



# **Macon-Bibb County Transit Authority**

## **Paratransit Handbook**

**MACON-BIBB COUNTY TRANSIT AUTHORITY (MTA)  
200 Cherry Street  
Macon, GA 31201  
Phone: 478.803.2523  
Fax: 478.803.2537**

## Table of Contents

Definition & Goal of Complementary Paratransit Service.....	3
Americans with Disabilities Act of 1990 and 2008 .....	3
Rules for ADA Eligibility for Complementary Paratransit Services.....	4
Paratransit ADA Eligibility Certification Process .....	4
Eligibility Expiration/Reapplication .....	5
Eligibility Determination Process.....	5
Days & Hours of Operation/Rates/Scheduling a Ride.....	6
Rules of Conduct.....	7
Rider Safety/Service Animals.....	8
Reasonable Modification Policy/Scheduling Trips.....	9
No Show/Cancellation Policy/Penalties.....	10-11
Late Bus/Visitor Information/Cancellations.....	12-13
Violations & Penalties.....	13-14
Special Equipment/Appeals .....	14
Appeals.....	14-15
Title VI Complaints .....	16



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### **Definition and Goal of Complementary Paratransit Service**

The Americans with Disabilities Act regulations require 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 provided to individuals without disabilities who use the fixed route system). See 49 C.F.R. Sec. 37.131 (a). The goal of the Macon Transit Authority's Paratransit Service is to maintain a 95% on time performance rate and provide the highest quality of service possible to our customers.

### **Americans with Disabilities Act of 1990 and of 2008**

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity and access for persons with disabilities. It provides the general framework and approach for ending discrimination for persons with disabilities. The stated national goals of the ADA are to guarantee that persons with disabilities have equality of opportunity, a chance to fully participate in society, ability to live independently and be economically self-sufficient.

Section 223 of the Americans with Disabilities Act of 1990 requires that public entities that operate non-commuter fixed-route transportation service also provide complementary paratransit service for individuals unable to use the fixed-route system. The regulations define minimum service characteristics that must be met for this service to be considered equivalent to the fixed-route service it is intended to complement. ADA complementary paratransit standards are provided for in 49 C.F.R. Sec. 37.121 *et seq.* of the Code of Federal Regulations.

In general, the law prohibits public transit systems from denying individuals with disabilities the opportunity to use public transportation services, when they are available. It prohibits public entities from providing services that discriminate against persons with disabilities. The ADA requires the development of programs that will ensure the integration of all persons into the public transportation system, and thus all of the opportunities transportation makes possible. The goal is to ensure nondiscriminatory, equitable, accessible and safe public transportation, enhancing the social and economic quality of life for people with disabilities.

**MTA complies with all requirements of the Americans with Disabilities Act.**

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## **Rules for ADA Eligibility for Complementary Paratransit Services**

ADA complementary paratransit service must be provided to all passengers described as being:

1. **Category A:** individuals with mental or visual impairment who cannot navigate the fixed- route system. Any individual with a disability 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 any vehicle in the fixed-route system which is readily accessible to and usable to individuals with disabilities..
2. **Category B:** Any individual with a disability who cannot use vehicles without lifts or other boarding assistance accommodations. These individuals are eligible for Paratransit service if accessible fixed-route vehicles are not available on the bus route in which they need to travel, and when they need to travel during operational hours of MTA Transit.

(Note: All MTA fixed-route vehicles are accessible).

3. **Category C:** Any individual with a disability who has a specific impairment-related condition which prevents this individual from traveling to a boarding location or from a disembarking location to his/her 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 ensure eligibility. Additionally, architectural barriers (such as no curb cuts), are not under the control of MTA, and environmental barriers (such as distance, terrain, and weather) do not, when considered alone, guarantee eligibility. If, however, travel to or from a boarding location is impossible when these factors are combined with a person’s specific impairment-related condition, conditional Paratransit service will be provided.

## **Paratransit ADA Eligibility Certification Process**

Applications for Paratransit ADA eligibility for MTA’s complementary Paratransit service are available at MTA’s office located at 200 Cherry Street, Macon, Georgia 31201. Or, a request for an application sent by mail can be made by calling the MTA office: (478) 803-2523.

**NOTE:** Eligible visitors are not required to complete an application to receive eligibility certification from MTA before using this service. Eligibility for visitors is addressed on pages 12 and 13 of this handbook.

