

ADA Policy

The American 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 HopeSource Transportation that, when viewed in their entirety, services, programs, facilities, and communications provided by HopeSource Transportation, 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

HopeSource is a free service to individuals. HopeSource does have a donation collection box on each of their buses.

2. Holiday Closures

HopeSource Transportation fixed routes are closed for the following nationally recognized holidays: New Year's Day, President's Day, Memorial Day, 4th of July, Thanksgiving Day, and Christmas Day.

- HopeSource Dial-A-Ride will be closed for the following nationally recognized holidays: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Juneteenth, 4th of July, Labor Day, Veteran's Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, and Christmas Day. If a holiday falls on a Saturday, the preceding Friday is considered a holiday. If a holiday falls on a Sunday, the following Monday is considered a holiday. Paratransit services are not available in coordination of holidays that Central Transit is closed: New Year's Day, President's Day, Memorial Day, 4th of July, Thanksgiving Day and Christmas Day.
- The Cabulance on-call service is available 365 days a year for service in the Ellensburg city limits.

3. Approved Equipment

Passengers will be transported provided the lift and vehicle can physically accommodate them, unless doing so are inconsistent with legitimate safety requirements (e.g. the combined weight of the wheelchair/occupant exceeds that of the lift specifications). Additionally, HopeSource Transportation 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 able to be stored between seats, out walkway or in available storage areas.
- The mobility device must be in good working order; with batteries charged, tires inflated, footrests attached, 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 can 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. 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. HopeSource may not deny transportation to someone whose mobility device cannot be satisfactorily restrained if the mobility device fits within the definition described in (49.CFR 37.165.) HopeSource will encourage passengers to transfer to a vehicle seat. HopeSource may not require the passenger to transfer.

7. Stop Announcements

Stops, transfer points, and destination points will be announced on fixed route buses. HopeSource drivers will announce other stops upon requests. (49.CFR 37.167)

8. Personal Care Attendants

A Personal Care Attendant (PCA) may ride with the passenger. A PCA is someone who travels with, and helps, a passenger who is not able to travel alone. The passenger must provide their own PCA in they need one. HopeSource will ask if you need a PCA when you sign up for rides.

9. Service Animals

A service animal is any guide dog, signal dog, or other animal individually trained to work or perform tasks for the passenger with a disability, in order to ride HopeSource bus:

- The animal must be on a leash or in a container, unless these devices interfere with the service animal’s work or the passenger’s disability. In that case, the passenger must maintain control of the animal through voice, signal, or other effective controls.
- Comfort, therapy, emotional support, and companion animals are not recognized by the ADA. These animals fall under the pet policy (non-service animals) will only be transported if they are in a pet carrier and are under the control of the passenger.
- 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 towards the driver, passengers, or other animals. (49.CFR 37.167)

10. Boarding Assistance

Drivers will 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. Drivers will aid passengers upon request. Passengers with disabilities shall be allowed adequate time to board and deboard the bus.

11. Maintenance of Lifts or Ramps

Drivers shall test the lift or ramp during the pre-trip inspection. Break down of accessibility equipment must be reported immediately. Write it on the pre-trip form, notify dispatch, maintenance, and/or supervisor. If the lift or ramp is inoperable the bus will be removed from service until repaired. If the bus is in service and there is a lift or ramp failure, a replacement bus must be dispatched if the next trip to the destination of any passenger using a mobility device is scheduled is 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, drivers will ask – but not required – 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. Drivers are required to ask passengers sitting in the securement areas to move to other available seats or to stand.

14. Suspension of Service

A passenger's privileges may be suspended for any of the following infractions on any HopeSource buses:

- Smoking or carrying a lit pipe, cigar, or cigarette.
- Discarding or dumping litter in places other than the recognized receptacles.
- Consuming alcoholic beverages.
- Loud, raucous, unruly, harmful, or harassing behavior.
- Engaging in other conduct that is inconsistent with the intended purpose of the HopeSource buses. (RCW 9.91.025)
- Defacement or vandalism of any HopeSource buses or property.

15. Notification

HopeSource will notify the public of the ADA policy on their website and in its program brochures.

