2019 ISLAND TRANSIT BOARD OF DIRECTORS

Jackie Henderson, Chair, Town of Coupeville Councilwoman
Helen Price Johnson, Vice Chair, Island County Commissioner, District 1
Bruce Allen, Secretary, City of Langley Councilman
Beth Munns, City of Oak Harbor Councilwoman
Janet St. Clair, Island County Commissioner, District 3
Lance Norton, Amalgamated Transit Union, Local 1576

ISLAND TRANSIT STAFF

Todd E. Morrow, Executive Director
Robyn Goldring, Administrative & Human Resources Manager
Paul Arand, Finance Manager
Ken Riley, Maintenance Manager
Shawn Harris, Operations Manager
Meghan Heppner, Assistant to the Executive Director

Island Transit complies with all federal requirements under Title VI, which prohibits discrimination on the basis of race, color or national origin.

If you have questions concerning this policy or practice, please contact Island Transit, 19758 SR 20, Coupeville, WA 98239, or contact the agency’s Title VI Coordinator at (360) 678-7771 or info@islandtransit.org.

This document can be made available in other accessible formats. Please contact Island Transit at (360) 678-7771 or email info@islandtransit.org.

Americans with Disabilities Act Specialized Services Policy
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>BOARD RESOLUTION NO. 12-19 ADOPTING THE REVISED AMERICANS WITH DISABILITIES ACT POLICY</td>
<td>4</td>
</tr>
<tr>
<td>INTRODUCTION</td>
<td>5</td>
</tr>
<tr>
<td>SECTION 1 – HOLIDAY CLOSURES</td>
<td>5</td>
</tr>
<tr>
<td>SECTION 2 – APPROVED EQUIPMENT</td>
<td>5</td>
</tr>
<tr>
<td>SECTION 3 – MOBILITY DEVICE BRAKES</td>
<td>5</td>
</tr>
<tr>
<td>SECTION 4 – PORTABLE OXYGEN USE</td>
<td>6</td>
</tr>
<tr>
<td>SECTION 5 – SECUREMENT POLICY</td>
<td>6</td>
</tr>
<tr>
<td>SECTION 6 – STOP ANNOUNCEMENTS</td>
<td>6</td>
</tr>
<tr>
<td>SECTION 7 – PERSONAL CARE ATTENDANT</td>
<td>6</td>
</tr>
<tr>
<td>SECTION 8 – COMPANIONS</td>
<td>7</td>
</tr>
<tr>
<td>SECTION 9 – SERVICE ANIMALS</td>
<td>7</td>
</tr>
<tr>
<td>SECTION 10 – BOARDING ASSISTANCE</td>
<td>7</td>
</tr>
<tr>
<td>SECTION 11 – MAINTENANCE OF LIFTS AND RAMPS</td>
<td>7</td>
</tr>
<tr>
<td>SECTION 12 – PRIORITY SEATING</td>
<td>8</td>
</tr>
<tr>
<td>SECTION 13 – RESERVED SEATING</td>
<td>8</td>
</tr>
<tr>
<td>SECTION 14 – SUSPENSION OF SERVICE</td>
<td>8</td>
</tr>
<tr>
<td>SECTION 15 – NOTIFICATION OF POLICY</td>
<td>8</td>
</tr>
<tr>
<td>SECTION 16 – PARATRANSIT</td>
<td>8</td>
</tr>
<tr>
<td>SECTION 17 – BARRIER-FREE ACCESS</td>
<td>14</td>
</tr>
<tr>
<td>SECTION 18 – VISITOR CERTIFICATION</td>
<td>15</td>
</tr>
<tr>
<td>SECTION 19 – CUSTOMER COMPLAINT POLICY</td>
<td>15</td>
</tr>
<tr>
<td>SECTION 20 – REASONABLE MODIFICATION</td>
<td>15</td>
</tr>
<tr>
<td>SECTION 21 – DIRECT THREAT</td>
<td>16</td>
</tr>
</tbody>
</table>
RESOLUTION NO. 12-19

A RESOLUTION of the Board of Directors of the Island County Public Transportation Benefit Area Corporation (Island Transit) adopting the Island Transit Americans with Disabilities Act Specialized Services Policy, which is attached as Exhibit A and incorporated into this Resolution by this reference, superseding Resolution No. 9-16, and authorizing future regulatory and administrative changes.

