

Is our Section 5311 Rural Transit System Compliant with the Americans with Disabilities Act (ADA)?

- We offer curb to curb service for ADA passengers, as needed
- We do not charge passengers for no-shows. Our No-Show Policy suspension never exceeds 30 days.
- Cancellations made with less than 1-2 hours prior to pick-up can be considered no-shows.
- Our written No-Show policy for suspensions (if have one) is based on the percentage that a passenger rides overall, not on monthly occurrences.
- Have we documented any ADA complaints from public transit system users?
- Do we have enough wheelchair lift-equipped vehicles to meet our demand?
- During peak times when/if our capacity cannot meet demand, are disabled passengers not denied service more often than non-disabled passengers?
- Our drivers test the wheelchair lifts before starting service each day.
- Our system accepts all types of wheelchairs for transport if wheelchair and passenger combined do not exceed the weight capacity of the lift and fits on the lift platform.
- When we have a wheelchair lift failure, the repairs are completed quickly (within five days) so that our service to disabled passengers is not disrupted.
- We offer the same service to disabled and non-disabled passengers as described below:
 - We have the same hours of operation for services for disabled and non-disabled persons.
 - We have the same reservation time requirements, such as 24 hour notice, etc. for all passengers.
 - We do not charge a higher fare for ADA passengers as for other passengers.
 - Our disabled passengers are permitted to travel to all places that our non-disabled passengers can go.
- We allow service animals on the buses if they are assisting the passenger.
- We allow passengers to travel with their portable oxygen supply.
- We do not require disabled passengers to sit in designated seats if they do not wish to do so.
- We allow passengers bring their mobility aids on the buses (such as crutches, canes, walkers, etc.).
- Our drivers are trained to assist disabled passengers.
- Our drivers are familiar with the 800 lb. or 1,000 lb. weight limit of the wheelchair lifts and that all types of wheelchairs must be accommodated (scooters, etc), unless weight capacity is exceeded.
- Passengers who have difficulty using stairs are allowed to stand and ride up the lift as standees.
- Our drivers properly use the wheelchair securement systems on our vehicles.
- Smoking is prohibited on our vehicles.
- We have ADA-standard operating procedures and all of our employees are trained and familiar with them.



HELEN G. HUDSON

Print Name

2022 1/15/19

Signature and Date

(Must be signed by the authorized Transit ADA Representative for your system)

¹ ADA rule provides that transit operators must carry a wheelchair and occupant if the lift and vehicle can physically accommodate them, unless doing so is inconsistent with legitimate safety requirements. "Legitimate safety requirements" include such circumstances as a mobility device of such size that it would block an aisle or would interfere with the safe evacuation of passengers in an emergency, or weight exceeds lift capacity.