



BROOME COUNTY NEW YORK

(/)

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Accessibility Solutions

Keeping You Independent

Accessibility Solutions

The Broome County Department of Public Transportation strives to accommodate passengers with disabilities in compliance with Americans with Disabilities Act[®]. The Department's four services utilize vehicles which are wheel chair accessible. If you live in the urban area of Broome County (Binghamton, Johnson City, Endicott, Endwell or Vestal), our fixed route system may be able to suit your traveling needs. More about the fixed route accessibility is found below. If you live in the urban area, and have special needs not allowing you to use our fixed route system, we offer the BC Lift (/transit/bc-lift-ada-home) for you. Rural residents may use BC Country (/transit/bccountry). The OFA Mini-bus (/transit/ofa-home) is for seniors over age 60 who reside in urban area of Broome County.

Wheelchair Accessibility

B.C. Transit fixed route buses are accessible to people using mobility aide devices. BC Transit fixed route service will transport any mobility device that fits on the bus without compromising safety, damaging the bus or obstructing the aisle in a way that would prevent other passengers from safely walking past the device. Specific questions can be answered by calling the B.C. Transit office at 607.763.4464.

For Your Safety:

- Riders in wheelchairs or similar mobility aides must be facing forward while the bus is in motion.

- Wheelchairs must be secured to the floor of the bus.
- We recommend wheelchair users use seatbelts or shoulder harnesses for additional safety.
- More information about our ADA policies can be found in our in the Fixed Route or Paratransit Policy and Procedure Manual, Section II. [::READ MORE::]
(/transit/policies)

Kneelers And Ramps

Our drivers will lower ramps and kneelers, or make other accommodations upon request for easier accessibility. You do not need to show a Broome County Persons with Disabilities Card (/transit/reduced-rate-information-fixed-route) to have the ramp lowered or to use the lift mechanism.

Service Animals

In compliance with the Americans with Disabilities Act[☞], service animals are allowed on buses. Service animals must be under control by the person with disabilities at all times, and must not occupy a seat and must either sit on the floor, or on the persons lap. B.C. Transit staff reserve the right to ask what service the animal performs. In addition we have a right to ask the owner to remove the service animal from the bus if 1) the animal is out of control and the animal's owner does not take effective action to control it, or 2) poses a direct threat to the health or safety of others.

Braille Schedules



All bus schedules are available in Braille for persons with vision impairments. Call us at 607.763.4464, option 3 or email us
(mailto:ronald.hirst@broomecountyny.gov?)

subject=Braille%20Schedules&body=Please%20send%20me%20schedules%20in%20Braille%3A%0A%0A%20would%20like%20routes%3A%0A%0A%20address%20is%3A).

Announcing Of Major Stops

It is the policy of the Broome County Department of Public Transportation to comply with the US Department of Transportation regulation 49 CFR Section 37.167.

On fixed route systems, the entity shall announce stops as follows:

1. The entity shall announce stops at least at transfer points with other fixed routes, other major intersections and destination points, and intervals along the route sufficient to permit individuals with visual impairments or other disabilities to be oriented to their location.
2. The entity shall announce any stop upon request of an individual with a disability.
3. Where vehicles or other conveyances for than one route serve the same stop, the entity shall provide a means by which an individual with a visual impairment or other the disability can identify the proper vehicle to enter or be identified to the vehicle operator as a person seeking a ride on a particular route.

Please note . . .

- There are designated areas on the bus for passengers with disabilities using mobility aids. Such passengers have priority in these seating locations at all times.
- Mobility aids must not block the aisle or interfere with the safety of other passengers. Wheelchair wheels must be locked before the bus is in motion.
- Reduced rates are available for persons with disabilities. **[more info ►]** (/transit/fares)
- More information about services available for people with disabilities in Broome County can be found in Broome County's Guide to Services for Persons with Developmental Disabilities and Their Families. **[more info ►]** (/sites/default/files/dept/transit/pdfs/BrCo%20GuideTo%20Serv%202011.pdf)

Reasonable Modification Policy

The Department of Public Transportation will provide reasonable modification of policy and practice upon request to ensure that our transportation services are accessible to people with disabilities.

Requests for reasonable accommodations may be made in advance via the following ways:

- BC Lift application/BC Lift phone reservation system (If approved for the service).
- Our website using our customer service form.
- Write BC Transit:
Broome County Department of Public Transportation,
413 Old Mill Road
Vestal, New York 13850

More information can be found on the Federal Transit Administration website. (<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/civil-rightsada>)

ADA Complaint Process

Titles II and III of the Americans with Disabilities Act of 1990 provide that no entity shall discriminate against an individual with a disability in connection with the provision of transportation service. The law sets forth specific requirements for vehicle and facility accessibility and the provision of service, including complementary paratransit service.

If a passenger has an ADA complaint regarding an incident that occurred with BC Transit's staff or while using one of our services, they may file a written complaint using the following methods:

- Download the ADA Complaint Form (</sites/default/files/dept/transit/pdfs/ADA-Complaint-Form-2022.pdf>)
- The ADA Complaint Form can be mailed to you or obtained in person by contacting BC Transit located at 413 Old Mill Road, Vestal NY 13850 or the BC Junction Office, 81 Chenango Street, Binghamton NY 13901. You may call the BC Transit Administration Office at 607.763.4464 option 3 or the BC Junction Office at 607.763.1692.
- Please submit the completed ADA Complaint Form to 413 Old Mill Road, Vestal NY 13850, Attn: Lori Rolison, ADA Coordinator
- ADA Coordinator, Lori Rolison, 607.763.4464.

Policy And Procedure Manuals:

- Paratransit Policy Manual (HTML) (</transit/Paratransit-Policy-Manual>)
- Fixed Route Policy Manual (HTML) (</transit/fixed-route-policy-manual>)

Select Language ▾

GREGORY KILMER COMMISSIONER

Public Transportation Facility
413 Old Mill Road
Vestal, NY 13850

PHONE: 607.763.4464

FAX: 607.763.4468

EMAIL: gregory.kilmer@broomecountyny.gov
(<mailto:gregory.kilmer@broomecountyny.gov>)



(<https://www.facebook.com/ridebctransit>)



(<https://twitter.com/ridebctransit>)



(<https://www.youtube.com/watch?v=fBQ2jrSxdsI>)

Public Transportation

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- [B.C. Lift ADA Bus \(/transit/bc-lift-ada-home\)](/transit/bc-lift-ada-home)
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