

## TABLE OF CONTENTS

<u>Content</u>	<u>Page</u>
Welcome to <i>BT</i> access.....	2
ADA Criteria - Who is Eligible?.....	3
ADA Paratransit Eligible Visitors.....	4
Certification.....	5
Types of Eligibility.....	6
Eligibility Appeals Process.....	7
Phone Numbers.....	9
Hours of Operation.....	9
Administrative Hours.....	11
Scheduling <i>BT</i> access Rides.....	12
Suggestions for Scheduling.....	15
Confirmation Numbers.....	15
Pick Up Times.....	16
Standing Orders.....	17
Fares.....	17
Cancellation Policy.....	18
No Shows.....	18
Late Cancellation and No Show Appeals.....	19
Suspension of Service.....	22
Suspension for False Pretenses.....	22
Suspension for No Shows.....	23
Suspension for Abusive/Disruptive Behavior.....	24
Suspension Appeals Process.....	26
Companions and Attendants.....	28
Curb-to-Curb Service.....	30
Carry-On Items.....	31
Mobility Aids.....	32
Seatbelts.....	33
Oxygen Tanks.....	33
Service Animals.....	34
Learning to Use Fixed Route.....	34
BCOAT.....	36
Customer Service.....	36
Glossary.....	37
Quick Reference Information.....	39

## WELCOME TO BLOOMINGTON TRANSIT'S **BTaccess** PARATRANSIT SERVICE

Bloomington Public Transportation Corporation's **BTaccess** Paratransit Service provides curb-to-curb public transportation to people with disabilities who are unable to use Bloomington Transit's fixed route bus system. **BTaccess** is a shared ride service operated with accessible vehicles. Under the current policy, eligible passengers may schedule trips anywhere within Bloomington's city limits. This service is provided in compliance with the Americans with Disabilities Act of 1990.



### THE AMERICANS WITH DISABILITIES ACT OF 1990

The Americans with Disabilities Act of 1990 (ADA) assures that persons with disabilities have equal opportunity to live independently, to be economically self-sufficient and to participate fully in all aspects of life.

The law states that “...no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the (transportation) services... provided by a public entity”. The law also stipulates that any public entity which provides fixed route services shall offer a comparable paratransit system for those persons with disabilities who are unable to use the fixed route system. In Bloomington, our fixed route service is Bloomington Transit and our paratransit system is **BTaccess**.

## **ADA CRITERIA — WHO IS ELIGIBLE?**

ADA paratransit eligibility is based on an individual’s functional ability, not necessarily the individual’s particular medical diagnosis. Individuals are not enrolled or denied enrollment onto **BTaccess** based on a specific diagnosis or disability. The ADA identifies three areas in which individuals are eligible for complementary paratransit services. If the individual meets any of these criteria, they are then considered “ADA paratransit eligible”.

- 1) “Any individual with a disability who is unable, as a result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities.”
- 2) “Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride, and

disembark from any vehicle which is readily accessible to and usable by individuals with disabilities if the individual with disabilities wants to travel on a route of the system at a time, or within a reasonable time, or within a reasonable period of such time, when such a vehicle is not being used to provide designated public transportation on the route.”

All of Bloomington Transit's fixed route buses are equipped with wheelchair ramps or lifts. Therefore, the above eligibility criterion is generally not applicable.

- 3) “Any individual with a disability who has a specific impairment related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system.” Conditions, such as weather, distance and terrain do not automatically confer eligibility. However, if travel to and from a boarding location is impossible when combined with a specific impairment-related condition, paratransit services shall be provided.

Persons with temporary disabilities may be eligible for temporary enrollment onto **BTaccess**.

## **ADA PARATRANSIT ELIGIBLE VISITORS**

Out-of-town visitors who are ADA eligible may use **BTaccess** services. Visitors must contact **BTaccess** one week before service is required. The visitor may use **BTaccess**



services for up to 21 days a year. If the visitor needs further service, he/she must officially enroll with **BTaccess** by completing an application. Visitors must be ADA paratransit eligible in another transit district. Visitors will need to provide proof of their paratransit eligibility, their place of residence and information regarding their disability prior to scheduling for **BTaccess** services.

## **CERTIFICATION**

Please call **BTaccess** at **336-RIDE (7433)** and request that an application be mailed, e-mailed or faxed to you. Please let the Customer Service Representative know if an accessible format would best suit your particular needs (tape, large print, e-mail, or Braille). You may also print an application from our website at [www.bloomingtontransit.com/Access.htm](http://www.bloomingtontransit.com/Access.htm).



Upon receipt, it will take approximately three weeks for the Customer Service Manager to process your application. Please do not wait until you need a ride to send in your application. You will be notified in writing, or another accessible format, of your eligibility status.

