



TO: Yamhill County Transit Board of Directors and Board of Commissioners
FROM: Cynthia Thompson, Transit Manager
Cc: Ken Huffer, Carolina Rook, Tonya Manley, Christian Boenisch
DATE: May 19, 2023
Re: Board Action Items for Yamhill County Transit

Yamhill County Transit Action Items for Yamhill County Transit Board of Directors and Yamhill County Board of Commissioners

Date: Board Meeting 5-25-23

#2 Project Description:

Yamhill County Americans with Disabilities Act of 1990 (ADA) Plan 2023-2026.

#2 Board Action Requested:

Approval of the updated 2023 plan by the YCT Board of Directors and the Board of Commissioners adoption of a Board Order declaring the adoption of the 2023 Yamhill County Transit Area Americans with Disabilities Act of 1990 (ADA) Plan.

#2 Background Information:

The ADA plan is a federal and state requirement. The Board of Commissioners adopted the original plan in 2010 and YCT is required to update the plan every three years. The attached plan was edited and updated with current information. The draft plan was approved by the Yamhill County Transit Advisory Committee on April 27, 2023, at a public meeting with opportunities for public comment, there were no public comments regarding the ADA plan. YCTAC recommended approval by the YCT Board of Directors and Yamhill County Commissioners.

This plan may need to be amended in the fall after a fare policy is approved and a final decision is made regarding service model for the City of Newberg.

B.O. 23-193



#2 Staff Recommendations:

Staff recommends Board of Directors and BOC adoption of the updated Yamhill County Transit Area Americans with Disabilities Act of 1990 (ADA) Plan 2023 - 2026.

Accepted by Yamhill County
Board of Commissioners on
5.25.23 by Board Order
B.O. 23-193



**Americans with Disabilities
Act
Paratransit Plan
2023**

"Exhibit"
A

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Section 1: Introduction

Introduction & Background

Yamhill County Transit (YC Transit) was established in 2007 upon the approval of the Yamhill County Board of Commissioners and by Resolution of the ten (10) cities within the county and the Confederated Tribes of Grand Ronde. YC Transit is an ORS Chapter 451 County Service District.

The Americans with Disabilities Act (ADA) of 1990, Section 504 of the Rehabilitation Act of 1973, was signed into law on July 26, 1990. This law is a civil rights act that is designed to ensure equal access to employment, public accommodations, telecommunications, and transportation for people with disabilities. With the advent of the ADA, persons with disabilities are provided equal access to public transportation services. To ensure equal access, the law requires that all new vehicles purchased for general fixed route public transportation services be made accessible to persons with disabilities, among other requirements. ADA complementary paratransit standards are provided for in 49 CFR Section 37.123 of the Code of Federal Regulations.

ADA paratransit services are required by law to operate the same days and hours as the fixed route service available in the area. It is important to note the ADA paratransit service is comparable to fixed route and is only required to operate within a three-quarters of a mile of fixed route bus services. If an area does not have fixed route service, complementary ADA paratransit service is not required. However, in certain cases, YC Transit may provide complementary ADA paratransit service to areas that may be slightly outside the three-quarter (3/4) mile area. Existing complementary ADA paratransit services operated by YC Transit Area are more fully detailed in **Section 2: Existing Services**.

This ADA Paratransit Plan details YC Transit's fixed route and complementary paratransit services and describes how they follow and comply with ADA requirements.

Contact Information

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Section 2: Existing Services

Served Population Overview

Yamhill County Transit serves all of Yamhill County, which is 718 square miles and according to 2021 data, is home to 108,239 people. The county seat is located in McMinnville. There are ten (10) incorporated cities, including: Amity, Carlton, Dayton, Dundee, Lafayette, McMinnville, Newberg, Sheridan, Willamina, and Yamhill. The primary population centers in Yamhill County are McMinnville, population 34,666 and Newberg, population 25,477.

Service Overview

This section provides an overview of existing YC Transit services, including fixed bus route, commuter route, demand response and ADA paratransit services. The contents of this section are required by 49 CFR 37.139. YC Transit is the Yamhill County Transit Area. This service board is responsible for operating buses throughout Yamhill County, as well as commuter routes to Washington, Marion, and Polk Counties. The YC Transit bus fleet is 100% accessible and 100% air conditioned. In cases where an individual cannot use fixed route due to the nature of their disability, YC Transit provides ADA paratransit service, as required under the ADA.

The ADA recognizes that some users of public transportation, due to the nature of their disability, will be unable to use fixed route services even with full accessibility. To ensure equal access for those riders under these circumstances, public transit operators are required to offer a complementary paratransit service, which is known as ADA Paratransit.

YC Transit Fixed Route Bus Service

Local fixed routes provide local circulation within McMinnville and Newberg city limits.

- Routes 1, 2, 3, & 4 serve McMinnville
- Routes 5 & 7 serve Newberg (currently suspended and may be replaced with demand response or micro-transit style service)

All six (6) local routes run on weekdays only. Along these routes YC Transit operates as a flag system. This means that YC Transit has designated stop locations, but between stops riders may stand on the curb and flag down the buses or request that the driver let them off at a particular point along the route. Drivers will stop if it is safe to do so.

All vehicles used to provide fixed route service are ADA accessible. Accessibility features include, but are not limited to, wheelchair lifts or ramps and stop announcements. YC Transit fixed route service is open to the general public with no restrictions. Most vehicles used on the fixed route service have a capacity of 15-18 passengers, each having at least two (2) wheelchair stations.

Hours and Days of Service

Fixed routes bus service in McMinnville operates Monday through Friday 7:01 am to 5:57 pm and in Newberg through 7:05 am through 6:25 pm.

