

DOLORES COUNTY SENIOR SERVICES

ADA Demand Response Compliance Plan

Submitted By: Dolores County Senior Services
PO Box 678
Dove Creek, CO 81324

Approved by: Colorado Department of Transportation
4201 East Arkansas Avenue
Denver, CO

By:  _____

Date: 12-9-2015

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1. General Contact Information

Agency Name:
Dolores County Senior Services

Mailing Address:
PO Box 678, Dove Creek, CO 81324

Telephone:
970-677-2787

Fax:
970-677-2822

Website:
dolocnty.colorado.gov

ADA Coordinator:
Alisa Schultz

2. General Public Service Information

Dolores County Senior Services provides Demand Response for Dolores County and surrounding area.

Service Area

Our Service Area is Dolores County which includes Dove Creek, Cahone, and Rico. We also serve the isolated communities of Egnar in San Miguel County and Pleasant View in Montezuma County.

Scheduling

Service will be provided five days a week, Monday through Friday, from 8:00 am to 5:30 pm and for pre-scheduled special events. We ask that the rider call 24 hours in advance of their desired trip for a reservation.

Fares

Fares are collected on a cash basis and exact change is preferred. The table below reflects the fares charged for our general public service.

	Fare
Round Trip	
<i>With-In Dove Creek</i>	\$5.00
<i>Cahone to Dove Creek</i>	\$5.00
<i>Egnar to Dove Creek</i>	\$5.00
Dove Creek to:	
<i>Cortez or Monticello</i>	\$15.00
<i>Durango or Farmington</i>	\$30.00
<i>Moab</i>	\$30.00
<i>Egnar to Cortez</i>	\$15.00
<i>Pleasant View to Cortez</i>	\$10.00
<i>Rico to Cortez</i>	\$30.00

For seniors (those 60 and older) transportation is provided through a suggested donation policy. Suggested donations are equivalent to the public fare schedule. Services for seniors will not be denied due to a rider's inability or unwillingness to contribute toward the cost of the service.

3. Reservation Process

Our normal hours of operation are 8:00 AM to 5:30 PM, Monday through Friday and pre-scheduled special events. Telephone reservations are accepted 7:30 AM to 4:30 PM, Monday through Thursday. Reservations are to be made at least 24 hours in advance of the trip. We strongly discourage same-day requests as accommodation of trip may not be possible.

4. Passenger Responsibilities

All passengers must be able to sit in a bus seat or wheelchair in order to be transported.

All passengers on the vehicle are required to wear seat belts to include lap and shoulder belts. Therefore, persons in wheelchairs will also be required to be secured. Persons who, for medical reasons, are unable to wear a safety belt may request exemptions. To apply for this exemption a written verification from their physician attesting to the need for the exemption will be required.

Dolores County Senior Services will deny service to any individual who engages in violent, illegal conduct.

If a passenger's physical condition or conduct is hazardous, or whose behavior is seriously disruptive and/or a direct threat to others, service will be denied.

The passenger will be notified of his/her right to appeal the denial of service and Dolores County Senior Services will hear the appeal as soon as reasonably possible.

5. Fleet Inventory and Accessibility

Dolores County Senior Services operates three non-accessible Mini-Vans, one Chrysler Voyager accessible Mini-Van, one Ford Senator Body on Chassis 14 passenger bus with two wheelchair positions, a Star Trans Candidate II eight passenger bus with one wheelchair position, a Ford Transit with one wheelchair position, and a Ford Escape.

Transportation will be provided in the most integrated setting appropriate to the needs of the individual with disabilities and will be equivalent to the service provided other individuals with respect to:
Comparable response time; Fares; Geographic area of service; Hours and days of service; Service Area; and Trip Constraints when accessible vehicles are required

6. General Service

Dolores County Senior Services provides demand response rural public transportation and provides equivalent service to individuals with disabilities, which is consistent with DOT ADA 49 CFR Part 37.77.

