



NWSBW, LLC  
DBA Northwestern Stage Lines

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## **ADA Policy**

Implemented: 05/01/25

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## **Americans with Disabilities Act (ADA) Information**

NWSBW, LLC DBA Northwestern Stage Line is committed to providing equal access to its facilities, programs, and services for persons with disabilities. This material can be made available in an alternate format by emailing the ADA Coordinator at [info@busnws.com](mailto:info@busnws.com) or by calling 800-366-6975. People who are deaf or hard of hearing may make a request by calling the Washington State Relay at 711.

## **Title VI Notice to the Public**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that “no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance” (42 U.S.C Section 200d).

Salt Lake Express is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A.

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## Acronyms and abbreviations

ADA	Americans with Disabilities Act
WLAD	Washington's Law Against Discrimination

## Definitions

The following definitions from 49 CFR 37, the [National RTAP ADA Toolkit Glossary](#), and [FTA ADA Circular 4710.1](#) may be useful while using this policy:

- **Commuter bus service:** Fixed route bus service characterized by service predominantly in one direction during peak periods, limited stops, use of multi-ride tickets, and routes of extended length, usually between the central business district and outlying suburbs. Commuter bus service may also include other services, characterized by a limited route structure, limited stops, and a coordinated relationship to another mode of transportation.
- **Disability:** With respect to an individual, a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such an impairment; or being regarded as having such an impairment.
- **Fixed Route Service:** System of transporting individuals which operates along a prescribed route according to a fixed (regular) schedule.
- **Mobility Device or Aid:** A device designed to assist an individual with disabilities with locomotion. Examples include wheelchairs, canes, crutches, and walkers.
- **Deviated Fixed Route Service:** Transit service that operates along established routes that typically have designated stops. Between these stops, vehicles deviate (depart) from an established route to pick up or drop off riders within a defined off-route service area.
- **Securement Area or Station:** On a vehicle, a designated location for riders using wheelchairs, equipped with a securement system.
- **Securement Device, Equipment or System:** On a vehicle, equipment used for securing a wheelchair against uncontrolled movement during transport.
- **Service Animal:** Any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.
- **Service Animal Trainee:** Any dog or miniature horse that is undergoing training to be a service animal.
- **Service Animal Trainer:** An individual exercising care, custody, and control over a service animal trainee during a course of training designed to develop the service animal trainee into a service animal.
- **Wheelchair:** A mobility aid belonging to any class of three- or more- wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.

## ADA policy introduction

NWSBW, LLC DBA Northwestern Stage Lines is committed to compliance with Section 504 of the Rehabilitation Act of 1973, as amended; Americans with Disabilities Act (ADA), signed into law on July 26, 1990; and RCW 49.60, Washington's Law Against Discrimination (WLAD).

These civil rights legislations prohibit discrimination based on disability and require transportation service options be provided to persons with disabilities comparable to those available to people without disabilities.

It is the policy of NWSBW, LLC DBA Northwestern Stage Lines that, when viewed in its entirety, services, programs, facilities, and communications provided by NWSBW, LLC DBA Northwestern Stage Line, directly or by a contracted service provider, are readily accessible to and usable by individuals with disabilities to the maximum extent possible.

New construction and facility alterations completed by NWSBW, LLC DBA Northwestern Stage Lines will be ADA compliant. If full ADA compliance is unfeasible due to structural impracticability, facility alterations will be ADA compliant to the maximum extent feasible. For information on upcoming projects and an opportunity to comment on plans, please visit our website or contact our ADA Coordinator at [ada.busnws.com](http://ada.busnws.com)

NWSBW, LLC DBA Northwestern Stage Lines provides ADA related training to staff on an annual and as-needed basis to ensure staff are trained to proficiency, as appropriate to their duties, so they operate vehicles and equipment safely and properly assist and treat people with disabilities in a respectful and courteous way.

### 1. Fares

See NWSBW, LLC DBA Northwestern Stage Lines <https://northwesternstagelines.com> for current fares.

If a passenger cannot physically pay the fare by the established means, NWSBW, LLC DBA Northwestern Stage Lines staff will grant the passenger's request to handle the fare while assisting with payment. NWSBW, LLC DBA Northwestern Stage Lines staff are not required to reach into customer pockets, backpacks, or other personal belongings to extract the fare.

