



Agenda

Accessibility Advisory Committee

*Jennifer Merry (Chair), Ashley Wagner,
Allan Rudberg, Jordan Balla, Harry Howell
Cheryl Coddington, Katherine Vickers, Lori Piper
MaryAlice Wallis (Council Liaison),
Spencer Boudreau (Council Liaison)*

Monday, July 17, 2023

4:00 PM

Hybrid Meeting
2nd Floor, City Hall
1525 Broadway, Longview WA

NOTICE IS HEREBY GIVEN, in accordance with RCW Chapter 42.30., that the Accessibility Advisory Committee of the City of Longview, Washington, will conduct a Regular Meeting in the Longview City Hall 2nd Floor Training Room, 1525 Broadway, Longview, WA on Monday, July 17, 2023, at 4:00 p.m. The meeting is also available via Microsoft Teams.

To attend the meeting virtually use the link or information below:

[Click here to join the meeting](#)

Meeting ID: 281 281 616 365

Passcode: 8W4Wk9

Or call in (audio only)

+1-213-631-2692

Phone Conference ID: 186.852.567#

Please contact the City Executive Office at 360.442.5004 forty-eight (48) hours in advance if you would like special accommodation.

1. CALL TO ORDER
2. ROLL CALL
3. FLAG SALUTE - PLEDGE OF ALLEGIANCE
4. NEW MEMBER INTRODUCTION
5. CONSTITUENT COMMENTS
6. ELECTION OF 2023 VICE-CHAIR
23-001317 Summary Statement
7. APPROVAL OF MINUTES
23-001319 Minutes of the May 15, 2023, Accessibility Advisory Committee Meeting
8. COMMITTEE MEMBER COMMENTS & REPORTS
23-001320 AAC Subcommittee Facility Assessment of City of Longview Owned Buildings
9. STAFF COMMENTS & REPORTS
23-001322 Facility ADA Assessment - Cost Estimates
23-001321 Project Updates
10. OLD BUSINESS
11. NEW BUSINESS
23-001328 Transit LIFT Rider Guide
12. ADJOURNMENT & NEXT MEETING DATE/TIME/LOCATION



City of Longview

Agenda Summary

SUMMARY STATEMENT:

Pursuant to the Accessibility Advisory Committee Charter, Section Committee Operation, Subsection Election of Committee Leadership, the committee is required to elect a Chair and Vice Chair from among its members at the January meeting each year. Following the expiration of the Chair's term, the Vice-Chair shall automatically be nominated to the Chair position. Additional nominations for the Chair and Vice-Chair positions may be received from the committee membership.

Because the current Vice-President, Jerry Bakken, has retired from his position as a committee member, the position of Vice-Chair must be nominated and elected from current committee members.

RECOMMENDED ACTION:

Nominate committee member for the position of Vice-Chair.

THEN:

Vote to elect committee member to the position of Vice-Chair

Attachments:

1. Accessibility Advisory Committee Charter - Election of Committee Leadership
2. Accessibility Advisory Committee Charter



City of Longview Accessibility Advisory Committee (CLAAC)

Accessibility Advisory Committee Charter – Committee Operation

“Election of Committee Leadership

The Chair and Vice-Chair shall serve one year terms, in which the period will be an annual period from January to December.

Following the expiration of the Chair’s term, the Vice-Chair shall automatically be nominated to the Chair position. Additional nominations for the Chair and Vice-Chair positions may be received from the committee membership.

Nomination & election of the Chair and Vice-Chair positions shall occur at the January meeting each year. The method for voting shall follow the voting requirements outlined in the previous section.”

Because the current Vice-President, Jerry Bakken, has retired from his position as a committee member, the position of Vice-Chair must be nominated and elected from current committee members.



City of Longview Accessibility Advisory Committee (CLAAC)

Committee Establishment

In the 2017 Work Plan, the Human Resources Department is tasked with addressing an actionable item under the Addressing Quality of Place Issues initiative. The City Council would like to complete an ADA self-assessment and transition plan that addresses access to services, activities, buildings, and right-of-ways within the City of Longview. Establishment of a City Accessibility Advisory Committee will be integral in the success of this item and addresses one of the deliverable tasks in this strategy.

