

Central Transit Fixed Route and Paratransit Americans with Disabilities Act (ADA) Policy

ADA Policy

The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990. The ADA is civil rights legislation which requires, in this context, that persons with disabilities receive transportation services equal to those available on the fixed route bus system.

It is the policy of Central Transit that, when viewed in their entirety, services, programs, facilities, and communications provided by Central Transit, directly or by a contracted service provider, are readily accessible and usable to individuals with disabilities to the maximum extent possible. 49. CFR 37.105

1. Fare

Central Transit does not currently charge fares for Fixed Route or Paratransit transportation.

2. Holiday Closures

Central Transit will not provide Fixed Route service on the following nationally recognized holidays: New Year's Day, President's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, and Christmas Day.

The Paratransit contractor will not provide service on the following nationally recognized holidays: New Year's Day, President's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day and Christmas Day.

3. Approved Mobility Device

Passengers will be transported provided the lift and vehicle can physically accommodate them, unless doing so is inconsistent with legitimate safety requirements (e.g. the combined weight of the wheelchair/occupant exceeds that of the lift specifications). Additionally, Central Transit can accommodate mobility devices that meet following minimum standards:

- *Wheelchair* means a mobility aid belonging to any class of three or more wheels, usable indoors, designed or modified for and use by individuals with mobility impairments, whether manually operated or powered
- Walkers must be collapsible and able to be stored between seats.
- The mobility device must be in good working order; with batteries charged, tires inflated, and all parts secure. (49 CFR 37.3)

4. Mobility Device Boarding or Exiting

When occupying a lift or securement area, it is recommended that passengers apply the brakes on their mobility devices; however, they are not required to do so. With power chairs or scooters, it is recommended, but not mandatory to turn the power switch to the “off” position.

5. Portable Oxygen Use

Individuals with disabilities who use portable oxygen devices are allowed to travel with respirators and properly secured portable oxygen supplies. Oxygen supplies must not obstruct the aisle. (49 CFR 37.167(h))

6. Securement Policy

Operators will use front and rear tie-downs to secure mobility devices. Operators will secure mobility devices at the strongest parts of the device; however, the passenger can indicate the most optimal tie-down spot. The mobility device will be secured front facing unless otherwise requested by the passenger. Drivers will assist passengers with securement systems, ramps, and seatbelts; however, drivers cannot assist riders using power chairs or scooters with the operation of their equipment. Central Transit cannot refuse to transport someone if the passenger does not want their mobility device secured or whose mobility device cannot be satisfactorily restrained provided that mobility device fits within the definition described in Section 3. (49 CFR 37.165)

7. Stop Announcements

Stops at major intersections, transfer points, and destination points will be announced on fixed route buses. Transit operators will announce other stops upon request. (49 CFR 37.167 (a-c))

8. Personal Care Attendants

A Personal Care Attendant (PCA) may ride with the passenger at no charge. A PCA is someone who travels with, and helps, a rider who is not able to travel alone. The passenger must provide their own PCA if one is needed. Please include on your Paratransit eligibility application form whether or not a PCA is needed. This information will guarantee a place for him or her to ride with the passenger.

Guests and companions may ride on an available space basis only; please be aware that a determination of available space may not be available until the evening prior to the scheduled trip. A companion is anyone who rides with the passenger who is not designated as a PCA. (49 CFR 37 (d))

9. Service Animals

A service animal is any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability. In order to ride Central Transit fixed route or Paratransit buses:

- The service animal must be on a leash, tether or harness unless use of such a device would interfere with the task the service animal performs or the person's disability prevents use of such devices.
- Birds, reptiles, amphibians, rodents, and cats must be kept in an enclosed carrier/container.
- The animal must remain at your feet or on your lap. It may not sit on a vehicle seat.
- The animal must not be aggressive toward people or other animals. (49 CFR 37.167 (d))

10. Boarding Assistance

Operators shall position the bus to make boarding and exiting as easy as possible for everyone and minimize the slope of the ramp. Bus operators shall provide assistance to passengers upon request. Passengers with disabilities shall be allowed adequate time to board and disembark the vehicle.

