

## SECTION 2 – ADA POLICIES

### FIXED ROUTE

#### 2.1 BOARDING MOBILITY DEVICE PASSENGERS

The Coach Operator, upon seeing a mobility device passenger at a bus stop, must prepare the mobility device station before the doors are open. The passenger seat at the mobility device station must be lifted and locked into place. The mobility device passenger must maneuver onto the lift/ramp. If the person in the mobility device requests help boarding onto the lift or ramp, the Coach Operator must give appropriate assistance. The mobility device must be locked in place or turned off before the lift is engaged. The Coach Operator must help the person in the mobility device if help is requested.

When a passenger is boarding as a mobility device passenger they must be seated in the mobility device. If the boarding device is a lift, no one but the person in the mobility device may be lifted on the lift. The Coach Operator is to tell the person in the mobility device to lock it in place or turn it off before they are lifted. The Coach Operator should check to make sure it has been done before engaging the lift. Once the passenger is level with the floor of the bus, the mobility device passenger must maneuver into the mobility device station. Again, if the person in the mobility device requests help to maneuver into the station, the Coach Operator must help. Once the mobility device passenger is in the mobility device station, the Coach Operator must secure the mobility device to the floor of the bus. The Coach Operator must also recommend the shoulder restraint for the passenger's safety. If the mobility device passenger refuses the shoulder restraint, the Coach Operator should not offer again, nor try to persuade the passenger any further. If the mobility device passenger does not want to wear the shoulder restraint, they are not required to.

BC Transit will board any mobility device that does not exceed the ADA regulations governing the size (30" wide 48" long) and weight (not to exceed 600lbs with the person in the mobility device) of mobility devices and can be restrained to the floor of the bus.

#### 2.2 DIFFICULTY WITH BOARDING MOBILITY DEVICES

If the Coach Operator cannot board a mobility device passenger at a bus stop, they must contact dispatch, the BC Junction or the garage immediately to let someone know, so arrangements may be made to pick that person up and take him/her to their destination. The Coach Operator must also tell that passenger a person in charge has been called and that they will be picked up.

In addition, if a Coach Operator is out on a night run and the lift or ramp does not work, they must call dispatch, the BC Junction or the garage to have their bus changed off.

Lastly, if a Coach Operator has a defect with their bus, specifically with the lift or ramp, they will report it before they leave the garage and put it on their defect sheet.

### 2.3 KNEELERS, RAMPS AND LIFTS

Any passenger, with or without a mobility device, walker or cane, has the right to request that the Coach Operator lower the kneeler, ramp or the lift. Coach Operators must lower it, and not ask to see if the passenger has a disabled bus pass or a BC Transit Disabled Bus ID. Coach Operators must lower kneelers, ramps or lifts when requested. Coach Operators are to use good judgment when approaching a bus stop. If the person waiting seems to be elderly or infirm, the Coach Operator is to lower the kneeler. When letting passengers board standing on the lift, the Coach Operator must again use good judgment. If the person looks unsteady or unable to hold onto the lift handrail and the Coach Operator feels they might injure themselves, the Coach Operator should not let them ride the lift to board; the Coach Operator is to call a supervisor to get instructions.

### 2.4 ADA RESTRAINT SYSTEM

Under the Americans with Disabilities Act (ADA), mobility device passengers do not have to wear a seatbelt or shoulder harness restraints. They do have to allow the transit entity to restrain the mobility device to the floor of the bus. It is BC Transit's policy that the Coach Operator must offer and recommend the passenger wear the shoulder/seatbelt harness for their own safety. However, the passenger is allowed to refuse the offer. After the disabled passenger leaves the bus, the Coach Operator is responsible for making sure that all of the restraint straps are properly secured and stored away.

### 2.5 SEATING FOR DISABLED AND ELDERLY

If there are able-bodied passengers sitting in the seating reserved for the elderly and disabled, the Coach Operators are required to politely ask them to move to another seat if an elderly or disabled person boards the bus or, in a case of a full seated load, to give up their seat to the elderly and or disabled person. If that passenger refuses, the Coach Operator cannot make them give up their seat.

### 2.6 MOVEMENT OF BUS

Coach Operators will give ample time for passengers to sit before moving the bus. However it is the passenger's obligation to take a seat, when seats are available. If seats are not available and the passenger must stand, it is the passenger's obligation to hold on to a pole or strap while the bus is in motion. BC Transit cannot mandate a passenger to sit (whether they

have children with them or not) or hold on to a pole or strap while standing. If a passenger chooses not to sit or hold on to a pole or strap while standing, BC Transit is not responsible for their safety.

## 2.7 SERVICE ANIMALS

BC Transit recognizes under the Americans with Disabilities Act of 1990 that service animals are not pets, but rather, perform vital functions, which result in more independence for persons with disabilities. Accordingly, BC Transit has implemented the following policies regarding service animals.

A person with a service animal is encouraged to go to the Broome County Security Office, (Monday, Tuesday, or Wednesday between 8 am and 12 pm) located on the street entrance level of the Broome County Office Building. They will need to bring proof that they are disabled, and tell Security that they have a service animal. They will then be issued a free BC Transit Disabled photo ID, with the words “Service Animal” printed on the card. In order to better serve the disabled person with a service animal, we ask that when boarding the bus, the disabled person show their disabled photo ID to the Coach Operator.

BC Transit recognizes the need for service animals. The definition of a service animal is any animal that has been individually trained to perform a specific task for a disabled person. All service animals will be allowed to ride. All service animals must be either held by the passenger, or put between their legs. The service animal may not block an aisle. Service animals may not occupy a passenger seat. The service animal may not bite, or otherwise disturb other passengers. It is the service animal owner’s responsibility to clean up after the service animal, should the service animal throw-up or defecate on the bus.

If the service animal does become unruly, or disturb other passengers, the Coach Operator will request that the owner of the service animal control the animal. If the owner is unwilling or unable to control the service animal, the Coach Operator will call dispatch, and the on-duty supervisor will call the appropriate agency to have the service animal removed from the bus.

## 2.8 ADA CALL OUTS

The DOT ADA regulations at 49 CFR sections 37.167 (b) and (c) require that stop announcements must be made on fixed route systems as follows:

(b) On fixed route systems, the entity shall announce stops as follows:

1. The entity shall announce at least at transfer points with other fixed routes, other major intersections and destination points, and intervals along a route sufficient to permit individuals with visual impairments or other disabilities to be oriented to their location.
2. The entity shall announce any stop on request of an individual with a disability.

(c) Where vehicles or other conveyances for more than one route serve the same stop, the entity shall provide a means by which an individual with a visual impairment or other disability can identify the proper vehicle to enter or be identified to the vehicle operator as a person seeking a ride on a particular route.