



## **Mountain Rides Transportation Authority (MRTA) ADA Policy & Rider's Guide**

### **Introduction**

The Americans with Disabilities Act (ADA) of 1990 requires the federally funded transit services throughout the country to provide access to individuals who are disabled. Because our vehicle was purchased through a Federal Transit Administration grant program, we must comply with the related laws and regulations. Our service is a system that disabled passengers can use with dignity, ease and comfort. Our vehicle(s) are designed with special features to accommodate both elderly and disabled customers. Senior citizens and disabled riders are not charged a fare for this service. Passengers are not required make a donation or pay a fare to board the vehicle.

### **Service Description**

The American with Disabilities Act Service hours of operation are the same hours as the MRTA Service. The van operates daily, within the Boundaries of Ketchum and Sun Valley extending three quarters ( $\frac{3}{4}$ ) of a mile on either side of the two cities. No rides will be allowed outside of this time period or area. There will be no charge for the ride. The service is curb to curb and if the person riding needs assistance getting in and out of the house then they will be responsible for providing the necessary assistance. Rides can not be booked any later than the day before the desired trip. This service requires that all riders be ADA Certified riders. For more information or to obtain certifications you can call the MRTA Office @ 788-7433 or go online at [www.mountainrides.org](http://www.mountainrides.org) and print out the certification forms. Service is for persons with disabilities which prevent them from accessing the Mountain Rides Town Route buses.

### **Service Area**

The ADA transit service operates during the same days and hours as the Mountain Rides' Town Fixed Routes in the Ketchum, Sun Valley area. MRTA has accessible buses and an ADA Para transit van. The service area extends from St Luke's Hospital to Adams Gulch Road.

## **Making a Reservation**

MRTA has accessible vehicles on all of our fixed routes. To use the fixed route service please show up at the schedule departure time as posted on the current schedule. If unable to travel to a MRTA Fixed Route Bus and the use of the para transit van is required than an advance reservation will be required. To make a travel reservation on the van, please call our office at 788-7433. We also handle TTDY calls at 726-8271. Individuals with speech or hearing impairments may confirm their reservations through the TTDY number or you may go online at [mountainrides.org](http://mountainrides.org).

## **Reservation Periods**

Para Transit Van:

Monday - Friday

8:00 a.m. - 6:00 p.m.

On Saturdays, Sundays, Holidays and after hours, we take reservations at 788-7433. You will need to speak clearly, leaving your name, the date of your trip, the origin and destination of your trip, requested pickup times and returns time, and a phone number we may reach you to schedule and confirm your trip. In order to change your reservation you need to contact the office. Your pick-up time is not an exact time of arrival.

## **Reservation Information**

Please have the following information available when making a reservation:

- Customer name.
- The exact street address (origin and destination).
- Names of complexes or subdivisions, as well as building, apartment, or suite numbers.
- Easily identified pick-up points should be communicated, where applicable, such as a hospital, shopping mall, or doctor's office.
- The appointment or the pick-up time.
- The return trip information.

Remember to indicate if the customer is traveling with a Personal Care Attendant (PCA) or any companions, or service animals, or portable oxygen.

Please remember that you are responsible for making arrangements for the vehicle to gain access to gated communities or secured complexes. A driver cannot be delayed trying to locate personnel to provide access to a complex. Failing to notify us that you are canceling a scheduled trip may cause a vehicle to be unnecessarily dispatched. This can cause service disruptions and delays to other passengers and cost us unnecessary expense. An excessive number of late cancellations may result in temporary suspension of service privileges. Cancellations that occur because of an emergency situation beyond the customer's control will not be considered a no-show.

## **Pick-up Procedures**

In order for us to provide you with safe, on-time service you must specifically designate a location and inform us where you will be waiting for your pick-up. The following procedures are to ensure safe vehicle movement and standardized guidelines:

Passengers living in a large, multiple unit apartment complexes must meet the transit vehicle either the curb closest to their address or at the curb closest to the main lobby, unless instructed otherwise. If the apartment complex or residence is inaccessible to a vehicle, the customer must meet the vehicle at the main entrance to the complex or at another arranged pick up point. A customer traveling from a large office complex, medical facility, or other similar area must meet the vehicle at the curb closest to the main reception desk or main lobby entrance.

## **Home Check**

The dispatcher will not call the customer by telephone to advise that the vehicle has arrived. We will call by telephone any customer that is sight-impaired or hearing-impaired to notify them that the vehicle has arrived. It is the customer's responsibility to be at the curb or within viewing distance of the driver when the vehicle arrives. Passengers who live where conditions prohibit the bus from passing safely or without damage must arrange to meet the bus elsewhere or arrange to have the barriers corrected.

## **Driver Assistance:**

Drivers will assist the customer on or off the vehicle, but they may not assist passengers into their homes. Safety and liability concerns and time constraints do not allow the drivers to assist customers beyond the vehicle.

## **Travel Companions/PCA's**

We encourage passengers to travel with a Personal Care Attendant (PCA) when they are unable to travel alone safely. The passenger's healthcare provider determines the need for a PCA. Authorized PCA's can travel with a client anytime at no cost. When making your reservation, please advise us at the time of the reservation if you will be accompanied by your PCA or companion to ensure an accurate count of individuals and space needed while traveling in a vehicle. A passenger may be accompanied by a travel companion or a PCA such as a child, friend, family member, or a paid employee. Additional companions may travel on a space available basis. Children age five years and younger must be accompanied by a responsible adult.

## **Riding the Vehicles**

Customers unable to use the steps to enter the vehicle may request the ramp or wheelchair lift be extended to board the vehicle. Ambulatory customers who use the lift must be able to stand without assistance to hold onto the handrails.

