

Americans with Disabilities Act
Greene County Transit, Inc.
Policy and Procedures

The Greene County Transit, Inc. in accordance with the Americans with Disabilities Act of 1990 has set forth provisions to ensure that all individuals with disabilities have equal opportunity with regards to employment and transportation.

1. Employment

- a. The Greene County Transit, Inc. will not discriminate against an individual in hiring or promotion if the person is otherwise qualified for the job.
- b. The Greene County Transit, Inc. may ask about one's ability to perform a job, but may not ask if someone has a disability.
- c. The Greene County Transit, Inc. may reject applicants or fire employees who pose a direct threat to the health or safety of other individuals in the workplace.

2. Transportation

- a. The Greene County Transit, Inc. being a Demand Response System, shall provide transportation service to all individuals with respect to the following service items:
 1. response time
 2. fares
 3. hours and days of operation
 4. geographic service area
 5. availability of information

There will be no discrimination to any client in regards to these items.

3. Vehicle Maintenance

- a. The Greene County Transit, Inc. will maintain, in operating condition, features on vehicles that are required to make the vehicles readily accessible to all individuals with disabilities.
These features include lifts, securement devices, and signs.
- b. Accessibility features will be repaired immediately. Back up vehicles will be put into service.
- c. Greene County Transit, Inc. will ensure that the vehicle operators report any failure of a lift to operate.

4. Service Animals

- a. The Americans with Disabilities Act defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. If this definition is met, animals are considered service animals under the ADA. Service animals perform tasks that individuals with a disability cannot. Some examples of service assistance include vision assistance, alerting the passenger with hearing impairments to sounds, pulling wheelchairs or carrying things with people with mobility impairments, assisting with balance. A service animal is not a pet.
- b. The Greene County Transit, Inc. allows all service animals to board vehicles with their owners.
- c. Some service animals have special collars and harnesses. Some may have identification papers or certificates. If the driver is not certain if an animal is a service animal, you may ask the person with the animal if it is a service animal required because of a disability.

5. Driver Training

- a. The Greene County Transit, Inc. will ensure that personnel are trained to operate vehicles and equipment safely, and to properly assist individuals with disabilities who use our service in a respectful and kind manner. The staff members are trained with the following:
 1. Safe Transport of the Public Under the ADA (video)
 2. Safe and Secure Training Program with Sure-Loc (Video)
 3. RTAP: Understanding the Capabilities and Needs of Special Passengers. (video)
- b. The Greene County Transit, Inc. staff also has monthly meetings conducted by the Transit Manager to discuss passenger needs. All drivers attend these monthly meetings and receive annual training in the above mentioned areas.