- *Provide review and guidance to staff on Department of Justice requirements and general regulatory compliance as identified in the Americans with Disabilities Act (ADA) of 1990.*
- *Assist the City, and its staff, on accessibility determinations to current services, activities, buildings, and right-of-ways.*
- *Assist the City, and its staff, in reviewing and advising on the prioritization of projects to improve City buildings, infrastructure, right-of-ways, parking, and new development accessibility.*
- *Assist the city, and its staff, in reviewing and advising on the prioritization of projects to improve accessibility to City services and activities. Those services include, but are not limited to, parks and recreation, RiverCities Transit, and other City of Longview provided services.*

This committee will be known as the **City of Longview Accessibility Advisory Committee (CLAAC)**.

Committee Purpose

Under the Americans with Disabilities Act (ADA) of 1990, the City of Longview is a Title II government entity. Title II protects qualified individuals with disabilities from discrimination on the basis of disability in the services, programs, or activities of all State and local governments provided by State and local government entities.

The committee's purpose is to assist and advise the City of Longview on the most appropriate means by which to make its programs, services, activities and facilities accessible to all of its residents and visitors.

To accomplish this purpose, the committee's primary roles are:

- Advise the City on issues related to accessibility. In this role, the committee will act as a sounding board for City staff. Committee members will provide input when City staff is soliciting specific feedback.
- Bring to City staff's attention issues related to accessibility. In this role, the committee will bring issues that its members observe in the community and for which the City has jurisdiction and responsibility.
- Provide support to the City ADA Coordinator. In this role, the committee may be asked to advise the City ADA Coordinator, help prioritize projects, prepare letters of support, attend meetings, etc.

Members will provide advice on how to enhance accessible community resources and emergency preparedness issues for the City. The work of the CLAAC does not replace other City of Longview outreach or public involvement efforts. City staff will include the committee's input in its decision making process. Final decisions will reside with staff and City Council.

Committee Membership

Applications for appointment to be a member of the CLAAC can be submitted to the City of Longview, through the Boards and Commissions section of the City of Longview website.

Boards & Commissions Vacancies

All committee members are appointed by the Mayor with concurrence of city council.

The City may create a pool of eligible committee members as vacancies become available.

Committee Composition

The committee membership will maintain nine voting members.

The committee will maintain a goal of having over half of the members from the community with disabilities. The committee will seek to maintain representation of the following general backgrounds:

- One professional member from the building, engineering, design and architectural industry.
- One member from the local city business community
- One member, at large, from the community
- Six members with disabilities, of which one uses RiverCities Transit services, one uses the City of Longview Parks and Recreation services and one uses the City of Longview downtown business services, all on a regular basis. The remaining three members will be at large.

Committee Member Qualifications

City of Longview residents shall be preferred for membership, or full-time employees of an entity doing business within the City during the term identified below. Current City employees may not serve as voting members on the CLAAC.

Committee members shall have a demonstrated interest, experience, and commitment to issues pertaining to accessibility. The following qualifications are preferred, but not required:

One member –

Experience as a professional architect, designer/planner, contractor, engineer or other related professional in the construction of accessible facilities;

Remaining members –

A practical understanding of Title II or Title III of the ADA, or Section 504 and Section 508 of the Rehabilitation Act of 1973.

Have experience in consultation, the use of assistive technology to include the internet and/or related services.

Have experience in representing or resolving accessibility issues for people with a broad range of disabilities.

Length of Term of Appointments

The length of a full term for each appointment for all voting members of the committee shall be three years. A committee member may service a maximum of two full terms and until a successor is appointed. The maximum number of full, three year terms of service, for any appointee is two. CLAAC members must be reappointed at the end of a term for continued service to the committee.

If a new member is appointed for the remainder of an existing three year term, the member will still be eligible to service two full terms thereafter.

In establishing this committee, all initial terms will end on December 31st on the year stated in parenthesis. Those initial terms ending in 2019 will not be considered a full term.

