



AMERICANS WITH DISABILITIES ACT Policy Statement

Introduction

City/County Transportation (CCT) services were developed to provide safe and efficient transportation to the general public and to persons with special needs as specified by Americans with Disabilities Act (ADA) and as defined by contracts into which CCT may enter from time to time.

Goal

It is the goal of CCT services to implement and maintain an efficient and effective transportation system to serve the general public.

Objectives

The specific objectives of CCT services are:

1. To provide transportation designed to accommodate the general public and persons with disabilities, and
2. To maintain a trained staff for the operation and control of the system.

Policy

It is the policy of CCT that no otherwise qualified person shall, solely by reason of his or her disability, be excluded from participation in, be denied the benefits of, or otherwise be subject to discrimination under any program or activity undertaken by CCT. CCT serves persons without regard to race, sex, religion, or national origin.

General Procedures

Reservations

Trip requests may be made up to seven working days in advance and are taken Monday-Friday 7:00 a.m.-4:00 p.m. Same day trip requests will be accepted if space is available. Please call 817-641-1800 or 866-913-1800 to schedule a ride. All openings are filled on a first call-first serve basis. When calling to schedule your ride, please have the following information ready:

- The time you are due at your destination and the time you would like to return. Please remember to allow travel time when scheduling.
- The address of your origination and destination locations.
- If you use a mobility device, and/or if an aide will be accompanying you.



Scheduling Trips

Many factors can affect your travel plans. Weather can affect traffic conditions and slow service. Medical appointments, for example, are often delayed, so it is better to overestimate rather than under estimate your travel and appointment times. Please take into account any conditions that may affect your pick-up and drop-off times.

Customer Responsibilities

Customers are expected to be ready and waiting just inside the entrance door or other pre-arranged location at least fifteen minutes prior to their scheduled time. Customers finding that they will be unable to meet the CCT driver at the location or time schedule are expected to call the office and advise them as soon as possible. In the event that CCT is unable to meet the customer at the agreed upon time, CCT will make every effort to alert the customer of this change.

Cancellations Policy

CCT requires 30 minute cancellation notice before scheduled pick- up time. Less than 30 minutes notification is considered a No-Show. Consistently failing to cancel trips may result in the loss of transportation privileges.

No-Show

CCT buses will wait seven (7) minutes at each scheduled pick up point for customers. Customers who are more than 7 minutes late or fail to meet the bus for any reason are considered No Shows.

No –shows must be paid for on the next scheduled trip and cost the same fare as if the passenger had taken the ride. Customers owing for two no-shows will be required to pay for those in the office, before the customer will be allowed to ride again.

Passenger Wheelchairs and Other Mobility Aids

CCT will transport all wheelchairs that fit safely on our vehicle lift and the combined weight of the user and the wheelchair does not exceed 800 pounds. Wheelchairs are defined to include three or more wheeled devices. CCT reserves the right to refuse service to customers if:

1. A wheelchair does not fit safely on the vehicle lift or
2. The weight of the user and the wheelchair exceed 800 pounds.

Forward vs. Backward Mobility Aid Loading

For safety reasons, passengers using mobility aids are encouraged to back onto the lift when boarding; however passengers are not required to do so.



Mobility Aid Brakes

When occupying a lift or securement area, it is required that passengers apply the brakes on their mobility devices. With power chairs and scooters, it is recommended that the power switch be turned to the "off" position.

Mobility Aid Securement

Mobility aids must be properly secured whenever possible. Operators will use their best efforts to correctly use the appropriate number (four) of securement points. Lap belts and shoulder harnesses shall be offered for the safety of the passenger and may be mandatory. Passengers using mobility devices may transfer to a vehicle seat if one is available. Passengers using mobility devices are not required to move to a vehicle seat.

Who can use the Lift

City/County Transportation only allows passengers using wheelchairs that fit on the platform without the wheelchair hanging over the platform to ride the lift. City/County Transportation allows wheelchair passengers, passengers using walkers, canes or crutches, and passengers who can walk unassisted but cannot climb the stairs into the bus to ride the lift.

Maintenance of Lifts

Vehicle operators must test the lift during the pre-trip inspection. All breakdowns of accessibility equipment must be reported immediately to the supervisor. Operators should follow the instructions they receive upon making such a report. A vehicle with an inoperable lift is to be removed from service as soon as possible – no later than the next service day and not returned to service until repaired.

Animals

CCT allows customers to travel with animals trained to assist them. All animals, with exception of animals that are required to aid the customer (e.g., seeing-eye dog), must be contained in an approved pet travel kennel. The animal must remain restrained in the kennel throughout the trip.

CCT reserves the right to deny service if the situation is determined to be unsafe for the passenger and/or the driver.

