Louisburg Area Senior Citizens Center Policy - Requesting Urban Trips

Rider's Guide/ Passenger Handbook Policy

Urban Trips

Riders may request stops in Greater Kansas City Area, but are limited to five (5) urban stops per request.

Operations Handbook/Passenger Rules Policy

Urban Trips

Louisburg Senior Center will provide rides into urbanized areas within agency's service area, but riders are limited to five (5) consecutive urban stops per passenger. These 5 stops do not include the initial pick up (if outside the urbanized area) nor the trip leg exiting the urbanized area. Examples of how this may work:

1. A passenger is taken from their home in a rural town to a city stopping at the hospital (1), Walmart (2), the pharmacy (3), Target (4), and the hair dressers (5) before returning to their home. (Rural – Urban; Urban – Urban; Urban – Urban; Urban – Urban; Urban – Urban; Urban – Urban; Urban – Rural)
2. A passenger may book a ride from their home in a rural town to Walmart (1), the pharmacy (2), and the hairdresser (3) before returning home. (Rural – Urban; Urban – Urban; Urban – Urban; Urban – Urban; Urban – Rural)

These trips will be tracked on a separate log and include the following information:

1. Date of trip
2. Locations/types of stops (hairdresser, Walmart, etc)

These trips will be tracked on a tirp log. All trips will be highlighted blue.

LOUISBURG AREA SENIOR CITIZENS CENTER

Americans with Disabilities Act (ADA) Complaint Policy and Procedures

Approved: October X, 2024

Notice Under the Americans with Disabilities Act (ADA)

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), Louisburg Senior Center will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs or activities.

Employment: Louisburg Senior Center does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA.

Effective Communication: Senior Center will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the Senior Center programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: Senior Center will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in our offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of Senior Center, should contact:

Rhonda Kerr
Director
504 S Metcalf PO Box 931
Louisburg, KS 66053-0931
913-837-5113
seniorcenter@gobrolly.net

The ADA does not require Senior Center to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of Senior Center is not accessible to persons with disabilities should be directed to the Director listed above.

Senior Center will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

Complaint Procedures

Anyone who feels they have been discriminated against on the basis of disability by Senior Center in the provision of a Senior Center program, service or activity has the right to file a complaint. Contact the Director for the department providing the program, service or activity. Senior Center will work with the individual to resolve the complaint on an informal level. If that is not possible, the individual may file a formal ADA grievance as per Senior Center's ADA Complaint Procedure.

Senior Center ADA Complaint Procedure is the mechanism by which individuals may file complaints of disability discrimination under the Americans with Disabilities Act of 1990. Formal ADA complaints can be submitted via telephone (913-837-5113), email (seniorcenter@gobrolly.net), by mail to or in person at (PO Box 931 Louisburg, KS 66053-0931).

The complaint should be submitted by the grievant and/or their designee as soon as possible but no later than 60 calendar days after the alleged violation.

Within 3 business days after receipt of the complaint, Senior Center will acknowledge receipt of the complaint via email and initiate an investigation of the complaint.

The complainant may request a meeting by phone or online. The Director or their designee may request additional information from the complainant and if requested will meet with the complainant by phone or online to discuss the complaint and the possible resolutions.

Within 15 business days after receipt of the complaint, the Director or their designee will respond in writing, and in a format accessible to the complainant. The response will explain the position of the Senior Center and offer options for substantive resolution of the complaint.

If the response by the Director or their designee does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the Board of Directors or their designee. Within 15 calendar days after receipt of the appeal, the Board of Directors or their designee will meet with the complainant by phone or online to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Board of Directors or their designee will respond in writing, and in a format accessible to the complainant, with a final resolution of the complaint.

Complaint Tracking and Record Retention

The Director will be responsible for tracking all ADA complaints for the purpose of establishing trends in allegations of discrimination.

The Director will maintain a summary log of all ADA complaints. In addition, all written complaint documents and materials gathered during the investigation, appeals, and responses are maintained for at least five years.

Louisburg Area Senior Citizens Center List of ADA Investigations, Lawsuits and Complaints

	Date Submitted/Filed (Month, Day Year)	Summary of allegation (include basis of complaint: race, color or national origin)	Status	Resolution/Action Taken
Investigations				
1				
2				
Lawsuits				
1				
2				
Complaints				
1				
2				

Complaint Form

Louisburg Area Senior Citizens Center Title VI / ADA / Complementary Paratransit Complaint Form

The purpose of this form is to assist you in filing a complaint with Senior Center. You are not required to use this form; a letter containing the same information will be sufficient.

For questions about Senior Center's Americans with Disabilities Act (ADA) complaint procedures or complaint form contact Director, 913-837-5113 or seniorcenter@gobrolly.net.

Section I:				
Name:				
Address:				
Telephone (Home):		Telephone (Work):		
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	

Section II:		
Are you filing this complaint on your own behalf?	Yes*	No
*If you answered "yes" to this question, go to Section III.		
If not, please supply the name and relationship of the person for whom you are complaining:		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	Yes	No

(Continued on next page)

Section III:

I believe the discrimination I experienced was based on (check all that apply):

☐ Race ☐ Color ☐ National Origin ☐ Age

☐ Disability ☐ Accessibility Issue ☐ Other (specify) _____

Date of Alleged Discrimination (Month, Day, Year): _____

Time of Day: _____

Location: _____

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please attach additional pages.

(Continued on next page)

Witness(es): □ YES □ NO

List Witness(es): *(Attach a separate sheet, if necessary)*
(1) Name:
Phone Number: ( )
(2) Name:
Phone Number: ( )
(3) Name:
Phone Number: ( )
(4) Name:
Phone Number: ( )

(Continued on next page)

Section IV		
Have you previously filed an ☐ ADA or ☐ Title VI complaint with this agency?	Yes	No

Section V
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? ☐ Yes ☐ No If yes, check all that apply: ☐ Federal Agency: _____ ☐ Federal Court _____ ☐ State Agency _____ ☐ State Court _____ ☐ Local Agency _____
Please provide information about a contact person at the agency/court where the complaint was filed.
Name:
Title:
Agency:
Address:
Telephone:

Section VI
Name of agency complaint is against:
Contact person:
Title:
Telephone number:

(Continued on next page)

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below:

Signature _____
Date_____

Please submit this form in person at the address below, or mail this form to:

ADA Coordinator

Louisburg Area Senior Citizens Center

504 S Metcalf, PO Box 931

Louisburg, KS 66053-0931

INTERNAL USE ONLY

To be completed by Title VI Compliance Officer

Accepted for formal Investigation _____/_____/_____

Referred to another department on _____/_____/_____

Rejected _____/_____/_____

Reason for Rejection:

_____

_____

_____

(Agency Contact), Title VI Compliance Officer

_____

Date