



TRANSIT SYSTEM

**BROKERED TRANSPORTATION
DEPARTMENT**

**MOBILITY
ASSISTANCE
PROGRAM (MAP)**

ACCESS-A-RIDE

USER GUIDE

251.344.5656
TheWaveTransit.com

Wave
Ride the

WHAT IS BROKERED TRANSPORTATION?

As defined by the Americans with Disabilities Act (ADA) of 1990, persons with a physical or functional disability which limits their capacity to use accessible fixed route public transportation may be eligible for demand-response transportation service. We offer this service through our Brokered Transportation Department.

If you believe you qualify, please read this informational brochure or call the Brokered Transportation Department at (251) 344-5656. Customer Service personnel are available to assist you between the hours of 5:00 am and 9:00 pm Monday through Saturday.

OPTION #1: MOBILITY ASSISTANCE PROGRAM (MAP)

The Mobility Assistance Program (MAP) is a complementary shared - ride transportation option where reservations are made the day before and up to 14 days in advance. This service is curb-to-curb (door-to-door if assistance is needed). The cost per trip for this service is \$2.50 in the form of a **prepaid MAP ticket**.

OPTION #2: ACCESS-A-RIDE

Access-A-Ride is a shared-ride same day transportation option where reservations are made at least two (2) hours in advance. Reservations are made according to availability. This service is curb-to-curb (door-to-door if assistance is needed). The cost per trip for this service is \$5.00 in the form of a **prepaid Access-A-Ride ticket**.

USERS GUIDE

To assist you with understanding the transportation service being provided by the Wave Transit System, this User Guide has been prepared to assist you with planning your trips to insure your transportation experience with us is as pleasant as possible. It is important that you take the time to read this guide or have someone read it to you to avoid any misunderstandings about the services offered by the system. After you have read this guide or someone has read it to you, and you still have questions or concerns, please contact us at (251) 344-5656 or

(251) 344-9328 (includes TDD and TDD/voice) between normal business hours Monday - Friday 8:00AM - 5:00PM.

WHO QUALIFIES FOR THESE SERVICES?

Individuals who reside within 3/4 mile of our established fixed bus route, that has a disability, which enable them from boarding, riding or disembarking from an accessible vehicle without the assistance of another person (except for the operation of a lift or other boarding device). Persons with a disability who could ride an accessible vehicle but the route is not accessible. Persons with a disability who has a specific impairment-related condition that prevents the person from traveling to or from a boarding/disembarking location.

HOW DO I APPLY FOR THESE SERVICES?

Applications can be obtained by telephone request by calling (251) 344-5656 or (251) 344-9328 (TDD and TDD/voice), mail request at 1224 West I-65 Service Road South. Each section of the application must be complete, signed, dated and returned to the above address. Incomplete applications will be returned and will slow down the process. Within twenty-one (21) business days of receipt of your completed application the applicant will be notified by mail of the determination along with information supporting the determination.

IF MY DISABILITY IS TEMPORARY CAN I APPLY?

Yes, if you have a temporary condition and meet ADA requirements, services can be provided.

IF I MEET ADA REQUIREMENTS BUT I AM OUTSIDE THE SERVICE AREA CAN I STILL BE CERTIFIED?

Yes, if you meet ADA requirements, and establish a permanent alternate pick-up and drop-off location within our service area.

I AM NOT FAMILIAR WITH THE FIXED ROUTE SERVICES, THEREFORE I AM UNSURE OF THE BOUNDARIES. HOW WOULD I KNOW?

If you reside more than ¾ miles outside these corridors, you are outside the service area: North of the Prichard Hub (410 West Lovejoy Loop), West of I-65 past Berkley & Highway 45, West of I-65 past Airport & Forman Roads (Providence Hospital), and West of I-65 past Rangeline Road & Highway 90 (Wal-Mart).

I HAVE BEEN CERTIFIED FOR THE SERVICE, WILL IT BE PERMANENT?

Certification is for three (3) years unless temporary service is needed. It is recommended that clients request an application for re-certification at least three (3) months prior to their expiration date located on their MAP ID to avoid any service interruptions.

WHO NEEDS A PERSONAL CARE ATTENDANT (PCA)?

Applicants who are unable to care for themselves must have a **PCA** accompany them on all scheduled trips. **Failure to comply will result in suspension of service.**

WILL MY PCA HAVE TO PAY?

