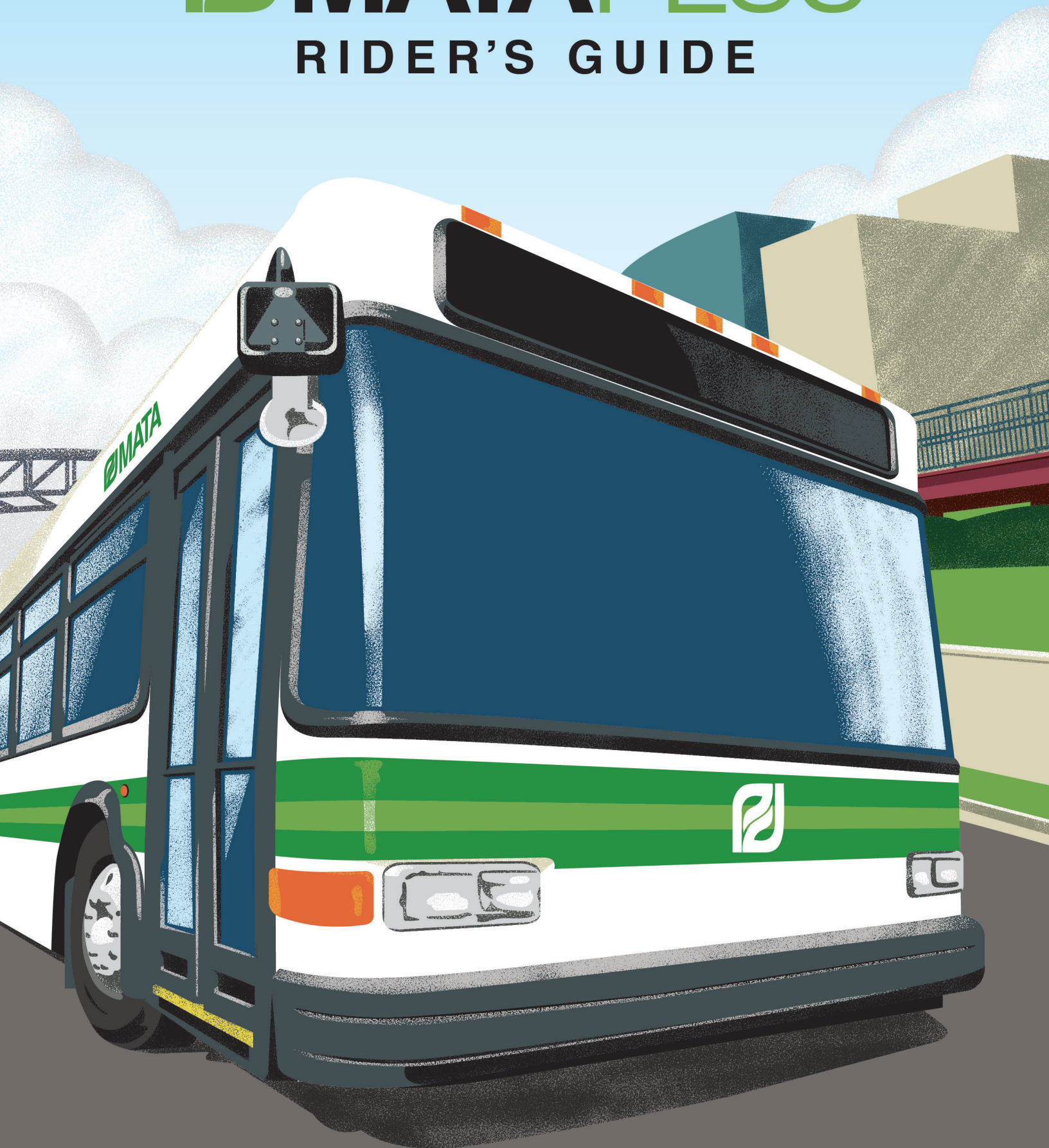


# MATA PLUS

## RIDER'S GUIDE



**Updated March 2022**

This guide is available in an alternate format by calling MATA at 901-722-7193. It is also available by emailing [mpluscertification@matatransit.com](mailto:mpluscertification@matatransit.com).



## **MISSION STATEMENT**

To provide safe, reliable, affordable and accessible transportation comparable to fixed-route service, for individuals with disabilities who are unable to use the fixed-route bus system.