For independent travel, applicants must be at least 5 years old. Applicants 4 years old and younger are required to have supervision. Eligible paratransit program participants may be certified for services for approximately 3-5 years. The eligibility period will depend on the paratransit participant's specific disability and duration (if temporary). Eligibility for **BTaccess** may be on a conditional basis, meaning service will only be provided for those trips in which ADA paratransit eligibility standards are met. You will be required to use BT's fixed route bus service or find alternative transportation for trips that are not deemed to be ADA paratransit eligible.

**BTaccess** will notify participants of the recertification requirement at least 90 days prior to the expiration of their eligibility period. If a participant fails to return their recertification application, their eligibility for **BTaccess** may be terminated.

## **TYPES OF ELIGIBILITY**

Eligibility to use **BTaccess** generally falls into one of the four following categories:

**Full Eligibility-** Allows the customer to ride within our service area without additional restrictions.

**Temporary Eligibility-** Allows the customer to ride within our service area without additional restrictions for a temporary span of time. The expiration date for each customer's eligibility will be explained to each customer as they are enrolled.

**Conditional Eligibility-** Allows the customer to ride within our service area under certain conditions. These conditions will be

explained to each customer as they are enrolled and as trips are scheduled.

**Temporary Conditional Eligibility-** Allows the customer to ride within our service area under certain conditions. These conditions will be explained to each customer as they are enrolled and as trips are scheduled. The expiration date for each customer's eligibility will also be explained to each customer as they are enrolled.



## **ELIGIBILITY APPEALS PROCESS**

Persons who are denied eligibility for **BTaccess** may appeal the initial eligibility determination. The initial decision to deny any **BTaccess** application is determined by the Customer Service Manager and reviewed by the Operations Manager. BPTC will give specific reasons related to eligibility criteria when denying eligibility.

All applicants for **BTaccess** services who are granted conditional, temporary or are denied eligibility may appeal the decision within 60 calendar days of the decision. All applicants who are granted conditional or temporary eligibility may use **BTaccess** services as specified in their eligibility letter during

the appeal. **BTaccess** service will not be provided to those that have been denied eligibility during the appeal.

Appeals must be initiated by the applicant or by a person on the applicant's behalf. They must be submitted in writing or an accessible format, such as tape or email.

BPTC's General Manager will investigate all eligibility appeals. The General Manager may collect additional information as a part of his/her appeal review. The applicant will have the opportunity to be heard in person or may submit all his/her arguments in writing or an accessible format.

The General Manager's decision will be mailed to the applicant within 30 calendar days of the appeal. If the General Manager denies the appeal, he/she will give specific reasons relating to eligibility criteria in his denial. If the General Manager does not decide the appeal within 30 calendar days, **BTaccess** will provide transportation until the appeal is decided. The General Manager's decision is final.

Appeals must be mailed or presented in person to:

**BTaccess**, Eligibility Appeal  
General Manager  
130 W Grimes Ln  
Bloomington, IN 47403-3014



## PHONE NUMBERS

Bloomington Transit & **BTaccess** Customer Service.... 336-7433  
TTY\* .....330-7853

\* TTY is an assistive technology for the hearing impaired

## HOURS OF OPERATION

The hours that **BTaccess** service is provided varies on weekends and during the Indiana University (IU) semester break periods including summer break. IU semester break periods generally include spring break week (March), the summer break period (early May to late August), and Christmas Holiday break (mid-December to mid-January). Summarized below are the span of hours in which service is provided by day and season.

<u>Day/Season</u>	<u>Service Hours</u>
Monday thru Friday	6:10 a.m. – 9:30 p.m.
Saturday	7:30 a.m. – 7:30 p.m.
Sunday*	9:30 a.m. – 9:30 p.m.

\*During the IU Fall and Spring Semesters, the Sunday service area only includes those areas within ¼ mile of the Route C and 6 Campus Shuttle Route. During the IU Summer break, the Sunday service area only includes those areas within ¼ mile of Route 6 Campus Shuttle Route.

Weekdays during the IU Fall and Spring Semester

The **BTaccess** service area includes all areas within the City of Bloomington between the hours of 6:10 a.m. and 9:30 p.m. After 9:30 p.m. and until 12:30 a.m., the service area only includes those areas within  $\frac{3}{4}$  mile of the 6 Campus Shuttle Route. After 9:30 p.m. and until 12:05 a.m., the service area includes only those areas within  $\frac{3}{4}$  mile of the Route C.

Weekdays during IU Semester Breaks

The **BTaccess** service area includes all areas within the City of Bloomington between the hours of 6:10 a.m. and 9:30 p.m. After 9:30 p.m. and until 11:10 p.m., the service area includes only those areas within  $\frac{3}{4}$  mile of the Route C.

Saturdays during the IU Fall and Spring Semesters

The **BTaccess** service area includes all areas within the City of Bloomington between the hours of 7:30 a.m. and 7:30 p.m. After 7:30 p.m. and until 11:10 p.m., the service area includes only those areas within  $\frac{3}{4}$  mile of the Route C.

Saturdays during IU Semester Breaks

The **BTaccess** service area includes all areas within the City of Bloomington between the hours of 7:30 a.m. and 7:30 p.m. There are no additional service hours on Saturdays during IU semester breaks.

