



Americans with Disabilities (ADA) Para-transit Plan

BCRTA & MTS provide Public Services in accordance with the Federal Act of 1964 Title VI of the Civil Rights Act – No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving Federal financial assistance.

Effective August, 2013
Revised September 2014
Revised December, 2016
Revised June, 2017
Revised September, 2017
Revised November 10, 2017
Revised December, 2018

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Description of Submitting Entity

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Mission Statement:

The Butler County Regional Transit Authority's mission is to support Butler County's quality of life and economic development through public transportation solutions.

Introduction

The Americans with Disabilities Act of 1990 (ADA) requires that public entities that operate non-commuter fixed route transportation services also provide complementary Para-transit service for individuals whose disabilities make them unable to use the fixed route system. In addition, public entities subject to the ADA regulations must develop and administer a process for determining if individuals who request service meet the regulatory requirements for eligibility.

Essentially, ADA requires that Para-transit service be "comparable" to the fixed route service in terms of service levels and availability. There are six (6) service criteria that are used to evaluate Para-transit service comparability to the fixed route. These criteria only represent the minimum service standards and can be exceeded if the local governing body so chooses. The six (6) basic criteria for determining ADA comparability to fixed route service are as follows:

- Available in the same area served by the fixed route. Specifically service must be made available to all origins and destinations within a width of $\frac{3}{4}$ of a mile on each side of each fixed route. This includes an area within $\frac{3}{4}$ miles radius at the end of each fixed route as well;
- Available to any ADA Para-transit eligible persons at any requested time on any particular day in response to a request for service made the previous day;

- ADA Para-transit fares that are no more than twice the fare that would be charged to an individual paying full fare for a trip of similar length, at a similar time of day on the fixed route system;
- There can be no trip restrictions or priorities based on trip purpose;
- Service must be made available to eligible persons on a next day basis; and
- There can be no constraints on the amount of service that is provided to any eligible person. Specifically, there can be no operating practice that significantly limits the availability of service to ADA Para-transit eligible individuals.

ADA Para-transit service must be provided to all individuals who are unable, because of their disability, to use the fixed route system. The criteria for determining eligibility are also regulated by the ADA, and BCRTA/MTS must have a documented process in place to determine if an individual qualifies for ADA service.

Agencies providing public fixed route service are required to have a plan to outline all aspects of Para-transit service to ensure full compliance with the regulations.

The following sections systematically review all of BCRTA/MTS service and evaluate compliance to all parts of the ADA. If service is determined not to comply with the ADA regulations, then proper procedures and compliance actions will be outline with specific benchmarks for achievement.

Section 1 – This section outlines existing services - six (6) fixed routes in Oxford: U1, U3, U4, P1, P2, and P3; four (4) fixed routes in Hamilton: R1, R3, R4, and R6; four (4) MTS fixed routes in Middletown: Gold Line, Green Line, Red Line, and Blue Line, two (2) commuter routes in the Hamilton and Fairfield area: R2 and R7; complementary ADA demand response service associated with all BCRTA and MTS fixed routes, and general public demand response throughout the county.

Section 2 – This section evaluates BCRTA/MTS current demand response service with each of the six (6) ADA service criteria, as outlined above. Specific steps are outlined for any areas of service that do not comply with ADA regulations.

Section 3 – This section outlines the existing eligibility determination process. Specific steps are outlined for any areas that do not comply with ADA regulations.

Section 4 – This section describes the current public review process for input into senior and disabled transportation services. There is also a discussion on the steps necessary to inform current and potential users of any proposed service changes or adjustments.

Section 5 – This section discussed fixed route improvements currently underway to encourage use of the system by persons with disabilities. Although outside of the scope of a Para-transit plan, it is included to further expand upon the agency's overall efforts to make services user friendly.

Section 1: Description of BCRTA/MTS Fixed Route and Para-transit Services

- Butler County Regional Transit Authority was established in 1994.
- Anyone in Butler County can ride. (General Public)
- BCRTA serves a population of 371,272 (as of 2013) here in Butler County.
- BCRTA/MTS covers all 467.06 square miles of Butler County.
- BCRTA also manages Middletown Transit and their ADA Program consistent with this policy.

BCRTA operates two (2) commuter route services:

- R2 which runs between the Middletown Hub and Oxford,
- R7 which runs between the Hamilton Bethesda and Dayton South Hub via I-75

BCRTA operates four (4) fixed route services:

- R1 which runs between the Hamilton Hub and the Middletown Hub
- R3 which runs between the Hamilton Hub and Oxford
- R4 which runs between the Hamilton Hub and Tri County Mall by way of US 4 in Fairfield
- R6 which runs between the Hamilton Hub and Tri County Mall by way of Port Union Rd and US-747

BCRTA operates six (6) fixed route services in Oxford:

- U1 is the “Campus Core” It also goes to Walmart in the evenings and weekends,
- U3 is the “Tollgate Loop”,
- U4 is the “Western Campus/North Loop”
- P1 is the Chestnut Fields Express
- P2 is the Park and Ride
- P3 is the Ditmer Express

MTS operates four (4) fixed route services in Middletown:

- Gold Line,
- Blue Line,
- Green Line,
- Red Line.

See schedules below for stops and times.

ALL of BCRTA and MTS vehicles are wheelchair lift equipped and consequently ADA compliant.

General Public Demand Response Service

BCRTA/MTS also offers general public demand response service throughout Butler County and surrounding areas. This service operates from 6:00 a.m. to 11 p.m. Monday through Friday. Travelers must call BCRTA/MTS offices to schedule a trip in advance by at least two business days. A BCRTA/MTS driver will pick up the individual at the origin specified and deliver him or her to the requested destination. BCRTA/MTS passengers are asked to be ready 15 minutes prior to the scheduled pick-up time until 15 minutes after the scheduled pick-up time. The service is limited, so riders are encouraged to schedule as early as possible but no more than two (2) weeks in advance of the trip. No certification is required.

Complementary ADA Para-transit Service

Consistent with the Department of Transportation regulations arising from the Americans with Disabilities Act of 1990 (ADA), BCRTA/MTS provides complementary Para-transit service for individuals whose disabilities make them unable to use the fixed route system. In addition, BCRTA/MTS has developed and administers a process for determining if individuals who request service meet the regulatory requirements for eligibility.

Section 2: Comparison of Current BCRTA/MTS Para-transit Service with Regulatory Requirements.

This section compares BCRTA/MTS ADA Para-transit service with the individual requirements outlined by the ADA. If the service does not meet the ADA regulatory requirement, the necessary steps to reach compliance are presented.

Service Area:

ADA para-transit service must be provided, at a minimum, in all areas that are within $\frac{3}{4}$ mile on each side of a fixed route. This also includes the terminus or surrounding area at the end of a route. These regulations **do not** apply to commuter service routes such as R2 and R7.

Request for service, where both the origin and destination is within this $\frac{3}{4}$ mile area, must be provided. Persons qualified for para-transit service do not have to live within this defined service area. The only qualification for a paratransit eligible trip is being contained within the service area. BCRTA/MTS ADA paratransit service meets this requirement.

Days and Hours of Service:

ADA paratransit service must be provided during the same days and same hours as the fixed route bus service. BCRTA/MTS ADA Para-transit service meets this requirement.

Response Time:

ADA requires that next day service be provided. Trips that are scheduled the next day need to be scheduled by the close of normal business hours on the day before. Rides need to be available for scheduling on all days that precede a day of service.

Actual ride pick up times can be negotiated up to one (1) hour before or after the requested time by the client. Clients also need to be available 15 minutes prior and 15 minutes after the scheduled pick up time.

BCRTA/MTS call-in time for the demand response service is next day. Appointments may be made up to two (2) weeks in advance. If requests for service are made with less than the required next day notice the shift leader will attempt to schedule the trip, but will NOT guarantee the trip. BCRTA/MTS ADA service meets the response time requirement.

BCRTA/MTS documents any trip denials outside the one (1) hour negotiation period and documents any late pick-ups.

