



# ADA SELF-EVALUATION AND TRANSITION PLAN

*IMPROVING LIVES THROUGH  
TRANSPORTATION*



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October 1, 2024

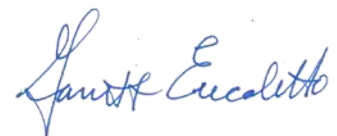
**COMMISSIONER'S LETTER OF ENDORSEMENT**

Dear Citizens of Connecticut:

As Commissioner of the Connecticut Department of Transportation (CTDOT), I am pleased to present the 2024 update for the CTDOT Americans with Disabilities Act (ADA)/Section 504 Transition Plan. This initiative demonstrates a continued strong commitment towards accessibility. The ADA Transition Plan explains CTDOT's approach to the ADA Title II requirements including ADA policies and procedures, names of ADA coordinators list of physical barriers that limit accessibility, methods to remove barriers and achieve accessibility, schedule to complete the work, and names of official responsible for the Plan's implementation.

I support the concepts, principles, and objectives of CTDOT's ADA Transition Plan. This Plan is the result of continued collaboration among CTDOT, stakeholders and partners. This update to the Plan provides guidance for accessibility to Connecticut's transportation system with the goal of making transportation accessible to all users who travel throughout our great state. Since the last update in 2019, significant progress has been made in advancing compliance with ADA requirements and monitoring the implementation process across the state. Included in the 2024 Plan update are several new assets, advancements in Geographic Information System (GIS) based inventories, development of a new municipality program supporting local government ADA requirements, and notably over 60 outreach trainings for CTDOT and partners.

As Connecticut's transportation leader, I am committed to achieving the goals set forth in this Plan and upholding the policies. I readily assume the ultimate responsibility for ensuring the success of this Plan, and stress that our success in achieving the policies and strategies outlined within this Plan depend upon the complete cooperation and coordinated efforts of all levels of government and public input. Connecticut's multimodal transportation system supports state, local and regional economies by enabling the efficient movement of people, goods, and services.

**Garrett T. Eucalitto**  
Commissioner

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# LIST OF ACRONYMS

ABA: See Architectural Barriers Act.

ADA: See Americans with Disabilities Act.

ADA Transition Plan: Transportation system plan that identifies accessibility needs, the process to fully integrate accessibility improvements, and aims to ensure that all transportation facilities, services, programs, and activities are accessible to all individuals.

ADAAG: See Americans with Disabilities Act Accessibility Guidelines. Accessible: A facility that provides access to people with disabilities using the design requirements of the ADA.

Accessible: A facility that provides access to people with disabilities using the design requirements of the ADA.

Accessible Pedestrian Signal (APS): A device that communicates information about the WALK phase in audible and vibrotactile formats.

Alteration: A change to a facility in the public right-of-way that affects or could affect access, circulation, or use. An alteration must not decrease or have the effect of decreasing the accessibility of a facility or an accessible connection to an adjacent building or site.

Americans with Disabilities Act (ADA): Civil rights legislation passed in 1990 and effective July 1992. The ADA sets design guidelines for accessibility to public facilities, including sidewalks and trails, by individuals with disabilities.

Americans with Disabilities Act Accessibility Guidelines (ADAAG): Contains scoping and technical requirements for accessibility to buildings and public facilities by individuals with disabilities under the Americans with Disabilities Act (ADA) of 1990.

APS: See Accessible Pedestrian Signal.

Architectural Barriers Act (ABA): Federal law that requires facilities designed, built, altered or leased with Federal funds to be accessible. The Architectural Barriers Act marks one of the first efforts to ensure access to the built environment.

BESB: Board of Education and Services for the Blind

BSEP: Bus Stop Enhancement Program

Capital Improvement Program (CIP): The CIP for a public agency typically includes an annual capital budget and a five-year plan for funding the new construction and reconstruction projects on the agency's transportation system.

Connecticut General Assembly (CGA): is the state legislature of the U.S. state of Connecticut.

Detectable Warning: A surface feature of truncated domes, built in or applied to the walking surface to indicate an upcoming change from pedestrian to vehicular way.

EV: Electric Vehicle

Federal Highway Administration (FHWA): A branch of the U.S. Department of Transportation that administers the federal-aid Highway Program, providing financial assistance to states to construct and improve highways, urban and rural roads, and bridges.

MUTCD: Manual on Uniform Traffic Control Devices

**Pedestrian Access Route (PAR):** A continuous and unobstructed walkway within a pedestrian circulation path that provides accessibility.

**Pedestrian Circulation Route (PCR):** A prepared exterior or interior way of passage provided for pedestrian travel.

**PROWAG:** An acronym for the Guidelines for Accessible Public Rights-of-Way issued in 2005 by the U.S. Access Board. This guidance addresses roadway design practices, slope and terrain related to pedestrian access to walkways and streets, including crosswalks, curb ramps, street furnishings, pedestrian signals, parking and other components of public rights-of-way.

**Right-of-Way:** A general term denoting land, property, or interest therein, usually in a strip, acquired for the network of streets, sidewalks and trails creating public pedestrian access within a public entity's jurisdictional limits.

**Section 504:** The section of the Rehabilitation Act that prohibits discrimination by any program or activity conducted by the federal government.

**Statewide Transportation Improvement Program:** The Statewide Transportation Improvement Program (STIP) is Connecticut's four-year transportation improvement program. The STIP identifies the schedule and funding of transportation projects by state fiscal year (July 1 through June 30). It includes all state and local transportation projects with federal highway and/or federal transit funding along with 100% state funded transportation projects. Rail, port, and aeronautic projects are included for information purposes. The STIP is developed/updated on an annual basis.

**Transportation Enterprise Database (TED):** consolidates the siloed data asset repositories to improve its ability to analyze system performance, perform safety analysis, as well as to increase transparency, accessibility and data sharing capabilities.



Uniform Federal Accessibility Standards (UFAS): Accessibility standards that all federal agencies are required to meet; includes scoping and technical specifications.

United States Access Board: An independent federal agency that develops and maintains design criteria for buildings and other improvements, transit vehicles, telecommunications equipment, and electronic and information technology. It also enforces accessibility standards that cover federally funded facilities.

United States Department of Justice: Federal executive department responsible for enforcement of the law and administration of justice (also referred to as the Justice Department or USDOJ).

United States Department of Transportation: Federal executive department responsible for transportation (also referred to as the USDOT).

# EXECUTIVE SUMMARY

The Americans with Disabilities Act (ADA) was signed into law in 1990 to prohibit discrimination against individuals with disabilities regardless of funding sources. The ADA is comprised of five titles and for the purposes of this document the primary focus is on Title II – State and Local Government Services.

The Connecticut Department of Transportation (CTDOT) has updated this ADA Transition Plan to document the agency's commitment to providing an accessible transportation network for all. The Plan is also designed to meet federal requirements under the ADA which includes:

- List of physical barriers that limit accessibility
- Methods to remove barriers and achieve accessibility
- Schedule to complete the work
- Names of official/s responsible for plan's implementation

Updating the Plan involves continuing to educate and engage staff throughout the Department in a coordinated effort. This plan uses the best available data to compile ADA Compliance inventories for CTDOT assets. CTDOT continues to utilize the Transportation Enterprise Database (TED): for managing data, asset inventories and inspections. To achieve ADA compliance improvement projects will be on-going for decades and priorities may change on a variety of reasons including but not limited to community requests, funding opportunities and constraints and CTDOT programs and evaluations.

The ADA Transition Plan is maintained and updated by the ADA Engineering Coordination Unit within the Bureau of Engineering and Construction but wouldn't be possible without the help of other units from all Bureaus at CTDOT.

## WHAT'S NEW IN 2024

Since the last update there have been several major enhancements made to CTDOT's ADA Self-Evaluation and Transition Plan. There have been 8 distinct sections outlined to streamline information. The background as additional information included to better help understand the scope of this document. There have been a number of updated policies, directives, and inventories included as well. There are several new assets identified in the report as well as appendices. Below highlights the overall sections and new or updated areas.

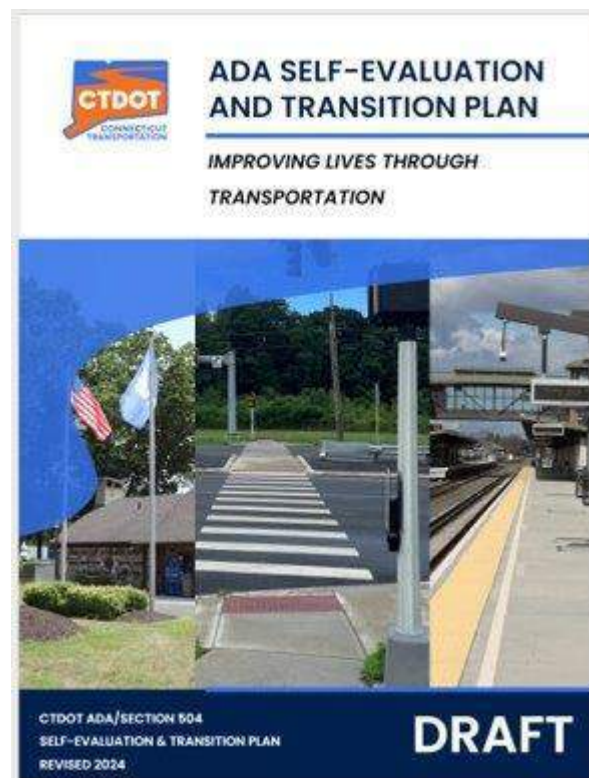


Figure 1 – Report Cover of the 2024 Draft of the CTDOT ADA Transition Plan

### 2.0 BACKGROUND

- Added Appendix A CTDOT District Map
- Reorganized and added information

### 3.0 CTDOT'S ADA POLICIES AND PROGRAMS

- Updated CTDOT policies and procedures included in Appendix
- Added Engineering Directives and Technical Infeasibility Form and included in Appendix
- Updated CTDOT Statewide Coordinator DOT personnel
- Enhanced Grievance Procedure to now include CTDOT's Customer Care Center and electronic contact us form
- Added section ADA Self-Evaluation & Transition Plan Monitoring

## **4.0 FACILITIES**

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- Updated Passenger Rail Service Appendices
  - New Haven Line Station ADA Compliance Status
  - New London DOJ Settlement Agreement
- Added new assets
  - State Ferry Service
  - Electric Vehicle Chargers
- Reorganized section and included Park & Rides

## **5.0 PUBLIC RIGHT-OF-WAY**

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- Updated Sidewalk Policy
- Added new asset
  - Roundabouts
- Revised Parking-On Street Section 5.6
- Update on Curb Ramp Inventory
- Enhanced section Bus Stops & Bus Shelters

## **6.0 ACCESSIBILITY BARRIER REMOVAL PROGRAM**

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- Updated schedules
  - Rail Stations
  - Highway Administration & Rest Areas
  - APS Signals
- New Sections
  - Municipality ADA Compliance Coordination
  - Safe Routes to School
- Enhanced Programs
  - Annual Pavement Program
  - Aira Pilot Program for Virtual Mobility



- Community Connectivity Grant Program
- Road Safety Audit (RSA)

## 7.0 ADA Transition Plan Implementation

- Training Videos
- Training Program event dates

## 8.0 Public Outreach

- New Section including
  - Customer Experience Action Plan
  - Local Communities and Organizations
  - ADA Anniversary Event
  - CTDOT ADA Transition Plan Public Feedback



Figure 2 – ADA Training Event

## NOTABLE ACTIVITIES

- Four (4) New employees designated as ADA Coordinators (total six (6))
- Continued efforts with ongoing inventories
- Began efforts with new inventories
- 100% participation from municipalities for the ADA Title II assessment
- 60 ADA Trainings/Events between 2020–2024 (Thru 8/7/2024)
- Established an ADA Anniversary Celebration Event for outdoor classroom training opportunity and raising awareness

# 1.0 INTRODUCTION

The Connecticut Department of Transportation (CTDOT) has a long history of being committed to providing for the safety, reliability, and accessibility of the public in the areas that the agency serves. Connecticut residents and visitors have come to expect the best highway system in the United States from this agency and should be able to now expect the best transportation system for all Connecticut our citizens. CTDOT is proud to be a part of changes and progress that can unite, serve, and further the safe and efficient movement of goods, services and people to ensure everyone is included. This document reports CTDOT's efforts to evaluate and understand public-facing pedestrian facilities, buildings, sites, and their degree of accessibility for all members of the public.



*Figure 3 – Aerial of the City of Hartford*

## 2.0 BACKGROUND

CTDOT is committed to creating accessible programs, policies, and services, in accordance with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act. This section will review background information to support this document regarding CTDOT and the ADA and Section 504 of the Rehabilitation Act.

### 2.1 OVERVIEW OF CTDOT

The Connecticut Highway Department opened in 1895, the DOT was renamed under a reorganization law passed in 1969, Connecticut Department of Transportation (CTDOT). Connecticut strives to achieve a nationally competitive transportation system that is multi-modal, resilient, and long-lasting; addresses capacity issues; and helps the economy.

#### ***CTDOT Mission***

Improving lives through transportation.

#### ***CTDOT Vision***

Create a consistently positive experience for the people of Connecticut that optimizes mobility, supports economic vitality, and recognizes the impact of infrastructure development on the public and the environment.

CTDOT is responsible for the operation and management of more than 10,307 lane miles of roadways on the State Highway System. This responsibility includes more than 4,018 bridges, 1,406 centerline miles of NHS pavement and 2,752 centerline miles of non-NHS pavement, 2,571 traffic signals, sidewalks on state bridge and other pedestrian facilities, and 31 CTDOT-owned rest areas (no fuel or food) and service plazas (fuel and food). Not all CTDOT miles of roadways on the State Highway System are appropriate for sidewalks and not all buildings have public access.