Sundays during the IU Fall and Spring Semesters

The **BTaccess** service area includes only those areas within  $\frac{3}{4}$  mile of the Route C and 6 Campus Shuttle Routes between the hours of 9:30 a.m. and 9:30 p.m. After 9:30 p.m. and until 11:10 p.m., the service area includes only those areas within  $\frac{3}{4}$  mile of the Route C.

Sundays during IU Semester Breaks

The **BTaccess** service area includes only those areas within  $\frac{3}{4}$  mile of the 6 Campus Shuttle Route between the hours of 9:30 a.m. and 9:30 p.m. There are no additional service hours on Sundays during IU semester breaks.

**If you are unclear about the  $\frac{3}{4}$  mile radius, please call the Customer Service Representative at 812-336-7433 or consult our website at [www.bloomingtontransit.com](http://www.bloomingtontransit.com) for maps of Route C and 6 Campus Shuttle Route.**

**The hours noted above indicates the earliest time a pick-up and the latest time a drop-off can be made.**

The span of hours and days of operation for **BTaccess** and Bloomington Transit's fixed route system are subject to change.

**BTaccess does not operate on the following holidays:**

New Years Day, Memorial Day, July 4<sup>th</sup>, Thanksgiving Day and Christmas Day.



**BTaccess ADMINISTRATIVE HOURS**

Monday – Friday ..... 8:00 a.m.-5:00 p.m.

## SCHEDULING **BT**access RIDES



To schedule a trip, call **BT**access at (812) 336-7433 or TTY at (812) 330-7853.

Monday – Sunday..... 8:00 a.m. – 5:00 p.m.



**BT**access reservations may be made Monday thru Sunday from 8:00 a.m. thru 5:00 p.m. When scheduling your trip, be ready to provide the following information:

- Your **BT**access Identification Number
- Your name
- The date of your trip
- Your pick-up address (including building/ business name, specific pick-up information, i.e. alley door, side doors)
- The street address of your destination (including business name or specific drop-off information)
- The time you would like to be picked up OR the time you need to reach your destination
- The time you would like to be picked up from your appointment or personal trip

- If a Personal Care Attendant (PCA) will be traveling with you
- If a guest other than your PCA will be traveling with you, including children (see page 28 for more information about traveling with children)

**NOTE:** You may request either a pick-up time OR a drop-off time for each trip. In order to schedule efficiently, we are unable to accept both a pick-up time and a drop-off time.

Voice mail, instead of a scheduler, will be available for your reservations on Sunday after 1:00 p.m. Please make every effort to speak to a scheduler Monday thru Saturday. This ensures that your trip has been made as well as the accuracy of the trip. You will receive a confirmation number when you call to reserve your trips. Please keep that number so that if you have any questions regarding your trip, we may look it up with the confirmation number. If you are scheduling on Sunday after 1:00 p.m. via voice mail, please call on Monday morning to get the confirmation number for that set of trips. The confirmation number may be needed to ensure your ride.

If you are scheduling a trip on Sunday via the voice mail, it is essential that you leave all of the required information listed above. The trip cannot be scheduled without the complete details regarding the trip. If the dispatcher does not have all of this information, he/she will attempt to contact you. If you cannot be contacted, it is your responsibility to call us with all of the information for the requested trip. If the trip is for the following day, all of the information must be left with the dispatcher by 5:00 p.m. or your trip may not be scheduled.

On the holidays that **BTaccess** is not operating, please leave a voice mail reservation on the **BTaccess** extension. Be sure to leave complete information about your request. Otherwise, your trip may not be scheduled.

It is our goal to be able to provide a level of service that will allow us to provide all requested trips. However, we cannot guarantee that you will receive your first choice of times. Be prepared to provide alternative travel times for your trips. When requesting a time, the Customer Service Representative may negotiate the time of the pick-up within one hour of the initial request. For example, if you are requesting a trip at 9:00 a.m., you may be asked to accept a trip between 8:00 a.m. and 10:00 a.m. If your scheduling needs are flexible, the hours between 9:00 a.m. to 10:00 a.m. and 1:30 p.m. to 3:00 p.m. typically have fewer ride requests.

Rides may take longer than a direct trip because rides are scheduled in the most efficient order and other passengers may share the van. If you have a scheduled appointment, you should notify the Customer Service Representative when scheduling rides. **There is no priority given for BTaccess rides. All rides, regardless of destination or purpose, are scheduled in the same way.**

Reservations can be made the day before your appointment during our business hours. You may also make a reservation up to two weeks in advance of your appointment. **We do NOT make same-day reservations or changes.**

## SUGGESTIONS FOR SCHEDULING

When scheduling your rides for a specific time, make sure that you allow plenty of time to complete your appointment so that you will be ready to meet the **BTaccess** van at your scheduled pick-up time. The **BTaccess** van may not be able to return for you if you underestimate your requested pick-up time. Please check with the business that you are going to and know their opening and closing time so that you do not have to wait outside the building before or after business hours. When scheduling your trips, allow adequate time to reach your destination, extra time for the pick-up and drop-off of other passengers before reaching your destination and for traffic conditions and weather delays.

