

## **MASON COUNTY TRANSPORTATION AUTHORITY**

### **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 Mason County Transportation Authority (MTA) that, when viewed in their entirety, services, facilities, and communications provided by MTA, directly or by a contracted service provider, are readily accessible and usable to individuals with disabilities to the maximum extent possible.

#### **1. Fare**

MTA is fare-free within the County. For travel out-of-county, fares are as follows:

- Senior (65 years of age or older) & Persons with Disabilities - \$.50 (one-way)
- Adult/Youth - \$1.50 (one-way)
- Children 5 years of age and under – Free

Monthly Bus Pass Rates are as follows:

- Senior (65 years of age or older) & Persons with Disabilities – \$9.00
- Adult (18 to 64 years of age) - \$28.00
- Youth (6 to 17 years of age) – 18.00
- Summer Youth Adventure Pass (valid Memorial Day through Labor Day only) - (6 to 17 years of age) - \$13.00

#### **2. Sundays & Holidays**

MTA is closed on Sundays and the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- President's Day (observed)
- Memorial Day (observed)
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas Day

MTA operates on Saturday service schedule when a Federal and/or State observed holiday falls on a weekday scheduled service day such as Veteran's Day.

### **3. Approved Equipment**

In order to accommodate a wheelchair or power scooter on a MTA vehicle, it must meet the following standards:

- The equipment must have 3 or 4 wheels.
- The measurement of the equipment must be no more than 30" wide and 48" long, including footrests and backpacks.
- The equipment must not weigh more than 600 lbs. when occupied.
- Walkers must be collapsible and stored between seats.

*Segway* or similar electrically motorized personal transportation devices are allowed on MTA when used as a mobility device by a person with a disability. The passenger may board with the device but may not use the device as a seat when aboard a MTA vehicle.

### **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 required that the power switch be turned to the "off" position.

### **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.

### **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. MTA cannot refuse to transport someone whose mobility device cannot be satisfactorily restrained provided that mobility device fits within the definition described in Section 3.

### **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.

## **8. Personal Care Attendants**

A Personal Care Attendant (PCA) may ride with a rider at no charge. A PCA is someone who travels with, and helps, a rider who is not able to travel alone. The rider must provide his/her own PCA if needed, and notify MTA when scheduling a ride whether or not they will be using a PCA. This information will guarantee a place for the PCA to ride with the rider. Guests and companions may ride on MTA as space is available. Guests and companions must pay regular fare. A companion is anyone who travels on the bus with the rider who is not designated as the rider's PCA.

## **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. Service animals will be suspended if they are not controlled or housebroken. In order to ride MTA:

- 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.

## **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.

## **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. Drivers are not required to enforce the priority seating designation beyond making such a request.

### **14. Suspension of Service**

A rider's privileges may be suspended for any of the following infractions on any MTA 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 possession of alcoholic beverages.
- Loud, raucous, unruly, harmful, or harassing behavior.
- Using vulgar or offensive language
- Possessing an unissued pass.
- Engaging in other conduct that is inconsistent with the intended purpose of the transit facility, station, or vehicle.

### **15. Notification of Policy**

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

### **16. Dial-A-Ride**

MTA provides Dial-A-Ride service for riders who experience difficulty using routed service. Because there are no eligibility requirements, anyone can request Dial-A-Ride service. Dial-A-Ride service is based on time and space availability.

MTA operators provide the following types of trips:

<i><b>Trip Type</b></i>	<i><b>Description</b></i>
Curb to Curb	Customer taken from curb of pickup to curb of destination
Door to Door	Customer taken from door of pickup to door of destination
Door through Door	Customer taken from point of pickup into the door of non-residential destination

#### *Travel Training:*

MTA offers free travel training for anyone who may feel unsure about riding the bus. The training is customized to meet each person's needs such as reading the schedule, making transfers, boarding the bus, etc.

*Information/Ride Requests Scheduling Hours:*

Monday through Saturday 7:30 am to 6:30 pm

*Information/Ride Cancellation Hours:*

Monday through Saturday 7:30 am to 8:30 pm

*Dial-A-Ride & Fixed Route Operating Hours:*

Monday through Friday 5:35 am to 8:45 pm  
Saturday 6:55 am to 8:45 pm

*Trip Scheduling:*

MTA accepts reservations up to 14 days in advance and riders are encouraged to call at least 48 hours in advance to ensure a ride is available. MTA Customer Service Representatives will try to accommodate same day requests received with a minimum two hour notice. Because the Dial-A-Ride service is shared with other riders, the Customer Service Representatives may ask that riders be flexible with their pick-up time in order to fit requests with already scheduled rides.

*Changing Ride Times:*

If a rider needs to change their ride, please be aware that only the rider or person who scheduled the ride can change the appointment unless otherwise noted in the client's file.

*Trip Cancellation:*

MTA requires that riders give at least two hours notice if unable to take the scheduled ride. If a rider needs to cancel more than one trip, be sure to tell the Customer Service Representative the dates and times of the trips being cancelled. Riders must remember to cancel the return trip at the same time if it's not needed. Trips cancelled with less than two hours notice will result in the rider receiving a late cancellation. Two late cancellations equal one no-show.

*No-Show Policy:*

Riders who schedule Dial-A-Ride or Deviated Fixed Route service trips and repeatedly no-show or have excessive late cancellations, may be suspended from both services. If a trip is missed, the return trip is automatically cancelled.

If a rider no-shows three or more Dial-A-Ride or Deviated Fixed Route trips in a 30 day period, they may be suspended from Mason Transit service for a minimum of one week. The second suspension will be for a two week period, the third suspension will be for a three week period, and so on. Each suspension increases by seven days within a 12 month period.

## **17. Visitor Certification**

MTA does not require certification for visitors.

## **18. Complaint Process**

MTA is committed to providing safe, reliable and accessible transportation for the community. MTA has established a Customer Comment Policy that provides a variety of ways to receive input and ensures that persons making comments receive an acknowledgement of their comments and a report on the outcomes of any investigations or changes that may result. Customers wishing to file a complaint and/or obtain a copy of the Customer Comment Policy may contact MTA at (360) 426-9434, or in person at MTA's administration office located at 790 E Johns Prairie Road, Shelton, WA.