11. Maintenance of Lifts or Ramps

Bus operators must test the lift or ramp during the pre-trip inspection. Break down of accessibility equipment must be reported immediately to dispatch. A vehicle with an inoperable lift or ramp must be removed from service as soon as possible and cannot be returned to service until repaired. If there is a lift or ramp failure, a replacement vehicle must be dispatched if the next trip to the destination of any passenger using a mobility device is scheduled in more than 30 minutes. If the next trip to the destination of any passenger using a mobility device is scheduled in 30 minutes or less, a replacement vehicle may be dispatched if available. (49.CFR 37.163)

12. Priority Seating

Upon request, bus operators shall ask, but not require, passengers to yield priority seating at the front of the bus to seniors and persons with disabilities. Drivers are not required to enforce the priority seating designation beyond making such a request.

13. Reserved Seating

Mobility device securement areas on buses are reserved. Passengers using common mobility aids shall be boarded if the securement areas are not otherwise occupied by a mobility device, regardless of the number of passengers on the bus. Bus operators are required to ask passengers sitting in the securement areas to move to other available seats or to stand.

14. Suspension of Service

A rider's privileges may be suspended for any of the following infractions on any Central Transit or its contractor's property, including vehicles, bus stops, or stations:

- Smoking, vaping or carrying a lit pipe, cigar, or cigarette (unless in a designated smoking area).
- Discarding or dumping litter in places other than the recognized receptacles.

- Consuming alcoholic beverages or in possession of alcoholic beverages.
- Loud, raucous, unruly, harmful, or harassing behavior.
- Engaging in other conduct that is inconsistent with the intended purpose of the transit facility, station, or vehicle. (RCW 9.91.025)
- Drinking from an uncovered container or eating on board a bus.

15. Notification of Policy

Central Transit will notify the public of the ADA policy on the website and in the riders guide.

16. Paratransit

- a. Eligibility Requirements:* A person may access Paratransit service if they have a disability or disabling health condition that prevents them from independently using the Central Transit fixed route service some or all of the time. 49 CFR 37.123

Presence of a disability or a disabling health condition by itself does not automatically make a person eligible for paratransit service. The ability to ride our fixed route buses is the basis for eligibility.

Applications will be reviewed by an eligibility specialist based on the following eligibility qualifications. A passenger is eligible for Paratransit service if they:

- are unable to board, ride, or exit a lift-equipped bus without assistance,
OR
- need to use a lift but it cannot be deployed safely at your bus stop,
OR
- have a disability that prevents travel to and from your bus stop under certain conditions,
AND
- are certified to use Paratransit services.

The Paratransit service provider, or their agent, will respond to applicants in writing within 14 days of receiving the application. If the applicant does not receive an answer within 21 days, the applicant shall be treated as eligible and provided services until an answer is received.

- b. Categories of Eligibility:* A Central Transit applicant's eligibility may be classified as conditional, unconditional, or temporary. These categories are defined and mandated by the Americans with Disabilities Act (ADA) regulation.

Category Type	Description	Type of eligibility
Category 1	A person with a disability who cannot independently ride transit	Unconditional
Category 2	Prevented by disability or combination of disability and architectural barriers from getting to the boarding area	Conditional
Category 3	Prevented from using fixed route during a certain amount of time	Temporary

- c. *Service Area:* Paratransit service is provided within 3/4 of a mile of Central Transit fixed-route service and within Ellensburg city limits except for commuter routes. 49 CFR 37.131 (a)
- d. *Origin to Destination Service:* Based on the functional ability of the rider at the time of application, the driver will provide one of the following types of trips 49.CFR 37.129

<i>Trip Type</i>	<i>Descriptions</i>
Curb to Curb	Customer taken from curb of pickup to curb of destination
Door to Door	Customer taken from door of pickup point to door of destination