Fares

\$1.25 single one way trip

\$2.50 single all day pass

\$18.00 book of 10 day passes

\$35.00 unlimited monthly pass

During a trip: single one-way fares and single all day passes can be purchased from drivers while boarding the vehicle with exact change only.

Prior to a trip: Fares can be purchased in person from the Yamhill County Board of Commissioners office, (434 NE Evans Street, McMinnville, OR 97128) with exact change only or at the McMinnville Transit Center, (800 NE 2nd Street, McMinnville, OR 97128) with cash or check only.

Personal Care Attendants (PCA) are not charged a fare on YC Transit's fixed routes if the customer is certified as needing a PCA at the time of the trip. Other companions must pay the standard fixed route fare.

Yamhill County Transit Intercity Routes Bus Systems

Intercity routes serve longer-distance travel needs between Yamhill County cities, and connections outside of the county. Along these routes, YC Transit has set stops; flag stops are not permitted on intercity routes, including within McMinnville and Newberg.

The intercity routes include:

- Route 11 (Monday-Friday) connects McMinnville, Amity, and Salem
- Route 22 (Monday-Saturday) connects McMinnville, Sheridan, Willamina, and Grand Ronde
- Route 33 (Monday-Friday) connects McMinnville, Yamhill, Carlton, Gaston, and Hillsboro
- Route 44 (Monday-Saturday) and 44x (Monday-Friday) connects McMinnville, Lafayette, Dayton, Dundee, Newberg, and Tigard

Since local routes 1, 2, 3, 4, 5, & 7 operate on weekdays only, routes 22 & 44 are the only options for local circulation within McMinnville and Newberg on Saturdays; within McMinnville, route 44 operates a modified route along OR 99w instead of Lafayette Avenue on Saturdays.

Fares

Intercity route fares are the same as fixed route fares.

Demand Responsive Bus System

Demand response service in Yamhill County provides shared rides and includes both general public Dial-a-Ride and ADA Paratransit. Seven (7) YC Transit vehicles are dedicated to Paratransit and Dial-a-Ride, of which Paratransit riders receive priority service.

Dial-a-Ride Overview

General public Dial-a-Ride provides curb to-curb service to the general public to and from locations in Yamhill County. There is no application process required to reserve a Dial-a-Ride trip, however, a pickup/drop off site evaluation may be required. YC Transit Dial-a-Ride operates Monday-Saturday from 8:00 am-4:30 pm in McMinnville, and Monday-Friday from 8:00 am-4:30 pm in Newberg. All YC Transit Dial-a-Ride vehicles are ADA accessible, and service animals are allowed. YC Transit Dial-a-Ride trips must be scheduled at least 48 hours in advance. A reservation is contingent on capacity, and schedulers may suggest a different time to accommodate customer needs. Dial-a-Ride phone reservations are taken Monday-Friday between 7:00 am-6:30 pm. Trip reservation calls made outside these hours can be left as a voicemail to be logged when staff are next on duty. Dial-a-Ride riders can make subscription reservations for recurring trips. YC Transit allows an unrestricted number of subscription trips in the Dial-a-Ride system.

Personal Care Attendants (PCA) are not charged a fee on YC Transit's general public Dial-a-ride. Other companions must pay the standard Dial-a-Ride service fare. YC Transit asks that the Dial-a-Ride customer informs the reservation agent that a PCA and/or companion will be traveling with the customer to ensure space on the vehicle. PCA and/or companion must have the same pickup & drop off as the Dial-a-Ride customer.

Fares

\$1.75 single one way trip

\$40.00 unlimited monthly pass

(exact change is needed)

ADA Paratransit Overview

YC Transit ADA Paratransit is a federally required door to door service offered to people with physical or cognitive disabilities who are unable to access or use local fixed route service. Passenger origins and destinations must be within a $\frac{3}{4}$ mile buffer of local fixed route service in McMinnville and Newberg. YC Transit paratransit service is offered during the same hours and days as fixed route service: 7:01 am-5:57 pm Monday-Friday in McMinnville, and 7:05 am-6:25 pm Monday-Friday in Newberg. YC Transit paratransit riders are guaranteed a ride within a two (2) hour window of their requested time.

YC Transit paratransit service is not available along Routes 11, 22, 33, 44, & 44x, which are intercity routes classified as commuter bus service, and are therefore exempt from the requirement to provide complementary ADA paratransit service.

Fares

\$2.50 single one way trip (fares are not allowed to be more than double the cost of a comparable trip on fixed route service)

Personal Care Attendants are not charged a fare on YC Transit's complementary paratransit service. Other companions must pay the standard paratransit service fee. The paratransit customer is required to inform the reservation agent that a PCA and/or companion will be traveling with the customer to ensure space on the vehicle. PCA

and/or companion must have the same pickup and drop off as the paratransit customer.

Duties of the Driver

The driver's duty is to ensure the safe operations of the vehicle. YC Transit's drivers are trained to operate the vehicle, to operate the accessibility equipment of the vehicles, to communicate appropriately with passengers, and to manage emergency situations.

Drivers **are not** personal care attendants.

The driver will assist with boarding and deboarding the vehicle. The driver will operate the lift and secure mobility devices. Drivers will not change the itinerary at the request of the passenger; trip changes must be made at least two (2) hours prior to the scheduled trip. The driver will not make change. The driver will not carry packages.

The driver will assist in steadying the unsteady ambulation of a passenger by offering an arm but will not lift or otherwise bear the weight of a passenger. The driver will push a wheelchair as necessary to assist the passenger on and off the bus.

Trip Reservations & Response Time

Reservations for YC Transit paratransit can be made between one (1) and fourteen (14) days in advance. YC Transit accepts paratransit reservations by phone Monday-Friday between 7:00 am and 6:30 pm. Trip reservation calls made outside these hours can be left as a voicemail to be logged when staff are next on duty. Before a person can make a reservation for a paratransit trip, he/she must complete Yamhill County Transit's ADA Paratransit Application, and be approved by YC Transit's ADA Eligibility Committee, based on federal ADA requirements. Subscription paratransit trips are available for work and medical appointments only. YC Transit is required to limit subscription trips to no more than 50% of available capacity at any given time of the day per federal requirements.