Initial Term Period:

- One professional member, from the building, engineering, design and architectural industry. (2019)
- One member from local city business community. (2020)
- One member, at large, from the community (2021)
- One member, representing RiverCities Transit service (2019)
- One member, representing City of Longview Parks and Recreation services (2020)
- One member, representing City of Longview downtown business services (2021)
- One member, disability at large (2019)
- One member, disability at large (2020)
- One member, disability at large (2021)

Terms will begin on January 1st annually.

Absences

If a committee member is absent for three consecutive meetings without notice or justifiable reason, their membership will be reviewed by the committee. Committee members may be relieved of their appointment, by recommendation of the committee chair to the Mayor. The Mayor will ultimately make the decision to remove a committee member from the committee.

Committee Member Openings

When a voting member leaves the committee, and a vacancy is created, a new member will be appointed to become a voting member. See Committee Membership section for process.

The City of Longview will advertise committee openings for new members, when vacancies are created mid-term or when new terms become available. Incumbent committee members must reapply to serve an additional term.

In the 4th quarter of each year, all applications will be considered, interviewing of qualified candidates and appointments will be extended for open committee positions, to those applicants selected by the Mayor prior to the January committee meeting.

The openings shall be advertised to promote broad response and interest in the position.

Prospective appointees shall submit an application and participate in an interview process with the Mayor.

Committee Structure

The CLAAC consists of nine voting volunteer members, the City's ADA coordinator, and City staff support. From the volunteer membership, a Chair and Vice-Chair will be elected by the committee's members. The following specific roles are defined.

City ADA Coordinator:

- Acts as the City staff representative for the CLAAC.
- Brings issues on which the City is seeking input from CLAAC.
- Takes committee recommendations to appropriate City staff.
- Oversees the City's accessibility efforts across departments.

City Staff Support:

- Assist city ADA coordinator with taking minutes.
- Distribute meeting agendas, meeting minutes, and other pertinent meeting material at least one week prior to the scheduled monthly meeting.

- Provide answers to any historical questions and questions relating to City operations.
- Provide other clerical and administrative support to the CLAAC.

Chair:

- Facilitate CLAAC meetings, including working with the ADA Coordinator to draft meeting agendas.
- Request other City department representation at meetings, and mediating discussions.
- Represent CLAAC at City Council meetings and other events at which CLAAC representation would be beneficial.
- Represent CLAAC in written form as needed (e.g., letters of support).

Vice Chair:

- Support the Chair and fulfill the duties of the Chair when the Chair is either unavailable or conflicted from participation.

Committee Operation

Decision Making – Quorum and Voting

The committee will operate primarily under a consensus-building model. Committee members will attend meetings and review material as needed to learn about accessibility needs and projects. Committee members will ask questions, respect differing views, and work together to provide guidance and recommendations. When the committee is not able to agree on a specific recommendation, the recommendation of a majority of the committee will be identified as the primary recommendation, and minority opinions may be included. Committee guidance and recommendations will be provided to City staff and City Council for their consideration during final decision making.

At the Chair's discretion, a vote of the voting members may be called. In the event of a vote, a quorum shall be required and will consist of a majority of the voting members appointed to the committee [five of nine voting members must be present]. When necessary, a simple majority vote of the quorum can make a recommendation or decision. City staff cannot participate in votes or be counted towards the quorum.

Election of Committee Leadership

The Chair and Vice-Chair shall serve one year terms, in which the period will be an annual period from January to December.

Following the expiration of the Chair's term, the Vice-Chair shall automatically be nominated to the Chair position. Additional nominations for the Chair and Vice-Chair positions may be received from the committee membership.

Nomination & election of the Chair and Vice-Chair positions shall occur at the January meeting each year. The method for voting shall follow the voting requirements outlined in the previous section.

Meeting Schedule

The committee will generally hold meetings every two months. At the chair's discretion and in consultation with the City ADA coordinator, meetings may be cancelled for lack of agenda topics. A meeting schedule will be determined by the CLAAC membership.

Time Involved

The time commitment for committee participation will vary, but generally will not exceed an average of four hours a month to include a meeting and follow-up time to research issues.

Working Groups

The committee may establish working groups as required to research specific issues and make recommendations to the committee. Working groups may draw upon members from the committee, alternate committee members and may include outside resources as necessary.

Charter Amendments

Any changes or amendments to this charter will be done so at the approval of the city council.

