

Macon-Bibb County Transit Authority Paratransit Handbook



**200 Cherry Street
Macon, Georgia 31201
(478) 803-2523
Fax: (478) 803-2437**

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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, serviced 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-Bibb County Transit Authority's Paratransit Service is to maintain a 95% on-time performance.

Americans with Disabilities Act of 1990 and 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 serviced it is intended to complement. ADA complimentary 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 person with disabilities. The ADA requires the development of programs that will ensure the integration for 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. And 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 life or other boarding assistance device), to board, ride or disembark from any vehicle in the fixed-route system which is readily assessable 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.
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 (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

Application 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 page 12.

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 or 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 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 49CFR 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 or 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 three-quarters ($\frac{3}{4}$) of a mile service area of the Mercer Bears Downtown route. All trips must be scheduled one (1) 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.

SPECIAL SERVICE HOURS, AUGUST - MAY

- **Wednesday - Saturday, 7:00 p.m. - 3:00 a.m.**
- **Within three-fourths ($\frac{3}{4}$) of-a-mile service area of Mercers' downtown route**

NO SERVICE

**Sundays • New Year's Day • Martin Luther King Day • Memorial Day
Independence Day/July 4th • Labor Day • Thanksgiving • Christmas**

PARATRANSIT FARES

- **Single Ride - \$2.50 • Round Trip - \$5.00**
 - **20-RIDE PASS - \$40.00 • MONTHLY PASS (unlimited rides) - \$100.00**
- Rider & companion(s) pay same fare, limit 2. Personal care attendants ride FREE.**

TO SCHEDULE A PARATRANSIT RIDE

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

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

- 1. Date of trip**
- 2. Appointment time & return time**
- 3. Exact address & entrance**
- 4. Do you use a personal care assistant (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 rules are based on common sense and courtesy to ensure everyone's safety. All riders, their personal care attendants (PCAs), and anyone accompanying them must observe the following Rules of Conduct or risk penalties, up to and including suspension of service. When riding an MTA bus or vehicle:

- Riders must treat bus operators & fellow passengers with dignity & respect.
- Riders must have correct change when entering an MTA bus.
- Riders must maintain appropriate and reasonable personal hygiene.
- Riders must control their possessions with the bus.
- Riders are required to use earphones or headsets when using audio or video devices.
- NO eating or drinking on board, except when required for health reasons.
- NO open containers, alcohol or illegal drugs.
- NO smoking.
- NO vulgar, foul, abusive, threatening or obscene language or actions.
- NO physical threats, abuse or assault any of kind which is grounds for immediate suspension, plus, law enforcement will be notified.
- NO disorderly, lewd, or inappropriate behavior.
- NO loud noise or music.
- NO littering.
- DO NOT pet guide dog or any service animal without permission from the owner.
- DO NOT operate, tamper with, or vandalize vehicle equipment.
- DO NOT throw objects of any kind from a bus.

Anyone who disrupts safe operation of Paratransit service or who engages in illegal activities, including physical or emotional abuse, or who exhibits any behavior that causes physical harm or injury to another rider, personal care attendant, companion, or service animal is subject to immediate and permanent suspension of Paratransit service. Additionally, they may be subject to criminal prosecution, which may include fines.

MTA reserves the right to require that a personal care attendant (PCA) travel with the rider as a condition of ridership, instead of service suspension. But the final decision rests with MTA.

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RIDER SAFETY

- Bus operators will secure all wheelchairs.
- All passengers are required to wear seat belts on any MTA Paratransit vehicle.
- Paratransit service is provided curb-to-curb. Bus operators assist riders on & off the vehicle, but DO NOT carry packages or equipment.
- Riders are limited to three (3) carry-on packages or bags, but cannot disrupt entrance to the vehicle or fare payment.
- NO eating, drinking or smoking on any vehicle.
- Any behavior or act damaging MTA property, endangering the safe operation of a vehicle or other riders, or creating a public nuisance is grounds for removal from the vehicle.
- Children under 13 years-old 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. Children under five (5) who weigh more than forty (40) pounds must ride in an approved booster seat. Children with medical certification stating 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) and under 4’9” must ride in an approved booster seat.
- Car seat and booster seat must be provided by the passenger.
- Passes may be purchased at MTA office or through the Token Transit phone app.
- Exact fare is required about MTA vehicles. Bus operators DO NOT make change.
- Companions traveling with a Paratransit rider pay the same fare, limited to 2.
- Personal care attendants ride FREE.

SERVICE ANIMALS

Americans with Disabilities Act (ADA) — Service Animal Definition

Under Department of Transportation (DOT), Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.3, “service animal” is defined as “any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.”

DOT ADA regulation 49 C.F.R. Section 37.167 (d) requires transit entities to permit service animals to accompany individuals with disabilities in vehicles and facilities. Appendix D to Section 37.167 contains further important information on service animals.

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It is important to note that while the U.S. Department of Justice has amended the definition of “service animal” for purposes of its ADA regulations under Titles II and III of the ADA, for state and local governments and places that are open to the public, the definition under DOT ADA regulations for transportation has not changed.

Therefore, people may find that some service animals may no longer be considered service animals once they leave a transportation system.

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 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.

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

Riders 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.
Please submit requests at least one day before service is desired.

