



OPERATING PROCEDURES AND POLICIES

SCHEDULING INFORMATION

1. **SCHEDULING A TRIP:** To make an appointment to ride the MAP bus (after approval as a MAP client), call MAP at **240-4691** between 8:00 A.M. and 5:00 P.M. When you call to make an appointment, please tell the person who answers the phone.
 - Your name,
 - Your pick-up address,
 - If you will ride with an attendant (helper) or with a friend (not helper),
 - If you will use the wheelchair lift,
 - Where you want to go,
 - What time you need to be there,
 - If you will need the MAP bus to pick you up, and, if so, what time.

2. **CALLBACK TRIPS?** Yes, you can call us to come back to pick you up. If you *Call-Back*, you may have to wait a long time. It is better to schedule an appointment to ride back. For *Call-Back* call before 5:00 p.m.

3. **WHEN TO CALL:** You can schedule an appointment for a ride *one (1) to fourteen (14) days early* or as late as the day of the trip. Appointments are first-come, first-serve.

4. **COST:**
 - \$2.00 One-Way Trip
 - \$4.00 Round Trip (go on trip and come back),
 - Trip passes for \$2.00 each can be purchased at the Montgomery Area Paratransit office at 2318 West Fairview Avenue (36108) or by mail. Purchases at the office can be for any number of passes, but mail purchases must be for 5 or more one-way passes. Call **240-4012** for more information on passes.

5. **TIME:** Wait and watch for the bus early. The bus might be a little early or a little late.

6. **RIDING TOGETHER:** Sometimes several people ride together if they are going to the same place or to places that are near each other.

7. **TRIP TIME:** The MAP bus is a little slower than a car because it takes about seven minutes to pick up or drop off a rider who uses the wheelchair lift.



BOARDING & DEBOARDING THE BUS

8. **PERSONAL ITEMS:** Do not leave your things on the bus such as purses, bags, etc.
9. **PERSONAL CARE ATTENDANTS AND FRIENDS:** YOU must be able to go to the bus by yourself or with the help of a personal care attendant or friend. If you ride with a personal care attendant (helper), the attendant will not have to pay to ride the bus with you. A friend, not helper, may also ride with you on the MAP bus, but will have to pay the same as you.
10. **WHEELCHAIR LIFT:** The MAP bus driver will help you on the wheelchair lift. Riders who cannot climb the bus steps can also use the lift.
11. **MISSING THE BUS:** The MAP bus will follow the schedule as much as possible. If the rider is five (5) minutes late, the driver will leave. If you miss the bus, this trip will not be scheduled again on that day.

OTHER INFORMATION

12. **“NO SHOWS”:** If you call to cancel a trip two (2) hours or less before the bus time, or miss the bus without calling in, it is called a no show. You do not have to pay the bus fare. However, if this happens two (2) times within a calendar month, you will not be able to ride the bus for 7 days. If you have already been suspended once and you get two (2) no-shows in a calendar month again, you will not be able to ride the bus for 30 days. UP will make suspensions. Appeals must be filed according to appeal procedures (available upon request to 240-4691).
13. **COINS, MAP PASS, and DOLLAR BILLS:** You must have the right change (or dollar bills) or have a one-way trip pass. The bus driver cannot give you change.
14. **SERVICE AREA:** All trips must begin and end within the City Limits of Montgomery.
15. **WHEELCHAIR TIE-DOWNS:** All wheelchairs must be in good condition. The wheelchair must be tied down to the “tie-down” devices on the bus while the bus is moving.