WHEREAS, the Americans with Disabilities Act (ADA) of 1990 is Civil Rights legislation that requires that persons with disabilities receive transportation services equal to those services available on a public transportation provider's regular fixed route service; and

WHEREAS, the Federal Transit Administration (FTA) requires that all recipients of federal funding have an Americans with Disabilities Act Specialized Services Policy that complies with the Americans with Disabilities Act (ADA) of 1990, Section 504 of the Rehabilitation Act of 1973, as amended, and the U.S. Department of Transportation's implementing regulations at 49 CFR Parts 27, 37, 38, and 39; and

WHEREAS, Island Transit is committed to ensuring implementation of the transportation-related provisions of the Americans with Disabilities Act (ADA) of 1990, Section 504 of the Rehabilitation Act of 1973, as amended, and the U.S. Department of Transportation's implementing regulations at 49 CFR Parts 27, 37, 38, and 39; and

WHEREAS, this Resolution supersedes previous Resolution No. 9-16, and any other resolutions of Island Transit that may be in conflict with the aforementioned Island Transit ADA Specialized Services Policy; and

WHEREAS, the Board of Directors of Island Transit desire to adopt the Island Transit ADA Specialized Services Policy as set forth in Exhibit "A" attached hereto and incorporated herein by this reference.

NOW THEREFORE, BE IT RESOLVED by the Board of Directors of Island Transit that they hereby adopt the Island Transit Americans with Disabilities Specialized Services Plan, as set forth in Exhibit "A" attached hereto and incorporated herein by this reference. This Resolution supersedes Resolution No. 9-16, and any other resolutions of Island Transit insomuch that they are inconsistent with the Island Transit Specialized Services Policy adopted herein, and authorizing future regulatory and administrative changes.

ADOPTED at an open public meeting of the Board of Directors of Island Transit on October 4, 2019.

APPROVED AS TO FORM:

Matthew Hendricks, Attorney

Jackie Henderson, Chair

Bruce Allen, Secretary
INTRODUCTION

The Americans with Disabilities Act (ADA) of 1990 is Civil Rights legislation that requires that persons with disabilities receive transportation services equal to those services available on a public transportation provider’s regular fixed route service. Island Transit is committed to ensuring implementation of the transportation-related provisions of the Americans with Disabilities Act (ADA) of 1990, Section 504 of the Rehabilitation Act of 1973, as amended, and the U.S. Department of Transportation’s implementing regulations at 49 CFR Parts 27, 37, 38, and 39.

Island Transit provides fare-free public transportation services. It is the policy of Island Transit that, when viewed in their entirety, services, programs, facilities, and communications provided by Island Transit, directly or by a contracted service provider, are readily accessible and usable to individuals with disabilities to the maximum extent possible. (49. CFR 37.105)

SECTION 1 – HOLIDAY CLOSURES

Both the fixed route and paratransit services are closed on the same six holidays: New Year’s Day; Memorial Day; Independence Day; Labor Day; Thanksgiving Day; and Christmas Day.

SECTION 2 - APPROVED EQUIPMENT

Riders of both fixed route and paratransit service will be transported when the lift and vehicle can safely accommodate them, unless doing so creates a legitimate safety hazard, such as when the combined weight of the mobility device and occupant exceeds that of the lift specifications.

All Island Transit vehicles accommodate mobility devices, defined as, “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.” (49 CFR 37.3)

Due to health and safety concerns, it is Island Transit’s policy to recommend that equipment is in good working order, with batteries charged, tires pumped up, and all parts secure. (49 CFR 37.3)

SECTION 3 – MOBILITY DEVICE BRAKES

Riders will be asked to apply the brakes on their mobility devices when occupying a lift or securement area, as well as to turn the power switch of power chairs or scooters to the OFF
position. Island Transit cannot refuse to transport someone whose mobility device cannot be satisfactorily restrained provided the mobility device fits within the federally mandated definition. (49 CFR 37.165)

SECTION 4 - PORTABLE OXYGEN USE

Individuals with disabilities who use portable oxygen devices are allowed to travel with respirators and properly secured portable oxygen supplies. Oxygen supplies must not obstruct the aisle. [49 CFR 37.167(h)]

SECTION 5 - SECUREMENT POLICY

Operators will use front and rear tie-downs to secure mobility devices at the strongest parts of the device, though the rider can indicate the most optimal tie-down spot. The mobility device will be secured front facing unless otherwise requested by the rider. Operators will assist riders with securement systems, ramps, and seatbelts. They cannot assist riders using power chairs or scooters with the operation of their equipment. It is Island Transit’s policy to secure a mobility device for the safety of all riders and the Operator on board. Island Transit cannot refuse to transport someone whose mobility device cannot be satisfactorily restrained provided the mobility device fits within the federally mandated definition. (49 CFR 37.165)