No, your PCA will accompany you at no additional cost.

HOW DO I PAY FOR THESE SERVICES?

Passes **must** be purchased in advance at either of our locations; 1224 West I-65 Service Road South, or 110 Beaugard Street Suite 104, or by mail request. When making mail requests please send check or money order, **no cash**. **Failure to comply will result in suspension of service.**

IF I BRING SOMEONE ELSE WITH ME DO THEY PAY?

Yes, companions must pay the same fare as the ADA-eligible individual in the form of a prepaid ticket.

CAN CHILDREN ACCOMPANY ME ON MY TRIPS?

For Safety children that are seven (7) and older can accompany you as a companion and they must pay the same fare as the ADA-eligible individual in the form of a prepaid ticket. A child twelve (12) and older can accompany you as a PCA at no additional cost. The Wave Transit reserves the right to require proof of age.

HOW DO I SCHEDULE FOR TRIPS?

To schedule trip(s) on our complementary paratransit service you must call our reservation line at (251) 344-5656 or (251) 344-9328 (TDD and TDD/voice) Monday through Friday between normal business hours 8:00AM - 5:00PM at least the day before your trip. On Saturday, Sunday and Holidays calls for reservations are answered by our automatic voice recorder.

To schedule trip(s) on our Access-A-Ride service you must call at least two (2) hours prior to desired pick-up time. All trips for this service are scheduled according to availability.

WHAT INFORMATION DO I NEED TO MAKE RESERVATIONS?

When calling to make reservations you must provide your name, pick-up address, drop off address, appointment time, the nature of your trip, whether you will be traveling with a PCA, companion or service animal, whether this is a one way or round trip. If you are making a round trip you must provide a return pick-up time and a telephone number you can be reached if possible. If you require several stops they all must be scheduled. Drivers will not make un-scheduled stops.

WHAT DO I NEED TO DO AFTER RESERVATIONS HAVE BEEN MADE?

Because of high demands for service your trip can be scheduled as early as one (1) hour before your actual requested time and/or as late as one (1) hour after your requested time. You should call after 5:00PM the day before requested trip to get your actual scheduled pick-up times.

WHEN DO I NEED TO BE READY?

After you have confirmed your scheduled pick-up time you must be ready at least fifteen (15) minutes prior to scheduled pick-up.

WHAT DO I NEED TO DO WHEN MY VEHICLE ARRIVES?

When your vehicle arrives you must board the vehicle as soon as possible (**The driver will only wait five (5) minutes past scheduled pick-up time**). Present your Wave ID card and your ticket for your trip. Follow driver's instructions for safety securement.

DO I HAVE TO WEAR SEAT BELTS OR RESTRAINTS?

Yes, passengers are required to wear seat belts and/or other restraint device provided by the Wave Transit. If you have documentation from physician indicating inability, due to medical or other condition, to wear such restraint device you will be excused from this requirement. The Wave Transit reserves the right to refuse transportation if found un-safe for transport. **All other refusal will result in suspension of service.**

CAN I STAY IN MY THREE WHEEL DEVICE?

For safety all passengers in a three-wheeled mobility device must transfer to a fixed seat on the vehicle. Refusal to do so may result in suspension from service.

WHAT IF I AM NOT READY?

If you are not ready when your vehicle arrives you will be allowed five (5) minutes after your scheduled pick-up time. After five (5) minutes the driver will proceed on because of high demand. This is considered a **no-show**.

WHAT DOES A NO-SHOW MEAN?

A no-show is when a client fails to be ready at scheduled pick-up time, fails to cancel scheduled trips at least one (1) hour prior to scheduled pick-up time, or fails to be at scheduled return location at scheduled pick-up time. **Abuse will result in suspension from services.**

WHAT HAPPENS WHEN I NO-SHOW?

All remaining trips for that day will be canceled unless we are notified within (1) hour of no-show. Documentation will be placed on file of your no-show.

WHAT DO I NEED TO DO IF I NO-SHOWED BUT STILL NEED MY TRIPS?

If you were not ready at scheduled pick-up time but you are ready now contact our dispatcher office and another vehicle will be dispatched to you as soon as possible. (This trip is now an access-a-ride trip.) Returned pick-up could take as long as two (2) hours.

If you no-showed on the first part of your trip within one (1) hour you must notify our dispatching department to confirm return trip or it will be canceled.

