

Macon- Bibb County Transit Authority  
ADA Policy

1. **ADA Policy:** The Americans with Disabilities Act regulations requires the MTA, as a public entity that Operates a fixed route system, to provide complementary paratransit services to individuals with disabilities (that is, service that is comparable to the level of service provide to individuals without disabilities who use the fixed route system) See 49 CFR Sec. 37.131 (a).

2. **Fare:** Fare for Macon Transit Authority (Paratransit) is as follows:

One Way – \$2.50

Round Trip-\$5.00

20 Ride Pass-\$40.00

Monthly Pass-\$100

3. **Holiday Closures:** Macon Transit Authority does not operate fixed-route, paratransit services on the following holidays: New Year’s Day, MLK Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, or Christmas Day.

4. **Approved Equipment:** The equipment has a minimum design load of 600 lbs. and that the lift platform accommodate a wheelchair measuring 30”x48”. Our vehicle are equipped to transport wheelchairs” which does not exceed 800 pound when occupied. An Operator may deny transportation if carrying the wheelchair and its occupant would be inconsistent with legitimate safety requirements, as when, for example, the wheelchair is so large it would block an aisle or would interfere with the safe evacuation of passengers in an emergency. ADA specifies that a lift must permit both inboard and outboard facing of wheelchair user. Ambulatory customers may also use the lift upon request.

5. **Oxygen Requirement:** Travel with oxygen equipment is permitted, but the equipment must be small enough so that the operator does not have to assist with the loading and unloading of it. The safety and use of this equipment is the responsibility of the passengers.

6. **Personal Care Attendant:** A personal care attendant (PCA) may ride with you at no charge. A PCA is someone who travel with, and helps, a rider who is unable to travel alone.

Guest and companion may ride with you on Macon Transit. Guest and companions must pay regular fare. Guest is anyone who rides with you who is not designated as your PCA, 949.CFR37 (d).

7. **Service Animals:** You are welcome to travel with your service animal aboard MTA. Only dogs and small miniature horses (24 to 34 inches, 70 to 100 pounds.) are recognized as service animals under titles II and III of the ADA. A service animal is a dog that is individual trained to do the work or perform tasks for a person with a disability. Service animals or working animal not pets. The work or task a dog has been trained to provide, must be directly related to the person’s disability. Dogs whose sole function is to provide comfort or emotion support do not qualify as a service animals under the ADA. **All other animals must be in small cage or kennel.**

Remember to inform MTA reservationist when you are traveling with your service animal. All rider are asked to show consideration to these animals and their owners who have the right to use MTA.

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**8. Suspension of Service:** A rider's privilege may be suspended for violation of the No/Cancellation Policy. When someone no show for a schedule ride, it is very expensive and takes away the opportunity that a ride could have been scheduled for someone else. There are consequence when rider have a behavior pattern of either not being ready or simply not showing up to their scheduled ride.

**9. Notification of Policy:** Macon Transit's ADA policy is available on Macon Transit Website and in the Rider Handbook.

**10. Reasonable Modification:** Effective July 13, 2015, transit providers are required under 49 CFR 37.5(i)(3) to make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability or to provide program accessibility to their services.

#### Procedure

Passengers can request reasonable modifications for all modes (fixed route, general public demand response, and ADA paratransit). Requests should be made at least the day before but flexibility is required for on the spot requests. The transit manager will review all requests and provide the determination. For on-the-spot requests, the driver should contact dispatch. Dispatch will contact the transit manager.

Documentation will be maintained regarding the request and the resulting action taken.

#### Public Information

The following statement will be posted on the website and the rider guide.

Passengers with disabilities may request modifications to current service procedures to access the service. To make a request, please call us at 478-621-7116 or email [june@mta-mac.com](mailto:june@mta-mac.com). Please submit requests at least the day before the trip.

**12. Paratransit: Eligibility Requirements:** Any individual who is unable, as a result of a physical or mental impairment (including a visual impairment, (and without the assistance of another individual (except the operator of a lift or other boarding assistance device), to board, ride or disembark from an accessible vehicle in the fixed-route system. Included in this category are individual with mental or visual impairment who cannot navigate the fixed- route system.

Person who cannot use vehicles without lifts or accommodations. These persons are eligible for paratransit service if accessible fixed-route vehicles are not available on the bus route in which they need to travel, when they need to travel during operational hours of MTA Transit. (All MTA Transit fixed-route vehicles are accessible).

Person with specific impairment related conditions that cannot travel to a boarding location or from a disembarking location to their final destination. The condition must prevent the person from using the fixed-route system. Conditions that make getting to the fixed- route bus stop "more difficult" do not grant eligibility. Second, architectural barriers (such as no curb cuts) are not under the control of MTA, and environment barriers (such as distance, terrain, and weather) do not, when considered alone, confer eligibility. If, however, travel to or from a boarding location is impossible when these factors are

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combined with the person's specific impairment-related condition, conditional paratransit service will be provided to eligibility passengers.

Coverage Area: Paratransit will pick up riders who lives  $\frac{3}{4}$  of a mile on either side of the Fixed Route. We provide curb to curb service and door- to- door upon request, if the area can safely accommodate it.

Scheduling: To schedule your ride call: 478-621-7116, Monday through Friday 8:00am-4:30pm. Please have the following ready: Date of trip, Appointment time/Return time, Exact Address and Entrance, Personal Care Attendant (PCA)/Escort, if you need a lift to board the vehicle.

13. **Visitors:** MTA welcome the opportunity to provide paratransit service to eligible visitors to the City of Macon. Visitors are eligible for 21 days of services in a 365- day's period beginning of the first day the service is used by the visitor. In advance of your visit to our city, you must send MTA Transit a copy of your Paratransit ID card (front and back) or other equivalent paratransit eligibility documentation issued by the city or town or rehabilitation professional is acceptable proof. In addition, we need the following information.

1. Your name, address and telephone
2. Whether you will travel with a Personal Care Attendant (PCA), a guest, or both.
3. If you use a service animal
4. If you use a cane, walker, crutches, wheelchair, scooter or other equipment

Note: MTA vehicle cannot accommodate wheelchair or scooter wider than 33.5 inches, longer than Than 51 inches and weighing more than 800 lbs. when occupied.

5. If you need information in large print, Braille or recorded format

14. **Complaint Process:** Macon Transits committed to providing safe and accessible transportation options for the community. Macon Transit has established a Customer Complaint Policy and customers wishing to file a complaint and /or obtain a copy of the Customer Complaint Policy may contact Debbie Vetter at Macon Transit Authority (478) 621-7121, by email ([debbievetter@mta-mac.com](mailto:debbievetter@mta-mac.com)), or in person at Macon Transit Authority located at 2737 Broadway.