



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 passengers, 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) 722-7144 or (901) 722-7196.

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

William Hudson, Jr.
MATA President & General Manager

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 where individuals certified with a disability can use with ease and comfort. All MATA transfer centers, and most buses, are designed with special features to accommodate both elderly and persons with disabilities. All MATA fixed-route buses are 100% accessible.

MATA's Fixed-route system

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. [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 one mile beyond the fixed-routes. Points of origin and destinations not within the one-mile corridor are eligible for ADA paratransit service with the understanding that MATApplus is only required to provide transportation within the service area. MATApplus will schedule service for area outside of the service area only if MATApplus has the capacity to provide the service.

A trip may require more than one hour from origin to destination due to the size of 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 Phone Numbers

Reservations.. .í í í í í ...í .722-7171
Scheduling Problemsí í í í ..722-7196
To Check on Your Pick-upí í .722-7171
Directorí í í í í í í í í ...722-7144
Managerí í í í í í í í í ..722-7196
Complaint Lineí í í í í í ...522-9175
Faxí í í .í í í .722-7179 or 722-7123
TTYí í í í í í í í í .í í 523-2817

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 (Taken directly from 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. Any individual with a disability who is unable, as a result of a physical or mental impairment, and unable to board, ride, or disembark from any vehicle on the fixed-route system, 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)]

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 – Conditional Some Trips Eligible

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 – 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 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.

MATA Half-Fare Cards

MATA issues half fare cards for senior citizens and riders with disabilities to use on the fixed-route bus system. This card allows eligible individuals to travel at half the regular fare during non-peak service hours. Riders with a MATAplus ID card can use it to receive half-fare discounts for trips on the fixed-route system during non-peak hours. No other card is necessary. MATA's non-peak service hours are before 6:00 a.m., from 9:00 a.m. until 3:00 p.m. and after 6:00 p.m. Monday through Friday, and anytime on Saturday, Sunday and holidays. To be eligible for discounts on the fixed-route system, you must be 65 years of age or older, or be certified with a physical or mental disability. These discounts do not apply to MATAplus. For further information, call us at 523-8134.

There are two types of services that are offered on MATAplus:

Advanced 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.

Subscription service is offered Monday through Saturday and is restricted to work, medical and educational trips. 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 day'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.

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 except Martin Luther King holiday and Memorial Day when MATA operates a Saturday schedule.

Applying For Paratransit Service

In order to utilize MATAplus service you need to complete an application. To request an application please call **(901) 722-7105 or (901) 722-7140 or by TTY at 523-2817** from 8:00 a.m. to 5:00 p.m., Monday through Friday.

The application for ADA paratransit eligibility asks for general identification information such as your address, social security number, 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.

Part B 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 spelled-out and not abbreviated**. If you need assistance completing your application, please contact the MATA staff.

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

You will also be required to submit two (2) recent photos with your application. The photos can be passport, Polaroid or other photos less than two years old. Your application will be considered incomplete without the photos and returned.

You may also be required to have a **functional assessment** to help determine your eligibility for paratransit. The functional assessment may be done in the environment, so dress according to the weather conditions. 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.

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 formats if requested, about their eligibility. Upon approval, you will be sent a MATAplus photo identification card and a Rider's Guide instructing you how to use MATAplus services.

Application Denial

You have the right to appeal any decision that denies your application. Appeals must be filed in writing within sixty (60) days of receiving your denial letter.

Appeals should be submitted to:

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

Upon receipt of your letter of appeal, MATA will notify you 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

MATApplus requires eligible customers to be recertified **every three years**. 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. MATA will notify the customer whose certification is nearing its expiration. If not recertified after 30 days of notification, your name will be purged from the MATApplus database.

Temporary Disabilities

Customers with temporary disabilities may obtain a MATApplus 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, MATApplus 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 MATApplus 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 **21-days**. You must confirm exact scheduling rules and regulations with local transit authorities.

Visitors with a disability, certified by another transit system, will be given **“Presumptive Eligibility”** to ride MATApplus. Visitors must show proof of certification/residency when boarding the vehicle.

Your photo ID card may be required each time you use the MATApplus service and is accepted as authorized identification necessary to obtain discounts on MATA’s fixed-route services. Please contact MATA at **523-8134** for more information.

