ADA Transportation Policy

Purpose

It is the goal of the Streator Unlimited, Inc., through its transit services, to design, implement, and maintain a safe, efficient, effective, and accessible transportation system for persons with disabilities. Streator Unlimited, Inc. works to ensure nondiscriminatory transportation to enhance the social and economic quality of life for all people of the communities served by Streator Unlimited, Inc..

Policy

It is the policy of Streator Unlimited, Inc. to abide by all provisions of the Americans With Disabilities Act (ADA) of 1990, Section 504 of the Rehabilitation Act of 1973, as amended, and US Department of Transportation (DOT) regulations found at 49 CFR Parts 27, 37, and 38, as amended, including all programs, services, activities, operations and relationships with – and accommodations/modifications of – employees, client-customers, and the general public, including but not limited to those stated below.

The Americans with Disabilities Act of 1990 (ADA) requires that individuals with disabilities receive the same level of service as non-disabled individuals. Services that are “separate but equal” are not acceptable. Section 504 prohibits discrimination on the basis of disability in any program or activity receiving Federal financial assistance.

Streator Unlimited, Inc. will keep federally funded equipment and facilities in good operating condition. Streator Unlimited, Inc. has policies and procedures to maintain vehicles. We will maintain, in operative condition, those features of facilities, vehicles, and other capital equipment that are required to make them accessible. ADA accessibility features will be repaired promptly if they are damaged or out of order. Streator Unlimited, Inc. has established a system of regular and frequent maintenance checks of lifts sufficient to determine if they are operative

Equivalent service

As required by the ADA, Streator Unlimited, Inc. has a sufficient number of, or access to, wheelchair accessible vehicles in our fleet to ensure that individuals needing an accessible vehicle have equivalent access to our transportation services as ambulatory individuals.

Maintenance of Accessible Features on Vehicles

As required by the ADA, the accessible features on our vehicles are maintained in operative condition so that individuals needing these features receive equivalent service to individuals not needing those features. Accessibility features are repaired promptly if they are damaged or out of order. Drivers are required to report lift and ramp failures promptly.

Transporting and securing wheelchairs

A wheelchair is a mobility aid belonging to any class of three- or more-wheeled devices, usable indoors, designed or modified for, and used by individuals with mobility impairments, whether operated manually or powered. Streator Unlimited, Inc. will transport passengers with wheelchairs, even in circumstances when the wheelchair cannot be secured to the driver's satisfaction, unless the wheelchair exceeds the size or weight capacity of the wheelchair lift or ramp.
Adequate Time for Vehicle Boarding and Disembarking

As required by the ADA, Streator Unlimited, Inc. provides adequate time for boarding and disembarking our vehicles for individuals with disabilities. Additionally, Streator Unlimited, Inc. permits individuals with disabilities who do not use wheelchairs, including standees, to use a vehicle's lift or ramp to board and/or disembark the vehicle.

Use of Portable Oxygen/Respirator Equipment

As required by the ADA, individuals using our transportation service may bring a respirator, portable oxygen equipment, and/or other life support equipment on board our vehicles, as long as they do not violate the law or rules relating to the transportation of hazardous materials. All equipment must be small enough to fit into our vehicles safely and without obstructing the aisle and/or blocking emergency exits. Passengers (with the assistance of the driver) must secure the equipment by means such as carrying the equipment using a shoulder strap or securing the equipment to a wheelchair or a seat.

Service Animals

As required by the ADA, any guide dog, signal dogs, or other animal individually trained to work or perform tasks for the benefit of an individual with a disability, including but not limited to, guiding individuals with impaired vision or alerting individuals with impaired hearing, have access to our vehicles. All service animals must be kept under the control of their owner at all times and abide by local animal safety regulations.

Personal Care Attendant

Streator Unlimited, Inc. will not charge a fee for Personal Care Attendants to ride along with a passenger.

Training in Wheelchair Securement, Sensitivity to Passengers

As required by the ADA, Streator Unlimited, Inc. trains its personnel to operate vehicles and equipment safely, assist passengers properly, and treat individuals with disabilities who use the service in a respectful and courteous way.

Driver use of, and assistance with, Accessibility Equipment

As required by the ADA, Streator Unlimited, Inc. personnel make use of all available accessibility equipment when needed and provide a reasonable level of assistance to passengers as necessary and upon request with lifts, ramps, and securement devices.

