



Montgomery Area Paratransit (MAP) **Guide**

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Contents

| | |
|--|-----|
| Welcome to the MAP Program | 3 |
| Getting more information and assistance..... | 6 |
| What to expect from MAP service | ..7 |
| MAP customer responsibilities | 10 |
| Reserving MAP rides | 15 |
| MAP fares | 19 |
| Complaint Procedures..... | 20 |

The M is committed to providing all riders with convenient and reliable transit service through its network of fully accessible bus and MAP service, which is available for trips where a disability prevents the use of a M Transit bus.

MAP service meets and exceeds the guidelines of the Americans with Disabilities Act (ADA), and works to seek ways to further improve our programs and services.

We are most successful in providing high quality services when MAP and its customers work together. To meet the continuing need to provide more trips to more people, we must put transit resources to best use. That's where you can help.

You make a difference when you:

- choose the fixed-route bus for a trip, whenever possible
- show a valid fare each time you board
- are ready to board the MAP vehicle at the start of the pick-up window
- cancel unneeded MAP rides in advance
- contact MAP Customer Service at 334-240-4691, whenever you have a complaint, comment or compliment regarding MAP service

Each customer counts and you can help us provide you and your fellow riders with the best service possible. We look forward to serving you.

Welcome to the MAP Program

The M Transit MAP Program is a shared-ride, public transportation service for people with disabilities that prevent them from using regular bus service for some or all of their trips. MAP service operates during the same hours and covers the same geographic area as regular fixed route service.

Who can use MAP?

- MAP service is available only to people who have a physical and/or mental disability that prevents them from independently using fixed route for some or all of their trips.
- You must apply and be certified as eligible before scheduling your first MAP trip.
- Many MAP customers find that fixed route bus service is their preferred choice for some trips. Choosing fixed route bus for some trips does not affect MAP eligibility.

When and where does MAP operate?

- MAP service is available weekdays from 4:40 a.m. until 9:30 p.m. and on weekends from 7:30 a.m. until 6:30 p.m., which are the same hours of service as the fixed route service.
- The MAP service area covers all of the City of Montgomery.
- MAP does not serve locations outside the City of Montgomery.

How does MAP provide service?

- MAP uses a fleet of small buses to provide service.
- MAP rides are scheduled by advance reservation. Service is from the curb stop at the pick-up location to the curb stop at the destination. Customers needing additional assistance must notify the MAP dispatchers/reservationists prior to trip.
- Several passengers share the vehicle, and vehicles may stop and travel in other directions during any passenger's trip to accommodate other riders.
- Travel time will vary, depending on trip distance and stops made to accommodate other riders during the trip.
- MAP shall make reasonable accommodations in policies, practices, or procedures when such accommodations are necessary to avoid discrimination on the basis of disability.

Getting more information and assistance

MAP by phone

- 334-240-4691 is the main MAP number.
 - Reservations are taken from 8 a.m. to 5 p.m. daily.
 - Reservations for next-day trips must be made no later than 5 p.m. the day before.
- MAP Administration is open from 8 a.m. to 5 p.m. weekdays for:
 - Information about MAP eligibility
 - Changes to customer information (address, phone, etc.)

Accessible formats available

For large-print or other alternative formats of this Rider's Guide, call MAP Administration at 334-240-4691.

Information online at montgomerytransit.com

The MAP Rider's Guide and other information about MAP are available on M Transit's website. Copies may be downloaded and/or printed.

What to expect from MAP service

- MAP service is another form of M Transit’s public transportation; it is not intended to serve all transportation needs of people with disabilities.
- Other customers share the ride. Vehicles may travel in several directions during your trip and make stops to serve others.
- Advance reservations are required. You may choose to have your trip scheduled based on either the time you wish to be picked up, or the time you wish to arrive at your destination (referred to as “appointment time”).
- Your scheduled pick-up time may be up to 60 minutes earlier or later than you requested in order to accommodate other trips being served.
- You need to be ready to leave at your scheduled pick-up time. If necessary, the MAP operator will wait a maximum of five minutes past your scheduled time.
- If the MAP vehicle hasn’t arrived within 30 minutes of your scheduled pick-up time, call MAP at 334-240-4691.
- Travel time will vary based on trip distance and others being served. All trips are scheduled so the customer will be on the vehicle for no more than two hours.
- MAP operators do their best to make pick-ups on time and to get customers to their destinations on time. The system standard for on-time performance is 90 percent or above.
- MAP operators must be able to park their vehicles in a safe location that does not block or impede traffic and must be able to maintain sight of vehicle at all times.

