

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 Stillaguamish Tribe Transportation that, when viewed in their entirety, services, programs, facilities, and communications provided by Stillaguamish Tribe Transportation, 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

1. Fare

Stillaguamish Tribe Transportation operates a fare free system

2. Holiday Closures

Stillaguamish Tribe Transportation does not run on the following nationally recognized holidays: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, and Christmas Day.

3. Approved Equipment

Clients 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/client exceeds that of the lift specifications). Additionally, Stillaguamish Tribe Transportation can accommodate mobility devices that meet the following minimum standards:

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

4. Mobility Device Brakes

When occupying a lift or securement area, it is recommended that clients 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

Drivers will use front and rear tie-downs to secure mobility devices. Drivers will secure mobility devices at the strongest parts of the device; however, the client can indicate the most optimal tie-down spot. The mobility device will be secured front facing unless otherwise requested by the client. Drivers will assist clients with securement systems, ramps, and seatbelts; however, drivers cannot assist riders using power chairs or scooters with the operation of their equipment. Stillaguamish Tribe Transportation cannot refuse to transport someone whose mobility device cannot be satisfactorily restrained provided that mobility device fits within the definition described in §3. (49 CFR 37.165)

7. Stop Announcements

Driver will announce stops upon request

8. Personal Care Attendants

A Personal Care Attendant (PCA) may ride with the client at no extra charge. A PCA is someone who travels with, and helps, a rider who is not able to travel alone. The client must provide their own PCA, if needed and should let Stillaguamish Tribe Transportation know they will be traveling with a PCA when scheduling a trip. This information will guarantee a place for the PCA to ride with the individual with a disability. Guests and companions may ride with the client on Stillaguamish Tribe Transportation. A companion is anyone who rides with the individual with a disability but is not designated as their PCA.

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. In order to ride Stillaguamish Tribe Transportation:

- The animal must be on a leash or in a container, remain under control of the owner, and behave appropriately.
- Birds, reptiles, amphibians, rodents, and cats must be kept in an enclosed carrier/container
- The animal must remain at the client's feet or on their 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))

10. Boarding Assistance

Drivers shall position the bus to make boarding and de-boarding as easy as possible for everyone, minimize the slope of the ramp, and use the kneeling option (if equipped) as needed. Drivers shall provide assistance to clients upon request. Clients with disabilities shall be allowed adequate time to board and disembark the vehicle.

11. Maintenance of Lifts or Ramps

Drivers 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 may be dispatched (if needed) if the next trip to the destination of any client using a mobility device is more than 30 minutes. If the next trip to the destination of any client 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, drivers shall ask – but not require – clients to yield priority seating at the front of the vehicle 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 vehicles are reserved. Clients using common mobility aids shall be boarded if the securement areas are not otherwise occupied by a mobility device, regardless of the number of clients on the vehicle. Drivers are required to ask clients sitting in the securement areas to move to other available seats or to stand.

14. Suspension of Service

A rider's privileges may be suspended for any of the following infraction on any Stillaguamish Tribe Transportation property:

- Smoking or carrying a lit pipe, cigar, e-cigarette, 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.
- Engaging in other conduct that is inconsistent with the intended purpose of the transit facility, station, or vehicle. (RCW 9.91.025)

15. Notification of Policy

Stillaguamish Tribe Transportation will notify the public of the ADA policy on the website, or when requested.

16. Paratransit

1. Eligibility Requirements

A person may access Stillaguamish Tribe Transportation if they indicate they have one of the following special needs: a disability, 60 years or older, 18 years or younger, low-income, a veteran, or are a tribal member. Individuals call Stillaguamish Tribe Transportation to sign up for services.

2. Categories of Eligibility

Stillaguamish Tribe Transportation does not classify clients by the categories: conditional, unconditional, or temporary. All clients of Stillaguamish Tribe Transportation are fully eligible.

3. Service Area

Stillaguamish Tribe Transportations services are provided in northern Snohomish County that are not easily served by a fixed route public transportation provider.

4. Origin to Destination Service

Based on the functional ability of the client, the driver will provide either curb-to-curb or door-to-door service in Stillaguamish Tribe Transportations service area. (49 CFR 37.129)

5. Trip Scheduling

Trips are scheduled Monday through Friday between 6:30 a.m. and 2:30 p.m. Trips should be scheduled at least the day before the trip when possible.

6. Trip Cancellation/Missed

If a client schedules a ride and cannot meet the vehicle, the client must cancel the scheduled ride as soon as is reasonably possible prior to the pick-up time (a two-hour notice is preferred). The client will be considered a “no show” if the client is not at the pick-up point within five (5) minutes of scheduled pick-up time and notice was not given that the trip has been canceled ***or*** if the client chooses not to ride after the vehicle arrives. Clients may have their travel privileges suspended if they exhibit a pattern or practice of repeated “no shows”, cancelations, or failures to board. Verbal warnings will be given to clients with a “no show” for first and second offenses. After the third offense, these persons may be suspended from using the service for a 21-day period. Suspensions may be appealed.

If Stillaguamish Tribe Transportation fails to pick up a client at the scheduled time, the client should contact the transportation dispatcher to report the “missed trip” and every attempt will be made to re-schedule the trip.

17. Visitor Eligibility

Visitors are eligible for Stillaguamish Tribe Transportations services if they indicate they have one of the following special needs: a disability, 60 years or older, 18 years or younger, low-income, or are a veteran. They may schedule a ride by contacting the Stillaguamish Tribe Transportation offices.

18. Complaint Process

Stillaguamish Tribe Transportation is committed to providing safe, reliable, and accessible transportation options for the community. Stillaguamish Tribe Transportation 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 Stillaguamish Tribe Transportation @ 360.629.0503.

19. Reasonable Modification

Requests for modifications of Stillaguamish Tribe Transportation policies, practices, or procedures to accommodate and individual with a disability may be made either in advance or at the time of transportation service. Stillaguamish Tribe Transportation is best able to address and accommodate a request when clients make their requests before the trip. Contact Stillaguamish Tribe Transportation dispatcher with questions.

20. Direct Threat

If a person is violent, seriously disruptive, or engaging in illegal conduct Stillaguamish Tribe Transportation may, consistent with established procedures for all riders, refuse to carry the client. A person who poses a significant risk to others may be excluded [from service] if reasonable modifications to the public accommodations policies, practices, or procedures will not eliminate that risk. (49 CFR 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 Stillaguamish Tribe Transportation to represent an actual or potential threat to the health, safety or well-being of oneself, the driver, other passengers, and/or transit personnel.

Passengers who are excluded from the system due to a direct threat have the ability to request an administrative appeal by contacting Stillaguamish Tribe Transportation @ 360.629.0503.