



Hwal'Bay Transit

PO Box 179
Peach Springs, Arizona 86434
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www.hualapaitransit.com
hualapai.transit@hualapai-nsn.gov

Americans with Disabilities Act (ADA)

Hualapai Transit, is committed to providing the highest level of transit to service to our community. To insure that individuals with disabilities are afforded the same quality service, HT will support and comply with the ADA. The ADA provides guarantees in many areas, one of which is public transportation. Under the ADA public transit operators and their employees are required to follow specific guidelines. The following guidelines will be followed:

1. Operators must provide the same service to customers with disabilities as they provide their able bodied customers. There can be no difference in the service provided.
2. Operators cannot require a person with a disability to travel with an attendant. A customer with a disability is allowed to have one personal care attendant (PCA). In the case of a full vehicle, the ADA customer must be afforded the opportunity to ride, even if the PCA is not able to accompany the ADA passenger. No fare is charged to the PCA.
3. Operators shall not require ADA passengers to use the designated priority seating if the person does not choose to utilize the available seating.
4. Wheelchair lifts and ramps must be cycled every day and records maintained. During the pre-trip inspection of the vehicle, lift, ramp, and associated equipment should be checked (tie downs).
5. Whenever an ADA customer is delayed in their travel due to failure of lift (or any other reason), the Operator will immediately report the situation to Transit Supervisor. In all cases when an ADA passenger must be 'left behind', transit supervisor must be notified immediately. Alternate transportation must be provided to the ADA customer if the delay will exceed 30 minutes.
6. Operators are required to use all securement devices provided by the manufacturer (harness, straps, clamps, belts, etc.) as they were intended to be used. Customers in wheelchairs must allow the Operator the secure the wheelchair or service may be denied. Operators must make every effort to secure the wheelchair (or other mobility device) to the best of their ability. Operator cannot deny service to customer when wheelchair malfunction is the cause of the lack of securement.
7. Operators may recommend that customers transfer from their mobility device to regular fixed seating inside the vehicle. However, the Operator cannot require a ADA customer to move. If the customer choses to move to fixed seating, the Operator must assist with the move and the mobility device must be completely secured.
8. Operators are required to provide assistance to the ADA customer by using securement devices, repositioning mobility devices, storing a walker or crutches, moving to fixed seating, etc.

Vision: Hualapai Transit is committed to openness and integrity, Hualapai Transit supports the Hualapai Tribes commitment to support the independence of Hualapai Tribal members & surrounding areas and to be a model for excellence by integrating the local spirit and culture.

Mission: Hualapai Transit will provide safe, reliable, friendly and affordable transportation services to meet the mobility needs of the Hualapai Community and surrounding areas while pursuing sustainable development and facilitating the cultural missions of the Peach Springs community.



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9. Operators must allow customers, if requested, to use the lift or ramp to board and alight from the vehicle whether or not they use a wheelchair. Any customer must be given the opportunity to use the lift if requested.
10. ADA Customers in wheelchairs may ride up and down on the lift while facing toward or facing away from the vehicle. The decision to drive forward or backward onto the lift is entirely made by the customer.
11. Seatbelts and shoulder harness straps must be provided for all customers in wheelchairs. Operators can request ADA customers utilize these safety tools, but the ultimate decision to use the seat belt and shoulder harness is the customers alone.
12. Operators must announce stops and transfer points on fixed routes. This action is designed to assist sight-impaired individuals. Operators must announce route and major intersections along fixed route system
13. Operators are required to use all accessibility related features provided by the manufacturer of the vehicle. IE: Lift, ramp, straps, PA system, etc.
14. ADA customers who have respiratory conditions that require the use of an oxygen bottle or tank must be allowed to bring the tank or bottle on board the bus, provided the tank can be secured.
15. Operators must allow an ADA customer the necessary time it takes to board or alight from the vehicle without comment.
16. Operators must permit service animals to board the vehicle with a customer with a disability. The term 'service animal' means any guide dog, signal dog, or other animal individually trained to work or perform tasks for disabled individual. Operators may not question the validity of a service animal once the customer declares the animal as such.
17. Operators must allow ADA customers to access all stops that are open (even if it conflicts with the Operators best judgement). However, if there is temporary obstacle at the stop, the Operator can alter the stop accordingly.
18. Whenever there is room to board, a person using a wheelchair must be allowed to board. This often means that the Operator must ask customers seated in the securement area to vacate their seats.
19. Priority seating areas and wheelchair securement areas must be labeled. Therefore, it is the responsibility of the Operator to report missing or damaged signage on the DVIR for repair or replacement.
20. ADA Customers in wheelchairs must be able to reach the signal for the 'next stop' signal for the Operator.

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