



CITY OF BATTLE CREEK
TRANSIT DEPARTMENT

BATTLE CREEK TRANSIT

ADA / COMPLEMENTARY PARATRANSIT POLICY

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OVERVIEW

The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990, by President George H.W. Bush. The ADA prohibits discrimination and ensures equal opportunity and access for persons with disabilities. Title II and Title III of the Americans with Disabilities Act provide that no entity shall discriminate against an individual with a disability in connection with the provision of transportation service.

Under DOT ADA regulations, 49 C.F.R. Section 37.121(a), “each public entity operating a fixed route system shall provide paratransit or other special service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route system.”

BCT ADA POLICY

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990, Battle Creek Transit (BCT) will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

ELIGIBILITY

Battle Creek Transit provides public transportation services on our fixed route buses and door-to-door transportation services through the use of Tele-Transit for persons who are certified as being ADA paratransit eligible.

BCT’s eligibility criteria was developed under the guidelines established by U.S. Department of Transportation Americans with Disabilities Act of 1990 which defines “ADA paratransit eligible” as a person with physical, visual, or mental functional limitation which causes him or her to be unable to use accessible fixed-route transportation. The diagnosis of a potentially limiting illness or condition is not sufficient for paratransit eligibility.

The ADA law says the following factors must be considered in determining ADA paratransit eligibility:

- A person’s disability and functional abilities
- Accessibility of the fixed-route system
- Architectural barriers
- Environmental conditions

A person’s age, the distance to bus stops, weather and environmental barriers do not, alone, establish eligibility.

HOW TO APPLY FOR ADA PARATRANSIT CERTIFICATION

To be eligible for BCT's ADA Paratransit service each person must complete an application for certification. Applications are available at Battle Creek Transit's Administrative Office, 339 W. Michigan Ave, Battle Creek, MI 49037, by calling (269) 966-3474 and one will be mailed, or by going to www.battlecreekmi.gov/Transit.

BCT will evaluate the information in the application. In order to evaluate you request, it may be necessary to contact a physician or other professional to confirm the information you have provided. You will be informed of you approval or disapproval within 21 days of the receipt of the application. If you application is approved, you will be given information on how to get your identification card and use the Tele-Transit service and/or information regarding reduced fares on fixed bus route buses. If you application is disapproved, you will be given information on how to appeal the determination.

APPEAL PROCESS

Upon receiving notification that your application for ADA was not approved, the applicant will have 60 days in which to appeal the decision. Appeals under this process will be determined by the Operations Supervisor. All requests for appeals should be in writing and sent to:

Operations Supervisor
Battle Creek Transit
339 West Michigan Ave.
Battle Creek, MI., 49037

Upon request, the applicant will be afforded an opportunity to be heard and to present information and arguments to support a determination of ADA eligibility.

No individual involved in the original determination to deny eligibility shall have a decision-making role in an appeal of that determination.

For denials of ADA eligibility, Battle Creek Transit is not required to provide paratransit service (priority scheduling) to the applicant while the appeals process is underway. However if the Operations Supervisor has not made a determination within 30 days of receiving the appeal, then the applicant's appeal is automatically upheld and ADA eligibility is granted to the applicant.

HOURS OF OPERATION

Tele Transit service coincides with BCT's fixed route service hours and offers extended service at night. The hours of operation for Tele-Transit are Monday-Friday, 5:15 a.m. – Midnight and Saturday 9:15 a.m. – 5:00 p.m. BCT fixed-route and Tele-Transit does not operate on Sunday or on the following holidays:

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

FARES

The one-way fare for ADA certified passengers, senior citizens (60 years or older), persons who have a Medicare card, or those individuals certified by BCT as qualifying for reduced fare is \$2.

Passes are also available that may be used on the Tele-Transit vehicles. Individuals who qualify for the reduced fare can also purchase these passes at a discounted rate. Reduced fare passes are for those qualified only, one qualified companion and are otherwise non transferable.

Passengers are required to pay the fare at the time of boarding the vehicle. Passengers must have exact fare, operators cannot make change. Passengers who cannot pay the fare will not be allowed to ride. Only Tele-Transit Punch Passes and Cash are accepted on BCT vehicles.

For more information on where to purchase passes, please call BCT at (269) 966-3474.

DRIVER ASSISTANCE

Tele-Transit service is door to door public transportation for Battle Creek area residents. Vans are shared with other passengers and a van may make a number of stops picking up and/or dropping off other passengers.

All of BCT's Operators will provide passenger assistance if requested in boarding and disembarking the vehicle. Passenger assistance may include guiding the passenger to the vehicle, lending a steady arm for balance, deploying the lift and loading passenger on the lift, finding a seat or securing a wheelchair.

