

SECTION 2 – ADA POLICIES

PARA TRANSIT

2.1 BOARDING MOBILITY DEVICE PASSENGERS

A mobility device passenger must maneuver onto the lift/ramp. The mobility device must be locked in place or turned off before the lift is engaged. 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 Van Operator is to tell the person in the mobility device to either lock it in place or turn it off before they are lifted. The Van Operator should check the mobility device to make sure it has been done before engaging the lift. Once the passenger is level with the floor of the bus, the passenger must maneuver into the mobility device station. Once the passenger is in the mobility device station, the Van Operator must secure the mobility device to the floor of the bus. The Van Operator must also recommend the shoulder restraint for the passenger's safety. If the passenger refuses the shoulder restraint, the Van Operator should not offer again, nor try to persuade the passenger any further. If the 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.

A passenger has the right to use the mobility device lift if they are not in a mobility device or do not have a cane or walker. The Van Operator cannot ask what their disability is. When passengers board standing on the lift, the Van Operator must use good judgment. They should remind the person to hold on to the railings; if they look unsteady and there is a risk that they might injure themselves, the Van Operator should not let them ride the lift to board; the Van Operator is to call a supervisor to get instructions.

2.2 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 Van 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 Van Operator is responsible for making sure that all of the restraint straps are properly secured and stored away.

2.3 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.

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 Van 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 Van Operator will call dispatch, and they will call the appropriate agency to have the service animal removed from the bus.

2.4 PERSONAL CARE ATTENDANT/ GUESTS

A Personal Care Attendant (PCA) is an individual whose services are required by the eligible rider. A PCA is considered to be accompanying the rider if they are picked up and dropped off at the same locations as the rider. A PCA must ride for free and can be a friend, family member or a medical professional. A guest is not a Personal Care Attendant and must be charged the same fare as the rider.