

**Human Services Council
Transportation Services
ADA Transportation Service and Contractor Requirements**

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 the Human Services Council (HSC) that, when viewed in their entirety, services, programs, facilities, and communications provided by the HSC, 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

The health and safety of clients is the first priority for HSC and all service providers.

1. Holiday Closures

HSC offices will be closed on the following holidays: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day and the Day after Thanksgiving, Christmas Eve and Christmas Day. **The Medical Transportation Call Center will remain open on Christmas Eve.**

When the HSC call center is closed, Medicaid recipients can receive recorded instructions for accessing urgent after-hours medical transportation services by calling 694-9997 within Clark County, or 1-800-752-9422 Option 2 from outside Clark County.

2. Approved Equipment

We can accommodate your mobility device on an HSC-contracted vehicle that meets the following minimum standards:

- The equipment must have 3 or 4 wheels.
- The mobility equipment is 30" wide and 48" long, including footrests and backpacks.
- The equipment does not weigh more than 600 lbs. when occupied. Providers that offer service/equipment to transport more than 600 lbs. must receive pre-approval from HSC and be able to demonstrate the safety and security of their equipment and processes.
- Walkers must be collapsible and stored between seats or in the vehicle's trunk.
- Equipment must be in good working order, with batteries charged, tires inflated, working brakes, footrests attached, and all parts secure. (49 CFR 37.3)
- Segway (two-wheeled, gyroscopically stabilized, battery-powered personal transportation device).

3. Mobility Device Brakes

When occupying a lift or securement area, it is recommended that passengers apply the brakes on their mobility devices. With power chairs or scooters, it is recommended that the power switch be turned to the "off" position for the passenger's safety although, 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)). Portable tank should be of the appropriate size and design to be loaded and secured on a transport vehicle.

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. HSC Transportation Contractors 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

HSC Transportation Services will announce stops upon request. (49 CFR 37.167)

7. Personal Care Attendants

A Personal Care Attendant (PCA) may ride with clients. A PCA is someone who travels with, and helps, a rider who is not able to travel alone. Clients must provide their own PCA if one is needed. Clients are required to notify the call center staff when scheduling their trip, if they will have a PCA with them, this will guarantee a place for the PCA to ride with the client. Contractors may add a charge for transporting attendants; however, this cost will not be passed on to the client.

8. Service Animals

The ADA defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. Under this law, a “service animal” is not considered a pet. A “service animal” is considered to be part of a team responding to the needs and commands of its owner, Persons with disabilities who use a service animal may ride with their service animal. In order to ride with a HSC Transportation Services:

- The animal must be on a leash or in a container, remain under control of the owner, and behave appropriately.
- 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 vehicle to make boarding and de-boarding as easy as possible for everyone, minimize the slope of the ramp, and use the kneeling option if available. Driver shall provide assistance to passengers upon request. Passengers shall be allowed adequate time to board and disembark the vehicle.

10. Maintenance of Lifts or Ramps

Bus and/or vehicle 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. (49.CFR 37.163)

11. Priority Seating

Upon request, bus and/or vehicle 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 and/or vehicles are reserved.

13. Suspension of Service

With the exception of Non-Emergency Medical Transportation/Medicaid Clients, a rider's privileges may be suspended for any of the following infractions. Notice including the reason for suspension of service must be provided to HSC before implementing.

- 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. Passenger Code of Conduct

HSC is committed to providing safe, reliable, and accessible transportation options for the community. HSC has established a Passenger Code of Conduct Policy. Customers may obtain a copy of the Passenger Code of Conduct Policy via the website at www.hsc-wa.org, or by contacting the HSC call center at (360) 258-2103, or by mail at 201 NE 73rd Street, Suite 101, Vancouver, WA. 98665.

15. Notification of Policy

HSC will notify the public of its ADA policy on its website and in its program brochures. HSC's complete ADA policy will be made available upon request.

16. Complaint Process

HSC is committed to providing safe, reliable, and accessible transportation options for the community. HSC has established a Customer Complaint Policy and customers wishing to file a complaint and/or obtain a copy of the Customer Complaint Policy via the website at www.hsc-wa.org, or by contacting the HSC call center at (360) 258-2103, or by mail at 201 NE 73rd Street, Suite 101, Vancouver, WA. 98665. (RCW 46.07b)