

## **West Central Mass Transit District ADA Transportation Policy**

The Americans with Disabilities act (Title II) States, in part, that “no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination in programs, services or activities sponsored by a public entity.” At West Central Mass Transit District (WCMTD), we are committed to complying with the requirements of title II of the ADA in all of its programs, Ssrvices, benefits and activities

### **Purpose**

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

### **Policy**

It is the policy of West Central Mass Transit District 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, West Central Mass Transit District 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, West Central Mass Transit District 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**

West Central Mass Transit District 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:

- West Central Mass Transit District vehicles will be lift equipped and have securement systems for wheelchairs.
- West Central Mass Transit District requires wheelchair users to have their wheelchairs secured. Service will not be denied due to West Central Mass Transit District inability to secure a wheelchair. Securement problems of wheelchair shall be reported immediately to Administration of West Central Mass Transit District.

- West Central Mass Transit District does not require a wheelchair user to transfer to another seat.
- West Central Mass Transit District 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.
- West Central Mass Transit District 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.
- West Central Mass Transit District 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).
- West Central Mass Transit District will provide service to persons using respirators or portable oxygen. Vehicle operators will properly secure this equipment.
- West Central Mass Transit District will ensure adequate time for persons with disabilities to board and disembark a system vehicle.
- West Central Mass Transit District 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.
- West Central Mass Transit District 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 West Central Mass Transit District
- West Central Mass Transit District will make service information available in accessible formats as requested.
- West Central Mass Transit District may refuse service and/or contact local police for instances when a passenger engages in violence, is a danger to himself/herself or others, is seriously disruptive, or is engaged in illegal activities.

### **Reasonable Modification to Policies, Practices, and Procedures**

West Central Mass Transit District is committed to providing equal access and opportunity to qualified individuals with disabilities in all programs, services and activities. To ensure equality and fairness, West Central Mass Transit District 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.

### **Refusal of Service and Nondiscrimination**

West Central Mass Transit District 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 himself/herself or others. West Central Mass Transit District, 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 West Central Mass Transit District staff/employees or other persons.

### **ADA Service Requirements**

West Central Mass Transit District 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**

West Central Mass Transit District 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 West Central Mass Transit District will be immediately investigated and every effort made to seek an appropriate and prompt resolution. By promptly identifying deficiency areas, West Central Mass Transit District 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:

Human Resources Manager  
West Central Mass Transit District  
1120 W Walnut  
Jacksonville, IL 62650

If you would like a copy of this form, or require additional information, please visit the West Central Mass Transit District website at [www.wcmtd.org](http://www.wcmtd.org) or call the West Central Mass Transit District ADA Officer during regular administrative business hours (12:00 AM – 12:00 PM) at (217) 245-2900.