YC Transit may negotiate pickup times but will not require an ADA paratransit eligible individual to schedule a trip to begin more than one hour before or after the individual's desired departure time.

YC Transit allow "will call" trips for customers reserving rides when the return time cannot be calculated in advance, such as for medical appointments. "Will call" trips are discouraged for reservations that do not involve such uncertainty and the paratransit carriers are required to arrive within sixty (60) minutes of a "will call" customer reporting readiness to travel. While YC Transit does not allow same day reservations, it does allow same day changes in trip times and destinations.

When cancelling a reserved trip, the paratransit customer must notify the carrier at least two (2) hours before the scheduled pickup time to avoid being marked as a late cancellation or a no show. Customers with a pattern or practice of not keeping confirmed trip requests may be suspended.

Paratransit is a shared ride service. Paratransit customers should expect that they will share the vehicle with other riders. Care is taken to avoid excessively long trips; however, the time from the pickup to the drop off may be longer than an equivalent trip on the fixed route due to picking up and dropping off other passengers.

In order to allow flexibility in the schedule for shared rides, YC Transit's vehicles will arrive within a 20-minute window of the scheduled pickup times: ten (10) minutes prior to the scheduled pickup time and up to ten (10) minutes after.

It is preferable if the paratransit customer waits at or near the curb. However, at times inclement weather or other barriers may prohibit waiting at the curb. Paratransit customers are required to present themselves for boarding within five minutes of the arrival of the bus or van. The driver will honk the horn.

Restrictions on Trip Purpose

There are no restrictions placed on trip requests based on trip purpose. Trip purpose is not screened by the paratransit carriers except for scheduling "will call" trips and is never a factor in determining if a reservation is taken.

Capacity Constraints

YC Transit has no capacity constraints on the ADA paratransit services provided. YC Transit will endeavor to provide all eligible requests for service. Inclement weather and other unforeseeable barriers to providing service may result in service denial.

Visitor Policy

Visitors from out of town may use YC Transit's paratransit services when visiting from another area. Visitors who are ADA eligible with another transit system or can demonstrate that they have a disability that would prevent them from using YC Transit's fixed route service will be given twenty-one (21) days of paratransit service for a one (1) year period. Service needs beyond the 21-day period will require the visitor to apply for the YC Transit paratransit program.

Service Animals

Under Department of Transportation (DOT), Americans with Disabilities Act (ADA) regulations under 49 CFR 37.167(d), transit providers are only required to permit service animals to accompany individuals with disabilities in vehicles and facilities. Service animals are animals that are individually trained to perform tasks for people with disabilities, such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting, and protecting a person who is having a seizure or performing other special tasks.

Under DOT ADA regulations if an animal's only function is to provide emotional support or comfort for the rider, that animal would not fall under the regulatory training-based definition of a service animal. Simply providing comfort is something that an animal does passively, by its nature or through the perception of the owner.

A transit provider may ask if an animal is a service animal or ask what tasks the animal has been trained to perform but cannot require special ID cards for the animal or ask about the person's disability. A service animal may not be excluded unless the animal is out of control and the animal's owner does not take effective action to control it or the animal poses a direct threat to the health or safety of others.

Comparison of Yamhill County Transit Paratransit Service Criteria to ADA Regulatory Requirements

Service Criteria	Consistent with Regulation	Comments
Service area	Yes	ADA paratransit provided with 3/4 mile of fixed routes
Response time	Yes	Trip requests are allowed from 14 days to 24 hours before service; trip pickup times are provided within the one-hour window
Fares	Yes	ADA paratransit fares are twice the fixed route fare. PCAs are not required to pay fare
Trip purpose	Yes	There are no restrictions based on trip purpose
Hours & days of service	Yes	Paratransit service is provided the same hours as fixed route operates
Capacity constraints	Yes	There are no capacity constraints

Section 3: ADA Paratransit Requirements and Application Process

The ADA law states the following factors must be considered in determining ADA Paratransit eligibility:

- A person's disability and functional abilities
- Accessibility of the fixed route system
- Architectural barriers*
- Environmental conditions*

*A person's age, the distance to bus stops, weather, and environmental barriers do not, alone establish eligibility.

The ADA defines a disability as a physical, visual, or mental impairment that substantially limits one or more of the major life activities of an individual. Major life activities include caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working.

An individual may be eligible for ADA paratransit service if, as a result of their specific disability or health related condition:

- They are unable to travel to or from transit stops or stations within the service area; or
- They are unable to independently board, ride or exit an accessible fixed route (bus or light rail) vehicle; or
- They cannot independently "navigate the system" even if they are able to get to a transit stop and can get on and off the vehicle. (Example: A person who can't ride the bus independently, recognize bus stops, understand how to complete bus trips, determine the fare, etc.)

If an individual thinks they are eligible, they can call YC Transit's ADA Coordinator at 503.474.5203 or Text-to-Voice (TTY) Relay 711 and ask to be mailed an ADA Paratransit application. Let the staff know if an alternative format such as large print, audio tape, Braille, etc. is needed. A fillable ADA Paratransit application is available on our website at www.ycbus.org, or can be printed and completed. If there are questions about the application or help is needed filling it out, call the Paratransit Certification Office for assistance.

An individual is required to fill out an application and describe their disability or condition that prevents them from using fixed route service. Their disability or condition must meet ADA requirements for certification. When YC Transit receives a completed application, it will be evaluated, and eligibility will be determined based on functional ability to use YC Transit's local fixed routes in the cities of McMinnville and Newberg. The reviewer may request additional information, such as a phone or in-person interview with the individual, or a written medical/professional verification.

