

# NEW POLICY UPDATES

- 5 minute vehicle dwell time (pg 11)
- 7 day advanced booking window (pg 10)
- Unrestricted Standing Orders (pg 8)

# A-Ride

## USER'S GUIDE

CONVENIENCE

EASY ACCESS

# FREEDOM

MOBILITY FOR INDIVIDUALS  
WITH DISABILITIES

734.973.1611



## ***Quick Reference Numbers for A-Ride Service***

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<b>A-Ride Advance and Same-Day Reservations</b>	<b>734.973.1611</b>
<b>A-Ride Cancellations</b>	<b>734.973.1611</b>
<b>A-Ride Customer Service</b>	<b>734.973-1611</b>
<b>TDD Reservations</b>	<b>734.663.5994</b>
<b>AATA General Information</b>	<b>734.973.6500</b>
<b>Bus Route and Schedule Information</b>	<b>734.996.0400</b>

*A-Ride is a public  
transportation service  
of the*

**Ann Arbor Transportation Authority**  
2700 S. Industrial Hwy., Ann Arbor, MI 48104  
734.973.6500      734.973.6338 (fax)  
[www.TheRide.org](http://www.TheRide.org)

***This guide is available in alternate formats.  
Call 734.973.6500 or  
TDD 734.973.6997 for more information.***

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**Please Note:** The A-Ride User's Guide is meant to present AATA policies for A-Ride service in general terms. Some AATA policies and the Americans with Disabilities Act of 1990 have been summarized for readers' convenience. This publication should not be considered to be the full and complete explanation or content of AATA policies, or local, state or federal law. Local, state and federal laws take precedence.

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## ***Welcome to A-Ride!***

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A-Ride is a shared-ride, demand-response public transportation service of the Ann Arbor Transportation Authority (TheRide) for individuals with disabilities who, because of their disability, are prevented from using AATA's accessible, regular fixed-route bus service.



A-Ride is comparable to the regular bus system in terms of shared rides, service area and days of operation. A-Ride trips are provided in ramp-equipped buses, lift-equipped vans and taxis or sedan type vehicles.

If you believe you or someone you know is eligible for A-Ride services, please request an A-Ride application by calling TheRide at **734-973-6500** or **TDD 734-973.6997**. The A-Ride application is also available for downloading from AATA's website at [www.TheRide.org](http://www.TheRide.org). If you wish to mail us a request for the application please write to:

**A-Ride Applications, Ann Arbor Transportation Authority  
2700 South Industrial Hwy., Ann Arbor, MI 48104**

A-Ride services may change between printings of this User's Guide. To learn of current A-Ride services available to you or to request updated materials, call TheRide at **734.973.6500**.

If you are eligible for paratransit services by another agency, or have a disability and plan on visiting our area, you may be given presumptive eligibility to use A-Ride for up to twenty-one (21) days within a one-year period. Please call TheRide's Paratransit Coordinator at **734.973.6500** for more information.

We look forward to providing you with a positive experience as you travel throughout our community using the A-Ride service.

Sincerely,

A handwritten signature in black ink that reads "Michael Ford". The signature is written in a cursive, flowing style.

Michael Ford  
CEO, Ann Arbor Transportation Authority

# A-Ride User's Guide

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# CHAPTER 1

## Service Description and Hours of Operation

### Operation

A-Ride operates every day except Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Day and New Year's Day. A-Ride service ends at 6:45 p.m. on Christmas Eve and New Year's Eve. For trips on these days; see Holiday Ride, Page 19.

### Types of A-Ride Service

There are two types of A-Ride programs available, ADA and Non-ADA.

#### **ADA Service**

The Americans with Disabilities Act (ADA) requires accessible, curb-to-curb, services for individuals with disabilities within  $\frac{3}{4}$  miles on either side of an active fixed bus route line on the same days and times it is in operation. This is defined as the "ADA Corridor of service".