Personal care attendants may travel on NWSBW, LLC DBA Northwestern Stage Lines.

Companions or guests pay the applicable fare for those individuals on fixed route services and general public demand responsive services.

### 2. Approved mobility devices

NWSBW, LLC DBA Northwestern Stage Lines can accommodate mobility devices that meet the following definitions and minimum standards:

A wheelchair is a mobility aid belonging to any class of three- or more-wheeled devices; that is usable indoors; and is designed or modified for and used by individuals with mobility impairments, whether manually or power operated.

A mobility device is equipment designed or intended to assist people with mobility disabilities (i.e., walkers, canes, braces, crutches).

NWSBW, LLC DBA Northwestern Stage Lines may not be able to accommodate equipment that is not primarily designed for use by people with mobility impairments (i.e., shopping carts, skateboards).

- Mobility devices must be stored out of the path of travel for other passengers.

NWSBW, LLC DBA Northwestern Stage Lines will transport riders with their mobility devices, unless:

- Doing so is inconsistent with safety requirements in this policy or by the vehicle's manufacturer specifications (e.g., the combined weight of the wheelchair and occupant exceeds that of the vehicle's lift specifications).
- The use of the mobility devices poses a direct threat. For more information, see [11. Denial of service](#).

### **3. Mobility device securement**

Operators will do the following when securing mobility devices:

Use front and rear tie-downs.

Secure mobility devices at the strongest parts of the device. However, the passenger can indicate the most optimal tie-down spot.

Secure the mobility device front-facing unless the manufacturer specifications of the securement system requires otherwise or if otherwise requested by the passenger.

Assist riders with securement systems, ramps, and seatbelts.

NWSBW, LLC DBA Northwestern Stage Lines does not require but recommends that riders apply brakes on their mobility devices when on a lift or in securement areas. For power chairs or scooters, NWSBW, LLC DBA Northwestern Stage Lines recommends riders turn the power switch to the "off" position on lifts or in securement areas. Operators cannot assist riders using power chairs or scooters with the operation of their equipment.

NWSBW, LLC DBA Northwestern Stage Lines will not refuse to transport someone whose mobility device cannot be satisfactorily restrained as long as the mobility device fits within the definitions in [2. Approved mobility devices](#).

### **4. Portable oxygen equipment**

NWSBW, LLC DBA Northwestern Stage Lines allows riders to travel with respirators and portable oxygen supplies, consistent with applicable U.S. Department of Transportation rules on the transportation of hazardous materials in [49 CFR Subtitle B, Chapter 1, Subchapter C](#). Riders must secure portable oxygen equipment safely and the equipment must not obstruct the aisle.

### **5. Personal care attendants**

A personal care attendant is someone who travels with and assists a rider with their personal needs due to a disability. NWSBW, LLC DBA Northwestern Stage Lines does not require personal care attendants. However, if used, customers must provide their own personal care attendant.

A personal care attendant differs from a companion or guest. A guest or companion is anyone who accompanies the rider who is not designated as their personal care attendant.

Operators are not required to provide attendant services, such as assisting a rider with use of oxygen, medical equipment, administering medication, or other personal needs. Riders who require attendant services should travel with a personal care attendant.

For information on fares for personal care attendants, guests, and companions, see [1. Fares](#). For information on scheduling ADA complementary paratransit rides with personal care attendants, guests, and companions, see

## **6. Service animals and service animal trainees**

A service animal is any guide dog, signal dog, miniature horse, or other animal individually trained to work or perform tasks for a person with a disability. A service animal trainee is any dog or miniature horse that is undergoing training to be a service animal.

NWSBW, LLC DBA Northwestern Stage Lines allows service animals and service animal trainees to accompany people with disabilities in all organization vehicles and facilities. Riders may use more than one service animal.

NWSBW, LLC DBA Northwestern Stage Lines does not charge a fare for service animals or service animal trainees. If a service animal or service animal trainee causes damage to NWSBW, LLC DBA Northwestern Stage Lines vehicles or facilities, the user of the service animal or service animal trainee may be charged for those damages.

