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Sauk-Suiattle Indian Tribe DC Direct

ADA Policy

The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990. (PL IO1-336) The ADA is civil rights legislation which requires that persons with disabilities receive transportation services equal to those available on the fixed route service. Please Call 360-436-0131 ext. 288 to request service prior to the end of the previous business day.

It is the policy of DC Direct Transit that, when viewed in their entirety, services, programs, facilities, and communications provided by DC Direct Transit are readily accessible and usable to individuals with disabilities to the maximum extent possible in order to meet the equivalent service standard of the ADA. (49. CFR 37.105)

1. Fare

DC Direct Transit provides services to the general public for free Children under the age of 12 riding must be accompanied by an adult.

2. Holiday Closures

DC Direct Transit does not operate on the following tribal, and nationally recognized holidays: Martin Luther King Jr. Day, Point Elliot Treaty Day, President's Day (observed), Billy Frank Jr Day, Oso Slide Remembrance Day, Memorial Day (observed), Sauk-Suiattle Indian Tribe Day, Fourth of July, American Indian Religious Freedom Act Day, Labor Day, Indigenous Peoples Day, Veterans Day, Thanksgiving, the day after (Friday), Christmas Eve thru New Year's Day.

3. Approved Equipment

In order to accommodate your wheelchair or power scooter on a DC Direct Transit vehicle it must meet the following standards:

- a. The equipment must have 3 or more wheels.
- b. The equipment must not exceed the manufactures lift limits.
- c. Walkers must be collapsible and stored between seats.
- d. Equipment must be in good working order, with batteries charged, tires inflated, footrests attached, and all parts secure. (49 CFR 37.3)
- e. Segway, motorized personal transportation devices, are allowed on DC Direct Transit when used as a mobility device by a person with a disability

4. Mobility Device Brakes

When occupying a lift or securement area, it is recommended that passengers apply the brakes 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 turned to the "off" position. Again, this is not mandatory.

5. 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))

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

7. Stop Announcements

Drivers will announce fixed route stops and will announce special stops by request. (49 CFR 37.167 (a-c))

8. Personal Care Attendants

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.

9. 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. Service Animals are permitted to accompany individuals with disabilities. However, to ride DC Direct Transit:

- a.* The animal must be on a leash or in a container, remain under control of the owner, and behave appropriately.
- b.* Birds, reptiles, amphibians, rodents, and cats must be kept in an enclosed carrier/container.
- c.* The animal must remain at your feet or on your lap. It may not sit on a vehicle seat.
- d.* The animal must not be aggressive toward people or other animals. (49 CFR 37.167 (d))

10. Boarding Assistance

Operators shall position the bus to make boarding and disembarking as easy as possible for everyone, minimize the slope of the ramp, and use the kneeling option as needed, if available. Bus operators shall provide assistance to passengers upon request. Passengers with disabilities shall be allowed adequate time to board and disembark the vehicle.

11. Maintenance of Lifts or Ramps

Bus operators must test the lift or ramp during the pre-trip inspection. Break down of accessibility equipment must be reported immediately to dispatch. 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. 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. (49.CFR 37.163)

12. Priority Seating

Upon request, bus operators shall ask 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.

13. 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 are required to ask passengers sitting in the securement areas to move to other available seats or to stand.

14. Paratransit

DC Direct Transit operates a comingled fixed route and complementary paratransit service using the same vehicle. As a result, DC Direct operates along its regular fixed route and deviates up to 3/4 of a mile from the fixed-route service only for ADA paratransit eligible riders.

- a. *Paratransit Eligibility Requirements:* A person may access the DC Direct Transit if you have a disability or disabling health condition that prevents you from independently using our buses some or all of the time. 49 CFR 37.123

Presence of a disability or a disabling health condition by itself does not automatically make a person eligible for paratransit service. The ability to ride our buses is the basis for eligibility.

Applications will be reviewed by DC Direct Transit based on the following eligibility qualifications. You are eligible for DC Direct Paratransit service if you:

- are unable to board, ride, or exit a lift-equipped bus without assistance, OR
 - need to use a lift but it cannot be deployed safely at your bus stop, OR
 - have a disability that prevents travel to and from your bus stop under certain conditions,
- AND

- are certified to use DC Direct Paratransit.

DC Direct Transit will respond to applicants in writing within 14 days of receiving the application. If the applicant does not receive an answer within 21 days, the applicant shall be treated as eligible and provided services until an answer is received.

- a. *Categories of Eligibility:* A DC Direct Transit applicant's eligibility may be classified as conditional, unconditional, or temporary. These categories are defined and mandated by the Americans with Disabilities Act (ADA) regulation.