*Things to know about ADA service are:*

- The origin and destination of an ADA-trip must be within the ADA Corridor of Service.
- It is a shared-ride service and trips are scheduled on a first-come, first-served basis.
- Trips must be requested at least 1-day in advance.
- Service is available between 6:30 a.m. and 10:45 p.m. weekdays and between 8:00 a.m. and 6:30 p.m. on weekends.
- The fare for an ADA trip is \$3.00 payable in cash or with a scrip coupon
- There are no priorities based on trip purpose.
- You must be eligible for the specific trip you are requesting.

#### **Non-ADA Service**

AATA offers additional A-Ride services beyond what is required by the ADA as described in items A-E below: This is referred to as "Non-ADA service". Non-ADA service is limited and trips are scheduled on a first-come, first-serve basis as space is available after ADA trips have been accommodated.

## **A. Non ADA services**

Non ADA services are provided for eligible riders who live outside the ADA Corridor of service in the following service areas:

### *Pittsfield Township*

Residents of Pittsfield Township who live outside the ADA Corridor of Service may request trips to or from locations within Pittsfield Township or the City of Ann Arbor only. Trips may also be requested to St. Joseph Mercy Hospital or Washtenaw Community College. Service is available between 6:30 a.m. and 6:30 p.m. weekdays only.

### *Ypsilanti Township*

Residents of Ypsilanti Township who live outside the ADA Corridor of Service may request trips to or from any location within Ypsilanti Township only. Trips may be requested to St. Joseph Mercy Hospital or Washtenaw Community College as well. Service is available between 6:30 a.m. and 6:30 p.m. weekdays only.

### *Superior Township*

Residents of Superior Township who live outside the ADA Corridor of Service may request trips to or from any location within Superior Township only. Trips may be requested to St. Joseph Mercy Hospital or Washtenaw Community College as well. Service is available between 6:30 a.m. and 6:30 p.m. weekdays only.

## **B. Same-Day Trips**

You can call on the day of the trip only for trips entirely within the Ann Arbor city limits. The availability of service during peak times can vary. Please make advance reservations whenever possible.

*Things to know about same-day trips are:*

- Same-day service is only available within the Ann Arbor city limits.
- Service is provided in taxi cabs or if space is available in accessible vehicles.
- Same-day fare is \$4.00 per trip payable in cash or in combination with a scrip coupon.
- Service hours are 6:30 a.m.-10:45 p.m. daily, 8:00 a.m.-6:30 p.m. on weekends.
- Same-day trips are not available to groups of 4 or more.
- Riders are limited to two Same-Day round trips or four one-way trips per day.
- It could take up to 45 minutes for your ride to arrive.
- Same-day trips may not extend beyond normal service hours.

### C. Will-Call Return Trips

A will-call return trip is an advanced request for a trip without a specific pick-up time.

*Things to know about will-call trips are:*

- Will-call returns may only be requested for trips made in a taxi.
- Will-call trips are only available for the return portion of your trip from medical appointments or shopping.
- Will-call trips may be requested entirely within the ADA core service area from one day up to one week in advance.
- Pittsfield Township residents who live outside the ADA core service area may request will-call trips to locations within Pittsfield Township, including the City of Ann Arbor and St. Joseph Hospital, from one day up to one week in advance.
- Be sure to call A-Ride at **734.973.1611** when you are ready for your return trip.
- It may take up to 45 minutes for your trip to arrive from when you call.
- Only two will-call trips per day may be scheduled.

### D. Standing Orders (NEWLY UPDATED POLICY)

Standing orders are pre-arranged requests for recurring trips on the same day(s) and time(s) each week. Standing orders are available for ADA and Non-ADA trips. For more information, call A-Ride at **734.973.1611**.

*Things to know about standing orders are:*

- Standing orders must be for a minimum duration of two months.
- **Are available for any trip purpose.**
- Pick-up times and locations must not be changed within two months.
- Three no-shows on a standing order in one month will result in its cancellation.
- Standing orders are canceled on the expiration date of the A-Ride card.

