To Paratransit

Bis-Man Transit paratransit service is available to senior citizens 70 years of age or older, and to those who are physically or mentally incapable of riding the fixed route service. Paratransit is a curb-to-curb service with door-to-door service upon request. Bis-Man Transit operates within the city limits of Bismarck, Mandan and Lincoln, or within 3/4 mile of the fixed route (CAT Bus).

How To Apply

Applications can be found online at www.bismantransit.com (under the Paratransit tab), or by calling the Bis-Man Transit administrative office. Individuals must recertify every three years.

Eligibility Criteria

In order to qualify under ADA regulations, an application must be filled out and returned to the Bis-Man Transit administrative office at 3750 East Rosser Avenue, Bismarck, ND 58501.

Demand response service is also available for those aged 70 or older. If qualifying based on age (aged 70 or older), a copy of a valid photo ID must accompany the application.

Applications may take up to 21 days to be processed after verification has been received. If individuals would like assistance filling out the application, they can stop by the Bis-Man Transit administrative office at 3750 East Rosser Avenue in Bismarck, and office personnel will assist them with the application.

Paying For Your Ride

One way trips are \$3.00. There are 3 ways to pay for your ride.

- 1) Payment can be made at the time of the trip with exact cash. Drivers do not carry change.
- 2) Prepaid punch cards can be purchased at the Bis-Man Transit administrative office, Family Fare, and Cashwise for \$12 per card. The punch cards have four (4) \$3 punches. Punch cards can also be purchased by clicking "PAY ONLINE" at www.bismantransit.com, or over the phone by calling the Bis-Man Transit administrative office at 701-258-6817. If purchasing online or over the phone, tickets can be mailed or picked up in office.
- 3) Riders may also utilize our diminishing balance feature, which eliminates the need for exact change or punch cards. With diminishing balances, you can add funds to your account. When scheduling future trips, inform the scheduler you will be using your diminishing balance for payment. All diminishing balance payments are non-refundable. For more information, or to add funds to your account, call the Bis-Man Transit administrative office at 701-258-6817.

Scheduling Office: 701-223-9001

Administrative Office: 701-258-6817

Email: info@bismantransit.com

BISMANTRANSIT.COM

Scheduling/Cancelling Rides

Rides must be scheduled at least one (1) day prior to the pickup during office hours. Rides may be scheduled up to 14 days in advance, unless safety protocols prevent this. To schedule a ride, call the Bis-Man Transit scheduler at 701-223-9001. When calling, have the following information handy:

-NAME	-WHEN YOU WILL RETURN
-PICKUP LOCATION	-SPECIAL ACCOMMODATIONS
-DESTINATION	NEEDED FOR THE TRIP
-TIME, DATE, AND DAY OF TRIP	

The Paratransit service is a shared ride mode of service where multiple passengers are picked up and dropped off according to how reservations are made. Please allow up to 1 hour for scheduled trips.

There are three ways that a reservation can be set up. Reservation staff can assist in determining the best type of reservation to use.

- 1) **Pick-up time** is used for when your trip requires you to be picked up at a certain time.
- 2) **Drop-off time** is for when you need to be somewhere at a certain time.
- 3) **"Will-Calls"** are for being picked up from a **medical appointment** or **court appearance** when you may not know exactly when you will be finished.

For an on-time pickup, a driver may show up anytime within the 30 minute pickup window. The bus will wait for 5 minutes after arriving at the pick up location before moving on to the next pickup or drop off location.

To cancel a ride, contact the scheduling office at least one hour before the scheduled pick up time. If riders fail to cancel rides at least 30 minutes before their trip, this will be considered a "No Show". The "No Show" policy is available at www.bismantransit.com.

Personal Care Attendant [PCA]

A PCA assists a passenger with their mobility needs and rides free of charge. A PCA may not be an ADA qualifying rider. The reservation office must be informed upon scheduling that a PCA will be present. Please note, only one PCA is allowed per passenger.

CAT Bus

Capital Area Transit (CAT) is the fixed route bus system serving Bismarck and Mandan. Certified paratransit riders qualify for free CAT bus rides with their Bis-Man Transit identification card. If you are interested in learning more about how to use the CAT bus fixed route system, call the Bis-Man Transit administrative office at 701-258-6817.

Hours Of Operation

5:30AM - 12:00AM (Monday - Saturday)
7:30AM - 2:30PM (Sunday)

Holiday service hours are limited. Please visit www.bismantransit.com for more details.

Scheduling Hours

8:00AM - 5:00PM (Monday - Saturday)
8:00AM - 2:30PM (Sunday)
2:30PM - 5:00PM (Sunday) *via voicemail*

Service Interruptions

For paratransit bus service interruptions, visit us on Facebook, Twitter, or our website.

Service interruptions can also be heard by calling 701-258-6817 and **selecting option number 5**.

Contact

Bis-Man Transit
3750 E Rosser Ave
Bismarck, ND 58501

Scheduling Office: 701-223-9001

Administrative Office: 701-258-6817

Fax: 701-258-6752

Email: info@bismantransit.com

Facebook & Twitter: BismarckCATBus

www.bismantransit.com