

## Yakima Transit ADA Policy

1. **ADA Policy:** The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990. ADA is civil rights legislation requiring that persons with disabilities receive transportation services equal to available fixed-route services. The ADA Policy applies to all Yakima Transit services including fixed-route bus service, paratransit, and commuter services.

It is the policy of Yakima Transit, a division of the City of Yakima, that Yakima Transit's services, programs, facilities, and communications, 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)

2. **Fares:** Fares for Yakima Transit are as follows:

Adult – \$1.00 single fare/ticket

\$25.00 monthly pass

Reduced Fare (Persons 62/over, people with disabilities, Medicare Cardholders. Reduced Fare ID card required for reduced fare.) –

\$0.50 single fare

\$9.00 monthly pass

Youth – Fare-Free for those 18 years of age and under

Paratransit – \$2.00 fare/ticket (49 CFR 37.131(c))

Yakima-Ellensburg Commuter –

\$5.00 single fare/ticket

\$150.00 monthly pass

3. **Holiday Closures:** Yakima Transit does not operate fixed-route, paratransit, or commuter services on the following nationally recognized holidays: New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, or Christmas Day.
4. **Approved Equipment:** A mobility device or aid is equipment designed or intended to assist people with mobility disabilities. (i.e. wheelchairs, power scooter, canes, walkers, crutches)

Yakima Transit will accommodate mobility devices or aids that meet the following standards:

- a. A three or four-wheeled device, usable indoors, designed for and used by individuals with a mobility disability, whether operated manually or powered.
- b. Equipment used must not be too wide or too long and can be safely maneuvered within the transit vehicle, including footrests and bags or pouches attached to the equipment.
- c. The combined weight of the mobility aid, equipment, and occupant, may not exceed the transit vehicle's lift or ramp maximum capacity specifications.
- d. Mobility devices including walkers, canes, braces, crutches, etc., must collapse and be stored between seats and out of the path of travel of other passengers.
- e. Equipment must be in good working order with batteries charged, tires inflated, brakes operational, and all parts secured. (49 CFR 37.3)
- f. Yakima Transit does not provide passengers with mobility devices or aids for transportation use.

5. **Mobility Device Brakes**: When occupying a lift or securement area, it is required that passengers apply the brakes on their mobility devices, if equipped. With power chairs or scooters, it is recommended that the power switch be turned to the "off" position.
6. **Portable Oxygen Use**: Individuals with disabilities who use portable oxygen devices are allowed to travel with respirators, as long as portable oxygen supplies are properly secured. Oxygen supplies must not obstruct the aisle. (49 CFR 37.167(h))
7. **Securement Policy**: Mobility devices under federal regulations will have a securement system designed for safety during transportation and under normal vehicle operating conditions.

Mobility devices must be secured by operators with the following standards:

- a. Use a tie down system with four properly adjusted securement tiedowns at the strongest parts of the device. However, the passenger can indicate the most optimal tie-down spot.
  - b. Mobility devices will be secured front/forward facing unless the transit vehicle has rear facing securement equipment or as otherwise requested by the passenger.
  - c. Operators will ask passengers to wear a seatbelt or shoulder harness, but the passenger may decline and will not be required to wear such, unless the vehicle provides seatbelts for all passengers in which all passengers are then required to wear seatbelts.
  - d. When using seatbelts or shoulder harnesses, passengers must properly adjust seatbelts and shoulder harnesses. Seatbelt or shoulder harness restraints cannot be used as a substitution for tiedown securement.
  - e. Operators will assist with securements systems, ramps, and seatbelts. Operators cannot assist with the operation of power chairs or scooters.
  - f. Mobility device users of wheelchairs have the option of staying in their wheelchair or transferring into a standard transit vehicle seat. If user transfers to a seat, the mobility device will be stored in the securement location of the vehicle.
  - g. Yakima Transit cannot refuse or deny transportation if the mobility device cannot be satisfactorily restrained provided that mobility device fits within the definition described in Section 3 of 49 CFR 37.165.
8. **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))
  9. **Personal Care Attendants**: A personal care attendant (PCA) may ride with you on fixed route or paratransit at no charge. A PCA is someone who assists a rider with a disability. They may help with boarding, carrying belongings or providing other assistance needed for the rider to use transit services. Yakima Transit does not require a passenger to have a PCA. The passenger provides their own PCA, if needed.
- When applying for paratransit services, please indicate whether you will regularly require the assistance of a PCA. This information will help ensure that adequate space is available on the vehicle.
- Guests and companions may ride with you on Yakima Transit. Guests and companions must pay the standard fare. A companion is defined as any individual traveling with you who is not designated as your PCA. (49 CFR 37(d))
10. **Service Animals**: A service animal is any guide dog, signal dog, miniature horse, or other animal individually trained to work or perform tasks for an individual with a disability. In order to ride Yakima

