



ADA POLICY

Adopted by the Board of Directors
September 24, 2020


John Schubert, SCT Board President

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

MOBILITY DEVICE SERVICE

All SCT vehicles are equipped with 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 mobility device 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 mobility device to be secured utilizing the proper securement system within the SCT vehicle. SCT drivers have been trained to use a securement system for all mobility devices 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 does not use a mobility device 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 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 mobility device 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.

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 devices must provide their own. SCT complies with ADA by attempting to accommodate all mobility devices 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 device, the power supply switch shall be turned "OFF" while on the lift with the brakes "SET". After the electric mobility device 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.

Per 49 CFR § 37.167, all SCT drivers will announce deviated fixed route stops to permit individuals with visual impairments or other disabilities to be oriented to their location.

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 mobility device securement 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 lifts, ramps and corresponding securement equipment.

- SCT recommends backing the mobility device onto the lift; however, the American Disabilities Act (ADA) allows the passenger to make the choice.
- Drivers WILL NOT ride the lift with 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.
- 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.
- Drivers will use proper securement procedures for every mobility device.

RAMP OPERATIONS

Some of SCT's vehicles are equipped with mobility device 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 mobility device 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 mobility device. The mobility device will be pushed up and backed down the ramp. This will ensure that the passenger does not tip or fall while moving up or down the ramp.