### E. Door-to-Door Service

Persons who require assistance may request driver accompaniment to and from the door of the vehicle and door of their location, unless circumstances prevent it. Please request this help from the driver when scheduling your trip.

## CHAPTER 2

### Scheduling A-Ride Trips

#### Automated Phone Menu

When you call A-Ride at **734.973.1611** your call will be answered by an automated phone recording. You will be given several menu options to choose from. Listen closely to the recording because menu options and messages change from time to time. Depending on the purpose of your call, you will be prompted to select either number 1, 2 or 3 on your touch-tone phone pad.

*Your menu choices are:*

**Press 1** - To listen to important messages or information regarding A-Ride services.

**Press 2** - For advance reservations including cancellations, will-calls or standing orders.

**Press 3** - For same-day reservations within the Ann Arbor city limits.

**Press 4** - For customer service concerns or compliments.

If you do not have a touch-tone phone or are unsure of your choice, simply remain on the line and a Customer Service Representative (CSR) will answer your call as soon as possible.

#### Before You Call

- Have your A-Ride identification card number ready.
- Know the days, dates and times you wish to travel.
- Know the address of your destination (i.e. street number, apartment, city, etc.)
- Know what type of assistance you will require from the driver.
- Know who else will be traveling with you, a companion, Personal Care Assistant (PCA), or service animal.

#### Tips for Making Reservations

- Keep a record of your reservations.
- Remember that your ride may be shared with others.
- Have a pen and paper ready and write down the pick-up times you are given.
- Tell us at which entrance to pick you up, if there is more than one.

- Request a pick-up time that is at least one hour before the time of your appointment.
- Expect traffic conditions or severe weather to delay service; plan your trips accordingly.
- Try traveling during less busy hours such as 9:00-11:00 a.m., or 6:00-9:00 p.m.

### ***Making Advance Reservations, call 734.973.1611 (NEWLY UPDATED POLICY)***

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With prior notification, an advance reservation can secure you a seat on a vehicle for the day you wish to travel. We encourage riders to plan and request their trips in advance as much as possible. The amount of prior notification varies depending on the type of trip being requested.

*Things to know about making advance reservations are:*

- **A-Ride trips may be reserved from 1 to 7 days in advance.**
- Phone lines are open 7 a.m. to 5 p.m. weekdays; 8 a.m. to 5 p.m. on weekends.

### **Pick-Up Window for Advanced Reserved Trips**

Advanced reserved trips should arrive within a 20 minute window from your scheduled pick-up time. For example; if you have a 3:00 p.m. scheduled pickup time your ride should arrive between 3:00 p.m. and 3:20 p.m. If your ride has not arrived by five minutes after this time, call A-Ride at **734.973.1611** for assistance.

### ***Making Same-Day Reservations, call 734.973.1611***

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A same-day reservation allows a rider to call with no prior notification and request a trip for that day. We encourage riders to travel during off-peak hours whenever possible.

*Things to know about making same-day reservations are:*

- Same-day trips are available only within the city limits of Ann Arbor.
- Trips are offered first come first served; you may be offered a trip earlier or later than your original request or during busy times service may not be available at all.
- Phones are open between 6:15 a.m.-10:15 p.m. weekdays; 7:15 a.m.-5:00 p.m. on weekends.
- Same-day trips may not extend beyond normal service hours.

## ***Pick-Up Window for Same-Day and Will-Call Return Trips***

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These trips should arrive within 45 minutes from your scheduled pick-up time or the time you called. For example, if you have a pickup for 3:00 p.m., your ride should arrive between 3:00 p.m. and 3:45 p.m. If your ride has not arrived by five minutes after this time, call A-Ride at **734.973.1611** for assistance.

## ***Negotiated Trip Times***

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Occasionally, the exact time you wish to travel may not be available. In that case, the reservationists may offer you other choices that may be up to one hour earlier or one hour later than the time you wish to travel. If you need to arrive at your destination by a specific time, tell the reservationists. The reservationists will attempt to give you a pick-up time that will get you to your destination on time. It may also be necessary to change your trip time to accommodate other riders. In this case, you will be notified of your new pick-up time at least one day or more prior to your trip.