*Figure 4 – Historic Photo Merritt Parkway East of Lake Ave Bridge*

CTDOT's activities encompass all 8 counties in the state of Connecticut. These counties are broken into 4 districts statewide for CTDOT maintenance. A copy of CTDOT's most recent District Map and office locations is included in **Appendix A**. Team members in CTDOT's District Offices are responsible for planning, engineering, and maintaining the state transportation system in their regions. Their work includes cooperating and coordinating with local governments and transportation partners. Each district also represents and communicates the activities, views, and policies of the Department with representatives of local, state and federal agencies, elected officials of local, state, and federal governments, consultants, contractors, vendors, the news media, and the general public.



## 2.2 APPLICABLE LAWS, REGULATIONS, STANDARDS, AND GUIDANCE

CTDOT has an obligation to follow all federal laws, regulations, standards, and guidance relating to accessibility. CTDOT is committed to upholding the requirements of the ADA and Section 504, including provisions of Title II of the ADA that apply to policies, programs, and services, and to following the ADA Accessibility Standards for facilities.

The Rehabilitation Act of 1973, Section 504 states that “no otherwise qualified individual with a disability shall, solely by reason of his or her disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Other federal laws that provide very similar nondiscrimination language based on disability that apply to CTDOT include the Americans with Disabilities Act, and the Architectural Barriers Act. The regulations for the ADA, Title II and Section 504 include administrative requirements for all government entities employing more than fifty people. These administrative requirements are:

- General ADA Compliance
- Provide Public Notice
- Designation of a person who is responsible for overseeing Title II compliance.
- Development of an ADA complaint procedure.
- Completion of a self-evaluation to evaluate programs, services, and activities.
- Development of a transition plan is required for any public entity with more than 50 employees.

Additional information to the requirements can be found in the links below:

- Department of Justice’s ADA [Law, Regulations & Standards information](#)

- [Section 504 of the Rehabilitation Act of 1973](#)

CTDOT's ADA/504 Program is governed by other laws, regulations, standards, and guidance, including but not limited to:

The Architectural Barriers Act of 1968 (ABA), which requires that facilities designed, built, or altered with certain federal funds be accessible according to federal standards. The Access Board's updated ADA-ABA Accessibility Guidelines of 2004 have been incorporated into the ABA Accessibility Standards and adopted by the General Services Administration, whose regulation applies to DOT-funded facilities covered by the ABA.

- [ADA Standards for Accessible Design Title III Regulation 28 CFR Part 36 \(1991\)](#)
- [2010 ADA Standards for Accessible Design](#)
- [Public Rights-of-Way Accessibility Guidelines \(PROWAG\)](#)
- [ADA Standards for Transportation Facilities](#)

## 2.3 DISCRIMINATION AND ACCESSIBILITY

A key requirement of Title II of the ADA and Section 504 is program accessibility: programs, benefits, services, and activities provided by public entities or recipients of federal financial assistance must be accessible to people with disabilities. Put another way, a qualified individual with a disability is not to be discriminated against because the entity's facilities are inaccessible or unusable. Program access may be achieved by either structural methods (e.g., making physical changes to a facility) or non-structural methods. Non-structural methods include acquisition or redesign of equipment, assignment of auxiliary aids and assistance, or provision of services at alternate sites. For example, in some cases a program or service offered on the inaccessible second floor of a building can be made accessible by offering it on the accessible first floor. In general, both may be utilized to ensure program access, but

there are some exceptions where existing facilities are involved. The ADA regulation for Title II, in Section 35.150 states that the regulation:

- Does not necessarily require a public agency to make each existing facility accessible.
- Does not require an action that would threaten or destroy the historic significance of historic property.
- Does not require a public agency to fundamentally alter the nature of services, programs, or activities.
- Does not require a public agency to incur undue financial and administrative burdens.

## 3.0 CTDOT'S ADA POLICIES AND PROGRAMS

This section reviews the ADA administrative requirements that CTDOT has in place for the Title II requirements outlined in Section 2.2 and policies and procedures.

### 3.1 CTDOT ADA POLICY

CTDOT ensures accessibility policies are implemented statewide. All CTDOT policies are developed to ensure nondiscrimination for people living with disabilities. For general ADA compliance and providing public notice the applicable policies, and their purpose, are identified below:

- Title II Americans With Disabilities Act/Section 504 Policy Notice (**Appendix B**)

In Accordance with requirements of title II of the ADA, CTDOT will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs or activities.

- Public Transportation Reasonable Modification Policy (**Appendix C**)

CTDOT will make reasonable modifications to policies, practices, and procedures to avoid discrimination and ensure programs are accessible to qualified individuals with disabilities and to respond to request for reasonable modifications and accommodations.

- Public Transportation ADA Accessibility Feature Policy (**Appendix D**)

Vehicle operators and other personnel contracted by CTDOT make use of accessibility-related equipment or features required to be provided under the ADA.

- ADA Rail Station Elevator Outage Procedure (**Appendix E**)

CTDOT ensures ADA accessibility to rail services in the event of planned or unexpected elevator outages.

It is CTDOT policy not to discriminate against qualified individuals with disabilities in any of its employment practices, programs, services, or activities. CTDOT is committed to equal opportunity for qualified persons with disabilities and their right to participate in the mainstream of American Life as documented in **Appendix B**. The Human Resources Administrator reviews all requests for ADA accommodations by employees and has decision making authority to approve or deny requests on behalf of CTDOT. All denials of requests for accommodations can be appealed by contacting the Office of Equal Opportunity & Diversity's Equal Employment Opportunity Director. The CTDOT's ADA policies are posted on all bulletin boards and on the CTDOT website. All new employees are given a copy of the policy. The work CTDOT does is controlled and guided by the layered hierarchy of requirements and guidance shown below.

- Federal laws, regulations and executive orders
- State laws, regulations and executive orders
- Department Policy
  - Publications (e.g. Manuals, Guides)

However, many topics and recurring processes are not covered by the above-noted system. Further, some of the information in publications has been altered or rendered obsolete, without notice to users or documentation of updated/current information. Hence, there is a frequent need to “fill in gaps” and to supersede selected portions of previously published policies and publications, pending publication of revised versions. The engineering directives process is used to develop, distribute, and archive direction and guidance documents issued by the Bureau of Engineering & Construction. Relating to accessibility there have been two engineering directives that expand upon CTDOT’s commitment to improving accessibility.

In May 2019, CTDOT issued [Engineering Directive ED-2019-7](#), adopting the Public Right of Way Accessibility Guidelines (PROWAG) issued by the U.S. Access Board in 2011 for use in accessibility design guidance. At the time PROWAG was not yet federal law but FHWA considered it the best practice guidance available to address accessibility in the public rights-of-way. In August 2023 the PROWAG Final Rule was published with the Federal Registrar. From this point on, any design element which does not satisfy PROWAG requirements needs to be documented and approved using the [CTDOT ADA Technical Infeasibility Form](#). The Engineering Directive and Technical Infeasibility Form are also included in **Appendix F** and **Appendix G** respectively.

In August 2023 issued under [Engineering and Construction Directive ECD-2023-8](#), CTDOT implemented new design criteria and justification process for complete streets to be incorporated into all projects initiated on September 1, 2023 or later to provide additional pedestrian considerations (blank-out signs, illumination at crosswalk, etc.). If any CTDOT project does not meet these three criteria, a formal design exemption and approval is required by the CTDOT Chief Engineer. The new design criteria is also included in **Appendix H**. The new design criteria are part of a larger CTDOT strategy to improve safety and mobility and reduce roadway crashes and injuries.

## 3.2 PUBLIC NOTICES

All CTDOT public meetings are conducted so that people with disabilities have an equal opportunity to participate. All public notices make this affirmative assurance and provide contact information and deadlines for requesting reasonable accommodation. Persons requiring alternative forms of communication, including interpreters or alternate formats of print documents related to public hearings, open house events or any other event where the public may be invited, may contact the CTDOT event sponsor via telephone or email. 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 CTDOT, should contact EEO Director, Office of Equal Opportunity and Diversity at least 5 (five) days prior to the event. CTDOT will try to accommodate all requests when possible. The ADA does not require the CTDOT to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.

### 3.2.1 NONDISCRIMINATION POLICY NOTICE

CTDOT has issued policies and procedures reflecting its intent to make all its services, programs, activities, and facilities accessible. CTDOT has notified its public transportation service providers to adopt and comply with its ADA policies, and when policy updates are made, all providers are notified and confirm their compliance. A list of these public transportation service providers and contacts can be found in **Appendix I**.

## 3.3 CTDOT ADA COORDINATORS

As required by 28 CFR 35.107(1), CTDOT has designated Statewide ADA/504 Coordinators who facilitate training, complaint investigation, technical support, guidance, customer service and other ADA program services and activities. Since the

last publication of this report, CTDOT has designated four (4) additional employees responsible for overseeing Title II compliance. There are now six (6) individuals identified and are provided in **Appendix J**, CTDOT Statewide Coordinator DOT Personnel.

### **3.4 ADA GRIEVANCE PROCEDURE**

The Title II regulation in 28 CFR 35.107(b) requires a public entity that employs more than 50 people to adopt and publish a grievance procedure providing for the prompt and equitable resolution of complaints alleging discrimination based on disability access to any governmental facility, program, service, or activity provided by the entity.

The resolution of any grievance or inquiry will require reviewing the nature of the alleged noncompliance, establishing governing entities and reviewing options for accommodating remedies to the location of interest. In determining possible solutions to the issue, CTDOT will consider the health and safety of others, the feasibility of alterations, the cost of the possible solutions, availability of funding, ease of implementation and how the solution compares in priority to other proposed ADA projects. The resolution of any one grievance or inquiry by CTDOT does not constitute a precedent upon which CTDOT is bound to or which the complainant party shall solely rely. CTDOT shall take all necessary steps to ensure that communications with all members of the public are addressed appropriately. Guidelines established within the following Grievance Procedures are intended to safeguard the processing of all CTDOT complaints associated with ADA/504 concerns.

Grievances pertaining to ADA/504 issues are processed through formal procedures established by CTDOT in compliance with 28 CFR. 35.107(b) and 49 CFR 27.13(b). They require the Department to respond within fifteen (15) days of a complaint; to conduct affirmative attempts for substantive resolution; and continuing actions where



conciliation is not possible. Complaints are maintained in accordance with CTDOT's records retention policy, including complainant name; bases; issue(s); resolution, if any; and follow-up, if any. Complaints not within the Department's jurisdiction are referred to appropriate parties with original complaint maintained with referral action as appropriate.

The ADA Grievance Procedure is posted on the Department's Website and on public information bulletin boards at central offices and in each district. The ADA/504 Complaint Form and Procedure can be found in the **Appendix K**.

Any complaints or inquiries regarding ADA or lack of accessibility can also be directed to the CTDOT Customer Care Center via the electronic [Contact Us Form](#) or by email or by phone, and then the appropriate person at CTDOT will respond. In addition to the procedure listed direct contacts are also available in **Appendix J** for the respective ADA Coordinators; ADA Public Transit Service complaints can be made directly to the ADA Coordinator for Public Transit Services, Office of Transit and Ridesharing. Complaints about accessibility issues of CTDOT-owned buildings, or barriers in the Public Right of Way can be made directly to the ADA Coordinating Engineer, Office of Engineering.

### **3.4.1 TRAFFIC RELATED PROJECTS OR CONCERNS**

CTDOT's policy and even state statute under Connecticut General Assembly (CGA) is for the town's Local Traffic Authority (LTA) to contact CTDOT regarding any traffic-related projects or concerns. After receiving the LTA's request, the Department does a traffic investigation concerning the suggested changes and coordinates between the municipality for any proposed changes. Further, in the case of a request from a town's LTA which references a complaint from someone who is visually impaired, the traffic investigation usually includes speaking to the Board of Education and Services for the Blind (BESB). BESB is involved in, among other things, educating visually impaired people about best practices in crossing intersections.

## **3.5 ADA SELF-EVALUATION & TRANSITION PLAN MONITORING**

This Transition Plan is considered a living document that will continue to be updated as conditions within the State of Connecticut and, superficially, the conditions within CTDOT's jurisdiction evolve. The initial schedule is to formally review and update the complete document (main body and appendices) at least once every four (4) years. Updates to the reporting and/or attachments may be made more frequently as needed. Any substantive updates to the main body of this document will include a public comment period in accordance with CTDOT's public outreach efforts.

To ensure that CTDOT's ADA Transition Plan remains on track, FHWA Connecticut Division recommended progress be monitored annually. This monitoring is accomplished through Quarterly ADA Update Meetings. These meetings include representation from those offices of the CTDOT responsible for planning and designing of the ADA program, the Director of the Office of Equal Opportunity and Diversity, and appropriate FHWA personnel. A report of the meetings documents CTDOT's progress and reflect any program adjustments that may be necessary. Other Department update meetings include monthly Chief Engineer meetings and semi-annual Commissioner meetings.

### **3.5.1 CTDOT ADA TRANSITION PLAN HISTORY**

The following timeline includes activities and progress made for CTDOT's ADA Transition Plan and updates prior to this current 2024 update.

After the law was signed in 1990 CTDOT began efforts working towards compliance under law regarding-evaluations of programs, services and activities. In 1994 and 1995 CTDOT completed for FHWA review ADA Transition Plan for status of ADA compliance at railroad stations, airports and ports.

In February 2007, CTDOT began working on an approach to fulfill the ADA requirement of a roadway Self-Assessment and Transition Plan. Since the Self-Assessment is a review of all CTDOT policies/ procedures relating to ADA compliance, CTDOT and FHWA agreed that this review and update would occur concurrently with the crafting of the Transition Plan. As part of that process, CTDOT finalized its strategic plan on how it intended to conduct the ADA Self-Evaluation and the Transition Plan.

The strategic plan identified how CTDOT would evaluate its employment practices, communications, facilities, and public rights-of-way. CTDOT established a core team and utilized other resources to perform individualized tasks as appropriate. The Plan was sent out for public comment. Comments were addressed and the FHWA approved CTDOT's Interim ADA Transition Plan on February 10, 2009. The Plan was revised again in 2011.



