

BEAVER ISLAND TRANSPORTATION AUTHORITY

AMERICANS WITH DISABILITIES ACT (ADA)

COMPLAINT RESOLUTION POLICY

In any situation when a person complains or raises a concern with a Beaver Island Boat Co (BIBCO) employee about discrimination, policies or services with respect to passengers with a disability, and the employee (or the employee's supervisor) does not immediately resolve the issue to the customer's satisfaction or provide a requested accommodation, the customer has the right to contact the Complaints Resolution Official (CRO). The employee will provide the customer with the CRO's phone number and if requested by the customer, the number of the Michigan's Telecommunications Relay Service (TRS). The employee will provide this information to the passenger in a format they can use.

The CRO will be available for contact on the vessel and at each terminal via telephone. The customer will be allowed to use a BIBCO phone to contact the CRO. The number for Michigan's TRS will be available for persons with hearing impairments to communicate with the CRO.

Mary Cook
Complaint Resolution Official (CRO)
Beaver Island Transportation Authority
PO Box 426
26195 Main Street
Beaver Island, MI 49782
231-448-3049
bitrans@tds.net

Michigan's Telecommunications Relay number: 711