Fares:

ADA fares can be no more than twice the amount charged for regular fare on the fixed route. Personal Care Attendants (PCA's) can travel with eligible clients for free, but must have the same origin/destination. Companions can travel with an eligible client for the same charge.

Any reduced pass program offered for fixed route service, such as group pass programs for employers or colleges, also needs to be compliant with this section. This means if a reduced rate is offered on the fixed route the same must be offered to qualifying Para-transit eligible riders as well.

The BCRTA ADA Para-transit fare is \$4.00 per one way trip, compared to the fixed route fare of \$2.00, full fare, per one way trip. The MTS ADA Para-transit fare is \$2.50 per one way trip, compared to the fixed route fare of \$1.25, full fare, per one way trip. Personal Care Attendants (PCA) ride for free with ADA eligible clients. A person must register and be approved for travel with a PCA before the PCA is eligible to ride for free. Companions can ride the service as well for \$4.00 per one way trip in Oxford/\$2.50 per one way trip in Middletown. PCAs and companions must travel to the same origin/destination as the qualified client.

ADA requires that reservations be made the day before a trip. BCRTA/MTS does allow same day trips unless the schedule allows. If same day trips are available, the fare is the same regardless of when a trip is scheduled.

Trip Purpose:

Since the fixed route service can be used for any trip purpose, so must the complementary Para-transit service. There also can be no prioritization based on trip purpose; for example, medical transportation cannot be given priority over recreational trips. BCRTA/MTS does not prioritize eligible Para-transit trips based on trip type or trip purpose.

Capacity Constraints:

ADA Para-transit service must not be operated with capacity constraints; meaning that there can be no limitation on the number of total trips, or trips per person made available per day. ADA requires that there be no pattern or practice of trip denials, missed trips, late pickups or trips in length not comparable to the fixed route. Finally, there can be no operational practice that has the effect of limiting service to any eligible client.

BCRTA/MTS has no limitation on the number of trips per day or trips per person that can be made. There are no untimely pickups, defined as arrival later than 15 minutes after the scheduled time or 1 hour on a will-call. Travel times are generally less than comparable fixed route trips and there are no peak hour service capacity issues. It is the practice of BCRTA/MTS that Para-transit trip length cannot exceed one (1) hour. This corresponds with the maximum trip length of BCRTA/MTS fixed route trips. Since it operates in a relatively small geographic area, almost all trips are less than 30 minutes and the maximum trip length of 60 minutes is not really an issue.

BCRTA/MTS documents any trip denials outside the one (1) hour negotiation period and documents any late pick-ups.

Comparison to Regulation Requirements:

The table below compares the complementary Para-transit policies as provided by BCRTA/MTS to federal ADA regulations.

<i>Service Criteria</i>	<i>Consistent with Regulation</i>	<i>Comments</i>
Service Area	Yes	ADA Para-transit provided within ¾ mile of fixed route

Response Time	Yes	Trips requests are allowed the day before the service; trip pick-up times are scheduled within the one (1) hour window.
Fares	Yes	ADA Para-transit fares do not exceed twice the fixed route fare. PCAs are not required to pay a fare.
Trip Purpose	Yes	There are no restrictions based on trip purpose.
Hours and days of Service	Yes	Para-transit is provided the same days and hours as fixed route service.
Capacity Constraints	Yes	There are no capacity constraints.

Section 3: ADA Para-transit Eligibility Determination

Public entities that provide complementary ADA Para-transit service also need to establish a process for determining who is eligible to receive the service. Per the ADA, documentation of eligibility and associated conditions of eligibility if applicable must be provided to persons deemed eligible. An appeals process must also be made available for persons who are determined ineligible or only eligible under certain conditions. A separation of authority must be maintained between the individual making the initial determination and those individuals deciding the appeal.

All individuals determined to be ADA Para-transit eligible have a civil right to obtain the levels of service and associated provisions of the ADA Para-transit service as outlined previously.

Eligibility as defined by the ADA is as follows:

- Persons who have a specific impairment-related condition that prevents them from getting to or from a fixed route stop.
- Persons who cannot use the fixed route service because the route(s) needed for a particular trip is/are not accessible (all BCRTA/MTS vehicles are lift equipped and therefore all routes are accessible).
- Persons, who, because of a disability, are unable to independently board, ride or disembark from an accessible fixed route vehicle.

Disabilities can be permanent as well as temporary and must be considered accordingly.

Personal Care Attendants (PCA) of eligible individuals must be served as well. One companion, in addition to the PCA must be accommodated. Other companions can be accommodated on a space available basis.

Per the ADA, Para-transit eligibility is functionally based and not determined by the type of disability or mobility aid used. A person's eligibility can be decided on a trip by trip basis, which is determined by specific conditions in conjunction with the disability (weather, distance, passenger amenities available, going to specific medical treatments, etc.). Consequently, a person can be determined to be unconditionally eligible, conditionally eligible, temporarily eligible or ineligible for Para-transit services.

Visitors to the area must be provided 21 days of service (in a 365 day period) when they provide documentation of ADA Para-transit eligibility from another area. If a person is traveling from an area that doesn't have Para-transit services, they can be requested to provide documentation of their disability. If more than 21 days of service is needed, visitors can be required to go through the local eligibility process.

Transit agencies are able to establish a process for suspending service to individuals who are unduly disrupting operation with frequent no-shows. That process needs to exclude rides that are missed because of issues outside a person's reasonable control. Finally, the service suspension must be comparable to the level of disruption and it also must be able to be appealed.

The general appeal process can be found in Appendix C.

Current BCRTA/MTS Eligibility Criteria, Process and Associated Materials

The application for ADA Para-transit service can be found in Appendix D.

Complementary ADA Para-transit service is available to qualifying elderly and disabled persons. The following are eligible for the Para-transit service:

- Persons who have a specific impairment-related condition that prevents them from getting to or from a fixed route stop; and
- Persons, who, because of a disability, are unable to independently board, ride or disembark from an accessible fixed route vehicle.

Disabilities can be permanent as well as temporary and must be considered accordingly.

BCRTA/MTS uses a functional approach to eligibility determination and certification. The Operations Manager of BCRTA reviews each application based on recommendations and determines eligibility. If a determination cannot be made by BCRTA, the applicant will be required to have a licensed professional. This type of medical professional could include:

- ☐ Audiologists
- ☐ Chiropractors
- ☐ Registered nurses
- ☐ Medical Doctors
- ☐ Mobility specialists

- ☐ Occupational therapists
- ☐ Psychologists

The professionals may call upon additional medical personnel who have direct knowledge of the applicant. The physical and cognitive abilities assessment forms will be used by BCRTA/MTS to make eligibility determinations.

Eligibility Process

Applications for Para-transit eligibility will be processed within 21 days from the date that the completed application is submitted. During this time BCRTA/MTS will review the application, consult with other medical professionals, and make the certification determination.

BCRTA/MTS will notify the applicant in writing of the determination decision. The letter will state that the applicant has been approved for service, the conditions of eligibility (if any) and if a PCA is approved for travel as well.

During the application review process individuals will be offered 3 consecutive days of rides while they are waiting for the application to be processed. This is a one-time ride offer that is available to all of the public.

If the eligibility is determined, BCRTA/MTS will issue an identification card within 5-7 working days.

An individual that submits a complete application and is not notified of the eligibility determination decision within 21 days will be granted presumptive eligibility until such time as written decision is rendered to the individual.

There is 5 year expiration date assigned to a person's eligibility (unless they were approved as temporarily eligible). Instead, BCRTA/MTS staff periodically reviews all applications and confirms the information as current.

Appeals to the Eligibility Determination.

The appeal policy and associated procedures can be found in Appendix C. The process applies to individuals who have been denied eligibility or who otherwise have had their Para-transit privileges temporarily suspended. Any individual denied eligibility may appeal this decision provided BCRTA/MTS receives notice within 60 days of the denial of an individual's application.

Section 4: Public Participation and Information

Per the ADA, there needs to be a process for public input and ability to comment regarding any changes in any of BCRTA/MTS services. Also, providers of ADA Para-transit service must provide for ongoing participation in the operation and assessment of associated services by individuals with disabilities.

