Pullman Transit and Dial-A-Ride ADA Plan

**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 Pullman Transit that, when viewed in their entirety, services, programs, facilities, and communications provided by Pullman 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**

Fare for Pullman Transit is as follows:
- Senior/Disabled/Youth- $0.60
- Adult- $1.00
- Paratransit (“Dial-A-Ride”) - $0.80 (49 CFR 37.131 (c))

2. **Holiday Closures**

Pullman Transit, including Dial-A-Ride, will run on a limited schedule on the following nationally recognized holidays: Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, and Veterans Day. Services will not be provided on Thanksgiving Day, Christmas Day or New Year’s Day.

Dial-A-Ride trips can be scheduled up to four weeks in advance.

3. **Approved Equipment**

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, Pullman 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 stored between seats or in the vehicle’s trunk.
- The mobility device must be in good working order, with batteries charged, tires inflated, brakes working, and all parts secure. (49 CFR 37.3)
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. Pullman 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. 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. This information will guarantee a place for him or her to ride with you. Guests and companions may ride with you on all Pullman Transit Vehicles. 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))
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. (49 CFR 37.3)

In order to ride Pullman Transit:

- The 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.
- The animal must remain under control of the owner, and behave appropriately at all times.
- 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 27.167(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 Pullman 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 procession 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)

15. **Notification of Policy**

Pullman Transit will notify the public of the ADA policy on the website and in the rider’s guide.

16. **Paratransit (Dial-A-Ride)**

   **a. Eligibility Requirements:** A person may access Pullman Transit (referred to also as “Dial-A-Ride”) if you have a disability or disabling health condition that prevents you 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 Pullman Transit based on the following eligibility qualifications. You are eligible for Pullman Transit’s Dial-A-Ride service if you:

   - 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 Pullman Transit Dial-A-Ride.
Pullman 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.

b. Categories of Eligibility: A Pullman 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.

<table>
<thead>
<tr>
<th>Category Type</th>
<th>Description</th>
<th>Type of eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category 1</td>
<td>A person with a disability who cannot independently ride transit</td>
<td>Unconditional</td>
</tr>
<tr>
<td>Category 2</td>
<td>Prevented by disability or combination of disability and architectural barriers from getting to the boarding area</td>
<td>Conditional</td>
</tr>
<tr>
<td>Category 3</td>
<td>Prevented from using fixed route during a certain amount of time</td>
<td>Temporary</td>
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</tbody>
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c. Service Area: Pullman Transit’s Dial-A-Ride service is provided within the entire city limits of the City of Pullman, which includes service to the Pullman-Moscow Regional Airport. (49 CFR 37.131 (a))

d. Origin to Destination Service: Pullman Transit’s Dial-A-Ride service provides Door to Door service, which means the customer is taken from door of pickup to door of destination (49.CFR 37.129)

e. Trip Scheduling: Dial-A-Ride trips can be scheduled 30 days out and up until 7:00pm the day before the ride. Trip reservations will be accepted the day of the trip only if time schedules are available. Rides will be door-to-door, except at the Pullman-Moscow Regional Airport where federal law requires the driver to remain with the vehicle at the curb.

f. Trip Cancelation: Dial-A-Ride trips must be canceled at least one hour in advance. Failure to cancel at least one hour before the scheduled trip results in a “late cancellation.” Three late cancellations within a continuous 30-day period are treated as one no-show. Same day cancellations, even with the required hour’s notice, have an impact on our system; therefore, each set of six same-day cancellations within a 30-day period, even when more than one-hour notice is given, will be recorded as one no-show. Patrons will receive a warning letter the first time three no-shows are accumulated within a 30-day period. After that, suspensions from service will result, starting with a 10-day Level 1 suspension and progressing to a Level 4 indefinite suspension of service. Pullman Transit’s Dial-A-Ride Handbook explains this policy and process in more detail.
g. **Dial-A-Ride Hours:** Pullman Transit’s Dial-A-Ride operates during the same hours as Pullman Transit’s fixed route system:

Community Plus (full) service
- Monday-Friday: 6:30-12:00am
- Saturday: 9:15am-12:00am
- Sunday: 10:00am-5:30pm

Community (reduced) service
- Monday – Friday – 6:30am – 6:30pm
- Saturday – 9:00am to 6:00pm
- Sunday: 10:00am-5:30pm

Holiday Service: 10:00am-5:30pm
Specific holiday service can be found in the Levels of Service page in Pullman Transit’s bus schedules and on-line at www.pullmantransit.com.

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 apply for certification under Pullman Transit eligibility procedures. For individuals who reside outside the Pullman Transit service jurisdictions, Pullman Transit shall certify an individual with a disability as a visitor upon 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**

Pullman Transit is committed to providing safe, reliable, and accessible transportation options for the community. Pullman 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 Pullman Transit at (509) 332-6535, or in person at Pullman Transit’s administration office located at 775 NW Guy Street, Pullman, WA 99163.