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 **722-7105 or 722-7140**. 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
1370 Levee Road
Memphis, TN 38108**

Making A Reservation

To make a reservation please call our MATApplus reservation agents at 722-7171. Customer can make a reservation for a trip 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 MATAs **TTY number at 523-2817**. Please remember, drivers cannot make change or, or cancel your reservations. In order to change your reservation you need to contact a MATAplus 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.) 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 trip may not be available.

In those instances where demand goes beyond the available service, the MATAplus 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 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 9:00 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. suggesting a 4:00 p.m. pick-up when a person works until 5:00 p.m. would not be keeping with the concept of comparable service.

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's more than one hour from the requested pick-up time.

Any accepted/unaccepted trip that is more than one 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 only one part of a requested round trip cannot be booked, it is a trip denial unless accepted as stated.

If your trip can be rescheduled within **15 minutes** of the requested pick-up time, there will be no call back from MATAplus to inform you of the pick-up time. MATAplus dispatchers call, when practical, in cases where for any reason your pick-up time is delayed by **30 minutes or more** to inform you of the delay and estimate the time that he bus will arrive after dispatching another vehicle. 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 to return. You will need to wait for an available bus.

MATAplus customers may call the dispatcher at anytime at 722-7171 prompt # 2 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.

Confirmation of Reservations

Whenever possible, reservation confirmations are given when you call to make your reservation. It is a good idea to call the dispatcher on the day of travel to confirm your pick-up times in case of changes. If for any reason your originally scheduled pick-up time should change prior to your requested pick-up time or by **15 minutes** or more past your scheduled pick-up time, the MATAplus staff will notify you by phone. Reservation changes must be made during regular reservation hours.

Reservation Changes

For you and other passengers convenience please notify us regarding your reservation changes at the earliest possible time at **722-7171**. Late changes for scheduled trips can be disruptive to other passengers. We make every attempt to accommodate your transportation needs.

Cancellations

Customers may cancel a trip by calling the dispatcher, provided the trip is cancelled at least one hour prior to their pick-up time.

Failing to notify MATAplus that you are canceling a scheduled trip may cause a vehicle to be unnecessarily dispatched. This can cause service

disruptions and delays to other passengers.

Please notify us regarding your cancellation at **722-7171 Prompt # 2** at the earliest possible time. When you call to make a cancellation you will be given a cancellation confirmation number. If you are inadvertently charged with a no-show and you can provide MATApplus with your confirmation number, you will not be charged with a no-show.

No-show Policy

Scheduling a trip and then failing to use the service without properly cancelling the trip causes serious transportation and scheduling problems for MATApplus and all of our customers.

If you are unable to make your trip, please call MATApplus as soon as possible. If you fail to notify MATApplus that you do not require a scheduled trip, at least one hour prior to your pick-up time, you will be considered a **No-show**. If you are a **No-show** for a scheduled trip and you have a scheduled return trip, MATApplus will honor your return trip unless you notify MATApplus that the return trip is not required. If you do not notify MATApplus that you do not require the return trip, you will be considered a **No-show** for that trip as well.

If you are a **no-show** at your residence, MATApplus will not return to pick you up on that same day. If you are a no-show for a return trip, MATApplus will return a second time to pick you up, however, you will have to pay an additional No-show fare prior to being transported.

If MATApplus does return to pick you up, a second time, and you do not take the trip, you will be charged an additional no-show fare payable before you are transported on MATApplus.

No-show Penalty

Each customer that has a No-show violation will be charged an additional fare, payable prior to boarding the vehicle, whenever your next trip is taken on MATApplus. MATApplus will not transport you until the No-show fare has been paid.

If for any reason you are charged with a No-show, and MATApplus determines that you were not a No-show, MATApplus will provide you with a free trip. No-shows that occur because of an emergency situation beyond the customer's control the trip will be considered a **non-chargeable** late cancellation.

Pick-up Procedures

In order for MATApplus to provide you with safe, on-time 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. MATA uses Origin-to-Destination pick-up service.

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 your way to the MATApplus vehicle. **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 after 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 ño-showö.

Out of courtesy for other MATApplus customers who are scheduled on the same vehicle, the driver will wait no longer that a five-minute grace period. Customers must be ready to depart at any time during the 30-minute window described when reservations are made.