BCRTA/MTS utilizes a Transportation Advisory Committee (TAC) to fulfill these requirements. TAC members are appointed by BCRTA/MTS to represent a variety of perspectives.

Section 5: Fixed Route Compliance and Bus Stop Improvements

BCRTA/MTS fixed route service is in compliance with ADA in terms of providing accessible vehicles and ensuring new stops are accessible.

BCRTA/MTS is currently preparing an inventory of its bus stops within Butler County, examining their suitability for individuals with disabilities, and identifying opportunities to make accessibility improvements. In addition, BCRTA/MTS is reviewing the need for passenger shelters within heavily traveled areas. BCRTA/MTS is also targeting private sector partnerships to improve understanding of the needs of individuals with disabilities when using bus stops and BCRTA commuter route services.

BCRTA routes classified as commuter DO NOT have ADA requirements.

According to 49 CFR 37.3 [Title 49 – Transportation; Subtitle A -- Office of the Secretary of Transportation; Part 37 -- Transportation Services for Individuals with Disabilities (ADA); Subpart A – General], commuter bus service means “fixed route bus service, characterized by service predominantly in one direction during peak periods, limited stops, use of multi-ride tickets, and routes of extended length, usually between the central business district and outlying suburbs. Commuter bus service may also include other service, characterized by a limited route structure, limited stops, and a coordinated relationship to another mode of transportation.”

BCRTA/MTS continues to examine accessibility improvements of its commuter route services, including service expansion that would enhance work opportunities and accessibility to Cincinnati Metro.

Section 6: Civil Rights Complaint Form

The Federal Transit Administration Office of Civil Rights is responsible for ensuring that providers of public transit properly implement several civil rights laws and programs, including Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990 (ADA), the Disadvantaged Business Enterprise (DBE) program, and the External Equal Employment Opportunity (EEO) program.

If there is a complaint, the complainant has 180 days to file it with Butler County RTA. In the investigation process, Butler County RTA will analyze the allegations for possible deficiencies. If deficiencies are identified, Butler County RTA has a maximum of 30 days to respond and correct the inadequacies.

Please mail the completed form to:

Butler County RTA
3045 Moser Court
Hamilton, Ohio 45011
513-785-5237

Note: Apart from the form, **on separate pages**, please describe your complaint. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to this complaint, including any related correspondence from your transit provider.

Important: We cannot accept your complaint without a signature, so please sign on the last page of the form after printing.

I believe that I have been (or someone else has been) discriminated against on the basis of my/their disability. ☐ Yes ☐ No

Complete section A on the following page if you are the complainant.

Complete sections A and B on the next page if you are filling this application out for someone else.

Section A

Complainant's Name: _____

Street Address: _____

City: _____ State: _____ Zip code: _____

Phone Numbers: Primary: _____ Secondary: _____

E-Mail Address: _____

Accessible format requirements ☐ Large Print ☐ Other _____

Section B (To be filled out by the applicant if different than the complainant).

Applicants Name: _____

Street Address: _____

City: _____ State: _____ Zip code: _____

Phone Numbers: Primary: _____ Secondary: _____

E-Mail Address: _____

If you have filled out Section A **and** Section B, please explain why you have filed for the complainant.

Please confirm that you have obtained the permission from the aggrieved party if you are filing on behalf of a complainant.

_____ Yes _____ No

Has the complainant previously filed a civil rights complaint with FTA? _____ Yes _____ No

Has the complainant filed this complaint with any of the following agencies? ☐ Yes ☐ No

If yes, please attach a copy of any response you received to your previous complaint.

- ☐ Transit Provider ☐ Department of Transportation
☐ Department of Justice ☐ Equal Employment Opportunity Commission
☐ Other _____

Have you filed a lawsuit regarding this complaint? ☐ Yes ☐ No

If yes, please provide the case number and attach any related material.

Case Number _____ Related material attached? ☐ Yes ☐ No

Name of public transit provider complaint is against: _____

Contact person at the facility: _____

Title: _____ Phone number: _____

The above information is true and accurate to the best of my knowledge

Complainant's signature _____

Applicant's signature (if different than complainant) _____

INTERNAL USE ONLY:

Date received: _____ **Date reported to FTA Civil Rights** _____

Date responded: _____

Name of agency's (RTA) contact person: _____

Name of Civil Rights office contact person: _____

Civil Rights violated? ____ Yes ____ No

Corrective Action taken if applicable (attach separate report).

Appendix A: BCRTA/MTS No Show Policy

ADA No-Show Procedures

Effective Date: 08/19/2013

Revised Date: 08 /28/2014

Revised Date: 11/18/2016

The BCRTA/MTS ADA No-Show Procedure is meant to assure that BCRTA/MTS service is operating in the most efficient manner by discouraging misuse of service scheduling.

DEFINITIONS

No-show

- When the passenger is unavailable for pick-up within 5 minutes of the driver arriving within the scheduled pick up window.
- When the passenger has not cancelled their trip 60 minutes (or more) before the start of their scheduled pick up window by calling BCRTA. (Trips in which passengers will not be picked up due to circumstances related to weather, medical procedures, or circumstances beyond the passengers control will not be considered a no-show).

Wait Time

- Any time spent waiting for a passenger after the driver's arrival within the negotiated or scheduled pick up window at the scheduled pick-up address.

Scheduled Pick up window

- A 30 minute span of within the negotiated pick-up time in which the driver is considered "on-time."

Negotiated Pick-up Time (per § 37.131(b)(2))

- While a transit agency may negotiate pick-up times with the individual, it may not require an ADA paratransit eligible individual to schedule a trip to begin more than 1 hour before or after the individual's desired departure time. For example, if a rider requests a trip with a 9 a.m. pick-up time, the regulations permit the agency to offer a pick-up time between 8 a.m. and 10 a.m.

NO SHOW POLICY

BCRTA/MTS drivers will make reasonable attempts to locate passengers. If the passenger cannot be located within 5 minutes from the driver's arrival within the scheduled pick-up window, the driver must contact the dispatcher with the no-show information. The dispatcher will determine if the driver is to continue without the passenger. BCRTA/MTS will observe a 5 minute wait time for all trips. If BCRTA is running late for the passenger, and the pick-up is outside of the pick-up window, the passenger will not be held responsible. This is considered a "service failure" by BCRTA.

Scheduled trips are to be cancelled 60 minutes (or more) prior to the start of their pick-up window. Any scheduled trip not cancelled prior to that time will be considered a no-show.

For riders that no-show a trip it is allowable for BCRTA to cancel any subsequent trips for that day as long as we make contact with the rider and the rider agrees to cancel the trip(s). In the event that the rider cannot be reached, the subsequent trips will remain on the schedule unless the rider requests them to be cancelled.

EXCESSIVE NO-SHOWS

Passengers who no-show or have late cancellations more than 10% of their scheduled trips will be sent a written warning. The written warning will state that if their no-show total increases to 15% of total trips scheduled, in a 30 day period, it will result in transportation privileges being suspended for up to 30 days. The threshold is at a minimum of 24 scheduled trips in a 30 day period.

Passengers may elect to pay a no-show fee in lieu of serving a suspension. Under no circumstances will a fee or fare for no-showed trips be due if the suspension is served.

SUSPENSIONS

Passengers who receive a suspension are subject to the following guidelines:

- First suspension will be for one week
- Second suspension will be for two weeks
- Third suspension will be for three weeks, and
- Four or more suspensions will be for 30 days.

Before any suspension, the potentially affected individual will receive written notice that transportation service will be suspended beginning 14 days from the date of notice. The individual will receive a copy of the appeals process that details passenger rights in this situation.

BUTLER COUNTY RTA will continue to serve passengers appealing pending suspensions until all appeals have been settled. For passengers who do not choose to appeal, suspensions will commence on the date specified in the written notice.

APPEALS

Appeals must be submitted in writing to the BCRTA/MTS within 30 days of notification of suspension.

All passengers will be permitted to continue using service during the appeals process. The Operations Manager will inform all dispatchers that the suspension is pending an appeal and to allow service to continue for the affected passenger.

