



ADA Plan 2019

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INTRODUCTION

Clackamas County has a variety of Transportation Programs that operate throughout multiple jurisdictions in the greater Portland Metro Area. Clackamas County's administrative offices are located at 2051 Kaen Rd, Oregon City, OR 97045.

Clackamas County is committed to providing equal opportunity for persons with disabilities. This commitment includes complying with the Americans with Disabilities Act of 1990 (ADA) and the Rehabilitation Act of 1993 including Section 37.173 of DOT's ADA regulations requiring transit operators to train their personnel to properly assist and treat individuals with disabilities with sensitivity and to operate vehicles and equipment safely. This includes training personnel to use the accessibility equipment and to accommodate the different types of common wheelchairs.

The purpose of this plan is to document policies developed during the course of providing public transportation programs for Clackamas County residents. It is the policy of Clackamas County to comply with the legal requirements of Federal and State laws and regulations as they pertain to individuals with disabilities. The Transportation programs provide quality transportation services without discrimination to all persons including individuals with disabilities.

MISSION AND GOALS

The mission of the Clackamas County Social Services Division is to provide quality services and meaningful opportunities for the elderly, disabled, and low-income residents of Clackamas County. Through citizen participation and the efforts of the Boards, staff, and volunteers, we recognize the goal of creating a comprehensive system which meets immediate service needs while encouraging as much self-help and independence as possible.

It is the goal of Clackamas County to provide a consortium of transportation programs that allow for the integration of people of all abilities to have access to the network of regional transportation options. Transportation services throughout Clackamas County are provided without discrimination against any person including any person with a disability. Discrimination on the basis of disability against any person by a representative of Clackamas County will not be condoned or tolerated. The Clackamas County Title VI Policy provides a comprehensive non-discrimination policy.

Goals:

1. Provide access to safe, accessible, and dignified services to all persons, including individuals with disabilities.
2. Accommodate the wide range of mobility aids within the confines of available vehicles and commercial standard equipment.
3. Provide programs that assist with trip planning and travel training
4. Support regional transit programs and ensure they are in line with Clackamas County Title IV and ADA plans

DEFINITIONS

Disability: A physical or mental impairment that substantially limits one or more major life activities.

Direct Recipient: An entity that receives funding directly from FTA. For purposes of Title VI, a direct recipient is distinguished from a primary recipient in that a direct recipient does not extend financial assistance to subrecipients, whereas a primary recipient does.

Discrimination: Any action or inaction, whether intentional or unintentional, in any program or activity of a federal aid recipient, subrecipient, or contractor that results in disparate treatment, Disparate Impact, or perpetuating the effects of prior discrimination based on race, color, or national origin.

Limited English Proficient (LEP) Persons: Persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Low-Income Population: Any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed FTA program, policy or activity.

Minority Population: Any readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed Department of Transportation (DOT) program, policy, or activity.

Recipient: Any public or private entity that receives federal financial assistance from FTA, whether directly from FTA or indirectly through a primary recipient. This term includes subrecipients, direct recipients, designated recipients, and primary recipients. The term does not include any ultimate beneficiary under any such assistance program.

Subrecipient: An entity that receives federal financial assistance from FTA through a primary recipient.

Title VI Program: A document developed by an FTA recipient to demonstrate how the recipient is complying with Title VI requirements. Direct and primary recipients must submit their Title VI Programs to FTA every three years. The Title VI Program must be approved by the recipient's Board of Directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA.

Transit Provider: Any entity that operates public transportation service, and includes states, local and regional entities, and public and private entities. This term is inclusive of direct recipients, primary recipients, designated recipients, and subrecipients that provide fixed route public transportation service.

Wheelchair: Wheelchair means 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. A transit system must transport individuals using wheelchairs if their devices meet the definition of a wheelchair and can be accommodated on the vehicle (e.g., they fit on the lift or ramp and in the securement area). Agencies may only decline to transport a wheelchair/occupant if doing so would be inconsistent with "legitimate safety requirements."

SUBRECIPIENT MONITORING

Clackamas County's goal is to work with subrecipients to ensure continued compliance with all Title VI and ADA requirements. Contracts signed with Clackamas County by subrecipients include Title VI and ADA compliance language. The County has created a broad ADA plan, but expects specific entities to create, maintain, and monitor compliance on their own Title VI and ADA Plans.

