

FIFTEEN ROPE FERRY ROAD



WATERFORD, CT 06385-2886

ADA Service Requirements

The Americans with Disabilities Act of 1990 regulations (37 CFR Subpart G) identify specific service requirements applicable to public and private entities providing transportation service, including but not limited to the following:

Maintinance of Accessible Features: All providers of transportation service must maintain operative condition the features required to make facilities and vehicles accessible to individuals with disabilities. These features include lifts, ramps, securement devices, elevators, signage, and systems to facilitate communication. All accessibility features must be repairedde promptly.

Lift and Securement Use: Public and private entities providing transportation service must have a securement system for wheelchairs. If riders use a whgeelchair and/or riders are unable to stand or walk short distances, all three buses have wheelchair lifts accessible to riders. This information can also be found in our transportation policies.

Service Animals: Service andimals are permitted to accompany individuals with disabilities in vehicles and facilities.

Lift Deployment at Any Designated Stop: Passengers will not be refused to use the lift to disembark from the vehicle at any designated stop, unless the lift cannot be deployed, the lift will be damaged if it is deployed, or temporary conditions preclude the safe use of the stop by all passengers.

Service to Persons Using Respirators or Portable Oxygen: Passengers using respirators or portable oxygen are permitted to bring them aboard the vehicles.

Adequate Time for Vehicle Boarding: Passengers with disabilities will be granted adequate time to board or disembark the vehicles.

Additional regulations and guidance may be found by going to the Federal Transit Administration's (FTA) website:

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/part-37-transportation-services-individuals-disabilities>