*Figure 5 – Cover Report  
from the CTDOT 2015 ADA  
Transition Plan*

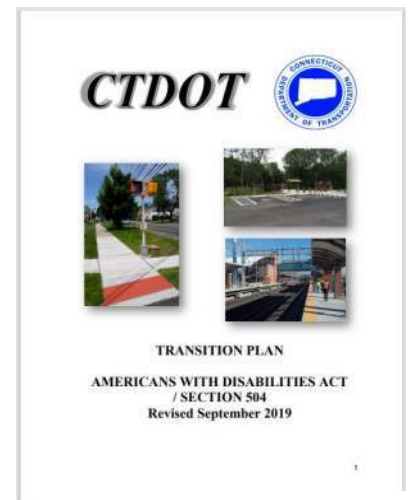
In July 2015, ADA in Employment, Enforcement, Communications, and Facilities were included in addition to the Public Right of Way. The draft Plan was posted online for public input and an email was sent to Disability Contacts/Organizations for their comment. No comments on the content of the plan were received.

In May 2017, as done previously, the Plan was emailed to Disability Organizations and contacts across and on CTDOT's website. No comments were received on the May 2017 update.

In July 2019, the Plan was revised and sent to Disability Organizations and contacts across the State requesting

input, comment, and suggestions for improvement. The comments received were considered and incorporated in the Plan to the extent possible. This Plan was also posted on CTDOT's website along with a press release requesting public comment. The FHWA approved CTDOT's ADA Transition Plan on October 24, 2019.

This current 2024 update includes progress updates and new initiatives as well as public outreach plan. It is expected that following press release requesting public comment there will be responses to comments and final draft sent to FHWA for approval and then adoption on CTDOT website later in 2024.



*Figure 6 – Cover Report from the CTDOT 2019 ADA Transition Plan*

### 3.5.2 PERFORMANCE MEASURE

The Bicycle and Pedestrian Performance Measure tracks the percent and total amount of dollars spent and/or programmed to be spent on projects containing items that improve pedestrians and bicyclists' accessibility and safety. Walking and bicycling are a means of transportation that promote good health, cost less than driving a motor vehicle, are good for the environment, provide freedom of travel and independence, and add to the sense of community in a town or city. To meet the public's demand for improved mobility and a better quality of life; CTDOT supports the use of bicycling and walking, and places emphasis on providing a safe and convenient environment for these transportation modes. Public Act 09-154, passed by the Connecticut General Assembly (CGA) in 2009, requires "a reasonable amount of any funds received by CTDOT or any municipality for construction, restoration, rehabilitation, or relocation of roads to be spent for facilities for all users, including at least, bikeways and sidewalks with curb cuts and ramps."

To see the current year's information, see [Performance Measures website](#).

## 3.6 COMMUNICATIONS

As a state agency, CTDOT must comply with Title II of the Americans with Disabilities Act (ADA), 42 U.S.C. § 12131 et seq. (2018), as well as the U.S. Department of Justice's Title II implementing regulation, 28 C.F.R. pt. 35 (2021). This broad civil rights law requires that no qualified individual with a disability be excluded or denied benefits in any program, service, or activity by a public entity based on their disability. Because websites are a critical means by which public agencies provide information as well as programs, services, and activities to the public, they must be accessible to people with disabilities.

CTDOT works to maintain ADA compliance to enhance web, mobile, and social media accessibility. CTDOT develops its [ct.gov/dot](https://ct.gov/dot) webpages, following the Connecticut Content Standards guidelines: [Content Standards Style Guide](#). CTDOT designs pages and writes content following the accessibility best practices: [Accessibility Best Practices](#).

CTDOT works to ensure all designed webpages are compatible across different browsers (i.e. Edge, Chrome). The website platform resizes the webpages to fit on mobile devices.

CTDOT also focuses on accessibility for social media as described here: [Writing for Social Media](#). CTDOT checks graphics and images for contrast. CTDOT also implements "alt text" or alternative text for X (formerly Twitter).

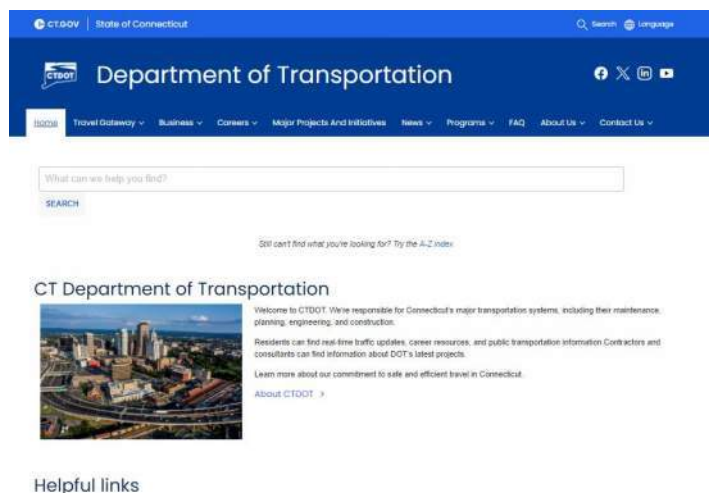


Figure 7 – Screenshot of the CTDOT Official Website

## 4.0 FACILITIES

CTDOT owns, leases, and operates various public and non-public buildings throughout the State of Connecticut, which include administrative offices, maintenance, and operations facilities, along with public transportation facilities. While CTDOT has and continues to upgrade non-public facilities, which include accessibility for employees, public transit facilities are treated with equal priority for the traveling public. A list of Department Publicly Accessible Facilities is included in **Appendix L**.

### 4.1 RAIL PASSENGER SERVICE

#### 4.1.1 THE NEW HAVEN LINE

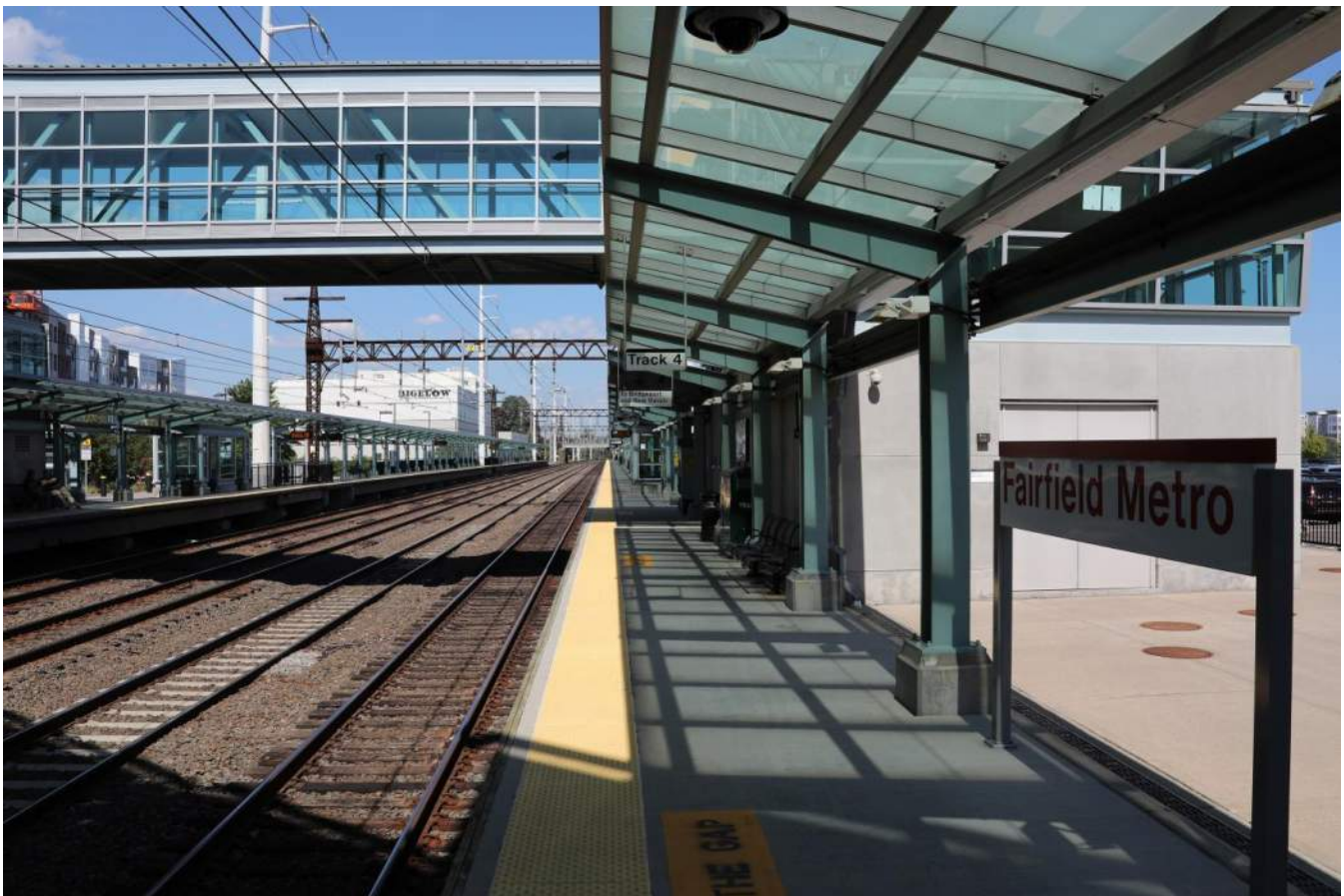
The New Haven Line operated by the Metropolitan Transit Authority (MTA) through the Metro North Railroad Company (MNRR) for CTDOT since 1983, this is one of the oldest commuter rail systems and, also the 2nd busiest in the United States. The existing agreement enables MNRR to provide rail service from New Haven to Grand Central Terminal in New York City, as well as three branch lines that connect in New Canaan, Danbury, and Waterbury.

CTDOT owns and has capital responsibility for rail property along the route on the Connecticut portion of the rail corridor, which includes (38) rail stations. CTDOT has replaced most of the rolling stock with M8 rail passenger cars which are ADA compliant.

The current rail timetable schedules (online and paper) use a symbol to indicate which railroad stations are ADA compliant, which can be found on MetroNorth Railroad website ([Metro-North Railroad stations.](#)). **Appendix M** includes a list of all 38 stations and their ADA Compliance status as noted from Metro North Railroad's website.



Several rail stations along this route were constructed prior to 1900 and raised platforms were constructed at most stations during the 1970's. The larger urban "key stations" have either been constructed or renovated to include ADA access during the last twenty years. While there are stations along the line that are not ADA compliant, future projects will address these concerns. Topography, age of station, lease agreements, cost sharing, and the lack of space are factors that need to be addressed.



*Figure 8 – Fairfield Metro Rail Station*

## 4.1.2 SHORE LINE EAST (SLE)

The Shore Line East introduced in 1990 as an alternate means of travel during the reconstruction on Interstate 95 north and east of New Haven has proven popular with the traveling public and has remained in service ever since with typically over 2000 commuters daily. This rail service provides service along a portion of the

Northeast Corridor from New Haven to New London, with 8 total stations. As of 2024, all stations are fully ADA compliant except New London Station.

The building at New London is owned by Union Station Development, LLC and station platforms are owned by Amtrak. New London is currently in design phase for ADA improvements to meet items outlined in the 2020 DOJ Settlement with the CTDOT, see **Appendix N**. Amtrak has a separate DOJ Settlement also regarding New London and efforts are being reviewed with CTDOT Office of Rail and ADA Engineering Coordination Unit. To date the City of New London has made curb ramp



Figure 9 – Branford Rail Station



Figure 10 – New London Rail Station



improvements in the area of the Station and has plans in 2024 to complete improvements along the sidewalk and passenger loading area.

### 4.1.3 HARTFORD LINE

The Hartford Line is a high-speed intercity passenger rail system that opened in June of 2018, providing expanded service between the cities of New Haven, Hartford, and Springfield, Massachusetts. The new line provides up to 18 round trips per day along the 62-mile route and includes recent major infrastructure investment to upgrade the line to support more frequent service. As part of the project, three rail stations were replaced in Wallingford, Meriden, and Berlin. In addition to the full replacements, a second platform was built at State Street Station and retrofits for ADA compliance were built at Hartford Union and Windsor Stations. Future stations include replacing Windsor Locks and Windsor Station, a new station in Enfield, and potential new stations in West Hartford, Newington, and North Haven. All these stations are anticipated to be constructed fully ADA compliant.



*Figure 12 – Wallingford Rail Station*

## 4.2 TRANSIT PASSENGER SERVICE

### 4.2.1 CTFASTRAK

CTfastrak is a bus rapid transit line operating on a dedicated 9.4-mile corridor between downtown New Britain and downtown Hartford. The system was launched in March of 2015 and operates 7 days a week under the CTtransit Hartford division. CTfastrak has (10) transit stations located between the cities of New Britain and Hartford which provide level boarding and are equipped with ADA accessible ramps, variable messaging systems with real-time bus arrival information, tactile warning strips, and voice actuators to read the information displays. Buses announce the Route number and direction when pulling up to each platform and also provide interior announcements at each station of the station name and the connecting public transportation systems. All stations are fully ADA compliant.



*Figure 13 – CTfastrak Elmwood Station (West Hartford)*

CTfastrak works like a rail line, in its own right of way, separated from all other traffic and with few at-grade intersections. It is more flexible than rail, as the buses can get off at intermediate points or at the end of the line and continue directly to other

destinations away from the line. The CTfastrak guideway is two lanes, one in each direction, with bus pullouts at eight of the stations to enable drop-offs and pickups, while also allowing through buses, such as expresses, to pass without being delayed. Express buses access the guideway from a dedicated bus exit ramp off the highway.