The dispatcher will not call most customers by telephone to advise that the vehicle has arrived. MATApplus, however, will call by telephone any customer that is **deaf or blind, if requested**, to notify them that the vehicle has arrived.

If you are unable to see the arrival of a bus and because of your disability are

unable to wait outside in weather extremes, you may request the dispatcher to notify you of the bus arrival if 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 MATApplus Vehicle

Customers may be required to present their MATApplus ADA photo ID 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.

Drivers 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.

Driver Assistance

Drivers will assist the customer from their origin to their destination and on or off the vehicle. Drivers will verbally indicate to a visually impaired

customer waiting at the curb that the paratransit vehicle has arrived. In cases where needed, drivers should provide sighted guide assistance to and from the bus.

Travel Escorts/PCA's

When you are unable to travel alone, MATApplus 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. MATApplus may suggest that you provide a PCA if you require assistance beyond that of the driver. Authorized PCA's can travel with MATApplus customers at no cost. If you require a PCA, please note this on your application.

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

Travel escorts 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 MATApplus and they do not need a photo ID.

You must 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.

MATApplus Fare

See the MATApplus insert for fare structure.

Authorized personal care attendants ride free. All escorts must pay the regular fare per trip, plus any zone fares.

You may purchase MATApplus punch cards by mail by sending a self-addressed, stamped envelope (or \$1.00 to cover postage) with your payment. MATApplus IDs and punch cards may be purchased at:

**MATA Customer Service Center
North End Terminal
444 North Main Street
(901) 523-8134**

or

**American Way Transit Center
3919 American Way
(901) 722-0322**

Riding MATApplus 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 will transport all types of **Common Wheelchairs** as defined by the ADA regulations. Common wheelchairs are defined as:

Any three or four wheeled device that does not exceed 30 inches in width and 48 inches in length when measured two inches above the ground, and weighs no more than 600 pounds when occupied.

MATApplus cannot transport customers With inoperative devices such as dead batteries or vehicles damaged where it is unsafe to transport them.

Scooters

Scooters can also be unstable once inside the vehicle. Customers traveling with scooters should adhere to the same safety procedures as those for wheelchairs.

Securement/Seatbelts

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

It is MATApplus policy that all persons traveling on MATApplus must use

seatbelts, where available. Shoulder belts may be used at the customer's discretion. Mobility device Securement and the use of seatbelts are for your safety.

Shoulder straps may be used at the customer's discretion. Failure to cooperate with the safety related policies might result in loss of service.

Transporting Packages

Each passenger is allowed to board with packages. The passenger must be fully responsible for the packages, which must be secured and cannot occupy passenger seating. If assistance is needed, MATApplus 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. MATA 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 has the animal 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 MATApplus 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 terminated from service **immediately**. MATA will consider an appeal for such suspension of services on a case-by-case basis.

Customers requiring physical assistance outside the vehicle (e.g., to or from their door, or assistance up stairways or difficult grades) **must have a PCA or escort** accompany them when traveling on MATApplus. The PCA will be responsible for providing the physical assistance the

customer requires. Paratransit operators will assist you, however, MATAplus drivers are not allowed to leave their vehicles 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 passengers. Special consideration will be given to customers with vision impairments and delayed dialysis customers.

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 and attempts to remove the wheelchair tie-downs or passenger seatbelts.

Driver's 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 cannot leave their vehicle unattended.
- 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.

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 10 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 our **Information Center Supervisor**

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 will be provided a complaint number. Customers are advised to refer to their complaint number when tracking their complaint.

If the supervisor or other information staff is not available, the call goes to voice mail and a response will be provided by the next working day. Complaints received by letter will be dated and answered within ten (10) working days. If the appropriate information is provided, the investigation will be completed within ten (10) working days (excluding Saturday & Sundays). Customers will be contacted by telephone and or letter advising them of the complaint finding.

If the investigation cannot be completed within ten (10) working days, the customer will be notified of the delay and advised when to expect a follow-up call to address their concern.

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

James Anglin at.....722-7144
Glenda Wade at.....722-7196

Or Write to:
MATApus
1370 Levee Road
Memphis, TN 38108

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

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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