ADA Paratransit is available for the local routes provided in McMinnville and Newberg. A customer who is certified as ADA eligible may schedule rides within McMinnville and Newberg if the origin and destination are within $\frac{3}{4}$ of a mile of the fixed routes.

Under Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 CFR 37.131(a)(1)(i), transit entities must "provide complimentary

paratransit service to origins and destinations within corridors with a width of three-fourths of a mile on each side of each fixed route.” The measurement to destinations with the three-fourths of a mile corridor on each side of a fixed route is measured “as the crow flies” and does not vary based on driving distance.

A customer may be certified as ADA eligible even if they live outside the $\frac{3}{4}$ mile boundary of the local fixed routes if they are able to start and end their trips within the $\frac{3}{4}$ mile boundary. So, for example a customer lives in Dundee which is outside the paratransit boundary of $\frac{3}{4}$ mile from the local fixed routes, but their relative brings them to the Yamhill County Transit Area Transit Center in McMinnville and drops them off. A demand response vehicle can pick them up at the transit center and take them to their destination within the $\frac{3}{4}$ mile boundary of the fixed route and then return them to the transit center for the relative to pick them up.

Within 21 days of YC Transit’s receipt of the completed ADA application, the person will be notified by letter as to their eligibility status, which will be one of the following:

Unconditional – Due to a disability or health condition, they are always prevented from independently using the fixed route buses. This level of eligibility allows them to use ADA paratransit services for any trip in YC Transit’s defined paratransit service area.

Conditional – They are only prevented from using the local fixed route bus at times when certain disabling or extreme environmental or architectural barriers exist. YC Transit paratransit service is available to the individual at these times only. (Example: A person who uses a manual wheelchair and cannot travel over steep terrain would be eligible for paratransit on a conditional basis when using fixed route service for a particular trip requiring crossing a hilly area.) YC Transit *does not limit services to conditionally eligible persons on a trip-by-trip basis.* (Example: A person with a developmental disability who is travel-trained to use fixed route bus service solely between home and work may only be eligible for paratransit service for trips to other destinations.)

Temporary – The rider has a health condition or disability that temporarily prevents them from using the fixed route service (can be either conditional or unconditional). (Example: An individual’s condition may improve over time or may be aided by travel training.)

Ineligible – They do not meet the ADA criteria.

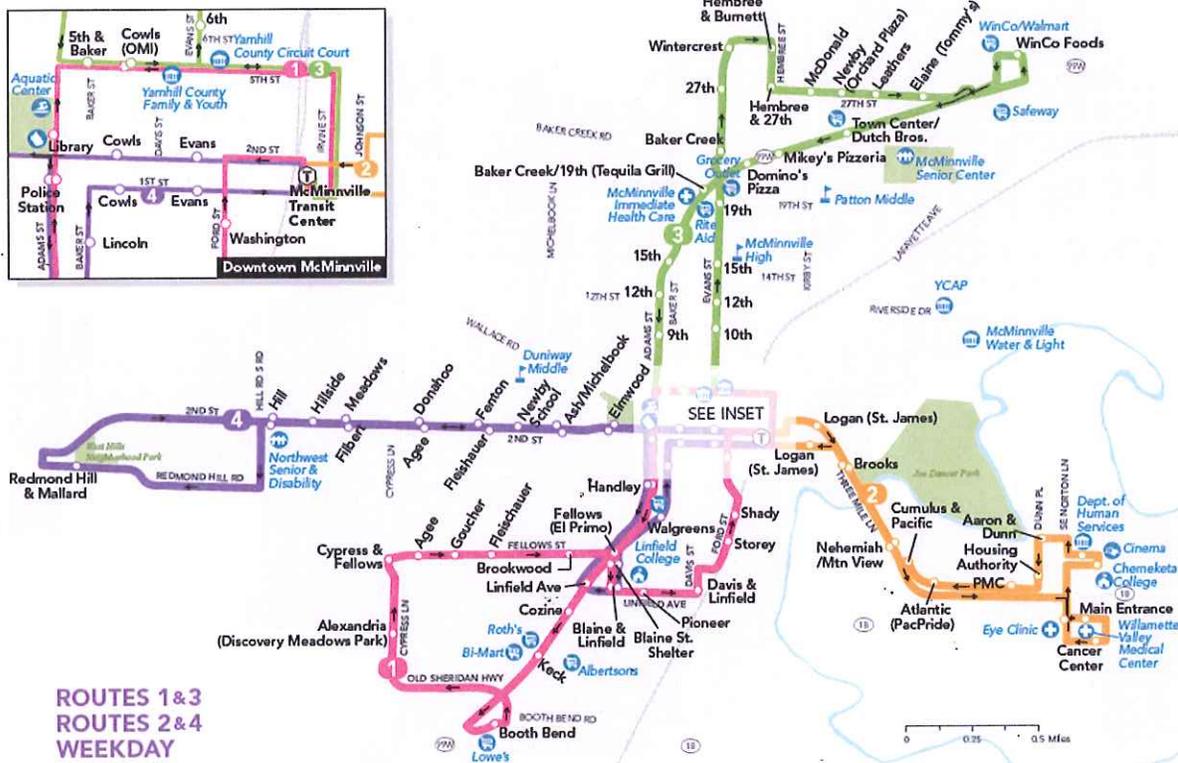
If a customer is determined eligible to ADA paratransit services, they will receive, in the mail an eligibility letter, a paratransit ID card, and a rider’s information guide to ADA paratransit service.

If it is determined that the rider is not eligible for services, they will be notified in writing of the exact reasons for this decision and given information on the appeals process.

