YAMHILL COUNTY TRANSIT

Americans with Disabilities Act

Paratransit Plan

2019

B.O.19-121

TABLE OF CONTENTS

SECTION 1: INTRODUCTION	**2**
Introduction/Background	2
Contact Information	2
SECTION 2: EXISITING SERVICES	**3**
Overview of Population Served	3
Service Overview	3
YC Transit Fixed Route Bus System	3
YC Transit Intercity Routes Bus System	4
Demand Responsive Bus System	5
Dial-a-Ride Overview	5
ADA Paratransit Overview	5
Section 3: ADA PARATRANSIT REQUIREMENTS AND APPLICATION PROCESS	**10**

Appendix A: 2018 YC Transit Existing Fixed Route and Intercity Service Map

Appendix B: ADA Complementary Paratransit Application

SECTION 1: INTRODUCTION

Introduction/Background

The Yamhill County Transit (YC Transit) was established in 2007 upon the approval of the Yamhill County Board of Commissioners and by Resolution of the 10 cities within the county and the Confederated Tribes of Grand Ronde. The YC Transit is an ORS Chapter 451 County Service District.

The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990. This law is a civil rights act that is designed to ensure equal access to employment, public accommodations, telecommunications and transportation for people with disabilities. With the advent of the ADA, person with disabilities are provided equal access to public transportation services. This pertains to the accessibility and availability of transportation services. To ensure equal access, the law requires that all new vehicles purchased for general fixed route public transportation service be made accessible to persons with disabilities, among other requirements. ADA complementary paratransit standards are provided for in 49 CFR Sec. 37.123 of the Code of Federal Regulations.

ADA paratransit services are required by law to operate the same days and hours as the fixed route service available in the area. It is important to note the ADA paratransit service is comparable to fixed route and is only required to operate within three-quarters of a mile of fixed route bus services. If an area does not have fixed route service, complementary ADA paratransit service is not required. However, in certain cases, the YC Transit may provide complementary ADA paratransit service to areas that may be slightly outside the three-quarter mile area. Existing complementary ADA paratransit services operated by the YC Transit are more fully detailed in **Section 2: Existing Services**.

This ADA paratransit plan details YC Transit's fixed route and complementary paratransit services and describes how they are in compliance with the ADA requirements.

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SECTION 2: EXISTING SERVICES

Overview of Population Served

YC Transit serves all of Yamhill County, which is 718 square miles and is home to 99,193 people, as reported in the 2010 census. The county seat is located in McMinnville. There are ten incorporated cities, including: Amity, Carlton, Dayton, Dundee, Lafayette, McMinnville, Newberg, Sheridan, Willamina, and Yamhill. The primary population centers in Yamhill County are McMinnville (population 32,187) and Newberg (population 22,830).

Service Overview

This section provides an overview of existing YC Transit services, including fixed bus route, commuter route, demand response and ADA paratransit services. The contents of this section are required by 49 CFR 37.139. The YC Transit is the Yamhill County Transit Area. This service board is responsible for operating buses throughout Yamhill County, as well as commuter routes to Washington, Marion and Polk Counties. The YC Transit bus fleet is 100% accessible and 100% air-conditioned. In cases where an individual cannot use fixed route service due to the nature of their disability, the YC Transit provides ADA paratransit service, as required under the ADA.

The ADA recognizes that some users of public transportation, due to the nature of their disability, will be unable to used fixed route services even with full accessibility. To ensure equal access for these riders under these circumstances, public transit operators are required to offer a complementary paratransit service, which is known as ADA Paratransit.

YC Transit Fixed Route Bus System

Local fixed routes provide local circulation within McMinnville and Newberg city limits.

- Routes 1, 2, 3 and 4 serve McMinnville
- Routes 5 and 7 serve Newberg

All six local routes run on weekdays only. Along these routes YC Transit operates as a flag system. This means that YC Transit has designated stop locations, but between stops riders may stand on the curb and flag down the buses or request that the driver let them off at a particular point along the route. Drivers will stop if it is safe to do so.

All vehicles used to provide fixed route service are ADA accessible. Accessibility features include, but are not limited to, wheelchair lifts and stop announcements. YC Transit fixed route service is open to the general public with no restrictions. Most vehicles used on the fixed route service have a capacity of 15-18 passengers, each having at least two wheelchair stations.

Hours and Days of Service

Fixed route bus service in McMinnville operates Monday through Friday 7 am to 6 pm and in Newberg 7 am to 6:30 pm.