CLACKAMAS COUNTY DEMOGRAPHICS

Clackamas County is located in the heart of the Metro region with both urban and rural areas spread over 1,800 square miles. According to the 2010 Census report population in Clackamas County was 375,992 and expected to increase to over 416,000 by 2018. The population above the age of 65 makes up approximately 11% of the total population.

According to the 2010 Census report about 6.1% of families and 9.0% of the population were below the poverty line, including 11.2% of those under age 18 and 6.2% of those age 65 and over.

CLACKAMAS COUNTY

Regional Transit Providers

There are currently number of independent small urban and rural transit providers spread throughout Clackamas County that ensure transit services are available. Clackamas County works with each one of the transit providers to ensure that the goals of Clackamas County and future transit plans are incorporated into each transit program. Sandy Area Metro (SAM), Canby Area Metro (CAT), South Clackamas Transit District (SCTD), South Metro Area Rapid Transit (SMART), and Ride Connection all have their own ADA Plans that are executed within each of their service districts.

Mt Hood Express

The Mt Hood Express is a public bus service administered by Clackamas County. It serves the communities along Highway 26, running from the City of Sand east to Government Camp and Timberline. All of the buses used in this service are lift equipped and have wheelchair securement stanchions. Clackamas County contracts out the operations of the Mt Hood Express. The contract requires Title VI and ADA compliance and monitoring by the Contractor.

Transportation Reaching People

Transportation Reaching People (TRP) is a free Clackamas County run program that serves the Elderly and Disabled populations of Clackamas County. The TRP program has both paid and volunteer drivers that drive TRP users to medical appointments, grocery shopping, and other essential errands.

The program is administrated by Clackamas County employees. Dispatchers schedule rides with both paid drivers and volunteers to maximize efficiency and ensure the citizens of Clackamas County are served. All paid driver use vehicles that have a lift and wheelchair securement options. Volunteers use their privately owned vehicle. Both paid drivers and volunteers go through a specific training program that focuses on specifics to transporting the Elderly and Disabled populations. Included in that training is a focus on Title VI and ADA requirements.

Ride Together

The Ride Together program is another free Clackamas County run program that allows riders to recruit their own volunteer drivers (i.e. family, neighbors, and friends). Participants schedule rides with their volunteer drivers. The volunteer drivers go through a specific training program that focuses on specifics to transporting the Elderly and Disabled populations. Included in that training is a focus on Title VI and ADA requirements.

Vets Driving Vets

The Vets Driving Vets program matches veterans who volunteer their services with other veterans who need rides to doctors' appointments or to take care of other basic needs. The service is free to veterans and run by Clackamas County. The volunteer Veteran drivers go through a specific training program that focuses on specifics to transporting the Elderly and Disabled populations. Included in that training is a focus on Title VI and ADA requirements.

Senior Centers

Senior Centers have transportation programs that are in part supported by TRP Volunteer Drivers. The Senior Center transportation programs are focused on transporting seniors within their jurisdictions to medical appointments, personal appointments, shopping trips, and group excursions. The Senior Centers have their own vehicles that they use to transport clients. All the vehicles are have lifts and wheelchair stations. Senior Center drivers are also trained on Title VI and ADA requirements

Future Transit Programs

As Clackamas County continues to grow so will the need for additional transit services. Clackamas County will continue to contract out to other entities for transportation services within the County and will hold them to the highest possible standards for public service. All of the contracts signed with Clackamas County include compliance language on both Title VI and ADA requirements. Programs such as the CCC Xpress Shuttle, Oregon City Last Mile Shuttle, and other shuttle programs will have minimum requirements which include but are not limited to: ADA accessible vehicles, ADA and Title VI Driver training, wheelchair securement procedures, and minimum insurance standards.

Appendix A: Reasonable Modification Policy

Clackamas County Social Services Division

Policy 5.F Reasonable Accommodation for Programs, Services and Activities

Relevant County Policy:

- Under review

Relevant State or Federal Rules or Regulations:

- American with Disabilities Act of 1990, Section II
- Rehabilitation Act of 1973, Section 504

Statement of Intent and Purpose:

Clackamas County Social Services (CCSS) is committed to providing equal access and opportunity to qualified individuals with disabilities in all programs, services and activities. CCSS recognizes that in order to have equally effective opportunities and benefits, individuals with disabilities may need reasonable modification to practices and procedures. CCSS will adhere to all applicable federal and state laws, regulations and guidelines with respect to providing reasonable modifications, as necessary, to afford equal access to programs for persons with disabilities.