If an individual does not get written notice of their eligibility determination within 21 days after YC Transit receives their completed application, they may ask for and get paratransit services until a decision is made, by calling 503.474.4910, Text-to-Voice (TTY) Relay 711, alternate formats 503.474.4900, or central translation 1.800.CALL.CLI.

Appendix A

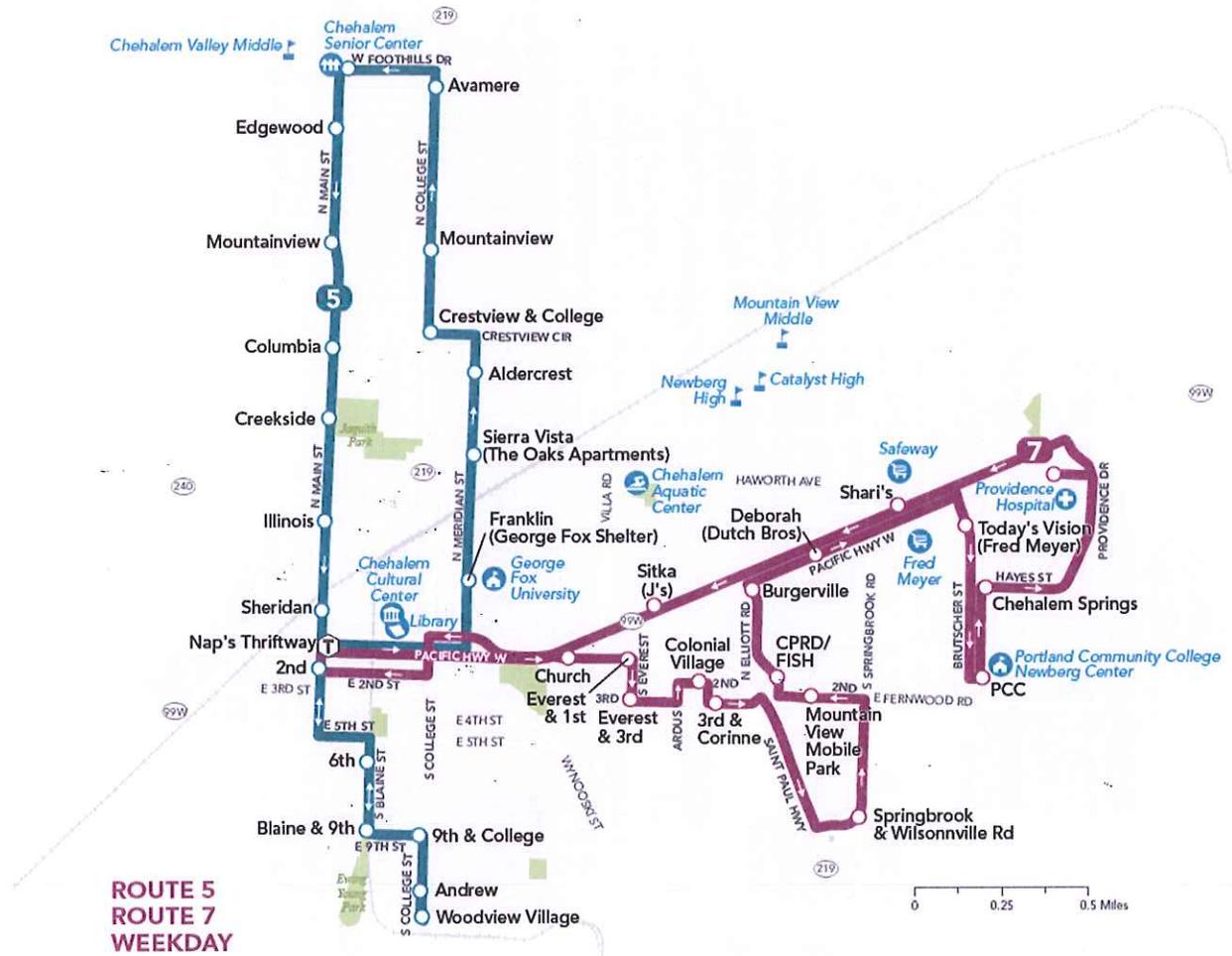
2022 Yamhill County Transit Existing Fixed Route Service Map McMinnville



Appendix A

2022 Yamhill County Transit Existing Fixed Route Service Map

Newberg





Paratransit

A Service of Yamhill
County Transit

(YC Transit)

2023

"Exhibit"

B

YAMHILL COUNTY TRANSIT PARATRANSIT ELIGIBILITY PROCESS INSTRUCTIONS

Step 1: WHO MAY BE ELIGIBLE FOR YAMHILL COUNTY PARATRANSIT SERVICE?

Yamhill County Transit provides paratransit transportation to person who are certified as eligible under the standards of the Americans with Disabilities Act (ADA). The ADA is a federal law that requires paratransit transportation be provided for persons when their disability in combination with their functional abilities prevents them from using local fixed route public transportation.

Requirements for Yamhill County Paratransit Eligibility

The ADA includes two requirements for paratransit eligibility:

1. you must have a disabling health condition, **and**
2. your disabling health condition must prevent you from using regular local fixed route bus services on your own, either some or all of the time.

The basis for the eligibility decision is your ability to use YC Transit's local fixed route bus services and the most limiting conditions presented by your disability and the environment.

Paratransit eligibility is **not** based on:

- age alone.
- a disability or medical diagnosis by itself.
- a lack of YC Transit service in an area.
- an inability to drive.
- personal finances.

Paratransit eligibility may be granted upon the following basis:

- Unconditional – means that the person's disability or health condition always prevents them from using fixed route services from all trips.
- Conditional – includes a description of certain circumstances or "conditions" when the person is unable to use fixed route services and would qualify to uses paratransit service.
- Temporary – is determined when the person's abilities and/or limitations are expected to change within a period of time.

