

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, vanpool, 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. **Fare:** Fare for Yakima Transit is as follows:

Adult – \$1.00 single fare/ticket

\$25.00 monthly pass

Youth – \$0.75 single fare/ticket

\$18.00 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

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

3. **Holiday Closures:** Yakima Transit does not operate fixed-route, paratransit, or commuter services on the following nationally-recognized holidays: New Year's Day, MLK Day, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, or Christmas Day. Columbus Day and Easter are not considered nationally-recognized holidays.
4. **Approved Equipment:** In order to accommodate your wheelchair or power scooter on a Yakima Transit vehicle, it must meet the following standards:
 - a. The equipment must have a minimum of three wheels.
 - b. The measurement of the equipment must be no more than 30" wide and 48" long, including footrests and backpacks.
 - c. The equipment must not weigh more than 600 lbs. when occupied.
 - d. Walkers must be collapsible and stored between seats.
 - e. Equipment must be in good working order with batteries charged, tires inflated, brakes operational, footrests attached, and all parts secured. (49 CFR 37.3)
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**: Operators will use front and rear tiedowns to secure mobility devices. Wheelchairs must be secured, required. Passengers in wheelchairs must use properly adjusted seatbelts and shoulder restraints. 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/forward 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. Yakima 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 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 at no charge. A PCA is someone who travels with, and helps, a rider who is not able to travel alone. You must provide your own PCA if you need one. Please let us know on your application form whether or not you will be using a PCA on a regular basis. This information will help us guarantee a place for him/her to ride with you.

Guests and companions may ride with you on Yakima Transit. Guests and companions must pay regular fare. A companion is anyone who rides 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, 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 container, remain under control of the owner (at your feet or on your lap, but not on a vehicle seat), behave appropriately, and not be aggressive toward people or other animals. Birds, reptiles, amphibians, rodents, and cats must be kept in an enclosed carrier/container. You are responsible for damages or injuries caused by the animal. (49 CFR 37.167(d)) Only service animals are allowed in/onboard a paratransit vehicle.
11. **Boarding Assistance**: Operators shall position the bus to make boarding and deboarding as easy as possible for everyone, minimize the slope of the ramp, and use the kneeling option as needed. Bus operators will provide assistance to passengers upon request. Passengers with disabilities will be allowed adequate time to board and disembark the vehicle.
12. **Maintenance of Lifts or Ramps**: Bus 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, 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, a replacement vehicle may be dispatched if available. (49 CFR 37.163)
13. **Priority and Reserved 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.

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 stand or move to other available seats.

14. **Suspension of Service:** A rider's privileges may be suspended for any of the following infractions on any Yakima Transit property, including vehicles, bus stops, or stations:
 - a. Smoking 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 possession 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 and in the Quarterly 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.
17. **Paratransit: Eligibility Requirements:** A person may access Yakima Paratransit if they have a disability or disabling health condition that prevents them 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 paratransit service. The inability to ride Yakima Transit's buses is the basis for eligibility.

Applications will be reviewed by Yakima Transit based on the following eligibility qualifications. You are eligible for Yakima Paratransit service if you:

- a. Are unable to board, ride, or exit a lift-equipped bus without assistance; or
- b. Need to use a lift but it cannot be deployed safely at your bus stop; or
- c. Have a disability that prevents travel to and from your bus stop under certain conditions; and;
- d. Are certified to use Yakima Paratransit.

Yakima Transit 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.

Categories of Eligibility: A 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) regulations.

| 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 and the City of Selah. (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: Paratransit trips can be scheduled up to 7 days in advance, but must be made by 4:30pm the day before the trip. No trip reservations will be accepted the day of the trip.

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 or along fixed-route demonstration projects, unless they are part of the demonstration project.

18. **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 Yakima Transit eligibility procedures. For individuals who reside outside the Yakima Transit service jurisdictions, Dial-A-Ride shall certify an individual with a disability as a visitor when provided documentation of residence and ADA eligibility through another Transit agency, or documentation that because of their disability they are unable to access the fixed route. (49 CFR 37.121)
19. **Complaint Process:** Yakima Transit is committed to providing safe, reliable, and accessible transportation options for the community. Yakima 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 Yakima Transit at (509) 575-6175, by email at transit@yakimawa.gov, or in person at Yakima Transit's administration office located at 2301 Fruitvale Blvd., Yakima, WA 98902.

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



 Alvie Maxey, Transit Manager

12/8/15

 Date