Committee Dissolution

Under the guidelines of this committee establishment (page 1 of this document), if city council finds that there is no longer a need for the service of this advisory committee, city council can vote to dissolve the City of Longview Accessibility Advisory Committee.



Minutes

Accessibility Advisory Committee

Monday, May 15, 2023

4:00 PM

Hybrid Meeting
2nd Floor, City Hall
1525 Broadway, Longview WA

1. **CALL TO ORDER**

Chair Jennifer Merry called the meeting to order at 4:05 p.m.

2. **ROLL CALL**

CLAAC Committee Members Present (6): Chair Jennifer Merry, Member Ashley Wagner, Member Allan Rudberg, Member Cheryl Coddington, Member Katherine Vickers, Member Jordan Balla

Absent: None

Council Liaisons Present: Mayor MaryAlice Wallis (Non-voting)

Absent: Councilmember Spencer Boudreau (Non-voting)

Staff Present: Safety Risk Manager Rashelle Douglas; Chief Information Officer David Wallis; City Engineer Karl Enyeart; Fleet & Facilities Maintenance Manager Keith Walling; Parks & Urban Forestry Manager Joanna Martin; Transit Supervisor Tabitha Hayden; Library Director Jacob Cole; Deputy City Clerk Elizabeth Halili

3. **FLAG SALUTE - PLEDGE OF ALLEGIANCE**

The Flag Salute was recited.

4. **ELECTION OF 2023 VICE-CHAIR**

23-001170 SUMMARY STATEMENT:

Pursuant to the Accessibility Advisory Committee Charter, Section Committee Operation, Subsection Election of Committee Leadership, the committee is required to elect a Chair and Vice Chair from among its members at the January meeting each year. Following the expiration of the Chair's term, the Vice-Chair shall automatically be nominated to the Chair position. Additional nominations for the Chair and Vice-Chair positions may be received from the committee membership.

Because the current Vice-President, Jerry Bakken, has retired from his position as a committee member, the position of Vice-Chair must be nominated and elected from current committee members.

RECOMMENDED ACTION:

Nominate committee member for the position of Vice-Chair.

THEN:

Vote to elect committee member to the position of Vice-Chair

Chair Merry opened the nominations for the position of Committee Vice Chair to the Members.

A motion was made by Member Wagner, seconded by Member Coddington, to table the election of

the Committee Vice Chair to the July 17, 2023, meeting. The motion carried unanimously.

23-001171 Accessibility Advisory Committee Charter

5. APPROVAL OF MINUTES

23-001127 March 20, 2023, Accessibility Advisory Committee Regular Meeting Minutes

*A motion was made by Member Rudberg, seconded by Member Coddington, to approve the Minutes of the March 20, 2023, Accessibility Advisory Committee meeting.
The motion carried unanimously.*

6. CONSTITUENT COMMENTS

None.

7. COMMITTEE MEMBER COMMENTS & REPORTS

23-001172 AAC SUBCOMMITTEE FACILITY ASSESSMENT OF CITY OF LONGVIEW OWNED BUILDINGS

Member Coddington submitted a report from the AAC sub-committee regarding the ADA Facility Assessment. The sub-committee assessed ten buildings in the City of Longview and made the following findings:

- Bathrooms consistently do not have insulation around drainage pipes;*
- ADA doors need to be recalibrated;*
- ADA Signage does not meet ADA accessibility requirements;*
- Bathroom stalls are no longer ADA compliant.*

A motion was made by Member Coddington, seconded by Member Wagner, to move forward to obtain a cost estimate for ADA signage, drain pipe insulation in restrooms, and ADA door compliance.

The Committee discussed the motion and additional ADA safety issues.

Harry Howell of Longview provided public comment.

The motion carried unanimously.

Fleet & Facilities Maintenance Manager Keith Walling thanked AAC members Coddington, Vickers, and Balla for their efforts on the subcommittee. Mr. Walling stated that eleven additional buildings have been prioritized for assessment. Mr. Walling aims to have half of them evaluated before the upcoming AAC meeting on July 17, 2023 and expects the evaluation of the remaining structures to be finished before the AAC meeting on September 18, 2023.