SECTION 6 - STOP ANNOUNCEMENTS

On fixed route runs, Operators will announce stops at transfer points with other fixed routes, major intersections and destination points, and intervals along a route sufficient to permit individuals with visual impairments or other disabilities to be oriented to their location. Operators will announce other stops upon request. [49 CFR 37.167 (a-c)]

SECTION 7 - PERSONAL CARE ATTENDANT (PCA)

A Personal Care Attendant (PCA) is someone who accompanies a rider who cannot ride alone. The PCA provides assistance with personal care and activities. For example, if a rider needs portable medical equipment and cannot manage this equipment without assistance, a PCA is strongly recommended. The rider should notify Island Transit at the time of scheduling a trip if a PCA will accompany them. This information will guarantee a place for him or her to ride with you. It is the responsibility of the rider to provide their PCA. Island Transit Operators cannot act as a PCA.
SECTION 8 - COMPANIONS

On a space available basis, Island Paratransit allows companions other than a PCA to accompany a rider on a trip. A companion is anyone who joins the rider and is not the designated PCA. The rider should notify Island Transit when scheduling a trip that they are requesting that a companion accompanies them. There is no guarantee that there will be space available for more than one companion. Island Transit is a fare-free public transportation service and there is no fare for a companion. [49 CFR 37 (d)]

SECTION 9 - SERVICE ANIMALS

A service animal is any guide dog, signal dog, or other animal that is individually trained to work or perform tasks for an individual with a disability. In order to ride, it is Island Transit’s policy that:

- The animal must be on a leash or in a container, remain under control of the owner, and behave appropriately.
- The animal must remain at the rider’s feet or lap. It may not sit on a vehicle seat or in the aisle.
- The animal must not be aggressive toward people or other animals [49 CFR 37.167 (d)]

SECTION 10 - BOARDING ASSISTANCE

Operators shall position the bus to make boarding and de-boarding as easy as possible for everyone by minimizing the slope of the ramp and using the kneeling option as needed. Operators shall provide assistance to passengers upon request. Passengers with disabilities shall be allowed adequate time to board and disembark the bus.

SECTION 11 - MAINTENANCE OF LIFTS AND RAMPS

It is Island Transit’s policy that Operators must test the lift or ramp during a pre-trip inspection. The breakdown of accessibility equipment must be reported immediately to dispatch. A vehicle with an inoperable lift or ramp must be removed from service as soon as possible and cannot be returned to service until repaired. If there is a lift or ramp failure on a vehicle operating on fixed route, and the headway to the next accessible vehicle on the route exceeds 30 minutes, a replacement vehicle will be dispatched promptly to provide transportation to individuals with
disabilities who are unable to use the vehicle because the lift does not work. [49.CFR 37.163 (f)]

SECTION 12 - PRIORITY SEATING

It is Island Transit’s policy that riders will be requested to yield priority seating at the front of the bus to the elderly and persons with disabilities. Operators can only make the request but cannot enforce it.

SECTION 13 - RESERVED SEATING

Mobility device securement areas on buses are reserved. Passengers using common mobility aids shall be boarded if the securement areas are not otherwise occupied by a mobility device, regardless of the number of passengers on the bus. Bus operators are required to ask passengers sitting in the securement areas to move to other available seats or to stand.

SECTION 14 – SUSPENSION OF SERVICE

A rider’s privileges may be suspended for any of the following infractions on any Island Transit property, including vehicles, bus stops, or stations:

- Smoking or carrying a lit pipe, cigar, or cigarette (unless in a designated smoking area).
- Discarding or dumping litter in places other than the recognized receptacles.
- Consuming alcoholic beverages or in procession of alcoholic beverages.
- Loud, raucous, unruly, harmful, or harassing behavior.
- Engaging in other conduct that is inconsistent with the intended purpose of the transit facility, station, or vehicle. (RCW 9.91.025)

SECTION 15 – NOTIFICATION OF POLICY

Island Transit will notify the public of the ADA policy on the website, the Paratransit User Guide, and the Service Guide.

SECTION 16 – PARATRANSIT

ELIGIBILITY REQUIREMENTS
A person may access Island Paratransit if they have a disability or disabling health condition that
prevents them from independently using Island Transit buses some or all of the time. (49 CFR 37.123)

Presence of a disability or a disabling health condition by itself does not automatically make a person eligible for paratransit service. The inability to ride Island Transit buses is the basis for eligibility.