WHAT DO I NEED TO DO IF I AM READY EARLIER THAN SCHEDULED?

If you are ready earlier than scheduled, call our office and we will notify the driver, and if possible the driver will get you early.

WHAT DO I NEED TO DO IF I AM NOT READY AT SCHEDULED PICK-UP TIME?

It is very important that you notify our office as soon as you are aware that you will not be ready as scheduled. This will prevent a no-show and allow us advance notice to try and have a driver available when you call for pick-up. However, it could take as much as two (2) hours before we can dispatch a vehicle back to you.

WHAT SHOULD I DO IF VEHICLE IS NOT THERE AT SCHEDULED TIME?

If your vehicle has not arrived at scheduled pick-up time, please allow at least fifteen (15) minutes after scheduled pick-up before notifying our office. Once we are contacted we will get an estimated time the driver will be there. We will make every effort to contact you prior if we are aware that there will be a delay in your scheduled trip.

HOW DO I CANCEL SCHEDULED TRIP(S)?

Call our office at least the day before, but no later than one (1) hour prior to your scheduled trip(s). Failure to cancel scheduled trip(s) will result in a no-show.

CAN DRIVERS ENTER OUR HOMES/APARTMENTS?

Under no circumstances can a driver enter your home/apartment. Our service is limited to curb-to-curb service. Door-to-door service is provided to extend help with wheelchair or as a guide, providing the location of your door does not take drivers out of sight of his/her vehicle.

CAN DRIVERS TAKE ME INSIDE OR COME INSIDE ANY OF MY APPOINTMENTS?

No, under no circumstances can a driver leave his/her vehicle unattended.

CAN I TAKE MY FAMILY PET?

No, under no circumstances can a family pet(s) be allowed on vehicle.

I AM A VISITOR, CAN I RIDE THE SERVICE?

Yes, with an advance notice to our office along with your proper ADA eligibility documents, service can be provided for a total period of twenty-one (21) days within one (1) year. Visitors are subject to all rules and regulations.

HOW DO I PLACE A COMPLAINT OR COMPLIMENT?

Please call Mobile 311 direct at (251) 208-7999 or call our office and follow the prompts.

WHAT IS CONSIDERED INAPPROPRIATE BEHAVIOR?

Passengers may not eat, drink, smoke, use profanity or spit on the bus. Passengers are responsible for being

considerate of other passengers, practice good personal hygiene and refrain from excessive noise.

There will be absolutely no fighting, threats, violent or abusive treatment toward the provider or other passengers. Service will be refused if a passenger engages violent, seriously disruptive or illegal conduct without prior notice. Abuse can result in suspension of service.

IF I HAVE BEEN CHARGED WITH A VIOLATION, WILL I HAVE A CHANCE TO PRESENT AN EXPLANATION PRIOR TO SUSPENSION/TERMINATION?

Clients that establish a pattern or practice of abuse will be notified by mail from a Wave Transit appointee of intent, along with details supporting intent. Clients will be given an opportunity to be heard prior to suspension/termination unless violation warrants an immediate termination for acts of violence or serious threats or behavior.

WHAT ARE YOUR SERVICE HOURS?

ADA complementary paratransit service hours are Monday through Saturday from 4:30AM - 9:00PM.

WHAT DAYS ARE YOU CLOSED?

| | |
|------------------|---------------------------------|
| Christmas Day | Martin Luther King Jr. Birthday |
| Independence Day | New Years Day |
| Labor Day | Thanksgiving Day |
| Mardi Gras Day | |

Thank you for choosing the Wave Transit complementary paratransit service as your transportation provider.

For additional information, please visit us

SPECIAL NOTE

on our website at www.wavetransit.com.

The Mobility Assistance Program (MAP) and Access-A-Ride is a curb-to-curb/door-to-door transportation service. The driver will pull to the curb and will only leave the vehicle to assist you with your wheelchair if assistance is needed or to offer a shoulder/arm if needed.



**GM&O TRANSPORTATION CENTER
110 BEAUREGARD STREET, SUITE 104
MOBILE, AL 36602
FAX (251) 344-6678**

**THE WAVE TRANSIT SYSTEM
1224 WEST I-65 SERVICE RD. SOUTH
MOBILE, AL 36609
FAX (251) 344-9395**

**BROKERED (251) 344-5656
TDD (251) 344-9328**

www.thewavetransit.com/quicklinks/brokered