Fares

$1.25 Single One-Way Trip
$2.50 Single All-Day Pass
$18.00 Book of 10 Day-Passes
$35.00 Unlimited Monthly Pass

During a trip: Single One-Way fares and Single All-Day Passes can be purchased from drivers while boarding the vehicle with exact change only.
Prior to a trip: Fares can be purchased in-person from the Yamhill County Board of Commissioners office with exact change only or at the McMinnville Transit Center with cash or check only. Riders can also print and fill in an order form from YC Transit website and send it to YC Transit by mail with a check or money order.

Personal Care Attendants are not charged a fare on YC Transit's fixed routes, if the customer is certified as needing a PCA at the time of the trip. Other companions must pay the standard fixed route fare.

YC Transit Intercity Routes Bus System

Intercity routes serve longer-distance travel needs between Yamhill County cities, and connections outside of the county. Along these routes, YC Transit has set stops; flag stops are not permitted on intercity routes, including within McMinnville and Newberg.

The intercity routes include:

- Route 11 connects McMinnville, Amity, and Salem
- Route 22 (weekday) and 24s (Saturday) connect McMinnville, Sheridan, Willamina, and Grand Ronde
- Route 33 connects McMinnville, Yamhill, Carlton, Gaston, and Hillsboro
- Route 44 (weekday) and 45x (weekday express), and 46s (Saturday) connect McMinnville, Lafayette, Dayton, Dundee, Newberg, and Tigard

Since local routes 1, 2, 3, 4, 5, and 7 operate on weekdays only, routes 24s and 46s are the only options for local circulation within McMinnville and Newberg on Saturdays; within McMinnville, route 46s operates a modified route along OR 99W instead of Lafayette Avenue on Saturdays.

Fares

Intercity route fares are the same as fixed route fares.

Demand-Responsive Bus System

Demand-response service in Yamhill County provides shared rides and includes both general public Dial-a-Ride and ADA paratransit. Twelve YC Transit vehicles are dedicated to Paratransit and Dial-a Ride, of which Paratransit riders receive priority service.

Dial-a-Ride Overview

General public Dial-a-Ride provides curb-to-curb service to the general public to from locations in Yamhill County. There is no application process required to reserve a Dial-a-Ride trip. YC Transit Dial-a-Ride operates on weekdays from 8 am to 4:30 pm. All YC Transit Dial-a-Ride vehicles are ADA accessible, and service animals are allowed. YC Transit Dial-a-Ride trips must be scheduled at least 48 hours in advance. A reservation is contingent on capacity, and schedulers may suggest a different time to accommodate customer needs. Dial-a-Ride phone reservations are taken on weekdays between 7:00 am and 6:30 pm. Trip reservation calls made outside these hours can be left as a voicemail to be logged when staff are next on duty. Dial-a-Ride riders can make subscription reservations for recurring trips. YC Transit allows an unrestricted number of subscription trips in the Dial-a-Ride system

Fares

$1.75 Single One-Way Trip
$40 Unlimited Monthly Pass

ADA Paratransit Overview

YC Transit ADA Paratransit is federally-required door-to-door service offered to people with physical or cognitive disabilities who are unable to access or use local fixed-route service. Passenger origins and destinations must be with a ¾ mile buffer of local fixed-route service in McMinnville and Newberg. YC Transit paratransit service is offered during the same hours and days as fixed-route service: from 7 am to 6:30 pm Monday through Friday in McMinnville, and 7 am to 6:30 pm Monday through Friday in Newberg. YC Transit paratransit riders are guaranteed a ride within a two-hour window of their requested trip time.

YC Transit paratransit service is not available along Routes 11, 22, 24s, 33, 44, 45x, and 46s, which are intercity routes classified as commuter bus service, and are therefore exempt for the requirement to provide complementary ADA paratransit service.

Fares

$2.50 Single One-Way Trip (fares are not allowed to be more than double the cost of a comparable trip on fixed-route service)

Personal Care Attendants are not charged a fare on YC Transit's complementary paratransit service. Other companions must pay the standard paratransit service fare. The paratransit customer is required to inform the reservation agent that a PCA and/or companion will be traveling with the customer to ensure space on the vehicle. PCA and/or companion must have the same pick-up and drop-off as the paratransit customer.

Duties of the Driver

The driver's duty is to ensure the safe operations of the vehicle. YC Transit's drivers are trained to operate the vehicle, to operate the accessibility equipment of vehicles, to communicate appropriately with passengers, and to manage emergency situations.

Drivers are not personal care attendants.