No changes may be made to a reservation after 5:00 p.m. the day before your trip.

Please allow plenty of time to complete your appointment in order to meet the van at your scheduled pick-up time.

## CONFIRMATION NUMBERS

You will be given a confirmation number each time you call to make a reservation. This number is your confirmation that your reservation has been made. **If you are scheduling on Sunday after 1:00 p.m. via voice mail, please call on Monday morning to get the confirmation number for that set of trips.** If the van does not show up within 15 minutes of your scheduled pick-up time, please call us with your confirmation

number and we will make sure that you are picked up and taken to your appointment. If you do not have your confirmation number, we will not be able to provide you with alternative transportation. You may find it helpful to put your confirmation number(s) on a calendar next to your appointment time(s).

## **PICK-UP TIMES**

Please call our dispatcher from 6:00 p.m. - 11:30 p.m. the evening before your scheduled trip to find out your pick-up and drop-off times. In order to get the times for a Monday trip, you may call on Monday morning after 4:45 a.m. These hours may vary on holidays.

### **When do you need to be ready?**

The van may arrive from 15 minutes before to 15 minutes after a scheduled pick-up time. You should be ready to board the van any time within that 30 minute window.

Example: You schedule a ride for 10:10 a.m. The operator may pick you up any time between 9:55 a.m. and 10:25 a.m. You will be charged with a No-Show if you do not board the van **within 5 minutes of the scheduled pick-up time**. If the van arrives early, the five minute wait time will not begin until your scheduled pick-up time.

If a **BTaccess** van will be more than 15 minutes late for a scheduled pick-up time, BPTC will make every effort to contact you so that you are aware of the delay.

If a **BTaccess** van is 30 minutes later than *your scheduled pick-up time*, then your **BTaccess** trip is free.

## **STANDING ORDERS**

If you wish to schedule repeat service to the same place (work, church, etc.), from the same place, on the same day(s) of the week, at least once weekly, you may schedule standing order trips. Standing order trips are ongoing and/or regularly scheduled trips. Once the standing order has been made, you only need to call if the trip needs to be cancelled or changed. All standing order trips are subject to our late cancellation and No Show policies and must be cancelled accordingly. All standing order trips will be cancelled for the holidays that **BTaccess** does not operate, listed on page 11. If you are interested in scheduling a standing order, contact the Customer Service Manager at 812-336-7433.

## **FARES**

All one-way trips cost \$1.50 per person. The fare does not change even if you have multiple pick-ups and drop-offs. For example, a ride from home to the doctor is \$1.50, a ride from the doctor to the mall is \$1.50, and a ride from the mall to home is \$1.50. The total for these trips is \$4.50.

Companions must pay the regular fare of \$1.50 per ride. Children age four and younger ride with you for free. Children age five and older must pay \$1.50 per trip. There is NO charge for a registered Personal Care Attendant (PCA). Please see page 28 for more information regarding companions and Personal Care Attendants.

**BTaccess** 10 ride punch cards may be purchased for \$15 from the **BTaccess** van operators, at BPTC's main office (130 W Grimes Ln), or BPTC's downtown terminal (106 Washington Street, Fourth and Washington). BPTC does not mail passes. Rides must be paid for at the time you ride. BPTC does not bill customers for any rides. If you cannot pay the fare or provide a valid punch card at the time of your ride, you will not be transported and you will be charged with a missed trip, or a No Show. Please see the bottom of the page for more information regarding No Shows.

## **CANCELLATION POLICY**

Cancellations must be phoned in to **BTaccess** at least 2 hours in advance of a scheduled trip. Each time you fail to cancel a scheduled appointment at least 2 hours in advance, you will be expected to pay the normal trip fare. BPTC will send a letter of notification, or notification in an accessible format, for failure to cancel within five business days following the failure to cancel.

## **NO SHOWS**

Scheduling a ride and then failing to use the service without proper cancellation makes scheduling difficult for other customers. A "No Show" will be added to your record when the following situations occur:

- Not showing up for a scheduled ride;
- Not boarding the van within five minutes after the scheduled pick-up time;
- Failure to cancel a ride one hour or more before a scheduled trip;

- Choosing not to ride once the van arrives at the scheduled pick-up time.

BPTC will send a letter of notification, or notification in an accessible format, to all passengers who miss a scheduled trip within five business days following the No Show.

If you are unable to complete the remainder of your trips for the day, you must call to cancel them. Otherwise, the operator will go to your next scheduled location. If you are not present for your remaining rides, you may be charged additional No Show(s).

If you are unable to complete the remainder of your trips for the day, you must call to cancel them or they may be counted as No Shows.

## **LATE CANCELLATION AND NO SHOW APPEALS**

A **BTaccess** customer may appeal the decision if the failure to cancel or the No Show was beyond his or her control.

