

WRTA ADA & Paratransit 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 services equal to those provided nondisabled persons.

It is the policy of WRTA that the provided transportation services, programs, facilities, and communications, directly or provided by a service contractor, are readily accessible and usable to individuals with disabilities to maximum extent possible (49 CFR 37.105)

2. **FARES:** Fare for paratransit transportation services is for citizens whose disabling conditions prevent their use of regular bus service, and are as follows:
 - (a) For accessible fixed-route service: \$1 for regular fare; and \$1 for deviated WRTA fixed routes (1/4 mile or less from route), for a total of \$2.
 - (b) For door-to-door paratransit requests: Fremont County is a very large, rural area of 9,266 square miles. WRTA partners with several organizations in Fremont County to meet these needs. Due to the variety of requests these fares are to be determined based on mileage and time similar to other demand responses.

3. **HOURS OF OPERATION:** The times for fixed routes are limited to the weekday schedules. Otherwise, for door-to-door requests service will be determined based on driver/vehicle availability. The WRTA understands transportation needs may not always be during regular hours. Providing service to meet these needs is important to us and we will do our best to provide service.

4. **HOLIDAY CLOSURES:** The WRTA is closed for the following holidays: Christmas Eve, Christmas Day, New Year's Eve, New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving and Friday after Thanksgiving.

5. **APPROVED EQUIPMENT:** In order to accommodate a passenger's wheelchair or power scooter on our vehicles, it must meet the following standards:
 - a. It 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 pounds when occupied. Service will be denied to a wheelchair/occupant if the combined weight exceeds that of the lift/ramp specifications or if carriage of the wheelchair is demonstrated to be inconsistent with legitimate safety requirements.
 - 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 37.167(h))

6. **MOBILITY DEVICE BRAKES:** When occupying a lift or securement area, it is required that passengers apply the brakes to the mobility devices, if equipped. With powerchairs or scooters, it is recommended that the power switch be turned to the “off” position.
7. **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 block the aisle or obstruct the free movement of other passengers or driver throughout the cab of the vehicle.
8. **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/forward facing unless otherwise requested by the passenger, or dictated by the tie-down components of the vehicle. 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.
9. **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)).
10. **PERSONAL CARE ATTENDANTS:** A Personal Care Attendant (PCA) may ride with individuals with disabilities at no charge. A PCA is someone who travels with, and helps, a rider who is unable to ride alone. Riders must provide their own PCA if one is needed. Disabled riders must inform WRTA whether or not they will be using a PCA on a regular basis. This will help guarantee that a space is reserved for the PCA to accompany the disabled individual.
Guests and companions may also accompany a disabled individual, however, they will be charged the normal fare. A companion is anyone who rides with the disabled rider and is not designated as the rider’s PCA. (49 CFR 37(d))
11. **SERVICE ANIMAL:** A service animal is any guide dog, signal dog, or miniature horse individually trained to work or perform tasks for an individual with a disability. In order to ride WRTA vehicles, the animal must be on a leash or in a container, remain under control of the owner (at the owner’s feet or on his/her lap, but not on a seat), behave appropriately and not be aggressive towards people or other animals. Birds, reptiles, amphibians, rodents and cats are no longer considered service animals. The owner of the animal is responsible for damages and injuries caused by the animal. (49 CFR 37.167(d))
12. **BOARDING ASSISTANCE:** Operators shall position the transit vehicles to make boarding and deboarding as easy as possible for everyone and minimize the slope of the ramp. Vehicle operators will provide assistance to passengers upon request. All passengers using a lift will be assisted by the operator. Passengers with disabilities will be allowed enough time to board or disembark the vehicle.
13. **MAINTENANCE OF LIFTS AND RAMPS:** Operators must test the lift or ramp during pre-trip inspection. Accessibility equipment breakdowns must be reported to dispatch immediately. 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, the WRTA shall promptly provide alternative transportation to individuals with disabilities who are unable to use the vehicle because its lift does not work. (49 CFR 37.163)

14. **PRIORITY AND RESERVED SEATING:** Upon request, 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 the bus are reserved. Passengers using common mobility aids shall be boarded if the securement areas are not otherwise occupied by another mobility device, regardless of the number of passengers on the bus. Operators are required to ask passengers sitting in the securement areas to stand or move to other available seats.

15. **SUSPENSION OF SERVICE:** A rider's privileges may be suspended for any of the following infractions on any WRTA property including vehicles, bus stops or facilities:

- a. Smoking or carrying a lit pipe, cigar or cigarette (except in designated smoking areas).
- b. Discarding or dumping litter in places other than recognized receptacles.
- c. Consuming alcoholic beverages or being in possession of an opened alcoholic beverage.
- d. Loud, raucous, unruly, harmful, or harassing behavior.
- e. Possessing or being under the influence of illegal substances.
- f. Engaging in conduct that is inconsistent with the intended purpose of the transit vehicles, facilities or bus stops.
- g. Engaging in any other conduct that is illegal.

