

A GUIDE TO PARATRANSIT SERVICES

Under the Americans With Disabilities Act of 1990 (ADA)

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THE M TRANSIT/MAP
Guide to Paratransit Services

WHAT IS Montgomery Area Paratransit (MAP)?

MAP paratransit service is a curb to curb, first come, first serve public transportation service for persons with disabilities who are unable to use The M Transit/MAP's fixed route buses for some or all their trips. Paratransit is a shared-ride service operated with accessible vehicles. It is designed to be comparable to fixed-route service. Customers have the option to schedule next day and up to 14 days in advance.

- 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.

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 334-625-4691, 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.

WHAT IS THE PARATRANSIT SERVICE AREA?

The M Transit/MAP provides paratransit service within Montgomery city limits. In certain limited cases where fixed-route buses travel near the city limit line, the paratransit service operates within ¾ mile radius of all fixed route bus service to meet the requirements of the ADA. For clarification on the service area boundaries, please call (334) 625-4691 or go to our website: www.themtransit.com.

HOW DO I APPLY FOR MAP SERVICES?

Eligibility Criteria

Persons with disabilities may be eligible for ADA complementary paratransit service based on a permanent or temporary disability. According to federal regulations, paratransit services must be offered to persons whose disability 1) prevents them from getting on and off the bus or riding the bus, or 2) prevents them from traveling to or from a bus stop in The M Transit/MAP's fixed-route bus system. This could be due to distance, weather, terrain, or architectural barriers.

Application Procedures

1. Phone (334) 625-4691 from 8am-5pm Monday-Friday to obtain an application form. The application is available in all languages online by visiting WWW.THEMTRANSIT.COM. The The M Transit/MAP Call Center does mail applications out to potential customers.

2. When you call MAP, the customer service representative will get some basic information from you to begin the registration process. You can request a paper copy of the application and professional verification form be mailed to your home, or MAP offers a more accessible option for those who want to complete the process on-line.

3. When you receive the application or go on-line to complete the form, please read the instructions, and fill out every question completely. The application includes a Professional Verification Form that must be completed and signed by a qualified and licensed professional. If this section is not completed, the application will be returned. The decision regarding eligibility for MAP Services is a transportation decision, not a medical decision. However, it is essential to have information from the licensed professional (i.e., physician, physical therapist, independent living specialist, orientation and mobility instructor) to assist in making a decision regarding eligibility.

4. Send the completed application to:

   MAP

   2318 W. Fairview Ave

   Montgomery, AL 36108

5. Upon receipt of your completed application, the contractor (MAP) will have 21 calendar days to make a determination regarding your eligibility. A determination letter will be mailed letting you know if and under what circumstances you will be eligible to ride MAP. If for any reason the decision is not made within 21 calendar days after receipt of your completed application and verification, you will be deemed "presumptively eligible" for MAP Program Services and will be able to ride until a decision and all actions have been taken.

Eligibility Determinations

- **Unconditional eligibility** – an individual is eligible for all trips on MAP.
- **Conditional or trip-by-trip eligibility** – an individual may be eligible for certain trips on MAP.
- **Temporary eligibility** – an individual is eligible for MAP on a temporary basis. The length of time varies depending on the customer's transportation needs but does not exceed one year. Please Note: Temporary eligibility will be given if the eligibility determination process exceeds 21 calendar days.

Applicants who are determined eligible will be entered into the data base and will be able to ride for $4.00 per trip. MAP customers who want to ride the fixed-route bus can ride at a reduced fare of $1.00 with proper ID that can be obtained at the main office at 2318 W. Fairview Ave. Montgomery, AL 36108.

What does it mean when my eligibility is "conditional"?

Eligibility for MAP may be on a "conditional" basis, meaning service will be provided only for those trips in which ADA paratransit eligibility standards have been met. Riders will be required to use The M Transit/MAP's fixed-route bus service, or find alternative transportation, for trips that are not deemed ADA paratransit eligible.

How do I appeal my eligibility determination?

Applicants who are denied ADA complementary paratransit eligibility will have an opportunity to appeal the decision within 60 calendar days from the date of the determination letter. Applicants who appeal may be:

- Asked to participate in an in-person assessment.
- Allowed to present additional information regarding their functional abilities.
- Permitted to offer any documentation or advocate supporting their claims.