Once the completed application is received, MTA will notify the applicant within twenty-one (21) days of his/her eligibility status. If a determination has not been made within 21 days of receiving the completed application, the applicant will be treated as eligible and will be provided service until MTA determines their eligibility.

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The applicant will receive a letter verifying whether he/she is eligible for service, and if so, what type of eligibility, and for how long. If the eligibility is limited or denied, MTA will state specifically the reason for the limitation or denial. For visually impaired riders, a phone call will be made in addition to the letter.

### **Eligibility Expiration/Reapplication**

MTA can request any that any customer reapply at any time based on health conditions, or after legal or policy changes. However, MTA must give a 90-day minimum notice of expiration in writing. These requests cannot be arbitrary or capricious, discriminatory or unreasonably frequent.

### **Eligibility Determination Process**

Eligibility will be determined by trained MTA staff and will be based on ADA eligibility standards described in 49 CFR 37.123 and 49 CFR 37.125. Regulation 49 CFR 37.125(a) states, "The process shall strictly limit ADA Paratransit eligibility to individuals specified in 37.123 of this part." The transit coordinator will review applications to ensure that due process has been followed. The applicant will receive a letter describing his/her eligibility. If eligibility is denied or limited, the letter will describe why the person was denied or provided limited service, and how the decision can be appealed.

**\*Jurisdictional Boundary Limitation:** MTA's provision of Paratransit services is limited to the portions of the service area (as described above), located within the boundaries of Macon-Bibb County, Georgia due to lack of MTA's legal authority to operate within the boundaries of any neighboring county.

**\*\*Special Service Notice:** Each year, from August until May, Wednesday through Saturday, 7:00 p.m. – 3:00 a.m. Paratransit will provide service within the  $\frac{3}{4}$  quarters of a mile service area of the Mercer Bears Downtown Route. All trips must be scheduled one day prior to service date.

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**MTA DAYS/HOURS OF OPERATION (Fixed Route & Paratransit)**

**MONDAY – FRIDAY: 5:20 a.m. – 9:00 p.m.**

**SATURDAY: 5:20 a.m. – 7:00 p.m.**

**ADDITIONALLY, AUGUST THROUGH MAY**

**WEDNESDAY – SATURDAY: 7:00 p.m. – 3:00 a.m.**

**Within  $\frac{3}{4}$  quarters-of -a-mile service area of the Mercer Bears Downtown Route**

**NO SERVICE**

**SUNDAY, NEW YEARS DAY, MARTIN LUTHER KING DAY, MEMORIAL DAY, INDEPENDENCE DAY, LABOR DAY, THANKSGIVING, CHRISTMAS**

**RATES**

**SINGLE RIDE - \$2.50**

**20 RIDE PASS - \$40.00**

**ROUND TRIP - \$5.00**

**MONTHLY PASS - \$100.00**

**Companion(s) pay same fare as rider (limit 2). Personal Care Attendants Ride Free.**

**TO SCHEDULE A RIDE**

**(478) 803-2521 or 803-5521 Monday through Friday - 8:00 a.m. - 4:30 p.m.**

When scheduling a ride, please be ready to answer the following questions:

1. Date of trip
2. Appointment time/Return time
3. Exact Address and Entrance
4. Do you use a Personal Care Attendant (PCA) or Escort?
5. Do you use any special mobility aids?
6. Do you need a lift to board the vehicle?

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## RIDER RULES OF CONDUCT

MTA's common-sense rules ensure everyone's safety. All riders, their personal care attendants, and any companions traveling with riders, must observe the following Rules of Conduct or risk penalties, up to and including service suspension.

- Riders must have correct change when entering an MTA bus
- Riders must maintain appropriate, reasonable, personal hygiene
- No eating or drinking on board, unless required for health reasons
- No open containers, alcohol or illegal drugs on any MTA bus
- No smoking aboard any MTA bus
- No vulgar, foul, abusive, threatening, or obscene language or actions
- No physical abuse, assault or threat of abuse, or assault on an MTA bus or on MTA property, which is grounds for an immediate suspension
- No disorderly, lewd or inappropriate behavior
- No petting guide dogs or other service animals without permission from the owner
- No loud noise or music
- When using audio or video devices, riders are required to use earphones
- Riders may not operate, tamper with, or vandalize any vehicle equipment
- Riders may not throw any objects in or from the bus
- Riders must control their possessions within the bus
- Littering is prohibited
- Riders must treat drivers and fellow passengers with dignity and respect

Riders, personal care attendants, or companions traveling with riders who disrupt the safe or effective operation of Paratransit service, or who engage in illegal activities, including physical abuse, or exhibit behavior that causes physical injury to another rider or driver, will be subject to immediate and permanent suspension of Paratransit service. They may also be subject to possible criminal prosecution, which may include fines.