Category Type	Description	Type of eligibility
Category 1	A person with a disability who cannot independently ride transit	Unconditional
Category 2	Prevented by disability or combination of disability and architectural barriers from getting to the boarding area	Conditional
Category 3	Prevented from using fixed route during a certain amount of time	Temporary

- b. *Service Area:* DC Direct Paratransit service is provided within 3/4 of a mile of XYZ fixedroute service, except for commuter routes. 49 CFR 37.131 (a)

- c. *Origin to Destination Service:* Based on the functional ability of the rider at the time of application, the driver will provide one of the following types of trips 49.CFR 37.129

Trip Type	Descriptions
Curb to Curb	Customer taken from curb of pickup to curb of destination
Door to Door	Customer taken from door of pickup point to door of destination
Door Though Door	Customer taken from point of pickup into the door of the destination

- d. *Trip Scheduling:* Paratransit trips can be scheduled between 6:00 am and 6:00 pm the day before the trip. No trip reservations will be accepted the day of the trip. Rides will be curb-to-curb unless previously arranged

- e. *Trip Cancellation:* Paratransit trips must be canceled 24 hours in advance.

- f. *Missed/ Late Cancels:* After two missed trips the customer will receive a warning letter. Upon the fourth missed trip the customer will receive a phone call. Upon the fifth missed trip the customer can be suspended from service for up to 6 months.

- g. *Trips Denials:* DC Direct Transit will count all denials for service. One denial of a multilegged trip will count as a denial for each leg of the trip.

- h. Paratransit Hours:* DC Direct Paratransit operates the same hours as the DC Direct fixed route system

Monday-Sunday: 6:00 am – 6:00 pm

- i. Visitor Certification:* Visitors are eligible for 21 days of service in a 365-day period beginning on the first day the service is used by the visitor. For additional days of service, the individual is expected to register under DC Direct Transit eligibility procedures. For individuals who reside outside the DC Direct service jurisdictions, DC Direct shall certify an individual with a disability as a visitor when providing documentation of residence and a statement that because of their disability they are unable to access the fixed route. (49 CFR 37.121)

15. Suspension of Service

A rider's privileges may be suspended for any of the following infractions on any DC Direct Transit property, including vehicles, bus stops, or stations:

- a.* Smoking or carrying a lit pipe, cigar, or cigarette (unless in a designated smoking/vaping area).
- b.* Vaping (unless in a designated smoking/vaping area).
- c.* Discarding or dumping litter in places other than the recognized receptacles.
- d.* Consuming alcoholic beverages or in possession of alcoholic beverages.
- e.* Loud, raucous, unruly, harmful, or harassing behavior.
- f.* Engaging in unlawful transit conduct as defined in RCW 9.91.025.

16. Notification of Policy

DC Direct Transit will notify the public of the ADA policy on the website and in the schedule.

17. Reasonable Modification

Requests for modifications of DC Direct Transit 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. DC Direct Transit is best able to address and accommodate a request when customers make their requests before the trip. Contact the DC Direct Transit office (360) 436-0131 for questions or concerns.

18. Direct Threat

If a person is violent, seriously disruptive, or engaging in illegal conduct DC Direct Transit 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. *DI* 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 DC Direct Transit 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 DC Direct Transit at 360-436-2273.

Approved By:



Robert E. Howard (Jul 28, 2022 16:36 PDT)

General Manager Jul 28, 2022






DC Direct - ADA_Policy_with_comingled service

Final Audit Report

2022-07-28

Created:	2022-07-28
By:	Eric Armstrong (eric@sauk-suiattle.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAAzVtxGRdAerKliaEPVFy84m_12geM2p0J

"DC Direct - ADA_Policy_with_comingled service" History

-  Document created by Eric Armstrong (eric@sauk-suiattle.com)
2022-07-28 - 11:11:03 PM GMT- IP address: 199.191.123.202
-  Document emailed to Robert E. Howard (rhoward@sauk-suiattle.com) for signature
2022-07-28 - 11:15:53 PM GMT
-  Email viewed by Robert E. Howard (rhoward@sauk-suiattle.com)
2022-07-28 - 11:36:09 PM GMT- IP address: 199.191.123.202
-  Document e-signed by Robert E. Howard (rhoward@sauk-suiattle.com)
Signature Date: 2022-07-28 - 11:36:27 PM GMT - Time Source: server- IP address: 199.191.123.202
-  Agreement completed.
2022-07-28 - 11:36:27 PM GMT