

# Converse County Aging Services ADA Policy



1. **ADA POLICY:** The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990. ADA is Civil Rights legislation requiring that persons with disabilities receive services equal to those provided to nondisabled persons. It is the policy of Converse County Aging Services (CCAS) that the provided transportation services, programs, facilities, and communications, directly or provided by a service contractor, are readily accessible and usable to individuals with disabilities to the maximum extent possible. (49 CFR 37.105)

2. **APPROVED EQUIPMENT:** In order to accommodate a passenger's wheelchair or other mobile device on our vehicles, it must meet the following standards:

- a. It must have a minimum of three wheels.
- b. Walkers must be collapsible and stored between seats or brakes must be in working order.
- c. If the weight of a rider and their mobility device combined may exceed the weight for which the lift is rated, the agency will attempt to lift and transport the rider if the rider wishes, and if it can be done safely.

3. **MOBILITY DEVICE BRAKES:** When occupying a lift or securement area, it is required that passengers apply the brakes to the mobility devices, if equipped. With power chairs or scooters, it is recommended that the power switch be turned to the "off" position.

4. **PORTABLE OXYGEN USE:** Individuals with disabilities who use portable oxygen devices are allowed to travel with respirators as long as portable oxygen supplies are properly secured. Oxygen supplies must not block the aisle or obstruct the free movement of other passengers or driver throughout the cab of the vehicle.

5. **SECUREMENT POLICY:** Operators will use front and rear tie-downs to secure mobility devices. Operators will secure mobility devices at the strongest parts of the device; however, the passenger can indicate the most optimal tie-down spot. The mobility device will be secured front/forward facing unless otherwise

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requested by the passenger, or dictated by tie-down components of the vehicle. Drivers will assist passengers with securement systems, ramps, and seatbelts; however, drivers cannot assist riders using power chairs or scooters with the operation of their equipment.

**6. PERSONAL CARE ATTENDANTS:** A Personal Care Attendant (PCA) may ride with individuals with disabilities at no charge. A PCA is someone who travels with, and helps, a rider who is unable to ride alone. Riders must provide their own PCA if one is needed. Disabled riders must inform Converse County Aging Services whether or not they will be using a PCA on a regular basis. This will help guarantee that a space is reserved for the PCA to accompany the disabled individual. Guests and companions may also accompany a disabled individual; however, they will be charged the normal fare. A companion is anyone who rides with the disabled rider and is not designated as the rider's PCA. (49 CRF 37(d))

**7. REASONABLE MODIFICATIONS and ADA-ACCESSIBLE FORMATS:** If you have a disability, Converse County Aging Services will accept requests for reasonable modifications of its policies and procedures to help you access their services. To make a reasonable modification request, please speak to the Executive Director at the center, or call 307-358-4348 or email [director@ccaswy.org](mailto:director@ccaswy.org). You may request ADA-accessible formats in the same manner.

**8. SERVICE ANIMAL:** A service animal is any guide dog or signal dog individually trained to work or perform tasks for an individual with a disability. In order to ride Converse County Aging Services's vehicles, the dog must be on a leash or in a container, remain under control of the owner (at the owner's feet or on his/her lap, but not on a seat), behave appropriately and not be aggressive towards people or other animals. The owner of the animal is responsible for damages and injuries caused by the animal.

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9. **BOARDING ASSISTANCE:** Operators shall position the transit vehicles to make boarding and disembarking as easy as possible for everyone and minimize the slope of the ramp. Vehicle operators will provide assistance to passengers upon request. All passengers using a lift will be assisted by the operator. Passengers with disabilities will be allowed enough time to board or disembark the vehicle.

10. **MAINTENANCE OF LIFTS AND RAMPS:** Operators must test the lift or ramp during pre-trip inspection. Accessibility equipment breakdowns must be reported to dispatch immediately. A vehicle with an inoperable lift or ramp must be removed from service as soon as possible and cannot be returned to service until repaired. If there is a lift or ramp failure, a replacement vehicle must be dispatched. If the next trip to the destination of any passenger using a mobility device is scheduled in more than 30 minutes, Converse County Aging Services shall promptly provide alternative transportation to individuals with disabilities who are unable to use the vehicle because its lift does not work. (49 CFR 37.163)

11. **PRIORITY AND RESERVED SEATING:** Upon request, operators shall ask – but not require – passengers to yield priority seating at the front of the bus to seniors and persons with disabilities. Drivers are not required to enforce the priority seating designation beyond making such a request. Mobility device securement areas on the bus are reserved. Passengers using common mobility aids shall be boarded if the securement areas are not otherwise occupied by another mobility device, regardless of the number of passengers on the bus. Operators are required to ask passengers sitting in the securement areas to stand or move to other available seats.

12. **SUSPENSION OF SERVICE:** A rider's privileges may be suspended for any of the following infractions on any Converse County Aging Services property, including vehicles or facilities:

- a. Smoking or carrying a lit pipe, cigar, or cigarette (except in designated smoking areas).

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- b. Discarding or dumping litter in places other than recognized receptacles.
- c. Consuming alcoholic beverages or being in possession of an opened alcoholic beverage.
- d. Loud, raucous, unruly, harmful, or harassing behavior.
- e. Possessing or being under the influence of illegal substances.
- f. Engaging in conduct that is inconsistent with the intended purpose of the transit vehicles or facilities.
- g. Engaging in any other conduct that is illegal.

Pursuant to 49 CFR 37.5(h), Converse County Aging Services will not refuse to provide service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees of the entity or other persons. Service will only be refused to an individual with a disability if the individual engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others.

13. NOTIFICATION OF POLICY: Converse County Aging Services's ADA Policy is available at the business office in Douglas.

14. PARATRANSIT: Eligibility Requirements: All transit riders receive paratransit services.

15. NO-SHOW POLICY: If any passengers requests a ride and fails to show up to meet the van/bus or cancels the ride after it has been dispatched, through no fault of their own or circumstances beyond their control, that passenger should call 307-358-3112 (Douglas Transportation) or 307-554-0955 (Glenrock Transportation) to report the reason for not meeting/cancelling the ride. If a passenger exceeds five no-shows or cancellations within one month, CCAS will evaluate the passenger's frequency of no-show/cancellations against that rider's trip history to determine if a suspension of service is warranted. CCAS will notify

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the passenger in writing that CCAS intends to suspend service, along with the justifications, and allow the individual to be heard and to present information in his/her defense. No suspension will take place until the appeal is adjudicated. If a suspension is warranted, that passenger shall be suspended from transit services for a period of time to be determined by CCAS for no longer than one month, and must petition the CCAS for reinstatement of riding privileges. CCAS will work with passengers to help avoid no-shows and cancellations. Willful or intentional abuse of transit services will result in a suspension of services.

**16. COMPLAINT PROCESS:** Converse County Aging Services is committed to providing safe, reliable, and accessible transportation options for the community. Any person believing he or she has been excluded from, denied participation in, denied the benefits of, or otherwise has been subjected to discrimination under any Wyoming Department of Transportation (WyDOT) service, program or activity (whether federally funded or not) has the right to file a complaint. CCAS encourages customers wishing to file a complaint to contact Executive Director at 340 1st St W (mailing PO Box 192), Douglas, WY 82633 or at 307-358-4348 Monday through Friday between 8:00am and 4:00pm.

Other rules apply to Converse County Aging Services's transit services that are not covered under the ADA Policy. Please inquire for additional information.