



ADA Policy

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The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990. The ADA is civil rights legislation that requires that people with disabilities receive transportation services equal to those available on fixed route services.

It is the policy of Wahkiakum Health and Human Services that, when viewed in their entirety, services, programs, facilities, and communications provided by Wahkiakum on the Move, directly or by a contracted service provider, are readily accessible and useable to individuals with disabilities to the maximum extent possible. 49. CFR 37.105

1. Fare

The fare for service on the regular scheduled routes to/from Longview/Naselle provided by Wahkiakum on the Move is \$1.00 per trip. Seniors (over 62) are free, and Local Scheduled Routes are also free. A reduced 30-day pass is available for \$10.

Holiday Closures

Wahkiakum on the Move will be closed on the following Holidays:

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas Day

2. Approved Equipment

Passengers will be transported provided the lift and vehicle can physically accommodate them, unless doing so is inconsistent with legitimate safety requirements (e.g., the combined weight of the wheelchair/occupant exceeds that of the lift specifications).



To accommodate your wheelchair, power scooter, walker or other wheeled device that provides mobility to those with limited physical

abilities on a Wahkiakum on the Move 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 motorized personal transportation devices are allowed on Wahkiakum on the Move vehicles when used as a mobility device by a person with a disability

3. Mobility Device Brakes

When occupying a lift or securement area, it is recommended that passengers apply the brake on their mobility devices; however, they are not required to do so. With power chairs or scooters, it is recommended that the power switch be in the "off" position. Again, this is not mandatory,

4. Portable Oxygen Use

Individuals with disabilities who use portable oxygen can travel with respirators and properly secured portable oxygen supplies. Oxygen supplies must not obstruct the aisle. (49 CFR 37.167(h))

5. 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 the securement



systems, ramps, and seatbelts; however, drivers cannot assist riders using power chairs and scooters with the operation of their equipment. Wahkiakum on the Move cannot refuse to transport someone whose mobility device cannot be satisfactorily restrained, provided that the mobility device fits within the definition described in Section 3. (49 CFR 37.165)

6. Stop Announcements

Stops at major intersections and transfer and destination points will be announced on fixed-route buses. Transit operators will announce other stops upon request. (49 CFR 37.167(a-c))

7. Personal Care Attendants

A personal Care Attendant (PCA) may ride with you at no charge. 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. Guests and companions may ride with you on Wahkiakum on the Move. Guests and companions must pay regular fares. A companion is anyone who rides with you who is not designated as your PCA. (49 CFR 37 (d))

8. 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. To ride Wahkiakum on the Move:

- The animal must be on a leash, tether, or harness unless the use of such a device interferes with the task the service animal performs or the person's disability prevents the use of such devices
- The service animal must remain under the owner's control and always 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.



- You are responsible for any damage caused by the animal. (49 CFR 37.167(d))

9. Boarding Assistance

Operators shall position the bus to make boarding and de-boarding as easy as possible for everyone, minimizing the slope of the ramp. Bus operators shall assist passengers upon request. Passengers with disabilities shall be allowed adequate time to board and disembark from the vehicle.

10. Maintenance of Lifts or Ramps

Bus operators must test the lift or ramp during the pre-trip inspection. The breakdown of accessibility equipment must be reported immediately to dispatch. A vehicle with an inoperable lift or ramp must be removed from service immediately 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 30 minutes or less, a replacement vehicle may be dispatched if available. (49CFR 37.163)

11. Priority Seating

Upon request, bus operators shall ask – but not require- passengers to give 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.

12. 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 must ask passengers sitting in the securement areas to move to other available seats or to stand.



13. Suspension of Service

A rider's privileges may be suspended from any of the following infractions on any Wahkiakum on the Move property, including vehicles, bus stops, or stations:

- Smoking/Vaping 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/illicit drugs or in the possession of alcoholic beverages/illicit drugs.
- Loud, raucous, unruly, harmful, or harassing behavior.
- Possessing an unissued transfer.
- Engaging in other conduct that is inconsistent with the intended purpose of the transit facility, station, or vehicle. (RCW 9.91.025)

14. Notification of Policy

Wahkiakum on the Move will notify the public of the ADA policy on the website and in the rider's guide.

15. Reasonable Accommodations

Wahkiakum on the Move makes reasonable accommodations/modifications to its policies, practices, and procedures when such accommodations are necessary to avoid discrimination based on disability. However, a request for accommodation will not be granted if granting the request would fundamentally alter the nature of the service, program, or activity, create a direct threat to anyone; the individual(s) requesting the accommodation can fully use the service without the requested modification, or result in an undue financial or administrative burden. Requests for reasonable accommodation should generally be made in advance.



16. Complaint Process

Wahkiakum Health and Human Services is committed to providing safe, reliable, and accessible transportation options for the community. Wahkiakum on the Move has established a Customer Complaint Policy.

Customers wishing to file a complaint and/or obtain a copy of the Customer Complaint Policy may contact Wahkiakum on the Move's Transportation Coordinator in the following ways.

1. By phone at (360) 795-3101 or toll free (888) 795-3101
2. In person, at the Wahkiakum Health & Human Services office located at 42 Elochoman Valley Road, Cathlamet, WA. 98612.
Office hours 8-4
3. By email, at wotm@co.wahkiakum.wa.us
4. By fax, at 360-795-6212.

Complaint files will be retained for six (6) years after they have been closed.

All complaints or concerns shall be investigated and follow-up with the customer will occur. Both the complaint and the investigation process will be handled in a confidential manner.

All ADA complaints received and investigated will be duly reported by Wahkiakum on the Move to WSDOT.

Please see "Wahkiakum on the Move" Customer Complaint Policy for more information.