

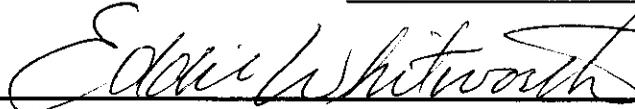
Americans with Disabilities Act Policy

For

Community Action Development Corporation

Revised Effective Date: 2/21/2020

Approved by Board of Directors Date: 2/21/2020



Eddie Whitworth, Board Chairman

Red River Transportation

Americans with Disabilities Act (ADA) Policy

I. Goal

It is the goal of Red River Transportation, through its public transit services, to design, implement, and maintain an efficient and effective transportation system for persons with disabilities.

II. Policy

It is the policy of Red River Transportation to comply with all provisions of the Americans with Disabilities Act (ADA) of 1990, as amended, in all of its activities, operations, and relationships with employees, client-customers, and the general public.

The ADA requires that no person shall, solely by reason of their disability, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity undertaken by Red River Transportation that receives or benefits from federal financial assistance.

III. Objectives

The specific objectives of the Red River Transportation ADA Policy are:

1. To provide curb-to-curb and demand-response transportation on specially equipped vehicles designed to accommodate persons with disabilities.
2. To maintain a trained staff for the operation and control of transportation services.
3. To provide ongoing mechanisms for persons with disabilities to offer input regarding the Red River Transportation ADA Policy.
4. To provide all public information related to Red River Transportation services in accessible formats.

IV. Passenger Responsibilities

- All passengers must be able to sit in a bus seat or remain seated in a wheelchair in order to be transported.
- Any passenger whose medical condition renders them incoherent or requires immediate medical attention to sustain life may be denied service. Red River Transportation is a common carrier and does not provide ambulance or emergency medical services.
- If Red River Transportation personnel reasonably believe a passenger's physical condition or conduct is hazardous, service may be terminated immediately. The passenger will be notified of their right to appeal the termination, and Red River Transportation will hear the appeal as soon as reasonably possible.

- Drivers are responsible only for loading and unloading passengers. It is the passenger's primary responsibility to provide whatever assistance is necessary to reach the vehicle for boarding or to move away from the vehicle after exiting.
- All Red River Transportation drivers receive Passenger Assistance, Safety, and Sensitivity (PASS) training and wheelchair securement training prior to transporting passengers who use wheelchairs.
- Drivers are not permitted to enter a passenger's home under any circumstances.
- Drivers are not permitted to maneuver a wheelchair up or down more than one step. This rule is in place for the safety of both the passenger and the driver.
- Drivers are not permitted to lift passengers.
- Passengers with disabilities who do not use wheelchairs, including standees, are permitted to use the vehicle lift. Standees should stand in the center of the platform facing the direction of travel. If capable, passengers should hold both handrails while on the platform. The driver will operate the lift from the ground.
- All passengers are required to wear seat belts while the vehicle is in motion. Wheelchair passengers must also be properly secured. A physician's statement documenting a passenger's physical inability to wear a seat belt does not waive this requirement.
- Passengers are required to be present at the designated pick-up address on time, 15 minutes prior and 15 minutes after arranged pick up time, and to provide notice if transportation services are no longer needed. If they are not present or fail to notify the office or the driver this is consider a no-show.

No-Shows will be tracked and documented. Excessive no shows will result in a passenger notification as a warning that could lead to suspended privileges and/service restrictions in the future.

Failure to comply with passenger responsibilities may result in suspension of service.

V. Access to Priority Seating and Wheelchair Securement Areas

Under the Americans with Disabilities Act (ADA), individuals with disabilities must have access to priority seating and wheelchair securement areas on public transit vehicles.

- **Wheelchair Securement Areas:** Riders who use wheelchairs must be able to occupy a securement area. If an individual using a wheelchair boards the vehicle, any passenger occupying a wheelchair securement location, including those using fold-down or movable seats, must be asked to vacate the area so the wheelchair can be properly secured.
- **Priority Seating:** Priority seating is reserved for individuals with disabilities who need to sit in those locations due to their disability. Drivers must ask passengers occupying priority seating to relocate if a person with a disability requires the seat.
- **Passenger Responsibility:** All passengers are required to comply with the driver's request to move in order to allow access for individuals with disabilities to priority seating or wheelchair securement areas.

VI. Accommodation of Common Wheelchairs

Red River Transportation will accommodate common wheelchairs. Common wheelchairs are defined in Section 37.3 of the U.S. Department of Transportation (DOT) ADA regulations as mobility devices that:

- Do not exceed 30 inches in width and 48 inches in length, measured two inches above the ground; and
- Do not weigh more than 600 pounds when occupied.

Devices that do not meet the criteria of a common wheelchair must be approved by Red River Transportation prior to scheduling service.

