

## **Fixed Route Accessible Transit Services Policy**

It is policy of the City of Long Beach Department of Transportation to provide accessible Public Transit bus service to all passengers by complying with the American with Disabilities Act of 1990, as amended, including all laws, rules and regulations of the federal, state, and county governments.

This policy applies to all of the service provided on the fixed-route system.

### **I. Priority Seating**

1. The first aisle facing seats on the bus behind the bus operator and front door shall be designated as "Priority Seats." These seats are for non-exclusive use by disabled passengers. An appropriate sign or decal shall be posted in the vicinity of the priority section to inform all passengers.
2. The priority seats are utilized to secure a disabled passenger's mobility aid (i.e.- wheelchair, Scooter) The seats are usually hinged and need to be folded up in order to secure a mobility aid.
3. All non-ambulatory passengers must have their mobility aid secured in place. The only place on a bus where a mobility aid can be secured is in the mobility aid securement location.
4. Ambulatory disabled passengers are not required to sit in the priority seating. When a non-ambulatory passenger using a mobility aid wishes to board the bus and the priority Seats are occupied by an ambulatory passenger, the driver will ask the ambulatory passenger to move to another seat. If there is no other seat for the ambulatory passenger seated in the priority seat to move to, or he/she refuses to move, the bus operator must notify the non- ambulatory passenger waiting to board. The bus Operator will inform the non-ambulatory passenger that the bus is full and he/she must wait for the next bus. In addition, the driver will notify the dispatcher of the situation who will bring the matter to the attention of the operator of the next bus.

### **II. Passenger Assistance**

The bus driver will honor all requests to deploy the lift. If the passenger making the request uses a wheelchair, the driver will make sure that one of the wheelchair securement locations is available and that the seat is folded up prior to deploying the lift. The lift will be deployed after all the ambulatory passengers have boarded or discharged. Only one person may be on the lift at any time. In the event the passenger who uses the lift is discharged at the same location as a passenger who uses the lift wants to board, the procedure is slightly different. All passengers are discharged, including the passenger needing the lift. Next, the passenger requiring the lift boards the bus then the ambulatory passengers are allowed to board. Where necessary or upon request, the bus operator shall assist individuals with use of securement systems and lifts. The assistance can be verbal instruction or. If it is necessary for bus operator to leave their seat to provide this assistance, they shall do so. The type of assistance provided will be determined by the passenger's request. The bus operator is responsible for securing the passengers mobility device. The Driver will offer to assist the passenger with securing and removing the lap belt/shoulder harness. The Passenger may transfer from mobility device to seat if one is available.

### **III. Accessible Stops**

Upon request, the lift will be deployed at any bus stop where it can be done without the lift being damaged, or the safety of the passengers wishing to use the lift being compromised.

#### **Boarding the bus**

If a passenger wished to use the lift to board the bus, and the bus operator has made the judgment that it cannot be done for safety reasons, the bus operator will notify both the passenger and the dispatcher. The dispatcher will then send supervisor to the scene. The supervisor will make the final judgment as to whether or not it is safe to board the passenger. If it is determined to be safe, the passenger will be boarded on the bus or on the next bus. If it is determined to be unsafe, the passenger will be instructed to go to a safe, adjacent location for boarding.

## Alighting the bus

If a passenger wishes to use the lift to exit the bus and the bus operator determines that it cannot be done safely. The bus operator will notify the dispatcher and the passenger. The passenger will be transported to a safe, adjacent location to disembark.

## **IV. Lift Failure and Alternate Arrangements.**

Passenger unable to board bus because of lift malfunction. If the lift fails while a passenger is attempting to board. The bus operator will call the dispatcher for assistance. The dispatcher will provide verbal instructions on steps to take to resolve the problem. If this fails, the dispatcher may send a supervisor to the scene or tell the bus operator to depart. Prior to departing the bus operator must tell the waiting passenger what will happen. The replacement bus will proceed to bus stop where the passenger is waiting then proceed with route. Once the passenger has boarded, the bus operator will call dispatcher for further instructions.

## **V. Maintenance of lifts**

All lifts will be cycled daily in evening while being serviced. Buses with lifts found to be defective will be set aside to repair. To the extent feasible, the lift will be immediately repaired. A vehicle with a defective lift will be placed out of service unless keeping the vehicle out of service will result in loss of service.

## **VI. Fare collection**

It is the responsibility of the passengers paying the fare to put the fare into the fare box.

## **VII. Stop Announcements**

1. Stop announcements are mandated under ADA. Stops are announced under the automated announce system.
2. The bus operator will announce the stops upon request or if the automated system is out of order.
3. When the bus is forced to leave the route because of a planned or an hoc detour, the bus operator will announce when he/she leaves the regular route and when he/she rejoins it.

## **VIII. Personal care Attendants (PCA'S)**

1. Personal care attendants are considered a mobility aid and ride for free. A passenger may travel with one PCA if it is determined to be appropriate during the ADA eligibility process. PCAs must board and exit the bus at the same stop as the ADA rider. PCAs must also provide a proper form of identification.
2. Non-PCA traveling companions pay regular fare.

## **IX. Service Animals**

Disabled passengers are allowed to take a service animal on the bus. A service animal is an animal that is individually trained to do work or perform tasks for a person 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. The bus operator may ask passenger; 1) whether the animal is a service animal required because of a Disability, and 2) what work or task the animal has been trained to perform.

## **X. How to file a Complaint**

Complaints may be filed via email to [gkalnitsky@longbeachny.gov](mailto:gkalnitsky@longbeachny.gov)