STEP 2: HOW IS ELIGIBILITY DETERMINED?

Yamhill County Paratransit eligibility determination process includes:

- Submission of a completed, signed application,
- Verification of functional disability and abilities,
- An in-person interview with the individual, or a written medical/professional verification **may be** requested as needed.

STEP 3: HOW WILL I KNOW IF I AM ELIGIBLE?

Notice of Eligibility Determination

If a rider is determined eligible to use ADA paratransit services, within 21 days from receipt of their application, they will receive, in the mail an eligibility letter stating any conditions of eligibility, a paratransit ID card with number, and rider's information guide to YC Transit's ADA Paratransit service.

Applicants who are determined not eligible or who do not agree with the conditions established for their use of paratransit service may request an appeal which must be filed within 65 days from the date of the initial eligibility determination. Information on how to request an appeal will be included with the eligibility determination letter.

STEP 4: INSTRUCTIONS FOR COMPLETING THE APPLICATION

- A. Complete (or have a representative complete) the application for Yamhill County Transit (YC Transit) ADA Paratransit if you believe you qualify. Answer all questions completely and to the best of your ability. Incomplete applications will be returned to the applicant.
- B. An in-person interview may be requested by YC Transit staff; you may be asked to provide verification by a medical professional, as well.
- C. Questions? Please call YC Transit 503.474.5203, Oregon Relay Text-to-Voice (TTY) 711 or 800.735.1232, accessible/alternate formats 503.474.4900, central translation 800.CALL.CLI.
- D. Return completed application:

By mail -

Yamhill County Transit
535 NE 5th Street
McMinnville, OR 97128

In person -

Yamhill County Transit Center
800 NE 2nd Street
McMinnville, OR 97128

Dear applicant:

Paratransit is a local public transportation service for people unable to use Yamhill County Transit (YC Transit) regular bus service because of a disability. The federal Americans with Disabilities Act (ADA) has specific guidelines for determining who is eligible for Paratransit.

You or someone who can represent you must complete this application. **All** questions must be answered. The questions help to identify your specific abilities and under what circumstances you could use regular YC Transit bus service or when Paratransit may be needed.

An in-person interview may be required to complete the application process.

After Yamhill County Transit Paratransit receives your completed application, you will receive a copy of our Paratransit Program Information Brochure, which explains how the Paratransit service operates.

Should you disagree with your determination of eligibility, you may contact us for information on the appeals process.

If you believe you qualify for Paratransit, you will be allowed service for thirty (30) days while eligibility is determined. Once accepted, re-certification will be required every three (3) years.

If you need assistance or have additional questions about the public transportation requirements under the ADA, please feel free to call the Yamhill County Transit office at 503.474.4910 or 503.474.5203, Oregon Relay Text-to-Voice (TTY) 711 or 800.735.1232, central translation 800.CALL.CLI, or for accessible/alternate formats 503-474.4900.

APPLICATION FOR PARATRANSIT

General Information: Please read carefully. All questions must be answered. Applications that are incomplete or lack required signatures will be returned.

- Application for: New permanent eligibility (3 years)
 Recertification (3 years)
 New temporary eligibility (maximum 12 months)

Applicant's name: _____

Home address: _____ Unit/Apt # _____

City: _____ Zip code: _____

Mailing address (if different): _____

Telephone: _____

Email address: _____

Preferred method of contact: Phone Email Mail

Date of birth: _____

Language of choice: _____

Emergency contact: _____

Relationship to applicant: _____

Email: _____

Emergency telephone: _____

Additional contact: _____

Do you receive medical services under the Oregon Health Plan (OHP)?

- Yes No Unsure

Are you currently eligible for transportation under the Medicaid program?

- Yes No Unsure

Yamhill County transit agents and employees will use the information provided during the application process for the purpose of determining eligibility and providing transportation services

Section 1

Please tell us what you know about the local bus service offered by Yamhill County Transit

1. Have you ever tried to use the local bus service that Yamhill County Transit (YC Transit) operates throughout McMinnville and Newberg?
 Yes No

2. Are you aware that all YC Transit buses are fully accessible to accommodate persons who use wheelchairs or who are unable to climb the bus steps?
 Yes No

3. Are you able to reach the YC Transit bus stop nearest your home?
 Yes No Sometimes

If your answer is **no or sometimes**, please explain:

4. What best describes your ability to use the local bus service?
 I can use the YC Transit bus service for most of my transportation needs
 I have never attempted to use the YC Transit bus service
 I **could** use YC Transit bus service, but it would be difficult because:

 I can use YC Transit bus service **only** for specific routes/destinations because:

 I cannot use YC Transit bus service with the help of a personal care attendant (PCA)
 I cannot use YC Transit bus service at all because:

Paratransit sometimes provides connecting service to the nearest YC Transit bus stop, shelter, or transit station when the distance to the bus stop is what prevents the rider from being able to use the bus.

5. If paratransit were to provide transportation for you to the YC Transit bus stop closest to your home, please check all the statements that would apply to you:

- I **can** wait at a bus stop for a YC Transit bus
- Due to the nature of my disability, I **must** wait indoors during inclement weather, please explain:

- Due to the nature of my disability, I am able to wait **only** if there is a covered shelter, please explain:

- Due to the nature of my disability, I am **never able** to wait at a YC Transit bus stop on my own, please explain:

- Other, please explain:

6. Are there **any other** reasons why you cannot board or ride a YC Transit bus?

- Yes No No, but prefer not to
- If you answered yes, please explain:

Section 2

Please provide the following information about your disability

1. What is the primary disability or health condition(s) that limits your mobility and ability to use YC Transit bus service? Please be specific:

2. Do you have **other** physical, mental, or emotional disabilities or conditions that limit your ability to use YC Transit bus service?