The driver will assist with boarding and de-boarding the vehicle. The driver will operate the lift and secure mobility devices. Drivers will not change the itinerary at the request of the passenger; trip changes must be made at least two hours prior to the scheduled trip. The driver will not make change. The driver will not carry packages.

The driver will assist in steadying the unsteady ambulation of a passenger by offering an arm, but will not lift of otherwise bear the weight of a passenger. The driver will push a wheelchair as necessary to assist the passenger on and off the bus.

Trip Reservations and Response Time

Reservations for YC Transit paratransit can be made between one and 14 days in advance. YC Transit accepts paratransit reservations by phone on weekdays between 7 am and 6:30 pm. Individuals calling to make a trip reservation outside these times can leave a message for trip to be logged when staff are next on duty. Before a person can make a reservation for a paratransit trip, he/she must complete YC Transit's ADA Paratransit Application, and be approved by YC Transit's ADA Eligibility Committee, based on federal ADA requirements. Subscription paratransit trips are available for work and medical appointments only. YC Transit is required to limit subscription trips to no more than 50% of available capacity at any given time of day per federal requirements.

YC Transit may negotiate pickup times but will not require an ADA paratransit eligible individual to schedule a trip to begin more than one hour before or after the individual's desired departure time.

YC Transit allow "will call" trips for customers reserving rides when the return time cannot be calculated in advance, such as for medical appointments. "will call" trips are discouraged for reservations that do not involve such uncertainty and the paratransit carriers are required to arrive within 60 minutes of a "will call" customer reporting readiness to travel. While the YC Transit does not allow same-day reservations, it does allow same day changes in trip times and destinations.

When cancelling a reserved trip, the paratransit customer must notify the carrier at least two hours before the scheduled pick-up time to avoid being marked as a late cancellation or a no show. Customers with a pattern or practice of not keeping confirmed trip requests may be suspended.

Paratransit is a shared ride service. Paratransit customers should expect that they will share the vehicle with other riders. Care is taken to avoid excessively long trips; however, the time from the pick-up to drop-off may be longer than an equivalent trip on the fixed route due to picking-up and dropping-off other passengers.

In order to allow flexibility in the schedule for shared rides, YC Transit's vehicles will arrive within a 20-minute window of the scheduled pick-up times: ten minutes prior to the scheduled pick-up time and up to ten minutes after.

It is preferable if the paratransit customer waits at or near the curb. However, at times inclement weather or other barriers may prohibit waiting at the curb. Paratransit customers are required to present themselves for boarding within five minutes of the arrival of the bus or van. The driver will honk the horn.

Restrictions on Trip Purpose

There are no restrictions placed on trip requests based on trip purpose. Trip purpose is not screened by the paratransit carriers except for scheduling "will call" trips and is never a factor in determining if a reservation is taken.

Capacity Constraints

YC Transit has no capacity constraints on the ADA paratransit services provided. YC Transit will endeavor to provide all eligible request for service. Inclement weather and other unforeseeable barriers to providing service might result in service denial.

Visitor Policy

Visitors from out-of-town may use YC Transit's paratransit services when visiting from another area. Visitors who are ADA eligible with another transit system or can demonstrate that they have a disability that would prevent them from using YC Transit's fixed route service will be given 21 days of paratransit service for a one (1) year period. Service needs beyond the 21-day period will require the visitor to apply for the YC Transit paratransit program.

SERVICE ANIMALS

Under Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 CFR Section 37.3, "service animal" is defined as "any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items." DOT ADA regulation 49 CFR Section 37.167 (d) requires transit entities to permit service animals to accompany individuals with disabilities in vehicles and facilities.

A transit provider may ask if an animal is a service animal or ask what tasks the animal has been trained to perform, but cannot require special ID cards for the animal or ask about the person's disability. A service animal may not be excluded unless the animal is out of control and the animal's owner does not take effective action to control it or the animal poses a direct threat to the health or safety of others.

Comparison of YC Transit Paratransit Service Criteria to ADA Regulatory Requirements

Service Criteria	Consistent with Regulation	Comments
Service Area	Yes	ADA paratransit provide with 3/4 mile of fixed routes
Response time	Yes	Trip requests are allowed from 14 days 24 hours before Service; trip pick-up times are provided within the one-hour window
Fares	Yes	ADA paratransit fares are twice the fixed route fare. PCAs are not required to pay a fare
Trip Purpose	Yes	There are no restrictions based on trip purpose
Hours and days of service	Yes	Paratransit service is provided the same hours as fixed route operates
Capacity constraints	Yes	There are no capacity constraints

SECTION 3: ADA PARATRANSIT REQUIREMENTS AND APPLICATION PROCESS

The ADA law says the following factors must be considered in determining ADA paratransit eligibility:

- A person's disability and functional abilities
- Accessibility of the fixed route system
- Architectural barriers*
- Environmental conditions*

*A person's age, the distance to bus stops, weather and environmental barriers do not, alone, establish eligibility.