Appeals must be initiated within 10 calendar days of the failure to cancel or the No Show. They must be initiated by the customer or by another person on behalf of the customer. They also must be in writing or an accessible format. Appeals must document why the failure to cancel or the No Show was beyond the customer's control. The customer will have the opportunity to be heard in person or may submit all his/her arguments in writing or an accessible format. No penalties for the failure to cancel or the No Show will be assessed unless the appeal is decided against the customer.

Appeals must be mailed or presented in person to:

**BTaccess**, Late Cancellation Appeal/No Show Appeal  
Customer Service Manager  
130 W Grimes Ln  
Bloomington, IN 47403-3014

BPTC's Customer Service Manager will review the appeal and issue a response within 21 calendar days of receipt of the appeal.

If the customer is not satisfied with the decision of the Customer Service Manager, he/she may appeal the decision within 10 calendar days of the receipt of the letter. Appeals must be initiated by the customer or by another person on behalf of the customer. They must be in writing or an accessible format, such as tape or email. Appeals must document why the failure to cancel or the No Show was beyond the customer's control. No penalties for the failure to cancel or the No Show will be assessed unless the appeal is decided against the customer.



Appeals must be mailed or presented in person to:

**BTaccess**, Late Cancellation Appeal/No Show Appeal  
Appeals Committee  
130 W Grimes Ln  
Bloomington, IN 47403-3014

A panel consisting of BPTC's Operation Manager, Controller, and Administrative Coordinator will review the appeal and issue a response within 10 calendar days of the receipt of the appeal.

If the appeal is decided in the customer's favor, payment will not be required and the failure to cancel or the No Show will be removed from the customer's record.

If the decision is in favor of **BTaccess**, then payment for the failure to cancel or the No Show will be owed to BPTC.

Payment must be mailed or presented in person to:

**BTaccess**, Late Cancellation/No Show  
Customer Service Manager  
130 W Grimes Ln  
Bloomington, IN 47403-3014

If the customer does not appeal the failure to cancel or the No Show, payment for the missed trip will be owed to BPTC. Payment must be mailed or presented in person to:

**BTaccess**, Late Cancellation/No Show  
Customer Service Manager  
130 W Grimes Ln  
Bloomington, IN 47403-3014

Persons who fail to cancel or who No Show a trip will have 30 days to pay the \$1.50 fare for the missed trip. If payment is not received within this 30 day period, the customer will be unable to schedule any further trips until payment is received. Payment must be made to the **BTaccess** office by mail or in person before any further **BTaccess** trips may be scheduled.

## SUSPENSION OF SERVICE

Misuse of **BTaccess** may result in suspension of your paratransit service. The following are examples of misusing **BTaccess** service which may lead to suspension:

### 1. Suspension for obtaining or using **BTaccess** services under false pretenses.

The Americans with Disabilities Act reserves paratransit service for individuals certified as eligible for the services. A customer's **BTaccess** service may be suspended under the following conditions:

- The **BTaccess** customer deliberately makes false or misleading statements on their eligibility application; or
- The **BTaccess** customer allows any other individuals, such as friends or family members, to ride using the customer's eligibility and name

Persons determined to have knowingly made false or misleading statements on their eligibility application will have their eligibility revoked if such false or misleading statements were the determining factor(s) for gaining **BTaccess** eligibility. This customer will then need to reapply in order to re-establish their eligibility with **BTaccess**.

Customers determined to have allowed other non-eligible individuals to use the customer's eligibility and name to ride **BTaccess** will be suspended for the following periods:

- First occurrence will result in a one-month suspension.
- Second occurrence will result in a six-month suspension.
- Third occurrence will result in a one-year suspension and the customer must reapply for eligibility.

## **2. Suspension for No Shows.**

**BTaccess** customers who fail to show up for their scheduled pick-up will be charged with a No Show(s). **If you are charged with repeated No Shows, you will be suspended. Suspensions will not be imposed for circumstances beyond your control.** Examples of situations not within your control are:

- A sudden personal emergency
- Sudden or worsening illness
- Your job cancels or changes your work schedule on very short notice
- Late arrival of the **BTaccess** vehicle (more than 15 minutes late)

Persons who accumulate three (3) No Shows within a 30-day period will have their riding privileges suspended for a time period listed below:

- The first three (3) No Shows within a 30-day period will result in a one-week suspension.
- The second set of three (3) No Shows within a 30-day period will result in a two-week suspension.
- The third set of three (3) No Shows within a 30-day period will result in a three-week suspension.
- The fourth set of three (3) No Shows within a 30 day period will result in a four week suspension.