## ***Multiple Trips***

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You may make multiple trips on the same day; however, you must allow at least one (1) hour between your trips' pick-up times for travel time and the sharing of your trip with other customers. Also, similar to the regular, fixed-route bus system, once we drop you off, the driver cannot wait for you at your destination.

## ***Waiting for Your Ride (NEW POLICY UPDATE)***

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- Please wait in a location where you can see and or hear your ride arrive.
- **Your ride will wait up to 5 minutes for you to board. If you have not boarded within 5 minutes, it will leave and you will be considered a no-show.**
- A-Ride is a shared-ride program. The vehicle may be routed to pick up or drop off other people while you are riding. Please understand that drivers cannot make unauthorized stops.

## ***Canceling Trips***

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If your plans change, cancel your reservation as soon as possible. To cancel a reservation, call **734.973.1611**.

## ***Fares***

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A-Ride fare can be paid in cash or in combination of cash and scrip ticket. Scrip tickets cost \$30.00 for a book of 10. Each scrip ticket is worth \$3.00. Scrip tickets can be purchased in person or by mail. For more information, or to order by mail, call AATA at 734.973.6500.

- \$3.00 per trip for advance reservations.
- \$4.00 per trip for same-day reservations.
- Free for registered PCAs (Personal Care Attendants)
- \$3.00 per adult companion.
- \$1.50 per companion, youth K-12.
- Free companion fare, ages 5 and younger.
- Free for Service Animals and pets (see transporting animals for pet travel requirements).
- Fare on fixed-route bus service with an A-Ride Card is FREE.
- Additional fare may also be charged for Non-ADA trips based on the distance of the trip.

### **Tips for Paying Your Fare**

- Have your A-Ride card ready and fare prepared before you board.
- Drivers may not go into purses, pockets, or wallets to retrieve your fare.
- If you are not able to get your fare out yourself, have it prepared ahead of time in a small coin purse or envelope separate from your purse, pocket or wallet.
- When paying in cash, be sure to have the exact amount. DRIVERS ARE NOT REQUIRED TO GIVE CHANGE.

# CHAPTER 3

## Riding A-Ride Service

### Travel Time

The estimated travel time of an A-Ride trip is similar to the same trip (including transfers) if made on a fixed-route bus, or approximately twice the time of a direct trip. Most A-Ride trips are completed within 30 to 60 minutes.

### Boarding with a Mobility Device

A-Ride small buses and vans are equipped with ramps and lifts to accommodate mobility devices such as wheelchairs and scooters. Customers using these mobility devices will find that the following guidelines will help ensure the safety of both them and the driver:

- Wheelchairs and powered scooters must not weigh more than 600 pounds (including the user) and must not be more than 30 inches wide by 48 inches long. Mobility devices exceeding these standards may be prevented from accessing A-Ride vehicles and denied service.
- If asked, drivers will provide door-to-door assistance by pushing manual (not motorized) wheelchairs to and from the vehicle and building entrance.
- Drivers are not permitted to take wheelchairs up or down more than one step, or push wheelchairs up or down a snow or ice covered ramp or sidewalk. Please make sure your location is accessible and clear, so that the driver can safely assist you.
- Wheelchairs and scooters must park and be secured in designated securement locations. Passengers refusing to allow the driver to secure their wheelchair may be refused denied service.
- For additional safety, please ask to use the lap and shoulder belts when riding.
- Please use any safety equipment your wheelchair has, such as brakes and lap belts.
- If you are able to independently transfer from your wheelchair or scooter, please let the driver know. We will secure your scooter and assist you to a seat, if you wish.
- For safety reasons, please make certain your motorized scooter or wheelchair has enough power to complete your trips on A-Ride and that your mobility device is properly maintained so that it is safe to travel on public transportation vehicles.