Passengers using wheelchairs must ensure that wheelchair brakes are in proper working order before transportation is provided. All passengers boarding in wheelchairs are encouraged to keep wheelchair brakes engaged while boarding, riding, and disembarking.

Section 38.23(d) of the DOT ADA regulations requires ADA-compliant vehicles to have a two-part securement system consisting of:

1. A securement system for the wheelchair or mobility device; and
2. A seat belt and shoulder harness for the wheelchair user.

Seat belts and shoulder harnesses shall not be used in place of a system that secures the wheelchair itself. The securement system shall limit wheelchair or mobility device movement to no more than two inches in any direction under normal operating conditions (49 CFR 38.23(d)(5)).

Power chairs and scooters must be turned off while on the lift platform and during lift operation. All wheelchairs and mobility devices must be secured to the vehicle floor using the provided securement equipment. Drivers will make every reasonable effort to avoid damage to mobility devices during securement.

The American Safety Council and lift manufacturers recommend that wheelchair passengers board the lift by backing onto the platform for safety purposes.

VII. Transporting Medical Equipment

Passengers traveling with respirators, portable oxygen, or other life-support equipment are entitled to safe and accessible transportation in accordance with the ADA. To ensure the safety of all passengers and transit personnel, the following procedures apply:

1. Portable Oxygen Tanks

- Portable oxygen tanks must not exceed 15 pounds (6.8 kg) in weight, 29 inches (73.66 cm) in height, or 4 inches (10.16 cm) in diameter.
- Drivers will inspect portable oxygen tanks for safety. Tanks that are defective, leaking, or otherwise unsafe will not be allowed on the vehicle.

- Portable oxygen tanks must be turned off when not in use.

2. Securing Oxygen Tanks

- Drivers will secure oxygen tanks in an upright position using a securement belt or other system-approved method.
- Tanks may be secured in an unoccupied area away from the side wall, to an aisle-side seat back, or in other locations designated by management.
- Passengers who use portable oxygen tanks must wear the provided seat belt.

3. Assistance and Medications

- Red River Transportation personnel are not permitted to administer or assist with the administration of medication.
- Passengers who require assistance while on the vehicle are encouraged to travel with a personal care attendant.

4. Reasonable Accommodations

- In compliance with the ADA, passengers with disabilities who require transportation of life-support or medical equipment will not be denied service solely on the basis of their equipment, provided it can be safely accommodated.
- The agency will provide assistance as needed to ensure safe boarding, securement, and travel, consistent with safety regulations.

VIII. Personal Care Attendants and Companions

- A personal care attendant (someone designated or employed specifically to assist an individual with personal needs) may ride at no cost.
- A companion (such as a friend or family member) is not considered a personal care attendant unless the eligible individual regularly uses a personal care attendant and the companion is acting in that capacity.
- During the reservation process, individuals must indicate whether they will be traveling with a personal care attendant. If not indicated, any accompanying individual will be considered a companion.

IX. Service Animals and Accommodation of Animals

Red River Transportation permits service animals to accompany their handlers.

Under the ADA, a service animal is defined as any guide dog, signal dog, or other animal individually trained to perform work or tasks for an individual with a disability, including but not limited to alerting individuals with hearing impairments, providing minimal protection or rescue work, pulling a wheelchair, or retrieving dropped items (49 CFR 37.3).

The service animal's handler is responsible for maintaining control of the animal at all times. If an incident occurs involving a service animal, responsibility for damages or injuries rests with the individual responsible for the animal.

Red River Transportation may impose legitimate safety requirements necessary for the safe operation of its vehicles. A secured pet travel carrier may be required for any animal that poses a health or safety hazard, regardless of training or function.

Service animals are discouraged from riding on vehicle lifts due to the risk of injury. Exceptions may be made for standees accompanied by service animals.

Service animals should sit or lie on the floor, may not occupy passenger seats, and must not obstruct aisles.

X. Carry-On Packages

Drivers may assist passengers with lightweight items by removing them from the vehicle and placing them on the curb. Additional assistance may be provided on a case-by-case basis.

XI. Public Information Dissemination

Red River Transportation is committed to providing information regarding services, policies, and procedures in accessible formats for persons with disabilities.

A TTY number or operator-assisted relay service will be available to ensure communication access for individuals with hearing or speech impairments.

XII. Public Involvement

Red River Transportation is committed to providing ongoing opportunities for public involvement in decisions regarding services, policies, and procedures.

Public hearings will be held as needed to obtain input from persons with disabilities regarding service changes, fare increases, and similar matters.

XIII. Reasonable Modification Policy and Request Form

Policy Statement:

Community Action Development Corporation dba Red River Transportation is committed to ensuring equal access to its programs, services, and facilities for individuals with disabilities, in accordance with the Americans with Disabilities Act (ADA). We recognize that some individuals may require modifications to policies, practices, or procedures to participate fully in our programs or services.