## **Wheelchairs:**

We will transport all types of “Common Wheelchairs” as defined by the ADA regulations. Common Wheelchairs are defined as:

A wheelchair that does not exceed 30 inches in width and 48 inches in length measured two inches above the ground, and does not weigh more than 600 pounds when occupied. There are many types of wheelchairs, and it is often difficult to identify the main-frame of a wheelchair.

Scooter-type devices have been shown to be unstable on lift and sometimes may exceed the weight and ADA allowable dimensions. Scooters can also be unstable once inside the vehicle. Customers traveling with scooters should adhere to the same safety procedures as those for wheelchairs.

## **Wheelchair Securement / Seat Belts**

It is the responsibility of the driver that mobility devices are properly secured prior to transporting you. Passengers using wheelchairs or scooters are required to be secured, using a four-point tie down system at all times while riding the vehicle. Our policy recommends for your safety that the operators to secure the lap belt. Failure to cooperate with safety related policies may result in loss of service.

## **Transporting Packages**

Each passenger is allowed up to three packages (plastic grocery or shopping bags). Customers should make other arrangements for packages exceeding three parcels. Excessive luggage and large boxes cannot be accommodated.

Passengers may be required to secure their packages at their seats, as storage space on the vehicle is limited. The maximum combined weight of all packages cannot exceed 25 pounds. Drivers are only allowed to load a maximum of three bags onto the vehicle. They are not allowed to carry packages to/from the vehicle.

## **Animals**

Service animals and service animals in-training are allowed on all vehicles without being caged. For the safety and comfort of the driver and other passengers, service animals are required to be clean, well groomed, completely under the control of their handler and absolutely non-aggressive. A service animal must behave under the voice command of its owner. Other authorized service animals will be transported provided they are properly caged and under the control of the passenger at all times. For safety reasons, drivers are not allowed to carry cages or handle the service animals. Procedures for traveling with service animals involve loading the animal first and unloading the animal last. Nonaggressive pets may be transported in a cage/carrier if held in a riders lap. Aggressive pets will not be allowed in the vehicle.

## **Rider Conduct**

The following rules of conduct are provided for your safety and comfort and all transit passengers:

Each passenger must comply with the rules of conduct. Voluntary actions of misconduct, including illegal, violent or seriously disruptive behavior, will be grounds for suspension of service for the passenger. Anyone found acting in an unsafe manner, which may endanger other customers, the driver, or the vehicle, will be terminated from service immediately. We will consider an appeal for such suspension of services on a case-by-case basis.

Customers requiring physical assistance outside the vehicle (e.g., to or from their door, or assistance up stairways or difficult grades) must have a PCA or a companion accompany them on the vehicle. The PCA will be responsible for providing the physical assistance the customer requires. The transit operators will assist you on or off the bus; however, drivers are not allowed to leave their vehicle unattended. It is the responsibility of the customer to watch for the bus. Drivers are not responsible for going inside of establishments to look for passengers.

There is an absolute “No Smoking” policy throughout the transit system. Passengers are prohibited from eating or drinking on the vehicle unless a documented medical problem exists that requires eating or drinking at specified time periods. In such cases, the customer must advise the driver of this fact. The use of alcoholic beverages or riding under the influence of intoxicating drugs or alcohol is prohibited.

Passengers are prohibited from playing radios without the use of headphones. Passengers may not operate or tamper with any equipment while on the vehicle. This rule includes the operation of the hydraulic lift, ramp and attempts to remove wheelchair tie-downs or passenger seat belts.

## **Driver’s Responsibilities**

Drivers are expected to obey the same rules as our passengers. The following additional rules also apply:

Drivers will provide assistance only to customers in boarding and disembarking the vehicle or to/from the curb of their point of origin/destination.

- Drivers can assist with no more than three packages per customer.
- Drivers do not accept tips or gratuities or act in a manner that would suggest that tipping is appropriate.
- Drivers are responsible for the operation of the hydraulic lift, ramp and securing mobility devices safely in the vehicle.
- Drivers cannot leave their vehicle unattended.
- Drivers cannot handle cash or make change.

## **Portable Oxygen Tanks**

Drivers will transport portable oxygen tanks according to manufacturer's specifications usually listed on the tank. Hazardous tanks that should not be transported include those inspected for leaks around the valve area and pressure relief by listening for escaping air, and visible dents, cracks or pitting. Always carry the tank with both hands and never by the valve or regulator or drag or roll the tank. Do not handle a tank with gloves contaminated with grease or oil. Tanks should be secured in a way that there is no movement while the bus is in motion, and never allowed to block the aisle or exits, or near an ignitions source which may generate excessive heat, sparks or flame. Tanks secured to a wheelchair need not be removed if the tank and wheelchair are secured.

Passengers requiring medication or oxygen at regular intervals are boarded should be advised that travel time on the transit vehicle are subject to delays that may result in a customer's on-board time being longer than anticipated. Transportation is subject to unpredictable conditions such as traffic delays and mechanical problems. Passengers will be limited to one tank in the passenger compartment when possible.

We cannot be held responsible for the administration of medications. The administration of medication when in a vehicle is the customer's responsibility. Any customer requiring assistance in the administration of medication or oxygen while on the vehicle must travel with a PCA or companion. Should the administration of medications or oxygen become necessary while on the vehicle, we will contact emergency medical assistance to administer the required medication at the customer's expense? Repeated incidents in which medication schedules disrupt or delay other passengers may result in the evaluation of the individual's suitability to use transit services.

## **Lost & Found Procedure**

Any article left on the vehicle at the end of the day will be stored at the Lost & Found. To claim a lost article, please call us. Customers are responsible for claiming lost articles.