CCT allows customers to travel with portable oxygen and other life support equipment. CCT may require a customer to supply his or her own Personal Care Attendant (PCA). Generally the following conditions warrant a PCA.

Immobility



If the customer is incapable of self-mobility, or if self-mobility is possible but risk of falling or physical injury exists, and the assistance of a PCA would provide mobility or lessen the danger of injury, then the customer's attendant may accompany the customer at no cost.

Disorientation

If the customer, due to a visual or mental impairment, is unable to properly orient him/herself and navigate to reach a destination, and the assistance of a PCA is required, the customer's attendant may ride at no cost.

Non-Comprehension

If the customer, due to mental impairment, is unable to adequately perform those mental processes necessary to handle common occurrences, or is unable to effectively control his/her own actions, and the assistance of a PCA is required, then the customer's attendant may ride free.

Communication Impairment

If the customer is unable to effectively transmit or receive communications due to sensory or mental problems, and if these problems would prevent the customer from using the service, the customer's attendant may ride free.

Personal Care Attendant (PCA)

Attendants are required to specifically assist the customer, including, but not limited to, the following duties:

- Assisting the customer from his/her door to the bus and back again
- Opening doors
- Pushing wheelchairs
- Carrying packages
- Communication with the driver (if customer is unable)

If a PCA does not specifically perform some type of assistance for the customer, that person is considered a guest and is charged full fare.

In addition to physician-related PCAs, attendants will be required to accompany under the following circumstances:

- Customers unable to orient him/herself and navigate to reach a destination
- Customers unable to effectively control his/her own actions
- Customers who will not remain seated and belted
- Customers using non-conventional wheelchairs and who are unable to independently transfer
- Children under five (5) years of age, and
- Others, as required by the Transportation Manager



Customer Behavior

To assure the safety and comfort of all customers and the driver, the following activities are prohibited on all vehicles and persons who engage in these activities may be refused service:

- Smoking
- Eating and drinking
- Playing personal radios
- Consuming alcoholic beverages Using illegal drugs
- Using obscene or abusive language
- Behaving in ways that are violent or seriously disruptive
- Shoving, pushing, or behaving in a disorderly manner
- Causing damage to the vehicle

Driver Assistance

CCT drivers will assist customers when boarding and exiting the vehicle. Drivers will secure wheelchairs; assist with seat belts, small parcels, and up to five bags of groceries. Drivers are not permitted to carry groceries or parcels up and down stairs or steps, enter homes, or accept gifts or tips.

Accidents / Incidents / Complaints

Complaints should be reported as soon as possible after the incident to assure proper handling. When filing a complaint, please provide the following information:

- Description of Incident or Complaint
- Your Name
- Date and Time of incident
- Where It Happened
- Vehicle Number, If Possible
- Driver Name, If Possible

CCT personnel are available to assist customers with scheduling, to resolve problems, and to provide information about the service. Questions, suggestions, and complaints should be communicated to CCT by phone 817-641-1800 or 866-913-1800, via U.S. mail: 206 N. Border, Cleburne TX 76031 or via email: cletran@cleburne.net. Complaints can also be made to The Texas Department of Transportation at 214-320-4467.

Grievance Procedures

Step 1: The aggrieved person shall request a conference with an appropriate CCT staff member who can most immediately deal with the problem. Efforts shall be made to resolve the problem. If these efforts prove unsuccessful, then the second step shall be taken.



Step 2: The aggrieved person shall present his or her grievance to the Transportation Manager of CCT. Efforts shall be made to resolve the problem. If these efforts prove unsuccessful, then the third step shall be taken.

Step 3: The aggrieved person shall present his or her specific grievance in a letter to the City of Cleburne's Director of Development and Transportation Services. If the aggrieved person needs help in preparing the letter, he or she may request assistance from a member of the CCT staff. The Director shall then convene a committee to be composed of four persons, the Director, Will serve as chairperson. A second member shall be a user of the CCT transportation services and shall be chosen by the aggrieved person. A third member shall be member of the Human Resources Department and will be chosen by the Director. A fourth member shall be member of the City/County Transportation Department and will be chosen by the Director. The Committee shall then meet the aggrieved person. The hearing is limited to the specific grievance presented in the letter. Following deliberation, the committee shall present a written recommendation to the Transportation Manager.

Termination of Services

If a person does not follow guidelines and procedures involving the use of CCT Transportation, services will be terminated as follows:

1. If feasible, the person will receive two oral warnings.
2. If compliance is not achieved after the two oral warnings, the person shall receive a written warning stating in detail the area of non-compliance.
3. If compliance is not achieved after the written -warning, the person shall be notified in writing that his or her use of all or a portion of CCT services is terminated, with a statement of reasons therefore.



City Manager



Date