



ADA Transportation Policy

Purpose

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

Policy

It is the policy of Warren County Public Transportation 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, Warren County Public Transportation 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, Warren County Public Transportation 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

Warren County Public Transportation 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:

- Warren County Public Transportation vehicles will be lift equipped and have securement systems for wheelchairs.
- Warren County Public Transportation requires wheelchair users to have their wheelchairs secured. Service will not be denied due to Warren County Public Transportation's inability to secure a wheelchair. Securement problems of wheelchair shall be reported immediately to Administration of the Warren County Public Transportation Department.

- Warren County Public Transportation does not require a wheelchair user to transfer to another seat.
- Warren County Public Transportation 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.
- Warren County Public Transportation 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.
- Warren County Public Transit 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).
- Warren County Public Transportation will provide service to persons using respirators or portable oxygen. Vehicle operators will properly secure this equipment.
- Warren County Public Transportation will ensure adequate time for persons with disabilities to board and disembark a system vehicle.
- Warren County Public Transportation 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.
- Warren County Public Transportation 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 Warren County Public Transportation
- Warren County Public Transportation will make service information available in accessible formats as requested.
- Warren County Public Transportation 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

Warren County Public Transportation is committed to providing equal access and opportunity to qualified individuals with disabilities in all programs, services and activities. To ensure equality and fairness, Warren County Public Transportation 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 Warren County Public Transportation, including requesting a reasonable modification or the appeal process, please see Warren County Public Transportation Reasonable Modification Policy.

Refusal of Service and Nondiscrimination

Warren County Public Transportation 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. Warren County Public Transportation, 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 Warren County Public Transportation staff/employees or other persons.

ADA Service Requirements

Warren County Public Transportation 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

Warren County Public Transportation 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 Warren County Public Transportation will be immediately investigated and every effort made to seek an appropriate and prompt resolution. By promptly identifying deficiency areas, Warren County Public Transportation 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:

ADA Officer
Warren County Public Transportation
1360 S. Main Street
Monmouth, IL, 61462

If you would like a copy of this form, or require additional information, please visit the Warren County Public Transportation website at <https://warrencountyil.gov/offices/public-transportation/> or call the Warren County Public Transportation ADA Officer during regular administrative business hours (7:30am to 4:30pm) at 309-734-6001 ext. 220.