Member Wagner provided a report on the review of the City Emergency Plan. The current version is from 2006 and should be updated. Safety Risk Manager Rashelle Douglas stated that she would obtain updated information from FEMA for the City Emergency Plan. Additionally, Member Wagner requested answers to the following questions regarding the Longview Centennial event:

- 1. ADA parking accessibility*
- 2. Walking accessibility*
- 3. Sign language availability*

Safety Risk Manager Rashelle Douglas was tasked with obtaining answers to the above questions.

Parks & Urban Forestry Manager Joanna Martin provided an update regarding the status of the Longview Centennial.

Chair Merry reported attending the Accessible Communities Advisory Committee (ACAC) meeting at the

Cowlitz County Administration building on May 3rd and thanked Director Cole for his presentation at the ACAC meeting.

8. STAFF COMMENTS & REPORTS

23-001177 Project Updates

Safety Risk Manager Rashelle Douglas provided a brief statement on the AAC Transition Plan Project lists and noted that the Staff is reviewing these plans for potential updates.

City Engineer Karl Enyeart reported on the 2021 and 2023 AAC Transition Plan projects.

Chief Information Officer David Wallis provided a brief report and noted that the City's website is currently being upgraded. As part of the upgrade, the website will be evaluated for accessibility compliance.

Fleet & Facilities Maintenance Manager Keith Walling provided a brief report and thanked the sub-committee again for their work on the ADA Facility Assessment.

Transit Supervisor Tabitha Hayden reported the RiverCities Transit website underwent an accessibility review and has corrected all identified accessibility issues. Ms. Hayden requested that the AAC Committee review the Paratransit Hand Guide. The committee noted that they were interested in reviewing the Guide.

Library Director Jacob Cole provided a brief report on the steps the Library is taking to increase ADA accessibility.

9. OLD BUSINESS

23-001178 AAC PROJECT SPREADSHEETS

Chair Merry thanked the staff for providing the AAC project spreadsheets and City of Longview ADA Plan and noted that the Committee would review them. Chair Merry asked the Committee members to review the provided documents and inform her about any projects they are particularly interested in. This will enable the staff to estimate the costs associated with those projects.

23-001173 Section 1. ADA Transition Plan

23-001174 Section 2. Transition Plan Project List

23-001175 Section 3. Transition Plan Project List

23-001176 Section 4. Transition Plan Project List

23-001179 Public Works Project List 2021-2027

23-001180 CITY OF LONGVIEW ADA PLAN

10. NEW BUSINESS

23-001181 Updated Guidelines for Individual Organizational Volunteer Workers and Commissions Boards and Committees

Chair Merry and Safety Risk Manager Rashelle Douglas reported that the Guidelines for Individual,

Organizational Volunteer Workers, and Commissions, Boards, and Committees have been updated.

11. ADJOURNMENT & NEXT MEETING DATE/TIME/LOCATION

Chair Jennifer Merry adjourned the meeting at 4:43 p.m.

The next Regular Meeting of the City of Longview Accessibility Advisory Committee is scheduled for Monday, July 17, 2023, at 4:00 p.m. This meeting will be held at the Longview City Hall in the 2nd Floor Training Room, 1525 Broadway Street, Longview, WA 98632, and via Microsoft Teams Meetings.

This information can be accessed on the City of Longview website: <https://www.mylongview.com/129/Agendas-Minutes>

*Elizabeth Halili
Deputy City Clerk*

*Approved: _____
Chair Jennifer Merry*

RECREATION

- 1 Female restroom sign
- 1 Combo Male – Female – Wheelchair restroom sign
- 2 Exterior signs (Front and Rear Entrances)
- 2 Sink piping covers
- 3 Doors to adjust

LABOR

- .5 Hours to install each sign for a total of 2 Hours
- .5 Hours to install each sink piping cover for a total of 1 Hour
- .5 Hours to adjust each door for a total of 1.5 Hours

Total Labor – 4.5 Hours

Shop Labor is \$155.00 an hour for a total labor cost of \$697.50

MATERIALS

- 2 Restroom signs at \$25.00 each for a total of \$50.00
- 2 Exterior entrance signs at \$60.00 each for a total of \$120.00
- 2 Sink piping covers at \$10.00 each for a total of \$20.00