- Service may be delayed by factors outside MAP's control (such as heavy traffic). Customers may wish to allow for possible delays when scheduling trips.
- Eligible customers may bring a Personal Care Attendant (PCA) with them on their trip. A PCA rides free of charge.
- Customers may bring one companion in addition to a PCA (additional companions may be scheduled if space is available). Companions pay the regular MAP fare.

How MAP operators assist customers

MAP operators can help you with:

- getting from your designated stop location to the MAP vehicle
- getting in and out of the vehicle (if you are unable to use the bus steps, you may stand on the bus MAP lift platform to get on and off)
- depositing your fare, if requested
- fastening seat belts and securing wheelchairs and scooters
- getting from the MAP vehicle to the designated stop location at your destination

For safety reasons, MAP operators are not permitted to operate the controls of any powered mobility device, handle a service animal or enter a private residence.

Items customers may bring on the MAP vehicle

- **Animals** Service animals are permitted on MAP vehicles as provided under guidelines (under owner's control, on a leash or in a container). Other animals are permitted on vehicles only in a secure container.
- **Oxygen** Personal oxygen tanks may be transported on MAP vehicles. The MAP operator will secure the tank but cannot operate the controls.
- **Groceries** Each eligible MAP customer may bring up to four grocery- sized bags on board. Grocery store carts are not permitted on vehicles, but you may bring groceries on board in a personal two or four-wheeled, collapsible cart. If you are bringing a cart with you, let the reservationist know when you request your ride.
- **Other items** Operators are not able to assist with other items. An eligible MAP customer may bring other items on board the vehicle only if:
 - The customer, PCA or companion is able to carry the item to and from the vehicle.
 - The item is small enough to be held in the lap, or placed under the seat or elsewhere that is clear of the aisles, seats and securement areas in a MAP vehicle.

MAP customer responsibilities

Customers count and you make a difference! All MAP customers are responsible for doing their part in helping provide safe, reliable and efficient service. Here are some ways that customers and others who arrange for service can help.

Have valid fare, proof of payment

Show proof of payment when you board: exact change (operators cannot give change), ticket or pass.

Cancel unneeded rides in advance

Cancel as soon as possible, and not later than one hour before the scheduled pick-up time to avoid a “no-show.” If you have scheduled a return trip that you no longer need, be sure to cancel that as well. Canceling in advance saves resources and avoids you being counted as a no-show.

Be ready to leave at the scheduled time

It is most helpful if you are ready to leave when the vehicle arrives and you meet the operator at the stop location. The operator will wait for no more than five minutes.

If the vehicle arrives before your scheduled pick-up time, you may leave if you are ready. Being ready to go helps MAP stay on time. If you are not ready, the operator will wait until the pick-up time and then up to five additional minutes if necessary. Not being available to board within the allotted time will be counted as a “no-show.”

Use required securement and seat belts

Operators will secure mobility devices and fasten lap belts for customers in mobility devices. All ambulatory customers must use seat belts.

Maintain mobility devices and accessible pathways

- Make sure your wheelchair or scooter is in good working order.
- Provide an accessible pathway with no steps to the entrance of your residence, and confirm the accessibility of your destinations.

Size and weight limits for mobility devices

Consistent with Department of Transportation regulations, MAP will carry a mobility device with three or more wheels and its user so long as the MAP can safely accommodate the size and weight of the mobility device and its user and there is space for the mobility device on the vehicle.

Rules for riding

All MAP riders are required to follow these rules:

- Valid and correct fare is required for each trip.
- Smoking is prohibited in all vehicles and facilities.
- Keep food and drink in closed containers.
- Keep animals in a pet carrier (except service animals).
- No disruptive or threatening behavior is allowed.
- Don't be so loud that you disturb others or distract the operator from safe operation of the vehicle.
- Use radios and CD/MP3 players with headphones only.
- Follow all policies regarding MAP service.



