



Advanced Registration Policy

Policy: In order to provide a higher level of service to our Demand Response customers, Bata will institute an Advanced Registration Policy. This policy will enable Bata to monitor the Demand Response System and take a proactive approach when routes reach capacity. It will allow routes to be structured and buses and drivers to be scheduled prior to the next day's operation thus eliminating waste caused by the inefficient duplication of services.

Procedure: Customers wishing to schedule transportation will be required to call no later than 4:00 pm Monday-Friday and by 12:00pm Saturday the day prior for next business day transportation. The Call Center is closed Sundays and Holidays. Customers are scheduled on a first come first serve basis.

Once the call deadline has been reached each day an assigned scheduler(s) will review all calls for the following shift and assure route structure and times are realistic and attainable. If during this process scheduled rides are found to be overbooked the assigned scheduler will place a return call to the affected rider and alternate solutions will be offered.

"Will Calls"

"Will Calls" are generated when Bata riders request a same day trip from specified locations that have not previously been scheduled. Bata reserves the right to accommodate or deny "Will Calls" based on availability of services. BATA Dispatch will determine availability.

Bata also reserves the right to assess a charge for "Will Calls" based on the service requested. The rates for "Will Calls" services are as follows:

- \$6.00 full fare
- \$3.00 reduced fare (see Reduced Fare Program)

Standing Reservations

If a customer makes repetitive trips on a daily/weekly basis he or she may be able to make a "Standing Reservation." Your ride will then show up automatically, unless you call to cancel. Standing reservations, like all other calls must be made by the deadlines listed above. Standing Reservations may be scheduled a maximum of seven (7) days in advance.

Cancellations

If a customer needs to cancel a standing reservation (or any other reservation), please remember to call at least 60 minutes (1 hour) before your scheduled ride and provide your name, address, phone number and the date and time(s) of your reservation. Call 231-941-2324 and select option #2.

Call **231-941-2324** for information, reservations or cancellations.

Call Center Hours of Operation

Monday – Friday
5:30am – 4:00pm

Saturday
5:30am – 12:00pm

Sundays and Holidays
CLOSED