



MATAPLUS Rider's Guide



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MEMPHIS AREA TRANSIT AUTHORITY

Available in alternate format by contacting MATA at
(901) 722-7100 and is also available on our Website:

www.matatransit.com

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Message from the General Manager

Welcome to MATApplus!

As a part of the Memphis Area Transit Authority's continuing efforts to improve service to our customers, this Rider's Guide to MATApplus describes the overall services provided by the paratransit division of MATA. This Rider's Guide should answer most questions about the MATApplus services.

I encourage you to familiarize yourself with the policies and procedures of MATApplus that are outlined in this guide. If you have any questions about any aspect of this guide, I encourage you to contact the MATApplus supervisory staff at (901) 722-7196 or (901) 722-7138.

Again, welcome to MATApplus and we look forward to serving your transportation needs.

Ron Garrison
President/ General Manager

MATA Mission Statement

To provide a reliable, safe, accessible, clean and customer- friendly public transportation system that meets the needs of the community.

MATApplus 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.

INTRODUCTION

MATApplus 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 who use mobility devices. All MATA buses are accessible.

MATA Half-Fare Cards

MATA issues discount ID 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 ID card may use that for fixed route half-fare discounts; no other card is necessary.

To be eligible for discounts on fixed-route service, you must be 65 years of age or older, or be ADA certified with a physical or mental disability. These discounts do not apply to MATApplus. For further information, call us at 523-8134.

MATA's Fixed-route System

MATA's fixed route system consists of MATA's bus and trolley service that operates on set routes, 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 bus system. [37.3]

MATApplus is a shared ride form of public transportation that complements MATA's fixed-route service. MATApplus provides service that is equivalent to that of the fixed-route system. MATApplus provides service for all types of trips such as: Employment, Medical, Educational, and Recreational etc.

Service Area

MATApplus paratransit service operates during the same days and hours as the fixed- route bus system. The service area extends three-fourths (3/4) mile beyond the fixed-routes. Points of origin and destination not within the three-fourths (3/4) 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 MATApplus service area and group trips. We are 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 get more information regarding the MATApplus service areas, please call us at 901.722.7171 and speak to one of our MATApplus service representatives.

Important MATApplus Phone Numbers

Reservations	722-7171
Scheduling Problems	722-7171
To Check on Your Pick-up	722-7171
Senior Manager	722-7196
Manager	722-7138
Complaint Line	522-9175
Fax.....	722-7179
or	722-7123
Relay	523-2817
Application requests.....	722-7100
General information	722-7191
Interactive Voice Response.....	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.

Category 1

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, as a result of a physical or mental impairment, (including a vision impairment) and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the fixed-route system, which is readily accessible to and usable by individuals with disabilities. [49 CFR Section 37.123 (e) (I)]

This 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

The second category of eligibility includes any individual with a disability who needs the assistance of a wheelchair 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. [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

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 that make getting to and from stops more difficult 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.

Two types of service are offered by MATApplus

Advanced (Demand Response) Reservation Service allows an individual rider to make a reservation for a trip anywhere from three days up to the day before they wish to 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 is offered to MATAplus customers who have travel patterns to and/or from the same locations, during the same days and hours, at least three 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 a subscription schedule is confirmed by MATAplus, the customer does not have to make any further reservations except cancel any trip you do not plan to take, or to make an additional reservation.

Long term or permanent changes to a subscription service must be submitted to MATAplus at least one week prior to the date when the change will take effect. MATAplus cannot guarantee that changes in subscription service can be accommodated.

Temporary changes to subscription service must be in effect for a minimum of two weeks and be submitted one week in advance of the effective date.

The regular subscription service can be reinstated with as little as one 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

apply based upon availability.

Note: All MATAplus riders must call to make reservations for all holiday travel including all subscription riders. MATAplus operates a Sunday schedule on all holidays.

Applying For Paratransit Service

In order to utilize MATAplus service you will need to complete an application. To request an application, please call **(901) 722-7171** or by Relay at **523-2817** from 8:00 a.m. to 4:30 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 MATA personnel determine the category of your eligibility.

Section 7 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 **disability must be spelled-out and not abbreviated**. If you need assistance completing your application, please contact the MATA Certification staff.

A "release of information statement" to give us your permission to contact a listed qualified person for further medical information, if needed, is also included.

A photo will be required with your application. The photos can be a passport, Polaroid or other photos less than two years old. MATA will take this photo for you if needed. MATA will also use an existing photo if you are a current customer in order to assure that there is no cost associated with obtaining this photo.

You may also be required to have a functional assessment to help determine your eligibility for paratransit. Transportation will be provided by MATA at no cost to you.

It is an ADA requirement that all complete applications receive a response within 21 days of receipt or you will have "Presumptive Eligibility" to ride until an eligibility decision is rendered. If a determination of your eligibility has not been determined within 21 days MATA will notify you of your "Presumptive

Eligibility". At that time you will be able to call MATApplus to set up you trip/trips. If after the 21 days has elapsed, you may continue to use MATApplus until a certification determination has been made.