7. Service Animal Policy

Dolores County Senior Services shall permit service animals to accompany individuals with disabilities in vehicles and facilities. Under the Americans with Disabilities Act of 1990, a service animal is defined as “any guide dog, signal dog, or other animal that is individually trained to do work or perform tasks for an individual with a disability, including, but not limited to, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. 49CFR37.3

Control of the service animal is the responsibility of the animals’ partner. Any animal out of control will not be transported. If an animal’s behavior creates a hazard or direct threat, the accountability for damages or injuries shall remain with the person responsible for the animal.

Service animals should sit or lie on the floor. Animals should not occupy a passenger seat, and should not block the passenger aisle.

8. Personal Care Attendant Policy

Personal Care Attendants (PCA’s) are not required. If a PCA accompanies a passenger, the PCA will ride free of charge.

A companion (e.g., friend or family member) is not considered a personal care attendant unless the eligible individual regularly makes use of a personal care attendant and the companion is actually acting in that capacity.

During the reservation process, an individual must indicate whether he/she will be traveling with a personal care attendant. If someone does not indicate the use of an attendant, then any individual accompanying him/her would be regarded as a companion.

9. Complaint Process

In compliance with the U.S. Department of Transportation Americans with Disabilities Act (ADA) of 1990 (49 CFR Parts 27, 37, 38 and 39), and Section 504 of the Rehabilitation Act of 1973, as amended, Dolores County Senior Services ensures its services, vehicles, and facilities are accessible to and usable by individuals with disabilities. Anyone who believes he or she has been discriminated against on the basis of disability, including those denied a Reasonable Modification request, may file an ADA complaint.

Complaints may be submitted by filing an ADA Complaint Form, which can be found on our website at dolocnty.colorado.gov or by calling 970-677-2787.

If the complainant is unable to write a complaint, a representative may file on his or her behalf, or Dolores County Senior Services staff will provide assistance. Complaints must be filed within 180 calendar days of the alleged incident.

The ADA Coordinator or other qualified staff will contact the complainant within 15 business days of receipt of complaint. Any requested information must be received within 10 days of the request. If the Complainant does not respond to the request for information, the Complaint may be administratively closed.

Dolores County Senior Services will begin the investigation within 15 business days of receipt of complaint.

An investigation into the complaint will be conducted and documented to determine whether Dolores County Senior Services failed to comply with ADA regulations.

Dolores County Senior Services will complete the investigation within 60 calendar days of receipt of complaint. If additional time is needed for the investigation, the complainant will be notified.

Dolores County Senior Services will promptly communicate its response to the complainant, including its reasons for the response. The complainant will have 30 days from receipt of Dolores County Senior Services' response to file an appeal. If no appeal is filed, the complaint will be closed.

Any appeal will be heard by a separate person or committee than who made the original decision. An appeal may be filed in written form and submitted by mail to Dolores County Senior Services PO Box 678, Dove Creek, CO 81324, in person at 8540 Rd 7.2, Dove Creek, CO, or by calling the ADA Coordinator at 970-677-2787.

10. Driver Training

Dolores County Senior Services shall ensure that personnel are trained to proficiency, as appropriate to their duties, so that they operate vehicles and equipment safely and properly assist and treat individuals with disabilities who use the service in a respectful and courteous way, with appropriate attention to the differences among individuals with disabilities.

Training will include a Passenger Assistance Safety & Sensitivity (PASS) Driver Certification Program which ensures that drivers have current expertise in passenger assistance techniques and sensitivity skills appropriate for serving persons with disabilities.

11. Driver Responsibilities

Drivers are responsible for loading and unloading passengers.

Drivers are not permitted to maneuver a wheelchair up or down more than one step. This rule is provided for the safety of the passenger and the driver.

Drivers are not permitted to lift passengers.

Drivers will help passengers take lightweight items off the vehicle and set them on the curb. If additional assistance is required, this assistance may be rendered on a case-by-case basis.

12. Transporting of Wheelchairs

Dolores County Senior Services will accommodate mobility devices. Two or more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered, will be accommodated as long as the lift can accommodate the size and weight of the wheelchair and its user and there is space for the wheelchair on the vehicle. Mobility devices will not be transported if they are inconsistent with legitimate safety requirements.