An appeals committee will review all applicable information from BCRTA/MTS and the involved passenger. All passengers will be offered the opportunity to speak directly with committee members regarding the submitted appeal.

After a thorough review of all available information and testimony, the appeals committee will have 30 days in which to issue a recommendation to sustain or reverse the suspension.

The committee recommendation will be forwarded to the Operations Manager for final review.

The Operations Manager will have three (3) days to issue a final suspension decision in writing to the passenger involved. All final decisions will be implemented within seven (7) days of passenger notification.

All communications will be in alternate format upon request.

Appendix B: Fixed Routes, Maps and Schedules

Effective Date: 08/19/2013

Revised Date: 08 /28/2014

Revised Date: 12/2016

U1 - Campus Core U1W - Walmart Flyer

Weekdays

	Farmer School	Benton Hall	High & University	Uptown Park	High & Locust**	CCP & Melanee WB*	Walmart	CCP & Melanee EB*	Taco Bell	Kroger	Miami Preserve	Stewart Square	Main & Spring	Hannah House	Miami Station B	Cole Services Bldg.	East Quad	Farmer School
U1	6:42 AM	6:47 AM	-	-	-	-	-	6:50 AM	-	-	-	-	-	6:57 AM	-	-	-	7:00 AM
	7:12 AM	7:17 AM	-	-	-	-	-	7:20 AM	-	-	-	-	-	7:27 AM	-	-	-	7:30 AM
	7:42 AM	7:47 AM	-	-	-	-	-	7:50 AM	-	-	-	-	-	7:57 AM	-	-	-	8:00 AM
	8:12 AM	8:17 AM	-	-	-	-	-	8:20 AM	-	-	-	-	-	8:27 AM	-	-	-	8:30 AM
	8:42 AM	8:47 AM	-	-	-	-	-	8:50 AM	-	-	-	-	-	8:57 AM	-	-	-	9:00 AM
	8:57 AM	9:02 AM	-	-	-	-	-	9:05 AM	-	-	-	-	-	9:12 AM	-	-	-	9:15 AM
	9:12 AM	9:17 AM	-	-	-	-	-	9:20 AM	-	-	-	-	-	9:27 AM	-	-	-	9:30 AM
	9:27 AM	9:32 AM	-	-	-	-	-	9:35 AM	-	-	-	-	-	9:42 AM	-	-	-	9:45 AM
	9:42 AM	9:47 AM	-	-	-	-	-	9:50 AM	-	-	-	-	-	9:57 AM	-	-	-	10:00 AM
	9:57 AM	10:02 AM	-	-	-	-	-	10:05 AM	-	-	-	-	-	10:12 AM	-	-	-	10:15 AM
	10:12 AM	10:17 AM	-	-	-	-	-	10:20 AM	-	-	-	-	-	10:27 AM	-	-	-	10:30 AM
	10:27 AM	10:32 AM	-	-	-	-	-	10:35 AM	-	-	-	-	-	10:42 AM	-	-	-	10:45 AM
	10:42 AM	10:47 AM	-	-	-	-	-	10:50 AM	-	-	-	-	-	10:57 AM	-	-	-	11:00 AM
	10:57 AM	11:02 AM	-	-	-	-	-	11:05 AM	-	-	-	-	-	11:12 AM	-	-	-	11:15 AM
	11:12 AM	11:17 AM	-	-	-	-	-	11:20 AM	-	-	-	-	-	11:27 AM	-	-	-	11:30 AM
	11:27 AM	11:32 AM	-	-	-	-	-	11:35 AM	-	-	-	-	-	11:42 AM	-	-	-	11:45 AM
	11:42 AM	11:47 AM	-	-	-	-	-	11:50 AM	-	-	-	-	-	11:57 AM	-	-	-	12:00 AM
	11:57 AM	12:02 AM	-	-	-	-	-	12:05 AM	-	-	-	-	-	12:12 PM	-	-	-	12:15 PM
	12:12 PM	12:17 PM	-	-	-	-	-	12:20 PM	-	-	-	-	-	12:27 PM	-	-	-	12:30 PM
	12:27 PM	12:32 PM	-	-	-	-	-	12:35 PM	-	-	-	-	-	12:42 PM	-	-	-	12:45 PM
	12:42 PM	12:47 PM	-	-	-	-	-	12:50 PM	-	-	-	-	-	12:57 PM	-	-	-	1:00 PM
	12:57 PM	1:02 PM	-	-	-	-	-	1:05 PM	-	-	-	-	-	1:12 PM	-	-	-	1:15 PM
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	5:32 PM	5:36 PM	-	-	-	5:44 PM	-	5:50 PM	-	-	-	-	-	5:57 PM	-	-	-	6:00 PM
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	9:32 PM	9:36 PM	-	-	-	9:44 PM	-	9:50 PM	-	-	-	-	-	9:57 PM	-	-	-	10:00 PM

Weekends

U1W	12:02 PM	12:06 PM -	12:14 PM	12:20 PM	12:27 PM	12:30 PM
	12:32 PM	12:36 PM -	12:44 PM	12:50 PM	12:57 PM	1:00 PM
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	9:32 PM	9:36 PM -	9:44 PM	9:50 PM	9:57 PM	10:00 PM

Friday/Saturday Only

U1	10:12 PM	10:17 PM	-	-	-	10:20 PM	10:27 PM	10:30 PM
	10:42 PM	10:47 PM	-	-	-	10:50 PM	10:57 PM	11:00 PM
	11:12 PM	11:17 PM	-	-	-	11:20 PM	11:27 PM	11:30 PM
	11:42 PM	11:47 PM	-	-	-	11:50 PM	11:57 PM	12:00 AM
	12:12 AM	12:17 AM	-	-	-	12:20 AM	12:27 AM	12:30 AM
	12:42 AM	12:47 AM	-	-	-	12:50 AM	12:57 AM	1:00 AM
	1:12 AM	1:17 AM	-	-	-	1:20 AM	1:27 AM	1:30 AM
	1:42 AM	1:47 AM	-	-	-	1:50 AM	1:57 AM	2:00 AM
	2:12 AM	2:17 AM	-	-	-	2:20 AM	2:27 AM	2:30 AM
	2:42 AM	2:47 AM	-	-	-	2:50 AM	2:57 AM	3:00 AM

*Indicates stop only served on U1W

**Indicates stop only served on U1

Times are approximate. Arrive 5 minutes early.

513-785-5237

www.butlercountyrta.com

U3 - Tollgate Loop

Weekdays

Miami Station D	Cole Services Bldg	East Quad	Farmer School	Benton Hall	High & University	Campus & Walnut	S. Campus Garage	Campus & Chestnut	Chestnut & Main	College & Central	Fodfre & College	Fodfre & Locust	Wells Mills	Kroger	Stewart Square	Main & Spring	Hannah House	Goggin Center	Rec. Center	Morris Hall	Miami Station D
7:00 AM		7:05 AM				7:09 AM						7:16 AM	7:17 AM				7:21 AM			7:25 AM	
7:10 AM		7:15 AM				7:19 AM						7:26 AM	7:27 AM				7:31 AM			7:35 AM	
7:20 AM		7:25 AM				7:29 AM						7:36 AM	7:37 AM				7:41 AM			7:45 AM	
7:30 AM		7:35 AM				7:39 AM						7:46 AM	7:47 AM				7:51 AM			7:55 AM	
7:40 AM		7:45 AM				7:49 AM						7:56 AM	7:57 AM				8:01 AM			8:05 AM	
7:50 AM		7:55 AM				7:59 AM						8:06 AM	8:07 AM				8:11 AM			8:15 AM	
8:00 AM		8:05 AM				8:09 AM						8:16 AM	8:17 AM				8:21 AM			8:25 AM	
8:10 AM		8:15 AM				8:19 AM						8:26 AM	8:27 AM				8:31 AM			8:35 AM	
8:20 AM		8:25 AM				8:29 AM						8:36 AM	8:37 AM				8:41 AM			8:45 AM	
8:30 AM		8:35 AM				8:39 AM						8:46 AM	8:47 AM				8:51 AM			8:55 AM	
8:40 AM		8:45 AM				8:49 AM						8:56 AM	8:57 AM				9:01 AM			9:05 AM	
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Friday/Saturday Only

