

CITY OF BISBEE/BISBEE BUS ADA Policies

It is the policy of the City of Bisbee/Bisbee Bus to abide by all provisions of the Americans with Disabilities Act (ADA) of 1990 and Section 504 of the Rehabilitation Act of 1973, as amended, including all programs, services, activities, operations and relationships with—and accommodations/modifications of—employees, client-customers, and the general public, including but not limited to those stated below.

As per the Americans with Disabilities Act of 1990 (ADA) City of Bisbee/Bisbee Bus requires that individuals with disabilities receive the same level of service as non-disabled individuals. Services that are “separate but equal” are not acceptable (i.e. all individuals using wheel chairs on one bus and everyone else on another bus). The City prohibits discrimination on the basis of disability in any program or activity receiving Federal financial assistance.

City of Bisbee/Bisbee Bus maintains federally funded equipment and facilities in good operating condition and has policies and procedures to maintain vehicles. The City maintains, in operative condition, those features of facilities, vehicles, and other capital equipment that are required to make them accessible. ADA accessibility features must be repaired promptly if they are damaged or out of order. The City requires pre— and post—inspections on vehicles in service including lifts and/or ramps and all other equipment. Each vehicle undergoes monthly Severe Service preventive maintenance that includes checks of lifts sufficient to determine if they are operative.

The City adheres to transportation provisions of the Americans with Disabilities Act (ADA), and Section 504 of the Rehabilitation Act of 1973, as amended, including but are not limited to the following requirements:

Equivalent Service: As required by the Americans with Disabilities Act (ADA), City of Bisbee/Bisbee Bus has a sufficient number of, or access to, wheelchair accessible vehicles in our fleet to ensure that individuals needing an accessible vehicle have equivalent access to our transportation services as ambulatory individuals.

Maintenance of Accessible Features on Vehicles: As required by the ADA, the accessible features on our vehicles are maintained in operative condition so that individuals needing these features receive equivalent service to individuals not needing those features. Accessibility features are repaired promptly if they are damaged or out of order. Drivers are required to report lift and ramp failures promptly and replace in service vehicles with inoperable features as quickly as possible.

Transporting and securing wheelchairs: A wheelchair is a mobility aid belonging to any class of three- or more-wheeled devices, usable indoors, designed or modified for, and used by individuals with mobility impairments, whether operated manually or powered. City of Bisbee/Bisbee Bus will transport passengers with wheelchairs, even in circumstances when the wheelchair cannot be secured to the driver’s satisfaction, unless the wheelchair exceeds the size or weight capacity of the wheelchair lift or ramp.

Adequate time for Vehicle Boarding and Disembarking: As required by the ADA, City of Bisbee/Bisbee provides adequate time for boarding and disembarking our vehicles for individuals with disabilities. The City permits the deployment of lifts or ramps at all vehicle stops.

Use of Portable Oxygen/Respirator Equipment: As required by the ADA, individuals using our transportation service may bring respirator, portable oxygen equipment, and/or other life support equipment on board our vehicles, as long as they do not violate the law or rules relating to the transportation of hazardous materials. All equipment must be small enough to fit into our vehicles safely and without obstructing the aisle and/or blocking emergency exits. Passengers must secure the equipment by means such as carrying the equipment using a shoulder strap or securing the equipment to a wheelchair or a seat.

Service Animals: As required by the ADA, any guide dog, signal dogs, or other animal individually trained to work or perform tasks for the benefit of an individual with a disability, including but not limited to, guiding individuals with impaired vision or alerting individuals with impaired hearing, have access to our vehicles. All service animals must be kept under the control of their owner at all times and abides by local animal safety regulations. Riders may only ask if the service animal is an FTA/ADA eligible service animal that has received training to work or perform tasks that benefit the individual. Emotional support animals are not included in this class of service animal. **Non service animals must be contained in a carrier as per the rider guide.**

Training in Wheelchair Securement, Sensitivity to Passengers: As required by the ADA, City of Bisbee/Bisbee Bus trains its personnel to operate vehicles and equipment safely, assist passengers properly, and treat individuals with disabilities who use the service in a respectful and courteous way. A “Certified Trainer” in Passenger Assistance Safety and Security (P.A.S.S.) provides training to personnel prior to being released to drive for City of Bisbee/Bisbee Bus.

Driver use of, and assistance with, Accessibility Equipment: As required by the ADA, City of Bisbee/Bisbee Bus personnel make use of all available accessibility equipment when needed and provide a reasonable level of assistance to passengers as necessary and upon request with lifts, ramps, and securement devices. Drivers are required to announce stops at all major intersections at at transfer points with Cochise Commuter. **Additionally, drivers may use limited discretion in being flexible with policies to avoid discrimination on the basis of disability.**

ADA complaints: City of Bisbee/Bisbee Bus discrimination related customer service complaints, including those associated with ADA regulations, are reported to ADOT Civil Rights Office and complaint documentation is maintained on file for one year. ADA related service complaint logs are kept on file for five years, per USDOT regulations. The City maintains a Complaint Procedure and a Complaint form for ADA and Title VI complaints.

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