

Services for Senior Citizens/Riders with Disabilities

As found on www.friendsofeldercitizens.org

It is the policy of Friends of Elder Citizens, Inc. (FOEC) R Transit programs that passengers with disabilities will be served according to the requirements of the Americans with Disabilities Act of 1990 (ADA) so they will not be discriminated against and may fully benefit from the services provided by FOEC Transit programs to the extent that persons without disabilities benefit.

Persons with Limited Mobility, Wheelchairs

RTransit will accommodate individuals using wheelchairs or other mobility devices. The wheelchair or other mobility device and occupant must fit on the lift and not exceed the weight standards for our lift and vehicle. RTransit may decline to carry a wheelchair/occupant if the combined weight exceeds that of the lift specifications or if carriage of the wheelchair and occupant is demonstrated to be inconsistent with legitimate safety requirements.

Securement Systems

RTransit will use securement systems to secure wheelchairs in designated securement areas only. We may ask a rider to transfer to a vehicle seat if the wheelchair or other mobility device cannot be secured satisfactorily, however we will not deny a rider on the ground that the device cannot be secured or restrained satisfactorily.

Lift and Securement Use

Friends of Elder Citizens, Inc. Transit Program will transport on its lift-equipment vehicles all three and four-wheeled wheelchairs that do 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. All wheelchairs must be secured during transport. Persons whose wheelchairs cannot be properly secured will be denied service. Persons who do not use a wheelchair but who cannot use the steps will be accommodated on the lift utilizing an approved boarding chair. Drivers will assist persons requiring the use of the lift and securing device as necessary.

Accommodating Other Mobility Aids and Life Support Equipment

Specially trained service animals, including dogs used by persons with vision or hearing impairments and animals that provide aid to persons with mobility impairments, will be permitted to travel with their masters. Persons who use life support equipment will be permitted with this equipment if it does not violate rules concerning the transportation of hazardous materials. Respirators and portable oxygen supplies shall general be permitted.

Escort Policies and Refusing Services

Persons requiring the assistance of a personal care attendant (PCA) may travel with their PCA at no additional charge if first certified with the transit agency. Service will only be refused for a rider engaging in “violent, seriously disruptive or illegal conduct.”

Boarding Separately from a Wheelchair and Standees

Some riders may be able to board separately from their wheelchairs to avoid having their combined weight exceed the design load of the vehicle lift. Standees are permitted on the lifts. However, RTransit will not assume the controls of power wheelchairs to assist riders with boarding vehicles. Providing assistance with a power wheelchair falls under the category of attendant-type services, therefore a rider may need to bring a personal care attendant (PCA) to assist them.

Other Mobility Devices

Persons with mobility disabilities may use devices other than wheelchairs to assist with their travel. Canes crutches, and walkers, for example are often used by people with mobility disabilities do not require use of a wheelchair. Walkers with built in seats cannot use the wheelchair securement seating area. These riders must transfer to a vehicle seat.

Lift and Ramp Access

Passengers who use wheelchairs or similar mobility devices will find lift access to buses throughout the service area. The international access symbol is displayed on every accessible vehicle.

Seating Access

The seating in the front of the bus is reserved for the elderly, and/or passengers with disabilities. Each bus also has designated seating areas for persons in wheelchairs.

Calling Out Stops

In accordance with the Americans with Disabilities Act of 1990 (ADA), all operators on fixed route services announce stops as follows:

- ◆ Major stops/time points along the route
- ◆ Transfer locations and routes which serve them
- ◆ Major intersections
- ◆ Stops upon request

This service provides any passenger with information and orientation along the route and throughout the service area.

Other General Assistance

Vehicle Operators are trained to meet the needs of passengers with disabilities by assisting passengers when getting on and off buses.

- ◆ **Fare Handling:** A passenger can request for the vehicle operator to handle the fare for a passenger with a disability who is unable to reach or insert the fare in a fare box. However, the vehicle operator will not reach into any rider's pockets, purses, or backpacks.
- ◆ **Personal Care Attendant (PCA):** While PCAs may travel with a passenger with a disability, RTransit is not responsible for providing a PCA to meet the needs of passengers with disabilities on any trips.
- ◆ **Luggage and Packages:** To ensure there is room for other passengers each passenger boardig the bus can take as many packages and can be carried on and off the bus in one trip.
- ◆ **Hand-Carrying:** Vehicle Operators will not lift a passenger out of his or her mobility device in order to transfer to a vehicle seat. Such assistance is a matter for the passenger or the PCA.

OPERATOR TRAINING

Operators are trained to meet the needs of passengers with disabilities by assisting passengers when getting on and off buses.

RIDE GUIDE

Friends of Elder Citizens, Inc. is committed to providing safe, courteous, and reliable transportation services.

Need help planning your trip?

Our friendly customer service representatives can help plan your trip. We will recommend the most suitable departure time, quote the fare, and advise you of any service interruptions, which may occur from time to time.

Helpful tips when calling:

- ◆ Have pencil and paper ready
- ◆ Be ready to tell the operator this information
 1. Where our driver should pick you up—complete physical address
 2. Where you are going –name of business and its complete physical address
 3. When you would like to get there
 4. If you are disabled and/or require a wheelchair accessible vehicle
 5. Also request if you require a return ride home
 6. If ride is for yourself only or if we are picking up additional passengers at your location

Be prepared to have an alternate time to conduct your business in case we are unable to meet your requested time.

Our transportation service is a demand-responsive, advance reservation, shared-ride, address-to-address, curb-to-curb service.

Our representatives are available: 8 am to 4 pm, Monday-Friday. However, schedules can be taken between: 7 am to 4 Pm

PLEASE NOTE:

DEADLINES VARY DEPENDING ON DESTINATION. PLEASE CALL NO LESS THAN 24 HOURS IN ADVANCE FOR LOCAL AND 48 FOR COUNTY TO COUNTY.

CALL US TODAY TO SCHEDULE YOUR RIDE

El ACCESO de SILLA de RUEDAS (translacion en progreso)

Pasajeros que utilizan sillones de ruedas o dispositivos semejantes de movilidad encontraran el acceso de ascensor a autobus a traves del area de servicio. El simbolo internancional del acceso se demuestra en cada vehiculo accesible.

ASIENTOS

Los asientos en frente del autobus se reservan para las personas mayores, y/o para los pasajeros con incapacidades. Cada autobus ha designado tambien areas de asientos para personas en sillones de ruedas.

ANUNCIANDO las PARADAS

De acuerdo con los Americanos con el Acto de Incapacidades de 1990 (ADA), todos operarios en servicios fijos de ruta anuncian las paradas de la siguiente manera:

- Paradas/mayors sobre la ruta.
- Lugares de Transferencia y rutas que los sirven.
- Cruceros mayors el pedido de alto que este servicio proporciona a cualquier pasajero con informacion y orientacion por la ruta y a traves del area de servicio.

La INSTRUCCION de OPERADORES

Los Operadores de la Instruccion son entrenados para satisfacer las necesidades de pasajeros con incapacidades ayudando a pasajeros al montarse y lejos del los autobuses.