ADA complaints

Discrimination related customer service complaints, including those associated with ADA regulations, are reported to a DOT Civil Rights Office and complaint documentation is maintained on file for one year. ADA related service complaint logs are kept on file for five years, per US DOT regulations. For a complete description of Streator Unlimited, Inc.'s response to these complaints, refer to TITLE OF ADA COMPLAINT PROCEDURES Streator Unlimited, Inc.'s contact for ADA complaints is:

Streator Unlimited, Inc.
ATTN: Executive Director John Mallaney
305 N. Sterling St.
Streator IL 64364
jmallaney@streatorunlimited.org
(815)673-5574

Complaint form:

Streator Unlimited, Inc.
TITLE VI COMPLAINT FORM

"No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

If you feel that you have been discriminated against in the provision of transportation services, please provide the following information to assist us in processing your complaint. Should you require any assistance in completing this form or need information in alternate formats, please let us know. Please mail or return this form to

John Mallaney
Executive Director
Streator Unlimited, Inc.
305 N. Sterling St.
PO Box 706
Streator, IL 61364
jmallaney@streatorunlimited.org
Fax 815.673.1714

Name:			
Address:		**City:**	
State:		**ZIP:**	
Telephone:		**E-mail:**	

Accessible format of Form Needed? Check all that apply			
☐Large Print	☐Audio Tape	☐TDD	☐Other: Click here to enter text.

Are you filling out this complaint on your own behalf?			
☐Yes	☐No		
	Name of person filing complaint:		
	Address:		
	City:		
	State:		
	ZIP:		
	Telephone:		
	E-mail:		
	Your relationship to this person:		
	Have you obtained permission to file on this person's behalf?	☐Yes	☐No

The discrimination alleged was on the basis of *(check all that apply)*			
☐Race	☐Color	☐National Origin	☐Other: Click here to enter text.

Date of alleged discrimination:	
Where did alleged discrimination take place?	

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons involved, include name and contact information of persons who discriminated against you (if known)

Click here to enter text.

Please list any and all witness' names and contact information.

Click here to enter text.

What type of corrective action would you like to see taken?

Click here to enter text.

Have you filed a complaint with any other Federal, State or local agency/court?		
☐Yes (check all that apply)		☒No
☐Fed. Agency: *Click here to enter text.*	☐Fed. Court:*Click here to enter text.*	
☐State agency: *Click here to enter text.*	☐State Court	
☐Local Agency: *Click here to enter text.*	☐Local Court	

Please attach additional documentation as necessary. Sign and date below:

X_____ _____

Your Signature Printed Name

STREATOR UNLIMITED, INC.
TITLE VI PROCEDURES

Date Last Update: 08/01/14

Title VI of the 1964 Civil Rights Act requires that *"No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."*

Any person who believes that he/she has been aggrieved by an unlawful discriminatory practice on the basis of race, color or national origin by Streator Unlimited, Inc. may file a complaint by completing and submitting Streator Unlimited, Inc. the Title VI Complaint form.

How do you file a complaint?

You may download the Streator Unlimited, Inc. Title VI Complaint Form at www.streatorunlimited.org or request a copy by writing or phoning Streator Unlimited, Inc., 305 N. Sterling St., PO Box 706, Streator, IL 61364, jmallaney@streatorunlimited.org, Fax 815.673.1714.

You may file a signed, dated and written complaint no more than 180 days from the date of the alleged incident. The complaint should include:

a. Your name, address and telephone number [*See question 1 of the complaint form*];

b. How, why, and when you believe you were discriminated against. Include as much specific detailed information as possible about the alleged acts of discrimination, and any other relevant information *[See questions 7, 8, 9, and 10 of the complaint form]*; and

c. The names of any persons, if known, whom the director could contact for clarity of your allegations [See question 11 of the complaint form].

Please submit your complaint form to address listed below:

John Mallaney
Executive Director
Streator Unlimited, Inc.
305 N. Sterling St.
PO Box 706
Streator, IL 61364
jmallaney@streatorunlimited.org
Fax 815.673.1714

How will your complaint be handled?

Streator Unlimited, Inc. investigates complaints received no more than 180 days after the alleged incident. [Streator Unlimited, Inc. will process complaints that are complete. Once a completed complaint is received, Streator Unlimited, Inc. will review it to determine if Streator Unlimited, Inc. has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by Streator Unlimited, Inc..

Streator Unlimited, Inc. will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, Streator Unlimited, Inc. may contact the complainant. Unless a longer period is specified by Streator Unlimited, Inc., the complainant will have ten [10] days from the date of the letter to send requested information to the Streator Unlimited, Inc. investigator assigned to the case.

If Streator Unlimited, Inc. investigator is not contacted by the complainant or does not receive the

additional information within the required timeline, Streator Unlimited, Inc. may administratively close the case. A case may be administratively closed also if the complainant no longer wishes to pursue their case.

After an investigation is complete, Streator Unlimited, Inc. will issue a letter to the complainant summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation. If a complainant disagrees with Streator Unlimited, Inc.'s determination, he/she may request reconsideration by submitting a request in writing to Streator Unlimited, Inc. Executive Director within seven [7] days after the date of Streator Unlimited, Inc. letter, stating with specificity the basis for the reconsideration. The Executive Director will notify the complainant of his decision either to accept or reject the request for reconsideration within 10 days. In cases where reconsideration is granted, the Executive Director will issue a determination letter to the complainant upon completion of the reconsideration review.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590. If information is needed in another language, then contact Streator Unlimited, Inc. at 815.673.5574.