## 4.3 STATE FERRY SERVICE

CTDOT manages and operates the CT State Ferry Service which is composed of two separate, seasonal ferry services across the Connecticut River. These ferries move passengers, bicycles, and vehicles between Rocky Hill and Glastonbury and between Chester and Hadlyme, a village that spans the towns of Haddam and Lyme.

### 4.3.1 ROCKY HILL AND GLASTONBURY

The nation's oldest continuously operating ferry service between Rocky Hill and Glastonbury was established in 1655. The Ferry operates seasonally from April 1 through November 30<sup>th</sup>, during this time it operates daily in intervals of 15 minutes and can accommodate vehicles, cyclist, and pedestrians. Schedule, fees, and updates can be found on the CTDOT website, [Rocky Hill Ferry](#). It consists of a flatboat named Hollister III pulled by a diesel-powered tugboat named Cumberland.



*Figure 14 – Rocky Hill Ferry Service*

### 4.3.2 CHESTER – HADLYME

The Chester – Hadlyme Ferry was established in 1769 and consists of an open, self-propelled diesel craft named Selden III. This location also offers its service from April 1 to November 30 and operates daily in intervals of 15 minutes and can accommodate vehicles, cyclist, and pedestrian. Schedule, fees, and updates can be found on the CTDOT website, [Chester – Hadlyme Ferry](#)



Figure 15 – Chester-Hadlyme Ferry Service

### 4.4 HIGHWAY SERVICE PLAZAS

There are currently 23 highway service plazas that were constructed during the 1940's along State Route 15, which includes the historic Merritt Parkway, and during the 1950's along Interstates 95 and 395 and included automobile service, fueling, restaurants, mercantile, and public restrooms. All plaza facilities have been either



Figure 16 – Darien I-95 Service Plaza

fully renovated or replaced during the last decade and are now fully ADA compliant. The plazas no longer provide automobile service however fueling, EV charging (at select plazas) restaurants, mercantile and public restrooms are available.



## 4.5 HIGHWAY REST AREAS & WELCOME CENTER

There are eight active highway rest areas that were constructed in the 1970s and were renovated in various phases over the last fifty years. The rest area facilities are fully ADA compliant with the exception of picnic table access at each rest area and the number of handicapped parking spaces at the Southington, Wallingford and Westbrook rest areas. Since the 2019 update the truck parking access to the building at the Wallingford location has been completed and is now ADA compliant. Plans to correct non-compliance picnic table and parking space issues through the Office of Maintenance are underway and are expected to be completed within the next two years.



*Figure 17 – Wallingford I-91 Rest Area*



*Figure 18 – Westbrook I-95 Welcome Center*

The Westbrook welcome center is only seasonally operated during the summer months. In the off-season access to off ramp is closed and no access is made for the parking lot or facility.

## 4.6 HIGHWAY ADMINISTRATION FACILITIES

The agency is headquartered in a dedicated administrative facility centrally located in Newington with five outlying District Offices and an employee Motor Pool/Fueling Facility that is accessible to all State Agencies. These facilities are often accessed by the public, each with varying ADA compliance which is included in the **Appendix O**.



*Figure 19 – Aerial of CTDOT Headquarters Building*

## 4.7 ELECTRIC VEHICLE CHARGERS

With an increase in electric vehicles (EV) on Connecticut's roadways the demand for EV chargers has increased and are becoming more prevalent in communities through various State and Federal programs. One key program from the Bipartisan Infrastructure Law enacted in 2021 is the National Electric Vehicle Infrastructure Formula Program (NEVI). This program will provide \$5 billion over five years for states to deploy direct current (DC) fast electric vehicle (EV) chargers along highway



corridors. Currently there are EV chargers located at a number of service plazas and CTDOT administration facilities.

#### 4.7.1 ELECTRIC VEHICLE CHARGERS AT SERVICE PLAZAS

A goal for the next update in the ADA Transition Plan shall include inventory of EV chargers at the various service plazas. These assets typically are privately owned and had been installed prior to the publication of the [US Access Board's Design Recommendations for Accessible Electric Vehicle Charging Stations](#).



*Figure 20 – Service Plaza Charging Stations*

## 4.7.2 ELECTRIC VEHICLE CHARGERS AT CTDOT ADMINISTRATION FACILITIES

There are a number of publicly available EV chargers at the CTDOT Headquarters building located in Newington as well as a number of motor pool vehicle only EV chargers. These had been installed prior to the publication of the [US Access Board's Design Recommendations for Accessible Electric Vehicle Charging Stations](#) and were energized and available to use on March 8<sup>th</sup>, 2022. The publicly available chargers located in the visitor/staff parking near building and along the Berlin Turnpike have designated accessible parking spaces marked and signed.



*Figure 21 – Charging Station at CTDOT HQ*

## 4.8 PARKING – PARK & RIDE LOTS

As a service to commuters, the state operates a network of approximately 180 Park & Ride lots. All are available to the public and accessible parking spaces are provided. The locations of these lots can be found on the following webpage, [Connecticut Park and Ride Lots](#) and is included in the **Appendix P**.





*Figure 22 – Park and Ride Lot in Madison*

The Park and Ride Lots are currently inventoried and inspected by the Bureau of Public Transportation. These inspections include monitoring of the current parking volumes, as well as the general condition of the lot including, pavement, shelters, cleanliness, lighting, and

pavement markings. Concurrently, the Bureau is also undergoing various capital upgrades at Park and Ride lots that provide access to CTtransit bus services. Most include repaving lots, providing/upgrading bus shelters, and restriping or expanding parking capacity.

## **4.8.1 PARKING STANDARDS**

CTDOT installs and maintains parking spaces in commuter parking lots as shown on Traffic Standard Sheet No. TR-1210\_09 available online [Traffic Engineering Standard Drawings](#). Accessible parking stalls are designed to be located and configured in accordance with ADA requirements, the CGA Section 14-253a, Connecticut Building Code, Section 1106, and CTDOT Standard Sheet No. TR-1210\_09.

## 5.0 PUBLIC RIGHT-OF-WAY

Public Right-of-Way is public land acquired for or dedicated to transportation purposes, or other land where there is a legally established right for use by the public for transportation purposes. As noted in Section 3.1 of this Plan in 2019, CTDOT adopted the draft proposed Public Rights-of-Way Accessibility Guidelines (PROWAG) as design standard for accessibility features (**Appendix F**) which were the recommended best practice for accessibility. With CTDOT's continued commitment to achieving a more accessible transportation network, the Complete Streets Controlling Design Criteria and Justification Process (**Appendix H**) was established in 2023. This section highlights key assets within the public right-of-way.

### 5.1 SIDEWALKS

The ADA does not require installation of sidewalks and curb ramps where none currently exist. The responsibility for maintenance and repair of existing sidewalks and curb ramps along State owned highways generally falls upon the municipality in which they are located except for:

- (i) sidewalks on State maintained bridges and their approaches, consistent with CGA Statute Sections 13a-91 and 13a-92; and
- (ii) sidewalks located on property acquired for highway purposes, from the date of acquisition until the section of highway for which the property was acquired is completed, consistent with CGA Section 13a-258

Other than these exceptions, the Department has no obligation under the Connecticut General Assembly Statutes to maintain sidewalks that are located within the State's highway right-of-way.

A copy of the CTDOT sidewalk Policy Statement EX.O-42, which was updated in February 2023, can be found in **Appendix Q**. The policy states that sidewalks or curb ramps constructed or reconstructed along state highways by projects in this

program, require the municipality in which the pedestrian facility is located to enter into an agreement with the State to assume full responsibility for their maintenance and repair as noted by CTDOT policy.

CTDOT, with the assistance of UConn, has begun the digitalization of a sidewalk inventory along State right-of-way. The digital inventory is in progress and to date the inventory has identified approximately 53 miles of various types of pedestrian access routes within State right-of-way.



*Figure 23 – Sidewalk along Route 7, Kent*



## 5.2 CURB RAMPS

Curb ramps are provided for pedestrian use from the top of a sidewalk to the adjoining roadway level and have several ADA requirements for construction and accessibility. CTDOT designs and constructs to the best of its ability curb ramps in accordance with the requirements set forth in PROWAG. CTDOT also maintains sidewalk curb ramp guide sheets that outline requirements for curb ramps and different arrangements based on a variety of intersection layout, which can be found on CTDOT's website for [Highway Standard Drawings and Guide Sheets](#).



Figure 24 – Curb ramps Route 102, Ridgefield

### 5.2.1 CURB RAMP INVENTORY

In 2014 an initial visual assessment of curb ramps at all intersections on State owned highways and at mid-block crossings was completed using 2013 imagery from the Department's Digital Highway Photolog System. The four (4) different ratings that were used to describe the condition at a pedestrian crossing are as follows:

- Existing concrete curb ramp with tactile warning strip-assumed to be built according to current ADA requirements;
- Existing curb ramp (bituminous or concrete) without tactile warning strip, assumed to be partially non-compliant;
- No curb ramp at pedestrian crossing; and
- No curb ramp at location of traffic signal pushbutton.

TOTAL CURB RAMPS ASSESSED	NO CURB RAMP AT PEDESTRIAN CROSSING	EXISTING CONCRETE CURB RAMP WITH TACTILE WARNING STRIP	EXISTING CURB RAMP WITHOUT TACTILE WARNING STRIP	NO CURB RAMP AT TRAFFIC SIGNAL PUSHBUTTON
17,681	1,577	3,183	11,594	1,327

Following the initial survey in 2014, CTDOT recognized that a visual assessment did not capture ADA non-compliance for ramp slopes, landing area dimensions, and appropriate width of detectable warning surfaces. In September 2019, an inspection app to collect detailed curb ramp information and determine its ADA compliancy was developed. Locations of curb ramps were identified in advance of inspections. Data collection began in 2020 and is still underway with about 53% of the identified state responsibility has been inspected. CTDOT prioritizes inspections based on upcoming projects, programs including road safety audits and public inquiry.

CTDOT intends to share the completed inventory with Municipalities to allow them to more easily prioritize needed improvements contained in their ADA Self-evaluation/Transition Plan. The information derived from these systems will allow CTDOT to be informed where accessibility barriers exist and program to address them. As committed in the 2019 ADA Transition Plan, CTDOT estimates to have ADA compliant curb ramps within State Right-of-Way by 2035 with the joint assistance from CTDOT programs and municipality efforts as committed in CTDOT's 2019 ADA Transition Plan.

Current systems being used for inventory collection are with the ESRI tools using Field Maps and Survey 123. **Appendix R** include screen captures of the applications used for the inventory as currently the inventory is looking at curb ramps more detailed to

establish their ADA compliance using PROWAG as the requirement standard. The inventory has 3 categories; Fully Compliant, Not Compliant and Not Inspected. See Appendix S for additional details. This information is currently available on the internal GIS database and is undergoing review with UConn for ramp responsibility. Below shows summary of the curb ramp database as of 5/23/2024.

### Total Curb Ramp in Database

TOTAL CURB RAMPS	FULLY COMPLIANT	NOT COMPLIANT	NOT INSPECTED
27,757	6,557	4,883	16,313

### State CTDOT Responsibility During Roadway Alterations

TOTAL CURB RAMPS	FULLY COMPLIANT	NOT COMPLIANT	NOT INSPECTED
10,998	3,789	2,084	5,125

## 5.3 MULTI-USE TRAILS

Spanning multiple decades, CTDOT has constructed and provided oversight as well as technical and financial assistance to local municipalities as they have built out a state-wide multi-use trail network using Federal, State, and Local funds.



With consistent CTDOT oversight, the multi-use trail network was built to the ADA standards that were in effect at the time of each trail segment's construction. This oversight practice is on-going and is currently being applied to projects that are currently in design. The list of projects that have either been constructed or are being designed with State oversight and resources are included in **Appendix P**. Maintenance and operation for the above referenced projects generally lies with the local municipalities, which is documented in the individual project's funding agreements, committing the local Municipalities to the proper maintenance and operation of all transportation facilities built under the project. For future projects, the State remains committed and will ensure projects meet current ADA standards as it undertakes the design and construction of multi-use trail projects.



*Figure 25 – Charter Oak Greenway, Glastonbury*

## 5.4 CROSSWALKS AND MEDIAN CROSSINGS

CTDOT is responsible for maintaining accessibility of crosswalks and mid-block crossings on State-owned highways. The Division of Traffic Engineering maintains an inventory of crosswalks on State highways. The crosswalk inventory with median, splitter island, and pedestrian refuge island information is being coordinated under the sidewalk inventory. As part of the Maintenance Resurfacing Program (MRP), existing crosswalks, mid-block crossings, and signalized pedestrian crossing are reviewed for accessibility. Accessibility for non-compliant curb ramps is assessed within the MRP contract limit and corrections included wherever possible. If work required is outside the MRP contract abilities, justification will be documented for future corrective action through other or new construction projects.

Traffic Safety Engineering has initiated a study project to determine feasibility of raised intersection and raised crosswalk at various locations statewide. This project does not have a construction component to it. The expectation is to utilize the findings from this project to prioritize locations and initiate design/construction projects in the future. A Technical Brief on Raised Crosswalks and Raised Intersections is being prepared and will be published in the near future.



*Figure 26 – Crosswalk along Route 83, Madison*

## 5.5 TRAFFIC SIGNALS

The CTDOT's procedures and practices related to APS (accessible pedestrian signal) are addressed by the Division of Traffic Engineering's [Traffic Control Signal Design Manual](#). This manual serves as the design guidance document for all traffic signal installations occurring in the State highway right-of-way regardless of whether the signal is designed by a consultant or State forces. The CTDOT's reliance on the Traffic Control Signal Design Manual ensures a consistent APS treatment at those signalized intersections. CTDOT has updated signal design practices to no longer provide side street green phasing for future designs since there is not a way to provide accessible pedestrian signal equipment.