13. Wheelchair Securement

Section 38.23(d) of the DOT's ADA regulation requires all ADA compliant vehicles to have a two-part securement system: One to secure the mobility device and a seatbelt and shoulder harness for the wheelchair user (such seat belts and shoulder harnesses shall not be used in lieu of a device which secures the wheelchair or mobility aid itself).

The securement system shall limit the movement of an occupied wheelchair or mobility aid to no more than 2 inches in any direction under normal vehicle operating conditions. 49CFR 38(d)(5). It is recommended that power chairs and scooters be turned to the "OFF" position once on the lift platform and while the lift is in operation.

All wheelchairs must be secured to the floor of the vehicle using the securement equipment.

Passengers will be permitted to use a lift or ramp to board or disembark from a vehicle at any designated stop, unless the lift or ramp cannot be deployed, the lift or ramp will be damaged if it is deployed, or temporary conditions preclude the safe use of the stop by all passengers. Standees should stand in the center of the platform facing the direction of travel. If capable, the passenger should hold both handrails when on the platform.

14. Maintenance Training

Dolores County Senior Services will maintain in operative condition those features of vehicles that are required to make the vehicles readily accessible to and usable by individuals with disabilities. These features include, but are not limited to, lifts and other means of access to vehicles, securement devices, signage and systems to facilitate communications with persons with impaired vision or hearing.

Accessibility features shall be repaired promptly if they are damaged or out of order. When an accessibility feature is out of order, Dolores County Senior Services shall take reasonable steps to accommodate individuals with disabilities who would otherwise use the feature.

The vehicles are maintained by Carhart Feed & Seed, Camron Spangler, and the Dolores County Road & Bridge Maintenance Department according to the Dolores County Vehicle Maintenance Plan.

15. Paratransit Service

Dolores County Senior Services does not provide Fixed Route Service and is not responsible to provide Paratransit Service.

16. Eligibility Process for Paratransit

Dolores County does not provide Fixed Route Service with responsibility to provide Paratransit Service.

17. REASONABLE MODIFICATION POLICY

No individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of Dolores County Senior Services, or be subject to discrimination by Dolores County Senior Services.

A reasonable modification is a change or exception to a policy, practice, or procedure that allows persons with disabilities to have equal access to programs, services, and activities. **Dolores County Senior Services will make reasonable modifications to policies, practices, and procedures when necessary to ensure access to transit services for individuals with disabilities, unless:**

- ◆ Making the accommodation would fundamentally alter the nature of the public transportation service.
- ◆ Making the accommodation would create a direct threat to the health or safety of other passengers.
- ◆ The individual with a disability is able to fully use Dolores County Senior Services' service without the accommodation being made.
- ◆ Making the accommodation creates an undue financial burden on the transit system.

ELIGIBILITY CRITERIA

An individual is eligible to be considered to receive a reasonable modification if that individual has:

- ◆ A physical or mental impairment that substantially limits one or more of the major life activities of such individual
- ◆ A record of such impairment
- ◆ Or has been regarded as having such impairment.

REQUESTS FOR REASONABLE MODIFICATION

Dolores County Senior Services shall follow these procedures in taking requests:

- a. Individuals requesting modifications shall describe the modification to service needed in order to use the service.

- b. Individuals requesting modifications are not required to use the term “reasonable modification” when making a request. Personnel at Dolores County Senior Services will determine if the request represents a reasonable modification and proceed in accommodating the request accordingly.
- c. Whenever feasible, Dolores County Senior Services requests that individuals make such requests for modifications before Dolores County Senior Services is expected to provide the modified service.
- d. Where a request for modification cannot practicably be made and determined in advance (e.g., because of a condition or barrier at the destination of a paratransit, demand response, or fixed route trip of which the individual with a disability was unaware until arriving), operating personnel shall make a determination of whether the modification should be provided at the time of the request. Operating personnel may consult with Dolores County Senior Services’ management before making a determination to grant or deny the request.

