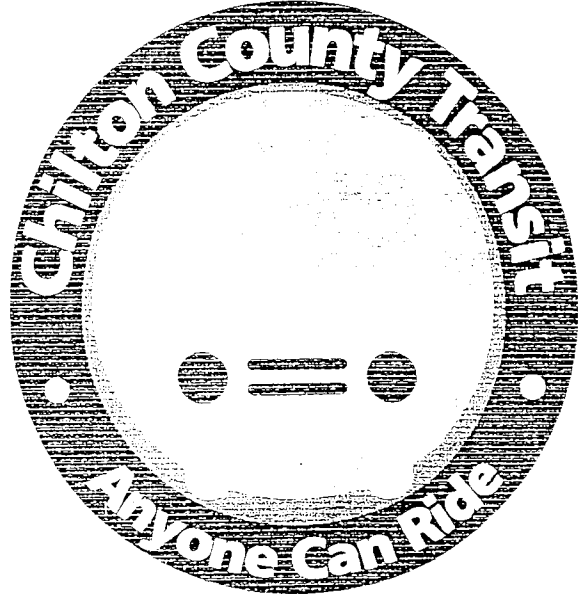


We provide rides to

- Medical Facilities
- Work
- School
- Day Care
- Shopping
- Social Services
- The Senior Center
- The Courthouse
- and MORE



Hours of Operation

Monday – Friday

5:30 a.m. to 4:00 p.m.

Please call at least 24 hours
in advance to schedule a ride.

Wheelchair accessible.

*Servicing All Areas of
Chilton County*

*The Convenient, Reliable Way
for Anyone to Ride*

205-755-5941

Please call at least
24 hours in advance to schedule a ride.

Hours of Operation

Monday – Friday

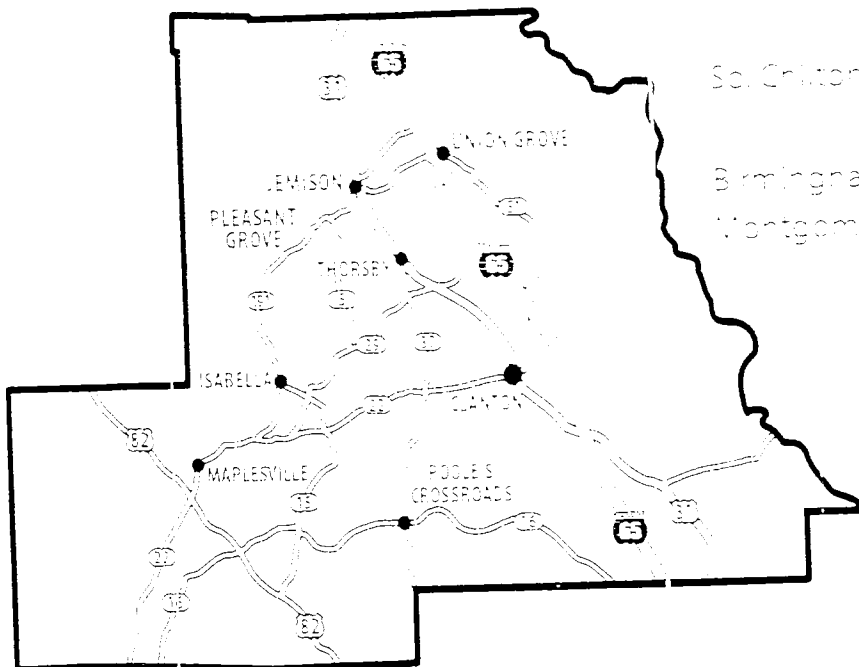
5:30 a.m. to 4:00 p.m.

Chilton County Transit is funded with federal grant monies as
thru AADOT and local matching monies from the Chilton County
Commission, the cities of Clanton, Jemison, Maplesville and
Thorsby. We thank them all!

Demand Response

This service allows anyone in the county to call the transit at least 24 hours in advance and schedule a ride. Chilton County Transit will pickup passengers at home, take them to their destinations, and return to take them back home at a designated time. Riders pay a nominal fee for this service. Riders going to work and medical facilities will be given priority.