MTA reserves the right to require that a personal care attendant travel with the rider as a condition of ridership, instead of service suspension.

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## **RIDER SAFETY**

- Drivers will secure all wheelchairs
- All passengers are required to wear seat belts while riding on an MTA Paratransit vehicle
- All service is provided on a curb-to-curb basis. Drivers assist passengers on and off the vehicle, but will not carry any packages or equipment
- Carry-on packages are limited to three (3) bags, which do not disrupt normal entrance onto the vehicle or payment of fare
- No eating, drinking or smoking on vehicles
- Behavior or acts that damage MTA property, endanger the safe operation of the vehicle or other passengers, or that create a public nuisance are not tolerated. Those behaviors are grounds for removal from Paratransit bus.
- Children under 13 must be accompanied by a responsible adult
- Children who weigh forty (40) pounds or less, regardless of age, must ride in an approved car seat and children under five (5) who weigh more than forty (40) pounds must ride in an approved booster seat. Children with medical certification that states an inability to use any child restraint device are exempt. Any medical certification must be reviewed by MTA before service is required.
- Children ages six (6) to eight (8) years-old and who are under 4'9" must ride in an approved booster seat
- Car seat and booster seats must be provided by the passenger
- Passes may be purchased at the MTA office in lieu of cash fares.
- Exact fare is required. Drivers are not allowed to make change.
- Companion(s) pay same fare as rider (limit 2).
- Personal Care Attendants ride free.

## **SERVICE ANIMALS**

Service animals may travel with MTA riders. Only dogs and miniature horses (24 to 34 inches & 70 to 100 lbs.) are recognized as service animals under Titles II and III of ADA.

A service animal is a dog that is individually trained to do work or perform tasks for a person with a disability. Service animals are working animals, not pets. The work or task a service dog has been trained to do must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA. **All other animals must be in a small cage or kennel.**

Remember to inform the MTA staff member when making a reservation to travel with a service animal. All riders are asked to show consideration for these animals and their owners, who have the right to use MTA.

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## **REASONABLE MODIFICATION POLICY**

Effective July 13, 2015, transit providers are required under 49 C.F.R. § 37.5(i)(3) to make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination based on disability, or to provide program accessibility for their services.

## **PROCEDURE**

Passengers with disabilities can request reasonable modifications to current service procedures for fixed route and ADA Paratransit. Requests should be made at least one day prior to service. Documentation will be maintained regarding the request and the resulting action taken.

To make a request, please call (478) 803-2521 or email [june@mta-mac.com](mailto:june@mta-mac.com). Please submit requests at least one day before service is desired.

## **INFORMATION FOR SCHEDULING TRIPS**

- Trips must be requested before 4:30 p.m. a minimum of one day before service is desired. Trips may be scheduled up to four weeks in advance. There are no trip purpose restrictions, or restrictions on the number of round trips allowed per individual per day.
- MTA's customer service representative will inform riders of pick-up times.
- An MTA vehicle picks up riders within 15 minutes of the requested pick-up time. The MTA asks that riders be ready five (5) minutes before given pickup time.
- When the vehicle arrives, riders must be ready to exit the building at the specific door or exit scheduled. The driver will sound the horn and will not wait more than five (5) minutes.
- The driver will collect the fare when a rider boards the vehicle. If a rider does not have the fare, he/she will not be transported.
- **The MTA suggests that riders have exact change.** Drivers may accept more than the required fare, if requested. However, the MTA cannot guarantee that the driver will have change available.
- If a rider does not call ahead to inform the MTA that he/she will not be ready at the given time, and is not ready when the MTA vehicle arrives, he/she will be considered a No-Show and will receive a warning or suspension letter.

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- If an appointment runs late, a rider should call the MTA at least 30 minutes in advance, or as soon as possible, before the return time. If ready early, a rider should call the MTA as soon as that is known, and we will attempt, but do not guarantee, an earlier pickup.
- Notify MTA of the need to cancel service at least 30 minutes before a scheduled trip. **Same day changes cannot be accommodated.**

## **NO-SHOW**

When someone is a No-Show for a scheduled trip, it is costly and denies another rider an opportunity to ride. There are consequences when riders are not ready or do not show up for a trip they scheduled.