Total Materials - \$205.58

Total - \$903.08

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ELKS WAR MEMORIAL

1 Female restroom sign

1 Male restroom sign

1 Entrance sign

4 Sink piping covers

5 Doors to adjust

LABOR

.5 Hours to install each sign for a total of 1.5 Hours

.5 Hours to install each sink piping cover for a total of 2 Hours

.5 Hours to adjust each door for a total of 2.5 Hours

Total Labor – 6 Hours

Shop Labor rate is \$155.00 an hour for a total labor cost of \$930.00

MATERIALS

2 Restroom signs at \$25.00 each for a total of \$50.00

1 Exterior signs at \$60.00

4 Sink piping covers at \$10.00 each for a total of \$40.00

Total Materials - \$162.30

Total - \$1092.30

LIBRARY

1 Female restroom sign

1 Male restroom sign

1 Auditorium sign

6 Pipe covers

3 Doors to adjust

LABOR

.5 Hours to install each sign for a total of 1.5 Hours

.5 Hours to install each sink piping cover for a total of 3 Hours

.5 Hours to adjust each door for a total of 1.5 Hours

Total Labor – 6 Hours

Shop Labor rate is \$155 an hour for a total labor cost of \$930.00

MATERIALS

2 Restroom signs at \$25.00 each for a total of \$50.00

1 Room sign at \$60.00

6 Sink piping covers at \$10.00 each for a total of \$60.00

Total Materials - \$183.94

Total - \$1113.94

POLICE STATION

1 Door to adjust

LABOR

.5 Hours to adjust each door for a total of .5 Hours

Total Labor – .5 Hours

Shop Labor rate is \$155.00 and hour for a total labor cost of \$77.50

Total - \$77.50

CITY HALL

- 2 Female restroom signs
- 2 Male restroom signs
- 1 Community Development sign
- 1 Finance – Utilities Department sign
- 1 Executive Offices sign
- 1 Council Chambers sign
- 1 Conference Room sign
- 1 Training Room sign
- 4 Sink piping covers
- 12 Doors to adjust

LABOR

- .5 Hours to install each sign for a total of 5 Hours
- .5 Hours to install each sink piping cover for a total of 2 Hours
- .5 Hours to adjust each door for a total of 6 Hours

Total Labor – 13 Hours

Shop Labor rate is \$155.00 an hour for a total labor cost of \$2015.00

MATERIALS

- 6 Department – Room signs at \$60.00 each for a total of \$360.00
- 4 Restroom signs at \$25.00 each for a total of \$100.00
- 4 Sink piping covers at \$10.00 each for a total of \$40.00

Total Materials - \$541.00

Total - \$2556.00

MCCLELLAND ARTS CENTER

- 1 Entry sign
- 1 Male bathroom sign
- 1 Female bathroom sign
- 4 Sink piping covers
- 17 Doors to adjust

LABOR

- .5 Hours to install each sign for a total of 1.5 Hours
- .5 Hours to install each sink piping cover for a total of 2 Hours
- .5 Hours to adjust each door for a total of 8.5 Hours

Total Labor - 12 Hours

Shop Labor rate is \$155.00 an hour for a total labor cost of \$1860.00

MATERIALS

- 1 Entry Sign at \$60.00
- 2 Restroom signs at \$25.00 each for a total of \$50.00
- 4 Sink piping covers at \$10.00 each for a total of \$40.00

Total Materials - \$162.30

Total - \$2022.30

TRANSIT CENTER

2 Doors to adjust

LABOR

.5 Hours to adjust each door for a total of 1 Hour

Total Labor – 1 Hour

Shop Labor rate is \$155.00 an hour for a total labor cost of \$155.00

Total - \$155.00 (transit said they could make adjustments at no cost if we wanted to go that route?)