The original certification determination will remain in effect until the final decision has been made and the appeal is closed. Applicants wanting to appeal should write a brief letter stating the reason(s) they feel the decision was in error, or they can contact MAP at (334) 625-4023 or email ccalhoun@montgomerytransit.com to state a desire to appeal. Appeals also can be initiated through MAP's website at www.themtransit.com.

Does my certification expire?

Yes, eligible riders are certified for services for a period of up to four (3) years. The eligibility period will depend on MAP participant's specific disability and, if temporary, its duration. Once certification has expired, riders must be re-certified to continue utilizing MAP services.

How do I get re-certified?

Recertification for services will be required of MAP customers prior to expiration of their current eligibility period. The contractor (MAP) will notify MAP participants of the recertification requirements approximately 45 calendar days prior to the expiration date.

Are out-of-town visitors able to use the MAP?

1. MAP will grant eligibility for a period of 21 days, to any visitor with disabilities who does not reside in Montgomery, AL, on either of two conditions [49 CFR 37.127]:

    a) The visitor presents documentation that he/she meets the ADA eligibility guidelines for ADA paratransit service from another jurisdiction. This documentation may include, but is not limited to, presentation of a valid ADA paratransit ID card or determination letter from any other transit provider. [49 CFR 37.127(c)]
    b) The visitor provides proof of residency in another jurisdiction, documentation indicating a disability that prevents him/her from using the fixed route system and certification that he/she is unable to use the fixed route system. [49 CFR 37.127(d)]
2. All visitors who provide the necessary documentation will be provided the same service as any other ADA paratransit client.
3. MAP will require visitors to make a full application for ADA paratransit service for any stay beyond 21 days (contiguous or not) in any given calendar year. [49 CFR 37.127(e)]

WHAT HOURS IS MAP OPEN?

Call Center Hours of Operation

Weekday Hours – Monday through Friday:	8:00 a.m. to 5:00 p.m.
Saturdays	7:00 a.m. to 3:00 p.m

MAP operates the same days as the fixed route bus service which are:
Weekdays 4:40 a.m. until 9:30 p.m. and Saturdays 7:30 a.m. until 6:30 p.m.

Reservations for next-day trips must be made no later than 5 p.m. the day before.

No service is provided on the following holidays: New Year's Day, Memorial Day, Fourth of July, Juneteenth, Labor Day, Thanksgiving, and Christmas.

WHAT ARE THE FARES FOR MAP SERVICE?

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
- MAT 10-Trip Pass $40.00
- Personal Care Attendants/Escort Free
- Companions $4.00
- Children 6 and older $4.00 must be accompanied by adult.
- Children 5 and under ride free.

1. All visitors who provide the necessary documentation will be provided the same service as any other ADA paratransit client.
2. MAP will require visitors to make a full application for ADA paratransit service for any stay beyond 21 days (contiguous or not) in any given calendar year. [49 CFR 37.127(e)]
3. Out of town applications are processed on the day received.

Where to buy MAP tickets and passes

- Through the mail: Call (334) 625-4012 for more information.
- At The M Transit Administration office at 2318 W. Fairview Ave. or the Intermodal Center at 495 Molton Street.

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.

HOW DO I BOOK A TRIP?

MAP by phone

- **334-625-4691** 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.
  - You can reserve a ride up to fourteen days in advance of your trip.
  - For before or after hours or when the office is closed a customer can leave a message on the voice mail as to the details of their pick up and drop off times and locations.
- 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 334-625-4691.

Information on line at www.themtransit.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 IS SUBSCRIPTION SERVICE?

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, Martin Luther King Holiday, Memorial Day, Juneteenth National Independence Day, Independence

Day, Labor Day, Thanksgiving 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.

WHEN DO I NEED TO BE READY FOR MY TRIP?

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."

WHERE DO I WAIT FOR MY RIDE?