BCT Operators will not provide assistance that involves bearing weight, including lifting and carrying passengers or their possessions. Individuals who need extensive assistance in traveling should arrange for a Personal Care Attendant to accompany and assist them.

BCT is a limited door to door service. Operators do not go inside homes, offices, or apartment buildings, and they do not take passengers up and down steps.

HOW TO SCHEDULE A TRIP

All customers wishing to utilize the Tele-Transit service must be registered 24 hours in advance. To register or make reservations, contact dispatch by calling (269) 966-3474, option 2, Monday through Friday, during the hours of 8:00 a.m. – 5:00 p.m.

Under the Americans with Disabilities Act (ADA), BCT must provide next day service to our customers that have been certified as "ADA" due to their inability or difficulty in using the regular fixed route bus service. Same day requests may be accommodated if space is available.

ADA certified customers may schedule next day service for Mondays and the day after a holiday by calling (269) 966-3474 and leaving a voice mail. Please provide your name, the trip request information and a phone number where you can be reached.

If a requested trip time is not available, the dispatcher may offer a trip time up to one (1) hour before or one (1) hour after the requested trip time to accommodate all ride requests. If the passenger has an appointment, the negotiated time will be before the requested time.

When you call to reserve a trip, please have the following information ready to give the dispatcher:

1. Your name, address and phone number.
2. The day and time you wish to schedule your trip.
3. The origin, destination, and desired time of your trip. The dispatcher will ask you to schedule your return trip, if needed, at the time that you make your initial trip reservation. Please be specific on which building and/or entrance you wish to use, if applicable.
4. Any special needs you may have, such as a mobility device, visually impaired, etc.
5. Anybody traveling to assist you (PCA) and companions. You are allowed to schedule one (1) fare-paying companion. Companions pay the same fare as the registered customer. Additional companions may be scheduled based on space availability.

Tele-Transit vehicles may arrive fifteen (15) minutes prior to and fifteen (15) minutes after your scheduled pick up time. The vehicle will wait five (5) minutes before it must leave to accommodate other scheduled pickups.

HOW TO CANCEL A TRIP

If your plans change and you do not need your trip, please cancel one or more hours before the scheduled trip by calling dispatch at (269) 966-3474, option 2.

When canceling please give the dispatcher your name and trip information. Make sure you also cancel your return trip if you will not need it. Once the trip is canceled the dispatcher will supply you with a cancellation number.

Any change to your reservation must be made with the dispatcher and not with the driver.

“NO-SHOW” POLICY

As an ADA Certified customer, you have priority scheduling. To accommodate this, it means we may have to cancel a ride that a non-ADA certified customer already has scheduled. Therefore, we highly encourage you to contact dispatch at least sixty (60) minutes before your schedule pickup window should you need to cancel your ride so we may be able to accommodate other customers during that time frame.

The No Show policy is intended to encourage passengers to call in advance and cancel unneeded trip reservations. Passengers who continually fail to cancel or take the scheduled rides are reserving capacity that could be available to another passenger.

ANNOUNCING OF MAJOR BUS STOPS/ TIMELINES

ADA law requires that transit systems have a mechanism in place whereby major bus stops along each fixed route are announced so that individuals with visual impairments will be oriented to their location. If an individual requests to have additional stops called out the operator must abide by this request.

Whether or not the bus has a PA system or if the system is not working, the operators are required by law to announce verbally the call outs listed below. ***The bus stop signs just prior to the call outs listed below are orange to serve as a reminder to call out the next location.***

ROUTE	ORANGE SIGN	ADA CALL OUT
1W - WEST MICHIGAN	<ol style="list-style-type: none"> 1. Leila Arb. 2. Dunning 3. Robinson 4. Urbandale Plaza 5. 493 W Michigan 6. Back of Shranks 	W Michigan & 20 th , OB Willard & Bedford, OB Davidson Dr. & Wolfe, IB W Michigan & Bedford, IB W Michigan & Kendall, IB Transportation Center
2E - EMMETT - EAST	<ol style="list-style-type: none"> 1. North at Hospital 2. Garrison 3. Sycamore 4. Hunter 5. North 6. McCamly at Mich. 	KCC, OB Emmett & McKinley, OB Eaton & East, IB East & Emmett, IB North & Garfield, IB Transportation Center
2W – COLUMBIA - TERRITORIAL	<ol style="list-style-type: none"> 1. Beckman 2. Pleasant 3. 20th at Iroquois 4. Sunshine Auto 5. Super Print 6. Dickman 	Territorial & La Vista, OB Territorial & La Vista, OB Columbia Plaza, OB Meijers, IB Riverside & Columbia, IB Transportation Center
3E - MAIN & POST	<ol style="list-style-type: none"> 1. Main at RR Tracks 2. Main St Market 3. Caine 4. Main 5. Pittee 6. NE Capital at Bank 	Main & Willow, OB Glennwood Trace, OB Post Cereal, IB Main & Mary IB Michigan & Division, IB Transportation Center
3W - KENDALL - GOODALE	<ol style="list-style-type: none"> 1. Gould 2. Wilds 3. Roosevelt 4. Truth 5. Howland 6. Hamblin at Carlye 	Washington & Champion, OB Goodale & Redner, OB Roosevelt & Springview, IB Hubbard & Parkway, IB Manchester & Washington, IB Transportation Center