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U4 - Western Campus/North Loop

U4D - Western Campus/North Loop w/ Ditmer Flyer

Weekdays

	Miami Station C	Heritage Commons	S. Campus Garage	Health Services Ctr.	King Library	Uptown Park	Main & Withrow	College & Withrow	Sycamore & College	Sycamore & Poplar	Sycamore & University	Tallawanda	Tallawanda & Church	Laws Hall	Ditmer Park & Ride*	Stonebridge Hall	Hewingshurst Hall	Peabody Hall	Art Museum	Miami Station C
U4	7:00 AM	7:03 AM	7:05 AM	7:10 AM										7:17 AM	-	7:21 AM			7:25 AM	
	7:15 AM	7:18 AM	7:20 AM	7:25 AM										7:32 AM	-	7:36 AM			7:40 AM	
	7:30 AM	7:33 AM	7:35 AM	7:40 AM										7:47 AM	-	7:51 AM			7:55 AM	
	7:45 AM	7:48 AM	7:50 AM	7:55 AM										8:02 AM	-	8:06 AM			8:10 AM	
	8:00 AM	8:03 AM	8:05 AM	8:10 AM										8:17 AM	-	8:21 AM			8:25 AM	
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	8:45 AM	8:48 AM	8:50 AM	8:55 AM										9:02 AM	-	9:06 AM			9:10 AM	
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	4:30 PM	4:33 PM	4:35 PM	4:40 PM										4:47 PM	-	4:51 PM			4:55 PM	
	5:00 PM	5:03 PM	5:05 PM	5:10 PM										5:17 PM	-	5:21 PM			5:25 PM	
	5:30 PM	5:33 PM	5:35 PM	5:40 PM										5:47 PM	-	5:51 PM			5:55 PM	
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	7:00 PM	7:03 PM	7:05 PM	7:10 PM										7:17 PM	-	7:21 PM			7:25 PM	
	7:30 PM	7:33 PM	7:35 PM	7:40 PM										7:47 PM	-	7:51 PM			7:55 PM	
U4D	8:00 PM	8:03 PM	8:05 PM	8:09 PM										8:16 PM	8:20 PM	8:24 PM			8:28 PM	
	8:30 PM	8:33 PM	8:35 PM	8:39 PM										8:46 PM	8:50 PM	8:54 PM			8:58 PM	
	9:00 PM	9:03 PM	9:05 PM	9:09 PM										9:16 PM	9:20 PM	9:24 PM			9:28 PM	
	9:30 PM	9:33 PM	9:35 PM	9:39 PM										9:46 PM	9:50 PM	9:54 PM			9:58 PM	

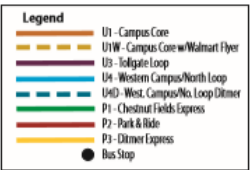
Weekends

U4D	12:00 PM	12:03 PM	12:05 PM	12:09 PM	12:16 PM	12:20 PM	12:24 PM	12:28 PM
	12:30 PM	12:33 PM	12:35 PM	12:39 PM	12:46 PM	12:50 PM	12:54 PM	12:58 PM
	1:00 PM	1:03 PM	1:05 PM	1:09 PM	1:16 PM	1:20 PM	1:24 PM	1:28 PM
	1:30 PM	1:33 PM	1:35 PM	1:39 PM	1:46 PM	1:50 PM	1:54 PM	1:58 PM
	2:00 PM	2:03 PM	2:05 PM	2:09 PM	2:16 PM	2:20 PM	2:24 PM	2:28 PM
	2:30 PM	2:33 PM	2:35 PM	2:39 PM	2:46 PM	2:50 PM	2:54 PM	2:58 PM
	3:00 PM	3:03 PM	3:05 PM	3:09 PM	3:16 PM	3:20 PM	3:24 PM	3:28 PM
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	4:00 PM	4:03 PM	4:05 PM	4:09 PM	4:15 PM	4:20 PM	4:24 PM	4:28 PM
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	9:00 PM	9:03 PM	9:05 PM	9:09 PM	9:16 PM	9:20 PM	9:24 PM	9:28 PM
	9:30 PM	9:33 PM	9:35 PM	9:39 PM	9:46 PM	9:50 PM	9:54 PM	9:58 PM

Friday/Saturday Only

U4D	10:00 PM	10:03 PM	10:05 PM	10:09 PM	10:16 PM	10:20 PM	10:24 PM	10:28 PM
	10:30 PM	10:33 PM	10:35 PM	10:39 PM	10:46 PM	10:50 PM	10:54 PM	10:58 PM
	11:00 PM	11:03 PM	11:05 PM	11:09 PM	11:16 PM	11:20 PM	11:24 PM	11:28 PM
	11:30 PM	11:33 PM	11:35 PM	11:39 PM	11:46 PM	11:50 PM	11:54 PM	11:58 PM
	12:00 AM	12:03 AM	12:05 AM	12:09 AM	12:16 AM	12:20 AM	12:24 AM	12:28 AM
	12:30 AM	12:33 AM	12:35 AM	12:39 AM	12:46 AM	12:50 AM	12:54 AM	12:58 AM
	1:00 AM	1:03 AM	1:05 AM	1:09 AM	1:16 AM	1:20 AM	1:24 AM	1:28 AM
	1:30 AM	1:33 AM	1:35 AM	1:39 AM	1:46 AM	1:50 AM	1:54 AM	1:58 AM
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	2:30 AM	2:33 AM	2:35 AM	2:39 AM	2:46 AM	2:50 AM	2:54 AM	2:58 AM

*Indicates stop is only served on U4D



GOLD LINE			GREEN LINE			RED LINE			BLUE LINE		
EAST	First A.M.	Last P.M.	SOUTH	First A.M.	Last P.M.		First A.M.	Last P.M.		First A.M.	Last P.M.
First @ Clinton	6:31	5:31	S. Main @ 5th	6:32	5:32	Central & Clinton	6:31	5:31	First @ Baltimore	6:31	5:31
Crawford @ Logan	6:35	5:35	S. Main @ 14th	6:34	5:34	Central @ Dillman's	6:34	5:34	First @ Sutphin	6:35	5:35
Grand @ Crawford	6:37	5:37	S. Main @ Gibbs	6:35	5:35	Shafor @ Miami	6:39	5:39	Grand @ Kensington (East)	6:38	5:38
Roosevelt @ Title Office	6:40	5:40	S. Main @ Cable Auto	6:37	5:37	University @ Marsh	6:41	5:41	Woodridge Apartments	6:44	5:44
Roosevelt @ Eaton	6:42	5:42	S. Main @ Pinta (W. Side)	6:38	5:38	University @ Park	6:42	5:42	Meijers	6:51	5:51
Breiel @ Bonita Dr.	6:45	5:45	S. Main @ Gold Star	6:39	5:39	University @ Sunset	6:43	5:43	Target	6:58	5:58
Bonita Dr. @ Burbank	6:47	5:47	Kroger's	6:40	5:40	M.U.M. Campus	6:45	5:45	Walmart	7:00	6:00
Burbank @ Lamberton	6:48	5:48	S. Main @ Dad's	6:41	5:41	Summit Drive	6:47	5:47	Lefferson @ Dixie Hwy.	7:02	6:02
Burbank @ Highland	6:50	5:50	S. Main @ Granada	6:42	5:42	Breiel Blvd. @ Rosedale	6:50	5:50	Caprice @ Breiel	7:08	6:08
University @ Woodlawn	6:53	5:53	S. Main @ Elm Grove	6:43	5:43	Central & Marshall	6:53	5:53	Aaron Drive	7:10	6:10
Manchester @ Iglehart	6:56	5:56	Lafayette @ Trailbridge	6:45	5:45	Bavarian Drive	6:55	5:55	Breiel @ McDonald's	7:15	6:15
			Minnesota @ 16th	6:47	5:47	Towne Blvd.	6:58	5:58	Grand & Kensington (West)	7:18	6:18
			Woodside @ Centennial	6:49	5:49	Middletown Hospital	7:01	6:01	Sutphin @ Central	7:21	6:21
			Yankee @ 9th	6:50	5:50	Commerce @ Market	7:05	6:05	Manchester @ Grimes	7:23	6:23
SOUTH			Middletown Library	6:52	5:52	KMart Plaza	7:10	6:10	Clark St. (Trinity Manor)	7:25	6:25
First @ Clinton	7:01	6:01	Main @ Manchester	6:54	5:54	Marie Dr.	7:12	6:12	Post Office/City Building	7:27	6:27
Yankee @ Curtis	7:03	6:03	Verity @ City Building	6:57	5:57	Burger King	7:14	6:14	Terminal	7:28	6:28
Yankee @ 14th	7:04	6:04			Jug (Westbound)	7:17	6:17				
Baltimore @ Lafayette	7:06	6:06	NORTH		R.R. Tracks	7:19	6:19				
Yankee @ Meadow	7:08	6:08	Central @ Grimes	7:03	6:03	Manchester @ Clark	7:22	6:22			
Yankee @ Kelly's	7:11	6:11	Charles @ Tylus	7:06	6:06	Terminal	7:26	6:26			
Waneta @ Mohawk	7:12	6:12	Tylus @ Nelbar	7:08	6:08						
Mohawk @ Oneka	7:13	6:13	Tylus @ Eldora	7:10	6:10						
Yankee @ Lawn	7:14	6:14	Jewell @ Browning	7:13	6:13						
Save-A-Lot	7:15	6:15	3300 Tylus	7:15	6:15						
Baltimore @ 14th	7:17	6:17	Wilbraham @ Germantown	7:18	6:18						
Young @ Penfield	7:20	6:20	Elwood @ Verity	7:20	6:20						
Baltimore @ Fairmount	7:24	6:24	Townhouse	7:23	6:23						
Baltimore @ Central	7:26	6:26	Verity @ City Building	7:25	6:25						
Central @ Clinton	7:28	6:28									