Yes No

If yes, please explain:

3. Do the effects or symptoms of your disability vary from day to day?

Yes No

If yes, please explain:

4. Is your disability or condition:

Permanent Temporary

If you answered temporary, what is the estimated recovery period?

_____ Month(s) _____ Year(s)

Section 3

Mobility equipment

1. Indicate which mobility equipment you presently use and would be using when traveling on YC Transit:

- | | | |
|--|--|---|
| <input type="checkbox"/> Cane | <input type="checkbox"/> Manual wheelchair | <input type="checkbox"/> Service animal |
| <input type="checkbox"/> White cane | <input type="checkbox"/> Power wheelchair | <input type="checkbox"/> Picture/Alphabet board |
| <input type="checkbox"/> Crutches | <input type="checkbox"/> Power scooter | <input type="checkbox"/> Portable oxygen |
| <input type="checkbox"/> Walker | <input type="checkbox"/> Extended footrests | <input type="checkbox"/> Respirator |
| <input type="checkbox"/> Orthotic device | <input type="checkbox"/> Chest restraint | <input type="checkbox"/> Prosthetic device |
| <input type="checkbox"/> Lift mechanism | <input type="checkbox"/> Wheelchair only to board bus | |
| <input type="checkbox"/> None | <input type="checkbox"/> Other, please describe: _____ | |

2. If you use **both** a manual and power wheelchair and/or scooter, under what circumstances would you travel with:
...your **manual** wheelchair?

...your **power** wheelchair or scooter?

3. If you use a manual or power wheelchair or scooter, do you want to transfer to a seat from your device when riding on YC Transit buses?
 Yes No Sometimes, please explain:

4. Is the combined weight of you and your wheelchair or scooter more than 600 lbs.?
 Yes No Don't know

5. Paratransit operators are unable to perform the duties of a Personal Care Attendant (PCA). Will you need to travel with a PCA or someone to assist you when you travel on paratransit? (Attendants travel free when assisting passengers)
 Always Sometimes Never

6. If ***always or sometimes***, how does a PCA or attendant assist you?
 All activities of daily living
 To help me get to the vehicle when it arrives
 By pushing my manual wheelchair
 To help me get to my destination from the vehicle
 Other, please explain:

Section 4

Please provide the following information about your functional capabilities

1. How far are you able to travel on a flat surface, whether on your own or using your regular mobility aid, without the assistance of another person?
 Not able to travel at all without assistance from another person
 Severely restricted, only at home
 Less than half a city block
 One (1) city block
 Two (2) city blocks
 Three (3) city blocks
 One-half (1/2) mile (about six city blocks)
 Three-quarters (3/4) mile (about nine city blocks) or more
2. Can you climb three (3) 12-in high steps?
 Yes No

Please check the **environmental conditions** that affect your ability to get to and from a YC Transit bus stop, or to and from a destination using the YC Transit bus. Please explain below:

Due to the nature of my disability, to travel, I:

- Must avoid inclines
- Must be on sidewalks
- Must avoid steep hills
- Must avoid hours of darkness

Please explain:

Due to the nature of my disability, all intersections in my path:

- Must have curb cuts
- Must have a clearly marked crosswalk
- Must have **both** a crosswalk and a traffic signal
- Other

Please explain:

3. Please check the specific weather conditions that, combined with your disability, prevent you from using YC Transit bus service:

- snow
- heat above _____ degrees Fahrenheit
- ice
- cold below _____ degrees Fahrenheit
- rain

Please explain how these conditions would affect your ability to get to or from a YC Transit bus stop to your destination and/or home:

Section 5

How might you use YC Transit Paratransit

1. If you are eligible for paratransit services for some or all trips, what would be your most frequent destination? Please provide building names and/or addresses if possible:

- Doctor offices _____
- Grocery stores _____
- Pharmacies _____

Other

2. If you are determined eligible for paratransit services, would you be interested in a once-a-week grocery shopping program? (If you are unable to carry all your own purchases when grocery shopping, the operator on a **Paratransit Shopper** is able to aid carrying groceries on and off the bus. **Regular paratransit** operators will not be able to carry parcels for you.)

Yes No

Section 6

Optional information

The following questions are optional and will have no bearing on your eligibility for Yamhill County Transit Paratransit service:

1. What is your ethnicity?

African American Asian/Pacific Islander Caucasian
 Hispanic/Latino Native American Other

2. What is your gender? Female Male non-binary Other

3. Are you a US Veteran? Yes No

4. How did you find out about YC Transit paratransit service?

Section 7

Please read and sign the following:

For the applicant: Applications must be signed. Unsigned applications will be returned.

I understand that the purpose of this application is to determine whether I am eligible to use Yamhill County Transit paratransit services. I certify that the information in this application is true and correct. I understand that providing false or inaccurate information may result in denial of service as well as penalty under the law. I understand that information I provide will be disclosed only as needed to evaluate eligibility for Yamhill County Transit paratransit, and to provide paratransit services if I am determined to be eligible, unless I give other specific authorization. I understand that I might be asked to provide additional information necessary for a proper determination of eligibility for paratransit services.

Name of applicant (please print): _____

Applicant's signature: _____ **Date:** _____

Person completing this form, if other than applicant:

Name (please print): _____

Relationship to applicant: _____

Signature: _____ **Date:** _____

Contact phone: _____

Email: _____



Rider User Guide

Yamhill County Transit (YC Transit) operates eleven routes: including six (6) local fixed routes in McMinnville & Newberg and five (5) commuter, and express routes Monday–Friday to Salem, Grand Ronde, Hillsboro, and Tigard. It also includes Saturday routes to Grand Ronde and Tigard. Customers can connect to TriMet at Hillsboro MAX station and Tigard Transit Center, to Cherriots at Glen Creek Transit Center, and the Coastal Connector at Spirit Mountain Casino. YC Transit also offers paratransit service in Newberg & McMinnville and a general public Dial-a-Ride on a limited basis.

