

Pretzel City Area Transit ADA Transportation Policy

Purpose

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

Policy

It is the policy of Pretzel City Area Transit 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, Pretzel City Area Transit 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, Pretzel City Area Transit 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

Pretzel City Area Transit 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:

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

- Pretzel City Area Transit 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.
- Pretzel City Area 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).
- Pretzel City Area Transit will provide service to persons using respirators or portable oxygen. Vehicle operators will properly secure this equipment.
- Pretzel City Area Transit will ensure adequate time for persons with disabilities to board and disembark a system vehicle.
- Pretzel City Area Transit 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.
- Pretzel City Area Transit 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 Pretzel City Area Transit.
- Pretzel City Area Transit will make service information available in accessible formats as requested.
- Pretzel City Area Transit 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

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

Refusal of Service and Nondiscrimination

Pretzel City Area Transit 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. Pretzel City Area Transit, 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 Pretzel City Area Transit staff/employees or other persons.

ADA Service Requirements

Pretzel City Area Transit 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

Pretzel City Area Transit 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 Pretzel City Area Transit will be immediately investigated and every effort made to seek an appropriate and prompt resolution. By promptly identifying deficiency areas, Pretzel City Area Transit 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:

Program Compliance Oversight Manager
ADA Officer for Pretzel City Area Transit
314 W Stephenson St
Freeport, IL 61032

If you would like a copy of this form, or require additional information, please visit the Pretzel City Area Transit website at www.pretzelcitytransit.com or call the Pretzel City Area Transit ADA Officer during regular administrative business hours (9:00 AM – 5:00 PM) at 815-599-5804.