

Agency Name

Transit Policies and Procedures

Subject	Americans with Disabilities Act Policy
Section	Agency Information
Effective Date	
Approved By	
Approval Date	

Purpose

Adopt a policy that fully complies with the Americans with Disabilities Act of 1990 to ensure that all transit services do not discriminate against persons with disabilities.

Definitions

ADA (Americans with Disabilities Act): Passed by Congress in 1990, this act mandates equal opportunities for persons with disabilities in the areas of employment, transportation, communications, and public accommodations. Under the Act, most transportation providers are obliged to purchase lift-equipped vehicles for their fixed route services and must assure system-wide accessibility of their demand response services to persons with disabilities. Public transit providers also must supplement their fixed route services with complementary paratransit services for those persons unable to use fixed route services because of their disability.

Procedure

Develop a policy describing how the transit agency will comply with the Americans with Disabilities Act of 1990. Policy topics should include employment, public services, public accommodations, and telecommunications. No person shall be denied access to transit service, programs, or activities due to a disability. Policies and procedures should be established to ensure equal access to individuals with disabilities in an integrated setting. The agency should operate so that the transit system is both accessible to and usable by individuals with disabilities and should offer auxiliary aids and services to ensure effective communication when needed.

No special charges should be assessed to individuals with disabilities even if modifications are required for program accessibility. The agency should not require an individual with a disability to accept a special accommodation if the individual declines it.

If the transit agency is part of a larger organization, the ADA Policy may tie in with their policy.

Responsibilities

The Transit Director and the Governing Board are responsible for compliance with this policy.

Example

Procedures to ensure lift vehicle availability: It is the policy of AGENCY NAME to have at least one lift equipped vehicle and a back-up lift equipped vehicle available for our 5310 transportation program. When a lift equipped vehicle becomes unavailable or one is not in our program, AGENCY NAME will contact another local 5310 provider, the local rural public transportation provider, or a local private provider if available. If AGENCY NAME is not able to provide the transportation services through either of these means we will schedule the request for the earliest date a lift equipped vehicle will be available.

Maintenance of accessibility & ADA equipment: AGENCY NAME will ensure that the Preventative Maintenance Plan will include accessibility and ADA equipment to be maintained according to the manufacture recommended standards as found in the owner's manual. A copy of the checklist of service to be performed must include belts, seats, ramps, signage, emergency exits, securement devices, lifts, etc., with AGENCY NAME printed at the top.

Use of lift and securement devices: It is the policy of AGENCY NAME that its staff will provide assistance to passengers upon request and/or when necessary. AGENCY NAME will ensure all passengers will have access to its vehicle lifts units so they may safely enter and exit the vehicles. The use of restraining devices will be made available to all passengers utilizing mobility equipment (wheelchairs, scooters, etc.) in order to safely secure the passengers while being transported on the agency 5310 program vehicles.

Full use of accessibility features: It is the policy of AGENCY NAME that all vehicle operators ensure full use of all accessibility features (lifts, ramps, grab rails, stanchions, and other devices) when providing assistance to passengers with disabilities or those requesting accessibility features as a means of assistance to access the agency 5310 program vehicles.

Use of services animals permitted: It is the policy of AGENCY NAME to permit service animals to accompany individuals with disabilities while traveling on 5310 transportation program vehicles.

Use of portable oxygen and/or respirators: It is the policy of AGENCY NAME to permit individuals using portable oxygen and/or respirators to access and travel on 5310 transportation program vehicles.

Sensitivity training provided for drivers: Since many clients are members of the area's elderly and disable population, it is the policy of AGENCY NAME to provide sensitivity training to all drivers and assistants on a(n) (QUARTERLY, SEMI-ANNUAL, ANNUAL, ETC.) basis.

Public information/communications: Information is provided to the local radio stations, newspapers, and television stations to announce the activities of public interest to the general public. When those activities require transportation, transportation information is included in the public announcements. AGENCY NAME also provides information describing transportation services in the agency brochures.

Adequate boarding and disembarking times: AGENCY NAME will allow an amount of time for passengers to board and disembark its vehicles that is compatible to the passenger's physical and/or mental ability. AGENCY NAME will ensure enough time is allotted for passengers to disembark its vehicles safely.