

Community Support Systems ADA Transportation Policy

Purpose

It is the goal of the Community Support Systems, through its public transit services, to design, implement, and maintain a safe, efficient, effective, and accessible transportation system for persons with disabilities. Community Support Systems works to ensure nondiscriminatory transportation to enhance the social and economic quality of life for all people of the communities served by Community Support Systems.

Policy

It is the policy of Community Support Systems to abide by all provisions of the Americans With Disabilities Act (ADA) of 1990, as amended, and US Department of Transportation (DOT) regulations found at 49 CFR Parts 27, 37, and 38, as amended, in the delivery of transit services that are open to the public and prohibits discrimination on the basis of disability and sets specific requirements that transit agencies must follow.

Wheelchair Definition

For the purposes of this policy a wheelchair is defined as a three-or-more wheeled mobility aid device, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered. With respect to the size and weight of wheelchairs, Community Support Systems will transport a wheelchair and its user, as long as the lift can accommodate the size and weight of the passenger and the wheelchair, and there is space for the wheelchair on the vehicle. However, Community Support Systems is not required to carry a wheelchair if the lift or vehicle is unable to accommodate the wheelchair and its user, consistent with legitimate safety requirements according to the lift manufactures.

Transportation of Persons with Disabilities

Community Support Systems is committed to ensuring safe, efficient, effective and accessible transportation for persons with disabilities, as provided by the ADA and related DOT regulations (both as amended) and will abide by the following:

- Community Support Systems vehicles will be lift equipped and have securement systems for wheelchairs.
- Community Support Systems requires wheelchair users to have their wheelchairs secured. Service will not be denied due to Community Support Systems inability to secure a wheelchair. Securement problems of wheelchair shall be reported immediately to Administration of Community Support Systems.
- Community Support Systems does not require a wheelchair user to transfer to another seat.
- Community Support Systems staff will provide assistance upon request or as necessary with lifts, ramps, and securement systems.
- Persons with disabilities who do not use wheelchairs will be permitted to use the vehicle lifts or ramps upon request.

- Community Support Systems will permit service animals, such as, but not necessarily limited to, service dogs, that have been individually trained to work or perform tasks to accompany persons with disabilities in vehicles and facilities. The service animal must remain under the control of the rider and not present an immediate danger to the driver or other riders.
- Community Support Systems vehicle operators and other personnel of the system will make use of required accessibility related equipment and features (example: tie-downs will be used to secure a wheelchair on the vehicle).
- Community Support Systems will provide service to persons using respirators or portable oxygen. Vehicle operators will properly secure this equipment.
- Community Support Systems will ensure adequate time for persons with disabilities to board and disembark a system vehicle.
- Community Support Systems will provide training to Vehicle Operators and Dispatchers about the safe operation of vehicles and accessibility equipment and customer service sensitivity of persons with disabilities.
- Community Support Systems vehicle operators will check operation of lifts/ramps and inspect all securement equipment through pre-trip and post-trip inspection procedures on a daily basis. All ADA equipment failures will be reported immediately to the Administration of Community Support Systems
- Community Support Systems will make service information available in accessible formats as requested.
- Community Support Systems may refuse service and/or contact local police for instances when a passenger engages in violence, is a danger to others, is seriously disruptive, or is engaged in illegal activities.

Reasonable Modification to Policies, Practices, and Procedures

Community Support Systems is committed to providing equal access and opportunity to qualified individuals with disabilities in all programs, services and activities. To ensure equality and fairness, Community Support Systems is committed to making reasonable modifications to its policies, practices, and procedures to avoid discrimination and ensure programs and services are accessible to individuals with disabilities. For more information on reasonable modification procedures of Community Support Systems, including requesting a reasonable modification or the appeal process, please see Community Support Systems Reasonable Modification Policy. Personal care attendants are permitted as needed.

Refusal of Service and Nondiscrimination

Community Support Systems can refuse to provide service to an individual with disabilities if that individual engages in violent, seriously disruptive, or illegal conduct, and/or represents a direct threat to the health or safety of others. Community Support Systems, however, will not refuse to provide service to an individual with a disability solely because the individual's disability results in an appearance or behavior that may offend, annoy, or inconvenience Community Support Systems staff/employees or other persons.

ADA Service Requirements

Community Support Systems is responsible for ensuring all maintenance of all accessible features on agency vehicles including lifts, ramps, securement devices, elevators, signage and systems to facilitate communication.

The lift maintenance service was modeled after recommendations from the manufacturer. To ensure timely ADA equipment maintenance, standardized procedures, and better tracking records, all ADA service equipment will be serviced during every vehicle oil change at the main facility. Vehicles housed at a satellite location shall follow schedule recommendations of the manufacturer. Vehicle interlocks shall be inspected on daily pre-trip and post-trip inspections and during monthly inspections. Vehicles with malfunctioning interlocks shall be taken out of service immediately until repaired.

ADA Complaint Procedures

Community Support Systems is committed to ensuring safe and efficient transportation for persons with disabilities, as provided by the Americans with Disability Act (ADA). Any ADA transportation service complaints received by Community Support Systems will be immediately investigated and every effort made to seek an appropriate and prompt resolution. By promptly identifying deficiency areas, Community Support Systems will work to make the necessary corrections and/or adjustments to alleviate the situation.

ADA Transportation service complaints shall be submitted in writing on the agency's complaint form and returned to the:

Peter Niccum
Community Support Systems
618 W Main St.
Teutopolis, IL. 62467

If you would like a copy of this form, or require additional information, please visit the Community Support Systems website at www.csscares.org or call the Community Support Systems ADA Officer during regular administrative business hours (8 am – 4:30 pm) at 217.705.4300.