The ADA defines a disability as a physical, visual, or mental impairment that substantially limits one or more of the major life activities of an individual. Major life activities include caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working.

An individual may be eligible for ADA paratransit service if, as a result of their specific disability or health-related condition:

- They are unable to travel to or from transit stops or stations within the service area; or
- They are unable to independently board, ride or exit an accessible fixed route (bus or light rail) vehicle; or
- They cannot independently "navigate the system" even if they are able to get to a transit stop and can get on and off the vehicle. (Example: A person who can't ride the bus independently, recognize bus stops, understand how to complete bus trips, determine the fare, etc.)

If an individual thinks they are eligible, they can call **YC Transit's Manager** at **503.474.4910 or Oregon Relay Service 1.800.732.2900** and ask to be mailed an ADA Paratransit Application. Let them know if an alternative format such as large print, audio tape, Braille, etc. is needed. An ADA Paratransit Application can also be printed off our website at YCBus.org. If there are questions about the application form or help is needed filling it out, call the Paratransit Certification Office for assistance.

An individual is required to fill out an application and describing their disability or condition that prevents them from using fixed route service. Their disability or condition must meet ADA requirements for certification. When YC Transit receives a completed application, it will be evaluated, and eligibility will be determined based on functional ability to use YC Transit's local fixed routes in the cities of McMinnville and Newberg. The reviewer may request additional information, such as a phone or in-person interview with the individual, or a written medical/professional verification.

ADA Paratransit is available for the local routes provided in Newberg and McMinnville. A customer who is certified as ADA Eligible may schedule rides within Newberg or McMinnville if the origin and destination are within ¾ of a mile of the fixed routes.
Under Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulation s at 49 CFR Section 37.131(a) (1) (i), transit entities must "provide complimentary paratransit service to origins and destinations within corridors with a width of three-fourths of a mile on each side of each fixed route." The measurement to destinations with the three-fourths of a mile corridor on each side of a fixed route is measured "as the crow flies" and does not vary based upon driving distance.

A customer may be certified as ADA eligible even if they live outside the ¾ mile boundary of the local fixed routes if they are able to start and end their trips within the ¾ mile boundary. So, for example a customer lives in Dundee which is outside the paratransit boundary of ¾ mile from the local fixed routes, but their relative brings them to Yamhill County Transit Area Transit Center in McMinnville and drops them off. A demand response vehicle can pick them up at the transit center and take them to their destination within the ¾ mile boundary of the fixed route and then return them to the transit center for the relative to pick them up.

Within 21 days of YC Transit's receipt of your completed application, the person will be notified by letter as to their eligibility status, which will be one of the following:

Unconditional-Due to a disability or health condition, they are always prevented from independently using the fixed route buses. This level of eligibility allows them to use ADA paratransit services for any trip in YC Transit's defined paratransit service area.
Conditional-They are only prevented from using the local fixed route bus at times when certain disabling or extreme environmental or architectural barrier exist. YC Transit paratransit service is available to the individual at these times only. (Example: A person who uses a manual wheelchair and cannot travel over steep terrain would be eligible for paratransit on a conditional basis when using fixed route service for a particular trip requiring crossing a hilly area.) YC Transit *does not limit services to conditionally eligible persons on a trip-by-trip basis.* (Example: A person with a developmental disability who is travel-trained to use fixed route bus service solely between home and work may only be eligible for paratransit service for trips to other destinations.)
Temporary-The rider has a health condition or disability that temporarily prevents them from using the fixed route service (can be either conditional or unconditional). (Example: An individual's condition may improve over time or may be aided by travel training.)
Ineligible-They do not meet the ADA criteria.

If a customer is determined eligible for ADA paratransit services, they will receive, in the mail, an eligibility letter, a paratransit ID card, and a rider's information guide to ADA paratransit service.

If it is determined that the rider is not eligible for services, they will be notified in writing of the exact reasons for this decision and given information on the appeals process.

If an individual does not get written notice of their eligibility determination within 21 days after YC Transit receives their completed application, they may ask for and get paratransit services until a decision is made, by calling 503.474.4910 or Oregon Relay Service 1.800.735.2900.

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