Routes

Route 1 – McMinnville South Loop	Route 2 – McMinnville East Loop
Route 3 – McMinnville North Loop	Route 4 – McMinnville West Loop
Route 5 – Newberg Foothills Drive	Route 7 – Newberg Providence
Route 11 – McMinnville to West Salem	Route 22 – McMinnville to Grand Ronde
Route 33 – McMinnville to Hillsboro	Route 44 – McMinnville to Tigard
Route 44x – McMinnville to Tigard Express	

Bus Stops – Flag Stops

Flag stops are allowed on the McMinnville and Newberg local fixed routes. Riders may flag down a YC Transit bus along these routes. Please check out website, www.ycbus.org, and google maps for the preferred safe flag stop locations. There are **NO** flag stops on commuter routes. YC Transit is working on installing bus stop signs and/or shelters on all fixed and commuter routes.

Holiday Routes

YC Transit does not operate on the New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Inclement Weather

In the event of inclement weather (or any emergency) service may be suspended, re-routed, or reduced in frequency. During inclement weather please check our website for rider alerts and alternative route information or call 503.474.4900 (McMinnville) or 503.538.7433 (Newberg) before your trip for schedule changes or deviations.

ADA & Accessible Buses

All YC Transit buses are accessible and are equipped with wheelchair lifts or ramps. Equal access is very important to YC Transit. Priority seating is provided on buses for seniors and people with disabilities. Operators are trained to assist customers and to secure mobility devices to ensure a safe ride.

Bikes on Buses

All YC Transit buses are equipped with bike racks. The bike racks are safe and easy to use. An operator can assist if needed.

Tránsito del Condado de Yamhill (YCT) Informe de Queja

(Favor de leer la siguiente Proceso de Quejas, Quejas y Apelaciones a continuación)
(Escriba Claramente con Letra de Imprenta)



Nombre: _____

Fecha: _____

Dirección: _____

Ciudad, Estado, Código Postal: _____

Teléfono / Dirección de Correo Electrónico: _____

Fecha & Hora del Incidente: _____

Ruta & Número de Camión: _____

Nombre del Chofer / Descripción: _____

(Por favor, marque uno)

Relacionado con ADA

No Relacionado con ADA

Naturaleza de la Queja:

Firma: _____

Para que se conteste a una queja, dicha queja debe ser documentada por escrito, con la firma y la dirección del querellante. La queja inicial, que sea escrita o verbal, se debe dirigir al Gerente de YCT, 2050 NE Lafayette Ave. Suite C., McMinnville, OR 97128, 503-474-4910 o correo electrónico thompsonc@co.yamhill.or.us, dentro de 180 días hábiles. Hay formularios a disposición en todos los vehículos del YCT, y en el sitio de web de YCT www.YCBus.org. Traducciones / Formatos alternativos accesibles 503-474-4900 or retransmisión de texto a voz (TTY) 711. Si la queja se levanta contra del servicio de un empleado Proveedor de Servicios del Condado de Yamhill (contratista), la queja será enviada al Gerente de Contratos para su investigación y disposición. El Gerente de Contratos responderá a la queja, si es requerido, y dentro de treinta días lo enviará al Gerente de YCT para que se lo envíe al querellante. Una copia de la disposición de la queja se archivará en las oficinas del YCT. Cualquier acción disciplinaria efectuada sobre el empleado contratado está sujeto a la política del personal del contratista, y las provisiones de dicho contrato por los servicios. En el evento de que el querellante no quede satisfecho con la resolución de la queja, se puede presentar una apelación al Gerente del Condado de Yamhill y a los Comisionados del Condado de Yamhill, 434 NE Evans Street, McMinnville, OR 97128.

Se pueden pedir formatos alternativos. Si usted requiere ayuda para completar este formulario usando un formato alternativo, por favor llame al: 503-474-4910.

Yamhill County Transit (YCT) Consumer Complaint / Comment Report

Complaint, Grievance & Appeal Process

(Please read the following Complaint, Grievance & Appeal Process Policy & Procedures below)
(Please Print Clearly)

Consumer Complaint's Name: _____

Today's Date: _____

Address: _____

City, State, Zip Code: _____

Telephone / Email Address: _____

Date & Time of Incident: _____

Route & Bus Number: _____

Driver's Name / Description: _____

(Please Check One)

ADA Related

Non-ADA Related

Nature of Complaint / Comment:

Consumer / Complainant's Signature: _____

For a complaint to be acted upon, it must be documented in writing with the complainant's signature and address. The initial complaint, whether verbal or written, should be directed to YCT Manager, 2050 NE Lafayette Ave. Suite C., McMinnville, OR 97128, 503-474-4910 or email thompsonc@co.yamhill.or.us, within one hundred and eighty (180) days. Forms are available on all YCT vehicles, and the YCT website www.YCBus.org. For translation or alternative formats please call 503-474-4910 or Text to Voice (TTY) 711. If the complaint is against the service of an employee of Yamhill County's Service Provider (contractor), the complaint will be forwarded to the Contract Manager for investigation and disposition. The contract Manager will respond to the complaint, if required, and within thirty (30) days will forward to YCT Manger to forward to complainant. A copy of the disposition of the complaint will be kept on file at the YCT offices. Disciplinary action taken upon contracted employee is subject to the contractor's personnel policy, and the provisions of the service contract. Should the complainant not be satisfied with the resolution of the complaint, an appeal can be made to the Yamhill County Administrator and Yamhill County Commissioners, 434 NE Evans Street, McMinnville, OR 97128.

Alternate formats are available upon request.
If you require assistance completing this form or need this
form in an alternate format, please call: 503-474-4910.