Transit, the animal must be on a leash or in a pet carrier. The animal must remain under control of the owner. It must be at your feet, on your lap, or under the seat in front of you. It may not occupy a seat on the vehicle. It must be potty-trained. Animals must not project aggression or be aggressive towards any person(s) or other animals. It must not pose a direct threat to the health or safety of others.

Service animals in training in Washington State have extended public access protection and cannot deny a service animal trainer the right to be accompanied by a service animal trainee (RCW 49.60.215). The same rules apply to a service animal in training as with a service animal.

Misrepresentation of a Service Animal or Service Animal in Training in Washington State under RCW 49.60.214 is a civil infraction up to a \$500.00 fine. A violation occurs when someone expressly or impliedly represents that an animal is a service animal or service animal trainee to gain access rights, and the person who knew or should have known the animal did not qualify.

Any birds, reptiles, amphibians, rodents, and cats must be kept in an enclosed carrier/container.

Animals whose only contribution is emotional support, comfort, or companionship are not considered service animals under the Americans with Disabilities Act. They are considered emotional support animals (ESAs) and Yakima Transit will allow emotional support animals to be transported within a pet carrier. The animal must be fully enclosed within such carrier.

Yakima Transit may deny service if any service animal, service animal in training or emotional/comfort animal is out of the control of the handler, poses a direct threat, or is not potty trained. Owners/animal handlers are responsible for any damage or injuries caused by the animal. (49 CFR 37.167(d))

11. **Boarding Assistance:** Operators shall position the bus to make boarding and disembarking as easy as possible for everyone, minimize the slope of the ramp, and use the kneeling option as needed. Operators will provide reasonable assistance to passengers upon request. Passengers with disabilities will be allowed adequate time to board and disembark the vehicle. Upon request by the passenger, operators may assist riders using medical devices up vehicle ramps if doing so does not constitute a direct threat to the safety or health of the operator or passenger.
12. **Maintenance of Lifts or Ramps:** Operators must test the lift or ramp during the pre-trip inspection. Accessibility equipment breakdowns 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 the vehicle must be removed from service as soon as possible and a replacement vehicle must be dispatched to cover the route. If the next trip to the destination of any passenger using a mobility device is scheduled in more than 30 minutes, a replacement vehicle may be dispatched if available. (49 CFR 37.163)
13. **Priority and Reserved Seating:** Priority seating is located at the front of bus vehicles for individuals with disabilities and senior citizens for those who prefer, but are not required, to utilize this seating area. Upon request, operators shall ask – but not require – passengers to yield priority seating to seniors and persons with disabilities. Drivers are not required to enforce the priority seating designation beyond making such a request.

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

seurement areas to stand or move to other available seats. If a person who does not have a disability refuses to move from the priority seating area, operators are not required to force them to move (49 CFR 37.167(j)).

