

Developmental Services Center (DSC)DSC

ADA Transportation Policy

Purpose

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

Policy

It is the policy of DSC 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, including all programs, services, activities, operations and relationships with – and accommodations/modifications of – employees, client-customers, and the general public, including but not limited to those stated below.

The Americans with Disabilities Act of 1990 (ADA) requires that individuals with disabilities receive the same level of service as non-disabled individuals. Services that are “separate but equal” are not acceptable.

DSC will keep federally funded equipment and facilities in good operating condition. DSC has policies and procedures to maintain vehicles. We will maintain, in operative condition, those features of facilities, vehicles, and other capital equipment that are required to make them accessible. ADA accessibility features will be repaired promptly if they are damaged or out of order. DSC has established a system of regular and frequent maintenance checks of lifts sufficient to determine if they are operative.

Equivalent service

As required by the ADA, DSC has a sufficient number of, or access to, wheelchair accessible vehicles in our fleet to ensure that individuals needing an accessible vehicle have equivalent access to our transportation services as ambulatory individuals.

Maintenance of Accessible Features on Vehicles

As required by the ADA, the accessible features on our vehicles are maintained in operative condition so that individuals needing these features receive equivalent service to individuals not needing those features. Accessibility features are repaired promptly if they are damaged or out of order. Drivers are required to report lift and ramp failures promptly.

Transporting and securing wheelchairs

A wheelchair is a mobility aid belonging to any class of three- or more-wheeled devices, usable indoors, designed or modified for, and used by individuals with mobility impairments, whether operated manually or powered. DSC will transport passengers with wheelchairs unless the wheelchair cannot be secured to the driver's satisfaction to ensure the safety of all riders.

Adequate Time for Vehicle Boarding and Disembarking

As required by the ADA, DSC provides adequate time for boarding and disembarking our vehicles for individuals with disabilities. Additionally, DSC permits individuals with disabilities who do not use wheelchairs, including standees, to use a vehicle's lift or ramp to board and/or disembark the vehicle.

Use of Portable Oxygen/Respirator Equipment

As required by the ADA, individuals using our transportation service may bring a respirator, portable oxygen equipment, and/or other life support equipment on board our vehicles, as long as they do not violate the law or rules relating to the transportation of hazardous materials. All equipment must be small enough to fit into our vehicles safely and without obstructing the aisle and/or blocking emergency exits. Passengers (with the assistance of the driver) must secure the equipment by means such as carrying the equipment using a shoulder strap or securing the equipment to a wheelchair or a seat.

Service Animals

As required by the ADA, any guide dog, signal dogs, or other animal individually trained to work or perform tasks for the benefit of an individual with a disability, including but not limited to, guiding individuals with impaired vision or alerting individuals with impaired hearing, have access to our vehicles. All service animals must be kept under the control of their owner at all times and abide by local animal safety regulations.

Personal Care Attendant

DSC will not charge a fee for Personal Care Attendants to ride along with a passenger.

Training in Wheelchair Securement, Sensitivity to Passengers

As required by the ADA, DSC trains its personnel to operate vehicles and equipment safely, assist passengers properly, and treat individuals with disabilities who use the service in a respectful and courteous way.

Driver use of, and assistance with, Accessibility Equipment

As required by the ADA, DSC personnel make use of all available accessibility equipment when needed and provide a reasonable level of assistance to passengers as necessary and upon request with lifts, ramps, and securement devices.

ADA complaints

Discrimination related customer service complaints, including those associated with ADA regulations, are reported to a DOT Civil Rights Office and complaint documentation is maintained on file for one year. ADA related service complaint logs are kept on file for five years, per US DOT regulations. For a complete description of DSC's response to these complaints, refer to DSC's Title VI Plan and Discrimination ADA/Title VI Compliant Form. DSC's contact for ADA complaints is:

DSC

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