Powell Senior Citizens Ago-Go, Inc. ADA 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 The Powell Senior Citizens Ago-Go, Inc. (PSC) 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 transportation services is as follows:
Adult (under 60 years of age) - $5.00
Senior (60 years and older) - $1.50
Reduced fare – Persons over 65, with a current AGNES Form

3. PSC provides rides to Persons with Disabilities, Persons on WSIL (Wyoming Services for Independent Living), Persons on Medicaid with a qualified care plan. PSC also has transportation contracts with Heritage Health, where they pay for the rides for their clients. PSC will be working to get other contracts with local Medical, College and Businesses.

3. **HOURS OF OPERATION:** Monday through Friday, 8:15 AM to 3:45 PM

4. **HOLIDAY CLOSURES:** PSC has 10 Holiday closures throughout each year. Please call (307) 754-4223, or check our Newsletter, Website (Powellseniorcenter.com) or Facebook page for the exact dates of closure.

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 52" long, for Vans #1 #2 and #3 and no more than 34" wide and 50" long for Van #4 including footrests and backpacks.

c. The equipment must not weigh more than 750 pounds for Vans #1, #2, #3 and 800 pounds for Van #4 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.

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. **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 PSC 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))

10. **SERVICE ANIMAL:** 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. This can include, but is not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. To ride in Powell Senior Citizens Ago-Go, Inc. vehicles, the animal must be on a leash or in a container or remain under control of the owner by voice or other means. The service animal may sit at the owner's feet or on his/her lap, but not on a seat; it must behave appropriately and not be aggressive towards people or other animals. The owner of the animal is responsible for damages and injuries caused by the animal (49 CFR 37.1 67(d))

11. **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.

12. **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 PSC 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)

13. **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 move to other available seats.

14. **SUSPENSION OF SERVICE:** A rider's privileges may be suspended for any of the following infractions on any PSC 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, threatening 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.
h. Behavior that may cause harm to others

Riders with a disability will not be suspended for behavior beyond their control, unless the individual engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others. Service cannot be refused solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience others. (49 CFR 37.5 (h))

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

17. **PSC Transportation is a Demand Service Program. We are not a Fixed Route Service**

Service Area: PSC provides rides within the city limits of Powell, WY and within a 10-mile radius of the city limits.

Origin to Destination Service: All PSC transportation passengers receive door-to-door, pick-up-point-to-destination service.

Trip Scheduling: PSC appreciated 24-hour advanced notification of a requested ride. In the event that there is overbooking of our services at a particular time, pre-scheduled appointments will take precedence over shopping or socializing requests.

Trip Cancellation: PSC requires the rider to call as soon as possible when a scheduled ride is cancelled. (See section 18)

18. **NO-SHOW POLICY FOR SCHEDULED RIDE:** If a disabled/elderly passenger requests a ride 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 call 307-754-4223 to report the reason for not meeting/canceling the ride. If no valid reason can be given for the ride cancellation after the van has been dispatched, the passenger may be charged for a one-way trip. If the missed trips in the prior month are greater than 20% of all scheduled monthly trips, a suspension will be imposed.
PSC will notify the passenger in writing that PSC 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 PSC transportation services. Suspension periods will start at 5 days and will increase with subsequent violations.

Prior to any suspension action, PSC will investigate with the 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 transportation Service will result in a suspension of service.

20. **COMPLAINT PROCESS:** PSC is committed to providing safe, reliable and accessible transportation options for the community. PSC encourages customers wishing to file a complaint to contact Linda Dalton at 248 North Gilbert Street, Powell, Wyoming, 82435 or call 307-754-4223 between 8:00 AM and 4:00 PM Monday through Friday. The Director will investigate the incident and come up with a plan to address the problem or issue to improve the situation within 7 days. If the person filing the complaint does not feel that the Director has made a valid attempt to correct the situation, then the person can speak with the President of the Board, who will document the interaction and take control of the situation from there.

1st Reading August 31, 2021_

2nd Reading September 28, 2021

3rd Reading October 26, 2021