### **3. Suspension for Abusive or Disruptive Behavior.**

For the safety and comfort of all **BTaccess** customers and operators, BPTC has established this policy to address incidents of disruptive or abusive behavior by customers. Disruptive and abusive behavior includes, but is not limited to, the following:

- **Hazardous Conduct:** Any act which endangers the safety or creates the potential for physical harm to the operator, other passengers or the general public;
- **Abusive Conduct:** Any offensive act which invades the “personal space” of others or touching another person in a rude, insolent or angry manner. Abusive conduct also includes the verbal abuse of operators, **BTaccess** staff and/or other passengers that is not a direct result of the customer’s disability;
- **Unlawful Harassment:** Any unwelcome verbal, non-verbal or physical behavior having sexual or racial connotations. This also includes, but is not limited to,

harassment on the basis of race, sex, color, ancestry, national origin, religion, disability, age, sexual orientation and marital status;

- **Unauthorized use or damage of vehicle or equipment:** Any instance where a customer operates or attempts to operate the vehicle and/or equipment; and any instance where a customer willfully or intentionally damages a **BTaccess** vehicle;
- **Unintentional Misconduct:** Any act that would qualify as hazardous conduct, but is the direct and immediate consequence of the customer's disability;
- **Voluntarily and repeatedly violating riding rules, including:**
  - Smoking on vehicles;
  - Refusing to remain seated and keeping your seat belt on while the van is in motion;
  - Eating or drinking without medical indication;
  - Defacing equipment;
  - Having no one to receive you at drop-off location (if applicable);
  - Causing unnecessary delays for the operator and other passengers;
  - Refusing to wear a seatbelt or lapbelt;
  - Refusing to comply with other requirements specified in other policies stated in this guide.

For any offense that is determined to be minor, a written warning, or notification in an accessible format, will be issued to the customer. If the offenses continue, the customer will be suspended.

BPTC's Customer Service Manager and/or General Manager are solely responsible for determining the severity of each offense.

Customers found to have been disruptive or abusive and those that have previously received a written warning will be suspended for the following periods:

- First occurrence will result in a one-month suspension.
- Second occurrence will result in a six-month suspension.
- Third occurrence will result in a one-year suspension and the customer must reapply for eligibility.

#### **4. Suspension Appeals Process**

BPTC will investigate all incidents subject to a suspension. The customer will receive written notice, or notification in an accessible format, of any suspension of service. This notification will explain the reason(s) for the suspension. The customer will also receive written instructions for appealing the suspension. Suspensions will not be imposed until the customer has had the opportunity to complete the appeals process. BPTC reserves the right to impose an immediate suspension for any offense that is found to pose a serious physical threat to the operator, other passengers or the general public. The customer must adhere to the time limits noted in the suspension appeals process. Failure to appeal a suspension within the time limits shall result in implementation of the suspension.

BPTC reserves the right to impose an immediate suspension for any offense that is found to pose a serious physical threat to the operator, other passengers or the general public.

The customer may appeal suspensions by contacting **BTaccess** in writing or by an accessible format, such as tape or email within 10 calendar days of receipt of the suspension letter. Appeals may be initiated by the customer or by another person on the customer's behalf. The appeal must document the specific reason that the incident was beyond the customer's control. The customer will have the opportunity to be heard in person or may submit all his/her arguments in writing or an accessible format.

Appeals must be mailed or presented in person to:

**BTaccess** Suspension Appeal  
Customer Service Manager  
130 W Grimes Ln  
Bloomington, IN 47403-3014

BPTC's Customer Service Manager will review the appeal and issue a response within 21 calendar days of receipt of the appeal.

If the customer is not satisfied with the decision of the Customer Service Manager, he/she may appeal the decision within 10 calendar days of the receipt of the letter. This appeal may be in writing or an accessible format or the appeal may be made in person. If the customer would like to present the appeal in person, he/she should call the General Manager to set up an appointment.

A Peer Appeal Committee consisting of BPTC's General Manager and a selection of two **BTaccess** customers will review the appeal and issue a response within 21 calendar days of receipt of the appeal.

Appeals must be mailed or presented in person to:

**BTaccess** Suspension Appeal  
Peer Appeal Committee  
130 W Grimes Ln  
Bloomington, IN 47403-3014

The Peer Appeal Committee will review the appeal and issue a response within 21 calendar days of receipt of the appeal.

The decision of the Peer Appeal Committee will be implemented. If you are interested in becoming a member of the Peer Appeal Committee, please call the Customer Service Manager at 812-336-7433.

## **COMPANIONS AND ATTENDANTS**

**Companion-** A person accompanying a **BTaccess** passenger. The companion pays a fare.

A **Personal Care Attendant (PCA)** is someone whose assistance a customer must have in order to ride **BTaccess**.

If you require a mobility aide, a Personal Care Attendant (PCA) may accompany you at no additional charge. You must indicate on your application that you require a PCA to travel with you.

You must reserve a space on the van for your PCA when making your travel plans. If you did not require a PCA when you originally applied to **BTaccess** and find that you now need a PCA, please contact our office for a Personal Care Attendant application form.

## Bloomington Public Transportation Corporation

---

You cannot use a PCA without first registering your PCA. BAccess does not provide Personal Care Attendants. PCAs are expected to follow all of the rules and regulations for riding BAccess. BPTC reserves the right to suspend or revoke the riding privileges of any PCA for misconduct.