# Welcome to MATAplus!

As a part of the Memphis Area Transit Authority's continuing efforts to improve service to our customers, this Rider's Guide describes the overall services provided by the paratransit division of MATA. This guide should answer most questions about MATAplus services. (However, please note that additional ADA regulations may also apply).

I encourage you to familiarize yourself with the policies and procedures of MATAplus outlined in this guide. If you have any questions about any aspect of this guide, I encourage you to contact the MATAplus ADA Compliance Manager or ADA Compliance Specialist at 901-722-7165 or 901-722-7193.

Again, welcome to MATAplus and we look forward to serving you with your transportation needs.

A handwritten signature in black ink that reads "Gary Rosenfeld". The script is fluid and cursive, with the first letters of each word being capitalized and prominent.

*MATA Chief Executive Officer*

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# Introduction

**MATAplus is a paratransit system that individuals certified with a disability can use with ease and comfort.** All MATA Transit Centers and all fixed route buses are designed with accessibility features to accommodate both elderly and persons with disabilities. All MATA fixed-route buses are 100 percent accessible. *(MATA's fixed-route system consists of MATA's bus and Trolley service that operates on a set route, days, and scheduled times within the MATA service area.)*

## Paratransit Service

Paratransit service means comparable transportation service required by the ADA for people with disabilities who are unable to use the fixed-route transportation system. [CFR 37.3]

MATAplus is a shared ride form of public transportation that complements MATA's fixed-route service. MATAplus provides service that is equivalent to that of the fixed-route system. MATAplus offers service for all types of trips for varied purposes such as employment, medical, educational and recreational.

### SERVICE AREA

MATAplus paratransit service operates during the same days and hours as the fixed-route bus system. The service area extends three-fourths ( $\frac{3}{4}$ ) of a mile beyond the fixed-routes. Points of origin and destinations that are not within the three-fourths ( $\frac{3}{4}$ ) of a mile corridor, are not eligible for ADA paratransit service.

A trip may require more than one hour from origin to destination due to the size of the MATAplus service area and group trips. However, MATA is committed to trips that are not excessive in length and have adopted the standard that the travel times for paratransit trips will be the same as the fixed-route bus system.

**To obtain more information regarding the MATAplus service areas, please call us at 901-722-7171 and speak to a MATAplus reservation agent.**

### IMPORTANT PHONE NUMBERS

Reservations . . . . .	901-722-7171
Scheduling Problems . . . .	901-722-7171
To Check on Your Pick-up . .	901-722-7171
Senior Manager . . . . .	901-722-7138
Complaint Line . . . . .	901-522-9175
Fax . . . . .	901-623-2983
TTY/Relay . . . . .	901-523-2817
Application Request . . . .	901-322-4080
General Information . . . .	901-722-0311



# Paratransit Eligibility

If you have a disability which prevents you from using MATA's fixed-route service, you may be eligible for MATApplus service. The ADA defines eligibility for complementary paratransit service in [49 CFR Section 37.123] of the federal regulations. Eligibility is limited to people who fall within one of these categories (*according to the ADA regulations*):

## **CATEGORY 1 — UNCONDITIONAL ALL TRIP ELIGIBILITY**

The first category of eligibility includes people who are unable to use fully accessible fixed-route services. This includes any individual with a disability who is unable, because of a physical or mental impairment (including a visual impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), which is readily accessible to and usable by individuals with disabilities.

*[49 CFR Section 37.123 (e)(i)]*

The eligibility criteria applies to individuals who cannot board, ride, or disembark from a fixed-route bus, even if they can get to a bus stop or station. Individuals in this category will be unconditionally-certified for any and all trips.

## **CATEGORY 2 — CONDITIONAL SOME TRIPS ELIGIBLE**

The second category of eligibility includes any individual with a disability who needs the assistance of a wheel-chair lift or other boarding assistance device and is able with such assistance to board, ride, and disembark from any vehicle that is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route of the system during the hours of operation of the system at a time, or within a reasonable period of such time, when such a vehicle is not being used to provide designated public transportation on the route. *[CFR 37.123 (e) (3)]*

Individuals will be expected to use fixed-route service for some trips, but cannot be expected to use fixed-route under some conditions.

## **CATEGORY 3 — TEMPORARY/TRANSITIONAL/RECURRING CONDITIONS**

The third category includes any individual with a disability who has a specific impairment-related condition that prevents such individual from traveling to a boarding location or from a disembarking location on such a system. *[(49 CFR Section 37.123 (e) (3)]*

The specific condition must prevent the person from using the fixed-route bus. Conditions causing more difficulty getting to and from stops does not apply. Eligibility can be unconditional or conditional.