### *Riders using Wheelchairs May Use Taxi-Operated A-Ride Service if:*

- You are able to transfer from your wheelchair into a taxi without assistance from the driver.
- Your wheelchair weighs less than 50 pounds.
- Your wheelchair can be stowed in the trunk of the taxi (the driver will stow your wheelchair).
- Taxi-operated service is available within the area in which you are traveling.

### ***Passenger Assistance***

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For additional support, drivers may be able to provide riders with limited assistance. Please request operator assistance when you schedule your trip. Please do not assume that a driver will know what assistance you require, so be sure to ask the driver for assistance, as well. If you require more assistance than the driver is permitted to provide, you may need the assistance of a Personal Care Assistant (PCA).

- Drivers will assist you from your door to the waiting vehicle (door-to-door service), when requested, unless circumstances prevent this. If prevented, the driver will wait at the curb, or as close as possible to your pick-up location, and you will have to come to the vehicle instead.
- For safety reasons, drivers are not permitted to enter buildings beyond the front door, or lose sight of their vehicle when assisting passengers.
- Drivers will also help you get into and out of the vehicle, when requested. While doing so, however, drivers are not permitted to lift you, move your feet into the vehicle or give other assistance that must be provided by a PCA or safety equipment.
- Drivers will stow or secure mobility devices and assist you with securing safety belts.

### ***Transporting Packages***

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Because the amount of space in the vehicle is limited, passenger “carry-ons” must be restricted to one armload or the equivalent to two (2) grocery bags, or two (2) pieces of luggage. You may be required to carry your items on your lap or at your feet to accommodate other riders.

- Drivers may help you by carrying packages, limited to the equivalent of two (2) packages that can be carried in one trip. Please do not ask drivers to carry or lift heavy or bulky objects.

- Vehicle trunks are reserved for mobility aids and may not be used for personal storage.
- Extra-large, heavy or odd-sized items will not be transported on A-Ride.
- For the safety of all riders, you may not carry, possess or transport any flammable, combustible, explosive, corrosive, or highly toxic liquid or other substance, article or material which is likely to cause harm to others or to emit any foul or noxious dust, mist, fume, gas, vapor, or odor on any vehicle.

### ***Transporting Children***

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Children traveling as companions (not A-Ride eligible) that are 5 or younger may ride free. A-Ride eligible children 6 years or older may travel without an accompanying adult, if it is demonstrated they would be able, if not prevented by their disability, to use public transportation independently. For safety reasons, we strongly encourage parents to secure infants or children of 4 years and younger and others 40 pounds or less within a car travel seat. You must provide the car travel seat, if desired. Upon request, drivers will assist with carrying the (empty) seat to or from the vehicle.

### ***Transporting Animals***

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Service animals and pets are welcome on A-Ride and travel free; however, they must be properly controlled. Pets must be carried in a well secured cage or travel container.

### ***Personal Care Attendants and Companions***

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A Personal Care Attendant (PCA) is someone who provides you assistance based on your disability. You may have one PCA accompany you on A-Ride for free. You must indicate your need for a PCA when you complete the A-Ride application. You may also have one companion or guest who is not an A-Ride card holder accompany you for an additional fare. Companions ages five or younger travel free. Two or more companions may travel with you, if space is available. PCAs and companions must have the same origin and destination as the eligible rider.

# CHAPTER 4

## Cancellations

### *Canceling or Changing a Reservation*

If your plans change, cancel your reservation as soon as possible. If you call to change the origin, destination, or time of your trip on the day of the scheduled trip, the new trip is considered a same-day reservation and will not be available outside the City of Ann Arbor.

### *No-Shows*

You will be considered a no-show if you fail to board the vehicle within 5 minutes of its arrival within your prescheduled pick-up window, or if you cancel your trip within 30 minutes of its scheduled arrival time.

You have up to 30 minutes before your next trip's arrival time to cancel any remaining trips following a no-show; otherwise, you will be considered a no-show if you miss these trips, as well.

