

OPERATING PROCEDURES AND POLICIES

Hours of operation Monday – Friday 4:40am – 9:45pm and Saturday 7:30am – 6:30pm

SCHEDULE INFORMATION

1. **SCHEDULING A TRIP:** To make an appointment to ride MAP buses (after you are approved) call MAP Office at (334)240-4691 between 8:00am and 5:00PM. When you call please tell us the following information:

Your name

Pick up address

Requested Pick up time

If you have an attendant or friend (not assisting) riding with you

If you use the wheelchair lift

Where you wish to go

What time you need to be there

2. **CALL-BACK TRIPS?** Yes. You may call us to come back to pick you up. If you call back you may have to wait longer than you desire. It's better to schedule an appointment for return trip if at all possible before 5:00pm.
3. **WHEN TO CALL:** You can schedule appointments fourteen (14) days in advance. Appointments are first come first serve basis.
4. **COST:** \$4.00 One-Way Trip
\$8.00 Round Trip (going and returning)
Trip Passes: \$4.00 each and \$40.00 for 10 Ride Pass. Passes may be purchased at MATS Office, 2318 West Fairview Ave or 495 Molton Street, Montgomery AL. Passes may also be purchased by mail. You must pay for passes and fill out a request form prior to passes being mailed. We are not responsible for passes lost in the mail. We will not replace passes or refund money.
5. **TIME:** Wait and watch for the bus to arrive. The bus may be a little early or a little late.
6. **RIDING TOGETHER:** Sometimes several people ride together if they are going to the same location or places near to each other.
7. **TRIP TIME:** The MAP bus is slower than a car because it takes approximately 7 minutes to pick up or drop off a passenger who uses a wheelchair lift.
8. **PERSONAL ITEMS:** Do not leave personal items on the bus. We are not responsible for lost items.

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9. **PERSONAL CARE ATTENDANT or FRIENDS:** YOU must be able to go to the bus alone or with the help of a personal care attendant or a friend. If you have a personal care attendant this person does not pay to ride. A friend that is not a personal care attendant may ride with you but must pay the fare.
10. **WHEELCHAIR LIFT:** The MAP driver will help you onto the wheelchair lift. Passengers that cannot climb the steps may also use the lift.
11. **MISSING THE BUS:** The MAP bus will follow the schedule as much as possible. If a passenger is five (5) minutes late, the driver will leave. If you miss the bus, this trip will not be scheduled again that day.

OTHER INFORMATION

12. **NO SHOW:** If you call to cancel a trip two (2) hours or less prior to pick up time or miss the bus without calling, it is called a “No Show”. The bus will wait up to 5 minutes after your scheduled time after 5 minutes the bus may leave and this will also be considered a no show. You will not have to pay the bus fare. However, if a pattern of no shows develops your ability to use the service may be suspended. MAP does make suspension. Appeals must be filed according to appeal procedures (forms available upon request at 240-4691).
13. **COINS, PASSES, DOLLAR BILLS:** You must have correct change. Drivers can only give a change card, no cash.
14. **SERVICE AREA:** All trips begin and end within the City limits of Montgomery.
15. **WHEELCHAIR TIE DOWN:** All wheelchairs must be in good condition. The wheelchair must be tied down to the “tie-down” device on the bus while the bus is moving.
16. **CANCELLATION POLICY:** Passengers that routinely schedule trips and cancel a large percentage of trips effectively deny trips that otherwise would have been available to other passengers. Routinely cancelling trips are a waste of funds provided by taxpayers (that’s you and I). MAP must continue to adjust and implement strong controls over paratransit management and eliminate fraud, waste and abuse. We realize the majority of passengers schedule trips with full intention of making the trips.

Applicant’s Copy