## **CATEGORY 4 — NOT ELIGIBLE**

An individual can reasonably be expected to use fixed-route service for any trips under all conditions.



## **MATA HALF-FARE CARDS**

MATA issues discount identification cards that allow senior citizens and riders with disabilities to travel on the fixed-route bus system for half the regular fare. Riders with a MATApplus identification card may use it to receive half-fare discounts for trips on the fixed-route system. No other card is necessary.

To be eligible for discounts on the fixed-route service, you must be sixty five (65) years of age or older, or be ADA eligible with a physical or mental disability. These discounts do not apply to MATApplus. For further information, call MATA Customer Service at 901-523-8134.

## **There are two types of services that are offered on MATApplus:**

### **ADVANCED DEMAND RESERVATION SERVICE**

This service allows an individual rider to make a reservation for a trip anywhere from three days up to the day before the date of travel. There is no limit to the number of non-subscription trips that can be booked on any given service day. An unlimited number of trips may be reserved during one telephone call.

### **SUBSCRIPTION SERVICE**

Subscription Service is offered to MATApplus customers who have travel patterns to and/or from the same locations, during the same days and hours, at least three (3) days per week. Individuals who have schedules that change frequently are not eligible for subscription service.

When a person is approved for subscription service, it is necessary for that person to contact the scheduler to confirm the desired days and travel times. Once MATApplus verifies a subscription schedule, the customer does not have to make any further reservations except to cancel any trip he/she does not plan to take or to make an additional reservation.

Long-term or permanent changes to a subscription service must be submitted to MATApplus at least one week prior to the date when the change will take effect. Temporary changes to subscription service must be in effect for a minimum of two (2) weeks and be submitted one (1) week in advance of the effective date.

The regular subscription service can be reinstated with as little as one (1) week's notice. Unfortunately, same day service changes cannot be accommodated. Subscription service is offered as a convenience to our customers. Availability is based on a first come/first serve basis. Subscription is not required under ADA; therefore, certain restrictions may apply based upon availability. To check availability of subscription services, please call 901-722-7088.

***NOTE: All MATApplus riders must call to make reservations for all holiday travel including all subscription riders. MATApplus operates a Saturday or Sunday schedule on all holidays. (Information regarding the specific schedule will be communicated to customers prior to the holiday).***



# Applying for Paratransit Service

**To utilize MATApplus service, you need to complete an application. To request an application, please call 901-322-4080 or by TTY at 901-523-2817 from 8 a.m.–5 p.m. Monday through Friday.**

The application for ADA paratransit eligibility asks for general identification information such as your address, date of birth, and telephone numbers. If someone completes the application for you, the application asks for general information about the individual or agency that assisted you. You will also be asked to provide a contact person and their general information.

You will be asked to describe how your disability prevents you from using the fixed-route bus service and what conditions make your need for paratransit service necessary. This self-evaluation will help the MATA team determine the category of your eligibility.

The Medical Verification Form of the application must be completed by a qualified physician, health care professional, rehabilitation professional or social worker that is familiar with the applicant's disability and can confirm the information provided on your application. This section of the application must be legible, and the medical diagnosis must be clearly specified and not abbreviated. In addition, the date and signature on the medical verification form must be within six months of submitting the application for processing. If you need assistance completing your application, please call 901-722-7193.

All applicants including those applying for recertification will be required to have a face to face interview and functional assessment at the MATApplus Eligibility Center to help determine eligibility for paratransit services. The MATApplus Eligibility Center is located inside of the Airways Transit Center at 3033 Airways Boulevard. No applications will be accepted by mail, fax or email. Please let us know if you need transportation when scheduling your interview/assessment at 901-322-4080. Transportation can be provided by MATA at no cost to you. A color photo is required and will be taken at the MATApplus Eligibility Center on the date of your scheduled interview/assessment.

It is an ADA requirement that all complete applications receive a response within twenty one (21) days of interview/assessment, or you will have "Presumptive Eligibility" to ride until an official rendering of an eligibility decision is rendered. If a determination of your eligibility has not been determined within twenty one (21) days, MATApplus will notify you of your "Presumptive Eligibility." At that time, you will be able to call MATApplus to set up your trip(s). If twenty one (21) days have elapsed, you may continue to use MATApplus until a certification determination has been made.

