

## SPECIAL NOTE

For additional information, please visit us on our website at [www.wavetransit.com](http://www.wavetransit.com).



PARATRANSIT TRANSPORTATION DEPARTMENT

## MOBILITY ASSISTANCE PROGRAM (MAP)

## USER GUIDE



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[www.thewavetransit.com](http://www.thewavetransit.com)

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251.344.5656  
[www.TheWaveTransit.com](http://www.TheWaveTransit.com)

## WHAT IS PARATRANSIT (MAP) 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 Paratransit (MAP) Mobility Assistan Program.

If you believe you qualify, please read this informational brochure or call the Paratransit Department at (251) 344-5656. Customer Service personnel are available to assist you between the hours of 4:00 am and 10:00 pm Monday through Saturday.

## 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.

## 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 Monday - Saturday 4:00AM - 10:00PM.

## 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 retained by telephone request by calling (251) 344-5656, or you can visit us on our web site at [www.thewavetransit.com](http://www.thewavetransit.com). You can also pick one up at 110 Beauregard Street, Suite 104. To avoid delays please make sure that all areas of application is completed. Once completed application is received it could take up to twenty-one (21) business days to process.

## 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 3/4 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. 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 CAN TRAVEL WITH A PERSONAL CARE ATTENTANT (PCA)?

Any certified MAP client can travel with a PCA.

## WILL MY PCA HAVE TO PAY?

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

## HOW DO I PAY FOR THESE SERVICES?

Tickets must be purchased in advance at 110 Beauregard Street Suite 104, or by mail or telephone request. When making mail requests please send check or money order, no cash. **Failure to comply with the ticket only policy 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.

Ride the Wave

### 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) call our reservation line at (251) 344-5656 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.

### 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 a 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 transportaion if found un-safe for transport. **All other refusal will result in denial 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 denial of 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?

If you no-showed on the first part of your trip and do not contact our office within one (1) hour, all remaining trips will be canceled. **Abuse will result in denial of service.**

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

You must contact our office as soon as possible and if we can we will dispatch a bus back to you. Please be advised this could **take up to two (2) hours.**

### 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 long 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 MY HOME/APARTMENT?

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 our office at 251-344-5656 Monday-Friday between 8:00 AM - 5:00 PM. After hours please call Mobile 311 (251-208-7999). Or you can visit us on our web site at [www.thewavetransit.com](http://www.thewavetransit.com).

### 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 - 9:30PM.

### 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.**