



# NECALG

Northeastern Colorado Association of Local Governments  
231 Main St. Fort Morgan, CO 80701 970 867-9409



## ADA Policy Statement

Northeastern Colorado Association of Local Governments (NECALG)

The Americans with Disabilities Act (Title II) states, in part, that “no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in programs, services or activities sponsored by a public entity.” At NECALG, operators of County Express, Prairie Express, and limited BUSTANG Outrider Service, we are committed to complying with the requirements of Title II of the ADA in all of our programs, services, benefits and activities.

NECALG coordinates safe and efficient transportation to the communities we serve. NECALG provides service for low-income, elderly, and persons with disabilities. We work closely with our providers to make sure that our providers are compliant with ADA standards and communicate with our clients to provide the best service possible.

Any person who believes NECALG has violated his/her ADA protections should refer to the NECALG Complaint Policy & Grievance Form. There is a link at the end of this document.

### **SERVICE ANIMALS:**

**According to the ADA, a service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.** Tasks performed can include, among other things, pulling a wheelchair, retrieving dropped items, alerting a person to a sound, reminding a person to take medication, assisting during a seizure, or pressing an elevator button.

ADA approved Service animals will not be refused permission to board with the passenger. A certificate is not required to be presented and training is not required to be demonstrated. A statement from the passenger that it is a service animal and that has been properly trained is acceptable.

NO ANIMALS other than a dog that qualifies as a service animal is guaranteed to be permitted to ride. If the driver believes it will not be safe for the person, the animal, or other passengers, the animal will not be permitted on board. At no time will any barnyard type animal (pig, small horse, etc) be permitted on the bus due to possible safety issues on a moving bus or other vehicle unless satisfactory performance and behavior in a moving vehicle and safety can be demonstrated prior to authorization being given. This evaluation must be completed PRIOR to setting up any rides with the service animal and will be completed by the terminal supervisor or Director of Transportation. Please allow up to 3 business days from the time we receive your written request for modification of service for this evaluation to be completed.

The handler is responsible for the care and supervision of his or her service animal. If a service animal behaves in an unacceptable way or the person with a disability does not control the animal, a business or other entity does not have to allow the animal onto its premises. **Uncontrolled barking, jumping on other people, or running away from the handler are examples of unacceptable behavior for a service animal.** A business has the right to deny access to a dog (or other animal) that disrupts their business. For example, a service dog that barks repeatedly and disrupts another patron’s enjoyment of a movie could be asked to leave the theater. Businesses, public programs, and transportation providers may exclude a service animal when the animal’s behavior poses a direct threat to the health or safety of others. If a service animal is growling at other shoppers at a grocery store, the handler may be asked to remove the animal.

All service animals must remain on the floor at all times and are not permitted on any seats unless the disability of the individual requires it. This is for the safety of your service animal, the safety of other passengers, and the sanitization needs of the vehicle(s).

- The ADA requires the animal to be under the control of the handler. This can occur using a harness, leash, or other tether. However, in cases where either the handler is unable to hold a leash or tether because of a disability or its use would interfere with the service animal's safe, effective performance of work or tasks, the service animal must be under the handler's control by some other means, such as voice control.
- The animal must be housebroken.
- The animal must remain on the floor of the vehicle at all times.
- The ADA does not require covered entities to provide for the care or supervision of a service animal, including cleaning up after the animal.
- The animal should be vaccinated in accordance with state and local laws.

### **EMOTIONAL SUPPORT ANIMALS:**

**Emotional Support animals** are NOT recognized by the federal government as a service animal under ADA guidelines if the animal has not been **trained** to provide a specific service for the individual. Their being permitted on the vehicle is NOT guaranteed. Use of a support animal is permitted only if the animal is trained, is able to remain on the floor of the vehicle, and will not harm or interfere with other passengers.

Owner of the animal is responsible for maintaining proper control at all times. Animal must be on a leash or tether or in a carrier at all times. Any repairs or cleaning that may be required if damage is caused or a mess is made by the animal is the financial responsibility of the rider. This could include costs to clean and shampoo any items needed, repair a damaged seat, etc. Any animal that causes damage to one of NECALG's vehicles will not be permitted to ride again unless additional training is received and proper behavior can be demonstrated PRIOR to the ride being scheduled. Same procedures will be used as listed above for this evaluation.

Support animals are not permitted on any seats at any time. All support animals must remain on the floor or in a carrier at all times.

## **WHEELCHAIRS**

If a wheelchair is needed and/or used please notify the dispatcher when you schedule a ride.

It is recommended that a wheelchair that is rated for transporting a person in a vehicle is used. However, this is not required.

It is recommended that all wheelchairs be secured properly while on public transportation of any type. This is for the safety of the rider, the other passengers, and the driver.

It is recommended that no one sit on an electric scooter that has not been rated for use on public transportation. Instead, the passenger should transfer to a regular seat if possible. Riding on a scooter or uncertified wheelchair is unsafe in the event of an accident or sudden stop and the passenger or others could be seriously injured. NECALG employees and other passengers may not assist a rider in transferring between a wheelchair or other type device and a vehicle seat. Rider may only be assisted by an accompanying support person. NECALG is not responsible for any injuries received to or by any individual that does not transfer to a regular seat when riding a non-transportation approved wheelchair or mobility device.

NECALG employees are unable to assist a passenger once they leave the vehicle. It is the responsibility of the passenger to have a support person if needed to assist the passenger to and from the vehicle. A support person may ride for free when required by a person with a disability. Dispatcher must be notified at the time the appointment is made if a support person will be riding with them. Under no conditions may a NECALG employee enter a customer's residence for any reason.

## Medical Devices

Riders may bring a medical device onto any NECALG vehicle, provided the device may be safely transported and is medically necessary for the rider. This includes canes, walkers, oxygen bottles, condensers, etc.

The device **MUST** be able to be secured while in the vehicle. It is acceptable to have the individual place the item on their lap if small enough.

Items may not be placed onto a seat next to the person but must remain on the person or on the floor in front of the person. **NO ITEMS** may be placed into or block an aisle in case there is an accident or evacuation is required for any reason.

## Reasonable Modification Policy

NECALG may allow reasonable modification of its policies to accommodate the special needs of persons with disabilities in order to allow them to fully utilize our services as required by 49 CFR Part 37.5(i.3). Whenever possible a request for a reasonable modification or accommodation shall be filed/requested in advance by contacting us or submitting the **Reasonable Accommodation Request Form** to:

Transportation Director  
Northeastern Colorado Association of Local Governments  
231 Main Street, Suite 211  
Fort Morgan, CO 80701  
**970 867-9409 Ext 229**

Requests for reasonable modifications or accommodations will not be approved if the request would: fundamentally alter the nature of the service, program, or activity; create a direct threat to the health or safety of others; result in an undue financial and administrative burden; or the individual would still be able to fully use the services provided by Mountain Ride without the modification. Individuals with disabilities may file complaints regarding reasonable modification or accommodation below by completing the online form or by contacting County Express or Prairie Express directly.

**To request additional information on the County Express and Prairie Express nondiscrimination obligation contact:**

Transportation Director  
Northeastern Colorado Association of Local Governments  
231 Main Street, Suite 211  
Fort Morgan, CO 80701  
**970 867-9409 Ext 229**

[Click here to access NECALG Title VI/ADA Complaint Form](#)