

DIAL-A-RIDE APPLICATION AND REQUEST FOR ADA CERTIFICATION

NAME _____

PHONE _____

IF YOU ARE REQUESTING DEMAND RESPONSE TRIPS (1ST COME 1ST SERVE BASIS ON AVAILABILITY), OR CERTIFICATION FOR ADA PARATRANSIT ELIGIBILITY (PREMIUM SCHEDULING), YOU WILL NEED TO FILL OUT PAGES 1,2 AND 3 OF "REQUEST FOR CERTIFICATION OF ADA PARATRANSIT ELIGIBILITY".

PLEASE FILL OUT AND MAIL TO:

**BAY METRO TRANSIT
ATTENTION: DIAL-A-RIDE
1510 N.JOHNSON
BAY CITY, MI. 48708**

YOU CAN ALSO FAX IT TO:

989-894-2621

OR E-MAIL TO:

dsmith@baymetro.com

Office Use Only	
INELIGIBLE _____	Internally Certified _____
DEMAND-RESPONSE _____	
ADA PARATRANSIT CATEGORY: 1. _____ 2. _____ 3. _____	

MAIL COMPLETED FORM TO: 1510 N Johnson St, Bay City, MI, 48708
 OR FAX TO 894-2621
 ANY QUESTIONS: 894-2900 ext. 3716 or 3713

**BAY METRO TRANSIT
 REQUEST FOR CERTIFICATION OF ADA PARATRANSIT ELIGIBILITY**

1. NAME: _____
2. STREET ADDRESS: _____
CITY: _____ STATE: _____ ZIP: _____
3. TELEPHONE: (HOME): _____ (WORK): _____
(CELL): _____
4. DATE OF BIRTH: ____/____/____

5. What is the disability which prevents you from using fixed route service?

6. Is this condition temporary? ____ If yes, expected duration: ____/____/____

7. Are there any other effects of your disability of which we need to be aware?

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The following information will be used to ensure that an appropriate vehicle is utilized to provide your transportation and that an accurate analysis of your trip request can be made by Bay Metro Transit.

8. Do you use any of the following aids to mobility? (Check all that apply)

Manual Wheelchair _____

Electric Wheelchair _____

Powered Scooter (Amigo) _____

Service Animal _____

If service animal is checked, describe type and purpose _____

Personal Care Attendant _____

If PCA is checked, does the PCA travel with you all the time? Yes ___ No ___

9. Please answer the following questions:

Can you travel 200 feet (1 block) without the assistance of another person?

Yes ___ No ___

Can you travel $\frac{1}{4}$ mile without the assistance of another person?

Yes ___ No ___

Can you travel $\frac{3}{4}$ mile without the assistance of another person?

Yes ___ No ___

Can you climb three 12-inch steps without assistance? Yes ___ No ___

Can you wait outside without support for ten minutes? Yes ___ No ___

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10. I hereby certify that the information given above is correct.

Signed _____ Date: ____/____/____

In order to allow Bay Metro Transit to evaluate your request, it may be necessary to contact you to arrange an in-person meeting. Bay Metro Transit will contact you to set up the day and time. Transportation will be provided at no cost if this meeting is necessary. Please list the best days of the week and times during the day that you are most often available.

In order to allow Bay Metro Transit to evaluate your request, it may be necessary to contact a physician or other healthcare professional to confirm the information you have provided. Please complete the following information and authorization form.

The following physician and/or healthcare professional is familiar with my disability and is authorized to provide protected information under HIPAA to Bay Metro Transit required to complete this certification for a period of no more than 60 days from the date of my signature below.