Requests for accommodation may be made either orally or in writing. The reasonable accommodation process begins as soon as the request for accommodation is made. The request can be submitted in any written format. Alternative means of filing a request, such as personal interviews, phone calls, or taped requests, will be made available for persons with disabilities if unable to communicate their request in writing or upon request.

INTERACTIVE PROCESS

When a request for accommodation is made, Dolores County Senior Services and the individual requesting an accommodation must engage in a good faith interactive process to determine what, if any accommodation shall be provided. The individual and the Dolores County Senior Services must communicate with each other about the request, the process for determining whether an accommodation will be provided, and the potential accommodations. Communication is a priority throughout the entire process.

TIME FRAME FOR PROCESSING REQUESTS TO PROVIDE REASONABLE MODIFICATION

Dolores County Senior Services will process requests for reasonable accommodation and then provide accommodations, where appropriate, in as short a time frame as reasonably possible. Dolores County Senior Services recognizes, however, that the time necessary to process a request will depend on the nature of the accommodation(s) requested and whether it is necessary to obtain supporting information.

GRANTING A REASONABLE MODIFICATION REQUEST

As soon as Dolores County Senior Services determines that a reasonable accommodation will be provided, that decision shall be immediately communicated

to the individual. This notice must be in writing in order to maintain the required information for reporting purposes. Upon request, alternative means of response will be provided.

In choosing among alternatives for meeting nondiscrimination and accessibility requirements with respect to new, altered, or existing facilities, or designated or specified transportation services, Dolores County Senior Services shall give priority to those methods that offer services, programs, and activities to qualified individuals with disabilities in the most integrated setting appropriate to the needs of individuals with disabilities.

DENIAL OF REASONABLE MODIFICATION REQUEST

As soon as Dolores County Senior Services determines that a request for reasonable accommodation will be denied, Dolores County Senior Services will communicate the basis for the decision in writing to the individual requesting the modification. The explanation for the denial will clearly state:

- ◆ The specific reasons for the denial;
- ◆ Any alternative accommodation that may create the same access to transit services as requested by the individual; and
- ◆ The opportunity to file a complaint relative to the Dolores County Senior Services' decision on the request.

18. Customer Information Availability & Accessibility

Dolores County Senior Services will provide information needed to access its programs in ADA Accessible Formats upon request. Examples include Large Print, Audio, Braille, etc. To make a request for information in an ADA Accessible Format, please contact the ADA Coordinator, Alisa Schultz at 970-677-2787, alisa.schultz@dolorescountyCO.gov. You may also contact Dolores County Senior Services through the Minnesota Rely TTY service by dialing 711 or 1-800-627-3529.

19. Public Participation

Dolores County Senior Services will provide on-going mechanisms in accessible formats to involve the public in decisions regarding its accessible services, proposed service changes, proposed fare increases, policies and procedures, and other similar topics.

20. Coordination Efforts

DCSS is a member of the Regional Transit Coordinating Council. The Council meets six times a year. Some of the priorities of the Local Coordinating Council are coordination and information sharing on driver training, vanpooling, Medicaid transportation, human services coordination, and transportation advocacy. DCSS is also a back-up member of the Southwest Transportation Planning Region to coordinate with CDOT and other entities for transportation advocacy.

Below is a table outlining the efforts of coordination efforts Dolores County Senior Services has undertaken in the last year.

Partner Agency	Coordinated Activity	Status	Timeframe
Montezuma County Transportation	Provide transit services to Montezuma County riders who live along Highway 491 between Dove Creek and Cortez.	Current	2013 - 2025
Dolores County Social Services	Provide transit to eligible Non Emergent Medical Transportation for Medicaid clients	Current	2011-2025
Roadrunner Transit/Ignacio	Coordinating connections for riders to the Fixed Route service to Grand Junction	Current	2015-2025
Community Health Clinic/Dove Creek	Provide transportation for primarily low income patients through referrals	Current	2014-2025