## **APPLICANT'S STATUS NOTIFICATION**

Applicants will be notified in writing, or alternate formats if requested, about their eligibility. Upon approval, you will be sent a MATApplus photo identification card and a Rider's Guide instructing you how to use MATApplus services.

According to the ADA, you can receive all written correspondence in an accessible format.

## **APPLICATION DENIAL**

You have the right to appeal any decision that denies your application. An appeal form will be included with your denial letter which must be submitted within sixty (60) days of receiving your denial letter.

Appeals should be submitted to: MATAplus ADA, 1370 Levee Road, Memphis, TN 38108.

Upon receipt of your letter of appeal form, MATA will notify you in writing of the location and time of the appeal hearing. You will have the opportunity to be represented at the hearing and may present information and arguments at that time. After your appeal hearing, you will receive a written response regarding the decision within ten (10) working days.

Should your disability status change in the future, you may submit a new application for paratransit eligibility.

## **RECERTIFICATION**

MATAplus requires eligible customers to re-certify six (6) months to three (3) years determined by whether your certification was temporary or not. The eligibility expiration date appears on the ADA photo identification card. It is the responsibility of the customer to maintain a valid photo identification card and to reapply for the service two (2) months prior to the eligibility expiration date. If you are not recertified after thirty (30) days of notification, your name will be deactivated from the MATAplus database.

## **TEMPORARY DISABILITIES**

Customers with temporary disabilities may obtain a MATAplus ADA photo identification card that is valid for the expected time for your recovery from the disability. If the disability continues beyond the expiration date, MATAplus will require another application from your physician or healthcare provider.

## **ADA PHOTO IDENTIFICATION CARDS**

ADA photo identification cards will be sent to all approved applicants. Your MATAplus ADA photo identification card is accepted throughout the United States. It may be used to ride paratransit systems wherever these services are provided for up to twenty one (21) days during a one (1) year period. You must confirm exact scheduling rules and regulations with local transit authorities.

Your MATAplus photo ID card may be required each time you use the MATAplus service and is accepted as authorized identification necessary to obtain discounts on MATA's fixed-route services. Please contact MATA at 901-722-7193 for more information.

## **LOST ADA PHOTO ID CARDS**

If you misplace your photo identification card, you may obtain a replacement card by calling the MATA ADA Certification department at 901-722-7193. The customer must pay the replacement cost of \$5.00 for the new identification card. Please send a note including your request, name and phone number. Payment must be in the form of a money order or check. No cash will be accepted.

Mail to: MATAplus ADA, 1370 Levee Road, Memphis, TN 38108.



# Making a Reservation

**To make a reservation, please call our MATApplus reservation agents at 901-722-7171.**

Customers can make a reservation for trip(s) from one (1) to three (3) days in advance: Monday–Sunday & Holidays between 8 a.m.–4 p.m.

Individuals with hearing impairments may confirm their reservations through MATA's TTY number at 901-523-2817.

**NOTE:** MATApplus operators cannot make changes or cancel reservations. To change your reservation, you must contact a MATApplus reservation agent at 901-722-7171.

## RESERVATION INFORMATION

Please have the following information available when making a reservation:

- Customer name
- The exact street address, (origin and destination).
- Name of apartment complexes or subdivision, as well as building, apartment, or suite numbers.
- Easily identified pick-up points should be communicated, where applicable, such as a hospital, shopping mall, or doctor's office.
- The appointment or pick-up time. (Please indicate if the customer is traveling with a Personal Care Attendant (PCA) or any escorts/companions. In addition, please indicate if the person traveling with you is a wheelchair user).
- The return trip information.

There is no limit to the number of non-subscription trips that a passenger can book on any given service day. An unlimited number of trips can be reserved during one (1) telephone call. Every effort will be made to accommodate the requested trips. However, please be aware that at times the requested trip may not be available. In those instances where demand goes beyond the available service, the MATApplus reservation agents will attempt to provide you with an alternate trip time as close to the originally requested time as possible.

Trip negotiations are permissible under the ADA. Riders who request a specific pick-up time that is not available will be offered a pick-up time nearest to the requested pick-up time within one (1) hour before or one (1) hour after the requested pick-up time. Negotiations of pick-up times will consider the rider's schedule, desired arrival and departure times.

**Example:** If a rider requests an 8:30 a.m. pick-up to be at work at 9 a.m. and a 5 p.m. return trip, the a.m. time can be negotiated between 7:30–8:30 a.m. The p.m. time can be negotiated between 5 p.m.–6 p.m.