NAME: _____

STREET ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

OFFICE TELEPHONE: _____

Applicant Printed Name: _____

Applicant Signature: _____ Date: _____

**BAY METRO TRANSIT
HEALTHCARE PROVIDER CERTIFICATION
FOR ADA PARATRANSIT SERVICE
[DOCTOR MUST FILL OUT THIS SECTION]
PATIENTS NAME: _____**

Your patient has requested eligibility for Bay Metro Transit ADA paratransit service. Bay Metro Transit operates an accessible, fixed-route service; a countywide, demand-response service for seniors and disabled (first-come-first-serve); and an ADA Paratransit service for those individuals that have a disability which specifically prevents them from using the fixed route service and obligates Bay Metro Transit to transport them under Federal ADA guidelines. If the individual is disabled but is capable of riding the fixed route, they may still ride the demand-response service, but may not qualify for ADA Paratransit service.

As the applicants healthcare provider you are uniquely qualified to clarify his or her functional abilities and limitations to ride Bay Metro Transit's fixed route service. In order to determine this applicant's functional abilities, please complete and certify to the following questions. Please be as detailed as possible as to how the applicant's disability impacts their ability to board, navigate, and travel on the fixed route system. We do not need to know exact diagnosis, just its impact on the applicant's abilities.

1. NAME OF HEALTHCARE PROVIDER: _____

2. STREET ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

3. OFFICE TELEPHONE: _____

4. SPECIALIZATION: _____

5. Is the applicant's disability/condition temporary? ____ If yes, what is the expected duration: ____/____/____

6. Does the applicant require the use any of the following aids to mobility?
(Check all that apply)

Manual Wheelchair _____ Electric Wheelchair _____

Powered Scooter (Amigo) _____

Service Animal _____ If service animal is checked, describe type and purpose _____

Personal Care Attendant _____ If PCA is checked, does the PCA have to travel with the applicant all the time? Yes ___ No ___

7. If the applicant is currently on medications, will the side effects of this reduce or hinder this applicant's ability to use the accessible fixed route service? Yes ___ No _____

8. Please answer the following questions:

Is the applicant able to travel 200 feet (1 block) without the assistance of another person? Yes ___ No ___

Is the applicant able to travel $\frac{1}{4}$ mile without the assistance of another person? Yes ___ No ___

Is the applicant able to travel $\frac{3}{4}$ mile without the assistance of another person? Yes ___ No ___

Is the applicant able to climb three 12-inch steps without assistance? Yes ___ No ___

Is the applicant able to wait outside without support for ten minutes? Yes ___ No ___

Is the applicant any more susceptible to the affects of heat than an individual without the applicant's disability/condition? Yes ___ No ___

Is the applicant any more susceptible to the affects of cold than an individual without the applicant's disability/condition?

Yes _____ No _____

Is the applicant any more susceptible to the affects of air quality than an individual without the applicant's disability/condition?

Yes _____ No _____

9. Are there any other effects of your disability of which we need to be aware?

10. In your professional assessment, HOW does the applicant's disability or condition impact their ability to travel independently from one location to another on Bay Metro Transit's fixed route service? _____

11. I hereby certify that the information given above is correct.

Signed _____

Date: ____/____/____

PLEASE FAX COMPLETED FORM TO BAY METRO TRANSIT AT:
894-2621

IF YOU HAVE ANY QUESTIONS, PLEASE CALL:
894-2900 ext. 3716 or 3713

For more information call:

894-0631

or toll free

1-888-237-6635

***BAY
METRO
DART***

**Dial-A-Ride (DART)
INFORMATION
GUIDE**



Bay Metro Transit
1510 N Johnson St
Bay City, MI 48708
(989) 894-2900

TO:

CONTACT INFORMATION

Riders may schedule rides by calling one of the following phone numbers:

- Local Calls: (989) 894-0631
- Long Distance Calls: (888) 237-6635

For general information, please contact one of the following offices:

- Dispatch Office: (989) 894-2900, ext 2
- Complaints: (989) 894-2900, ext 3701
- Dispatch Supervisor: (989) 894-2900, ext 3716

Additional information on all Bay Metro Transit services is available at the Bay Metro website:

www.baymetro.com

Written Communication may be sent to the following address:

Bay Metro Transit
1510 N Johnson St
Bay City, MI 48708

***BAY
METRO
DART***

WHAT IS BAY DART?

