

Duval County
Policy on Accessibility and Compliance with the
Americans with Disabilities Act of 1990 as Amended, March 17, 2010

It is the policy of Duval County to implement the legal requirements of the Federal Transit Administration and Texas Department of Transportation guidelines in a manner so as to meet the following goals:

1. To encourage individual and dignified use of the transit system with minimal assistance from employees, contractors, and other users.
2. To expedite the safe and efficient boarding, transporting, and alighting of all passengers, regardless of mobility status.
3. To adapt to a wide range of mobility aids within the physical limitations of current vehicles and available commercial standard equipment.
4. To minimize any potential damage to mobility aids from the onboard securement system.

To accomplish this policy, the following specific actions have been adopted this 10th day of May, 2010.

Application of Policy

This policy applies to vehicles. This includes all contracted services operated by other private and public operators. This policy is not intended to suggest or require compliance by other operating entities.

Facility and Vehicle Design Requirements

All vehicles shall meet or exceed the minimum requirements for accessibility, including but not limited to 49 CFR Parts 27, 37, and 38.

Vehicle Design Records

Records will be maintained describing the lift and securement equipment on each MVTA transit vehicle. This information will include the design capacity of the devices to allow determination of what vehicles may be able accommodate passengers in various types of non-conforming mobility aids.

Conforming Mobility Aids

All people using mobility devices meeting the ADA definition of a common wheelchair shall be accommodated on Duval County services.

Non-Conforming Mobility Aids

Under certain circumstances, Duval County will allow the transportation of users of non-conforming devices. It shall be Duval County's to transport users of non-conforming devices if they can safely and efficiently board, ride, and alight from Duval County vehicles without damaging either the vehicle or the mobility device.

Boarding

Passengers who use mobility aids requiring the deployment of the lift or ramp will board prior to other passengers, unless the passenger requests otherwise. Drivers are required to kneel the bus if requested and so equipped, or to deploy the lift or ramp if

requested, even if the passenger is not using a mobility aid. Drivers are required to directly assist passengers upon request. This assistance is limited to loading and unloading.

A personal care attendant is permitted to accompany the passenger on the vehicle lift/ramp if required, provided the combined weight of the passenger, mobility aid, and attendant does not exceed 600 pounds. The attendant is not permitted to operate the lift or ramp.

Fares

Drivers must assist with fare payment upon request. It is the responsibility of passengers requiring fare payment assistance to have their fare ready and in a convenient location. A personal care attendant accompanying a qualified passenger rides for free.

Priority Seating/Securement Area

A priority seating area shall be designated at the front of each vehicle for passengers with limited mobility not using a secured mobility device. Drivers are required to ask passengers occupying these seats to vacate them upon request of boarding passengers. Drivers are not required to enforce the priority seating designation beyond making such a request.

Securement & Restraint

It is Duval County policy that mobility aids be secured by the driver while onboard MVTA vehicles. The standard for securement is that drivers must make their best effort to secure the chair, not securement to the satisfaction of the driver. Drivers will receive training in the proper securement of mobility aids both in the hiring process and in regular in-service retraining. A personal care attendant may assist in the securement procedure but the driver must always examine the securements before proceeding.

A conforming lap and shoulder belt shall be provided in the securement area. It shall be recommended to all passengers riding in a secured mobility aid that they be restrained using the lap and shoulder belt, however, it will not be required.

Transfer to Fixed Seating

Drivers shall recommend that users of scooter type conforming mobility aids transfer to fixed seating and allow only the mobility aid to be secured to the bus; furthermore drivers may recommend that users of other particular mobility aids transfer if they believe it to be in the passengers safety interest due to the design of the mobility aid. Under no circumstance may drivers require a transfer, even if the mobility aid is not able to be secured to the drivers satisfaction. Drivers are required to use their best effort to secure all mobility aids whether occupied or not.

Wheelchair Securement Training Program

Staff shall implement a program for users of mobility aids to improve drivers ability to correctly secure mobility aids. This program may include but not be limited to marking of preferred attachment points for securement devices, attachment of tether straps where appropriate attachment points are not available, and passenger training on

identifying preferred securement methods to drivers on vehicles with different securement systems.

Service Animals

Persons with a disability requiring the use of a service animal shall be permitted to board with such animal. Drivers are permitted to request that persons traveling with a service animal identify that the animal is performing a service function either by verbal or visual means, including but not limited to identifying equipment or markings attached to the animal.

Announcing of Stops

Drivers are required to announce inside the bus all upcoming time points, transfer points that are not time points, and stops at signalized intersections, as well as any other stops requested by riders. Drivers are required to announce both the stop location and any transfer routes.

Alighting

Passengers who use mobility aid devices will ordinarily alight after other passengers at the same stop. Drivers are required to kneel the bus if requested and so equipped, or to deploy the lift or ramp if requested, even if the passenger is not using a mobility aid. Drivers are required to assist passengers upon request. At locations where there is no curb or sidewalk, drivers may suggest an alternate stop to allow for easier deployment of the lift or ramp; however, drivers are required to allow passengers to alight at their requested stop unless doing so is likely to damage the lift/ramp or prevent it from operating properly.

Use of Accessibility Devices by Riders Not Using a Mobility Aid

Drivers shall operate the vehicle lift/ramp and/or kneeling feature upon request for all passengers. This includes use of the lift/ramp for strollers.

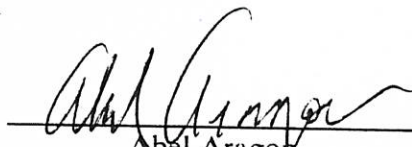
Replacement Vehicles

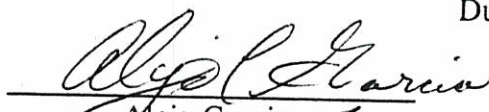
If there is a failure of the lift/ramp or securement devices, a replacement vehicle must be dispatched if the next trip to the destination of any passenger using a mobility device is scheduled in more than 30 minutes. If the next trip to the destination of any passenger using a mobility device is scheduled in 30 minutes or less, a replacement vehicle may be dispatched if available.

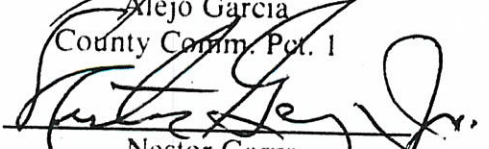
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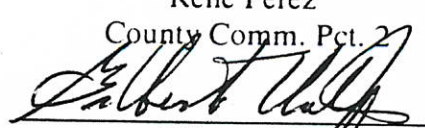
Clerk County Court, Duval County, Tex
By Rosalinda A. Baker Depu


Abel Aragon
Duval County Judge


Alejo Garcia
County Comm. Pct. 1


Nestor Garza
County Comm. Pct. 3

Rene Perez
County Comm. Pct. 2


Gilberto Uribe
County Comm. Pct. 4