If the rider refuses a trip provided within one (1) hour before or one (1) hour after the requested pick-up time, depending on the trip purpose such as an appointment, the declined trip will be considered a trip refusal. A rider may still accept an alternate pick-up time that is more than one (1) hour from the requested pick-up time. Every effort will be made to accommodate the requested trips.

Any accepted/unaccepted trip that is more than one (1) hour from the requested pick-up time will be considered a trip denial. All passengers have the right to reject an alternate trip time.

If a passenger gets a late trip and requires additional time, the rider may call the MATApplus dispatcher at 901-722-7171 to request a later return trip and the trip will not be charged as a no-show. If you request a later return trip, you will need to call when you are ready to return. You will need to wait for an available bus.

Will call trips are for medical or trips due to MATApplus arriving late only.

MATApplus customers may call the dispatcher at any time at 901-722-7171 and select prompt #3 to ask for an estimated time of arrival (ETA).

Please remember that you are responsible to arrange for the vehicle to gain access to gated communities or secured complexes. A driver cannot be delayed trying to locate personnel to provide access to a complex. There is no guarantee of the type of bus you will receive.

## **CONFIRMATION OF RESERVATIONS**

Whenever possible, reservation confirmations are given when you call to make your reservation.

## **RESERVATION CHANGES**

For the convenience for you and other passengers, please notify us regarding your reservation changes during the reservationist hours of 8 a.m.–5 p.m., the day before or earlier at 901-722-7171. Please note that late changes for scheduled trips can be disruptive to other passengers. We will make every attempt to accommodate your transportation needs.

## **CANCELING A TRIP**

If a passenger has a scheduled trip on MATApplus and does not plan to take the trip, please call and notify MATApplus at least one (1) hour prior to the scheduled pick up time allowing enough time for a trip to be rerouted. If you have a scheduled return trip, MATApplus will not automatically cancel your return trip so as not to strand any passenger. You will need to cancel your return trip to avoid receiving a no-show for that trip.

Please notify us regarding your cancellation at 901-722-7171 and select prompt #2 at the earliest possible time.



# No-Show Policy

Scheduling a trip and then failing to use the service, without properly canceling the trip, causes delays to the service and other passengers. Passengers who establish a pattern or practice of missed trips under the ADA could receive imposed sanctions. MATA considers the rider's frequency of use of the paratransit service to establish whether a particular rider has established a "pattern or practice" of missing scheduled trips. Three no-shows in 30 days for a regular rider who uses the service daily to commute to and from work as well as for other purposes, for example, is quite different from three no-shows by a customer who schedules only five trips per month. MATA will not use no-shows beyond a rider's control to determine a pattern or practice of missing scheduled trips.

If a passenger feels that any of the attributed no-shows were beyond their control and or were charged in error, they may contact MATApplus to appeal any charged no -show.

**To request an appeal:** Call 901-722-7193 or email [mpluscertification@matatransit.com](mailto:mpluscertification@matatransit.com).

## **Appeals by mail can also be submitted to:**

MATApplus ADA  
1370 Levee Road  
Memphis, TN 38108

## **NO-SHOW APPEAL PROCESS**

If a passenger requests an appeal, paratransit service will continue to be provided to the passenger until the appeal is heard and decided. The passenger will be notified of the appeal date, time and location of the appeal. During the appeal process, the passenger will be allowed an opportunity to be heard and present information and arguments. After your appeal, you will receive a response regarding the decision within five (5) working days. If any of the appeals are overturned, the no-shows will be removed from the passenger's record.

## **NO-SHOW SUSPENSIONS**

The goal of issuing suspensions to any passenger is not to deny the passenger service but to reduce the number of no-shows and correct the problem which can lead to a disruption in service. If any passenger's suspensions are upheld, the passenger's suspension will be as follows:

## **PENALTY**

1st occurrence — A warning letter	Additional occurrences — twenty-five (25) Day* suspension
2nd occurrence — three (3) Day* suspension	
3rd occurrence — five (5) day suspension	
4th occurrence — ten (10) day suspension	



# Pick-Up Procedures

For MATApplus to provide you with safe service you must specifically designate a location and inform us where you will be waiting to be picked up. MATApplus has developed the following procedure to ensure safe vehicle movement and standardized connecting point guidelines:

Customers living in large, multiple unit apartment complexes must meet the paratransit vehicle either at the curb closest to their address or at the curb closest to the main lobby, unless instructed otherwise.

