

<i>Title:</i> ADA Policy-Revision	<i>Resolution:</i> 11-20: Revised ADA Policy
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Jefferson Transit Authority

ADA Policy

Adopted January 14, 1992

ADA Policy

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

It is the policy of Jefferson Transit that, when viewed in their entirety, services, programs, facilities, and communications provided by Jefferson 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. Fares

Daily Fares for are as follows:

- Senior (60+)/Disabled/Youth (7-18 years of age) - \$1.00
- Adult (19-59 years of age) - \$1.50
- Dial-A-Ride - \$1.00 per trip - 49 CFR 37.131 (c)

Monthly Regular Fares are as follows:

- Senior (60+)/Disabled/Youth (7-18 years of age) - \$12.00
- Adult (19-59 years of age) - \$24.00
- 3-month College Student pass (per QTR) - \$50.00 —Out of County surcharge included
- Summer Youth Pass (6-18 years of age) - \$20.00 —Out of County surcharge included
(Memorial Day thru Labor Day only)

Monthly Commuter Fares are as follows:

- Senior (60+)/Disabled/Youth (7-18 years of age) - \$20.00—Out of County surcharge included
- Adult (19-59 years of age) - \$36.00—Out of County surcharge included

Annual Regular Fares are as follows:

- Senior (60+)/Disabled/Youth (7-18 years of age) - \$115.00
- Adult (19-59 years of age) - \$230.00

Annual Commuter Fares are as follows:

- Senior (60+)/Disabled/Youth (7-18 years of age) - \$192.00—Out of County surcharge included
- Adult (19-59 years of age) - \$345.00—Out of County surcharge included

2. Holiday Closures

Jefferson Transit- Dial-A-Ride (Para transit) and fixed route service does not run on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

3. Approved Equipment

In order to accommodate a wheelchair or power scooter on a Jefferson Transit vehicle it must meet the following standards:

- The equipment must have 3 or 4 wheels.
- The measurement of the equipment must be no more than 30” wide and 48” long, including footrests and backpacks.
- The equipment must not weigh more than 600 lbs. when occupied.
- Walkers must be collapsible and stored between seats.
- Equipment must be in good working order, with batteries charged, tires inflated, brakes working, footrests attached, and all parts secure. (49 CFR 37.3)
- *Segway* or similar electrically motorized personal transportation devices are allowed on JTA when used as a mobility device by a person with a disability. The passenger may board with the device but may not use the device as a seat when aboard a JTA vehicle.

4. Mobility Device Brakes

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 that the power switch be turned to the “off” position. Again, this is not mandatory.

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. Jefferson Transit cannot refuse to transport someone 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 you at no charge. A PCA is someone who travels with, and helps, a rider who is not able to travel alone. Passengers must provide their own PCA if they need one. The Dial a Ride Application form should include a space that gives the applicant the opportunity to indicate whether or not they will be accompanied by a PCA.

Guests and companions may ride with passengers on Jefferson Transit Dial a Ride. Guests and companions must pay regular fare. A companion is anyone who rides with a 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 Jefferson Transit:

- The animal must be on a leash or in a container, remain under control of the owner, and behave appropriately.
- 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.
- You are responsible for any damage caused by the animal. (49 CFR 37.167 (d))

10. Boarding Assistance

Operators shall position the bus to make boarding and de-boarding as easy as possible for everyone, minimize the slope of the ramp, and use the kneeling option as needed. 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 Jefferson Transit property, including vehicles, bus stops, or stations:

- Smoking 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.
- Possessing an unissued transfer.
- Engaging in other conduct that is inconsistent with the intended purpose of the transit facility, station, or vehicle. (RCW 9.91.025)

15. Notification of Policy

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

16. Dial-A-Ride (Para transit)

- a. Eligibility Requirements:* A person may access Jefferson Transit Dial-A-Ride if he or she has a disability or disabling health condition that prevents him or her from independently using our buses 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 Dial-A-Ride service. The ability to ride our buses is the basis for eligibility.

Applications will be reviewed by Jefferson Transit based on the following eligibility qualifications. A person is eligible for Jefferson Transit Dial-A-Ride service if he or she:

- is unable to board, ride, or exit a lift-equipped bus without assistance,
OR
- needs to use a lift but it cannot be deployed safely at a bus stop,
OR

- have a disability that prevents travel to and from a bus stop under certain conditions,
AND
- is certified to use Jefferson Transit Dial-A-Ride.

Jefferson Transit will respond to applicants in writing within 14 days of receiving an 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.

- a. *Categories of Eligibility:* A Jefferson Transit Dial-A-Ride 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

- b. *Service Area:* Jefferson Transit Dial-A-Ride service is provided within 3/4 of a mile of Jefferson Transit fixed-route service, except for commuter routes. 49 CFR 37.131 (a)

- c. *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
Door Though Door	Customer taken from point of pickup into the door of the destination

- d. *Trip Scheduling:* Dial-A-Ride trips can be scheduled from 14 days before the trip desired . Reservations will be accepted the day of the trip, provided that there is room in the day's schedule to accommodate them. Rides will be curb-to-curb unless previously arranged
- e. *Trip Cancellation:* Dial-A-Ride trips must be canceled before 4:00 p.m. the day before the scheduled trip.
- f. *No-Show Policy:* The definition of a No-Show is an inability to find a passenger at the specific pick-up location or a passenger refusal of the trip at the door.

Riders who schedule Dial-A-Ride or Deviated Fixed Route service trips and repeatedly no-show or have excessive late cancellations, may be suspended from both services. If a trip is missed, the return trip is automatically cancelled.

If a rider No-Shows 3 or more Dial-A-Ride or Deviated Fixed Route trips in a thirty day period, they may be suspended from Jefferson Transit for a minimum of 1 week. The 2nd suspension will be for a 2 week period, the 3rd suspension will be for a 3 week period, and so on. Each suspension increases by 7 days within a twelve month period.

- g. JTA offers free travel training for anyone who may feel unsure about riding the bus. The training is customized to meet each person's needs such as reading the schedule, making transfers, boarding the bus, etc.
- h. *Dial-A-Ride Hours*: Jefferson Transit Dial-A-Ride operates the same hours as the Jefferson Transit fixed route system:

Monday-Friday:	5:40 a.m. – 8:00 p.m.
Saturday:	6:40 a.m. – 7:50 p.m.
Sunday:	8:00am-7:00pm

17. Visitor Certification

Visitors 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 under Jefferson Transit eligibility procedures. For individuals who reside outside the Jefferson Transit service jurisdictions, Jefferson Transit 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

Jefferson Transit is committed to providing safe, reliable, and accessible transportation options for the community. Jefferson Transit has established a Customer Complaint Policy and customers wishing to file a complaint and/or obtain a copy of the Customer Complaint Policy may contact Jefferson Transit at (360) 385-4777, or in person at Jefferson Transit's administration office located at 1615 W. Sims Way, Port Townsend, WA 98368. (RCW 46.07b)

Authorized By:

Dan DiGuilio, Interim General Manager

Date