

ONEONTA PUBLIC TRANSIT

ADA Policy

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

It is the policy of ONEONTA PUBLIC TRANSIT that, when viewed in their entirety, services, programs, facilities, and communications provided by ONEONTA PUBLIC TRANSIT, 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

Fare for ONEONTA PUBLIC TRANSIT is as follows:

FARES

Adult 18-62	\$1.50
Senior 62+	\$1.00
Student 5-18	\$0.75
City Transfer	\$0.75
Interline Transfer	\$1.00 (From Otsego Express)
Commuter	\$2.25
ZONE FARE – OFF ROUTE	\$1.00 ADD' L to Regular Fare*
* CONTRACT STOPS EXEMPT	

Cooperstown Route

Adult 18-62	\$3.75
Senior 62+	\$2.25
Student 5-18	\$2.25
Paratransit	\$2.25 (1-Way) **

** ZONE FARE will be applied when applicable

2. Holiday Closures

ONEONTA PUBLIC TRANSIT is closed on the following nationally recognized holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

3. 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). Additionally, ONEONTA PUBLIC TRANSIT 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 used by individuals with mobility impairments, whether manually operated or powered.
- *Walkers* must be collapsible and able to be stored between seats or secured in the vehicle.
- 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 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. ONEONTA PUBLIC TRANSIT 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)

7. Stop Announcements

Stops at major intersections, 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))

8. 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 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.

Guests and companions may ride with you on ONEONTA PUBLIC TRANSIT. Guests and companions must pay regular fare. A companion is anyone who rides with you and is not designated as your PCA. (49 CFR 37 (d))

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. To ride ONEONTA PUBLIC TRANSIT:

- The service animal must be harnessed, leashed, or tethered unless these devices interfere with the service animal's work or the person's disability prevents use of these devices. The animal must remain under the owner's control and 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. (49 CFR 37.167 (d))

10. Boarding Assistance

Operators 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 as needed. Bus operators shall assist 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. Breakdown 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 – but not require – 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. Suspension of Service

A rider's privileges may be suspended for any of the following infractions on any ONEONTA PUBLIC TRANSIT property, including vehicles, bus stops, or stations (see **Oneonta Public Transit Conduct Policy**):

- Smoking, "Vaping" or carrying a lit pipe, cigar, cigarette, or other smoking devices (unless in a designated smoking area).
- Discarding or dumping litter in places other than the recognized receptacles.
- Consuming alcoholic beverages or being in possession of alcoholic beverages.
- Loud, raucous, unruly, harmful, or harassing behavior.

- Possessing an unissued transfer.
- Engaging in other conduct that is inconsistent with the intended purpose of the ONEONTA PUBLIC TRANSIT facility, station, or vehicle. (RCW 9.91.025)

15. Notification of Policy

ONEONTA PUBLIC TRANSIT will notify the public of the ADA policy on the website and in the rider's guide.

16. Paratransit

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

The 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 ONEONTA PUBLIC TRANSIT based on the following eligibility qualifications. You are eligible for 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 Paratransit.

ONEONTA PUBLIC 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.

- b. *Categories of Eligibility:* An ONEONTA PUBLIC 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 the fixed-route service	Unconditional
Category 2	Prevented by disability or a combination of disability and architectural barriers from getting to the boarding area	Conditional
Category 3	Prevented from using the fixed-route service for a certain amount of time	Temporary

c. *Service Area:* Paratransit service is provided within 3/4 of a mile of ONEONTA PUBLIC TRANSIT fixed-route service, except for commuter routes. 49 CFR 37.131 (a)

d. *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	The customer is taken from the curb of pickup to the curb of the destination
Door to Door	The customer is taken from the door of the pickup point to the door of the destination
Door Through Door	The customer is taken from the point of pickup through the door of the destination

e. *Trip Scheduling:* Paratransit trips can be scheduled between 7 days and 4:30 p.m. the day before the trip. No trip reservations will be accepted on the day of the trip. Rides will be curb-to-curb.

f. *Trip Cancellation:* Paratransit trips must be canceled no later than 2 hours in advance.

- g. *Missed/ Late Cancels*: The customer will receive a warning letter after two missed trips. 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.
- h. *Trips Denials*: ONEONTA PUBLIC TRANSIT will count all denials for service. One denial of a multi-legged trip will count as a denial for each leg of the trip.
- i. *Paratransit Hours*: Paratransit operates the same hours as the ONEONTA PUBLIC fixed-route system.

Monday-Wednesday: 6:00 am – 1:00 am (College In-Session)
Thursday: 6:00 am – 2:00 am (College In-Session)
Friday-Saturday: 6:00 am – 3:30 am (College In-Session)
Sunday: 9:00 am – 12:30 am (College In-Session)
Monday-Friday: 6:00 am – 7:00 pm (College Out-of-Session)
Saturday: 6:00 am – 6:00 pm (College Out-of-Session)
Sunday: 12:00 pm – 6:00 pm (College Out-of-Session)

17. 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 ONEONTA PUBLIC TRANSIT eligibility procedures. For individuals who reside outside the ONEONTA PUBLIC TRANSIT service jurisdictions, ONEONTA PUBLIC TRANSIT 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)

18. Complaint Process

ONEONTA PUBLIC TRANSIT is committed to providing safe, reliable, and accessible transportation options for the community. ONEONTA PUBLIC TRANSIT 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 ONEONTA PUBLIC TRANSIT at (607)432-7100, or in person at ONEONTA PUBLIC TRANSIT's administration office located at 104 Main St, in Oneonta, NY.

19. Reasonable Modification

Requests for modifications of ONEONTA PUBLIC 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. ONEONTA PUBLIC TRANSIT is best able to address and accommodate a request when customers make their requests before the trip. Contact the ONEONTA PUBLIC TRANSIT office customer service for questions.

20. Direct Threat

If a person is violent, seriously disruptive, or engaging in illegal conduct, ONEONTA PUBLIC TRANSIT may, consistent with established procedures for all riders (see **Oneonta Public Transit Conduct Policy**), 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. (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)
- Acts of violence directed at others or towards 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 the transportation system-wide
- Engaging in illegal conduct
- Other conduct judged by ONEONTA PUBLIC TRANSIT to represent an actual or potential threat to the health, safety, or well-being of oneself, the operator, other passengers, and/or ONEONTA PUBLIC TRANSIT personnel

Passengers who are excluded from the system due to a direct threat can request an administrative appeal by contacting ONEONTA PUBLIC TRANSIT at (607)432-7100.