

Project NOW / RIM Rural Public Transportation

Purpose

It is the goal of Project NOW / RIM Rural Public Transportation, through its public transit services, to design, implement, and maintain a safe, efficient, effective, and accessible transportation system for persons with disabilities. Project NOW / RIM Rural Public Transportation works to ensure nondiscriminatory transportation to enhance the social and economic quality of life for all people of the communities served by Project NOW / RIM Rural Public Transportation.

Policy

It is the policy of Project NOW / RIM Rural Public Transportation to abide by all provisions of the Americans with Disabilities Act (ADA) of 1990, as amended, and US Department of Transportation (DOT) regulations found at 49 CFR Parts 27, 37, and 38, as amended, in the delivery of transit services that are open to the public and prohibits discrimination on the basis of disability and sets specific requirements that transit agencies must follow.

Wheelchair Definition

For the purposes of this policy a wheelchair is defined as three-or-more wheeled mobility aid device, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered. With respect to the size and weight of wheelchairs, Project NOW / RIM Rural Public Transportation will transport a wheelchair, and its user, if the lift can accommodate the size and weight of the passenger and the wheelchair, and there is space for the wheelchair on the vehicle. However, Project NOW / RIM Rural Public Transportation is not required to carry a wheelchair if the lift or vehicle is unable to accommodate the wheelchair and its user, consistent with legitimate safety requirements according to the lift manufactures.

Transportation of Persons with Disabilities

- Project NOW / RIM Rural Public Transportation is committed to ensuring safe, efficient, effective, and accessible transportation for persons with disabilities, as provided by the ADA and related DOT regulations (both as amended) and will abide by the following:
- Project NOW / RIM Rural Public Transportation vehicles will be lift equipped and have securement system Project NOW / RIM Rural Public Transportation for wheelchairs.
- Project NOW / RIM Rural Public Transportation requires wheelchair users to have their wheelchairs secured. Service will not be denied due to Project NOW / RIM Rural Public Transportation inability to secure a wheelchair. Securement problems of wheelchair shall be reported immediately to the Transportation Program Supervisor of RIM Rural Public Transportation.
- Project NOW / RIM Rural Public Transportation does not require a wheelchair user to transfer to another seat.
- Project NOW/RIM Rural Public Transportation staff will aid upon request or as necessary with lifts, ramps, and securement systems.

Reference:
ADA, Section 504 of the Rehabilitation Act of 1990
IDOT 5310 & 5311

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- Persons with disabilities who do not use wheelchairs will be permitted to use the vehicle lifts or ramps upon request.
- Project NOW/RIM Rural Public Transportation will permit service animals, such as, but not limited to, service dogs, which have been individually trained to work or perform tasks to accompany persons with disabilities in vehicles and facilities. The service animal must remain under the control of the rider and not present an immediate danger to the driver or other riders.
- Project NOW/RIM Rural Public Transportation vehicle operators and other personnel of the system will make use of required accessibility related equipment and features (example: tie-downs will be used to secure a wheelchair on the vehicle).
- Project NOW / RIM Rural Public Transportation will provide service to persons using respirators or portable oxygen. Vehicle operators will properly secure this equipment.
- Project NOW / RIM Rural Public Transportation will ensure adequate time for persons with disabilities to board and disembark a system vehicle.
- Project NOW / RIM Rural Public Transportation will provide training to Vehicle Operators and Dispatchers about the safe operation of vehicles and accessibility equipment and customer service sensitivity of persons with disabilities.
- Project NOW / RIM Rural Public Transportation vehicle operators will check operation of lifts/ramps and inspect all securement equipment through pre-trip and post-trip inspection procedures daily. All ADA equipment failures will be reported immediately to the Transportation Program Supervisor of RIM Rural Public Transportation.
- Project NOW / RIM Rural Public Transportation will make service information available in accessible formats as requested.
- Project NOW / RIM Rural Public Transportation may refuse service and/or contact local police for instances when a passenger engages in violence, is a danger to himself/herself or others, is seriously disruptive, or is engaged in illegal activities.

Reasonable Modification to Policies, and Procedures

Project NOW / RIM Rural Public Transportation is committed to providing equal access and opportunity to qualified individuals with disabilities in all programs, services, and activities. To ensure equality and fairness, Project NOW / RIM Rural Public Transportation is committed to making reasonable modifications to its policies, practices, and procedures to avoid discrimination and ensure programs and services are accessible to individuals with disabilities. For more information on reasonable modification procedures of Project NOW / RIM Rural Public Transportation including requesting reasonable modification or the appeal process, please see Project NOW / RIM Rural Public Transportation Reasonable Modification Policy.

Refusal of Service and Nondiscrimination

Project NOW / RIM Rural Public Transportation can refuse to provide service to an individual with disabilities if that individual engages in violent, seriously disruptive, or illegal conduct, and and/or

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represents a direct threat to the health or safety of himself/herself or others. Project NOW / RIM Rural Public Transportation, however, will not refuse to provide service to an individual with a disability solely because the individual's disability results in an appearance or behavior that may offend, annoy, or inconvenience Project NOW / RIM Rural Public Transportation staff/employees or other persons.

ADA Service Requirements

Project NOW / RIM Rural Public Transportation is responsible for ensuring all maintenance of all accessible features on agency vehicles including lifts, ramps, securement devices, elevators, signage, and systems to facilitate communication.

The lift maintenance service was modeled after recommendations from the manufacturer. To ensure timely ADA equipment maintenance, standardized procedures, and better tracking records, all ADA service will be serviced according to manufacturer's recommendations. Vehicles housed at satellite location shall follow schedule recommendations of the manufacturer. Vehicles with malfunctioning interlocks shall be taken out of service immediately until repaired.

ADA Complaint Procedures

Project NOW / RIM Rural Public Transportation is committed to ensuring safe and efficient transportation for persons with disabilities, as provided by the Americans with Disability Act (ADA). Any ADA transportation service complaints received by Project NOW / RIM Rural Public Transportation will be immediately investigated and every effort made to seek an appropriate and prompt resolution. By promptly identifying deficiency areas, Project NOW / RIM Rural Public Transportation will work to make the necessary corrections and /or adjustments to alleviate the situation.

ADA Transportation service complaints shall be submitted in writing on the agency's complaint form and returned to the:

Senior Service Director
Rock Island County Senior Center
2221 11th Street
Rock Island, IL 61443

If you would like a copy of this form, or require additional information, please visit the RIM Rural Public Transportation website at www.ridetherim.org or call the Rock Island County Senior Services Director during regular administrative business hours (8:00 AM – 5:00 PM) at (309)788-6335.

EFFECTIVE DATE: June 24, 2022