CTF Illinois
COMMUNITIES TRANSFORM FUTURES

Transportation of Individuals Policy

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Cross Reference	Fleet Policy; Employee Handbook; Use of CTF Illinois Vehicle Policy; Complaint Policy

Policy

It is the policy of CTF Illinois (CTF) to provide resources, coordinate, and/or provide appropriate transportation services for people served, including those with special transportation needs, to ensure full access to the greater community. Additionally, CTF, through its public transit services, aims to design, implement, and maintain a safe, efficient, effective, and accessible transportation system for people with disabilities, as provided by the ADA and related DOT regulations.

CTF ensures non-discriminatory transportation to enhance the social and economic quality of life for all people of the communities served by CTF. CTF will not refuse to provide service to an individual with a disability solely because the individual's disability results in an appearance or behavior that may offend, annoy, or inconvenience CTF staff/employees or other persons. Additionally, no person shall be refused transportation services because of a special transportation need.

CTF will 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, in the delivery of transit services that are open to the public and prohibit discrimination based on disability and set specific requirements that transit agencies must follow.

Definitions

Wheelchair	A three-or-more-wheeled mobility aid device, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered.
Service Animal	Animals, including dogs, that have been individually trained to work or perform tasks to accompany persons with disabilities in vehicles and facilities.
Interlocks	Interlocks is an electronic safety system installed in wheelchair-accessible vehicles (such as buses, transit coaches, and certain passenger vehicles) that prevents the operation of a wheelchair lift unless the vehicle meets specific safety conditions.

Procedure

<u>Coordination of Transportation</u>

1. Transportation will be coordinated and/or provided to create access to the community and places where needed services and supports are delivered as identified in the person's person-centered plan and implementation strategy.

2. To foster natural supports, whenever possible and as appropriate, people who receive support should use family, neighbors, friends, or transportation providers/public transportation to access supports, services, and the community.
3. CTF sites will have resources available for people who receive support to access public transportation, such as busing, PACE, RTA, taxi, Uber/Lyft, ride shares, and other modes of transportation that are available in their community.
4. CTF will provide options and opportunities for transportation training to people who receive services as identified within their person-centered plan.
5. CTF may refuse to provide transportation services to a person if that person engages in violent, seriously disruptive, illegal conduct, and/or represents a direct threat to the health or safety of others.

<u>CTF Provided Transportation</u>

1. People receiving services are not to be left unattended in vehicles at any time. The driver must check the van from front to back to be sure all passengers have gotten off the vehicle before leaving the vehicle.
2. Service animals are permitted to accompany people with disabilities in vehicles.
    a. Any animal boarding a CTF vehicle must be a certified service animal.
    b. The service animal must remain under the control of the rider and not present an immediate danger to the driver or other riders.
3. Drivers will ensure adequate time for people to board and disembark a vehicle.
4. Drivers will ensure that every rider uses a functioning seatbelt.
5. Drivers will conduct a pre-trip inspection, including checking the presence of properly functioning securement equipment.
    a. All equipment failures will be reported immediately to the Site Supervisor and Director.
6. For CTF vehicles that have wheelchair ramps or lifts, CTF will abide by the following:
    a. Each vehicle used to transport people who use a wheelchair for mobility must have a securement system for wheelchairs.
    b. Drivers will assist riders with the use of the lifts, ramps, and securement systems.
    c. Drivers will use required accessibility related equipment and features on every trip, including seatbelts and tie-downs to secure a wheelchair in a vehicle.
    d. Vehicle interlocks will be inspected for safety before use, as well as during monthly vehicle inspections.
    e. Securement problems of the wheelchair shall be reported immediately to the Site Supervisor and Transportation Director.
        i. Vehicles with malfunctioning interlocks shall be taken out of service immediately until repaired.
    f. CTF will transport a person and their wheelchair, as long as the vehicle and lift can accommodate the size and weight of the passenger and the wheelchair. However, CTF will not transport a wheelchair if the lift or vehicle is unable to accommodate the wheelchair and its user, based on the recommended safety requirements.

<u>Community Day Service Transportation</u>

1. All people being transported to and from their residential sites to community day service programs will not have a one-way trip that exceeds one hour.

2. People who receive Community Day Services will not be denied transportation unless they are a danger to themselves or others. Transportation services will only be discontinued upon approval of the Community Support Team (CST). If transportation services are terminated, the CST will develop a plan for alternative transportation services, as well as a plan to reintroduce the person to CTF transportation services. This will be documented within a person's Implementation Strategy.

Driver Training

1. CTF will provide transportation training to DSPs, Drivers, Supervisors, and all vehicle operators upon hire and annually thereafter.
2. Transportation training will include the following:
    a. safe operation and driving of vehicles
    b. safe operation of accessibility equipment
    c. customer service and sensitivity training.

Vehicle Service and Maintenance

1. CTF will ensure all maintenance on agency vehicles, including their lifts, ramps, securement devices, and signage, is conducted within service and schedule manufacturer requirements for the vehicles, lifts, and other devices/equipment.
2. A monthly maintenance check will be completed each month.
3. Some vehicles (PACE, IDOT) require a pre-trip inspection. These should be completed and filed. Any concerns should be reported to the transportation director.
4. To ensure timely ADA equipment maintenance, standardized procedures, and better tracking records, all ADA service equipment will be serviced during every 6 months at an authorized mobility repair dealership.
5. CTF will track vehicle service dates and will make service information available in accessible formats.

Complaint and Modification Procedures

1. CTF is committed to making reasonable modifications to its transportation policies, practices, and procedures to avoid discrimination and ensure transportation, programs, and services are accessible to people with disabilities.
2. Any transportation complaint received by CTF will be immediately investigated, and every effort will be made to seek an appropriate and prompt resolution.
    a. CTF will work to make the necessary corrections and/or adjustments to alleviate the situation.
    b. ADA Transportation service complaints shall be submitted in writing on the agency's complaint form and returned to:
        i. CTF Illinois – Attn: Transportation Department
        18230 Orland Parkway
        Orland Park, IL 60467
        Phone: 708-429-1260
    c. If you would like a copy of this form or require additional information, please call CTF Illinois during regular administrative business hours (8:00 AM – 4:00 PM) at 708-429-1260.