- e. *Trip Scheduling:* Paratransit trips can be scheduled up to 14 days prior to the trip; reservations will be accepted from 8:00 am to 4:30 pm the day before the trip. No trip reservations will be accepted the day of the trip. Rides will be curb-to-curb unless previously arranged
- f. *Trip Cancellation:* Paratransit trips must be canceled by 2:00 pm on the day prior to the scheduled trip to avoid a late cancellation.
- g. *Missed/ Late Cancels:* Six (6) same-day cancels within a rolling 30-day period shall result in a five (5) business day suspension. After three (3) such suspensions, the passenger shall receive a 30-day suspension
- h. *Paratransit Trip Denials:* Trip denials are trips that are late or canceled by the service provider due to no fault of the passenger. The paratransit service provider will count all denials for service and will report them to the City representative. One denial of a multi-legged (multiple scheduled stops) trip will count as a denial for each leg of the trip. Upon missing one of trips, dispatch will contact the passenger to determine if they still want the later trips. If not, they will be canceled with no penalty to the passenger.

- i. Paratransit service operates the same hours as the Central Transit Fixed Route system:

Monday-Friday:	7:00am-9:30pm
Saturday:	7:45am-7:00pm
Sunday:	7:45am-7:00pm

17. Visitor Certification

Visitors, defined as those eligible for ADA Complementary Paratransit at their normal place of residence which is not within Central Transit’s service area, are eligible for 21 days of service in a 365-day period beginning on the first day the service is used by the visitor. For additional days of service, the individual is expected to register using the local eligibility procedures. For individuals who reside outside the Central Transit service jurisdictions, the paratransit service provider shall certify an individual with a disability as a visitor when providing documentation of residence and a statement that because of their disability they are unable to access the fixed route. (49 CFR 37.121)

18. Complaint Process

Central Transit and its contracted service provider are committed to providing safe, reliable, and accessible transportation options for the community. Customers wishing to file a complaint may contact:

HopeSource
700 E. Mt. View, #501
Ellensburg, WA 98926
PH: (509- 933-2287)
Fax: (509-925-1204)

Central Transit fixed route buses and many of the paratransit buses have on-board video recording systems. These systems will be used, when applicable, to answer and resolve rider inquiries and concerns. (RCW 46.07b)

19. Reasonable Modification

Requests for modifications of Central Transit paratransit policies, practices, or procedures to accommodate an individual with a disability may be made either in advance or at the time of the transportation service. Central Transit and its service provider are best able to address and accommodate a request when passengers make their requests before the trip. Contact the HopeSource customer service personnel at 509- 933-2287 with any questions or concerns.

20. Direct Threat

If a person is violent, seriously disruptive, or engaging in illegal conduct Central Transit and its service provider may, consistent with established procedures for all riders, refuse to carry the passenger. A person who poses a significant risk to others may be excluded from any bus service if reasonable modifications to the public accommodation's policies, practices, or procedures will not eliminate that risk. (49CFR 37.5 App. D/ 29 CFR 36.208)

Behaviors that may cause immediate exclusion from the system include:

- Destruction of public property (the vehicle, and/or its furnishings)
- Doing violence to others or to oneself
- Behavior that is seriously unruly, seriously disruptive, threatening, or frightening to others
- Behavior that interferes with the safe operation of the vehicle
- Violations of service animal policy by failing to control one's service animal
- Violations of operating rules governing the provision of transportation system-wide
- Engaging in illegal conduct.
- Other conduct judged by Central Transit or its contractor to represent an actual or potential threat to the health, safety or wellbeing of oneself, the operator, other passengers, and/or transit personnel.

Passengers who excluded from the system due to a direct threat have the ability to request an administrative appeal by contacting the City of Ellensburg Transit Manager at 509-925-8680 or sackronb@ci.ellensburg.wa.us .