



THE AMERICANS WITH DISABILITIES ACT POLICY

The Americans with Disabilities Act of 1990 (ADA) is a civil rights law that prohibits discrimination and ensures equal opportunity and access for persons with disabilities. Furthermore, the ADA requires that persons with disabilities receive transportation services equal to those available on the fixed route service.

It is the policy of COAST Transportation that, when viewed in their entirety, services, programs, facilities, and communications provided by COAST 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

COAST Transportation does not charge fares for rides. Riders have the right to contribute to the cost of their transportation through donations.

1. Holiday Closures

COAST Transportation is closed on the following nationally recognized holidays: New Year's Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. COAST Transportation may provide transportation for dialysis clients if their dialysis facilities are open on the listed holidays.

2. 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, COAST Transportation can accommodate mobility devices that meet the following minimum standards:

- (a) *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.
- (b) Walkers must be collapsible and able to be stored between seats or in the vehicle's trunk.
- (c) The mobility device must be in good working order with batteries charged, tires inflated, working brakes, footrests attached, and all parts secure (49 CFR 37.3).

3. 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.

4. 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)).

5. 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. COAST Transportation 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).

6. Stop Announcements

COAST Transportation does not have fixed routes, but will communicate stops to all riders in a bus or van as needed.

7. 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 when making a trip request whether or not you will be using a PCA or if you have a guest or companion. This information will guarantee a place for a PCA to ride with you. It will allow a guest/companion to ride if space is available. A companion is anyone who rides with you who is not designated as your PCA (49 CFR 37 (d)).

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 COAST Transportation:

- (a) The animal must be on a leash or in a container, remain under control of the owner, and behave appropriately.
- (b) Birds, reptiles, amphibians, rodents, and cats must be kept in an enclosed carrier/container.
- (c) The animal must remain at your feet or on your lap. It may not sit on a vehicle seat.



(d) The animal must not be aggressive toward people or other animals (49 CFR 37.167 (d)).

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. 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).

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.

13. Suspension of Service

A rider's privileges may be suspended for any of the following infractions on any COAST Transportation property, including vehicles, bus parking locations or offices:

- (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) Engaging in other conduct that is inconsistent with the intended purpose of the transit facility, office, or vehicle (RCW 9.91.025).

14. Notification of Policy

COAST Transportation will notify the public of the ADA policy on the website and in the riders' guide.

15. Eligibility Requirements

There are no eligibility requirements to utilize services provided by COAST Transportation. If a caller self-identifies as a Medicaid-qualified recipient, a referral to the current Medicaid Broker will be made to obtain transportation services. If denied services by the Medicaid Broker for any reason, COAST may then provide the service if the client calls back.

16. Origin to Destination Service

Based on the functional ability of the rider at the time of the trip, the driver will provide one of the following types of trips 49.CFR 37:

<i>Trip Type</i>	<i>Descriptions</i>
Curb to Curb	Customer taken from curb of pickup to curb of destination
Door to Door	Customer taken from door of pickup point to door of destination
Door Though Door	Customer taken from point of pickup into the door of the destination

17. Trip Scheduling

All trips can be scheduled with a minimum of 48 hours' notice.

18. Trip Cancelation

Trips may be canceled in advance. When it is necessary to cancel a trip, clients are encouraged to call the office as soon as possible.

19. Missed/Late Cancels

After two missed trips the customer will receive a warning letter. Upon the fourth missed trip the customer will receive a phone call. Upon the fifth missed trip the customer can be suspended from service for up to 6 months.

20. Trip Denials

COAST Transportation will count all denials for service. One denial of a multi-legged trip will count as a denial for each leg of the trip.

21. Complaint Process

COAST Transportation is committed to providing safe, reliable, and accessible transportation options for the community. COAST Transportation 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 COAST Transportation at 509-397-2935, or in person at COAST Transportation's administration office located at 210 S. Main St, Colfax, WA 99111 (RCW 46.07b).

22. Reasonable Modification

Requests for modifications of COAST's 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. COAST is best able to address and accommodate a request when customers make their requests before the trip. Customers should contact COAST's office with questions.

23. Direct Threat

If a person is violent, seriously disruptive, or engaging in illegal conduct COAST 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 (49CFR 37.5 App. D/ 29 CFR 36.208).

Behaviors that may cause immediate exclusion from the system include:

- (a) Destruction of public property (the vehicle, and/or its furnishings);
- (b) Doing violence to others or to oneself;
- (c) Behavior that is seriously unruly, seriously disruptive, threatening, or frightening to others;
- (d) Behavior that interferes with the safe operation of the vehicle;
- (e) Violations of service animal policy by failing to control one's service animal;
- (f) Violations of operating rules governing the provision of transportation system-wide;
- (g) Engaging in illegal conduct;
- (h) Other conduct judged by COAST to represent an actual or potential threat to the health, safety or wellbeing of oneself, the operator, other passengers, and/or COAST personnel.



Passengers who have been excluded from the system due to a direct threat have the ability to request an administrative appeal by contacting COAST at 509-397-2935.