



Copper Mountain Transit ADA Policies

It is the policy of the Copper Mountain Transit (Town of Miami) to abide by all provisions of the Americans with Disabilities Act (ADA) of 1990 and Section 504 of the Rehabilitation Act of 1973, 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 (i.e. all individuals using wheel chairs on one bus and everyone else on another bus). Section 504 prohibits discrimination on the basis of disability in any program or activity receiving Federal financial assistance.

All recipients must keep federally funded equipment and facilities in good operating condition. Recipients must have policies and procedures to maintain vehicles. Recipients must maintain, in operative condition, those features of facilities, vehicles, and other capital equipment that are required to make them accessible. ADA accessibility features must be repaired promptly if they are damaged or out of order. Recipients must establish a system of regular and frequent maintenance checks of lifts sufficient to determine if they are operative.

Specific transportation provisions of the Americans with Disabilities Act (ADA), and Section 504 of the Rehabilitation Act of 1973, as amended, include but are not limited to the following requirements:

EQUIVALENT SERVICE: As required by the Americans with Disabilities Act (ADA), Copper Mountain Transit (Town of Miami) 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 damage 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. Copper Mountain Transit (Town of Miami) 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 VEHICLES BOARDING and DISEMBARKING: As required by the ADA, Copper Mountain Transit (Town of Miami) provides adequate time for boarding and disembarking our vehicles for individuals with disabilities.

USE of PORTABLE OXYGEN/RESPIRATOR EQUIPMENT: As required by the ADA, individuals using our transportation service may bring 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 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.

TRAINING IN WHEELCHAIR SECUREMENT, SENSITIVITY to PASSENGERS: As Required by the ADA, Copper Mountain Transit (Town of Miami) trains its personnel to operate vehicles and equipment safely, assist passengers' property, and treat individuals with disabilities who use the service in a respectful and courteous way. A "Certified Trainer" in Passenger Assistance Safety and Security (P.A.S.S.) provides training to personnel prior to being released to drive for Copper Mountain Transit (Town of Miami).

DRIVER USE of and Assistance with ACCESSIBILITY EQUIPMENT: As required by the ADA, Copper Mountain Transit (Town of Miami) 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: Copper Mountain Transit (Town of Miami) discrimination related customers service complaints, including those associated with ADA regulations, are reported to ADOT 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 USDOT regulations.

In regards to any questions, information, or concerns please contact:

Transit Office at (928) 473-8222

Monday thru Friday 6:00AM to 5:00PM

Email at transit@miamiaz.gov

Subject line: ADA Question and/or Complaint whichever pertains for the reason for the email.