Island Transit will review paratransit applications and will determine eligibility. Determination is based on the following rider eligibility qualifications:

- If unable to board, ride, or exit a lift-equipped bus without assistance
  OR
- Need to use a lift but it cannot be deployed safely at the needed bus stop
  OR
- Have a disability that prevents travel to and from the bus stop under certain conditions
  AND
- Have been certified to use Island Paratransit

Upon receiving a complete application, which may include medical information, Island Transit will respond to applicants within 21 days to schedule the functional assessment. After completion of the functional assessment, if, by a date 21 days following the submission of a complete application, the agency has not made a determination of eligibility, the applicant shall be treated as eligible and provided service until and unless the entity denies the application. If the applicant is determined to be ineligible, the reasons for the finding will be provided in writing.

**CATEGORIES OF ELIGIBILITY**

An applicant's eligibility may be classified as conditional, unconditional, or temporary. These categories are defined and mandated by the Americans with Disabilities Act (ADA) regulation. Recertification of eligibility will occur periodically.

<table>
<thead>
<tr>
<th>Category Type</th>
<th>Description</th>
<th>Type of Eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category 1</td>
<td>A person with a disability who cannot independently ride transit under any conditions</td>
<td>Unconditional</td>
</tr>
<tr>
<td>Category 2</td>
<td>Prevented by disability or combination of disability and architectural barriers from</td>
<td>Conditional</td>
</tr>
<tr>
<td>Category 3</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>------------</td>
<td>--------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Getting to the boarding area under certain conditions</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Prevented from using the fixed route for a certain amount of time</td>
<td>Temporary</td>
</tr>
</tbody>
</table>

**SERVICE AREA**

Island Paratransit service is provided within 3/4 of a mile of Island Transit fixed route service, except for commuter routes. [49 CFR 37.131 (a)]

**ORIGIN TO DESTINATION SERVICE**

Based on the functional ability of the rider at the time of application, the driver will provide one of the following types of trips. (49.CFR 37.129)

<table>
<thead>
<tr>
<th>Trip Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Curb to Curb</td>
<td>Rider taken from curb of pick up to curb of destination</td>
</tr>
<tr>
<td>Door to Door</td>
<td>Rider taken from door of pick up to door of destination</td>
</tr>
</tbody>
</table>

**TRIP SCHEDULING**

Paratransit trips can be scheduled Monday – Sunday from 8:00 AM to 4:00 PM, one to fourteen days before a trip. Island Transit does not provide same day paratransit service. No trip reservations will be accepted the day of the trip. Questions about next day pick up times can be addressed after 6:00 PM the day before the trip, or the morning of the trip.

**TRIP CANCELLATION**

Paratransit trips must be canceled at least two hours prior to pick up time.

**LATE CANCELLATIONS / NO SHOWS**

Paratransit trips must be canceled at least two hours prior to pick up time, otherwise it will be considered a late cancellation. A trip that is cancelled with less than a one-hour notice is considered a No Show.

**NO SHOW POLICY**

Island Transit understands that because paratransit service requires trips to be scheduled in advance, riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. Island Transit also understands that riders may sometimes miss scheduled trips or be unable to cancel trips in a timely way for reasons that are beyond their control. However, repeatedly missing
scheduled trips or failing to cancel trips in a timely way can lead to suspension of service. The following information explains Island Transit’s No Show policy.

**DEFINITIONS: NO-SHOW, PICKUP WINDOW, AND LATE CANCELLATION**

**No Show**
A no-show occurs when a rider fails to appear to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the scheduled pickup location within the pickup window and the driver waits at least 5 minutes.

**Pickup Window**
The pickup window is defined as from 15 minutes before the scheduled pickup time to 15 minutes after the scheduled pickup time. Riders must be ready to board a vehicle that arrives within the pickup window. The driver will wait for a maximum of 5 minutes within the pickup window for the rider to appear.

**Late Cancellation**
A late cancellation is defined as either: a cancellation made less than 2 hours before the scheduled pickup time or as a cancellation made at the door or a refusal to board a vehicle that has arrived within the pickup window.