## **DIFFICULT PICKUP LOCATIONS**

MATApplus vehicles may not enter dead end streets or coves due to the inability of the operator to turn the vehicle around or back up the vehicle. Customers with pick-up locations in coves and dead-end streets may be required to meet the MATApplus vehicle. MATA will also provide additional time for persons with disabilities trying to reach MATA vehicles and while boarding or alighting vehicles when requested. MATApplus will relay this information through the MATA website or will contact the customer by phone. (In addition, in complexes where the vehicle cannot turn around, the customer must meet the bus at the nearest entrance).

Before any MATApplus vehicle can enter apartment complexes that are not easily accessible, the location must be inspected. If the facility has a guarded gate or limited access, the security staff should be informed by the customer of the scheduled pick-up and return times.

It is your responsibility to notify MATApplus of security procedures when the reservation is made and to arrange access for the vehicle. The paratransit vehicle cannot be delayed due to complicated access requirements.

A customer traveling from a large office complex, medical facility, or other similar area must meet the vehicle at a point closest to the main reception desk or main lobby entrance.

MATApplus is committed to arriving within the thirty (30) minute pick-up window. If the customer is not at the proper pick-up location within five (5) minutes from the time the bus arrives during the thirty (30) minute pick up window the vehicle will depart, and the customer will be declared a “no-show.” The MATApplus vehicle will not leave prior to five (5) minutes after your scheduled pick up time.

Out of courtesy for other MATApplus customers who are scheduled on the same vehicle, the driver will wait no longer than a five (5) minute grace period. Customers must be ready to depart at any time during the thirty (30) minute window which starts after your scheduled pick up time.

The MATApplus Interactive Voice Response (IVR) software system will call demand response customers by



telephone on the day before your scheduled trip to remind you of your scheduled trip. The software will also call you by telephone twenty (20) minutes prior to your schedule pick up time to alert you that the vehicle is on the way.

If you are unable to see the arrival of the vehicle, and because of your disability are unable to wait outside in weather extremes, you may request the dispatcher to notify you of the vehicle's arrival provided you can be contacted.

It is the customer's responsibility to be within viewing distance of the driver when the vehicle arrives. It is not the responsibility of the MATApplus driver to find you.

Please note that for your and other customer's convenience the MATApplus vehicle cannot wait while customers conduct business at their destination.

### **BOARDING THE MATAPLUS VEHICLE**

Customers may be required to present their MATApplus ADA photo identification prior to boarding the vehicle. MATApplus customers are required to have the correct fare in cash or an authorized MATApplus fare card when boarding the vehicle.

Please be aware that operators cannot make change. Any customer that does not have correct change will be provided a refund coupon, which is redeemable at the Customer Service Center located inside of the William Hudson Transit Center at 444 N. Main Street.

### **OPERATORS ASSISTANCE**

Operators will assist the customer from their origin to their destination and on or off the vehicle. Operators should verbally indicate to a visually impaired customer waiting at the curb that the paratransit vehicle has arrived. In cases where needed and requested, drivers should provide sighted guide assistance to and from the bus. When assisting customers, it is an agency policy that the operators cannot lose sight of the bus or enter the building or home. The operator can assist to the door only.

### **ASSIGNED VEHICLES AND OPERATORS**

Please note that due to the complexity of the system, riders cannot request a pick-up in a certain vehicle or request certain operators. Customers are expected to ride in the vehicle dispatched for their trip with the vehicle operator assigned by the MATApplus team. If you have concerns or complaints about the condition of a vehicle or the operator's performance, please report it promptly to MATA Customer Service at (901) 522- 9175.





# Travel Companion/ PCA's

When you are unable to travel alone, MATAplus encourages you to travel with a Personal Care Attendant (PCA). The need for a PCA is determined by the customer's healthcare provider or the customer.

MATAplus may suggest that you provide a PCA if you require assistance beyond what the operator can provide. PCAs can travel with MATAplus customers at no cost. If you require a PCA at any time, please note this information on your application. PCAs must travel from the same location and at the same time as the MATAplus customer.

When making your reservation, please advise the MATAplus reservation agent if you will be accompanied by your PCA and/or travel escort/companion and if either will be a wheelchair user. Additional escorts may travel on a space-available basis.