*Figure 27 – APS Signal and Curb Ramp*

As part of the CTDOT's ADA Transition Plan, the Division of Traffic Engineering has taken steps to evaluate and improve accessibility, as necessary, at state-maintained traffic control signals. The ongoing data collection of the signals inventory estimates there are over 2,500 state-maintained traffic control signals, over 220 flashing beacons and over 260 signals with APS. Traffic Signal GIS database has limited amount of data shared in the public-facing TED portal; pedestrian type is only shown on the internal GIS site.



All future designs that include pedestrian phasing will be designed with exclusive, concurrent, or leading pedestrian interval (LPI) pedestrian phasing. Refer to the **Appendix T** for more information on pedestrian phasing and introducing concurrent phasing. When exclusive, LPI, or concurrent pedestrian phasing is included in the design, Accessible Pedestrian Signal (APS) equipment will be provided. Where APS equipment is provided, the sidewalk ramps will be upgraded where needed to provide accessibility from landing area to pedestrian pushbuttons.

## 5.6 ROUNDABOUTS

Roundabouts are a proven safety countermeasure because they substantially reduce crashes that result in serious injury or death. Currently there are ten (10) roundabouts on State Routes that were designed by CTDOT design teams ranging from 2007 to 2024 including locations in Killingworth, West Haven, Salem, Ellington, Seymour, Monroe, Granby, Stafford, Guilford and Stafford. Additional information on [Roundabouts and CTDOT's Roundabout Committee](#) is available on website.

A goal for the next ADA Transition Plan will include follow up to assess these roundabout locations and the design requirements issued in the Final Rule of PROWAG published in August 2023 for accessibility.



*Figure 28 – Aerial of Roundabout*

## 5.7 PARKING – ON STREET

During various projects, CTDOT only installs on-street parking spaces along State highways within projects when warranted. CTDOT does not maintain these on-street parking spaces as such work is transferred to the Towns under agreements.

During maintenance resurfacing projects, state routes are paved but not stripped. Towns may be permitted, via the encroachment permit process, to install and maintain parking spaces. Division of Traffic Engineering is responsible for the establishment of parking restrictions along State roads.

Reserved parking spaces on State roadways are typically parallel to sidewalks and are made accessible, where possible satisfying ADA requirements. New designs are in accordance with the CTDOT Highway Design Manual.



*Figure 29 – Route 1 Accessible Parking, Mystic*

## 5.8 BUS STOPS & BUS SHELTERS

CTDOT is currently in the process of developing a comprehensive inventory of all statewide shelters and implementing a condition assessment program that can be used to develop a capital needs program for transit amenities. This program will focus on ensuring that all new Transit Shelters are ADA compliant as well as looking at existing bus stops and determining candidates for upgrading stops to include ADA compliant bus shelter components.

CTDOT is also in the process of developing an inventory of bus stops within its CTtransit network of 8 divisions as well the rural transit districts, which CTDOT is a direct recipient for. This inventory will be collected in part to satisfy CTDOT Title VI requirements but will also serve as a baseline for identifying bus stops that need investment to ensure ADA compliance.



*Figure 30 – Accessible Boarding Platform, Groton*

Typically bus stops and shelters located on state highways fall within the jurisdiction of the municipality or Transit District if the stop is covered by an existing regional

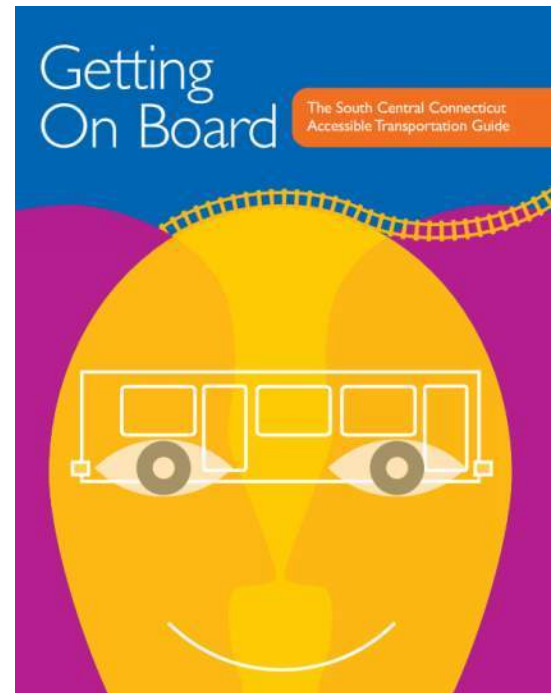


shelter program; location information for them is provided in **Appendix I**. Information on the Transit District operators in a particular area can be found on the [CT Rides](#) webpage.

CTDOT has also produced and published on website statewide [accessible transportation guides](#). *Getting On Board* are regionally produced documents intended to be comprehensive guides to accessible transportation resources in a particular region. Guides have been produced for all five areas of the state (Southwest, Northwest, South Central, East and North Central).

These guides are made available on this site as large Acrobat PDF files and are generally not convenient for printing.

2024 was the first year that FTA's National Transit Database (NTD) required that all transit agencies submit their bus route and bus stop data in the General Transit Feed Specification (GTFS) data format. Since this requirement, CTDOT now has the most comprehensive and accurate inventory of bus stops to date which accounts for ~14,019 stops across all CT transit branded divisions and transit districts. The GTFS format allows us to visually locate all state bus routes and bus stops in our Department's Enterprise Geographic Information System (GIS) software. A Bus Transit Network feature service composed of a statewide bus stop layer will form the basis of any public facing project map and is planned to be shared publicly through the Department's Transportation Enterprise Database (TED) portal. CTDOT will be able to append and relate any table containing stop attribution, including ADA compliance, to an individual bus stop point by linking to the stop's unique key ID.



*Figure 31 – Cover of Getting On Board – Accessible Transportation Guide*

According to the 2019 shelter assessment inventory only about ~5% of bus stops statewide are sheltered. However, the last inventory only assessed the condition of the shelters and did not take ADA compliance into account. All shelters identified in the 2019 inventory were scheduled for re-inspection in 2021 which was postponed due to the Covid-19 pandemic. CTDOT is due to undertake a new statewide shelter inventory that will assess the ADA compliance of existing stops. CTDOT plans to identify and attribute proximity to sidewalk and right-of-way ownership to our GIS bus stop layer to begin creating the framework for transitioning our bus stops to ADA compliance.

## 6.0 ACCESSIBILITY BARRIER REMOVAL

This section reviews the various plans and programs that identify projects that improve accessibility. These projects have programs that vary at the federal, state, and local levels. Barrier removal programs include both infrastructure projects and planning initiatives as well as educational outreach and awareness.

### 6.1 CAPITAL PLAN

The Capital Plan is an annual report prepared by CTDOT to inform stakeholders about the Department's planned capital investments over the upcoming 5-year period. These include a proposed program of roadway and bridge, public transportation, and facility capital projects. The Capital Plan is a product of collaborative efforts, including feedback from stakeholders, Connecticut's Metropolitan Planning Organizations (MPOs) and Councils of Governments (COGs), reflecting regional interests and priorities. The current version of the Capital Plan and supporting documents can be found at the links below:

- FFY 2024 – FFY 2028 [Capital Plan Report](#)
- FFY 2024 – FFY 2028 [Capital Plan Project Listing by Year and Funding Source](#)
- [Active Projects GIS Dashboard](#)



*Figure 32 – Kent Streetscape Ribbon Cutting*

## 6.2 FACILITIES

Through capital improvements and maintenance improvements there are a number of upcoming projects to improve CTDOT facilities with both rail stations, highway rest areas and highway administration buildings.

### 6.2.1 RAIL STATIONS

A list of all rail passenger service station project updates can be found in Appendix K. There are either in construction or scheduled improvements at the following locations:

- New Haven Line (7)
- Waterbury Line (6)
- Shoreline East Line (1)
- Hartford Line (1)



*Figure 33 – Darien Rail Station*



*Figure 34 – Wallingford I-91 Rest Area*

### 6.2.2 HIGHWAY ADMINISTRATION & REST AREAS

There are minor building or site improvements scheduled at various administration buildings and rest areas. See Appendix O for list of details.



## 6.2.3 MAINTENANCE

Ongoing maintenance of each facility is provided by CTDOT staff and by maintenance contract agreements depending on type, size, and location of facility. All facility maintenance agreements include the upkeep and continuance of accessibility features. A comprehensive list of CTDOT facilities is contained in the Appendix N.

## 6.3 ANNUAL PAVEMENT PROGRAMS & CURB RAMPS

On July 8<sup>th</sup>, 2013, USDOT/USDOJ issued the Joint Technical Assistance on Title II of the Americans with Disabilities Act Requirements to Provide Curb Ramps when Streets, Roads, or Highways are Altered through Resurfacing. Prior to the issuance of the 2019 ADA Transition Plan document, CTDOT had not considered curb ramps in the scope of the resurfacing program.

The Maintenance Resurfacing Program (MRP) uses a Vendor-in-Place (VIP) contract to conduct pavement resurfacing project typically covers approximately 200 two-lane miles annually and will upgrade any ADA non-compliant curb ramps at state road pedestrian crossings, and when practical, will upgrade non-compliant curb ramps at local road pedestrian crossings impacted by the improvements. The inventory of curb ramps is currently being updated to reflect the curb ramps that have been constructed by the MRP. Curb



*Figure 35 – Pedestrian Crossing, Bridgeport*



ramps for state pedestrian crossings that weren't constructed by the MRP program due to utility or right-of-way conflicts are currently being evaluated, and sites that are not deemed technically infeasible, will be programmed for inclusion in a construction project. Over the past three years the ADA Component of Maintenance Resurfacing Program (MRP) has expended on curb ramps the dollars as indicated below:

- 2023 - (\$3.49 million)
- 2022 - (\$3.28 million)
- 2021 - (\$1.99 million)

The Pavement Preservation Program (PPP), which had historically focused on higher volume roadways with limited pedestrian amenities or maintenance treatments, provides recommendations to additional functional class roadways and includes ADA upgrades where necessary. CTDOT has migrated towards a more data-driven, asset management based resurfacing program, making the Preservation Program a more significant contributor to curb ramp construction statewide.

In addition, the Pavement Rehabilitation and Reconstruction Program (PRRP) reestablished in 2022 from the previous RBC Program, also includes ADA upgrades where necessary.

Through these resurfacing programs and work with municipalities, the goal is to have ADA compliant curb ramps within State Right-of-Way by SFY 2035 as committed in CTDOT's 2019 ADA Transition Plan.

### **6.3.1 CONSTRUCTION OVERSIGHT**

During construction and when temporary pedestrian elements are provided, CTDOT follows ADA guidance to ensure accessibility is met. Post construction, CTDOT has

process in place to ensure ADA compliance is met through coordination with the Division of Construction Operations' Quality Assurance Unit – Advisory Team.

## 6.4 TRAFFIC SIGNALS

Since there are funding, manpower, and time constraints to improve accessibility at traffic signals, priority is given to those known locations where there are existing audible buzzers that need upgrade to conform to the Manual on Uniform Traffic Control Devices (MUTCD) and to those known locations where visually impaired pedestrians travel.

CTDOT is currently following the 2009 edition of the MUTCD and is reviewing the 11<sup>th</sup> edition for implementation. For status on CTDOT's adoption of the 11<sup>th</sup> edition of the MUTCD refer to direction from the Office of State Traffic Administration (OSTA).



*Figure 36 – APS Signal, Newington*

CTDOT is designing and constructing APS upgrades at signalized locations statewide. The schedule of the APS projects is included in the **Appendix V**. As mentioned in Section 5.5 of this Plan, all future designs that include pedestrian phasing will be designed with exclusive, concurrent, or leading pedestrian interval (LPI) pedestrian phasing. When exclusive, LPI, or concurrent pedestrian phasing is included in the design, Accessible Pedestrian Signal (APS) equipment will be provided. Where APS equipment is provided, the sidewalk ramps will be upgraded where needed to provide accessibility from landing area to

pedestrian pushbuttons. Many of these locations also require the acquisition of right-of-way to install sidewalk ramps and APS equipment.

## 6.5 BUS STOPS & BUS SHELTERS

Any new stop installed by the Department or transit district will fall under the purview of our Bus Stop Enhancement Program (BSEP). The BSEP is planned to pilot 40–60 shelter installs before the end 2024 and has earmarked section 5307 FTA funding for the procurement and installation of ~700 new shelters over the next 4 years. This program will require the development of a system for inventorying all FTA funded assets, ensuring ADA compliance, monitoring maintenance and for mapping their locations to meet Triennial Title VI mapping requirements. We have already completed the design phase of the program where we have created standard design drawings that incorporate State and Federal ADA and PROWAG space and engineering requirements. These drawings were reviewed by the Department’s ADA coordinator, a committee of transportation service providers and an internal CTDOT advisory board composed of members from facility design to complete streets. When possible, through the MRP bus stop boarding platforms are provided to improve connectivity from sidewalk to edge of road for bus pick up.



*Figure 37 – Accessible Bus Shelter*

## 6.6 TRANSIT BARRIER REMOVAL PROGRAMS

### 6.6.1 PARATRANSIT

ADA Paratransit is a shared ride, advanced reservation, origin-to-destination service for persons with disabilities who are unable to use the public bus service because of their disability. Mandated by the Americans with Disabilities Act (ADA) of 1990, paratransit services are provided in all areas where local fixed route bus service is provided. Included in the fixed route system are ADA accessible bus stops. For bus stops that are considered not accessible -CTDOT and other transit districts provide paratransit service, for additional information please visit CTDOT website, [Paratransit service \(ct.gov\)](https://www.ct.gov/transportation/paratransit) or see Appendix T for transit district information.



Figure 38 – Paratransit Vehicle & Lift

## 6.6.2 AIRA PILOT PROGRAM FOR VIRTUAL MOBILITY

In October 2021, CTDOT engaged in an 18-month Aira pilot program which was collaboration between the Connecticut Department of Transportation, the Federal Highway Administration, and the Connecticut Department of Aging and Disability Services. This pilot was administered by the Connecticut Transportation Institute at the University of Connecticut and was funded through federal research funding, making it possible to offer an 18-month subscription at no cost to the user.