**DEFINITION: NO-SHOWS DUE TO OPERATOR ERROR OR TO CIRCUMSTANCES BEYOND A RIDER’S CONTROL**

Island Transit does not count as no-shows or late cancellations any missed trips due to our error, such as:

- Trips placed on the schedule in error
- Pickups scheduled at the wrong pickup location
- Drivers arriving and departing before the pickup window begins
- Drivers arriving late (after the end of the pickup window)
- Drivers arriving within the pickup window, but departing without waiting the required 5 minutes

Island Transit does not count as no-shows or late cancellations situations beyond a rider’s control that prevent the rider from notifying us that the trip cannot be taken, such as:
• Medical emergency
• Family emergency
• Sudden illness or change in condition
• Appointment that runs unexpectedly late without sufficient notice

Riders should contact Island Transit’s dispatch operations center when experiencing no-shows or late cancellations due to circumstances beyond their control.

POLICY FOR HANDLING SUBSEQUENT TRIPS FOLLOWING NO-SHOWS
When a rider is a no-show for one trip, all subsequent trips on that day remain on the schedule unless the rider specifically cancels the trips. To avoid multiple no-shows on the same day, riders are strongly encouraged to cancel any subsequent trips they no longer need that day.

SUSPENSION POLICIES FOR A PATTERN OR PRACTICE OF EXCESSIVE NO-SHOWS AND LATE CANCELLATIONS
Island Transit reviews all recorded no-shows and late cancellations to ensure accuracy before recording them in a rider’s account.

Each verified no-show or late cancellation consistent with the above definitions counts as [1] penalty point. Riders will be subject to suspension after the meet all of the following conditions:

• Accumulate 5 penalty points in one calendar month
• Have booked at least 25 trips that month
• Have “no-showed” or “late cancelled” at least 15 percent of those trips

A rider will be subject to suspension only if both the minimum number of trips booked and the minimum number of penalty points are reached during the calendar month. Island Transit will notify riders by telephone after they have accumulated 3 penalty points and would be subject to suspension should they accumulate 2 additional penalty points that month consistent with the criteria listed in this section of the policy above.

All suspension notices include a copy of this policy, information on disputing no-shows or late cancellations, and how to appeal suspensions.

Suspensions begin on a Monday that is noted in the suspension notice. The first violation in a 12-
month period triggers a warning letter but no suspension. Subsequent violations result in the following suspensions:

- Second violation: 7-day suspension
- Third violation: 14-day suspension
- Fourth violation: 21-day suspension
- Fifth and subsequent violations: 28-day suspension

**POLICY FOR DISPUTING SPECIFIC NO-SHOWS OR LATE CANCELLATIONS**
Riders wishing to dispute specific no-shows or late cancellations must do so within 7 business days of receiving suspension letters. Riders should contact the Specialized Services Coordinator at (360) 678-7771, Monday through Friday from 8:00 a.m. to 4:00 p.m. to explain the circumstance, and request the removal of the no-show or late cancellation.

**POLICY FOR APPELLING PROPOSED SUSPENSIONS**
Riders wishing to appeal suspensions under this policy have the right to file an appeal request, which must be in writing by letter or via email. Riders must submit written appeal requests within 60 business days of receiving suspension letters. Riders who miss the appeal request deadline will be suspended from Island Transit’s paratransit service on the date listed on the suspension notice.

All suspension appeals follow Island Transit’s appeals policy.

**TRIP DENIALS**
Island Transit will count all denials for service. One denial of a multi-legged trip will count as a denial for each leg of the trip.

**PARATRANSPORT HOURS**
Island Paratransit operates the same hours as the Island Transit fixed route system Monday - Saturday. Service is based upon the same days, hours of service, and route structure as the regularly scheduled fixed route service.

**APPEALS PROCESS**
ADA paratransit eligibility is established as a civil right, so there is a special obligation to ensure due process is observed. Therefore, any decision to deny or limit ADA paratransit eligibility will be reviewed in the first instance by the Island Transit Operations Manager.
If the decision to deny or limit paratransit service is confirmed, the notice of denial sent to the applicant will include specific reasons for the denial or limitations and the procedures that should be utilized to appeal the decision. All notices sent to the applicant will be in a format that can be utilized by the applicant.

The period permitted for an appeal will be (60) days after the notification of denial of a request for certification. No service need be provided while the appeal is heard. Regarding conditional eligibility, all eligible trips will be provided while on appeal. Once an appeal is submitted, a decision on an appeal will be made within (30) days. However, presumptive eligibility will be granted if a decision is not made within the (30) day timeline.

An individual has the right to an appeal before an Island Transit representative other than the person who made the initial determination. The individual has the right to be heard in person and to have necessary support, such as a sign interpreter.