16. **NOTIFICATION OF POLICY:** WRTA's ADA Policy is posted on the WRTA's website and available at the WRTA Office.

17. **PARATRANSIT:** *Eligibility Requirements:* A person may access WRTA Paratransit if they have a disability or disabling health condition that prevents them from using WRTA 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 WRTA is the basis for eligibility.

Requests for Paratransit Service will be reviewed by WRTA and based on the following eligibility qualifications. A person is eligible for WRTA Paratransit Service if they:

- a. 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 that person's bus stop; or
- c. Have a disability that prevents travel to and from the nearest bus stop under certain conditions; and

To request paratransit, eligible persons may contact the WRTA at 856-7118. If the person is determined to be eligible, the transit will be scheduled based on vehicle/driver availability. There are no time requirements for requests, however, the earlier a request can be made the better.

Categories of Eligibility: Eligibility may be classified as conditional, unconditional, and 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 for a certain period of time.	Temporary

Service Area: Fremont County

Origin to Destination Service: door-to-door, pick-up-point-to-destination service.

Trip Scheduling: Paratransit trips can be scheduled with the WRTA dispatcher

Trip Cancellation: trips must be cancelled as soon as possible.

Paratransit Hours: Weekdays for fixed routes; for door-to-door the service is based on driver/vehicle availability.

18. **VISITOR CERTIFICATION:** Disabled 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 present a formal written request to the WRTA. For visitors requiring Paratransit service, WRTA shall certify an individual with a disability as a visitor when provided with documentation of home residence and ADA eligibility through another transit agency, or documentation that because of their disability the visitor is unable to access fixed route service. (49 CFR 37.121)

19. **NO-SHOW POLICY:** If a disabled passenger requests service and fails to show up to meet the bus or cancels the ride after it has been dispatched, through no fault of their own or circumstances beyond their control, that passenger should immediately report the reason for not meeting/canceling the ride. WRTA will evaluate the disabled passenger's frequency of no-show/cancellations against that rider's trip history to determine if a suspension of service is warranted. WRTA will notify the disabled passenger in writing that WRTA intends to suspend service, along with the justifications, and allow the individual to be heard and to present information in his/her defense. No suspension will take place until the appeal is adjudicated. If a suspension is warranted, that passenger shall be suspended from using services for a period of time to be determined by WRTA but not longer than one month and must petition the WRTA for reinstatement of riding privileges. Prior to any suspension action, WRTA will investigate with the disabled passenger to determine if there exists some difficulty using the service, or if there is anything that might help avoid the no-shows and cancellations. Willful or intentional abuse of the service will result in a suspension of service.

20. **PARTNERSHIPS:** The WRTA works closely with other public transportation providers in Fremont County and the Wind River Indian Reservation. Therefore, requests may be referenced and/or coordinated with partner providers that provide the best service possible to the client.

21. **COMPLAINT PROCESS:** WRTA is committed to providing safe, reliable and accessible transportation options for the community.

A complaint must be filed no later than 180 calendar days of the alleged discriminatory incident.

Written complaints are to be sent to: WRTA, ADA Compliance Officer, 2554 Airport Drive, Riverton, Wyoming 82501.

A person wishing to file a verbal complaint is encouraged to contact WRTA at 2554 Airport Drive, Riverton, Wyoming or call 307-856-7118.

The WRTA will begin investigation for resolution of concerns within 10 days, which may include discussions with the complainant. During the investigation process, the complainant may be represented by an attorney or other representative of their choosing, may provide witnesses for testimony and may present evidence regarding the complaint.

If the complaint remains unresolved, a summary of the investigation will be submitted to the Board of the Fremont County Association of Governments for review and final decision regarding the complaint.

Within 60 days of receipt of the complaint, the Wind River Transportation Authority will complete the aforementioned process and provide a final written decision to complainant.

Complaints and appeals can also be made to the Wyoming Department of Transportation or Federal Transit Administration.

FORMAL APPROVAL OF ADA POLICY


In witness whereof, the Board of Directors, either personally or through their duly authorized representatives, have adopted this Americans with Disabilities Act (ADA) Policy Plan on the days and dates set out below and certify that they have read, understood, and agreed to the procedures and protocols set forth by this ADA Policy Plan.

The effective date of this ADA Policy Plan is the last day and date signed and executed by the representatives below.

APPROVED AND ACCEPTED BY THE FREMONT COUNTY ASSOCIATION OF GOVERNMENTS:



Mayor John Meyer, Board Chair



Date