

Revision Date: July 28, 2021

Subject: Lift and Ramp Policy

Responsible Department: Operations / Safety Training

Using Accessibility Features – The Connecticut Department of Transportation (CTDOT) will ensure that vehicle operators and other personnel contracted by CTDOT make use of accessibility-related equipment or features required provided under the ADA.

CTDOT contractors are provided with a number of accessibility features to ensure that riders with disabilities have meaningful access to transportation. However, it is not enough for the contractors to have accessibility-related equipment or features. The ADA requires that CTDOT contractors use the equipment or features in order to provide accessible service to riders. This means that drivers deploy lifts or ramps when operating accessible vehicles or use the public address system if needed when making onboard stop announcements. CTDOT contractor will ensure compliance with this policy through continued training of vehicle operators as well as maintenance staff.

Maintaining Accessibility Features - CTDOT contractors will maintain, in operative condition, the features of facilities and vehicles that are required to make the vehicles and facilities readily accessible to and usable by individuals with disabilities. These features include, but are not limited to, lifts, ramps and other means of access to vehicles, securement devices, elevators, signage and systems to facilitate communications with persons with impaired vision or hearing.

Accessibility features are to be repaired *promptly* if they are damaged or out of order. When an accessibility feature is out of order, CTDOT contractors will take reasonable steps to accommodate individuals with disabilities who would otherwise use the feature. CTDOT contractors are not prohibited from having isolated or temporary interruptions in service or access due to maintenance or repairs.

ADA requires CTDOT contractors to maintain accessibility features on vehicles in working condition. When accessibility features are damaged or out of order, CTDOT contractors must repair them promptly. ADA does not state a time limit for making particular repairs. However, CTDOT contractors will make repairing accessible features a high priority.

For vehicles, examples of accessibility features include:

- ✓ Lifts and ramps
- ✓ Mobility aid securement areas and systems
- ✓ Public address and other communications equipment
- ✓ Seat belts and shoulder harnesses (where securement systems are required)
- ✓ Signage

Policy and Procedure

All CTDOT buses are equipped with ramps or lifts for mobility device accessibility.

All CTDOT contractors will be required that their operators are sufficiently trained in the availability and safe use of accessibility features.

Operators, during their pre-trip inspection, must make sure the lifts are working properly. If the ramp or lift does not deploy during pre-trip inspection and there is another bus available, the bus will be swapped out and the inoperable bus repaired as soon as possible.

In the case of buses with lifts, if the lift is found to be inoperative, the bus is not deployed until repaired. If there is no other bus, the driver must take the bus, however a bus with an inoperative wheelchair lift should not be put in service for more than 3 days. If the operator should encounter a wheelchair passenger on their route, they must deploy the ramp manually to accommodate the passenger. If a ramp/lift fails in service and the manual deployment does not function, the operator will take the following steps:

1. Call dispatch to make them aware of the situation/problem. Maintenance personnel will be dispatched immediately if a passenger has already been boarded on the bus.
2. If another bus is less than 30 minutes away, let the passenger know that another bus is on the way and they may wait for the next bus.
3. If a bus is more than 30 minutes away, contact dispatch to request a minibus from the local ADA paratransit service operator and relay that information to the passenger.