Keep food and
drink in closed
containers



No smoking



Keep non-
service animals
in carrier

Keep information up-to-date

Please call MAP Administration at 334-240-4691 if there is a change in your:

- address or telephone number
- emergency contact's name or telephone number
- disability or health condition as related to your need for MAP service
- need for a Personal Care Attendant
- mobility device and/or your use of a device

MAP reserves the right to evaluate any new form of mobility device customers may obtain prior to providing service.

Share your questions, concerns or comments

We will do our best to answer any questions or resolve your concerns. Call 334-240-4691 to reach MAP Customer Service weekdays from 8 a.m. to 5 p.m.

Refusal or suspension of service

MAP is committed to providing safe and reliable service to all customers, while putting resources to best use. MAP does not discriminate on any basis in providing its services to eligible customers. Under ADA regulations, however, MAP may refuse or suspend service to individuals who engage in violent, seriously disruptive or illegal conduct.

Decisions to refuse or suspend MAP service are made under the specific guidelines set out in "MAP Paratransit Service Refusal and Suspension Policy" and "Refusal and Suspension Standard Operating Procedures." Copies of these documents and other information regarding suspensions and appeals are available by calling MAP Administration at 334-240-4677, or from M Transit's

website, montgomerytransit.com.

Below is a summary of the conduct that may result in a service refusal or suspension, but MAP riders should familiarize themselves with the complete policies and procedures.

Refusal of service

MAP operators may refuse service to an individual on a specific occasion at the point of service if the individual's conduct poses an immediate actual or potential risk to safety of the customer, the operator or others.

Immediate suspension of service

Conduct that inflicts serious harm on the customer, MAP employee or others, results in serious damage to M Transit's property, or creates an immediate actual risk to safety may warrant immediate suspension of service.

Suspension of service

A demonstrated pattern of no-shows (late cancellations of unneeded rides, not present or ready to board when MAP vehicle arrives) is seriously disruptive to MAP service. Three or more no-shows in any 30-day period may prompt a review, and should the number of no-shows within the control of the rider represent ten percent (10%) or more of scheduled trips; it may be considered grounds for service suspension. Also, a demonstrated pattern of violent, seriously disruptive or illegal conduct will result in a suspension of service.

Service suspensions for a pattern of behavior generally are imposed for a specified length of time, and only after the customer have been previously warned. The suspension will begin on a specific date, after the customer has been informed in writing of the pending suspension and the basis for it, and has had an opportunity to present information relevant to the pending

suspension.

Suspensions are usually for seven (7) days.

Rights to request review and appeal of suspensions

Upon receiving notice of suspension, a customer has the opportunity to contest the suspension. The steps for initiating a review or appeal are described in the document “MAP Paratransit Appeal Procedure,” available by calling MAP Administration at 334-240-4677, or from M Transit’s website.

Reserving MAP rides

- You can reserve a ride up to fourteen days in advance of your trip.
- Rides for the next day must be reserved no later than 5 p.m. the day before.

Have the following information ready before you call (in this order)

- Day and date of the ride
- Your last name, then first name
- Pick-up address and phone number
- Destination address and phone number, including building name and any specific drop-off and pick-up information (for medical appointments, include the name of the doctor and suite number)
- Your preferred pick-up time
- Your appointment time, if needed
- Any additional information about your trip such as:
 - if you will use a wheelchair, scooter, other mobility aid, or need to board using the bus MAP
 - if a Personal Care Attendant (PCA) or other companion(s) will travel with you

Setting your trip times

MAP can plan your trip around either a pick-up time or an appointment time, but not both.

- Always use a pick-up time to schedule your ride unless you must arrive at the destination not later than a certain time, such as for work or a doctor's appointment.
- Let the call taker know how much flexibility you have regarding your times.

When reserving rides to/from a specific appointment, be sure to:

- Allow for time you may need to get from the MAP vehicle to your destination inside the building.
- Set your return trip time so that you have sufficient time to finish your appointment and be ready to depart.
- Find out about building opening and closing times at your destination and plan your trip so you won't have to wait outside.

Other important tips

- For the fastest service when scheduling your trip, call between 10 a.m. and 3 p.m.
- Before ending the call, listen carefully to all dates, times and addresses as they are read back to you. Make sure the information is correct, and please ask if you're not sure about something.
- By reserving trips two or more days in advance, you will have the best chance of scheduling a ride at your preferred time.

- The demand for weekday MAP service peaks from 7 to 9 a.m. and 2 to 5 p.m. You will generally have the best selection of pickup times if you request a trip outside these “peak” hours.