This pilot program used smartphone technology to enhance the mobility opportunities for people who are blind or have low vision and provide access to essential services offered in Connecticut. Aira uses a smartphone's camera to stream live video to an agent who provides the subscriber with instant access to visual information about their surroundings. The Aira agents use the live video to narrate and interpret what they see for the user.

The Aira pilot program ended on April 30, 2023. A total of 63 participants registered for the promotional Aira services. Aira usage data indicated that 4,391 calls were made to Aira by the registered users with a total call duration of 58,021 minutes. However, Aira usage data also indicated the promotional service provided by the state was extensively used by a single user, denoted as "Super User" who made 31% of all calls to Aira contributing to around 60% of total call duration. The distribution of call purposes indicated that visually impaired users mostly used virtual assistance services from Aira for online tasks, reading, and describing information. The Aira virtual visual assistance services were rarely used for utilizing public transportation services.

Based on the findings, it was determined that an agency that directly supports and works with individuals who are blind or have low vision would be a better fit to sponsor a program like Aira.



## 6.7 COMMUNITY CONNECTIVITY GRANT PROGRAM

The Community Connectivity Grant Program (CCGP) is an infrastructure improvement program that seeks to provide funding for local initiatives that will improve the safety and accessibility for bicyclists and pedestrians in urban, suburban and

rural community centers. The primary program objective is to make conditions safer and more accommodating for pedestrians and cyclists, thereby encouraging more people to use these healthy and environmentally sustainable modes of travel. Another objective of the Community Connectivity Grant Program is to facilitate social and economic opportunities to underserved communities by providing equitable levels of access to affordable and reliable transportation. Making these improvements make Connecticut's community centers more attractive and vibrant places to live and work.

Now with this sixth round of funding, 138 awards totaling more than \$62 million will have been invested in Connecticut's towns and cities. Municipalities that have been selected to receive grants will be expected to complete the project within three years. From sidewalks and multi-use trails to ADA compliant ramps, these 17 projects focus on providing safety enhancements and mobility options to schools, jobs, public transit, and local economic centers. The funding limits for grants awarded in this solicitation can only be used for construction activities that range from \$100,000 to \$800,000. Additional information on the Community Connectivity Grant Program, can be found on CTDOT's website.



*Figure 39 – Sound View Gateway Transit Hub,  
Route 156 Old Lyme*

## 6.8 ROAD SAFETY AUDIT (RSA)

A Road Safety Audit (RSA) is a formal examination of the safety and performance of an existing or future roadway or intersection which is conducted by an independent organization, following FHWA protocols. The purpose of this examination is to identify any potential safety risks for roadway users of all modes while identifying opportunities to mitigate or eliminate these risks. Included in the roadway assessment is a review of factors that can obstruct safety and connectivity, such as high volume and speeds of traffic, crash data, and topography to name a few.

RSA's are now a standalone program and serve as a way for CTDOT to offer Connecticut's towns and cities assistance to review important bike and pedestrian corridors and intersections. CTDOT conducts RSAs on State Routes only. CTDOT has completed 8 RSA's with another 9 pending since the last publication of this ADA Transition Plan, and over 104 RSA's since the program began in 2016.



*Figure 40 – Road Safety Audit Field Visit*

CTDOT has introduced Public Act 24-40 section 51, allowing for individuals, traffic authorities, and regional councils of governments to request CTDOT to conduct a Road Safety Audit. This bill also requires that the commissioner of the DOT notify the requesting entity, in writing and within 30 days of receiving the request, whether the department has made the decision to perform the requested RSA. In addition, CTDOT must provide notice of the scope of the audit and the date it should be completed, if CTDOT chooses to move forward with the RSA, or the reason of why it has rejected. The results of the RSA must be submitted to the requesting entity and the legislators that represent the municipality or municipalities where the audit was conducted.

## 6.9 MUNICIPALITY ADA COMPLIANCE COORDINATION

As noted earlier, statutory authority to maintain sidewalks and curb ramps in the State's ROW lies predominantly with the municipality where it is located; however, CTDOT does significantly participate in pedestrian facility improvements through new construction/alteration projects in the Capital Plan and the annual pavement resurfacing programs. CTDOT recognizes it has oversight responsibility to ensure municipalities are fulfilling their ADA/Title II responsibilities and continue to provide technical and financial support to ensure that progress is being made to remove accessibility barriers statewide. CTDOT continues to review existing programs for opportunities to fund municipal projects for accessibility barrier removal in the public ROW. For pedestrian elements within the state public ROW under municipal projects, CTDOT reviews plans through the [Encroachment Permit](#) process. CTDOT issues master municipal agreements when warranted on projects to confirm post construction responsibilities to municipalities.

As mentioned it is anticipated that through the combined efforts of CTDOT and the 169 municipalities that the state ROW will have ADA compliant curb ramps by 2035. While the statutes technically exempt the Department from having to include sidewalks and curb ramps in this ADA Transition Plan, the Department has an obligation to ensure that accessibility barriers on pedestrian facilities in the State ROW are being systematically removed by municipalities through their ADA Self-evaluations/Transition Plans when not being addressed by the Department through other activities.

A statewide compliance assessment was conducted of the 169 municipalities to gauge what efforts are being made at the local level, and to identify what support or training may be needed. The assessment was made up of nine (9) questions and

included ADA Title II requirements such as ADA Coordinator, Self-Evaluation and Transition Plan. **Appendix W** includes the letter and assessment that was sent to all Council of Governments (COG) and their member municipalities. **Appendix X** includes the summary from the assessments. CTDOT received information from all 169 municipalities and based on results has created an ADA Municipality Program that is addressing municipal needs for support through education on Title II requirements especially the self-evaluation and transition plan items.



*Figure 41 – ADA Training Event at NVCOG*

Continued communication and cooperation between the Department, municipalities, COGs and Metropolitan Planning Organization's (MPO) is essential to create and maintain a pedestrian network free from accessibility barriers. Any entity (CTDOT, Municipality, Private Developer/Permittee) which undertakes a project in the

State right-of-way (ROW) must address any permanent and temporary accessibility barriers impacted by the improvement.

## 6.10 ACTIVE TRANSPORTATION PLAN

CTDOT completed the Active Transportation Plan in January 2019. It lays out a multi-pronged approach to meet the needs of the non-motorized bicycle and pedestrian population and present projects and policies that will immediately improve the safety, connections, and accessibility for the residents and visitors of Connecticut. The Plan presented construction projects to be undertaken and initiated over a five (5) year time period to improve safety and accessibility for cyclists and pedestrians in the most critical locations in the State. Under this Plan, the State Bicycle Map was updated and is now an interactive online map that utilizes the latest technology to assist designers in creating bike/ped friendly roadways. CTDOT continues to streamline processes, make meaningful connections, and develop new strategies in support of the vision established in the 2019 Active Transportation Plan. The Plan was created as a blueprint for planners and designers to incorporate into daily activities that impact bicycle and pedestrian facilities. An update to the Active Transportation plan was launched in July of 2024 that will provide updated, modernized and more data-driven tools aimed at enabling efficient implementation of the CT DOT Complete Streets Engineering Directive (**Appendix H**). The Directive requires that DOT projects that meet certain criteria provide facilities for all roadway users, including users with disabilities. The tools created out of the 2026 update will be crafted specifically to enable The Directive and create safer, more accessible streets for all.



## 6.10.1 SAFE ROUTES TO SCHOOL

The Connecticut Safe Routes to School Program (the SRTS Program) has expanded its framework to include Equity as one of the six “E”s. With this, the SRTS Program continued its efforts to include all students in all schools grade K-12 with and without disabilities. GIS based mapping is in progress to allow for additional opportunities to include equity in the decision-making process for the SRTS Program. The second E in the framework stands for Education. In support of the Education component, the Safe Routes to School team planned and implemented bicycle and pedestrian safety education events at

five schools this school year with more planned for next school year. The third E stands for Encouragement which includes events such as the National Walk, Bike and Roll to School Day. In 2024 in Connecticut, 53 events were registered across the state as part of National Walk, Bike and Roll to School Day. The Connecticut Safe Routes to School Program not only participated in National Walk, Bike and Roll to School Day at 5 schools but contributed to many other celebration events throughout the school year, including the arrival of a Bike Bus in West Hartford, CT. The Program has seen record-breaking participation from schools since May 2023 and Connecticut ranked in the top ten nationally in May 2024. The fourth E, Evaluation, includes walk audits and Safe Routes to School Action Plans. Walk audits evaluate roadway conditions around schools and inform the creation of plans that include facility improvements



*Figure 42 – Safe Routes to School at West Woods School, Hamden*

for the needs of all road users in the vicinity of schools. Three walk audits have been completed to date with two more scheduled for the end of the 2023-24 school year. Considerations for ADA compliant signals, sidewalks and sidewalk ramps, as well as safe crossings are included in the review of the school site for the walk audit. The final two parts of the framework are Enforcement and Engineering and these are included in the recommendations provided in the walk audit reports. However, there is currently no set aside funding for infrastructure in the Safe Routes to School Program. Municipalities have been actively working to implement the enforcement and engineering recommendations through their own projects or through town applications to grant programs. Infrastructure improvements can help to improve safe, accessible and sustainable ways for students and families to utilize active transportation to get to and from school.

# 7.0 ADA TRANSITION PLAN

## IMPLEMENTATION

Because CTDOT has significant infrastructure in the public rights-of-way, safety, rest areas, travel information centers, government buildings, and websites it is not possible to remove all barriers to accessibility immediately. Barriers will be removed systematically to ensure equality among CTDOT programs. It is the intent of CTDOT to address barriers to accessibility on an on-going basis. Implementing improvements is contingent upon immediate necessity, degree of complexity, overall cost, and budget approval.

CTDOT reserves the right to modify barrier removal priorities to allow flexibility in accommodating community requests, petitions for reasonable modifications from persons with disabilities, changes in CTDOT programs, on-going evaluations, funding constraints and opportunities.

The schedule for update to the ADA Transition Plan will be based on a four-year cycle to ensure any newly identified issues or changing environments in the public rights-of-way, facilities, or websites can be addressed over time. Updates to the reporting and/or attachments may be made more frequently as needed. CTDOT intends to integrate the accessibility data into on-going funded capital and maintenance programs, operating budgets, or other development initiatives as appropriate.



## 7.1 TRAINING

To account for the influx of new hires, changes in technical guidance and requirements, training plays a vital role in the implementation of this ADA Transition Plan and that no further barriers are created unintentionally. In between 2020 thru 2022 the ADA Engineering Coordination Unit created and posted training videos on ADA related topics to internal Steam Channel listed in **Appendix Y** and several on the CTDOT website [Office Of Equal Opportunity And Diversity - ADA Technical Resources- Videos](#). These videos can be watched independently or are integrated into live training as appropriate. Also included in **Appendix Y** are training resources available through FHWA. The trainings videos typically are based on policy, mobility needs, design and construction. As appropriate, CTDOT works with educational institutions and advocacy groups to identify needs and develop curriculum.

*Figure 43 – ADA Training Event –  
Curb Ramp Inspection*

CTDOT annually conducts training on ADA and Title II for design, construction, and policy to train CTDOT staff, municipalities, and external partners. Classes are offered at both introductory and advanced levels. An effort is made to introduce to the class an exercise of empathy and understanding for planners, designers, and inspectors to learn about the mobility devices individuals may use and the impacts the pedestrian accommodations have on their day to day activity. CTDOT utilizes the UConn Technical Training Center (T2 Center), ADA Coalition



*Figure 44 – ADA Training Event – Mobility Device Demonstration*



of Connecticut and FHWA Resource Center. See **Appendix Z** for list of in person or virtual trainings provided or attended by the ADA Engineering Coordination Unit. Over the past 5 years, there have been at least 60 ADA trainings or events attended:

- 2020 (2 events) **\*COVID-19 Pandemic, Time utilized to develop training videos**
- 2021 (2 events) **\*COVID-19 Pandemic, Time utilized to develop training videos**
- 2022 (20 events)
- 2023 (11 events)
- 2024 (26 events)

Additionally, in 2024, CTDOT has begun offering Equity, Diversity, Inclusion, and Belonging (EDIB) training sessions for all employees to foster empathy and connection within our workplace community. These sessions are designed to align with the principles of the Americans with Disabilities Act (ADA), ensuring that our workplace environment is moving beyond compliance and being supportive and inclusive of individuals with disabilities. Through these training sessions, we aim to deepen understanding, cultivate empathy, and strengthen employee connections, ultimately creating a workplace where everyone feels valued, respected, and empowered to contribute their unique perspectives and talents. By investing in EDIB training, we're actively advancing our commitment to creating a workplace culture where everyone thrives.

## 8.0 PUBLIC OUTREACH

### 8.1 CUSTOMER EXPERIENCE (CX) ACTION PLAN

The Connecticut Department of Transportation (CTDOT) released its first ever Customer Experience (CX) Action Plan for public transportation customers throughout the state in June 2023. The CX Action Plan is informed by customer feedback and input, and outlines future programs, policies, and investments to improve public transportation in Connecticut.



*Figure 45 – CX Pop Up Event at Stamford Transportation Center*

CX Action Plan goals included:

**CONNECT:** Connect with customers using public transportation to listen and learn about their transit experiences.

**UNDERSTAND:** Better understand changing customer needs, expectations, and desires for the state's transit system.

**VISION:** Define a vision for the future of all public transportation in Connecticut which is based on customer priorities.

**ACTION:** Create a clear plan that includes actions that can be taken to achieve the vision and make transit a more comfortable, reliable, and efficient experience for everyone.

CTDOT engaged public transportation service providers, stakeholders, community partners, and transit customers, to collect feedback and input on the state's many public transportation services.