To ride NWSBW, LLC DBA Northwestern Stage Lines services, service animals and service animal trainees:

Must be on a leash, tether, or harness unless use of such a device would interfere with the task the service animal or service animal trainee performs, or the person's disability prevents use of such devices. In these cases, the handler must use voice, signal, or other effective means to maintain control of the service animal or service animal trainee.

Must not be aggressive toward or pose a direct threat to the health or safety of NWSBW, LLC DBA Northwestern Stage Lines staff, other riders, or other animals.

Must be potty-trained.

NWSBW, LLC DBA Northwestern Stage Lines staff will not request written certification that a rider's animal is a service animal or service animal trainee, or request demonstration of service animal or service animal trainee's task(s).

However, NWSBW, LLC DBA Northwestern Stage Lines staff may ask users of service animals the following questions:

Is the animal required because of a disability?

What work or task has the animal been trained or is in training to perform?

NWSBW, LLC DBA Northwestern Stage Lines may deny service to a service animal or service animal trainee if the animal is out of control of the handler, posing a direct threat, not potty-trained, or if its handler refuses to answer the questions about the animal noted above.

If NWSBW, LLC DBA Northwestern Stage Lines denies service to the service animal or service animal trainee, the handler/trainer/person with a disability may still use NWSBW, LLC DBA Northwestern Stage Lines services. NWSBW, LLC DBA Northwestern Stage Lines staff will provide the handler/trainer/person with a disability information on how to appeal the service animal/service animal trainee's service denial and, if applicable, options to remedy the situation so the service animal/service animal trainee can be allowed to use NWSBW, LLC DBA Northwestern Stage Lines vehicles and facilities.

## 7. Boarding assistance

NWSBW, LLC DBA Northwestern Stage Lines operators will position the vehicle to make boarding and disembarking as easy as possible for everyone, minimize the slope of the ramp, and use the vehicle's kneeling option as needed. Operators will allow riders with disabilities adequate time to board and disembark the vehicle.

Operators will use vehicle accessibility equipment to assist customers (i.e., vehicle annunciators, lifts/ramps). For information on procedures when vehicle accessibility equipment is not functioning, see [8. Maintenance of lifts or ramps](#).

When necessary or upon request, operators will provide riders assistance using lifts, ramps, and securement systems. Upon request by the rider, operators may assist riders using manual wheelchairs up vehicle ramps if doing so does not constitute a direct threat to the health or safety of the operator. For more information, see [11. Denial of service](#).

Riders using wheelchairs may board the vehicle lift separately from their wheelchair. Riders may use the vehicle lift facing toward or away from the vehicle. NWSBW, LLC DBA Northwestern Stage Lines does not require operators to assume the controls of a power wheelchair or assist a passenger in/out of their wheelchair. Riders are welcome to ride with a personal care attendant to accomplish these tasks. For more information, see [5. Personal care attendants](#).

## 8. Maintenance of lifts or ramps

NWSBW, LLC DBA Northwestern Stage Lines will use and maintain vehicle and facility accessibility features and repair malfunctioning features promptly.

When an operator discovers a vehicle's lift/ramp is out of order, the operator will report it immediately to its dispatch/operations supervisor at NWSBW, LLC DBA Northwestern Stage Lines.

NWSBW, LLC DBA Northwestern Stage Lines will take the following steps for services with malfunctioning features:

NWSBW, LLC DBA Northwestern Stage Lines will remove fixed route vehicles with inoperable lifts/ramps from service as soon as possible and no later than before the vehicle's next service day. If a fixed route vehicle is operating with an inoperable lift/ramp and a rider requires the lift/ramp and if the next vehicle on the route is not scheduled to arrive at the stop for over 30 minutes, NWSBW, LLC DBA Northwestern Stage Lines will dispatch alternative transportation immediately to transport that rider.

Demand responsive service vehicles with an inoperable lift/ramp may remain in service for the remainder of the day if NWSBW, LLC DBA Northwestern Stage Lines can assign riders requiring this accessibility equipment to another vehicle.