Non-ADA trips scheduled for later that day following a no-show will be automatically canceled. Three no-shows within one month for a standing order will result in the cancellation of the standing order.

### **Tips to Avoid No-Shows**

- Give the reservationists your correct pick-up address and location.
- Remember that your ride may arrive within 20 minutes from your scheduled pick-up time for advanced reservations and up to 45 minutes for same-day or will-call reservations.
- Wait in a location where you can clearly see and or hear the vehicle.
- Cancel any trips well ahead of time if your schedule changes.
- Make sure your timepiece is accurate or visit <http://nist.time.gov/> for current time.
- Wait for your ride a few minutes earlier than your scheduled pick-up time.

# CHAPTER 5

## Responsibilities

### *Passenger Responsibilities*

AATA has a short list of common-sense guidelines designed to ensure safety and comfort for all riders, as well as the driver.

- Avoid distracting the driver or annoying other passengers with inappropriate behaviors. Fighting, throwing objects, pushing, shouting, spitting, hitting, or using abusive language are not allowed. Some behaviors may be grounds for immediate suspension from A-Ride services.
- Have someone travel with you if you have difficulty or are unable to travel independently, or if you need more assistance than the driver is permitted to provide.
- Maintain acceptable standards of personal hygiene.
- Wait in a location where you can see or hear your ride arrive, it is your responsibility to board it within 5 minutes of its arrival.
- No smoking, eating, drinking, or playing of loud music is permitted on board.
- Expect to share your ride. Others may be picked up or dropped off before or with you.

### *Driver Responsibilities*

A-Ride drivers are to adhere to the same standards of common courtesy and personal hygiene as those required of the passenger.

- Treat riders with respect and courtesy.
- Wear a visible name tag.
- Stay within the “line-of-sight” of their vehicle.
- Try to keep on schedule for the convenience of all riders.
- When requested, assist riders when boarding or exiting the vehicle.

### *Drivers May Not:*

- Enter a building or a residence beyond the entrance door to assist riders.
- Perform any personal-care assistance for riders, including, but not limited to, assisting riders to dress, eat, drink or take medications.
- Lift or carry riders or assist riders using wheelchairs up or down more than one step.

# CHAPTER 6

## Service Suspension

### *Suspension of A-Ride Services*

Misusing the system can result in suspension of A-Ride services. The following are examples of misuse that could lead to suspension.

*Obtaining or using A-Ride services under false pretenses by:*

- Making false or misleading statements within your A-Ride application to obtain eligibility.
- Allowing others to obtain services by falsely using your name and/or A-Ride card.

### *Suspensions for No-Shows*

No-shows and same-day cancellations are considered missed trips. There are valid reasons for the occasional missed trip. However, frequent missed trips reduce the availability of A-Ride services to others. You may be notified if you have 3 missed trips equaling 15% or more of your total trips in a one month period. If the high rate continues, you could be charged for missed trips or suspended from the use of A-Ride.

### *Appeals Process*

If you are not in agreement with a decision made by AATA regarding eligibility or service suspension, you may appeal the decision in writing. Appeals processes are carried out in accordance with the ADA regulations. Call AATA at **734.973.6500** for more information regarding your type of appeal.

- Eligibility appeals must be filed within 60 days of a an eligibility or a decision.
- No-Show suspension appeals must be filed within 7 calendar days of notice.
- Appeals must be filed in writing or on audio cassette. Accommodations will be made for persons unable to do so.
- Current eligible riders may continue using A-Ride until an appeal decision has been made. Customers appealing suspensions based on illegal, violent or disruptive behaviors may not ride until the suspension is overturned.
- Appeal decisions will be rendered in writing (or alternate format) no later than 30 days of the appeal. Eligibility appeal decisions not rendered by 30 days following an appeal will result in service use until a decision has been made.