If a rider will be delayed, it is his/her responsibility to call Paratransit Customer Care immediately to explain what prevented the person from taking the scheduled trip. The MTA may request documentation to explain and/or prove the circumstances causing the No-Show. Documentation provides a fair and consistent policy for all.

**An MTA NO-SHOW is when a person schedules a Paratransit ride, but FAILS to:**

1. Call MTA and cancel the ride less than 30 minutes prior to the given pickup time
2. Board the bus within five minutes, thus delaying an on-time departure
3. Exit the bus promptly, thus delaying the departure
4. Maintain independence, delaying the bus's departure because a rider cannot be left unattended, and/or, no one is at the drop-off location to receive the rider.

## **LATE CANCELLATION**

A person cancels a scheduled Paratransit ride after midnight the day prior to the ride, and up to four (4) hours before the scheduled trip.

## **SAME DAY CANCELLATION**

A scheduled Paratransit ride is cancelled between four (4) hours and up to thirty (30) minutes before the scheduled ride.

## **DOES MTA AUTOMATICALLY CANCEL FUTURE RIDES IN CASE OF A NO-SHOW?**

Yes, unless a rider notifies MTA Paratransit that he/she wants to keep future trips as scheduled. However, it is the rider's responsibility to cancel rides they no longer need.

## **WILL MTA RETURN FOR PICKUP IN THE CASE OF A NO-SHOW?**

If we transport you somewhere, we will make every effort to return you to your home or original location, provided you maintain communication with Paratransit.

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If you are a No-Show for the first leg of your ride, no future bus will be sent to pick you up for that ride. If you are a No-Show for another ride and Paratransit took you to that location, Paratransit will schedule a return ride upon request, and as the schedule permits.

**EXCEPTION:** If a rider is a No Show for a Paratransit bus ride, the rider must find other transportation to his/her destination.

**NO-SHOW AND CANCELLATION POINTS**

Each ride that is a No-Show, late cancellation, or same day cancellation has a specific point value. Riders are assessed penalty points for each ride scheduled but not taken, and the failure of the rider to communicate with MTA staff (478) 803-2521. This may result in multiple points assessed on the same day. The result of No-Show points on a rider’s record will be a service suspension.

**THREE (3) TYPES OF NO SHOWS & PENALTY POINT VALUES**

1. (1 Point) **SAME DAY NOTICE** - Charged to a rider’s record if a ride is cancelled after 11:59 p.m. the previous day, and up to four (4) 4 hours before the scheduled ride pickup time.
2. (3 Points) **LATE NOTICE** - Charged to a rider’s record if a ride is cancelled between thirty (30) minutes and four (4) hours before the scheduled ride pickup time.
3. (5 Points) **NO NOTICE/CANCELLED AT THE DOOR** - Charged to a rider’s record if ride is cancelled less than thirty (30) minutes before the scheduled ride pickup time, or if the driver is notified when he/she arrives that the rider is not taking the scheduled ride, or the rider is not present after the vehicle has waited five (5) minutes beyond the ready time window.

**Consequence of Points that Leads to Service Suspension**

Points	Within	Suspension in Service
12	30 Days	1 Week
24	60 Days	2 Weeks
36	90 Days	6 Weeks, Loss of Subscription * Note Below
48	120 Days	10 Weeks, Loss of Subscription * Note on page 12
**		*Note on page 12

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**NOTE:** \*\*If a rider reaches 60 or more points, service suspension increases by 4 weeks per each additional 12 points. For example, 60 points = a 14-week suspension (10 weeks + 4 weeks); 72 points = 18-week suspension (10 weeks + 4 weeks + 4 weeks).

### **LATE BUS**

If a Paratransit rider is notified that a ride is more than 15 minutes late (16 minutes past the end of the ready time window), and if the lateness is within MTA control (scheduling problem, driver error, etc.), Paratransit provides a free ride or deducts 6 points from rider's record.

Sometimes a schedule delay, bad weather, or bus breakdown may cause the Paratransit bus to be late. If a bus hasn't arrived by the end of the ready window and the rider decides to find another way to his/her destination, MTA requests a call to Paratransit to inform us that alternate transportation has been found. Failure to notify Paratransit will result in the assessment of points as a No-Show.