All vehicles found to have an inoperable lift/ramp will not be returned to service until the lift/ramp is repaired, with the FTA-permitted exception of the following: if NWSBW, LLC DBA Northwestern Stage Lines does not have a spare vehicle to replace the vehicle with an inoperable lift/ramp, NWSBW, LLC DBA Northwestern Stage Lines may return the vehicle to service temporarily, for a maximum of 3-5 days while making preparations to repair the lift/ramp.

NWSBW, LLC DBA Northwestern Stage Lines will work with riders who require reasonable modifications due to an accessibility feature being out of order. See the [12. Reasonable modification](#) for information on making these requests.



## 9. Priority/reserved seating

All NWSBW, LLC DBA Northwestern Stage Lines fixed route vehicles contain signage designating priority/reserved seating at the front of the vehicle for older adults and people with disabilities and at all wheelchair securement locations. The signage instructs riders to comply with the bus operator's request to make these seats available to older adults and people with disabilities who prefer to use them.

NWSBW, LLC DBA Northwestern Stage Lines drivers will allow riders using mobility aids to board if securement areas are not otherwise occupied by a mobility device, regardless of the number of riders on the vehicle. Operators will ask other riders sitting in priority and reserved seating areas to move to other available seats. Vehicle operators may ask ambulatory people with a disability to vacate a wheelchair securement site seat. Operators are not required to enforce the priority and reserved seating designation beyond making the request.

## 10. Stop announcements

NWSBW, LLC DBA Northwestern Stage Lines' fixed route services will make on-board announcements at stops at major intersections, destination points, transfer points with other fixed routes, and at sufficient intervals along the route. Operators will announce other stops upon request.

## 11. Denial of service

NWSBW, LLC DBA Northwestern Stage Lines may deny, suspend, or exclude any rider from its facilities and/or services for engaging in conduct that is violent, seriously disruptive, illegal, considered a "direct threat" to others, or for other behaviors/actions as described in this policy, NWSBW, LLC DBA Northwestern Stage Lines' terms and conditions, and [RCW 9.91.025, Unlawful transit conduct](#).

A direct threat is a significant risk to the health or safety of others that cannot be eliminated by a reasonable modification to NWSBW, LLC DBA Northwestern Stage Lines policies, practices, procedures, or by the provision of auxiliary aides or services, such as traveling with a personal care attendant. A direct threat does not occur when a person's disability results in an appearance or involuntary behavior that may offend, annoy, or inconvenience others.

Riders suspended or excluded from NWSBW, LLC DBA Northwestern Stage Lines property and/or services may request an appeal of this decision by contacting NWSBW, LLC DBA Northwestern Stage Lines.

## 12. Reasonable modification

Requests for modifications of NWSBW, LLC DBA Northwestern Stage Lines policies, practices, or procedures to accommodate a person with a disability may be made either in advance or at the time of service. NWSBW, LLC DBA Northwestern Stage Lines is best able to address and accommodate requests when made in advance.

Advance requests for reasonable modifications may be made to NWSBW, LLC DBA Northwestern Stage Lines by emailing [ada@busnws.com](mailto:ada@busnws.com) or calling 800-366-6975. The request should contain an explanation of the modification needed.

For requests at the time of service, NWSBW, LLC DBA Northwestern Stage Lines operators will determine if the modification can be provided. Operators may consult with NWSBW, LLC DBA Northwestern Stage Lines management before deciding to grant or deny the request.

NWSBW, LLC DBA Northwestern Stage Lines will only deny requests based on one or more of the following:

Granting the request would fundamentally alter the nature of NWSBW, LLC DBA Northwestern Stage Lines' services, programs, or activities.

Granting the request would create a direct threat to the health or safety of others.

Without the requested modification, the person with a disability can fully use NWSBW, LLC DBA Northwestern Stage Lines' services, programs, or activities for their intended purpose.

When NWSBW, LLC DBA Northwestern Stage Lines denies a request for a reasonable modification, the organization will take other actions to ensure that the person with a disability receives the services provided by NWSBW, LLC DBA Northwestern Stage Lines, to the maximum extent possible.

NWSBW, LLC DBA Northwestern Stage Lines commits to sharing information with the public about its ADA reasonable modification request procedures using the same means used to inform the public about other organization policies and procedures, including on the organization's website.