

Central Illinois Public Transit Americans with Disabilities Act (ADA) Policy

Policy Statement: The Americans with Disabilities Act (Title II) states, in part, that “no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in programs, services or activities sponsored by a public entity.” At Central Illinois Public Transit, we are committed to complying with the requirements of Title II of the ADA in all of its programs, services, benefits and activities.

Accessibility: CIPT vehicles meet the accessibility and equipment requirements of ADA. Vehicles with features required to make them readily accessible to and usable by individuals with disabilities will be maintained in an operative condition. Vehicles with inoperative equipment will be placed out of service until repairs can be completed. CIPT scheduling allows for adequate time for people with disabilities to board and exit from vehicles. Drivers are required to make use of accessibility-related equipment/features (such as deploying lifts and ramps) in order to provide accessible service to riders.

Accessible Formats: Information regarding our services and policies may be requested in alternate formats by contacting the Transportation Director at 217-342-2193 ext. 162. The information can be provided in large print, audio, braille, and alternate languages. TTY service available by calling 7-1-1 or 800-526-0844.

Boarding Assistance: CIPT provides door-to-door service and may assist passengers to negotiate ramps and/or inclines when boarding or disembarking and assistance between the vehicle and home/destination. CIPT drivers cannot lift or bear weight of passenger, assist passengers up more than one step, or navigate steps and ramps that are determined unsafe for normal maneuvers. CIPT drivers are not allowed to cross thresholds, therefore assistance is limited to entrances. Should any of these exclusions apply, CIPT suggests the use of a Personal Care Attendant (PCA).

Personal Care Attendants: Riders needing assistance beyond what our drivers can provide may request a Personal Care Attendant be scheduled to ride with them. Please inform dispatch upon scheduling that you will have a PCA. This Personal Care Attendant must be picked up/dropped off at same locations as the rider. Personal Care Attendants will ride for no additional charge.

Mobility Devices & Securement: CIPT will transport wheeled mobility devices (with occupant) that do not exceed the manufacturer’s recommended size and weight limitation for the lift and vehicle.

Riders who use wheelchairs (as defined by U.S. DOT) need access to one of the securement areas on a vehicle in order to ride. Under 49 CFR Section 37.167(j), when an individual, because of a disability, needs to occupy a wheelchair securement location, and individuals are occupying the securement location, the driver must ask the other individuals (including other individuals with disabilities) to move so that the individual with a disability can occupy the needed location. The transit agency has an obligation to ask them to move but is not required to enforce the request if the other individuals refuse.

Transportation providers are required to use the securement system to secure wheelchairs and may or may not require that an individual permit their wheelchair to be secured. However, the agency may not deny transportation to a wheelchair or its user on the grounds that the device cannot be secured or restrained satisfactorily by the vehicle’s securement system [Section 37.165]. On the other hand, CIPT is not required to transport an individual who *refuses* to allow their wheelchair to be secured [FTA Circular 4710.1, Section 2.4.3, page 2-14].

CIPT requires seatbelts be worn by all riders unless a rider requests the exclusion upon scheduling and submits documentation prior to transport demonstrating that using seat belts and/or shoulder harnesses would pose a health hazard.

Portable Oxygen Use: Individuals with disabilities who use portable oxygen devices are allowed to travel with respirators and properly secured portable oxygen supplies consistent with applicable Department of Transportation rules on the transportation of hazardous materials (49 CFR subtitle B, Chapter 1, Subchapter C).

Service Animals: Service animals as defined as a dog that has been individually trained to do work or perform a task for an individual with a disability that is directly related to the person's disability. In situations where it is not obvious that the dog is a service animal staff may inquire: (1) is the dog a service animal required because of a disability? (2) what work or task has the dog been trained to perform? Staff are not allowed to request documentation, require that the dog to demonstrate its task, or inquire the nature of the person's disability. A service animal may be excluded if the handler cannot maintain proper control. *It is the policy of CIPT that companion animals may be transported in proper pet kennel or carrier.

Staff Training: All drivers and transit system staff are trained in the proficient use of accessibility equipment, the operating policies related to each of the service requirements described, and in properly and respectfully assisting and treating individuals with disabilities considerately. Mechanics are also trained to properly maintain lifts and other accessibility equipment.

Reasonable Modification/Accommodation: To ensure equality and fairness, CIPT is committed to making reasonable modifications/accommodations to its policies, practices, and procedures to avoid discrimination and ensure programs and services are accessible to individuals with disabilities or special circumstances as required by 49 CFR Part 37.5(i.3). CIPT will adhere to all applicable federal and state laws, regulations, and guidelines with respect to providing reasonable modifications to persons with disabilities. Requests for modifications can be made by contacting the Central Illinois Public Transit Operations Manager. We request that reasonable modification or accommodation shall be requested in advance.

CIPT Operations Manager
217-342-2193 ext.166
2201 Willenborg Suite #6
Effingham, IL 62401

CIPT reserves the right to decline reasonable modifications or requests should it result in: fundamental alteration of the service; present a health or safety hazard to others; result in undue financial or administrative burden; or the modification is not imperative to the individual's use of the services.

ADA/Reasonable Modification Complaints: ADA and Reasonable Modification complaints may be filed by using the ADA/Reasonable Modification Complaint form located on the agency website at <https://www.cefseoc.org/transportation-cipt> or you may request a form by calling 217-342-2193 ext. 161 or 162. Forms may be requested in alternate formats. All complaints of discrimination on the basis of disability will be promptly and objectively investigated by the Transportation Director and the C.E.F.S. EEO/AA Officer. C.E.F.S. will promptly communicate its response to the complaint allegations, including its reasons for the response, to the complainant within 15 days of receipt in writing. Corrective action will be taken for violations of the American with Disabilities Act. Documentation of each complaint will be kept on file for five years. CIPT investigates complaints received no more than 180 days after the alleged incident. C.E.F.S. will only process complaints that are complete.

