

# Americans with Disabilities Act (ADA) Program Overview

At **SEMCAC Transportation**, including **Rolling Hills Transit** and **Rolling Hills Mobility**, we are committed to providing safe, accessible, and nondiscriminatory transportation services for all riders, including individuals with disabilities. Our services are provided in accordance with the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act, federal transportation regulations, and Minnesota Department of Transportation (MnDOT) requirements.

## Our Commitment

SEMCAC Transportation believes everyone deserves equal access to transportation. We work to ensure that individuals with disabilities can use our services with dignity, independence, and safety. We provide transportation in the most integrated setting appropriate to each individual's needs and make reasonable accommodations when required by law.

## Accessible Transportation Services

We operate accessible vehicles throughout our service area and provide equivalent service to riders with disabilities. Accessible service includes:

- Wheelchair-accessible vehicles equipped with lifts or ramps.
- Wheelchair securement systems.
- Passenger assistance with boarding and exiting vehicles.
- Accommodation of mobility devices that can be safely transported.
- Priority seating for seniors and individuals with disabilities.
- Service for riders traveling with personal care attendants (PCAs). PCAs ride at no additional charge.

Passengers may choose to remain in their wheelchair or mobility device while traveling. Drivers may recommend a transfer to a seat when appropriate but will never require a passenger to transfer.

## Passenger Assistance

Our drivers receive ADA training and are available to assist with:

- Boarding and exiting vehicles.
- Operating lifts and ramps.
- Securing wheelchairs and mobility devices.
- Providing approved transportation-related assistance.

While drivers provide transportation assistance, they cannot provide personal care services, medical care, lifting or carrying of passengers, or other services outside the scope of transportation operations.

# **Service Animals**

Service animals trained to perform tasks for an individual with a disability are welcome on all SEMCAC Transportation services. Riders are responsible for maintaining control of their service animal while traveling. Emotional support, comfort, and therapy animals are not considered service animals under U.S. Department of Transportation ADA regulations.

## **Mobility Devices and Medical Equipment**

We will transport wheelchairs, scooters, walkers, and other mobility devices that can be safely accommodated by our vehicles. Portable oxygen and medically necessary assistive equipment are also permitted and must be safely secured during transportation.

## **Reasonable Modifications and Accommodations**

SEMCAC Transportation will make reasonable modifications to policies, practices, and procedures when necessary to provide equal access to transportation services. Requests are considered individually through an interactive process between the rider and SEMCAC Transportation.

### **Examples of Reasonable Modifications**

A reasonable modification may involve changing a policy or procedure to allow a person with a disability to access transportation services more effectively.

### **How to Request a Reasonable Modification**

Requests may be made orally or in writing and do not need to use the term "reasonable modification." Our staff will work with you to determine appropriate accommodations.

### **When a Request May Be Denied**

A request may be denied only if it:

- Fundamentally alters the nature of the transportation service.
- Creates a direct threat to health or safety.
- Causes an undue financial or administrative burden.
- Is unnecessary because the individual can fully use the service without the modification.

If a request is denied, SEMCAC Transportation will explain the reason for the denial, identify any alternative accommodations considered, and provide information about the complaint and appeal process.

# ADA Eligibility Appeals

Individuals who are denied ADA eligibility, granted temporary or conditional eligibility, or suspended due to a pattern of no-shows have the right to appeal the decision. Appeals must be submitted in writing within 60 days of notification. Accessible formats and alternative communication methods are available upon request.

Appeals hearings are scheduled within 30 days of receiving an appeal request, and riders may participate in person, by telephone, virtually, or through a representative.

## ADA Complaint Process

SEMCAC Transportation prohibits discrimination on the basis of disability. Anyone who believes they have experienced disability discrimination may file an ADA complaint. Complaints must generally be filed within 180 days of the alleged incident.

We will:

- Acknowledge receipt of the complaint.
- Conduct a prompt and objective investigation.
- Provide a written response.
- Inform complainants of available appeal rights.
- Maintain complaint records as required by state and federal regulations.
- Individuals also retain the right to file complaints directly with MnDOT.

## No-Show Policy and Rider Protections

SEMCAC Transportation understands that emergencies and disability-related circumstances can affect travel plans. No-show and late-cancellation policies are applied fairly and consistently, with consideration given to circumstances beyond a rider's control. Riders are provided notice and appeal rights before any suspension is imposed. Service generally continues during the appeal process.

Financial penalties are never assessed for no-show violations.

## Non-Retaliation

SEMCAC Transportation strictly prohibits retaliation against any individual for:

- Requesting a reasonable modification.
- Filing an ADA complaint.
- Participating in an investigation.
- Exercising rights protected under the ADA.

# Information in Accessible Formats

We make rider information available in alternative formats upon request, including:

- Large print materials.
- Accessible electronic documents.
- Audio formats when available.
- Verbal assistance by telephone.

## Contact the ADA Coordinator

### **William J. Spitzer**

Director of Transportation & ADA Coordinator

SEMCAC Transportation

400 Commerce Drive SE

Kasson, MN 55944

Phone: 507-634-4340 or 1-800-528-7622

Email: [tpcompliance@semcac.org](mailto:tpcompliance@semcac.org)

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### **Need assistance or an accommodation?**

Contact SEMCAC Transportation's ADA Coordinator before your trip or as soon as possible. We are committed to working with riders to ensure equal access to transportation services throughout southeastern Minnesota.