All Times are APPROXIMATE
(Within 5 minutes)

Buses run at same times once
an hour.

All routes operate from 6:30 a.m.
to 6:30 p.m. MONDAY - FRIDAY
and 8:30 a.m. to 4:30 p.m. on
SATURDAY.

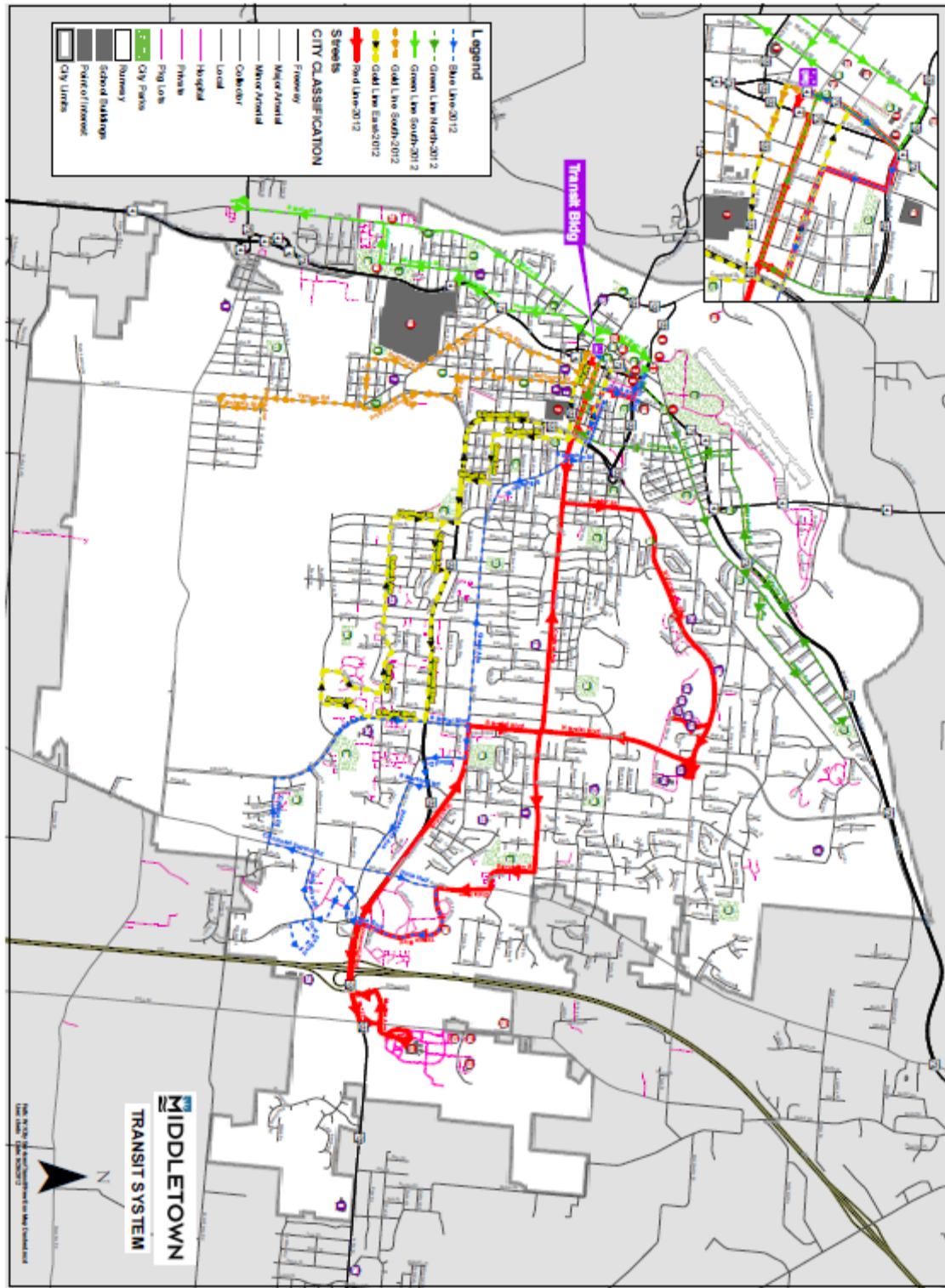
GOLD & GREEN Lines return to
terminal every half hour. RED &
BLUE lines returns to terminal
once an hour.

All Times are APPROXIMATE
(Within 5 minutes)

Buses run at same times once
an hour.

All routes operate from 6:30 a.m.
to 6:30 p.m. MONDAY - FRIDAY
and 8:30 a.m. to 4:30 p.m. on
SATURDAY.

GOLD & GREEN Lines return to
terminal every half hour. RED &
BLUE lines returns to terminal
once an hour.



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Appendix C: Appeals Process

BCRTA/MTS Direct Appeal Procedure

Individuals found not eligible for BCRTA/MTS Para-transit service or eligible but with specified conditions, and BCRTA/MTS customers whose service is suspended, may request an internal administrative appeal of those decisions. This document outlines the steps for requesting an appeal and the procedure governing the appeal process.

Requesting an Appeal:

Appeals must be requested in writing with sixty (60) days of the date that the customer received the decision being appealed. For purposes of this requirement, BCRTA/MTS assumes that the individual will have received the decision no later than five (5) days from the date the decision was mailed. The sixty-day appeal period begins to run on the sixth day following the date the decision was mailed.

Requests for appeal should be mailed to:

BCRTA Operations Manager, Para-transit Services
Butler County Regional Transit Authority (BCRTA)
3045 Moser Ct.
Hamilton, Ohio 45011

Or faxed to: 513-785-5227

Or TDD Relay: 1-800-225-5254

BCRTA/MTS staff is responsible for receiving requests for appeals of service suspensions. BCRTA/MTS staff shall promptly advise the Appeals Panel of a request for an appeal hearing, shall coordinate an appeal date and time with the BCRTA/MTS customer and Appeals Panel, and shall reserve sufficient time for the hearing. BCRTA/MTS staff shall notify the individual in writing or the alternative format request of the date, time and location of the appeal hearing. If necessary, BCRTA/MTS staff shall arrange for the individual to receive Para-transit transportation to and from the place of hearing.