Guests or companions may also accompany you on your **BAccess** ride, but must pay the full fare of \$1.50 per one-way trip. Due to limited space, when scheduling the trip, you must state if you are bringing a companion. Seating for more than one guest will be on a space available basis

when scheduling trips. Children age four and younger ride for free. Children age four or younger, or any child that weighs 40 pounds or less, also must ride in a car seat provided by their parent or guardian. Children age four and under must be accompanied by an adult. Companions are expected to follow all of the rules and regulations for riding **BAccess**. BPTC reserves the right to suspend or revoke the riding privileges of any companion for misconduct.

PCAs and companions are expected to follow all of the rules and regulations for riding **BAccess**. BPTC reserves the right to suspend or revoke the riding privileges of any PCA or companion for misconduct.

## CURB-TO-CURB SERVICE



**BTaccess** operates as a curb-to-curb service. Van operators may pick you up and drop you off on the curb. The operator will drive as close as possible to the curb and will assist the passenger on and off the van. If you need help getting to the curb, you must make special arrangements with a PCA or companion to help you get to the curb.

- Operators may not go to your door to pick you up.
- Operators may not push your wheelchair to and from your door or down steps or unsafe steep inclines.
- Operators may not go into a business to look for a passenger if they are not outside at the scheduled pick-up time.
- Operators may not enter a passenger's home or garage.
- Operators may not load or unload personal items (except as provided for under the carry-on section in this guide).
- Operators may not attend to any specific personal request of passengers, such as helping passengers get dressed, handling passengers' medications, handling passengers' personal keys, handling passengers' ATM, credit cards, checks or cash (unless the cash or check is payment for a **BTaccess** ride or punch card), handling passengers'

checkbooks (assisting in filling out a check or tearing the check out of the checkbook), repairing passengers' wheelchairs, picking up items for passengers at any business location (such as prescriptions, tobacco products or groceries), or any other needs that would normally be deemed the responsibility of the passenger.

If you need assistance in any of the areas listed above, please arrange for a Personal Care Attendant to assist you. For more information, please see the section on Companions and Attendants on page 28.

## **CARRY-ON ITEMS**

Carry-on packages are limited to four grocery bags or similar sized packages. Operators may help a passenger carry four packages on and off the vehicle from the same sidewalk or waiting area where the passenger boards and gets off the van. The operator cannot carry any packages to the door. Packages should weigh no more than 30 pounds.



## MOBILITY AIDS



**BTaccess** vans are lift equipped. **BTaccess** will make every attempt to accommodate standard wheelchairs, scooters and other mobility devices. These mobility devices must not exceed 30" width or 48" length. The total weight of the mobility aid and passenger may not exceed 600 pounds. Mobility devices larger than these may be denied service aboard **BTaccess**. For safety purposes, **BTaccess** will not transport stretchers. Please make sure that all mobility devices are clean, safe and in good working order.

Scooters must be secured while on **BTaccess** vans. Scooters will be secured in the front and rear of the scooter. Please note the best way to tie down your scooter and let the operator know. Power chairs must have the power off and the brakes locked while being raised and lowered on the lift and while on the van.

Mobility devices must not exceed 30" width or 48" length. The total weight of the mobility aid and passenger may not exceed 600 pounds.

## SEATBELTS



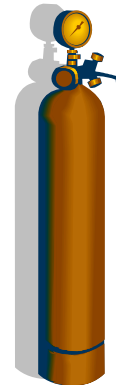
All passengers and operators are required to use a seatbelt or approved child safety device. All wheelchair customers are required to wear their lapbelt. If you are traveling with someone who is four years of age or younger, or weighs 40 pounds or less, the child

less, the child must ride in a child safety seat. Neither Bloomington Transit, nor **BTaccess** will provide child safety seats for children.

Operators will not move the van until all passengers are secured.

## OXYGEN TANKS

Personal oxygen tanks can be transported but must be secured to the van by the operator with a seat belt or wheelchair securement. The operator will not control the tank mechanism.



## SERVICE ANIMALS

Service animals are permitted on **BTaccess** vans. A service animal is any guide dog, signal dog, service dog, or other animal individually trained to do work or perform tasks for the benefit of an individual with a disability. We ask that service animals follow the same rules of etiquette as our passengers. Service animals are subject to suspension for misconduct. For the comfort of all **BTaccess** customers and operators, we require that all service animals are properly maintained. Service animals are also subject to suspension if they are not properly maintained. **Pets are not permitted on BTaccess.**



## LEARNING TO USE FIXED ROUTE

Many **BTaccess** passengers could use the fixed route service because of these **ACCESSIBLE** features:

- All BT buses are equipped with wheelchair lifts or ramps, along with securement devices. A person does not have to walk up or down steps if unable to do so.
- All fixed route buses have kneeling capability. This lowers the height of the first step onto the bus.

- Bus operators announce major intersections, transfer points and all requested stops.
- Customer service is available to assist with bus schedules and trip planning, including transferring from one bus to another.