The 21-day processing time doesn't apply to incomplete applications. MATA will contact the applicant or their physician in the case of an incomplete or inaccurate application.

Applicant's Status Notification

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

Under 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 (60) days of receiving your denial letter. Appeal forms should be submitted to:

**MATA
1370 Levee Road
Memphis, TN 38108**

Upon receipt of your 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 be recertified every 6 months to five 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 prior to the eligibility expiration date. If not recertified within 30 days of the expiration date, your name will be purged 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 certification from your physician or health care 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 other Paratransit systems wherever these services are provided for up to **21-days during a one year period**. You must confirm exact scheduling rules and regulations with local transit authorities.

ADA Paratransit Eligibility for Visitors

MATA will provide ADA Paratransit visitor eligibility to any person who lives outside of the MATA area and is visiting. If visitors have been determined ADA Paratransit eligible by another transit agency, they only need to provide documentation of eligibility from that transit agency.

If visitors have not been determined eligible by another transit agency and their disability is not apparent, they must provide some form of documentation of their disability. If the visitor's disability is apparent, no special documentation is needed. Visitor eligibility is provided for up to 21 days of service within a 365-day period. If more service is needed, visitors should apply for eligibility through the regular MATA process.

To request visitor eligibility, call MATAplus at (901) 722-7171, option 4.

Lost ADA Photo ID Cards

If you misplace your photo ID card, a replacement card can be obtained by calling our ADA Certification department at **901-722-7171**. The customer must pay the replacement cost of **\$5.00** for the new identification card. **Payment must be in the form of a money order or check.**

Mail to:
MATApplus Certification Dept.
1370 Levee Road
Memphis, TN 38108

Making Reservations

To make a reservation please call our MATApplus reservation agents at 722 7171 and press prompt "2". Customer can make a reservation for trip/trips from one to three days in advance:

Monday- Sunday & Holidays
8:00 a.m. - 4:00 p.m.

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

Please remember, drivers cannot make Change, or, cancel your reservations. In order to change your reservation you need to contact a MATApplus reservation agent.

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. (Remember to indicate if the customer is traveling with a Personal Care Attendant (PCA) or any escorts/companions. Also 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 telephone call. Every effort will be made to accommodate the requested trips

however, please be aware that at times the requested trips 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 original requested time as possible.

"Trip negotiations" are permissible under the ADA. Riders requesting 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 hour before or one hour after the requested pick-up time. **Negotiations of pick-up times must 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 9:00 a.m. and a 5:00 p.m. return trip, the a.m. time can be negotiated between 7:30 a.m. and 8:30 a.m. The p.m. time can be negotiated between 5:00 p.m. and 6:00 p.m.

If the rider refuses a trip provided within one hour before or one 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 hour from the requested pick-up time.

Every effort will be made to accommodate the requested trips.

Any trip that is more than one hour from the requested pick-up time is considered a trip denial under the ADA. All passengers have the right to reject an alternate trip time.

If only one part of a requested round trip can be booked, it is a trip denial under the ADA, even if accepted.

If a passenger gets a late trip and requires additional time, the rider may call the MATAplus dispatcher at 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 and wait for an available bus.

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

Please remember that you are responsible for making arrangements 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 you and other passengers' convenience please notify us regarding your reservation changes during the reservation hours of 8:00am-4:00pm, the day before or earlier at 722-7171. Late changes for scheduled trips can be disruptive to other passengers. We make every attempt to accommodate your transportation needs.

No-show Policy

Scheduling a trip and then failing to use the service, without properly cancelling the trip, causes delays to the service and other passengers. Passengers who establishes a "pattern or practice" of missed trips under the ADA could receive imposed sanctions. A pattern or practice involves intentional, repeated or regular

actions, not isolated, accidental, or singular incidents which are within the control of the individual passenger. Missed trips due to errors of the transit agency, operator error, or circumstances beyond the passenger's control are not attributed to the passenger. If a customer is a No-Show ten (10) times within a 30 day period and the No-Shows are 15% or more of the trips scheduled for the customer during the 30 day period a suspension will be issued.

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

To request an appeal:
call 901-722-7100 or email
mpluscertification@matatransit.com

Appeals can also be submitted to:

MATAplus
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 (5) working

days. If any of the appeals are overturned, those 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, ultimately 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 suspension - 3 days

2nd suspension - 1 week

3rd suspension - 2 weeks

4th suspension - 3 weeks

5th suspension - 4 weeks

Cancelling a Trip

If a passenger has a scheduled trip on MATAplus and does not plan to take the trip, please call and notify MATAplus at least one hour prior to the scheduled pick up time allowing enough time for a trip to be rerouted. If you have a scheduled return trip, MATAplus 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 **722-7171 Prompt# 2 at the earliest possible time.**

Pick-up Procedures

In order for MATApplus to provide you with safe service you must specifically designate a location and inform us where you will be waiting for your pick-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.

MATApplus may use Origin-to-Destination pick-up service which means that if you need assistance from a door to the bus and/or bus to a door, it may be provided by the operator, if requested. The request should be made at the time of reservations. MATApplus operators are not allowed to leave sight of their bus.

