



ADA POLICY

Adopted by the Board of Directors
October 27, 2016

Margaret Conley

Margaret Conley, SCT Board President

It is the policy of South Central Transit to provide safe and accessible transportation to all riders in our community.

Section 37.3 of the DOT's regulations implementing the Americans with Disabilities Act of 1990 (ADA) (49 CFR Parts 27, 37, and 38) defines a "common wheelchair" as a mobility aid belonging to any class of three or four-wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered. A "common wheelchair" does not exceed 30 inches in width and 48 inches in length measured two inches above the ground, and does not weigh more than 600 pounds when occupied.

An electric scooter or other mobility device must be treated as a "common wheelchair" if it meets the physical specifications of a common wheelchair as defined by the DOT's ADA regulations.

WHEELCHAIR SERVICE

Most SCT vehicles are equipped with wheelchair lifts, ramps and securement systems for persons with mobility impairments. Inform our dispatchers of your special needs when scheduling transportation.

PROCEDURE:

For safety and liability reasons, South Central Transit adheres to the following guidelines:

1. Clients utilizing a wheelchair will be allowed to transfer to a regular seat in the vehicle, if the client requests to do so and is able to complete the transfer with no assistance from the driver. **Drivers are not permitted to lift or pull any client to enable them to transfer into a regular seat.**
2. SCT reserves the right to refuse service to any client who will not allow their wheelchair to be secured utilizing the 4-point securement system within the SCT vehicle. SCT drivers have been trained to use a 4 and 6-point tie-down system for all wheelchairs to guarantee the safest securement possible.
3. SCT reserves the right to refuse service to any passenger who has unsafe equipment. The driver will make the final determination of unsafe equipment.
4. Staff will provide assistance upon request or as necessary with lifts, ramps, and securing systems. A rider who is not in a wheelchair may use

the lift (with the driver's assistance) if they are unable to enter or exit the vehicle by the use of the stairs.

South Central Transit Board of Directors requires all clients to utilize seatbelts. Please advise your driver if you need help the lap and/or shoulder belts, and he/she will be more than happy to assist you.

For new clients, a home assessment will be conducted prior to any scheduled service. SCT will not provide service when the client's ramp and outside doors are not accessible according to State and Federal laws.

1. If you do not know the standards and need accessibility survey to be performed, and/or need information on how to have a ramp built, contact Opportunities for Access Center at 1-800-938-7400.
2. Ramps and wheelchair paths must be properly paved and kept clear of snow, ice, parked cars, trash, and other obstructions. Drivers will be unable to perform requested door-to-door services should they determine that ramps or walkways are unsafe. Curb-to-Curb services will still be available to clients.
3. SCT drivers will not help wheelchair users up and down steps.
4. SCT drivers will assist clients in loading and unloading groceries/packages from the SCT vehicle. However, the driver will not carry groceries/packages. Aides may accompany a paying passenger at no extra charge if the aide provides door-to-door assistance for the passenger.
5. SCT will provide service to clients using respirators or portable oxygen, providing equipment will be secured while being transported within the vehicle.
6. Clients will be asked to review and sign a Waiver should they elect to remain on a motorized aid vs. transferring to a regular seat. Waiver will also be reviewed and signed for all new clients at the time an assessment is conducted. A sample copy of the Waiver has been included in policy.

SERVICE FOR DISABLED CLIENTS

SCT is committed to meeting the needs of the disabled community. Our drivers undergo sensitivity and passenger relations training as well as training in evacuation, elderly and disabled passengers. Individual instruction sessions in using the services of South Central Transit can be arranged for persons with disabilities by contacting the office at 1-800-660-7433. Suggestions for

improvements in our services for the disabled are always welcome. Please call or write the office or leave your suggestions on our website.

Aides for persons with disabilities may accompany a paying passenger at no extra charge if the aide provides door-to-door assistance for the passenger.

Service animals are permitted to accompany/assist passengers with disabilities.

Passengers needing mobility aids must provide their own. SCT complies with ADA by attempting to accommodate all wheelchair and mobility aids in common use including (Amigos, Rascals, and other scooter style devices). Because of the difficulty in providing an effective restraint system for users of scooters for mobility, if physically able, SCT clients using any type three-wheeled scooter as their mobility aid will be asked to be seated in a conventional seat while the vehicle is in motion. This request is made for the safety and comfort of the client.

***During the loading or unloading process of the electric mobility aide, the power supply switch shall be turned "OFF" while on the lift with the brakes "SET". After the electric mobility aide is spotted in the bus for transportation service, the power supply switch is to be turned "OFF" during transportation.**

Extra time is allowed for loading and unloading of vehicle for clients with disabilities.

SAFETY

South Central Transit's maintenance department oversees the maintenance of the agency fleet by routine maintenance, service and repairs. All repairs are performed by or supervised by a qualified technician. Routine maintenance is performed every 3,000/5,000 miles. If deficiencies are noted on a vehicle, which would make the vehicle unsafe to operate, vehicle may be pulled from service and will not be returned to service until it has been deemed safe by a qualified technician. In the event any vehicle has been pulled from service due to a failed inspection, or driver complaint, the vehicle cannot be returned to service until the next driver of said vehicle has signed and dated a copy of the repair order for said repairs. In some instances, alternative accessible transportation will be provided if the accessibility equipment is not present or inoperable.

SCT drivers are properly trained and licensed in accordance with State and Federal laws. SCT drivers receive quarterly/annual training in safety including emergency procedures, seat belt and wheelchair tie-down procedures, evacuation procedures and other areas.