14. **Suspension/Denial of Service:** A rider's privileges may be suspended/denied for any direct threat to others and/or for the following infractions on any Yakima Transit property, including vehicles, bus stops, or stations:
  - a. Smoking, vaping or carrying a lit pipe, cigar, or cigarette (unless in a designated smoking area);
  - b. Discarding or dumping litter in places other than the recognized receptacles;
  - c. Consuming alcoholic beverages or in procession of alcoholic beverages;
  - d. Loud, raucous, unruly, harmful, or harassing behavior;
  - e. Possessing an unissued transfer;
  - f. Engaging in other conduct that is inconsistent with the intended purpose of the transit facility, station, or vehicle. (RCW § 9.91.025);
  - g. Unlawfully participating in conduct regulated under Yakima Municipal Code Chapter 7.90;
  - h. Violating Dial-A-Ride "No Show Policy"; or
  - i. Not complying with the Dial-A-Ride operating rules.
15. **Notification of Policy:** Yakima Transit's ADA policy is available on Yakima Transit's website [yakimatransit.org](http://yakimatransit.org) and in the Yakima Transit Bus Book.
16. **Reasonable Modification:** Yakima Transit (City of Yakima, Transit Division) is committed to providing safe, reliable, courteous, accessible and user-friendly services to its customers. To ensure equality and fairness, Yakima Transit is committed to making reasonable modifications to its policies, practices and procedures to avoid discrimination and ensure programs and services are accessible to individuals with disabilities. Requests for modifications can be made by calling Yakima Transit at (509) 575-6054 or emailing Ask Transit at [transit@yakimawa.gov](mailto:transit@yakimawa.gov).
17. **Paratransit:** Yakima Paratransit Dial-A-Ride may be accessed by a person who has a disability or disabling health condition that prevents them from independently using our accessible fixed route buses. (49 CFR 37.123)

Disability alone does not determine Paratransit eligibility. The eligibility decision is based on the person's functional ability to use the fixed route bus system and is not a medical decision.

Applications will be reviewed by Yakima Transit based on the following eligibility qualifications:

- a. You are unable to board, ride, or exit a lift-equipped bus; or
- b. Need to use a lift but it cannot be deployed safely at your bus stop; or
- c. Have a disability that prevents travelling to and from your bus stop under certain conditions.

Yakima Transit will respond to applicants in writing within 21 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.

*Categories of Eligibility:*

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 services during a certain amount of time	Temporary

*Service Area:* Yakima Paratransit service is provided within the legal city limits of the City of Yakima or up to ¾ -mile radius of all fixed bus routes (except Yakima-Ellensburg Commuter). (49 CFR 37.131(a))

*Origin-to-Destination Service:* All Dial-A-Ride clients receive door-to-door, pickup-point-to-destination service.

*Trip Scheduling:* No same day trip reservations or same day trip changes will be accepted the day of the trip. You must make a trip reservation at least a day before the trip is needed. Paratransit trips can be scheduled up to 7 days in advance.

*Trip Cancellation:* Paratransit trips may be canceled up to one hour prior to the trip's established pick-up time.

*Paratransit Hours:* Dial-A-Ride operates the same hours as Yakima Transit's fixed-route system. Paratransit services are not provided on commuter routes.

**Visitor Certification:** Visitors who present documentation that they are ADA Paratransit certified in the jurisdiction in which they reside, shall be provided with ADA Paratransit service in the Yakima Transit service area. Visitors that are unable to present ADA Paratransit eligibility documentation will be required to provide proof of residence and, if visitor's disability is not apparent, of their disability. Visitors who qualify may use Paratransit services for up to 21 days during any 365-day period. (49 CFR 37.121)

18. **Complaint Process:** Customers wishing to file a complaint and/or obtain a copy of the ADA Complaint Policy may contact Yakima Transit ADA Coordinator using the following methods:

**Call:** (509) 575-6175  
**In person or by mail:** 2301 Fruitvale Blvd, Yakima, WA 98902  
**Email:** [transit@yakimawa.gov](mailto:transit@yakimawa.gov)

Please inquire for additional information about rules that apply to Yakima Transit services, including Dial-A-Ride, that are not covered under the ADA Policy.

Yakima Transit will retain copies of all documents that include complaints, investigations, and resolutions on all complaints received and in accordance with the complaint record retention requirements of the ADA and State archives office.

  
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Jim Hogenson, Yakima Transit Manager

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05-12-2026  
Date