CCSS does not discriminate on the basis of disability in admission to, participation in, or receipt of services and benefits under any program or activity. CCSS will take appropriate steps to ensure that persons with disabilities, including persons who have hearing, vision or speech impairments, have an equal opportunity to participate.

No qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of transportation and other services, programs, or activities. Nor shall CCSS exclude or deny equal services, programs, or activities to an individual because of the known disability of an individual with whom the individual is known to have a relationship or association.

The purpose of reasonable modification is to offer equal and effective opportunities and access to public transportation services and other programs and services for persons with disabilities and full compliance with the provisions of the American with Disabilities Act of 1990, Title II, and Section 504 of the Rehabilitation Act of 1973.

CCSS will make reasonable modifications to practices and procedures when necessary to provide equal opportunity to qualified individuals with disabilities, unless making the modification would fundamentally alter the nature of the program, service, or activity. A reasonable modification is a

change or exception to a policy, practice, or procedure that allows disabled individuals to have equal access to programs, services, and activities.

Procedure:

An individual is eligible to be considered to receive a reasonable accommodation if that individual has a disability in the form of a physical or mental impairment that limits the performance of one or more major life activities, has a record of impairment, or is regarded as having such impairment. Requests for accommodation may be made either orally or in writing. The reasonable accommodation process begins as soon as the request for accommodation is made.

When a request for accommodation is made, CCSS and the individual requesting an accommodation must engage in a good faith interactive process to determine what, if any accommodation shall be provided. The individual and the County must communicate with each other about the request, the process for determining whether an accommodation will be provided, and the potential accommodations. Communication is a priority throughout the entire process.

CCSS will process requests for reasonable accommodation as previously set forth and then provide accommodations, where appropriate, in as short a time frame as reasonably possible. CCSS recognizes, however, that the time necessary to process a request will depend on the nature of the accommodation(s) requested and whether it is necessary to obtain supporting information.

Reasonable accommodation requests relating to services requested for individuals with hearing or vision needs are addressed as follows. Since these requests are routinely provided, no record is required unless a request is made and denied.

Services for Persons with Impaired Hearing or Vision

1. TTY/TTD services are available in the Social Services reception area. Please ask a member of Support Staff for assistance. Additional information is available on Trillium under Information and Resources/Communication Aids.
2. Interpretation or translation services are available, including provision of Braille or audio services. The listing of current providers of sign language and other services is on Trillium under Information and Resources/ Communication Aids.

Clients have a right to file a grievance if the Division fails to provide material in an alternate format. Use the CCSS Consumer Grievance Process (See Section 5.D Citizens Consumer Grievance Process)

CCSS will maintain all records related to reasonable accommodation requests and denials for at least three (3) years. All reasonable accommodation request records should be sent to the Administrative Services Manager for tracking.

Appendix B: ADA Complaint Form

Clackamas County Social Services ADA Complaint Form

Please provide the following information necessary in order to process your complaint. A formal complaint must be filed within 180 days of the occurrence of the alleged discriminatory act. Assistance is available upon request. Please contact Clackamas County Social Services at 503-655-8640.

Complete this form and return to:

Clackamas County Social Services Division
Attn: Administrative Services Manger
2051 Kaen Rd. Oregon City, OR 97045
teresachr@clackamas.us
FAX: 503-655-8889

Complainants Name: _____

Address: _____ City: _____

State: _____ Zip Code: _____ Telephone Home: _____

Telephone Cell: _____ Email Address: _____

Person (s) Discriminated Against (if other than complainant):

Name: _____

Address: _____ City: _____

State: _____ Zip Code: _____ Telephone Home: _____

Telephone Cell: _____ Telephone Work: _____

On which of the following is the discrimination based?

Disability Reasonable Accommodation Other

Date of Alleged Discrimination: _____

Location: _____

Agency or person who was responsible for alleged discrimination: _____

Describe the alleged discrimination. Explain what happened and whom you believe was responsible (for additional space, attach additional sheets of paper to this form).

How can this complaint be resolved? How can the problem be corrected?

Please sign and date. The complaint will not be accepted if it has not been signed. You may attach any written materials or other supporting information that you think is relevant to your complaint.

Signature

Date