Please call 711 for Telecommunications Relay Service

TO SCHEDULE A TRIP

- Trips must be requested before 4:30 p.m. a minimum of one (1) day before service & may be scheduled up to four (4) weeks in advance. There are restrictions on the purpose of a trip or restrictions on the number of round trips allowed per individual in a day.
- MTA's customer service representative will inform riders of available pick-up times.
- MTA vehicles pick up riders within 15 minutes of the requested pick-up time.
- MTA REQUESTS THAT RIDERS BE READY FIVE (5) MINUTES BEFORE GIVEN PICK-UP TIME.
- When the vehicle arrives, rider must be ready to exit the building at specific door or exit scheduled. Bus operator will sound horn and WON'T WAIT MORE THAN FIVE MINUTES.
- Bus operator will collect the fare when a rider boards the vehicle. If a rider does not have the fare, he or she will not be transported.
- RIDERS MUST HAVE EXACT CHANGE.
- If a rider does not call MTA to inform the customer service representative that he/she will not be ready at the agreed upon time, and is not ready when the MTA vehicle arrives, this is considered a NO-SHOW and the rider will receive a warning.
- If an appointment runs late, a rider should call 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 MTA will attempt, but does 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.
- If an appointment runs late, a rider should call MTA at least 30 minutes in advance, or as soon as possible, before the return time. If ready early, a rider should call MTA as soon as that is known and we will attempt, but do not guarantee, an earlier pickup.

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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.

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

A visitor must provide documentation of his/her Paratransit eligibility from the city/town/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 the 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 county visitors complimentary 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 end of each fixed route. MTA provides curb-to-curb and door-to-door service upon request if the area can safely accommodate it.

NO-SHOW

When someone is a NO-SHOW for a schedule trip, it is costly for MTA and denies another person an opportunity to ride.

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. MTA may request documentation to explain/prove the circumstances causing the NO-SHOW. Documentation provides a fair and consistent policy for all.

Please call 711 for Telecommunications Relay Service

AN MTA NO-SHOW occurs 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 pick-up time.**
- 2. Board the bus within five (5) minutes which delays an on-time departure.**
- 3. Exit the vehicle promptly, which delays the departure.**
- 4. Maintain independence, delaying the vehicle's departure. 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 (3) minutes before the scheduled ride.

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

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

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

If we transport a rider somewhere, we will make every effort to return the rider to their home or original location, provided that the person maintains communication with Paratransit customer service.

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 transported you to that location, Paratransit will schedule a return ride upon request, 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.

Please call 711 for Telecommunications Relay Service

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 11:50 p.m. the previous day, and up to four (4) hours before the scheduled ride pickup up 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 (a) if the ride is cancelled less than thirty (30) minutes before the scheduled pickup time, (b) if the bus operator is notified when he/she arrives that the rider is not taking the scheduled ride, (c) if the rider is not present after the vehicle has waited five (5) minutes beyond the ready time window.

CONSEQUENCE of POINTS LEADING TO SERVICE SUSPENSION

<u>POINTS</u>	<u>WITHIN</u>	<u>SERVICE SUSPENSION</u>
12	30 Days	1 Week
24	60 Days	2 Weeks
36	90 Days	6 Weeks, Loss of Subscription
48	120 Days	10 Weeks, Loss of Subscription

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

LATE VEHICLE

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 such as scheduling problem, bus operator error, etc.), Paratransit provides a courtesy ride.

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

Please call 711 for Telecommunications Relay Service

VIOLATIONS AND PENALTIES

ANY RULE VIOLATIONS 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 involving 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 that suspension, and appeal process to be followed. An appeal form is attached to each warning letter. Refer to *Appealing an Eligibility Decision* on the next page.

ALL VIOLATIONS REMAIN ON RECORD FOR SIX MONTHS

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.

SPECIAL EQUIPMENT — LIFT REQUIREMENTS

ADA regulations require that lifts have a minimum design load of 1,000 lbs. and that the lift platform accommodate a wheelchair measuring 30" x 48".

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.

Please call 711 for Telecommunications Relay Service

SPECIAL EQUIPMENT — LIFT REQUIREMENTS (continued)

When making a reservation, the rider should mention if he/she has difficulty walking, is using a mobility device, or is using a wheelchair. Wheelchairs must be provided by the passenger.

ADA regulations require that lifts have a minimum design load of 1,000 lbs. and that the lift platform accommodate a wheelchair measuring 30" x 48". MTA vehicles are equipped to transport wheelchairs not exceeding 1,000 lbs. when occupied. MTA vehicles cannot accommodate a wheelchair or scooter wider than 33.5 inches, longer than 51 inches, and weighing more than 1,000 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.

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.

Please call 711 for Telecommunications Relay Service

APPEALS FOR SUSPENSION OF ELIGIBILITY

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

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. The hearing allows the rider to present information and arguments and 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 make the request 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.

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.

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HOW TO FILE A TITLE VI COMPLAINT

MTA committed to ensuring is 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 (*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, GA 30303

Please call 711 for Telecommunications Relay Service

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 AND/OR COMMENTS

MTA Paratransit welcomes suggestions and comments on our service.

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

Please call 711 for Telecommunications Relay Service

SUGGESTIONS AND/OR COMMENTS (continued)

MTA appreciates the opportunity to follow up on suggestions or comments, so we ask you to please provide the following information:

- Your name, address, phone number and email address
- If this involves a situation or incident, please specify the date, time and location
- If the situation or incident involves a Paratransit bus operator or MTA staff member, please provide the employee's name, if known
- Please provide a detailed explanation of the situation, incident, or interaction
- If this involves a scheduling concern or situation, please provide the name of the MTA staff member and the date and time.

We will contact the person submitting the suggestion/comment by phone or in writing. Please allow 5-7 days for a response which gives us time to research the situation or incident, and to review the videotape if one exists relative to the incident.

ADDITIONAL QUESTIONS?

Call the MTA 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 website: mta-mac.com.

Please call 711 for Telecommunications Relay Service