# CHAPTER 7

## Other AATA Services

### Holiday Ride

Holiday Ride is provided within the City of Ann Arbor on holidays on which A-Ride or regular bus services do not operate. Service is provided in taxis and accessible vehicles. The regular fare is \$5.00; persons with a valid A-Ride identification card may ride for \$2.50. One child aged 5 or younger may ride for free per passenger. Personal Care Attendants and companions pay regular fare. Call **734.528.5432** for Holiday Ride services.

### Night Ride

Night Ride is a shared-ride service that operates within the city limits of Ann Arbor when A-Ride and regular bus services do not operate. Service is provided in taxis and accessible vehicles. Night Ride is available weekdays between 11:00 p.m.-6:00 a.m., and weekends between 7:00 p.m.-7:30 a.m. The regular fare is \$5.00; persons with a valid A-Ride card may ride for \$2.50. One child 5 or younger may ride for free per passenger. Personal care attendants and companions pay regular fare. Call **734.528.5432** to request a trip. Night Ride is also available on all major holidays.

### Using the Regular Fixed-Route Bus Service

AATA encourages you to use the regular bus system if and when you are able to.

*Some benefits of riding the regular bus system are:*

- You don't have to make a reservation to ride the regular buses.
- Persons with A-Ride identification cards can ride the bus at a reduced fare.
- AATA buses are 100% wheelchair accessible and are equipped with ramps for easy walk-on boarding.
- You have more choices and independence to go anywhere the regular buses go.
- You have the flexibility to use the regular bus for some trips and A-Ride for others.

## ***Travel Training***

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A-Ride passengers and seniors are encouraged to take advantage of AATA's "Learn Your Wheels" and "Out & About" Travel Training programs. These programs are designed to teach passengers with disabilities how to ride the regular buses confidently and safely. Travel training is a free service, so please call AATA's Travel Training Program at **734.794.1702** to sign up.

# CHAPTER 8

## Customer Service

### Compliments and Concerns

If you have a compliment, concern, or suggestion about A-Ride services, or if you have a question or need additional information, call **734.973.1611**. If your concern has not been resolved to your satisfaction, or you require additional assistance, please call AATA's Paratransit Coordinator at **734.973.6500**.

### What if I Move?

If you move out of AATA's service area or no longer need the service, please notify us. We will remove your name from our customer list.

### Local Advisory Committee (LAC)

The LAC holds a monthly meeting at AATA. Participants include the elderly, individuals with disabilities and others interested in the transportation needs of these persons. From the LAC, comments and recommendations go to the AATA Board of Directors. The LAC meets on the second Tuesday of every month (except July) from 10:00 a.m. to noon, at AATA's main office, 2700 South Industrial Highway, Ann Arbor. The office is accessible by A-Ride and the AATA Route 6 – Ellsworth regular bus route. For more information, call **734.973.6500**.

### Quick Reference Numbers

<b>A-Ride Advance and Same-Day Reservations</b>	<b>734.973.1611</b>
<b>A-Ride Cancellations</b>	<b>734.973.1611</b>
<b>A-Ride Customer Service</b>	<b>734.973.1611</b>
<b>TDD Reservations</b>	<b>734.663.5994</b>
<b>AATA General Information</b>	<b>734.973.6500</b>
<b>Bus Route and Schedule Information</b>	<b>734.996.0400</b>