The Operations Manager will make a formal presentation to the Executive Director of Island Transit with his/her recommendation concerning the appeal. The Executive Director of Island Transit will then make a final decision as to eligibility. Individuals will be notified by certified letter of the appeal decision.

There are certain circumstances under which an individual, otherwise eligible for ADA Paratransit, may be suspended from or denied those services. A person whose behavior threatens or has threatened the safety of paratransit personnel or riders, may be suspended from or denied service. This may be appealed through the appeals procedure.

A copy of this Appeals Process is available by contacting Island Transit at (360) 678-7771, or emailing info@islandtransit.org, or mailing the Administration office at 19758 SR 20, Coupeville, WA 98239.

SECTION 17 - BARRIER-FREE ACCESS

No barriers or obstacles can be present when Island Paratransit vehicles approach a rider’s residence or destination for pick up or drop off. There must be sufficient room to maneuver without damaging the Island Paratransit vehicle or private property. Island Transit staff will determine if the approach is accessible for buses by visiting the rider’s point of access to determine if there are difficulties for the vehicles. If a problem is determined, it is the
responsibility of the rider to get to a designated pick up and/or drop off spot to meet the Island Paratransit vehicle.

SECTION 18 - VISITOR CERTIFICATION [49 CFR 37.127 (D)]

A visitor is an individual with disabilities who does not reside in Island Transit’s service jurisdiction. For those individuals, Island Paratransit shall certify an individual with a disability upon receiving documentation that they are ADA paratransit eligible in the jurisdiction where they reside. If the individual does not have documentation from another transit agency, whether because there is no public transit where they reside or they have not applied in their home area, Island Paratransit may request proof of residence or documentation of disability before providing paratransit eligibility status.

Visitors are eligible for twenty-one (21) days of service in a 365-day period, beginning on the first day Island Transit’s paratransit service is used. For additional days of service, the individual is expected to register under Island Transit eligibility procedures.

SECTION 19 - CUSTOMER COMPLAINT POLICY

Island Transit’s Customer Complaint Policy was adopted to incorporate due process standards and provide for the prompt and equitable resolution of complaints alleging any action prohibited by 49 CFR Sections 27, 37, 38, and 39. Island Transit will promptly communicate in writing its response to complaint allegations, including its reasons for the response, to the complainant and will ensure that it has documented its response. (49 CFR 37.17)

Island Transit is committed to providing safe, reliable, and accessible transportation options for the community. Island Transit has established a Customer Complaint Policy and customers wanting to file a complaint and/or obtain a copy of the Customer Complaint Policy may contact Island Transit at (360) 678-7771, or in person at Island Transit’s administration office located at 19758 SR 20, Coupeville, WA 98239, by emailing info@islandtransit.org, or on the website. (RCW 46.07b)

SECTION 20 - REASONABLE MODIFICATION [49.CFR 37.169(C)(1)-(3)]

Operators will make reasonable modification of Island Transit policies, procedures, and practices upon request to ensure that services are accessible to riders with disabilities on fixed routes as
well as paratransit.

Operators will assist riders upon request, unless the request results in one of the following:

- A fundamental alteration of service
- A direct threat to the health or safety of others
- It is not needed by the requestor to use the service
- Creates an undue financial/administrative burden on the agency

SECTION 21 - DIRECT THREAT
If a person is violent, seriously disruptive, or engaging in illegal conduct Island Transit may, consistent with established procedures for all riders, refuse to carry the passenger. A person who poses a significant risk to others may be excluded [from service] if reasonable modifications to the public accommodation’s policies, practices, or procedures will not eliminate that risk. (49 CFR 37.5 App. D/ 29 CFR 36.208)

- Behaviors that may cause immediate exclusion from the system include:
  - Destruction of public property (the vehicle, and/or its furnishings)
  - Doing violence to others or to oneself
  - Behavior that is seriously unruly, seriously disruptive, threatening, or frightening to others
  - Behavior that interferes with the safe operation of the vehicle
  - Violations of service animal policy by failing to control one’s service animal
  - Violations of operating rules governing the provision of transportation system-wide
  - Engaging in illegal conduct.
  - Other conduct judged by Island Transit to represent an actual or potential threat to the health, safety or wellbeing of oneself, the operator, other passengers, and/or transit personnel.

Passengers who excluded from the system due to a direct threat have the ability to request an administrative appeal by contacting Island Transit at (360) 678-7771.