Riders can wait inside their residences There are instances in which the driver will be unable to provide curb to curb services, therefore, ensure your phone number is correct and listening for your text messages. The M Transit/MAP's policies regarding curb to curb service are:

- Drivers cannot go to locations where the vehicle must be backed. Backing MAP vehicles is strictly prohibited by company policy unless there are extenuating circumstances which the Operations or General Manager must approve.
- Drivers must be able to find a safe place to park; the parked vehicle must not block or impede traffic. Alley pick-ups and drop-offs are not allowed. Vehicles must remain on hard surfaces, no driveways.
- Under no circumstances will drivers enter residences or other pick-up or drop-off locations.
- Drivers will identify themselves by name, position (MAP driver), and will verify the drop-off location with the customer.
- There must be a safe, accessible path of travel from the customer's door to the vehicle for curb to curb service to be provided. Gated homes will not be entered, due to safety concerns. ie. Dogs.
- Drivers will provide no assistance up or down steps for persons in wheelchairs or push them up excessively steep ramps.
- If a rider cannot be left unattended at the destination location (because of his or her disability or impairment), a companion or personal care attendant is required to receive the passenger upon the vehicle's arrival.

If The M Transit/MAP cannot provide curb to curb service for operational reasons (as outlined above), riders 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.

In the event of inclement weather, construction, or circumstances outside of The M Transit/MAP's control when customers cannot be picked up (or dropped off) at their requested location, The M Transit/MAP reserves the right to change the location to ensure the safety of our clients and staff.

WHAT TYPE OF VEHICLE WILL PICK ME UP?

The M Transit/MAP provides Lift-equipped buses.

WHAT HAPPENS WHEN MY VEHICLE ARRIVES?

Passengers are expected to be ready to board the vehicle upon its arrival. When arriving within the 30-minute pick-up window, MAP Curb to curb drivers will wait five (5) minutes for a rider to board the vehicle. If a rider does not board within the 5-minute wait time, the driver will mark the rider as a No-Show and will depart the location.

When the vehicle arrives, customers are required to present the proper fare. The driver cannot transport customers without the required fare.

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 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.

WHAT IF MY VEHICLE IS LATE?

- 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 334-625-4691.
- 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.

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.
- **Otheritems** 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.

WHAT ARE THE PROCEDURES FOR USING WHEELCHAIRS OR OTHER MOBILITY DEVICES?

- 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.

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.

HOW LONG WILL MY RIDE TAKE?

Travel time with MAP is comparable to the amount of time it would take to make the same trip using our fixed-route bus service. The average fixed-route trip length is 1 hour to 1 ½ hours, and a trip with MAP may exceed or fall below that average depending upon the circumstances.

Riders who violate the rules of conduct are subject to penalties, up to and including suspension of service. Note: Passengers who engage in verbal/physical abuse and/or cause physical injury to another rider or the driver may be subject to immediate and permanent suspension, and possible criminal prosecution.

Personal Care Attendant/Escort

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.

Service Animals
Guide dogs and other service animals certified under the ADA Law, are permitted on all MAP vehicles and can accompany passengers.

HOW DO I CANCEL MY TRIPS?

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.

WHAT IS A NO-SHOW?

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.

WHAT IS A LATE CANCELLATION?

A late cancellation is a trip that is not canceled at least two (2) hours before the scheduled pick-up time. This includes trips schedules by the app, on the website, canceled at the door, or by calling a representative. Excessive canceling of reservations, exceeding ten (10) or more times in a 30-day period.

**If the customer chooses to cancel their return trip(s), there will be no guarantee of a return trip.

WHAT ARE THE RULES OF CONDUCT WHEN RIDING WITH MAP?

Passengers are asked to follow these rules of conduct to ensure the safety and comfort of all riders and the driver:

- No eating, drinking, or smoking
- No fighting, throwing of any object, pushing, rough behavior, or vulgar language
- No firearms, weapons, or fireworks of any kind will be allowed on The M Transit/MAP vehicles, except for a holstered pistol or handgun carried by a law enforcement officer.
- No hazardous chemicals, materials, or batteries of any kind (portable medical oxygen supply permissible)
- Shirt and shoes must be always worn (this applies to all Ambulatory riders)
- Personal Hygiene
- Radios, CD players, tape players are not to be played aboard the vehicle unless headphones are used, and the volume is adjusted so only the passenger can hear.
- For safety reasons, please limit unnecessary conversation with drivers when the vehicle is in motion
- Children aged 12 years and under must be accompanied by an adult or older passenger
- Pets must be stored in a pet carrier except service animals (any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability)
- No abusive, threatening, bullying or obscene language or actions
- Infants and toddlers must be transported in car seats in accordance with state law.