Servicing all Areas of Chilton County in addition to Birmingham & Montgomery



Fares

Clanton City Limits	\$1.50	one way
	\$3.00	round trip
Lomax	\$2.00	one way
	\$4.00	round trip
Thorsby	\$2.50	one way
	\$5.00	round trip
Jemison	\$4.00	one way
	\$8.00	round trip
No. Chilton County	\$4.50	one way
	\$9.00	round trip
Calera		
Montevalo Area	\$8.00	one way
	\$15.00	round trip
Maplesville	\$8.00	one way
	\$15.00	round trip
Verbenal Coopers	\$3.00	one way
	\$6.00	round trip
So. Chilton County	\$6.00	one way
	\$12.00	round trip
Birmingham	\$30.00	round trip
Montgomery	\$25.00	round trip

An Aide or attendant is half fare on/out of county trips (no charge in county).

Extra stops within the same town are 50¢ each stop (10 minute time limit). Extra stops outside the town destination are \$1.00 each stop (10 minute time limit).

A.
Chilton County Transit
Reasonable Modification Policy

1. Purpose

The purpose of the reasonable modification policy is to ensure that Chilton Co Transit offers equal and effective opportunities and access to public transportation services for persons with disabilities and full compliance with the provisions of the Title II of the Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973.

2. Policy

Chilton Co Transit is committed to providing equal access and opportunity to qualified individuals with disabilities in all programs, services and activities. Chilton Co Transit recognizes that in order to have equally effective opportunities and benefits, individuals with disabilities may need reasonable modifications to policies and procedures. Chilton Co Transit 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. Chilton Co Transit does not discriminate on the basis of disability in admission to, participation in, or receipt of services and benefits under any transit program or activity. Chilton Co Transit will take appropriate steps to ensure that persons with disabilities 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 the services, programs, or activities of Chilton Co Transit, or be subject to discrimination by Chilton Co Transit.

3. Reasonable Modifications

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. Chilton Co Transit will make reasonable modifications to policies, practices and procedures when necessary to ensure access to transit services for qualified individuals with disabilities, unless:

- Making the accommodation would fundamentally alter the nature of the public transportation service.
- Making the accommodation would create a direct threat to the health or safety of other passengers.

- The individual with a disability is able to fully use Chilton Co Transit’s service without the accommodation being made.

For the purposes of this section, the term reasonable accommodation shall be interpreted in a manner consistent with the term “reasonable modifications” as set forth in the Americans with Disabilities Act Title II regulations at 28 CFR 35.130(b)(7), and not as it is defined or interpreted for the purposes of employment discrimination under Title I of the ADA (42 U.S.C. 12111–12112) and its implementing regulations at 29 CFR part 1630.

4. Eligibility Criteria

An individual is eligible to be considered to receive a reasonable modification if that individual has: a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such impairment; or been regarded as having such impairment.

5. Requests for Reasonable Modifications

Chilton Co Transit shall make information about how to contact Chilton Co Transit to make requests for reasonable modifications readily available to the public through its website and rider policy guidelines. Chilton Co Transit shall follow these procedures in taking requests:

- a. Individuals requesting modifications shall describe what they need in order to use the service.
- b. Individuals requesting modifications are not required to use the term “reasonable modification” when making a request. Personnel at Chilton Co Transit will determine if the request represents a reasonable modification and proceed in accommodating the request accordingly.
- c. Whenever feasible, Chilton Co Transit requests that individuals make such requests for modifications before Chilton Co Transit is expected to provide the modified service.
- d. Where a request for modification cannot practicably be made and determined in advance (*e.g.*, because of a condition or barrier at the destination of a paratransit, demand response, or fixed route trip of which the individual with a disability was unaware until arriving), operating personnel shall make a determination of whether the modification should be provided at the time of the request. Operating personnel may consult with [Insert name of transit provider]’s management before making a determination to grant or deny the request.

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.

