Riding the Bay Metro Fixed Route Service for Passengers with Disabilities

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

Alternate Formats for Schedules and Service Information

Contact Bay Metro Transit at (989) 922-3702 for Schedules and Service Information in alternate formats. These alternate formats are generally not kept in stock, so please contact Bay Metro Transit with your request in advance. Bay Metro Transit staff and Vehicle Operators are glad to help with any questions you may have.

Pick-up/Drop-off Procedures

The Bay Metro Transit Fixed Route Service is a flagged down service. Passengers can pick up and drop off anywhere along any of the routes as long as the pick-up/drop off location is safe for the bus to pull over when considering traffic and other barriers such as snowbanks. It is better for buses to pick up and drop off after intersections, not before intersections; consider this when choosing where to board a bus. Try to make it clear to the driver the you want to board as the bus approaches; "flag down" particularly if you are not at a bus stop sign. Wave a light of some sort if it is dark.

Priority Seating Area

Priority seating is reserved on all Bay Metro Transit fixed route vehicles for individuals with disabilities who prefer to utilize this seating. This priority seating area is also the securement location for tying down wheelchairs. If a seat in the priority seating area is occupied, Bay Metro Transit drivers may only ask if the individual can move to another location. The driver may not ask if the individual has a disability under ADA, so it must be assumed if the individual does not move that they have a disability. If the passenger must use the priority seating area, for example, to secure their mobility device, but the priority seating area is occupied, the bus is considered at capacity and the passenger will have to wait for the next bus. The driver will call in to dispatch to check for an alternate service.

Use of Wheelchairs and other Mobility Devices

Bay Metro Transit drivers 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, please be sure that wheelchairs, scooters, and other mobility devices are clean, safe, and in good working condition before using the Bay Metro Transit fixed route service. For safety reasons, Bay Metro Transit strongly recommends that wheelchairs and similar devices be equipped with working brakes and lap belts and they be used by the occupant.

Securing Wheelchairs and other Mobility Devices

If it is too difficult or impossible to secure the wheelchair or mobility device safely, the driver may suggest that the rider transfer to a 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 Transit 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 Transit to require the rider to maintain control of the oxygen bottle. If the rider cannot pull an oxygen bottle cart or carry and maintain control of the bottle, then the rider should have 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.

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. Drivers are not required to help a rider carry packages on and off the vehicle. When on the 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) or companion should ride along 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 Transit 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.**

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." Bay Metro 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. Animals must not pose a threat to any passenger or the driver. Animals shall not obstruct aisles or doorways.

Stop Announcements

In the absence of an automated annunciator, fixed route drivers are required to make stop announcements as they approach major stops or stops that serve multiple buses. The stops to be announced are those listed on the fixed route pamphlets. It's good

practice to communicate your destination to the driver so that they can choose the best deboarding location at the destination and assist as needed.

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

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

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

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