16. Paratransit

- Eligibility Requirements: A person may access HopeSource Paratransit if you have a disability or disabling health condition that prevents you from independently using our buses some or all the time. (49.CFR 37.123)
- HopeSource provides paratransit service for trips of any purpose and does not prioritize or deny specific types of trips. (For more information, see FTA Circular 4710.1 Chapter 8.4.7)

Presence of a disability or a disabling health condition by itself does not automatically make a person eligible for paratransit service. The ability to ride our buses is the basis for eligibility through ADARIDE.com. HopeSource will provide the initial contact a pay for the application process.

HopeSource Transportation will provide contact information for ADARide.com to register and qualify for client Paratransit Services. ADARide.com will respond to applicants in writing. If the applicant does not receive an eligibility answer within 21 days, the applicant shall be treated as eligible and be provided services until a final answer is received.

Once qualified you may call HopeSource Dispatch at 509-933-2287 to schedule a ride.

Registering for Dial-A-Ride services the client will need to provide the following information:

- Name
- Address
- Phone Number
- Date of Birth
- Gender
- Ethnicity
- Language Preference
- Living Status (alone or with someone else)
- Do you have a car and/or the ability to drive
- Income Level (above or below the poverty level. No verification needed)
- Special Considerations (mobility aids, vision, or auditory disabilities, etc.)

You are eligible for HopeSource Paratransit 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 approved through ADARIDE.com to use HopeSource Paratransit services.
 - Medical Coupons through DSHS may be referred to People for People for medical rides.
1. Medicaid medical transportation needs are referred to People for People .
 2. Service area: HopeSource Paratransit service is provided within $\frac{3}{4}$ of a mile of Central Transit fixed route service, except for commuter routes. (49.CFR 37.131)
 3. Trip Scheduling: Paratransit trips can be scheduled up to 14 days in advanced and 3:00pm the day prior to the trip. No trip reservations will be accepted the day of the trip.

4. Trip Cancellation: Paratransit trips must be canceled 24 hours in advance. Failure to notify Dispatch of a cancellation may result in a no show. Three no shows may result in temporary suspension of service.
5. HopeSource Transportation Dial-A-Ride service is dedicated to door-to-door service for all clients. (for more info, see FTA Circular 4710.1 Chapter 8.4.7)
6. Paratransit trips can be scheduled between Monday – Sunday from 6:55am to 8:15pm.
7. HopeSource Transportation Dial-A-Ride operates Monday – Friday 7:00am to 6:00pm.
8. Central Transit operates Monday – Sunday 7:00am to 8:00pm.

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 with ADA. For individuals who reside outside HopeSource service jurisdictions, HopeSource 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

HopeSource is committed to providing safe, reliable, and accessible transportation options for the community, HopeSource 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 HopeSource at 509 925-1448, or in person at HopeSource 606 W 3rd Avenue, Ellensburg, Washington.

19. Reasonable Modification

Requests for modifications of HopeSource Transportation policies, practices, or procedures to accommodate an individual with a disability may be made either in advance or at the time of the transportation service. HopeSource is best able to address and accommodate a request when customers make their requests before the trip. Contact Dispatch for any questions.

20. Direct Threat

If a person is violent, seriously disruptive, or engaging in illegal conduct HopeSource Transportation may, consistent with established procedures for all riders, refuse to carry the passenger. A person who poses a significant risk to others may be excluded from service if reasonable modifications to the public accommodation's policies, practices, or procedures will not eliminate that risk. (49.CFR 37.5 App. D/29. CFR 36.208)

Behaviors that may cause immediate exclusion from the system include:

- Destruction of public property (the vehicle, and/or it's furnishings)
- Doing violence to others or to oneself
- Behavior that is seriously unruly, seriously disruptive, threatening, or frightening to others
- Behavior that interferes with the safe operation of the vehicle
- Violations of service animal policy by failing to control one's service animal
- Violations of operating rules governing the provision of transportation system-wide

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- Engaging in illegal conduct
- Other conduct judged by HopeSource Transportation to represent an actual or potential threat to the health, safety or wellbeing of oneself, the operator, other passengers, and/or transportation personnel.

Passengers who are excluded from the system due to a direct threat can request an administrative appeal by contacting HopeSource Transportation at 509-933-2287.