



ADA Policy

Last Revised: 8/12/2020

Purpose Statement:

This policy covers regular demand response transportation service for persons with disabilities provided by the Grundy Transit System (GTS). The purpose of the ADA policy is to provide safe, reliable and courteous service to all persons with disabilities in Grundy County who are in need of public transportation assistance.

Service Type:

1. Curb-to-Curb Service:

- Curb-to-curb service means that the GTS transit vehicle will stop at the curb for passenger pick-up and delivery.
- GTS drivers will be responsible for assisting disabled and elderly passengers in boarding and disembarking transit vehicles in a reasonable manner, but are not responsible for assisting passengers to and from residences or other buildings.
- All transit vehicles will be equipped with wheelchair lifts/ramps and securement systems, and drivers will be proficient in their use.
- Adequate time will be given for individuals to board or disembark transit vehicles.

2. Door-to-Door Service:

- Door-to-door service means that a GTS driver will assist a disabled passenger in a safe, and polite manner from the door to the vehicle and will assist the disabled passenger back to the door.
- ADA service will be provided, at a minimum, on a next-day basis.
- Eligible passengers may call anytime during regular business hours to request a trip for any time that demand/response service is provided for the next day. A

pick-up must be provided within one hour before or after the requested pick-up time.

- A GTS driver will only assist a disabled passenger in going up or down steps or a ramp when it is determined by the driver to be safe for both the passenger and the driver.
- GTS drivers will assist disabled passengers in loading and unloading up to six regular size grocery or shopping bags (up to 20 pounds per bag) to and from demand response vehicles and will assist disabled passengers in carrying grocery or shopping bags from stores to demand response vehicles and from those vehicles to the threshold of their residence. The driver may not enter the home or building.
- All transit vehicles are equipped with wheelchair lifts/ramps and securement systems, and drivers will be proficient in their use.
- Adequate time will be given for individuals with disabilities to board or disembark transit vehicles.

Accessible Formats:

This ADA policy will be made available in accessible formats upon request, including large print, braille and computer disk. Accessible formats are available by contacting the Grundy Transit System office at 815-941-6769.

Training:

All GTS drivers will be properly trained in passenger assistance, emergency procedures, defensive driving and safety and security techniques, including training in the safe operation of transit vehicles, accessibility equipment, and proper treatment of persons with disabilities and the elderly.

Companions and Personal Care Attendants:

The GTS will also provide service to personal care attendants and/or companions traveling with an eligible rider. Personal care attendants will ride for free and companions will be charged the same fare as the eligible rider.

Service Animals:

Service animals are those that are trained to provide a service. Service animals will be permitted to accompany passengers with disabilities in all Grundy Transit System vehicles. Service animals will be required to remain on the floor and out of the aisle area of the transit

vehicle. The passenger utilizing the service animal will be responsible for the conduct of the animal.

Other Service Guidelines and Requirements:

1. Portable Respirators and Portable Oxygen: Accommodations will be made for those passengers needing portable respirators and portable oxygen. Adequate time will be provided in the scheduling of demand response vehicles for those passengers in need of such devices. Persons needing such service must notify the dispatcher at the time a ride appointment is made so that adequate time for boarding and disembarking can be scheduled.

2. Shoulder and Lap Seatbelts: Persons using wheelchairs for transportation seating are encouraged to use shoulder and lap seatbelts when provided for in the transit vehicle for their own safety. Seatbelt extensions shall be provided in transit vehicles for those individuals needing such extensions.

3. Wheelchair Lifts, Ramps, and Securement Systems: The following guidelines and requirements related to wheelchair lifts, ramps, and securement systems:

- All GTS transit vehicles are equipped with wheelchair lifts or ramps.
- All GTS transit vehicles will have securement systems for wheelchairs.
- Wheelchair users must allow their wheelchairs to be properly secured, but will not be denied service on the grounds that a wheelchair cannot be secured. Wheelchair users will not be required to transfer to another seat if their wheelchair cannot be properly secured.
- Drivers will be proficient in the operation of all lifts, ramps, and securement systems and will provide assistance upon request or as necessary with lifts, ramps and securement systems.
- A person not in a wheelchair who may have difficulty boarding or disembarking a transit vehicle may be allowed to use a vehicle's lift or ramp upon request.
- A wheelchair lift will be deployed at any designated stop if such deployment is necessary or requested by a passenger, unless the wheelchair lift cannot be deployed because it would be damaged if deployed or a temporary condition precludes the safe use of the wheelchair lift.

- In the event a wheelchair lift becomes inoperable, the transit vehicle will be taken out of service and a backup vehicle will be used until the lift is repaired. When a backup vehicle is not available, another transit vehicle may be re-routed to accommodate passengers so that scheduled appointments may be kept.

4. The Grundy Transit System will transport any rider/mobility device combination which our vehicles are able to accommodate.

Accessible Service Guidelines:

The Americans with Disabilities Act (ADA) is civil rights legislation designed to integrate people with disabilities into the mainstream of life. It provides people with disabilities equal access to employment, places or public accommodation, transportation, and telephone services.

Basic transportation requirements of the ADA:

- All new buses must be lift equipped.
- All new buses must be ramp equipped.
- Individuals must be allowed to board the lift facing either direction.
- Operators must assist customers who cannot secure their own tie-down straps, or must assist upon request.
- Buses must have two mobility device securement bays.
- Operators must be trained on the safe use of lift-related equipment and on sensitivity of persons with disabilities.
- Bus stops and shelters must be accessible to the extent practicable.
- All new facilities must be accessible.
- Customers with 3 wheeled and other large powered mobility devices are allowed to ride the bus if they can fit on the lift platform and do not exceed weight limitations according to the manufacturers guide.
- Any common mobility device which fits on the lift, must be transported, even if there is no means of securing the device.
- Customers using a mobility device cannot be required to transfer to a bus seat.

- Adequate time must be given to customers with disabilities to board and de-board.
- Announcements must be made at pre-determined intervals such as major intersections, transfer points, and route destinations. Stop must also be announced upon request.
- Service animals that are trained for a specific service such as (but not limited to) seeing-eye dogs are permitted to accompany customers with disabilities on the bus.
- A customer with disabilities is permitted to travel on the bus with a respirator or portable oxygen supply.
- An individual cannot be required to use reserved seating.
- Standees must be allowed to use the lift.
- A customer with disabilities cannot be required to ride with an attendant.
- The lift must be operated by at all service stops except where the lift might be damaged.
- The lift must be cycled daily. Lift must have regular and frequent maintenance including interlock checks.
- Lift failures must be reported immediately.
- If a bus with a broken lift is in service, and the time until the next accessible vehicle is more than 30 minutes, alternative transportation must be provided.