Requesting a Stay of a Service Suspension

A customer may request a stay of a service suspension pending determination of the customer's appeal of that suspension. Requests for stay may be submitted in writing or alternative format and must demonstrate good cause for granting the stay. The Appeals Panel shall review all requests and shall determine whether or not good cause exists for a stay or other modification of the service suspension pending determination of the customer's appeal within three (3) days of receiving the request.

Appeal with Hearing

Prior to Hearing:

Customers may request copies of documents and information relating to the decision from which the customer is appealing. The Appeals Panel or its designee shall promptly consider and decide all requests for documents and information. Documents and information shall be provided if the documents or information are relevant to the decision being appealed or are likely to assist the Appeals Panel in deciding the appeal.

Customers may request the appearance as witnesses the BCRTA/MTS personnel involved in the matter or have knowledge of information relevant to the matter. The Appeals Panel or its designee shall promptly consider and decide all requests for the appearance of witnesses, considering the witness's relevance to the decision being appealed for the likelihood that the witness will assist the Appeals Panel in deciding the appeal. The Appeals Panel or its designee shall notify the customer of its decision and the availability of witnesses in advance of the hearing.

Customers may submit no later than three (3) days in advance of the appeal hearing written or alternative format arguments, evidence and any other information they wish the Appeals Panel to consider in advance of the hearing.

At Hearing:

Customers may represent themselves at hearing, or may be represented by an attorney, paralegal or legal assistant, caseworker, care provider, or any other persons designated by the customer to present the customer's case.

The parties may present documents and witnesses, question the witnesses presented by each other, and offer other oral, written or recorded information to support their respective positions or to respond to each other's position. BCRTA/MTS shall present its position first, then the customer may present next. As required or appropriate, the parties shall be permitted to present additional documents and witnesses, or recall witnesses.

The Appeals Panel may for good cause continue a hearing or permit the post-hearing submission of additional evidence, information and arguments. If a continuance or post-hearing submission is permitted, the Appeals Panel shall within three (3) days advise the parties of the date, time and location of the continuance hearing or the date by which the post-hearing submission must be received by the Appeals Panel.

The hearing shall be recorded.

Appeal without Hearing

If the BCRTA/MTS customer declines an in-person appeal hearing, BCRTA/MTS staff shall inform the customer of the date by which the customer must submit to BCRTA/MTS any written or alternative format materials the customer wishes the Appeals Panel to consider in determining the customer's appeal. Extensions of this date may be allowed for good cause.

Following the submission date, the Appeals Panel shall review the customer's file and written submissions, if any, and decide the matter. The Appeals Panel may uphold the eligibility determination or service suspension, overturn the eligibility determination or service suspension, impose conditions upon eligibility or returning the customer to service, or take other appropriate action to decide the matter.

Evidentiary Burden and Standard

BCRTA/MTS shall have the burden of demonstrating that the individual's eligibility for Para-transit service was appropriately determined or that the customer's service was suspended for appropriate cause and in accordance with the procedures for service suspension. This burden must be satisfied by a preponderance of all the evidence submitted in connection with the appeal or otherwise in the customer's record. The stand of admissibility for evidence and information presented in connection with an appeal shall be whether the evidence or information is of the type that a reasonable person would rely upon in making decisions about their personal affairs.

Notification of Decision

The Appeals Panel shall notify the customer of its decision and the reason for its decision in writing, within thirty (30) days of the date of the appeal hearing or, if the customer declined hearing, of the date on which the Appeals Panel reviewed and considered the matter.

If no decision is made on an appeal of eligibility determination within thirty (30) days of the date of the appeal hearing or date of the Appeal Panel's consideration, the individual will be eligible for BCRTA/MTS Para-transit services as of the 31st day, until and unless a decision otherwise is rendered by the Panel.

Appendix D: ADA Eligibility Application



ADA Paratransit Application

SECTION 1: GENERAL INFORMATION

Last Name: _____ First Name: _____

Street Address: _____ Apt #: _____

Apt. Complex Name: _____

City: _____ State: _____ Zip Code: _____

Phone: (home) _____ - _____ - _____ Cell: _____ - _____ - _____

Email Address (Required): _____

Are you currently a BCRTA rider? _____ YES _____ NO

Please list two emergency contacts:

Name _____

Home or cell Phone: _____ - _____ - _____ Work number: _____ - _____ - _____

Relationship: _____

Name: _____

Home or cell number: _____ - _____ - _____ Work number: _____ - _____ - _____

Relationship: _____

Closest bus route to my address (www.butlercountyrta.com): _____

Do you have a personal care attendant (PCA) who assists you with daily life functions?

_____ Yes _____ No

All information regarding BCRTA is provided in writing unless otherwise specified. Do you need information given to you in another form?

If yes, what form?

Did you need help completing this form? _____ Yes _____ No

If you answered yes, please complete the following information about the person who helped you.

Name: _____ Phone Number: _____

Relationship to you: _____

Agency name (if professional): _____

Street Address: _____ Apt# _____

City: _____ State: _____ Zip: _____

SECTION 2: APPLICANT'S ABILITY TO USE FIXED ROUTE BUS SERVICE

Please read the following statements and mark all those that describe your ability to use the fixed route bus.

_____ I have a **temporary** disability which prevents me from getting to the bus stop. I will need BCRTA service until I recover.

_____ I have an **ambulatory** disability which prevents me from boarding a bus even with a wheelchair lift without assistance.

_____ I cannot get to the bus stop by myself.

_____ I have a **cognitive disability** which prevents me from remembering and/or understanding how to find my way to and from the bus stop.

_____ I have a **visual disability** that prevents me from finding my way to and from the bus stop.

_____ I have a **severe medical condition**. My condition results in an impairment that makes it impossible for me to use the fixed route system.

_____ I have a **disability that comes and goes**. I can use the fixed route system on days when I am feeling well, but on bad days, I can't make it to the bus stop or get on the bus.

In your own words, please explain why you cannot use the fixed route bus service.

SECTION 3: INFORMATION ABOUT YOUR CURRENT USE OF THE FIXED ROUTE BUS SYSTEM.

1. Do you currently use the fixed route bus: ____ Yes ____ No
2. When was the last time you used the fixed route bus? _____
3. Did you use any type of mobility aid or life support equipment? _____

If yes, describe:

4. How far can you travel by foot or using a mobility aid? Check all that apply
To the ground outside my home ____ Can ____ Cannot
To the curb in front of my home ____ Can ____ Cannot
Up to ¼ mile ____ Can ____ Cannot
Up to ½ mile ____ Can ____ Cannot
Up to ¾ mile ____ Can ____ Cannot

5. Can you wait up to 15 minutes at a bus stop? ____ Yes ____ No

If no, please explain:

6. Can you get on and off a fixed route bus:
____ Yes ____ No ____ Sometimes ____ I don't know ____ I have never tried
If you chose NO or SOMETIMES, check all that apply:

____ Only if the bus has a wheelchair lift ____ I cannot climb the stairs

____ I don't want to use the lift ____ Other, explain:

-
7. If you are able to get on and off a fixed route bus, can you get to a seat or wheelchair position by yourself? ☐ Yes ☐ No ☐ Sometimes

If you chose NO or SOMETIMES, check all that apply:

☐ I need someone to help me ☐ I need a seat nearest the door
☐ I have a balance problem ☐ I have trouble finding a seat

Other, explain:

SECTION 4: INFORMATION ABOUT YOUR DISABILITY AND MOBILITY EQUIPMENT

1. What types(s) of disability(ies) prevent you from using the fixed route bus? Check all that apply.

☐ Physical disability ☐ Visual impairment/blindness
☐ Developmental or Cognitive disability ☐ Mental Disorder
☐ Health related condition
☐ Other, explain:

2. My disability is: ☐ Permanent ☐ Temporary ☐ I don't know

If temporary, I expect it to last for another _____ months.

