Riding the Bay Metro DART Service

BAY METRO TRANSIT, 1510 N JOHNSON ST, BAY CITY MI 48708 989-894-2900

DART Services

The Bay Metro DART Service is a curb-to-curb shared ride program that operates within the Bay Metro Transit service area. Also, DART is the ADA paratransit service that compliments the fixed route service for those whose disabilities prevent them from riding the fixed route service. The ADA service is origin-to-destination and operates within the Bay City area and within a ¾ mile corridor around the fixed route outside the urban area. Passengers must be ADA Certified to use the ADA Paratransit service.

Pick-up/Drop-off Procedures

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. ADA Paratransit service, being origin-destination service, will accommodate a passenger's disabilities up to a passenger's exterior door at the origin of the trip and the exterior door of the destination.

Passenger Assistance for DART passengers 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.**

Wait Time

Passengers can be picked up 15 minutes before or after the scheduled time at each pickup location. Passengers must be ready to board the van ANYTIME within the 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. When the van arrives, you are required to have the exact change or a valid van pass for your fare payment. 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.

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 15 minutes after your scheduled time, please call Bay Metro DART Service at (989) 894-0631. We will advise you of the status of the vehicle and what time to expect its arrival.

Use of Wheelchairs and other Mobility Devices

Bay Metro DART Service will make every attempt to accommodate wheelchairs, scooters, and other mobility devices within the vehicle and drivers' capabilities. All vehicles used in Bay Metro service meet ADA requirements. For passenger safety, Bay Metro Transit will not transport riders using broken mobility devices. Please be sure that wheelchairs, scooters, and other mobility devices are clean, safe, and in good working condition before using the Bay Metro DART. For safety reasons, Bay Metro DART Service strongly recommends that wheelchairs and similar devices be equipped with working brakes and lap belts and they be used by the occupant. Individuals who cannot board the vehicle using the steps may use the wheelchair lift.

Securing of Wheelchairs and other Mobility Devices

If it is too difficult or impossible to secure the wheelchair or mobility device safely, 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. 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 requires that all mobility devices be secured if they can 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 themselves, then the rider shall provide a Personal Care Attendant or companion 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.

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. The PCA is not required to travel with you. This is dependent on the need the PCA provides. You must reserve space for your PCA when traveling with you when scheduling your trip. If a person demonstrates that they or not capable of origin-to-destination service with reasonable accommodation, 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.

Companions

Companions 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 companion per trip. In addition, you must reserve seating for your companion (including children) when scheduling your trip. Seating for more than one companion is based on the availability of space. This will be determined when you schedule your trips. Children accompanying you are considered companions. 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 poses a safety hazard.**

Visitors

Out of town visitors, who are ADA eligible, may access Bay Metro DART. Bay Metro Transit accept proof of ADA eligibility from individual's hometown transit agency. Out of town visitors, without proof of ADA eligibility, must certify in writing or in person that a disability precludes their use of 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 defined under DOT ADA regulations as "any guide dog. Signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetch dropped items." BMTA permits service animals to accompany individuals with disabilities in vehicles and facilities. Emotional Support Animals (ESA) do not fall under this definition, but may be transported as pets, in a crate or carrier. During eligibility determination the need for a service animal should be indicated on your eligibility application. Please inform the Bay Metro DART Office if a service animal will be accompanying you on your 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.

Rider Conduct (See Passenger Code of Conduct)

To ensure the safety and comfort of all riders and the van driver, riders, their personal care attendant and any companion(s) traveling with riders must adhere to the following rules of conduct:

- **No eating, drinking, or smoking while on board the vehicle.**
- **No riding under the influence of alcohol or illegal drugs as defined in Michigan Statues 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 deboarding, 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 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**

Appeals for Service Refusal
If the passenger files a written request for a appeal 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 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 Bay Metro DART Service. If you need assistance with a pet, please arrange to travel with someone who can help you.

Notifying the Public of Rights Under ADA

Bay Metropolitan Transportation Authority (BMTA) grants all citizens equal access to all its transportation services in accordance with the Americans with Disabilities Act of 1990 (ADA). Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under ADA may file a complaint with BMTA.

For more information on BMTA's procedures to file a complaint, contact (989)894-2900, ext. 3701 or visit our administrative office at 1510 N. Johnson St, Bay City, MI 48708. For more information, visit www.baymetro.com.

A complainant may file a complaint directly with the Federal Transit Administration within 180 days of the alleged incident, regardless of whether she/he is satisfied with BMTA's resolution of the complaint. The address is: U.S. Dept. of Transportation, Federal Transit Administration, 200 West Adams St., Suite 320, Chicago, IL 60606-5253

If information is needed in another language or accessible format, please contact (989) 922-3702.

Local agencies to help Senior and Disabled Citizens of Bay County

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

4 Region VII Area Agency on Aging
1615 S. Euclid Ave
Bay City, MI 48706
1-800-858-1637

2 **Bay County Department on Aging**
515 Center Ave, Ste 202
Bay City, MI 48708
989-895-4100

3 **Bay City Housing Commission**
315 14th St
Bay City, MI 48708
989-892-9581

5 **Disability Network Mid-Michigan**
1705 S Saginaw Rd
Midland, MI 48640
989-835-4041

6 **Disability Services Resource Center**
1820 N Trumbull Dr
Bay City MI 48708
989-895-5444

7 **2-1-1 Services**
Dial 211 or 1-888-636-4211