

OlyCAP West End Job Lift ADA

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 OlyCAP West End Job Lift that, when viewed in their entirety, services, programs, facilities, and communications provided by OlyCAP, 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

Holiday Closures

OlyCAP West End Job Lift will run based on volunteer drivers scheduled availability on the following nationally recognized holidays: New Year's Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Approved Equipment

Passengers will be transported provided the vehicle can physically accommodate them, unless doing so is inconsistent with legitimate safety requirements. Additionally, OlyCAP West End Job Lift can accommodate mobility devices that meet following minimum standards:

- *Wheelchair* means a mobility aid belonging to any class of three or more wheels, usable indoors, designed or modified for and used by individuals with mobility impairments, whether manually operated or powered
- Walkers must be collapsible and able to be stored between seats or in the vehicle's trunk.
- The mobility device must be in good working order; with batteries charged, tires inflated, and all parts secure. (49 CFR 37.3)

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))

Personal Care Attendants

A Personal Care Attendant (PCA) may ride with you. A PCA is someone who travels with, and helps, a rider who is not able to travel alone. You must provide your own PCA if you need one. Please let us know on your application form whether or not you will be using a PCA. This information will guarantee a place for him or her to ride with you.

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. In order to ride OlyCAP West End Job Lift:

- The service animal must be in a container or on a leash, tether or harness unless use of such a device would interfere with the task the service animal performs or the person's disability prevents use of such devices.
- The service animal must remain under control of the owner and behave appropriately at all times.
- 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. (49 CFR 37.167 (d))

Boarding Assistance

Volunteer drivers shall position the bus to make boarding and de-boarding as easy as possible for everyone, and use the kneeling option as needed. Volunteer drivers shall provide assistance to passengers upon request. Passengers with disabilities shall be allowed adequate time to board and disembark the vehicle.

Priority Seating

Upon request, volunteer drivers shall ask – but not require – passengers to yield priority seating to seniors and persons with disabilities. Drivers are not required to enforce the priority seating designation beyond making such a request.

Suspension of Service

A rider's privileges may be suspended for any of the following infractions on any OlyCAP property:

- 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.
- Possessing an unissued transfer.

- Non-compliance with required Personal Protection Equipment.
- Engaging in other conduct that is inconsistent with the intended purpose of facilities or vehicle. (RCW 9.91.025)

Notification of Policy

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

Reasonable Modification

Requests for modifications of OlyCAP West End Job Lift policies, practices, or procedures to accommodate an individual with a disability may be made either in advance or at the time of the transportation service. Contact OlyCAP office customer service for questions.

Direct Threat

If a person is violent, seriously disruptive, or engaging in illegal conduct OlyCAP may, consistent with established procedures for all riders, refuse to carry the passenger. A person who poses a significant risk to others may be excluded [from service] if reasonable modifications to the public accommodation's policies, practices, or procedures will not eliminate that risk. (49CFR 37.5 App. D/ 29 CFR 36.208)

Behaviors that may cause immediate exclusion from the system include:

- Destruction of public property (the vehicle, and/or its furnishings)
- Doing violence to others or to oneself
- Behavior that is seriously unruly, seriously disruptive, threatening, or frightening to others
- Behavior that interferes with the safe operation of the vehicle
- Violations of service animal policy by failing to control one's service animal
- Violations of operating rules governing the provision of transportation system-wide
- Engaging in illegal conduct.
- Other conduct judged by OlyCAP to represent an actual or potential threat to the health, safety or wellbeing of oneself, the operator, other passengers, and/or transit personnel.

Passengers excluded from the system due to a direct threat have the ability to request an administrative appeal by contacting OlyCAP at 360-385-2571.

Complaint Process

OlyCAP is committed to providing safe, reliable, and accessible transportation options for the community. OlyCAP has established a Customer Complaint Policy and customers wishing to file a complaint and/or obtain a copy of the Customer Complaint Policy may contact OlyCAP's ADA Officer, Imelda Walters, Human Resources Coordinator, at 360-452-4726 x6255, iwalters@olycap.org, or in person at OlyCAP's administration office located at 823 Commerce Loop, Port Townsend, WA 98368. (RCW 46.07b)

Updated 3/4/2021