### **SUGGESTIONS OR COMMENTS**

To allow us to follow-up on suggestion(s) or comment(s), please provide the following information:

- Your name, address, phone number and email address
- If regarding a situation or incident, please specify the date, time, and location
- If the concern involves a Paratransit driver or office staff person, please provide the name of the employee, if known, and the date and time of the incident, or of the situation or interaction
- Detailed explanation of the incident, situation or interaction

To assist us in researching a scheduling concern, please note the time and staff member who scheduled the ride(s). We will contact the writer by phone or in writing. Please allow 5-7 days for us to research the incident and respond.

### **STILL HAVE QUESTIONS?**

**Contact the Paratransit office: (478) 803-2521**

For effective independent communication, this printed information is available in an alternate format upon request. The Rider's Guide is available on the MTA web site: [www.mta-mac.com](http://www.mta-mac.com).

### **VISITOR INFORMATION**

MTA welcomes the opportunity to provide complementary Paratransit service to eligible visitors during their stay in Macon-Bibb County. A "visitor" is an individual with disabilities who does not reside in Macon-Bibb County. Visitors are not required to apply to receive eligibility certification from MTA before using this service.

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Rather, to be eligible for this service a visitor without eligibility from his/her local transit authority must provide documentation of his/her place of residence, and where the visitor's disability is not apparent, documentation of his/her disability (such as a letter from a medical professional), along with certification by the visitor that he/she is unable to use fixed route transit.

**A visitor must provide documentation of his/her Paratransit eligibility from the city/town or county in which he/she resides. MTA requests that the visitor contact MTA Paratransit and provide his/her Paratransit ID (front and back), or other equivalent Paratransit documentation in advance of his/her visit to Macon-Bibb County with this additional information:**

1. Will the visitor travel with a Personal Care Attendant (PCA), a guest, or both?
2. Will the visitor use a service animal?
3. Will the visitor use a cane, walker, crutches, wheelchair, scooter or other equipment?
4. Will the visitor need information in large print, Braille or recorded format?

## **SERVICE AREA**

With limited exception, MTA provides Macon-Bibb County residents and visitors of Macon-Bibb County complementary Paratransit service to origins and destinations with a width of  $\frac{3}{4}$  of a mile on each side of each fixed route, including an area with a  $\frac{3}{4}$  mile radius at the ends of each fixed route. MTA will provide curb-to-curb service and door-to-door upon request, if the area can safely accommodate it.

## **VIOLATIONS AND PENALTIES**

VIOLATIONS OF ANY OF THE ABOVE RULES WILL RESULT IN A WRITTEN WARNING OR SUSPENSION.

### **FIRST and SECOND OFFENSE**

A rider will be notified in writing of the violation. The written notification apprises the rider about invoking the appeal procedure established by MTA. An appeal form is attached to each warning letter.

### **SUBSEQUENT OFFENSE**

Riders are notified in writing of the pending suspension which becomes effective ten (10) calendar days from the date of the letter. The written notification includes the offense, date of the offense, effective date of the suspension, length of the suspension, and appeal process to be followed. An appeal form is attached to each warning letter. Refer to Appealing an Eligibility Decision on next page.

## **ALL VIOLATIONS REMAIN ON RECORD FOR SIX MONTHS**

*Please call for 711 Telecommunications Relay Services*

### **SPECIAL EQUIPMENT - OXYGEN REQUIREMENT**

Traveling with oxygen equipment is permitted but it must be small enough so that the driver does not have to assist with its loading and unloading. The safety and use of this equipment is the responsibility of the passenger.

### **SPECIAL EQUIPMENT - WHEELCHAIRS**

MTA is a curb-to-curb service, but if a rider is unable to negotiate his/her wheelchair independently to and from the curbside location, the passenger can request that the driver assist him/her to the door, but the driver cannot go beyond this limit or lose sight of the vehicle.

Per Section 37.3 of the DOT regulations implementing the ADA of 1990 (49 CFR Parts 27, 37, and 38) defines a wheelchair as a mobility aid belonging to any class of three or more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered. An electric scooter is considered a wheelchair as long as it meets the definition of "wheelchair" in Section 37.3 of the DOT ADA regulations. When making a reservation, the rider should be sure to mention if he/she has difficulty walking, is using a mobility device, or is using a wheelchair. Wheelchairs must be provided by the passenger.

### **SPECIAL EQUIPMENT - LIFT REQUIREMENTS**

ADA regulations require that lifts have a minimum design load of 600 pounds and that the lift platform accommodate a wheelchair measuring 30" x 48". MTA vehicles are equipped to transport wheelchairs not exceeding 800 pounds when occupied. MTA vehicles cannot accommodate a wheelchair or scooter wider than 33.5 inches, longer than 51 inches, and weighing more than 800 lbs., when occupied.