4N - N.E. CAPITAL	1. Merritt 2. Maplegrove 3. Wagner Drive 4. Hunter 5. Broad 6. Hamblin at Monroe	Capital & Union, OB Capital & Emmett, OB Roosevelt & Capital, IB Capital & Emmett, IB Capital & Union, IB Transportation Center
4S - S.W. CAPITAL	1. Lakeview 2. Old Gary Field's 3. ABC Warehouse 4. Beckley at Target 5. Weeks 6. Horrocks	Capital & Columbia, OB Beckley & Capital, OB Felpaush Store, OB Lakeview Square Mall, IB Capital & Columbia, IB Transportation Center
5W FORT CUSTER - VA HOSPITAL	1. Ottawa 2. Armstrong 3. Harts Lake Rd. 4. Tech Center 5. Brookside 6. Hamblin at Carlye	Dickman & Hill Brady, OB VA Hospital, IB Hill Brady & II Stanley, OB Hill Brady & Dickman, IB Liberty Commons, IB Transportation Center
5W FORT CUSTER - VA HOSPITAL (Express)	1. Ottawa 2. Harts Lake Rd. 3. Armstrong 4. Brookside 5. Hamblin at Carlye	Dickman & Hill Brady, OB Hill Brady & II Stanley, OB VA Hospital, IB Liberty Commons, IB Transportation Center

MOBILITY DEVICES

All BCT vehicles accommodate wheelchairs, as defined by the ADA. This includes manual wheelchairs, power wheelchairs, and mobility scooters (both 3 and 4 wheeled).

WHEELCHAIR SECUREMENT

All mobility devices must be secured to the floor of buses/vehicles during transportation. Passengers may not unsecure their mobility devices while the vehicle is in motion. Operators will secure the wheelchair or scooter.

Wheelchair and scooter users are required to set the wheel locks or power off the device when riding up or down on a lift and when secured in the wheelchair space.

BCT passengers are required to wear lap and shoulder restraints. Operators will assist their passengers with securing these restraints.

Passengers who fail to comply with this policy may be denied transportation, in accordance with ADA regulations.

PERSONAL CARE ATTENDANT POLICY

A Personal Care Attendant (PCA) is someone designated or employed specifically to help an individual with a disability meet his or her personal needs in daily living activities.

An ADA qualified passenger, who acknowledges the need for a PCA may have one travel with them free of charge on Tele-Transit vehicles. In addition to the PCA, one (1) fare-paying Companion may also ride with a certified Tele-Transit rider. When booking a reservation, the rider must tell the Dispatcher who will be accompanying the rider. This allows for adequate vehicle space for other scheduled passengers during the shared ride. If the rider fails to make the notification at the time of reservation, additional passengers will be accommodated only if there is room on the vehicle.

PORTABLE OXYGEN/ RESPIRATOR POLICY

As required by the ADA, individuals using our transportation services may bring respirator, portable oxygen equipment, and/or other life support equipment on board our vehicles. All equipment must be small enough to fit into our vehicles safely and without obstructing the aisle and/or blocking emergency exits. Passengers must secure the equipment by means such as carrying the equipment, using a shoulder strap, or securing the equipment to a wheelchair. If the passenger cannot maintain control of their equipment, the passenger must have a PCA to perform those functions.

SERVICE ANIMAL POLICY

As required by the ADA, any guide dog, signal dogs, or other animal individually trained to work or perform tasks for the benefit of an individual with a disability, have access to our vehicles. All service animals must be kept under the control of their owner at all times and abide by local animal safety regulations.

Under ADA regulations, the definition of a service animal is an animal “individually trained to work or perform tasks for an individual with a disability.” If an animal’s only function is to provide emotional support or comfort for the passenger, that animal would not fall under the regulatory training-based definition of a service animal.

