



Updated 10/13/2023

ADA Transportation Policy

Purpose

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

Policy

It is the policy of Piattran 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, Piattran 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, Piattran 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

Piattran 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:

- Piattran vehicles will be lift equipped and have securement systems for wheelchairs.
- Piattran requires wheelchair users to have their wheelchairs secured. Service will not be denied due to Piattran inability to secure a wheelchair. Securement problems of wheelchair shall be reported immediately to Administration of Piattran.
- Piattran does not require a wheelchair user to transfer to another seat.
- Piattran 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.
- Piattran 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.
- Piattran 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).

- Piattran will provide service to persons using respirators or portable oxygen. Vehicle operators will properly secure this equipment.
- Piattran will ensure adequate time for persons with disabilities to board and disembark a system vehicle.
- Piattran 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.
- Piattran vehicle operators will check operation of lifts/ramps and inspect all securement equipment through pre-trip and post-trip inspection procedures daily. All ADA equipment failures will be reported immediately to the Administration of Piattran.
- Piattran will make service information available in accessible formats as requested.
- Piattran 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

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

Refusal of Service and Nondiscrimination

Piattran 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. Piattran, 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 Piattran staff/employees or other persons.

ADA Service Requirements

Piattran is responsible for ensuring all maintenance of all accessible features on agency vehicles including lifts, ramps, securement devices, 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 facility. 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

Piattran 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 Piattran will be immediately investigated and every effort made to seek an appropriate and prompt resolution. By promptly identifying deficiency areas, Piattran 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 Piattran
 1925 N Market Street
 Monticello, IL 61856

If you would like a copy of this form, or require additional information, please visit the Piattran website at www.piattran.org or call the Piattran ADA Officer during regular administrative business hours, 8:00 AM – 5:00 PM at (217) 762-7821.



ADA Complaint Procedures and Form

Updated 10/13/2023

Policy and Procedures:

Piattran is committed to providing equal access and opportunity to qualified individuals with disabilities in all programs, services and activities, as provided by the Americans with Disability Act (ADA).

ADA transportation service complaints received by Piattran will be investigated immediately with every effort made to seek an appropriate and prompt resolution. By promptly identifying deficiency areas, Piattran will work to make the necessary corrections or adjustments to alleviate the situation.

All ADA Transportation service complaints shall be submitted in writing on the agency's complaint form and returned to the Director (ADA Officer) of Piattran at 1925 N Market Street, Monticello, IL 61856.

Please see the form included or visit our website at www.piattran.org

The following information is necessary to assist us in processing your complaint. If assistance is required in completing this form, please contact the Director of Piattran at (217) 817-0414. Once completed the form must be returned to Piattran to the attention of the Director at 1925 N Market St, Monticello, IL 61856.

The Director shall maintain a log of ADA complaints received from this process. This log will include:

- The date the complaint was filed
- A summary of the allegations
- The status of the complaint, and
- Actions taken by Piattran in response to the complaint

Should Piattran receive an ADA complaint in the form of a formal charge or lawsuit, the agency's attorney shall be responsible for the investigation and maintaining a log as described herein.



ADA Complaint Form

Name: _____

Street Address: _____

Phone: _____ Alternate Phone: _____

Person discriminated against (if someone other than complainant):

Name(s): _____

Street Address, City, State & Zip Code: _____

Date of Incident: _____

Please describe the alleged incident (attach additional pages if needed):

Continued ADA Complaint Form

Have you filed a complaint with any other federal, state or local agencies? Yes No

If so, list agency / agencies and contact information below:

Agency: _____ Contact Person: _____

Street Address City, State, Zip Code _____

Agency: _____ Contact Person: _____

Street Address City, State, Zip Code _____

I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.

Complainant's Signature _____ **Date** _____

Print or type name of complainant _____

For Piattran Use Only

Date Received: _____ Received By: _____