The request can be submitted in any written format. Alternative means of filing a request, such as personal interviews, phone calls, or taped requests, will be made available for persons with disabilities if unable to communicate their request in writing or upon request.

6. Interactive Process

When a request for accommodation is made, Chilton Co Transit 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 Chilton Co Transit 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.

7. Time Frame for Processing Requests and Providing Reasonable Modification

Chilton Co Transit will process requests for reasonable accommodation and then provide accommodations, where appropriate, in as short a time frame as reasonably possible. Chilton Co Transit 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.

8. Granting a Reasonable Modification Request

As soon as Chilton Co Transit determines that a reasonable accommodation will be provided, that decision shall be immediately communicated to the individual. This notice must be in writing in order to maintain the required information for reporting purposes. Upon request, alternative means of response will be provided.

In choosing among alternatives for meeting nondiscrimination and accessibility requirements with respect to new, altered, or existing facilities, or designated or specified transportation services, Chilton Co Transit shall give priority to those methods that offer services, programs, and activities to qualified individuals with disabilities in the most integrated setting appropriate to the needs of individuals with disabilities.

9. Denying a Reasonable Modification Request

As soon as Chilton Co Transit determines that a request for reasonable accommodation will be denied, Chilton Co Transit will communicate the basis for the decision in writing to the individual requesting the modification. The explanation for the denial will clearly state:

- a. the specific reasons for the denial;
- b. any alternative accommodation that may create the same access to transit services as requested by the individual; and

- c. the opportunity to file a complaint relative to the Chilton Co Transit's decision on the request.

10. Complaint Process

Chilton Co Transit has a process for investigating and tracking complaints from qualified individuals. These procedures shall be posted on the Chilton Co Transit's website and will be provided to any individual where the Chilton Co Transit has denied a request for accommodation. The process and any forms necessary to file a complaint are readily available from the web. Alternative means of filing complaints, such as personal interviews, phone calls, or taped requests, will be made available for persons with disabilities if unable to communicate their request in writing or upon request.

Any person who believes she or he has been discriminated against in obtaining a reasonable modification may file a complaint by completing and submitting a Chilton Co Transit's Reasonable Modification Complaint Form. Chilton Co Transit investigates complaints received no more than 30 days after receipt. Chilton Co Transit will process complaints that are complete. Once the complaint is received, the complainant will receive an acknowledgement of receipt. If more information is needed to resolve the complaint, Chilton Co Transit may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to Chilton Co Transit.

If Chilton Co Transit is not contacted by the complainant or does not receive the additional information within 30 business days, the Chilton Co Transit may administratively close the complaint. In addition, a complaint may be administratively closed if the complainant no longer wishes to pursue their case.

After Chilton Co Transit investigates the complaint, a decision will be rendered in writing to the complainant. Chilton Co Transit will issue either a Letter of Closure or Letter of Finding.

- a. *Letter of Finding* – This letter will summarize the complaint, any interviews conducted regarding the complaint, and explains what actions will be taken by Chilton Co Transit to address the complaint.
- b. *Letter of Closure* – This letter will explain why Chilton Co Transit has determined that the complaint does not merit accommodation under the Americans with Disabilities Act and that the complaint will be closed.

If the complainant disagrees with the decision of Chilton Co Transit, an opportunity to appeal the decision may be pursued provided the complaint files notice of appeal within 21 days of the initial decision of Chilton Co Transit.

In the event of appeal, the complainant will be granted all due process, including the ability to be present additional evidence, present the case in person during an appeal hearing, and to be represented by counsel.

11. Designated Employee

Chilton Co Transit shall designate one official within the organization responsible for processing reasonable modification requests and handling complaints. This individual is:

Jessica Carter, Director
Chilton Co Transit
PO Box 1245
Clanton, AL 35046
(205)755-5941
chiltontransit@bellsouth.net

12. Record Retention

Chilton Co Transit will maintain all records related to reasonable modification requests and denials for at least three (3) years.

B.