Difficult Pickup Locations

MATApplus vehicles may not enter dead end streets or coves due to the inability 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 make their way to the MATApplus vehicle. MATA will also provide additional time for persons with

disabilities trying to reach MATA's vehicles and while boarding or alighting vehicles when requested. MATApplus will relay this information through MATA's web-site or by phone.

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 **30-minute pick-up window. (30 minutes of the scheduled pick-up time).**

If the customer is not at the proper pick-up location within 5 minutes from the time the bus arrives during the 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 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 the five-minute grace period. Customers must be ready to depart at any time during the **30-minute window which starts after your scheduled pick up time.**

The MATAplus 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 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 that The Dispatcher 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 MATAplus driver to find you.

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

Boarding the MATAplus Vehicle

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

fare card when boarding the vehicle.

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 at 444 N. Main Street.

Operators Assistance

Operators will assist the customer from their origin to their destination and on or off the vehicle. Drivers 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 must provide sighted guide assistance to and from the bus.

Travel Companions/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 that of the driver. PCA's can travel with MATAplus customers at no cost. If you require a PCA at any time, this must be noted on your application. PCAs must travel from and to 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 or/and travel escort/companion, and if

either will be a wheelchair user.

Additional escorts may travel on a space available basis.

Travel escorts or travel 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 I D.

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 years and younger must be accompanied by a responsible adult.

MATAplus Fare

See the MATAplus insert for fare structure.

Personal care attendants ride free. All escorts/companions must pay the regular fare per trip, plus any zone fares.

You may purchase MATAplus 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. \$1.00 will be added to cover postage.

Punch Cards may be purchased at:

MATA Customer Service Center

**William Hudson Transit Center
444 North Main Street
(901) 523-8134
Monday- Friday
7:00 a.m. - 6:00 p.m. or**

**American Way Transit Center
3919 American Way
(901) 722-0322
Monday- Friday
7:00 a.m. - 11:00 a.m.
2:00 p.m. - 6:00 p.m.**

Or

**Airways Transit Center
3033 Airways BL Memphis, TN 38116
Monday- Friday
8:00 a.m. - 12:00 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

Matapplus transports all wheelchairs and its user as long as they can be accommodated by a MATAplus Paratransit vehicle safely. MATAplus cannot transport customers with inoperative devices such as dead batteries or vehicles damaged where it is unsafe to transport them.

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 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 MATAplus policy that operators secure ALL mobility devices when riders transfer from the device to a seat.

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

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

Service Animals

Service animals are allowed to 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 talk to or 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 driver, 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 beyond the operator assistance allowed in this guide should have a PCA or escort accompany them when traveling on MATAplus.

The PCA is responsible for providing additional physical assistance to the passenger.

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 **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 subscribes to "No Smoking" policy throughout the transit system. 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 of that fact.

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 seatbelts.

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 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 say "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 MATA's certification department at 901-722-7100.

Operators Responsibilities

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

- Drivers will provide assistance to customers in boarding and disembarking the vehicle
- Drivers do not accept tips or gratuities or act in a manner that would suggest that tipping is appropriate.
- Drivers are responsible for the operation of the hydraulic lift, ramp and securing mobility devices safely in the vehicle.
- Drivers can only handle fares when necessary to assist the customer.
- Drivers cannot make change.
- Drivers are not allowed to touch or speak to a service animal without owner's permission.

Lost & Found Procedure

Any article left on the vehicle will be stored at the MATA Lost & Found Department located at 444 North Main Street. Articles will be held for 30 days. To claim a lost article, please call **523-8134 between 9:00 a.m. & 5:00 p.m.** Customers are responsible for claiming lost articles.

Suggestions, Comments and 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 our services, please call a Customer Service Specialist at 522-9175. If you wish you can write to us at:

MATAplus
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.

Complaints received by the Information Center Supervisor will be logged and numbered. They will be processed and forwarded to the appropriate authorities for investigation. Customers should always ask for a complaint number. Customers are advised to refer to their complaint number when tracking their complaint.

For specific paratransit customer support services, you may contact either:

Glenda Wade722-7196
La Barbara Houston.....722-7138

Or Write to:

MATApplus
1370 Levee Road
Memphis, TN 38108

Or e-mail MATA at:
mpluscertification@matatransit.com

Travel Training

MATA offers a free Travel Training Program where individuals with disabilities can learn to ride fixed- route (street buses) and trolleys in addition to using MATApplus.

The trainers are persons with a disability and experienced users of all areas of the system.

MATA BOARD of COMMISSIONERS

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In an effort to support the Federal Transit Administration's (FTA) goal to increase outreach efforts directed at consumers

having difficulty gaining access to public transportation, we have listed FTA toll-free numbers for our customers, advocates for people with disabilities, and the general public to call with concerns regarding public transit accessibility and related issues.

Voice:
1-888-446-4511

TDD/FIRS:
1-800-877-8339

Assistance for TDD Users:
202-366-0153

Web Site: <http://www.fta.dot.gov>

E-mail Address:
ada.assistance@fta.dot.gov