The Dial-A-Ride transportation system (DART) is an origin-to-destination service of Bay Metro Transit designed to assist senior and disabled citizens of Bay County with special transportation needs. ADA certified passengers have priorities in scheduling, as opposed to those persons who are not certified. The main criteria for ADA certification is inability to use accessible fixed-route service. Please call 894-0631 or 1(888)-237-6635 to request a registration form. The approval process will be completed in 21 working days from the time Bay Metro Transit receives your application. However, additional medical information may be required.

WHO CAN USE DART?

- 1) ADA Certified individuals.
- 2) Individuals that are disabled, but do not have ADA certification. If capacity is available. Disability must be verifiable.
- 3) Person sixty years of age or older, if capacity is available.

WHAT TIME AND WHERE DOES DART OPERATE?

DART operates during normal fixed route service hours.

Monday-Friday

6:00 am until 7:00 pm

Saturday

9:00 am until 6:00 pm

Only rides within $\frac{3}{4}$ of a mile of a fixed route will be considered an ADA priority ride, however DART operates anywhere within Bay County.

HOW DO I BOOK A RIDE?

If you have never used DART before, call to determine eligibility and any other details you may need to know. Also, your information will be entered in a computer to speed up the scheduling process when you do call to schedule a ride.

Call from 8:00 am until 5:00 pm, Sunday through Saturday to schedule. On Sunday, leave reservation on voicemail.

HOW DO I BOOK A RIDE? - continued

You may call to schedule rides no more than 1 week in advance. Up to the day prior, non-ADA certified individuals will be scheduled on a first-come, first-served basis.

Tell the scheduler the time you need to be at your destination and the scheduler will tell you what time they will pick you up to go there. For the return trip, tell the scheduler what time you need to be picked up and the scheduler will schedule as close as possible to that time

Be flexible. Persons that use public transit share the service with everybody in the community. Plan on a 20 minute window around the pick up and drop off times that the scheduler tells you. Also, while booking your rides, the scheduler may "negotiate" times with you to help avoid over-booking during certain times.

Be ready. There is only a 5 minute wait time once your ride arrives. After 5 minutes, your ride will depart.

Cancel early. You may leave a message in the DART office if you call outside of normal scheduling hours. Not canceling rides could result in suspension of service if it happens frequently.

Notify the scheduler if you will be accompanied by a certified Personal Care Attendant; they will not be charged. One companion may also travel with you (or more if capacity available), but they will be charged fare.

BOOKING RIDES:

894-0631

Toll Free 1(888)-234-6635

WHAT IS THE COST OF DART SERVICE?

\$1.50

10-pack, single-ride tickets may be purchased in advanced for \$15.00 at the Bay Metro Transit Central Bus Station, 1124 Washington Ave or online at www.baymetro.com. Drivers do not carry change and Dart drivers are not to accept tips.

Riding the Bay Metro DART Service

Pick-up/Drop-off Procedures

The Bay Metro DART Service is a curb-to-curb, shared ride program that compliments Bay Metro Transits fixed route bus service. Riders must be at a safe waiting area in front of, or as close as possible to, the entrance of the pick-up location. The DART driver will wait for a rider at the curb of a public street, in front of, or as close as possible to the rider's designated pick-up location. **Bay Metro drivers cannot enter a private residence to assist passengers.** If a rider needs assistance exiting the pick-up location or entering the destination location, a companion or personal care attendant must be available to assist. For drop-offs, the operator will drop the rider off at the sidewalk, or another safe location next to the curb in front of, or as close as possible to, the designated drop-off location.