Feedback and input was at the center of the CX Action Plan and used to develop priority areas and actions to improve public transportation in Connecticut. To get the maximum amount of customer feedback to inform CX Action Plan development, CTDOT has a robust community engagement plan that included:

- A website for the initiative: [TransitCX.com](https://TransitCX.com);
- Stakeholder interviews, community meetings, and informational town halls;
- Front-line transit employee engagement;
- Focus groups with statewide rail, bus, and paratransit/dial-a-ride customers; and
- Pop-up informational tables at bus stops, hubs, rail stations, and community events.

CTDOT received over 4,000 survey responses and comments from transit customers throughout the state. The overall transit experience satisfaction rating of survey respondents of all modes was 7.5 out of 10. The 'stations and stops' and 'schedule and frequency modules' fell below the 7.5 benchmark or 75% satisfaction rate in the survey for all modes, highlight two areas in need of improvements statewide. 26 actions are identified in the CX Action Plan that aim to improve transit customer experiences by improving service, enhancing accessibility and comfort, and making transit easier to use. The 26 actions are as follows:

1. Bus Service Improvements
2. Rail Service Improvements
3. ParkConneCT 2022 & 2023
4. Additional Northeast Regional Train Service
5. Bus Service Expansion Package

6. Microtransit Pilot
7. Faster Train Speeds
8. On-Street Bus Rapid Transit
9. Mobile Ticketing for Buses
10. Transit is a Trip Campaign
11. Transit Royale
12. CTPass Program
13. Unified Fare Project
14. Unified Mobile App Solution & Open Payments
15. Rail Station Customer Service Initiatives
16. On-Board Electronic Information Displays
17. Passenger Information Displays and Connectivity Initiative
18. M8 Electric Trains
19. New Rail Station Boarding Platforms
20. Statewide Bus Stop Enhancement Program
21. New Rail Cars
22. New Electric Buses with Customer-Picked Seats
23. Major Rail Station Enhancements
24. Rail Station ADA Accessibility Improvements
25. New Train Stations
26. Enhanced Wireless Connectivity Initiative

## 8.2 LOCAL COMMUNITIES AND ORGANIZATIONS

New in 2024 CTDOT created a new position Head of Strategy for Culture, Engagement & Inclusive Communications led by Kafi Rouse within the Office of Commissioner dedicated to internal and external communications to provide equity and inclusion in transportation and increase public engagement. See **Appendix AA** for list of communities CTDOT has contact with to coordinate update.

CTDOT has also participated in presentations regarding ADA and transportation projects to local municipal ADA committees. There are a number of municipalities that have committees established with members including municipal staff and residents addressing accessibility within their community.

CTDOT is committed to improving accessibility throughout the state and often partners with outside organizations and volunteers. The mission of the [Americans with Disabilities Act Coalition of Connecticut \(ADACC\)](#) is to provide statewide leadership that ensures understanding of and compliance with the provisions of the Americans with Disabilities Act (ADA). ADACC provides information and technical assistance on the ADA to individuals with disabilities and their families, employers, private businesses, state and local government entities, and any member of the public. It is the only organization in the state singularly devoted to educating individuals with disabilities, businesses, and governmental entities about the ADA. CTDOT has been a state member of ADACC since 2020 and CTDOT's ADA Coordinating Engineer became a board member on the ADACC in 2023.

Other organizations CTDOT employees have participated in several different events and partnerships with the following:

- [Conference of Minority Transportation Officials \(COMTO\)](#)
- [Construction Management Association of America \(CMAA\)](#)
- [Institute of Transportation Engineers \(ITE\)](#)
- [Women's Transportation Seminar International \(WTS\)](#)



## 8.2.1 ADA ANNIVERSARY EVENT

Event created to both celebrate the advances of ADA and educate on the Title II requirements. This event is hosted by CTDOT in partnership with Connecticut organizations including ADA Coalition of Connecticut, WTS CT, ITE CT and the T2 Center. This event breaks down classroom walls and offers an outdoor experience for participants to hear how individuals are improving accessibility in communities, living with disabilities, and experience the built environment firsthand while receiving ADA training.

The first year in 2023 was held in the City of Meriden and the second year, 2024, will be hosted in the City of New Britain. Attendees hear updates from the federal, state and local levels including City of New Britain's initiatives and progress with ADA. The event also includes table exhibits with resources and hands-on activities for ADA inspections with curb ramps and sidewalks, resources and technical guidance. Most impactful for the event is participants being able to experience a small glimpse of challenges faced by people with disabilities every day by using mobility devices and understanding how they operate such as wheelchairs and walking canes.



*Figure 46 – 2023 ADA Event Speakers*



*Figure 47 – 2023 ADA Event Exhibits*

## 8.3 CTDOT ADA TRANSITION PLAN PUBLIC OUTREACH FEEDBACK

CTDOT shall solicit feedback regarding the 2024 Update to the CTDOT ADA Transition Plan from the public through both in person and virtual public outreach sessions scheduled in 2024. Public outreach is intended to ensure that members of the community living with disabilities have an opportunity to be informed about CTDOT's process, updates, and provide feedback. The survey will be provided in both electronic and paper formats and questions can be reviewed in **Appendix AB**. All information pertaining to public outreach will be available on CTDOT's website.

To kickoff the outreach there will be an in-person update of the 2024 Update to the CTDOT ADA Transition Plan in August 2024 at the ADA Anniversary Celebration Event hosted in New Britain, CT as mentioned in Section 8.2.1. The virtual sessions are to be held live and recorded to be later posted to CTDOT's website for access to individuals unable to attend an in person or virtual event during the public comment period.

Following the close of public outreach period all feedback received will be reviewed and a summary of public outreach efforts will be included in **Appendix AC** of the final draft of this update.

## 9.0 SUMMARY

CTDOT is committed to creating a safe transportation network for all and has a comprehensive approach to addressing ADA compliance through additional guidance and trainings to State and local officials, staff, consultants and contractors; continuing updates to inventory of ADA needs on state-owned facilities; and the inclusion of ADA upgrades in capital projects as well as state funded programs.



*Figure 48 – Windsor Locks Canal Multi-Use Trail*



# APPENDIX

LETTER	APPENDIX TITLE	PLAN REFERENCE SECTION
<b>A</b>	CTDOT District Map	2.1
<b>B</b>	Notice Under the Americans with Disabilities Act	3.1
<b>C</b>	PT-26 Public transportation: ADA Reasonable Modifications Policy	3.1
<b>D</b>	PT-27 Public Transportation: ADA Rail Station Elevator Outage Procedure	3.1
<b>E</b>	PT-28 Public Transportation: ADA Accessibility Feature Policy	3.1
<b>F</b>	ED-2019-7: Accessibility Guidelines in the Public Right of Way	3.1, 5.0
<b>G</b>	Technical Infeasibility Form (TIF)	3.1
<b>H</b>	ECD-2023-8: Complete Streets Controlling Design Criteria and Justification Process	3.1, 5.0, 6.6
<b>I</b>	Reasonable Modification Contacts by Company or District	3.2.1, 5.8
<b>J</b>	CTDOT ADA Coordinators	3.3
<b>K</b>	ADA 504 Complaint Form and Procedure	3.4
<b>L</b>	Department Publicly Accessible Facilities	4.0
<b>M</b>	New Haven Line Station ADA Compliance Status	4.1.1

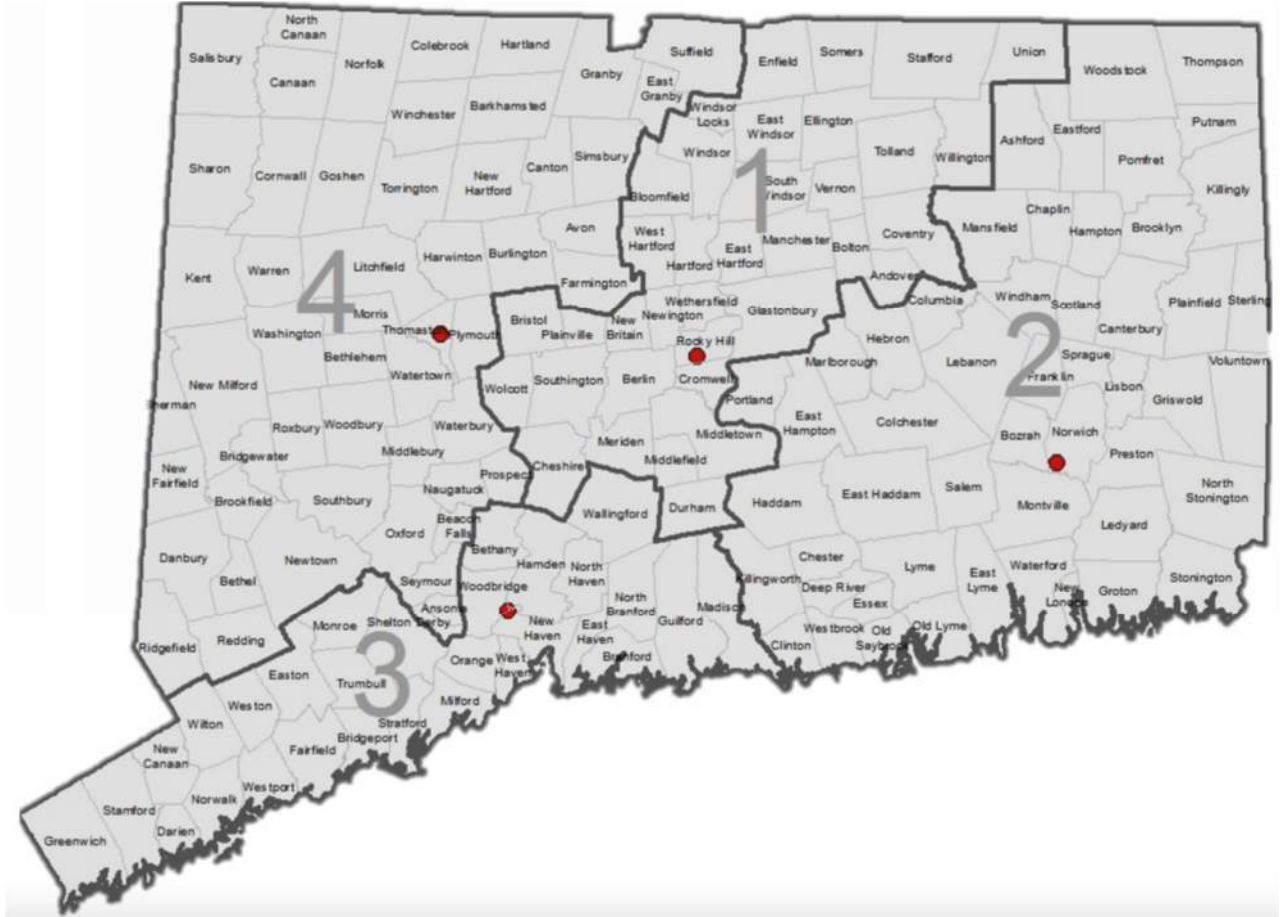
<b>N</b>	Settlement Agreement – New London Rail Station	4.1.2
<b>O</b>	Highway Buildings in DOT’s ADA Transition Plan	4.6
<b>P</b>	Park and Ride Lot	4.8
<b>Q</b>	EXO-42: Policy Statement; Sidewalks	5.1
<b>R</b>	Curb Ramp Inventory	5.2.1
<b>S</b>	Multi-Use Trails	5.3
<b>T</b>	Traffic Signal Pedestrian Phasing Information	5.5
<b>U</b>	Rail Station Project Updates	
<b>V</b>	Schedule of the Accessible Pedestrian Signal (APS) Projects	6.4
<b>W</b>	Municipality Survey Letter	6.9
<b>X</b>	Municipality Survey Results	6.9
<b>Y</b>	Training Video List	7.1
<b>Z</b>	Public Outreach Training Date List	7.1
<b>AA</b>	CTDOT Disability Organization Contacts List	8.2
<b>AB</b>	Public Outreach – Public Comment Survey	8.3
<b>AC</b>	Public Outreach – Public Comment Survey Summary *TO BE CREATED FOLLOWING PUBLIC FEEDBACK PERIOD*	8.3



# **APPENDIX A**

## **CTDOT DISTRICT MAP**

# CTDOT District Map (2024)



**District 1:** 1107 Cromwell Avenue, Rocky Hill, CT 06067

**District 2:** 171 Salem Turnpike, Norwich, CT 06360

**District 3:** 140 Pond Lily Avenue, New Haven, CT 06515

**District 4:** 359 South Main Street, Thomaston, CT 06787

# **APPENDIX B**

## **NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT**



STATE OF CONNECTICUT  
DEPARTMENT OF TRANSPORTATION



Mailing Address: Administration Building  
Post Office Box 317546  
Newington, CT 06131-7546

2800 Berlin Turnpike  
Newington, CT 06111

NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("ADA"), the ADA Amendments Act of 2008, Section 504 of the Rehabilitation Act of 1973, and Connecticut General Statutes Sec. 46a-60, the Connecticut Department of Transportation (CTDOT) will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

**Employment:** CTDOT 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. For information on employment accommodations under ADA, please contact the CTDOT human resources department at 860-594-3100. For complaints of failure to provide accommodations under ADA Title I, please contact Eric Smith, EEO Director, Office of Equal Opportunity and Diversity, 2800 Berlin Turnpike, Newington, CT 06111, 860-594-2211 or [eric.d.smith@ct.gov](mailto:eric.d.smith@ct.gov).

**Effective Communication:** CTDOT will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in CTDOT's 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:** CTDOT 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 CTDOT's 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 CTDOT, should contact Eric Smith, EEO Director, Office of Equal Opportunity and Diversity, 2800 Berlin Turnpike, Newington, CT 06111, 860-594-2211 or [eric.d.smith@ct.gov](mailto:eric.d.smith@ct.gov), at least 5 (five) days prior to the event. CTDOT will try to accommodate all requests when possible. The ADA does not require the CTDOT to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.