BPTC has assisted other transportation and independent living agencies in developing a travel training program for using the fixed route service. Instructors provide lessons at no charge to teach individuals to use the fixed route system.

There are many advantages to using BT's fixed route system over using a car for transportation. These include:

- No parking problems or vehicle break-ins;
- Lowers automotive costs;
- Sit back and relax;
- No traveling alone;
- Explore city safely;
- Bike and ride;
- Reduce air pollution.

There are also many advantages to using BT's fixed route system over using **BTaccess** for transportation. These include:

- You do not have to call in advance for a ride;
- The bus runs on a fixed schedule;
- The buses go to many places in the community;
- All buses are completely accessible;
- Short waiting periods;
- Less expensive than paratransit.

For more information about travel training, call the Customer Service Manager at BPTC at 812-336-7433.

## **BLOOMINGTON COUNCIL ON ACCESSIBLE TRANSPORTATION (BCOAT)**

BCOAT is a council of **BTaccess** customers that meets quarterly. This meeting is an opportunity to voice comments or suggestions on policy for **BTaccess**. For more information about the meetings or to find out the next scheduled meeting date and time, please call the Customer Service Manager at (812) 336-7433. Information regarding the meetings will also be posted on our website at [www.bloomingtontransit.com](http://www.bloomingtontransit.com).

## **CUSTOMER SERVICE**

Bloomington Transit and **BTaccess** welcome your compliments, complaints and suggestions. We are committed to using passenger and customer input as a tool to improve service quality. If you experience a problem with service, you may wish to file a formal complaint. All formal complaints are investigated and receive responses. We can only resolve problems if we are informed, so please do not hesitate to contact us. All comments may be submitted by mail, email or phone to:

Bloomington Transit  
130 West Grimes Lane  
Bloomington, IN 47403-3014  
(812) 336-7433  
customer@kiva.net  
www.bloomingtontransit.com

## GLOSSARY

**ADA-** Americans with Disabilities Act; signed into law in 1990, making it illegal to discriminate against persons with disabilities regarding employment, public services, public accommodations and telecommunication. The intent of this law is to provide equal opportunity to persons with disabilities, allowing them to fully participate in society and live independently and with economic self-sufficiency.

**Appeals Committee-** A panel consisting of BPTC's Operations Manager, Controller, and Administrative Coordinator that may be called upon to review a Late Cancellation or a No Show appeal.

**BPTC or BT-** Bloomington Public Transportation Corporation or Bloomington Transit, The transportation agency that provides fixed route and paratransit services for the City of Bloomington.

**Disability** (as defined by ADA) - A person with a disability is defined as:

- 1) A person with a physical or mental impairment that substantially limits one or more major life activities; or
- 2) A person with a record of such a physical or mental impairment; or
- 3) A person who is regarded as having such impairment.

It should be noted that the ADA definition of disability is not the same as other definitions of disability used in other federal laws and programs such as Social Security, Workers Compensation, Veteran's programs, etc.

**Operator-** Any person lawfully operating a **BTaccess** van or BT Fixed Route Bus.

**Paratransit-** Comparable transportation for individuals who, because of a physical or mental impairment, cannot use a regular fixed route system.

**Peer Appeals Committee-** A panel consisting of BPTC's General Manager and a selection of **BTaccess** customers that may be called upon to review a suspension appeal.

**Reduced-Fare (Half-Fare)-** For fixed routes- A passenger who is under the age of 18 or age 60 and older, receives Social Security benefits, or is on Medicare is entitled to ride the fixed route system for a reduced fare. Please contact BPTC for more information at 812-336-7433.

**Relay Indiana-** A telecommunications relay service that provides telephone accessibility to people with hearing or speech impairments. Relay Indiana gives all hearing or speech impaired individuals the opportunity to make personal and business calls, with no restrictions on the length or numbers of calls placed. **711 (in Indiana) 800-743-3333 (in the USA)**

**Service Area- BTaccess** must provide paratransit service to origins and destinations within corridors that extend three-fourth of a mile on each side of each fixed route (that is, corridors which are one and one-half miles wide). **BTaccess** service must be available throughout the same hours and days as the fixed route service. However, the majority of our service time is operated within the entire Bloomington city limits.

## QUICK REFERENCE INFORMATION

Reservations/Cancellations	812-336-7433
General Information	812-336-7433
Comments/Complaints	812-336-7433
BPTC TTY	812-330-7853
Relay Indiana (for TTY users)	711 (in Indiana) 800-743-3333
BPTC Fax (for certification purposes)	812-332-3660

\*\*For life-threatening emergencies, always call 911.

### Mailing Addresses:

Bloomington Transit  
130 West Grimes Lane  
Bloomington, IN 47403-3014

### ***BTaccess***

130 West Grimes Lane  
Bloomington, IN 47403-3014

[www.bloomingtontransit.com](http://www.bloomingtontransit.com)

E-mail: [customer@kiva.net](mailto:customer@kiva.net)