A driver may deny transportation to a rider if carrying a wheelchair and its occupant are large enough to block an aisle or interfere with the safe evacuation of passengers in an emergency, or for some reason, is inconsistent with legitimate safety requirements. MTA is not required to provide a rider with Paratransit service while his/her appeal is under consideration. For example, ADA specifies that a lift must permit both inboard and outboard facing of wheelchair users. Ambulatory riders may also use the lift upon request.

### **APPEALING AN ELIGIBILITY DECISION**

A rider who disagrees with his/her eligibility decision may request an appeal in writing. Send the appeal within sixty (60) days of the eligibility determination:

**ADA Compliance Committee  
Macon-Bibb County Transit Authority  
200 Cherry Street  
Macon, GA 31201**

A written copy of the appeal may be obtained by calling Paratransit (478) 803-2521.

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## **NO SHOW SUSPENSION APPEALS**

If a rider disagrees with a No-Show Suspension, he/she should call customer care immediately upon receipt of a letter from Paratransit (478) 803-2521.

MTA will not stop providing rides without advance notification of a service suspension. Any decision may be appealed, which includes meeting with a Paratransit staff member before the suspension starts. Follow the instructions contained in the letter. Failing to do so will result in a No-Show service suspension.

## **APPEALS FOR SUSPENSION OF ELIGIBILITY**

Any warning or suspension of eligibility, whether temporary or permanent, may be appealed through the process established by MTA.

In the case of a suspension, the Paratransit manager may allow the rider continuing Paratransit service until the appeal process is complete and a determination is made. Appeals should be addressed to June Slaughter, Paratransit Manager, MTA, 200 Cherry Street, Macon, GA 31201.

## **APPEAL PROCESS**

- If an ADA Paratransit Eligibility Appeal renders a rider ineligible to receive Paratransit service and he/she feels that this determination has been made in error, the rider has the right to appeal. Paratransit service will be provided from the day after the MTA receives a letter appealing the suspension until the advisory board has rendered its decision.
- If the appeal is denied, the rider may file a second appeal, notifying the MTA, either in writing or in person, within sixty (60) days of the date on the letter stating the reason(s) he/she feels the determination is unjust.
- After the appeal is received, a hearing will be scheduled to evaluate the case. This hearing process allows the rider to present information and arguments, and he/she may request others who are knowledgeable of his/her physical and/or mental limitations and speak on the rider's behalf. Applicants who need such accommodations must should request this at least one (1) week in advance. For example, MTA will pay for a sign interpreter for a deaf person or a reader for a blind person.
- After the hearing, the rider is advised in writing and in accessible formats as appropriate, and within reason, of the decision of the appeal board. For other than ADA Paratransit Eligibility determinations, the advisory board will present its decision to the MTA Paratransit manager for confirmation. If an advisory board's negative decision is confirmed by the Paratransit Manager, that decision is final.

The MTA is not required to provide a rider with Paratransit service while his/her appeal is under consideration. If the appeal board has not made its decision within 30 days, the person is entitled to Paratransit service from that time until a final decision is made.

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After careful review of the situation/incident, the Paratransit manager will confirm the decision to deny eligibility or overturn the original decision and a letter will be sent to the rider informing him/her of the final decision.

The appeal board for warnings or suspensions will consist of an MTA representative who is familiar with ADA guidelines, but was not a part of the initial determination process, one member of the local disabled community, and one member of the ADA Paratransit committee.

### **HOW TO FILE A TITLE VI COMPLAINT**

MTA is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance on the grounds of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964 as amended (\*Title VI\*). If you feel that you have been subjected to discrimination on the grounds of your race, color or national origin under Title VI, you may file a written complaint with:

Mark Butler  
Commissioner of Labor  
Georgia Department of Labor  
148 Andrew Young International Blvd.  
Atlanta, Georgia 30303

### **Complaint Tracking and Record Retention for Title VI Complaints** (404) 232-3500

The Human Resources Manager will keep on file non-compliance complaints received for one (1) year and, in addition, a summary log will be maintained for five (5) years.

**This Document is available in large print or on audio cassette for visually impaired individuals.**

### **SUGGESTIONS OR COMMENTS**

MTA Paratransit welcomes suggestions and comments on our service.

**Macon Transit Authority Paratransit  
200 Cherry Street, Macon, GA 31201  
(478) 803-2521**

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