Non Service -Small animals (under 25 pounds) may travel on BCT’s vehicles in a properly secured animal transport container small enough to fit on the owner’s lap. Operator’s will not provide assistance in carrying the transport container. Animals must be fully under control of the rider. Riders are responsible for the behavior and hygiene needs of service animals. Small animals will be denied transport if seriously disruptive.

VISITOR POLICY

Battle Creek Transit (BCT) is required to provide complementary (equivalent) paratransit service under 37.121 of (Part 37) and shall make the service available to visitors from out of town on the same basis as it is provided to local residents without the distinction. For the period of a visit, the

visitor is treated exactly like an eligible local user, without any higher priority being given to either.

If the visitor has been certified as ADA “Paratransit Eligible” by another public entity, BCT will honor the certification and the visitor may use the Tele-Transit service for up to 21 days. Visitors who are not certified by another transit provider and who claim presumptive eligibility may be requested to provide certain documentation, such as place of residence and the nature of their disability.

The 21 days of service provided to visitors with disabilities are to be calculated as any combination of 21 days during any 365 day period, beginning with the visitor’s first use of service. Visitors who require more than 21 days of service within a 365 day period are required to apply for local eligibility through the certification process.

HOW TO FILE A COMPLAINT

All passenger comments, positive and/or negative are welcomed and will be investigated by BCT’s ADA Coordinator. Passengers may send their comments to BCT by mail, email, fax or phone. Comments should be directed to:

Battle Creek Transit
Attn: ADA Coordinator
339 W. Michigan Avenue
Battle Creek, MI 49037

Phone (269) 966-3474 Fax (269) 966-3652

Email: mravis@battlecreekmi.gov

When filing a complaint report riders are encouraged to provide the following information:

- Passenger’s name, address and telephone number
- Date and time of the incident
- Details of the incident

Rider confidentiality will be ensured when investigating and resolving complaints.

**Battle Creek Transit (BCT)
ADA Complaint Form**

The following information is necessary to assist us in processing and investigating your complaint. If you require assistance in completing this form, then please contact the ADA Coordinator at (269) 966-3588.

Section I:

Name: _____ Telephone No.: (____) _____
Address: _____ Alt. Tele. No.: (____) _____
City: _____ State: _____ Zip Code: _____
Electronic Mail (email) address: _____

Section II:

Are you filing this complaint on your own behalf? Yes* No
*If you answered "yes" to this question, then skip to Section III.

If not, then please supply the name and relationship of the person for whom you are complaining: _____

Please explain why you have filed for a third party: _____

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party Yes No

Section III:

Name of the agency complaint is against: _____
Contact person: _____
Title: _____ Telephone Number: _____

Section IV

Which of the following best describes the complaint? (Check all that apply)

Disability Reasonable Modification Other

Date of Alleged Incident (month/day/year): _____

Witnesses (if applicable):

Name: _____ Contact Info.: _____
Name: _____ Contact Info.: _____

Explain as clearly as possible what happened and how you believe you were discriminated against or the complaint at hand. Describe all persons who were involved, and provide the names and title of all BCT employees involved, if possible. Be sure to include the names and contact information of any witnesses. If more space is needed, then please use the back of the form.

Section V:

Have you filed this complaint with any other Federal, State, or local agency; or with any Federal or State court? Yes No

If yes, check all that apply:

Federal agency Federal court State agency State court Local agency

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Title: _____

Address: _____

City, State, and Zip Code: _____

Telephone Number: _____

You may attach any written materials or other information that you think is relevant to your complaint. I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.

Signature and date required below:

Signature **Date**

Please submit this form in person at the address below or mail this form to:

**ADA Coordinator
Battle Creek Transit
339 West Michigan Avenue
Battle Creek, MI 49037-2313**

Date Received: _____
Received By: _____

Public Notice of Rights Under The Americans With Disabilities Act Battle Creek Transit

- In accordance with the requirement of Title II of the Americans with Disabilities Act of 1990 (ADA), Battle Creek Transit (BCT) will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.
- BCT provides reasonable modifications for individuals with disabilities by making changes to policies, practices, or procedures to ensure that people with disabilities have an equal opportunity to enjoy all programs, services, and activities.
- Complaints that a program, service or activity of Battle Creek Transit is not accessible to persons with disabilities should be directed to BCT's ADA Coordinator, Mallory Avis at 269-966-3474; email to mravis@battlecreekmi.gov; or visit our administrative office at 339 W Michigan Avenue, Battle Creek, MI 49037.
- For more information on the Americans with Disabilities Act, visit our website at <http://www.battlecreekmi.gov/transit>
- To request this document or information in another language please call (269) 966-3474.
- Para solicitar este document o informacion en otro idioma, por favor llame (269) 966-3474.