If your pick-up is at an apartment complex, nursing home, or adult program/day care center, it is the rider's responsibility to let the scheduler know if any special instructions are needed such as security gated entries, apartment building numbers, or multiple entrances to large institutions. Otherwise DART drivers will pick-up and drop-off at the main entrance or designated/predetermined points of entry. **If the rider fails to inform the scheduler of special instructions and the pick-up cannot be made, it will be recorded as a No-Show.**

Passenger Assistance by DART Drivers DOES NOT include the following:

- Assisting passengers on unsafe or steeply inclined mobility ramps or stairs.
- Locking/unlocking doors or activating/deactivating alarms to any facility or residence.
- Loading and unloading personal items (except as provided for in the Packages section of this guide)
- Handling service animals.
- Handling the controls of electric wheelchairs or scooters.
- Providing medical treatment.
- Scheduling trips, changing schedules, confirming future trips, making change for fares.

Waiting Time

There is a 20-minute arrival window at each pickup location. Passengers must be ready to board the van ANYTIME within the 20-minute pick-up window. **Out of courtesy for other riders the van will wait no longer than 5 minutes at each pick-up location.** If a rider does not show up to board the vehicle during the 5-minute wait time, the rider will be marked as a No-Show and the van will leave the location.

The DART driver will request that the dispatcher call the customer to advise that the vehicle has arrived before departing. **It is the responsibility of the customer to be prepared to board, when the vehicle arrives.** If you are unsure of your pick-up window, please call Bay Metro DART at (989) 894-0631, or toll free at 1-888-237-6635

Use of Wheelchairs and other Mobility Devices

Bay Metro DART Service will make every attempt to accommodate common wheelchairs, scooters, and other mobility devices. As defined by the ADA, these devices are not to exceed 48 inches in length, 30 inches in width, and 600 pounds in total weight (occupied). **Mobility devices exceeding these standards may be denied service.** For passenger safety, Bay Metro Transit will not transport riders using broken mobility devices. Since DOT ADA regulations' definition of a common wheelchair does not include a requirement for brakes, working brakes on wheelchairs and similar mobility devices CANNOT be required. **However, for safety reasons, Bay Metro DART Service strongly recommends that wheelchairs and similar devices be equipped with working brakes.**

Please be sure that wheelchairs, scooters and other mobility devices are clean, safe, and in good working condition before using the Bay Metro DART. Individuals who cannot board the vehicle using the steps may use the wheelchair lift.

Securing of Wheelchairs and other Mobility Devices

Bay Metro DART will make every attempt to secure standard wheelchairs and scooters. If it is too difficult or impossible to secure the wheelchair or mobility device, the DART driver may suggest that the rider transfer to a van seat. It is the rider's choice to transfer or remain in their mobility device. **The FTA has advised that the ADA does not allow transportation to be denied if the mobility device cannot be secured.** However, for safety reasons, Bay Metro DART strongly recommends that all mobility devices be secured.

Use of Portable Oxygen

The ADA provides that transportation service must be provided to a rider who needs to bring along an oxygen bottle. **For safety reasons, it is the policy of Bay Metro DART to require the rider to maintain control of the oxygen bottle.** If the rider cannot pull an oxygen bottle cart or carry or maintain control of the bottle by himself or herself, then the rider shall provide a Personal Care Attendant to perform those functions. **When choosing to ride shared public transportation, it is the responsibility of the rider to select a size of oxygen bottle that they can control.**

When To Be Ready

A Bay Metro DART vehicle may arrive any time within the 20-minute arrival or pick-up window. You must be ready to board the vehicle immediately upon arrival. After waiting 5 minutes, the vehicle will leave. If you did not board the vehicle you will be marked as a No-Show.

When the van arrives, you are required to have exact change or a valid van pass for your fare payment.

Late Vehicles

Bay Metro DART vehicles experience the same traffic and weather conditions as the rest of the commuting public. **Occasionally, our vans may be late for a pick-up.** If the vehicle has not arrived by the end of your 20-minute pick-up window, please call Bay Metro DART Service at (989) 894-0631. **Please wait until the 20-minute window expires before calling.**

We will advise you of the status of the vehicle and what time to expect its arrival. If the van fails to arrive, within 60 minutes from the beginning of your 20-minute pick-up window, Bay Metro DART will provide the ride free of charge.