Changing or canceling your reservation

If you need to change your reservation, please call MAP as soon as possible. Changes to a reservation need to be made before 5 p.m. the day before the ride.

If you need to cancel your reservation, please call MAP as soon as possible. By canceling well in advance, you help MAP provide quality service to other customers.

“No-shows”

Cancellations made less than one hour in advance of the pick-up time, a cancellation at the door, or not being present or ready to leave within five minutes after the vehicle operator comes to the door are all considered “no-shows.”

If a customer is a no-show on a ride starting from their home, they must call MAP to cancel any other rides later that day that they will not be taking. This will avoid being counted as a no-show on other rides that day.

Subscription reservations

You may request a “subscription” reservation for a recurring trip that meets the following criteria:

- trip is taken at least once each week on the same day
- trip is between the same locations, and at the same time
- trip has been taken consistently over the previous 30-day period
- trip is expected to continue for at least six months

Many subscription trips are provided to sites that close on holidays and trips will be canceled automatically on the following: New Year's Day, Memorial Day, Independence Day, Labor Day, and Christmas Day. If your ride is needed on one of these holidays, please call MAP reservations to reschedule.

Subscription reservations must be taken at least 75 percent of the time (cancellations and/or no-shows may not exceed 25 percent). Subscription reservations with excessive cancellations and/or no-shows will not be continued.

Recertification

Under the ADA, transit providers are allowed to require that users of paratransit services be periodically recertified. While a person's disability may be permanent, other factors which impact the determination of eligibility may change over time.

Every three years, MAP customers will be notified by mail of the requirement to recertify and will be asked to complete a new application and in-person evaluation. The evaluation may also include an assessment of the customer's functional abilities.

MAP fares

Paying your fare

Passengers must pay a fare or show proof of payment when boarding. Valid fares include:

- Cash fare in exact change (operators cannot give change). \$4.00
- One MAP ticket. \$4.00
- MAP 10-Trip Pass \$40.00

Where to buy MAP tickets and passes

- Through the mail: Call 334-240-4012 for more information.
- At M Transit Administration office at 2318 W. Fairview Avenue or the Intermodal Center at 495 Molton Street.

Personal Care Attendants (PCAs) and companions

The ADA defines a personal care attendant (PCA) as someone designated or employed specifically to help the eligible individual meet his or her personal daily living needs. PCAs riding with an eligible MAP customer do not pay a fare. Passengers may bring along one companion in addition to a PCA. PCAs and companions must be picked up and dropped off at the same location as the customer. Additional companions may be scheduled if space is available. Companions pay the regular MAP fare.

Children age six or older pay the regular MAP fare. Children age six or under ride free with an accompanying adult.

Procedure to File a Complaint

If you believe you, or another person has been discriminated against under the American Disability Act by The M or one of our employees, you can file a complaint by mail, fax, or email at:

The M
MAP Supervisor
2318 W. Fairview Avenue
Montgomery, AL 36108
Fax: (334) 262-7366
E-mail: wsmith@montgomerytransit.com

Take the first step: Before filing your complaint, you may contact the ADA Supervisor to discuss your concerns. The MAP Supervisor can look into the issue and try to come up with an acceptable resolution to the situation. If you would like additional information you may contact MAP Supervisor.

You can file a complaint against using the following procedures:

1. File a written complaint with the MAP Supervisor as soon as possible, but no later than 60 calendar days after the alleged violation.
2. The written complaint should be submitted by the grievant and/or designee.
3. Alternative means of filing complaints – such as a personal interview or a tape recording – will be made available on request by people with disabilities.
4. The written complaint should contain information about the alleged discrimination such as name, address, phone number of

complainant and location, date, and description of the problem.

5. Within 15 calendar days, the MAP Supervisor will respond in writing or by other appropriate accessible format. The response will explain the position of The M and offer options for substantive resolution of the complaint.
6. If the response by the MAP Supervisor does not resolve the issue, the complainant and/or designee may appeal the decision within 15 calendar days after receiving the response to:

The M General Manager
2318 W. Fairview Ave.,
Montgomery, AL 36108
kmiller@montgomerytransit.com

or

The City of Montgomery, Planning Director
25 Washington Ave.,
Montgomery, AL 36104
rsmith@montgomeryal.gov