



## Lower Columbia CAP – Americans with Disabilities Act 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 Lower Columbia CAP that, when viewed in their entirety, services, programs, facilities, and communications provided by Lower Columbia CAP, 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**

Fare for Lower Columbia CAP is as follows:

- Adult/Senior/Disabled/Youth- \$2.00

### 2. **Holiday Closures**

Lower Columbia CAP does not provide transportation on the following agency observed holidays: New Year's Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day and the Friday after, and Christmas Day plus one floating day prior or after as selected. Advance posting of holiday closures are posted at least 7 days prior to the holiday on both the buses and the website.

### 3. **Approved Equipment**

- *Wheelchair* means a mobility aid belonging to any class of three- or more-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.
- Lower Columbia CAP will carry the wheelchair and occupant if the lift and vehicle can accommodate the wheelchair/ occupant. Lower Columbia CAP may decline to carry a wheelchair/occupant if the combined weight exceeds that of the lift specifications.
- Walkers must be collapsible and stored between seats.

### 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. Lower Columbia CAP 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 transfer points and destination points will be announced on fixed route buses. (49 CFR 37.167 (a-c))

## **8. 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 Lower Columbia CAP:

- ADA requires service animals to remain under control of the owner and service animals must behave appropriately. (28 CFR 35.136(d))
- Service animals must be leashed, tethered or harnessed unless these devices interfere with the service animal's work or the person's disability prevents use of these 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.

## **9. 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.

## **10. 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.

## **11. 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.

## **12. 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.

## **13. Suspension of Service**

A rider's privileges may be suspended for any of the following infractions on any Lower Columbia CAP 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.
- Engaging in other conduct that is inconsistent with the intended purpose of the transit facility, station, or vehicle. (RCW 9.91.025)

## **14. Notification of Policy**

Lower Columbia CAP will notify the public of the ADA policy on the website.

## **15. Complaint Process**

Lower Columbia CAP is committed to providing safe, reliable, and accessible transportation options for the community. Lower Columbia CAP 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 LOWER COLUMBIA CAP (306) 425-3430 x 235, or in person at Lower Columbia CAP's office located at 1526 Commerce Avenue, Longview, WA 98632 (RCW 46.07b)