WOMENS CLUB

1 Male restroom sign

1 Female restroom sign

1 Combo male – Female – Wheelchair restroom sign

3 Sink piping covers

1 Door to adjust

LABOR

.5 Hours to install each sign for a total of 1.5 Hours

.5 Hours to install each sink piping cover for a total of 1.5 Hours

.5 Hours to adjust 1 door

Total Labor – 3.5 Hours

Shop Labor rate is \$155.00 an hour for a total labor cost of \$542.50

MATERIALS

3 Restroom signs at \$25.00 each for a total of \$75.00

3 Sink piping covers at \$10.00 each for a total of \$30.00

Total Materials - \$113.61

Total - \$656.11

Title VI

RiverCities Transit operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. Any person who would like more information on our Title VI Program or believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI and would like to make a complaint, may contact:

RiverCities Transit
Title VI Compliance Coordinator
PO Box 128
Longview, WA 98632

(360) 442-5663
TTY Relay: 711
customerservice@rctransit.org



RIVERCITIES LIFT

RIDER GUIDE



RiverCities Transit
1135 12th Avenue
Longview WA 98632

Phone: (360) 442-5663
Fax: (360) 442-5979
E-mail: customerservice@rctransit.org
Website: rctransit.org

LIFT Service

ADA Policy

The United States Congress signed the Americans with Disabilities Act (ADA) into law on July 26, 1990. This civil rights legislation requires that persons with disabilities receive accessible transportation services equal to those available on the fixed route service.

Hours

Monday—Friday	6:30 AM — 7:00 PM
Saturday	8:00 AM — 6:00 PM
Sunday	No Service

Holidays

No Service

New Year's Day	Labor Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

Reduced Service (8:00 AM — 6:00 PM)

Martin Luther King	Friday after Thanksgiving
Presidents Day	Christmas Eve
Veterans Day	

Service Area

The map on the inside depicts the LIFT service area boundary. The service area includes Longview and Kelso Washington within 3/4 of a mile of our fixed route system.

RiverCities LIFT Paratransit Plan

RiverCities complete Paratransit plan is available by request at (360) 442-5663 or on <https://rctransit.org/lift/>

Reasonable Accommodation

Requests for modifications of RCT policies, practices, or procedures to accommodate an individual with a disability may be made either in advance or at the time of the transportation service. RCT is best able to address and provide a solution to a request when riders make their requests before the trip.

RiverCities Fixed Route

LIFT Eligible clients may ride RiverCities Fixed Route for free. Visit the Longview Transit Center to get a free ID Card.

Fixed Route gives independence and freedom that LIFT is unable to provide due to having to schedule rides in advance.

Travel Training

Free training to learn how to be an independent bus rider. All fixed route buses are accessible with features such as automated stop announcements, ramp equipped, wheelchair accessible, no stairs, and ADA seating. Call (360) 442-5663 for more information.

LIFT Responsibilities

- * Schedule rides on the most efficient and time-sensitive route possible
- * Courteous, professional operators and staff.
- * Call with pick up time
- * Services that are safe and on time
- * Assist the passenger onto and off the vehicle
- * Ensure customers and mobility aids are secured
- * Clean, well-maintained vehicles
- * Safely operate the vehicle
- * Prompt, accurate responses to your questions or concerns

Inclement Weather or Local Disasters:

RiverCities may delay or alter public transportation service during periods of severe inclement weather or local disasters that create conditions hazardous for customers, operators, or vehicles. Information will be available via <https://rctransit.org/>, FlashAlert, or call (360) 442-5667.

Lost and Found: RiverCities is not responsible for articles mistakenly left on the bus. All items found on LIFT will be taken to the office and kept for two weeks. Call (360) 442-5667 to claim your lost article.

Customer Comments and Complaints:

RiverCities values feedback regarding our service. Customers wishing to submit a comment/complaint/suggestion may do so via phone (360) 442-5663, our website <https://rctransit.org/contact-us/>, or by mail.

LIFT Basics

Shared Ride Service: Travel with others going the same direction. The bus may stop to pick up or drop off passengers.

Origin-to-Destination: For most people, this means “Curb to Curb.” LIFT will pick up and drop off at the curb. Though on a case by case basis, some individuals or locations may require service that goes beyond curb-to-curb.

How to Schedule a Ride

Call **(360) 442-5667** a minimum of the day before up to two (2) weeks in advance with the following information.

- Passenger Name
- Phone number
- Travel Date
- Pick up address
- Drop off address
- Desired arrival time
- Desired return trip time
- Mobility needs
- Guest, PCA, or Service Animal

Reservations are taken by phone, including voicemail, or fax 24hrs a day.