SCT drivers inspect their vehicles (including lift and ramp equipment) on a daily basis through the use of a Pre-Trip and Post-Trip Inspection. A qualified technician immediately addresses any problems noted. If a problem with lift

equipment is noted, the vehicle will be immediately removed from service until the problem is corrected. A spare vehicle will be used for service on that route. Every SCT driver is trained and understands the manual operation of the lift or ramp so, in the event that the need arises, the driver will be able to accommodate passengers. If a lift or ramp cannot be manually operated in order to accommodate a passenger, dispatch is contacted and arrangements are made with maintenance personnel to send a replacement vehicle and the defective vehicle is removed from service until repaired.

LIFT AND SECUREMENTS

All SCT drivers are properly trained to use wheelchair lifts, ramps and corresponding securement equipment. Following is a brief description of operator instructions:

USING THE LIFT

Recommended techniques:

- SCT recommends backing the wheelchair onto the lift; however, the American Disabilities Act (ADA) allows the passenger to make the choice.
- Set the brakes on the wheelchair. ALWAYS ask the client to turn off the power to a motorized chair.
- Place one hand on the wheelchair and the other hand on the control panel, and inform the W/C client that you are going to start the lift.
- After reaching floor level, push the wheelchair into the vehicle, set brakes, then proceed inside the vehicle to bring the client completely inside.
- Drivers WILL NOT ride the lift with wheelchair clients. Riding the lift with standees is not permissible and the driver must determine the passenger's capability to safely ride the lift alone. Passenger must have both hands on safety rails.
- Use proper securement procedures for every wheelchair. The 4-point floor securement must be used on every wheelchair client to anchor the wheelchair to the floor.

LIFT OPERATIONS / INTER-LOCK SYSTEM

- Vehicle should be running
- Transmission should be in "PARK"
- Emergency brake set
- Lift power switch turned on. At this point the "Lift Ready" green light should activate
- If the lift ready light is on, you may open the lift doors and the lift should be fully operational

- In the event the lift does not operate, close lift doors and repeat the steps listed above
- If lights are activated and lift does not work, push “UP” button on lift controls to see if lift has settled while sitting or driving (bleed off).

MANUAL OVERRIDE OF LIFT OPERATION

It is the policy of SCT that the manual override of a Ricon lift operation is performed by maintenance personnel or a trained Supervisor. Drivers have been trained in the manual operation of all other lifts.

- Manual back-up pump
- To lower platform and unfold, roll stop place slotted end of pump handle into back-up pump release valve and turn counterclockwise (open ½ turn only). When platform reaches desired height and roll stop unfolds turn release valve clockwise to stop. Valve should be tight but **DO NOT** over tighten.
- To fold roll stop and raise platform, place the slotted end of the pump handle into the back-up release valve and turn clockwise to close securely. **DO NOT** over tighten. With pump handle in back up pump stroke until the desired height to the platform is reached.

RAMP OPERATIONS

Some of SCT’s vehicles are equipped with wheelchair ramps. Ramps that are deployed at the sidewalk level may be boarded by the passenger either forward or backwards, depending on their preference. The SCT driver will offer assistance and will remain nearby to ensure that the wheels of the wheelchair do not go over the lip of the ramp. If the ramp is deployed at street level with no sidewalk and the ramp is at an incline, the SCT driver will maintain full control of the passenger and wheelchair. The wheelchair will be pushed up and backed down the ramp. This will ensure that the passenger does not tip or fall out of the wheelchair while moving up or down the ramp.

WHEELCHAIR SECUREMENT TECHNIQUES

It is the policy of SCT that all wheelchairs will be secured by the 4-point floor system to anchor the wheelchair to the floor. It is mandatory that all passengers are secured with lap belts. We do not ask the passenger if they would like a shoulder belt. The passenger must request this for it to be used. This company policy is within compliance guidelines of the ADA.

- Install straps track fittings approximately 3 inches outside the front wheels
- Place straps around W/C frame, pull tie-down straps until snug

- Place rear strap track fitting just inside rear wheels directly to rear of chair, attach straps to rear frame and tighten
- The strap “keeper” must always face away from W/C both front and rear
- Tighten rear straps so that W/C has no movement. **DO NOT** over tighten, damage to the W/C could result
- All tie-down straps should be placed so they are at a 45 degree angle if possible. All straps should be placed around frame of W/C
- Always secure the lap belt and shoulder harness to the tie-down system, never to the wheelchair

**MOTORIZED AID
WAIVER FORM**

I, _____, elect not to transfer from my Motorized Aide in order to occupy a regular bus seat throughout the course of transportation. I have been instructed of the possible dangers associated by remaining on my motorized aide. I fully realize that by South Central Transit not being able to secure my device to the floor of the bus to prevent movement or upset, I am solely responsible for my actions to refuse to cooperate for Safety reasons.

I acknowledge that my "Power Supply Switch" must be in the "OFF" position during transportation. I realize that SCT is making every effort possible to ensure my safety.

In loading and unloading I fully understand the importance of having the "Power Supply Switch" in the "OFF" position during the lift operation.

I understand the Waiver form has been approved by SCT's Board of Directors, and is located in the ADA policy.

I acknowledge that a proper assessment will require the release of personal information such as individual weight in conjunction with the weight of my mobility aide. It has been established that SCT will only use such information in coordination of a proper motorized aide assessment. I have been informed that any combined weight of 600 pounds or more is not acceptable as set forth by the ADA for safe limits of lift operations. I understand that safe weight factors of lift operation, as set forth by the ADA is a guideline that SCT utilizes. SCT reserves the right to refuse services to any individual whom exceeds the weight limit of 600 pounds or more. **I have read and fully agree to all contents of this Waiver form.**

Passenger Name

Date

Assessment Officer

Date