Travel escorts/companions are subject to the regular paratransit fare and must have the exact same travel arrangements as the customer. It is not necessary for the escort to be certified by MATAplus and they do not need a photo identification card.

You should inform the reservation agent at the time of the reservation whether a travel escort or a PCA or both will be accompanying you to ensure an accurate count of individuals traveling on a vehicle. Children age five (5) years and younger must be accompanied by a responsible adult.



# MATApplus Fare

Personal care attendants ride free. All escorts/companions must pay the regular fare per trip, plus any zone fares. (Zone fare is an additional \$1.60 each way).

You may purchase MATApplus punch cards by mail by sending a self-addressed, stamped envelope (or \$1.00 to cover postage) with your payment. You may also use a credit card to purchase punch cards to be sent to you by mail. (Additional fees may be added for certified postage if requested.) Punch cards may be purchased at any of the three (3) transit centers:

## **MATA CUSTOMER SERVICE CENTERS**

### **William Hudson Transit Center**

444 North Main Street

901-274-6282

Monday–Friday

7 a.m.–6 p.m.

### **American Way Transit Center**

3919 American Way

901-722-0322

Monday–Friday

7 a.m.–11 a.m. and 2 p.m.–6 p.m.

### **Airways Transit Center**

3033 Airways Blvd

901-722-7080

Monday–Friday

8 a.m.–12 p.m.



# Riding MATAplus Vehicles

## **AMBULATORY CUSTOMERS**

Customers unable to use the steps to enter the vehicle may request the ramp or wheelchair lift be extended to board the vehicle. Ambulatory customers who use the lift must be able to stand without assistance to hold onto the handrails.

## **WHEELCHAIRS**

MATAplus will transport all wheelchairs and its users if they can be accommodated by a MATAplus paratransit vehicle safely. MATAplus cannot transport customers with inoperative devices such as dead batteries or damaged vehicles.

## **SECUREMENT/SEATBELTS**

It is the responsibility of the MATAplus driver to be sure that mobility devices are properly secured prior to transporting you. Customers using wheelchairs or scooters are required to have their mobility devices secured when being transported.

It is a MATAplus policy that all persons traveling on MATAplus must use seatbelts where available. Shoulder straps may be used at the customer's discretion. Mobility device securement and the use of seatbelts are for your safety. Failure to cooperate with the safety-related policies might result in loss of service.

It is also a MATAplus policy that operators must secure mobility devices when riders transfer from the device to a seat. However, there are some exceptions such as very heavy wheelchair or stretchers that exceed the weight limit and dimensions set forth in the guidelines. In these cases, the regulations allow you to refuse service regardless of other qualifying functional limitations that the user may have.

## **TRANSPORTING PACKAGES**

Each customer can board with packages. The customer must be fully responsible for the packages, which must be secured and cannot occupy customer seating. If assistance is needed, MATAplus drivers may assist but are not required to offer assistance. Excessive luggage and large boxes cannot be accommodated.

Ambulatory customers with luggage may also request to use the lift or ramp.

## **SERVICE ANIMALS**

ANIMALSService animals can ride with their owners. MATAplus will transport service animals that are properly constrained. It is the customer's responsibility to maintain control of their service animal.

If a driver is unsure that an animal is a service animal, you may be asked if the animal is a service animal and what tasks the animal has been trained to perform. If a service animal is not under the owner's control

or the animal poses a direct threat to the health or safety of others, you will be asked to remove the animal from the vehicle.

**Note:** *For safety reasons, drivers are not allowed to carry cages or handle the service animals. Drivers are not allowed to touch a service animal or their property without the owner's permission.*

## **YOUR RESPONSIBILITY WHEN RIDING MATAPLUS VEHICLES**

The following rules of conduct are provided for your safety and comfort. Each customer must comply with the rules of conduct. Actions of misconduct, including illegal, violent or seriously disruptive behavior, will be grounds for suspension of services for the customer. Anyone found acting in an unsafe manner, which may endanger other customers, the operator, or the vehicle will be suspended from service immediately. MATA will consider an appeal for such suspension of services on a case-by-case basis.

Customers requiring physical assistance should have a PCA or escort accompany them when traveling on MATAplus. The PCA will be responsible for providing the physical assistance the customer requires. MATAplus operators will assist you. However, they are not allowed to leave sight of their vehicles or unattended.

It is the responsibility of the customer to watch for the bus. MATAplus operators are not responsible for going inside of establishments to look for customers. Special consideration will be given to customers with vision impairments and delayed dialysis treatments.

