

General ADA Procedure

Purpose:

The Iowa Northland Regional Transit Commission (INRTC), operating as OnBoard Public Transit, is committed to ensuring compliance with the Americans with Disabilities Act (ADA) and Federal Transit Administration (FTA) Circular 4710.1. This procedure outlines how INRTC provides accessible transportation services to individuals with disabilities, ensures nondiscrimination, and meets ADA requirements.

Scope:

This procedure applies to all OnBoard Public Transit services, employees, contractors, and volunteers engaged in providing public transit services.

Policy Statement:

OnBoard Public Transit will make all services, programs, and activities accessible to individuals with disabilities and ensure they receive the same opportunities as others to participate in and benefit from public transit.

Key Responsibilities:

1. ADA Coordinator:

- Oversee ADA compliance across all services and activities.
- Serve as the primary point of contact for ADA-related inquiries and complaints.
- Conduct regular reviews of ADA-related policies and procedures.

2. Transit Staff:

- Ensure that transit services are delivered in a manner that complies with ADA requirements.
- Receive training on ADA compliance, including assisting individuals with disabilities and operating accessibility equipment.
- Report any ADA-related issues or barriers to the ADA Coordinator.
- Ensure all vehicles, lifts, ramps, and other accessibility equipment are properly maintained and in good working order.
- Perform regular inspections to prevent service disruptions.

Accessible Services:

1. On-Demand Services:

- Complementary paratransit service will be provided for individuals who cannot use fixed-route service due to a disability.
- Eligibility determinations will be made in accordance with ADA guidelines.

2. **Alternative Formats:**

- OnBoard Public Transit will provide materials in accessible formats upon request, including large print, Braille, or electronic versions.

Reasonable Accommodations and Modifications:

Reasonable modifications to policies, practices, and procedures will be made to ensure equal access for individuals with disabilities, as outlined in the agency's Reasonable Modifications of Policy and Procedure Policy. Requests for modifications can be submitted by phone, email, or in writing.

Training:

1. All staff will receive initial and ongoing training on ADA requirements, including:
 - Sensitivity and awareness training to improve interactions with individuals with disabilities.
 - Proper operation of accessibility equipment.
 - Emergency procedures for assisting individuals with disabilities.
2. Training will be conducted annually and updated as needed to reflect changes in ADA regulations.

Complaint Procedure:

1. **Filing a Complaint:**

- Individuals who believe they have been subjected to discrimination or denied ADA-compliant services can file a complaint by contacting the ADA Coordinator:
- **Phone:** [319-233-5213]
- **Email:** nfratzke@incog.org
- **Mail:** OnBoard Public Transit
229 E Park Ave
Waterloo, IA 50703

2. **Investigation:**

- The ADA Coordinator will review and investigate all complaints promptly and impartially.
- A written response, including the findings and any corrective actions, will be provided within 5 business days.

3. **Appeals:**

- If the complainant is dissatisfied with the response, they may appeal the decision within 30 days. Appeals will be reviewed by the Director of Transportation or designee.

Monitoring and Evaluation:

- Regular assessments of services, facilities, and equipment will be conducted to ensure compliance with ADA requirements.
- Feedback from passengers with disabilities will be solicited to identify areas for improvement.

Public Notification:

OnBoard Public Transit will prominently display information about ADA rights and accessible services on its website, vehicles, and transit facilities. Information will also be available in accessible formats upon request.

Emergency Procedures:

Emergency plans will include provisions for assisting individuals with disabilities in evacuating vehicles and facilities safely. Staff will receive training on these procedures annually.

Contact Information:

For questions, accommodations, or complaints related to ADA compliance, please contact:

- **ADA Coordinator:** Nick Fratzke, Director of Transportation
- **Phone:** [319-233-5213]
- **Email:** nfratzke@inrcog.org
- **Mail:** OnBoard Public Transit
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Waterloo, IA 50703