Personal Care Attendant

A Personal Care Attendant (PCA) may accompany a rider at no additional charge. However, your application for ADA Paratransit Eligibility must declare the need for a PCA or your file must indicate that you are eligible to have a PCA travel with you. You must reserve space for your PCA when scheduling your trip.

If a person demonstrates that they do not have the skills required for a "curb-to-curb" service, and arrangements have not been made with persons at both the pick-up and drop-off location to provide needed assistance, Bay Metro DART will require that a PCA travel with the person.

If the person elects not to provide a PCA, then Bay Metro DART is not the correct transportation service for them. In this case, the person will need to seek alternative transportation.

Guests

Guests are welcome to ride with you for \$1.50 per one-way trip. Unless other arrangements have been made, limited space does not allow a rider more than one guest per trip. In addition, you must reserve seating for your guest (including children) when scheduling your trip. **Seating for more than one guest is based on the availability of space.** This will be determined when you schedule your trips. Children accompanying you are considered guests. Children under the age of 6 years travel free and must be accompanied by a DART Eligible adult rider.

Packages

Except when transported by way of a shopping cart described below, packages are limited to a reasonable amount of grocery bags or similar sized packages. DART drivers may help a rider carry packages on and off the vehicle from the same sidewalk or waiting area where the rider boards and gets off the vehicle. **The DART driver cannot carry packages inside a private residence.** Any packages handled by the driver shall weigh no more than 15 pounds each. When on the DART vehicle, it is the responsibility of the passenger to maintain control of packages. If the passenger is unable to control the packages by themselves, then a Personal Care Attendant (PCA) needs to be provided to perform that function.

Provided there is space available, a shopping cart or similar device may be used by the rider to transport packages or other items if:

1. the rider can handle the cart without assistance from the driver,
2. the cart will not cause damage to the Bay Metro DART vehicle and
3. the size of the cart allows it to be placed next to the rider and not overhang the aisle or otherwise pose a safety hazard.

Visitors

Out of town visitors, who are ADA eligible, may access Bay Metro DART. **Out of town visitors, without proof of ADA eligibility, must certify in writing that a disability precludes their use Bay Metro Transit's accessible fixed route system.** If an out of town visitor without proof of ADA eligibility rides the Bay Metro DART 21 days within a one year time period, they must apply for and receive ADA eligibility status in order to continue riding the Bay Metro DART Service.

Service Animals

Service animals are allowed to accompany you if this need is indicated on your eligibility application or is stated in your file. Please inform the Bay Metro DART Office if a service animal will be accompanying you on your trip. **All service animals must be leashed or harnessed during the entire trip.** Animals must not pose a threat to any passenger or the DART operator. **Animals shall not block or in any way obstruct aisles or doorways.** A service animal is defined as, "Any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained are not service animals for the purpose of this definition. ...The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purposes of this definition."

- No eating, drinking, or smoking while on board the vehicle.
- No riding under the influence of alcohol or illegal drugs as defined in Michigan Statutes governing operation of motor vehicles.
- No abusive, threatening or obscene language or actions.
- No deliberate fare evasion.
- No physical or verbal abuse of another rider, or the van driver.
- No operating or tampering with any equipment while on the vehicle.
- Unless a headset or earphones are used, radios, cassette tape players, compact disc players or other sound generating equipment shall not be played on the vehicle.
- No petting guide dogs or other service animals without the permission of the owner.
- Baby strollers must be folded and stowed so as not to block the aisle or cause injury to persons on the van.
- Heads, arms and other body parts must be kept inside the van and objects must not be thrown from van windows.
- Except when they are boarding and unboarding, passengers shall remain seated and shall refrain from actions that divert or distract the van driver from operating the vehicle.
- For safety reasons, passengers may not transport on transit vehicles car batteries, fireworks, flammable liquids, or propane bottles.