Customers requiring medication or oxygen at regular intervals should be advised that travel time on the paratransit vehicle is comparable to that of the fixed-route system. Rides are subject to delays that may result in a customer's on-board time being longer than sixty (60) minutes. Public transportation is subject to unpredictable conditions such as traffic delays, inclement weather, and mechanical problems.

**Note:** *MATAplus operators cannot be held responsible for the administering of medications. The administration of medication when in a MATAplus vehicle is the customer's responsibility.*

Any customer requiring assistance in the administering of medication or oxygen while on the vehicle must travel with a PCA or escort. Should the administration of medications or oxygen become necessary while on the vehicle, MATA will contact emergency medical personnel to administer the required medication at the customer's expense. Repeated incidents in which medication schedules disrupt or delay other MATAplus customers may result in the evaluation of the individual's suitability to use MATAplus services.

MATA has a "No Smoking" policy throughout the transit system. In addition, customers are prohibited from eating or drinking on the vehicle unless a medical problem exists that requires eating or drinking at specified times periods. In such cases, the customer must advise the driver.

Customers are prohibited from playing radios without the use of headphones.

Customers may not operate or tamper with any equipment while on the vehicle. This includes the operation of the hydraulic lift, ramp, doors and attempts to remove the wheelchair tie-downs or passenger seat belts.

## **REASONABLE MODIFICATIONS/ACCOMMODATIONS**

MATA accommodates passengers with reasonable modifications which may include helping passengers insert money into fare boxes, allowing passengers to eat, drink, or take medicine aboard a transit vehicle to avoid a medical problem, and permitting passengers to board separately from their mobility devices when the passenger can not control the movement of the device.

Additionally, MATA will make reasonable accommodations for persons with disabilities during periods of construction, road closures and special events that disrupt normal vehicle patterns. MATA will also provide additional time for persons with disabilities trying to reach MATA's vehicles and while boarding or alighting vehicles when requested.

Passengers may request modifications in advance or at the time they are needed. Passengers are not required to indicate "reasonable modification" when asking for an accommodation. MATA staff will work with passengers to find an alternative approach to accommodate their accessibility needs if a policy, practice, or procedural modification cannot be fulfilled. In addition, MATA will provide information (upon request) in various formats such as large print, braille, etc. to help persons with disabilities. MATA also has TTY services available.

To request information in any of these formats or for a reasonable accommodation, call the MATAplus ADA Department at: 901-722-7193 or 901-722-7165.

## **OPERATORS RESPONSIBILITIES**

Drivers are expected to obey the same rules as our customers. The following additional rules also apply:

- Operators will assist customers in boarding and disembarking the vehicle.
- Operators do not accept tips or gratuities or act in a manner that would suggest that tipping is appropriate.
- Operators are responsible for the operation of the hydraulic lift, ramp and securing mobility devices safely in the vehicle.
- Operators can only handle fares when necessary to assist the customer.
- Operators cannot make change.
- Operators are not allowed to touch or communicate with a service animal with the owner's permission.

## **LOST & FOUND PROCEDURE**

Any article left on the vehicle and are found, will be stored at the MATA Lost & Found Department located at the William Hudson Transit Center at 444 North Main Street. Articles will be held for thirty (30) days. To claim a lost article, please call 901-274-6282 or 901-523-8134 between 9 a.m.-5 p.m., Monday–Friday. Customers are responsible for claiming lost articles.



# Suggestions, Comments & Complaints

MATA seeks to provide its customers with safe, reliable, and customer-oriented service. We look forward to working with you to provide the best service possible. If you have a suggestion, comment or a complaint about MATA services, please call 901-522-9175 or 901-522-7180.

**Email complaints to:** [ridersfirst@matatransit.com](mailto:ridersfirst@matatransit.com)

**Or write to:**

MATAplus Complaints Department  
1370 Levee Road  
Memphis, TN 38108

Specific details will help MATA thoroughly address your suggestions, complaints or comments in an expeditious fashion. Please remember to include the following information when calling or writing to us:

- Name, address, and telephone number.
- Location, date and time of experience, if applicable.
- Vehicle number and/or driver's name/badge number, if applicable.
- Reservation or service agent's name, if concerning a telephone conversation.
- Explanation of incident, suggestion, or comment.





1370 Levee Road • Memphis, TN 38108

[matatransit.com/services/mataplus](http://matatransit.com/services/mataplus)