

# **Upper Arkansas Area Council of Governments Fremont County Transit/Golden Shuttle Wet Mountain Valley Community Services ADA Transit Service Plan**

This document is intended to serve as a guide to further the mission and core values for the Upper Arkansas Area Council of Governments (UAACOG) by outlining key actions for Golden Shuttle/Fremont County Transit and Wet Mountain Valley Community Services our Transit Providers for Fremont and Custer Counties Demand Response transportation system.

The American with Disabilities Act (ADA) of July 26, 1990 and the Rehabilitation Act of 1973 is a civil rights law prohibiting discrimination against persons with disabilities or excluding participation in or denying benefits of programs, services, or activities to persons with disabilities.

## ***Policy Statement:***

It is the policy of the Upper Arkansas Area Council of Governments and it's sub-grantees to comply with all the legal requirements of Federal and State laws and regulations as they pertain to individuals with disabilities. The transit system provides quality transportation services without discrimination to all persons including individuals with disabilities. This policy applies to all transit system employees, volunteers, services, facilities and vehicles. It applies equally to all persons needing and/or using the services provided by the system.

## ***Reasonable Modification:***

Upper Arkansas Area Council of Governments, Golden/Shuttle/Fremont County Transit and Wet Mountain Valley Community Services makes every effort to ensure individuals with disabilities have access to and benefit from our services. In compliance with the Americans with Disabilities Act and FTA requirements.

Reasonable Modifications include changes, exceptions or adjustments to our rules, policies, practices, and procedures to provide everyone with the opportunity to use our transit services.

## ***Mission:***

Provide the highest quality, dependable transportation system through ingenuity, integrity, alliance and accountability.

## ***Core Values:***

- Maintain safety as a priority
- Enhance trust with transparency and accountability
- Promote collaboration, research and innovation
- Value diversity and cultural capital through inclusion and opportunity
- Commit to volunteers and employees well-being, development and success

- Recognize that employees and volunteers are integral to Transit Services success

**Goals:**

Service is provided in a manner that meets the following goals.

1. Provide safe, accessible, and dignified services to all persons, including individuals with disabilities.
2. Expedite the safe and efficient boarding, securing, transporting and alighting of all passengers, regardless of mobility status.
3. Accommodate the wide range of mobility aids within the confines of available vehicles and commercial standard equipment.

**Definitions:**

**Common Wheelchair:** A mobility aid belonging to any class of three or four-wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered. A "common wheelchair" does not exceed 30 inches in width and 48 inches in length measured two inches above the ground, and does not weigh more than 600 pounds when occupied. Only a properly trained transit system employee or volunteer can operate the lift, secure the "common wheelchair" on the lift and in the securement station.

**Disability:** A physical or mental impairment that substantially limits one or more major life activities.

**Securement Station:** Space specifically designed to secure and stabilize "common wheelchairs" on transit vehicles.

**Service Animal:** Animal that is trained to perform a task or tasks for people with disabilities. The driver will not ask for proof of the qualifications of the animal, but may ask what tasks the animal has been trained to perform.

**Driver Assistance:** Drivers will make themselves available for assistance to persons with disabilities and will assist upon request of the passenger. Drivers will leave their seat to assist a passenger with using the vehicle ramp, lift and/or securement systems. Drivers will use the accessibility-related equipment and features on their vehicles.

**Securement:** Securement of the "common wheelchair" class of mobility devices is the responsibility of the driver and drivers will be trained in the proper operation of all securement equipment based on manufacturer specifications.

**Accommodation of Portable Oxygen:** Individuals are allowed to travel with respirators and portable oxygen supplies on board, consistent with applicable U.S. Department of Transportation rules on the transportation of hazardous materials.

***Complaint Procedures for Persons with Disabilities:***

All complaints of discrimination on the basis of disability will be promptly and objectively investigated by the Upper Arkansas Area Council of Governments, Transportation

Coordinator. Findings will be forwarded to the Director and Board of Directors of the agency that the complaint was filed against. Corrective or disciplinary action will be taken for behavior prohibited by this policy.

Send complaint to: Upper Arkansas Area Council of Governments  
ATTN: Samantha Hughes, Transportation Coordinator  
3224 – A Independence Road  
Canon City, CO. 81212