Denial of Service Policy

Riders, their personal care attendants or companions traveling with riders who violate rules of conduct are subject to penalties, including suspension of service. Riders, their personal care attendants, or companions traveling with riders who engage in physical abuse or cause physical injury to another rider or van driver, or who engage in other illegal activities, may be subject to immediate and permanent suspension, and possible criminal prosecution.

Riders or their personal care attendants or companions, who engage in activity that disrupts the operation of the Bay Metro DART, may also be subject to a suspension of service. If a rider is disruptive to Bay Metro DART, Bay Metro DART reserves the right to require that a Personal Care Attendant (PCA) travel with the rider as an option to service suspension.

In addition, Bay Metro DART Service will be denied to any person who poses a potential public health threat. The existence of excrement on clothes or on hands poses the potential for the spread of diseases. Contact with other body fluids, such as blood or vomit, poses an HIV or hepatitis B and/or C threat.

If the van arrives for a pick-up and the passenger or his or her clothing is soiled with feces, urine, vomit or blood or the passenger displays a draining sore or an open wound, which is not dressed in a manner that prevents seepage of bodily fluids, the passenger has the choice of:

1. "call when ready listing" the trip until they have cleaned themselves and/or clothes have been changed or the sore or wound is dressed in manner to prevent the seepage of bodily fluids or
2. having the incident considered as a "refusal of service".

In the case of "call when ready", a second van will be dispatched when permitted by daily trip load and a "no-show" will not be recorded for the initial scheduled pick-up.

In the case of a refusal of service, the DART driver shall seek prior approval from a Supervisor before refusing service to any individual. If the Supervisor determines that a potential threat to public health exists as described above:

1. service will be refused,
2. a "no-show" will not be recorded

If the passenger files a written request for a Grievance Hearing within 60 days of the service refusal, the hearing will be scheduled. The hearing shall be conducted on a date within 15 days of the date on which the request for a hearing was received.

Bay Metro DART will provide free transportation to and from the hearing. If the person "no-shows" for the hearing, the person will be marked as a "no-show" and the hearing rescheduled. In the case of rescheduling, the hearing date may be more than 15 days from the date the request for hearing was received.

If the person "no-shows" for the second hearing the person will be marked as a "no-show" and will be deemed to have waived their right to a hearing.

Children

A DART eligible adult must accompany all children under 6 years of age. They cannot ride unattended. If traveling with an eligible fare-paying adult, children under 6 years of age ride free.

Children under 6 years of age will be considered for Bay Metro DART eligibility based on the functional ability of both the accompanying adult and child (as a team) to use fixed route bus service. When an eligible child is traveling with an adult (who is serving as a PCA), a fare must be paid for the child and the adult attendant rides free.

If the child is 6 years of age or younger, or weighs less than 40 pounds, Bay Metro DART strongly recommends that the child be secured in a child safety seat. Bay Metro DART **does not provide safety seats for children.**

An adult accompanying a child on Bay Metro DART is responsible for the child. **Drivers are not permitted to carry children on or off the vehicle.** If you will need assistance with the child, please bring someone else along to help you.

Pets

Animals that are not service animals may ride on Bay Metro DART Service only if they are properly secured in a cage or kennel. **For safety reasons, drivers are not permitted to carry cages or kennels on or off of Bay Metro DART Service.** If you need assistance with a pet, please arrange to travel with someone who can help you.

Local agencies to help Senior and Disabled citizens of Bay County

- 1 Untied Way of Bay County
909 Washington Ave
Bay City, MI 48708
989-893-7508

- 2 Bay County Division on Aging
515 Center Ave
Bay City, MI 48708
989-895-4100

- 3 Bay City Housing Commission
1200 N. Madison
Bay City, MI 48708
989-892-9581