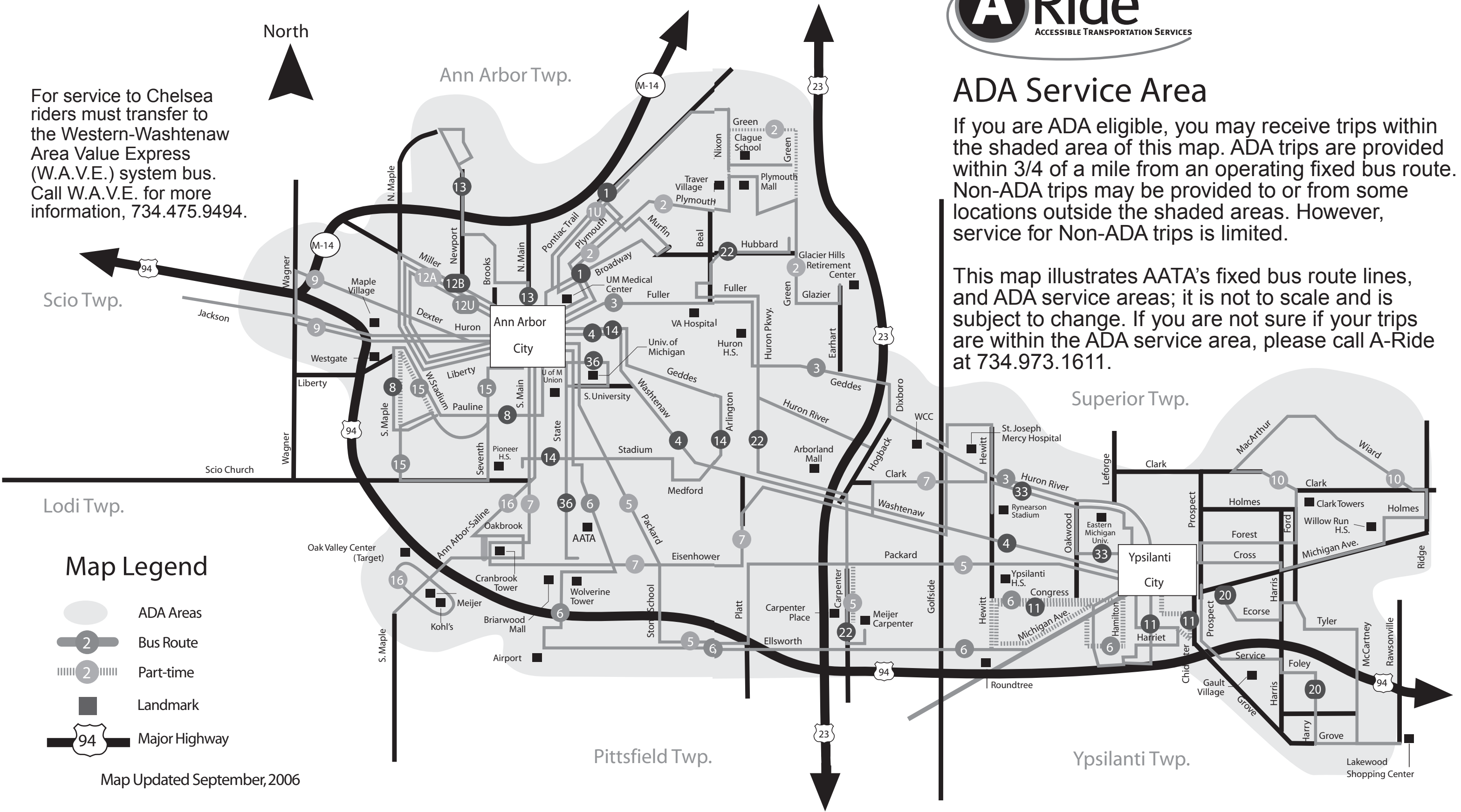


## ADA Service Area

If you are ADA eligible, you may receive trips within the shaded area of this map. ADA trips are provided within 3/4 of a mile from an operating fixed bus route. Non-ADA trips may be provided to or from some locations outside the shaded areas. However, service for Non-ADA trips is limited.

This map illustrates AATA's fixed bus route lines, and ADA service areas; it is not to scale and is subject to change. If you are not sure if your trips are within the ADA service area, please call A-Ride at 734.973.1611.

For service to Chelsea riders must transfer to the Western-Washtenaw Area Value Express (W.A.V.E.) system bus. Call W.A.V.E. for more information, 734.475.9494.



### Map Legend

- ADA Areas
- Bus Route
- Part-time
- Landmark
- Major Highway

Map Updated September, 2006