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 334-625-4691, or from M Transit’s website, www.themtransit.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.

How can I appeal a suspension of service?

A customer who disputes the basis for a suspension or termination of service can appeal within 14 calendar days from the date the suspension letter is mailed. Customers must submit requests for appeals in writing in a timely manner.

WHAT ARE THE PENALTIES FOR NO-SHOWS AND LATE CANCELLATIONS?

Customers who accumulate three (3) or more no-shows within any 30-day period, and whose combined no-shows and late cancellations exceed 10% of their scheduled trips during that same 30-day period, will be considered in violation of the No-Show Policy.

Customers meeting these criteria will receive a warning letter advising them that continued excessive no-shows and cancellations may result in a suspension of service.

Customers that show a frequent 10% pattern or practice, of No Shows or Cancellations of scheduled trips, within a 30 day period will have their ride history reviewed by MAP staff. If the frequency or the percentage is determined to be excessive (above the allotted 10%) the customer may have service suspended for 1 day. If service is not suspended, the customer will be sent a second warning letter advising them that any additional no shows/cancellations is considered a violation and may result in a future suspension of service as follows:

A. Third violation within a 30-day period – Rider receives 3 day suspension
B. Fourth violation within a 30-day period – Rider receives 7 day suspension
C. Additional violations within a 30-day – Rider receives 14 suspension

Suspension of service will start after the customer has been given the opportunity to appeal the suspension.

Following a 14 day suspension of service, a customer's privileges will be reinstated and the recording of no shows and cancellations will start over for each 30 day period.

NO-SHOW" APPEAL PROCESS

The M administrative "No-Show" appeal process is intended to give paratransit riders who have been denied service the opportunity to have their cases heard by an official other than the one who made the initial decision.

The "No-Show" appeal process is as follows:

1) Riders who wish to appeal a decision will have 15 days from receipt of the "No-Show" letter to appeal the decision in writing to the M.

2) Appeals will be heard and decided within 30 days of the receipt of request. While the appeal is in process, riders will continue to receive the paratransit service they were eligible for prior to the suspension of service. If the appeal extends beyond 30 days, riders will be able to receive transportation service until a final decision is rendered.

3) Appeals will be heard by a panel consisting of the General Manager of the M, the Director of Planning for the City of Montgomery and an individual independent of the M Transit.

4) Individuals who appeal have the right to speak in person on their own behalf and/or have others represent them (at the rider's expense) at appeal

proceedings.

5) Individuals who appeal have the right to necessary accommodations, such as a sign language interpreter.

6) The determination resulting from the appeal will be in writing and will state the reason(s) for the decision.

7) If you have any questions regarding the Appeal Process, call 334-625-4691.

REQUESTS FOR APPEAL SHOULD BE MADE IN WRITING TO:

General Manager
The M
2318 W. Fairview Avenue
Montgomery, Al. 36108

HOW DO I SUBMIT AN ADA 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

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 MAP 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
stensley@montgomerytransit.com

or

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

THE M TRANSIT/MAP

ADA DEFINITIONS

Trip denial means when an ADA paratransit eligible person calls Handilift during reservation hours, requests a pickup time for a trip during service hours at least the next day, and at most fourteen (14) days in advance, and the ADA paratransit eligible person is either offered a pickup time more than one (1) hour earlier or later than the requested pickup time or is offered no pickup time at all.

Missed Trip means when a trip is requested, confirmed, and scheduled, yet does not take place due to NJ Transit Access Link; a Missed Trip may occur when (1) a NJ Transit Access Link vehicle arrives and leaves before the beginning of the Pickup Window without picking up the rider and without any indication from the rider that they no longer want to make the trip; (2) the NJ Transit Access Link vehicle does not wait 5 minutes within the Pickup Window and the vehicle departs without the rider; (3) the NJ Transit Access Link vehicle arrives after the end of the Pickup Window and departs without picking up the rider; or (4) the NJ Transit Access Link vehicle does not arrive at the pickup location.

On-time Performance time measured if and when a vehicle shows up to its pick up or drop off point within 15 minutes before or after the scheduled pick up and drop off time.

Excessively Long Trips Trips that are more than 90 minutes in length from the time boarding the vehicle.