Community Action Development Corporation dba Red River Transportation will provide reasonable modifications to policies, practices, or procedures when necessary to afford

individuals with disabilities an equal opportunity to participate, unless doing so would fundamentally alter the nature of the program, service, or activity or create an undue burden.

Requesting a Modification:

Individuals seeking a modification should submit a written request to the ADA Coordinator as soon as possible, preferably at least 10 business days before the modification is needed.

Requests should include:

- Description of the requested modification.
- Explanation of how the modification will assist participation.
- Any supporting documentation, if applicable.

Community Action Development Corporation dba Red River Transportation will engage in an interactive process with the individual to determine appropriate accommodations.

Approval and Implementation:

- Modifications will be provided promptly whenever feasible.
- If a requested modification cannot be granted, the organization will provide a clear explanation and explore alternative solutions.
- All modifications will be documented and monitored to ensure effectiveness.

Limitations:

- Requests that fundamentally alter the nature of the service, program, or activity may be denied.
- Requests that impose an undue financial or administrative burden may require alternative accommodations or solutions.

Reasonable Modification Request Form

Requestor Information:

- Name: _____
- Phone: _____

Program/Service/Activity: _____

Modification Requested:

How this modification will help you participate:

Supporting Documentation (if applicable):

Acknowledgment:

I understand that Community Action Development Corporation dba Red River Transportation will review my request and may provide alternative accommodations if my requested modification cannot be granted.

Signature: _____ Date: _____

Submit Requests To:
Rob Meador
PO Box 989
Frederick, OK 73542
(580) 335-5588
rwmeador@cadcok.org

XIV. Complaint Procedures

Notice Under the Americans with Disabilities Act (ADA):

In accordance with the requirements of Title II of the ADA, Red River Transportation will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment:

Red River Transportation does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA.

Effective Communication:

Red River Transportation will, upon request, provide appropriate aids and services to ensure effective communication for qualified individuals with disabilities, including sign language interpreters, documents in Braille, and other accessible communication methods.

Modifications to Policies and Procedures:

Red River Transportation will make reasonable modifications to policies and programs to ensure equal access for individuals with disabilities unless doing so would fundamentally alter the nature of the service or impose an undue burden.

ADA Contact Information:

Individuals requesting auxiliary aids, services, or policy modifications should contact:

Rob Meador
ADA Compliance Officer
105 S. Main St.
Frederick, OK 73542
Phone: (580) 335-5695
Email: rmeador@cadcok.org

Complaints:

Complaints alleging discrimination on the basis of disability should be directed to the ADA Compliance Officer. Red River Transportation will attempt to resolve complaints informally whenever possible.

Complaint Form

Community Action Development Corporation ADA Complementary Paratransit Complaint Form

The purpose of this form is to assist you in filing a complaint with Community Action Development Corporation. You are not required to use this form; a letter containing the same information will be sufficient.

For questions about Community Action Development Corporation Americans with Disabilities Act (ADA) complaint procedures or complaint form contact Rob Meador, (580)335-5695 or rmeador@cadcok.org

Name:			
Address:			
Telephone (Home):		Telephone (Work):	
Electronic Mail Address:			
Accessible Format Requirements?	Large Print		Audio Tape
	TDD		Other
Section II			
Are you filing this complaint on your own behalf?		Yes*	No
*If you answered "yes" to this question, go to Section III.			
If not, please supply the name and relationship of the person for whom you are complaining:			
Please explain why you have filed for a third party:			
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.		Yes	No
Section III			

I believe the discrimination I experienced was based on (check all that apply):

- Race Color National Origin Age
 Disability Accessibility Issue Other (specify) _____

Date of Alleged Discrimination (Month, Day, Year): _____

Time of Day: _____

Location: _____

(Continued on next page)

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please attach additional pages.

Witness(es): YES NO

List Witness(es): *(Attach a separate sheet, if necessary)*

(1) Name:

Phone Number: ()

(2) Name:

Phone Number: ()

(3) Name:

Phone Number: ()

(4) Name:

Phone Number: ()

Section 1

Have you previously filed a Title VI complaint with this agency?	Yes	No
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Section 2

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes No

If yes, check all that apply:

Federal Agency: _____

Federal Court _____ State Agency _____

State Court _____ Local Agency _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Title: _____

Agency: _____

Address: _____

Telephone: _____

Section 3

Name of agency complaint is against: _____

Contact person: _____

Title: _____

Telephone number: _____

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below:

Signature _____ Date _____

Please submit this form in person at the address below, or mail this form to:

Community Action Development Corporation

Attn: Rob Meador

PO BOX 989

Frederick, OK 73452

INTERNAL USE ONLY

To be completed by ADA Compliance Officer

Accepted for formal Investigation ____/____/____

Referred to another department on ____/____/____

Rejected ____/____/____

Reason for Rejection:

Rob Meador, ADA Compliance Officer

Date