Phone (360) 442-5667 Fax (360) 442-5668

LIFT Basics

Pickup Window: A window of time around the negotiated pickup time that tells the passenger when the vehicle may arrive. It accounts for the day-to-day variability in the operations. RiverCities pickup window is ten minutes before to twenty minutes after the negotiated pickup time for a thirty minute on time window.

Will Call: An unscheduled return trip. Client calls when ready for pick up. Will Call trips require an additional fee.

Fares: Fare is required each time you board a LIFT vehicle. You may pay using cash, check, a LIFT pass, or a punch card. Passes and punch cards may be purchased from the driver or at the following locations:

Longview Transit Center
(360) 442-5663
1135 12th Ave
Longview WA 98632

Longview City Hall
1525 Broadway St
Longview WA 98632

Kelso City Hall
203 S Pacific Ave
Kelso WA 98626

Rider Responsibilities

- The animal must remain at your feet or on your lap. It may not sit on a vehicle seat.
- The animal must not be aggressive toward people or other animals. (49 CFR 37.167 (d))

Guests: Each rider may travel with one guest; additional guests may travel if space is available. Guests must be identified when scheduling the ride. Guests are required to pay a fare, and they must board and disembark at the same location as the eligible rider.

Bag Limit: Eligible riders may bring no more than four (4) grocery size bags on board. Drivers may assist with loading and unloading, as long as the weight of items poses no safety hazard or injury risk. Carry-ons must be able to be stored securely and out of the aisle.



Guide Dog Helping a
Blind Woman.

Pixelshot—Canva

Rider Responsibilities

Personal Care Attendant (PCA): A PCA is someone designated or employed to assist the passenger. A PCA may accompany a passenger during the trip; they must have the same origin and destination as the eligible passenger. LIFT employees may not serve as your PCA.

RiverCities recommends PCAs under these conditions:

- * You are unable to be left alone.
- * You require supervision while onboard the LIFT vehicle.

Service Animals: LIFT will transport any guide dog, signal dog, or other animals individually trained to work or perform tasks for an individual with a disability.

- The service animal must be on a leash, tether or harness unless use of such device would interfere with the task the service animal performs or the person's disability prevents use of such devices.
- The service animal must remain under control of the owner, and behave appropriately at all times.
- Birds, reptiles, amphibians, rodents, and cats must be kept in an enclosed carrier/container.

Rider Responsibilities

- * Be ready. The bus will only wait five (5) minutes.
- * Have your fare ready.
Drivers do not make change.
- * Wear your seat belt.
- * Minimize operator distractions
- * Return a comment card to let us know how we are doing



Transit Center 1135 12th Ave, Longview WA 98632

Rider Responsibilities

Multiple Trips: You may schedule numerous trips on the same day. Each ride must be scheduled at least 30 minutes apart.

Repeater Rides (Subscription Trips):

RiverCities will automatically schedule rides to the same place at the same time on the same days each week. Subscription trips will be automatically canceled on holidays that LIFT does not operate. Customers must call to cancel any rides that they are unable or available to take.

Cancel a ride: Call (360) 442-5667 to cancel a scheduled trip a minimum two (2) hours before the pick-up time.

No Show: Not being present, or not being ready to depart when the bus arrives, is a No Show. If you cancel within two (2) hours of your pick-up time, it is considered a No Show.

Rider Responsibilities

No Show Suspension: Clients who have three (3) or more no shows within 60 days will be re-viewed to identify the frequency of travel and the rate of no show. If the investigation shows a pattern or practice of no show and a rate above the agency average, the client may face suspension of service. Service will be automatically restored at the end of the suspension.

Service Disruption: Violent, seriously disruptive, or illegal behavior will not be allowed on LIFT. Persons who engage in disruptive behavior that delays or prevents the driver from operating the vehicle in a safe and timely manner may lose their eligibility to use the service for a period of time. This provision does not apply to unforeseen situations beyond the individuals control, including behavior symptomatic of an individuals disability (e.g. panic attack).

Suspension Appeal: The suspension appeals process is included with all notifications of suspension from service.