Request for Reasonable Modifications (for your brochure)

Policy: In accordance with the Americans with Disabilities Act (ADA) and directives from the Federal Transit Administration, Chilton Co Transit will make every effort, to the maximum extent feasible, to ensure that a person with a disability has access to, and benefits from, its services. Chilton Co Transit will make reasonable modifications to its policies, programs, and procedures applicable to its transportation services when necessary to avoid discrimination and ensure accessibility for people with disabilities.

Reasonable modifications do have limitations and are not intended to:

- Cause a direct threat to the health and safety of others
- Create undue financial and administrative burdens
- Constitute a fundamental alteration to a service
- Not necessary to provide equal access to an Sound Transit service

Considerations when making a reasonable modification request:

- Individuals requesting modifications shall describe what they need in order to use the service.
- Individuals requesting modifications are not required to use the term "reasonable modification" when making a request.
- Whenever feasible, requests for modifications shall be made and determined in advance, before the transportation provider is expected to provide the modified service, for example, during the paratransit eligibility process, through customer service inquiries, or through the entity's complaint process.

- Where a request for modification cannot practicably be made and determined in advance (e.g., because of a condition or barrier at the destination of a paratransit or fixed route trip of which the individual with a disability was unaware until arriving), operating personnel of the entity shall make a determination of whether the modification should be provided at the time of the request. Operating personnel may consult with the entity's management before making a determination to grant or deny the request.

The request must identify the modification needed in order to use the service. Whenever feasible, please make the request in advance, before the modification is needed to access the service.

Within the scope of the ADA and reasonable modification, if Chilton Co Transit denies a request it will make every effort, to the maximum extent feasible, to ensure that a person with a disability has access to, and benefits from, its services.

Procedure: To request reasonable modifications based on a disability please use the Reasonable Modification Request Form, or contact Chilton Co Transit's ADA Coordinator for assistance.

Jessica Carter
Accessibility Coordinator
Chilton Co Transit
(205)755-5941
Chiltoncounty.org

You may be asked to complete a request form. Chilton Co Transit will review the request in accordance with its reasonable modification plan. Chilton Co Transit strives to respond, in writing, to each request within 15 calendar days.

All the information involved with this process will be kept confidential.

C.

ADA Reasonable Modification Request Form

Use this form to request a modification to current Chilton Co Transit policies or procedures. Be specific and provide as much detailed information as possible. This will allow us to effectively process and evaluate your request. Before filling out this form please review Sound Transit's Americans with Disabilities Act (ADA) Request for Reasonable Modifications Procedures.

Please include the following items in your request:

- Based on a disability, why is the modification necessary?
- Provide a description of your limitation(s) and how it is affected by Chilton Co Transit's policies/procedures.

Name:

Date:

Phone#:

Email address:

Mailing Address:

Best way to contact you:

Modification Request:

Please send to:

Jessica Carter
Director
Chilton Co Transit
(205)755-5941
Chiltoncounty.org

D.

Accommodation of Mobility Devices

All the information involved with this process will be consistent with Department of Transportation regulations. Chilton Co Transit will transport a mobility device with three or more wheels and its user so long as the lift can safely accommodate the size and weight of the mobility device and its user and there is space for the mobility device on the vehicle.

E.

ADA Grievance Procedure

Transit Agency Name
Americans with Disabilities Act Grievance Procedure

This grievance procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or

benefits by the Chilton Co Transit. Sound Transit's personnel policies govern employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request. The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Jessica Carter
Director
Chilton Co Transit
508 Enterprise Rd
Clanton, AL 35045

Within 15 calendar days after receipt of the complaint, Jessica Carter or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Jessica Carter or his/her designee will respond in writing, and where appropriate, in format accessible to the complainant, such as large print or Braille. The response will explain the position of the Agency and offer options for substantive resolution of the complaint.

If the response by Jessica Carter or his/her designee does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the Jessica Carter or his/her designee. Within 15 calendar days after receipt of the appeal, the Jessica Carter or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the _____ or his/her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by _____ or his/her designee, appeals to the _____ or his/her designee, and responses from these two offices will be retained by the Agency for at least three years.

Formal complaints should be submitted by filling out the form online, or by downloading this pdf. (Your agency must determine the format for this area)