3. Check all the mobility aids or equipment you use or might use while riding a BCRTA vehicle:

☐ Cane ☐ Long White Cane ☐ Leg braces ☐ Crutches
☐ Communication board ☐ Walker ☐ Manual wheelchair
☐ Powered wheelchair ☐ Power scooter ☐ Life support equipment
☐ Service animal

All BCRTA Vehicles are equipped with lifts, ramps and securement stations and are compliant with all ADA regulations. Regulation No. 49 CFR Part 38 requiring that lifts have a minimum design load of 600 pounds and that the lift platform accommodate a wheelchair measuring 30 inches by 48 inches.

SECTION 5: THE ENVIROMENT AROUND YOUR HOME TO THE CLOSEST BUS STOP

1. In your own words, describe the terrain between where you live and the closest bus stop. Describe: sidewalks, visibility, roadway traffic, temporary construction, traffic signals, curbs, or anything else you think is noteworthy:

2. Are there sidewalks outside your home? ____ Yes ____ No
3. How many steps are there at the entrance to your home: _____

SECTION 6: YOUR CURRENT TRAVEL NEEDS

1. Currently, how do you travel to the places you need to go outside your home?

2. List two or three of your most frequent travel destinations:

SECTION 7: TRAVEL TRAINING

Travel training is a personalized (individual or group) instruction that teaches the skills necessary to use fixed route BCRTA bus system and BGo. Please see attached flyer for more information on this optional program.

1. Have you ever received travel training: ____ Yes ____ No
If yes, who provided the training?

2. Would you be interested in receiving information about this service?
____ Yes ____ No

If you checked no, please explain why you are not interested in travel training?

SECTION 8: APPLICANT'S CERTIFICATION

In compliance with the Americans with Disabilities Act of 1990 (ADA), BCRTA provides paratransit service (other than the regular bus service) to anyone with a disability, who qualifies and who cannot use the fixed route bus system and who is traveling within $\frac{3}{4}$ mile of a scheduled fixed route. This shared-ride service is intended only for those trips that the rider cannot make on the fixed route system. This application is intended to determine when and under what circumstances that applicant can use the shared-ride ADA Paratransit service.

I understand that the purpose of this application is to determine if there are times when I cannot use the fixed route or BGo bus system and will need to use the shared-ride Paratransit system. I understand that all the information concerning my disability will be kept confidential and shared only with professionals that will be involved in the determination of my eligibility. I certify that, to the best of my knowledge, all the information in this application is true and correct. I authorize any professional organization and/or agency listed in this application to release information relating to my disability to the ADA office in order to determine eligibility.

Applicant's signature: _____

Date: _____

Signature of applicant's parent, legal guardian, or PCA if applicable:

Clinical Professional Authorization

This form to be completed by a Clinical Professional: This cannot be the only determination of eligibility.

Examples: Licensed physicians, Orientation and mobility specialists, therapist, clinical social workers, and registered nurses.

To the Professional completing this form: The individual presenting this form to you is applying for Paratransit services. Paratransit service is a federally mandated ADA (American with Disabilities Act) door to door shared-ride specially equipped van ride service for people whose disability **prevents** them from using the regular bus transit system under certain circumstance or all the time. Only professionals who have knowledge of the applicant's functional ability or limitations to use the regular transit system should complete this form. Please assist us in determining this individual's true eligibility for the use of the Paratransit service. Please feel free to attach any additional information you think will help with the determination process.

Applicant's Name: _____

I have known the applicant since _____ (year)

Please list the diagnosis(es)

1. The applicant has a Functional Disability: ____ Yes ____ No

If yes, is the applicant able to?

Get to the curb by foot or mobility device without assistance?

____ Yes ____ No

Board or disembark a transit vehicle by using the stairs or a lift?

____ Yes ____ No

Find and occupy a seat (if not using a wheelchair or scooter) for the trip?

____ Yes ____ No

Safely stand while riding the bus if a seat is not available? Or can stand while holding on?

____ Yes ____ No

2. The applicant has a Sensory or Cognitive Disability ____ Yes ____ No

If yes, is the applicant able to?

Communicate addresses, destinations and telephone numbers upon request?

_____ Yes _____ No

Ask for, understand and follow directions?

_____ Yes _____ No

Recognize a destination or landmark?

_____ Yes _____ No

Deal with unexpected situations and/or changes in routine?

_____ Yes _____ No

Safely and effectively, travel through crowded and/or complex facilities?

_____ Yes _____ No

3. Does the applicant have a visual disability? _____ Yes _____ No

If yes, please describe how the condition would limit the applicant's ability to use the regular transit system.

4. Does the applicant have a DSM IV diagnosis? _____ Yes _____ No

If yes, describe how the condition would limit the applicants' ability to use the regular transit system

5. Is this disability(ies) temporary? _____ Yes _____ No If yes, how long? _____

6. Are there any other concerns about this applicants' ability to use the regular transit system?

7. In your clinical opinion, can the applicant ever use a fixed route bus? (All BCRTA buses are 100% accessible)

_____ Yes _____ No _____ Sometimes

Print your name: _____ Title: _____

Office address: _____

Phone number: _____ Fax: _____

License number: _____

Signature: _____

Date: _____

Please return your completed application to:

Butler County Regional Transit Authority

3045 Moser Ct.

Hamilton, Ohio 45011

Fax: - 513.785.5227

Questions about the application please contact:

513.785.5237

www.butlercountyrta.com



Appendix E: ADA Complaint Form



ADA Complaint Form

The Federal Transit Administration Office of Civil Rights is responsible for ensuring that providers of public transit properly implement several civil rights laws and programs, including Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990 (ADA), the Disadvantaged Business Enterprise (DBE) program, and the External Equal Employment Opportunity (EEO) program.

If there is a complaint, the complainant has 180 days to file it with Butler County RTA. In the investigation process, Butler County RTA will analyze the allegations for possible deficiencies. If deficiencies are identified, Butler County RTA has a maximum of 30 days to respond and correct the inadequacies.

Please mail the completed form to:

**Butler County RTA
3045 Moser Court
Hamilton, Ohio 45011
513-785-5237**

Note: Apart from the form, **on separate pages**, please describe your complaint. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to this complaint, including any related correspondence from your transit provider.

Important: We cannot accept your complaint without a signature, so please sign on the last page of the form after printing.

I believe that I have been (or someone else has been) discriminated against on the basis of my/their disability. ☐ Yes ☐ No

Complete section A on the following page if you are the complainant.

Complete sections A and B on the next page if you are filling this application out for someone else.

Section A

Complainant's Name: _____

Street Address: _____

City: _____ State: _____ Zip code: _____

Phone Numbers: Primary: _____ Secondary: _____

E-Mail Address: _____

Accessible format requirements ☐ Large Print ☐ Other _____

Section B (To be filled out by the applicant if different than the complainant).

Applicants Name: _____

Street Address: _____

City: _____ State: _____ Zip code: _____

Phone Numbers: Primary: _____ Secondary: _____

E-Mail Address: _____

If you have filled out Section A **and** Section B, please explain why you have filed for the complainant.

Please confirm that you have obtained the permission from the aggrieved party if you are filing on behalf of a complainant.

☐ Yes ☐ No

Has the complainant previously filed a civil rights complaint with FTA?

☐ Yes ☐ No If yes, what was your FTA complaint number: _____

Has the complainant filed this complaint with any of the following agencies? ☐ Yes ☐ No

If yes, please attach a copy of any response you received to your previous complaint.

☐ Transit Provider ☐ Department of Transportation
☐ Department of Justice ☐ Equal Employment Opportunity Commission
☐ Other _____

Have you filed a lawsuit regarding this complaint? ☐ Yes ☐ No

If yes, please provide the case number and attach any related material.

Case Number _____ Related material attached? ☐ Yes ☐ No

Name of public transit provider complaint is against: _____

Contact person at the facility: _____

Title: _____ Phone number: _____

The above information is true and accurate to the best of my knowledge

Complainant's signature _____

Applicant's signature (if different than complainant) _____

INTERNAL USE ONLY:

Date received: _____ **Date reported to FTA Civil Rights** _____

Date responded: _____

Name of agency's (RTA) contact person: _____

Name of Civil Rights office contact person: _____

Civil Rights violated? ____ Yes ____ No

Corrective Action taken if applicable (attach separate report).