The Department ensures that its programs, services, or activities are accessible to persons with disabilities. CTDOT 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.

Any complaints regarding ADA or lack of accessibility can be directed to the Customer Care Center via the electronic [Contact Us form](#) (click link), or by email at [DOT.CustomerCare@ct.gov](mailto:DOT.CustomerCare@ct.gov) or by phone to (860) 594-2560 and then the appropriate person at CTDOT will respond.

In addition, ADA Public Transit Service complaints can be made directly to the ADA Coordinator for Public Transit Services, Office of Transit and Ridesharing, 2800 Berlin Turnpike, Newington, CT 06111, 860-594-3135. Complaints about accessibility issues of CTDOT-owned buildings, or barriers in the Public Right of Way can be made directly to the ADA Coordinating Engineer, Office of Engineering, 2800 Berlin Turnpike, Newington, CT 06111, 860-594-2775.

For language assistance please contact, (860) 594-2109

如需更多信息或免费语言协助, 请致电 (860) 594-2109

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추가 정보가 필요하거나 무료 언어 지원이 필요하시면 (860) 594-2109 로 전화하십시오.

Để có thêm thông tin hoặc hỗ trợ ngôn ngữ miễn phí, vui lòng gọi (860) 594-2109

Revised 5/2/2023 EDS

Approved by:

Garrett T. Eucalitto, Commissioner

An Affirmative Action/Equal Opportunity Employer





## STATE OF CONNECTICUT DEPARTMENT OF TRANSPORTATION



Mailing Address: Administration Building  
Post Office Box 317546  
Newington, CT 06131-7546

2800 Berlin Turnpike  
Newington, CT 06111

### NOTIFICACIÓN DE CONFORMIDAD CON LA LEY DE ESTADOUNIDENSES CON DISCAPACIDADES

De conformidad con los requisitos del título II de la Ley de Estadounidenses con Discapacidades del 1990 (ADA), las enmiendas a la ADA de 2008, el apartado 504 de la ley de rehabilitación de 1973, el apartado 46a-60 de los estatutos generales de Connecticut, el Departamento de Transporte de Connecticut (CTDOT) no discriminará contra individuos con discapacidades basado en su discapacidad en el servicio, programa o actividad.

**Empleo:** El CTDOT no discrimina basado en la discapacidad en sus prácticas de contratación o empleo y cumple con todas las regulaciones promulgadas por La Comisión para la Igualdad de Oportunidades en el Empleo de los Estados Unidos conforme al título I de la ADA. Para más información sobre acomodos en el empleo según la ADA, por favor, comuníquese con el departamento de recursos humanos del CTCOT en el 860-594-3100. Para las reclamaciones referentes al incumplimiento de proporcionar acomodos bajo la ADA, por favor comuníquese con Eric Smith, EEO Director, Office of Equal Opportunity and Diversity, 2800 Berlin Turnpike, Newington, CT 06111, 860-594-2211 or 8.

**Comunicación eficaz:** Por lo general, el CTDOT a petición, proporcionará ayuda y servicios conllevando a una comunicación eficaz para personas con discapacidades con el propósito que puedan participar igualmente en los programas, servicios y actividades del CTDOT, incluyendo intérpretes calificados del lenguaje de señas, documentos en Braille, y otros medios para que la información y comunicación sea accesible a personas con impedimentos de la vista o audición.

**Modificaciones a las políticas y procedimientos:** El CTDOT hará modificaciones razonables a las políticas y programas para asegurarse de que personas con discapacidades tengan igual oportunidad de disfrutar de todos los programas, servicios y actividades del CTDOT. Por ejemplo, personas con animales de servicio son bienvenidas a las oficinas del CTDOT, incluso donde los animales están prohibidos.

Cualquier persona que necesite asistencia auxiliar y/ o servicio para una comunicación eficaz o una modificación a las políticas o procedimientos para poder participar en un programa, servicio o actividad del CTDOT, debe comunicarse con Eric Smith, EEO Director, Office of Equal Opportunity and Diversity, 2800 Berlin Turnpike, Newington, CT 06111, 860-594-2211 o [eric.d.smith@ct.gov](mailto:eric.d.smith@ct.gov), un mínimo de 5 (cinco) días antes del evento. El CTDOT intentará satisfacer todas las peticiones cuando le sea posible. La ADA no le exige al CTDOT que tome acciones algunas que alterarían fundamentalmente la naturaleza del programa o servicio o impusieran una carga excesiva económica o administrativa.

El departamento se asegura que sus programas, servicios y actividades son accesibles a personas con discapacidades. El CTDOT no impondrá un sobrecargo a las personas con discapacidades o a cualquier grupo de individuos con discapacidades para cubrir el gasto de proporcionar asistencia/servicios auxiliares o modificaciones razonables a sus políticas, como por ejemplo poder alcanzar ítems de una ubicación abierta al público pero inaccesible a personas en sillas de ruedas.

Cualquier reclamación referente a la ADA o falta de accesibilidad puede ser enviada al Centro de Atención al Cliente electrónicamente mediate el [Formulario Comuníquese con nosotros](#) (pulse el enlace) o por email al: [DOT.CustomerCare@ct.gov](mailto:DOT.CustomerCare@ct.gov) o por teléfono en el (860) 594-2560 y la persona indicada del CTDOT le responderá.

Además, se pueden hacer reclamaciones referentes al servicios de transporte público y la ADA directamente al: ADA Coordinator for Public Transit Services, Office of Transit and Ridesharing, 2800 Berlin Turnpike, Newington, CT 06111, 860-594-3135. Las reclamaciones referentes a los problemas de accesibilidad en los edificios propiedad del CTDOT se pueden enviar directamente al: ADA Coordinating Engineer, Office of Engineering, 2800 Berlin Turnpike, Newington, CT 06111, 860-594-2775.



**Para asistencia lingüística, llame al (860) 594-2109**

如需更多信息或免费语言协助，请致电 (860) 594-2109

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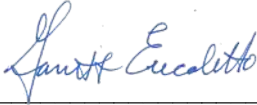
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Revisado el 5/2/2023 EDS

Aprobado por:



Garrett T. Eucalitto, Comisionado

# **APPENDIX C**

## **PT-26 PUBLIC TRANSPORTATION: ADA REASONABLE MODIFICATIONS POLICY**



## CONNECTICUT DEPARTMENT OF TRANSPORTATION

# POLICY STATEMENT

POLICY NO. PT-26

May 11, 2023

SUBJECT: Public Transportation ADA Reasonable Modification Policy

The Connecticut Department of Transportation (CTDOT) will make reasonable modifications to policies, practices, and procedures to avoid discrimination and ensure that their programs are accessible to qualified individuals with disabilities and to respond to requests for reasonable modifications and accommodations. CTDOT will provide information to the public on the request process. This policy applies to CTDOT service providers, contractors, subcontractors, and sub-grantees that provide transportation services on behalf of CTDOT.

In the event CTDOT is unable to meet the request, it shall look for any other actions to ensure that the qualified individual with the disability is able to access the services and the programs offered by CTDOT or its service providers.

Exceptions include the following:

- Modifications that would cause a fundamental alteration of service so significant that it alters the nature of the service.
- Modifications that would cause a direct threat to the health and safety of others.
- Modifications that are not needed by the requester to use the service. Without the requested modification, the individual with a disability is able to fully use the entity's services, programs, or activities for their intended purpose.
- Modifications that would cause undue financial and administrative burden.

The term "qualified individual with a disability" means an individual with a disability who, with or without reasonable modifications to rules, policies, or practices; the removal of architectural, communication, or transportation barriers; or the provision of auxiliary aids and services, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by a public entity, as defined in 28 CFR 35.104.

The term reasonable modification shall be interpreted in a manner consistent with the term "reasonable modifications" set forth in the Americans with Disabilities Act Title II regulations at 28 CFR 35.130(b)(7).

### **Eligibility Criteria**

An individual is eligible to be considered to receive a reasonable modification if that individual has: a physical or mental impairment that substantially limits one or more of the major life activities of such individual, a record of such impairment, or been regarded as having such impairment.

### **Requesting a Reasonable Modification**

Anyone seeking a reasonable modification must contact the service provider directly when possible; a list of service provider contacts is available at the following website [link](#). Requests shall be made in advance, when possible, prior to when the expected modification or accommodation is to be provided. Requestors do not need to use the term "reasonable modification" when making a request.



Requests can be made by another person on behalf of the person needing the modification. The request should provide a description of what is needed for the individual with a disability to use the services, or to participate in its programs. When possible, requests should be put in writing by email or using the service provider's online form. In the event the requester is unable to provide a written request, a verbal request can be made to the service provider's reasonable modification contact person. The service provider will then interview the individual to assist in converting a verbal request into writing.

When a reasonable accommodation is made, the service provider and the individual will engage in a good faith interactive process to determine what, if any, accommodation shall be provided. The individual and the service provider must communicate with each other about the request, the process for determining whether an accommodation will be provided, and the potential accommodations. Communication is a priority throughout the entire process.

Requests for modification may be denied only on one or more of the following grounds: 1) granting the request would fundamentally alter the nature of the entity's services, programs, or activities; 2) granting the request would create a direct threat to the health or safety of others; 3) without the requested modification, the individual with a disability is able to fully use the entity's services for their intended purpose.

If the service provider has not responded to your request, or if further assistance is needed, individuals may contact CTDOT either by email, phone, or mail as follows: Email: [DOT.RMRequests@ct.gov](mailto:DOT.RMRequests@ct.gov) ; Phone: (860) 594-2804; or Mail: ADA Reasonable Modification Review, Bureau of Public Transportation, 2800 Berlin Turnpike, Newington, CT 06111. When contacting CTDOT, individuals should indicate their name and contact information, the name of the service provider they are seeking the accommodation from, and a brief description of their request. Responses from CTDOT and referrals to the service provider will be given in the manner in which it was received, via email, by mail, or by phone; and documented internally for record-keeping purposes.

The service provider or CTDOT may contact the requester for additional information if needed. A request may be administratively closed if the requester cannot provide the requested information, or if the requestor no longer wants the modification.

Neither CTDOT, nor its service providers nor its subcontractors can charge an individual with a disability or any group of individuals with disabilities any costs associated with covering the costs for providing reasonable modifications or accommodations.

### **Effective Communication**

CTDOT will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in CTDOT's 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. Documents and information can be made available in accessible formats upon request by contacting Eric Smith, Director, Office of Equal Opportunity and Diversity, 2800 Berlin Turnpike, Newington, CT 06111, 860-594-2111 or [Eric.D.Smith@ct.gov](mailto:Eric.D.Smith@ct.gov), at least 5 (five) days prior to the event or when services are needed. CTDOT will try to accommodate all requests when possible.

### **ADA Public Transit Service Complaints**

Complaints related to public transit services not being accessible to persons with disabilities should be directed to Ernest Wright, ADA Coordinator for Public Transit Services, Bureau of Public Transportation, Office of Transit and Ridesharing, 2800 Berlin Turnpike, Newington, CT 06111, 860-594-3135 or [Ernest.Wright@ct.gov](mailto:Ernest.Wright@ct.gov).

## **Reference**

Title II Americans with Disabilities Act/Section 504 Policy Notice  
Title II ADA/504 Complaint Procedure  
ADA/504 Complaint Form

**For language assistance please contact, (860) 594-2109**

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**(This policy supersedes Policy No. PT-26 dated September 23, 2021.)**



Garrett T. Eucalitto  
Commissioner





## CONNECTICUT DEPARTMENT OF TRANSPORTATION

# Declaración de políticas

Política no. PT-26  
11 de mayo de 2023

ASUNTO: Política de modificaciones razonables en el transporte público conforme a la ADA

El Departamento de Transporte Público de Connecticut (CTDOT) hará modificaciones razonables a sus políticas y procedimientos para evitar la discriminación y asegurarse de que sus programas sean accesibles a los individuos con discapacidades calificadas y responder a las solicitudes para modificaciones y acomodos razonables. El CTDOT proporcionará información al público sobre el proceso de solicitud. Esta política corresponde a los proveedores de servicios, contratistas, subcontratistas y sub-concesionarios del CTDOT que proporcionan servicios de transporte a nombre del CTDOT.

En el caso que el CTDOT no pudiera cumplir con la solicitud, se buscarían otros medios para asegurarse de que el individuo discapacitado pueda acceder a los servicios y programas ofrecidos por el CTDOT o sus proveedores de servicios.

Las excepciones a esta política incluyen:

- Modificaciones que causarían una alteración fundamental al servicio tan significativa que alterarían la naturaleza del mismo servicio.
- Modificaciones que perjudicarían directamente la salud y seguridad de otros.
- Modificaciones que el solicitante no necesita para utilizar el servicio. Sin las modificaciones solicitadas el individuo discapacitado es capaz de disfrutar plenamente del uso previsto de los servicios, programas o actividades de la entidad,
- Modificaciones que causarían una carga económica y administrativa excesiva.

El término “individuo con discapacidades calificadas” se refiere a un individuo que: con o sin modificaciones razonables a las reglas, políticas o prácticas; la remoción de barreras arquitectónicas, de comunicación o transporte; o las provisiones de apoyos o servicios auxiliares, satisface los requisitos esenciales de elegibilidad para recibir servicios o participar en programas o actividades proporcionados por una entidad pública, en virtud de 28 CFR 35.104.

El término modificación razonable se interpretará conforme al término “modificaciones razonables” como se establece en las regulaciones del Título II de la Ley de Estadounidenses con Discapacidades en virtud de 28 CFR 35.130(b)(7).

### **Criterio de elegibilidad**

Se le considera a un individuo eligible para recibir una modificación razonable si dicho individuo tiene: un impedimento físico o mental que limita significativamente una, o más de una, actividad vital esencial del individuo; un historial de, o haber sido reconocido como padeciendo de dicho impedimento.

### **Solicitando una modificación razonable**

De ser posible, cualquier persona buscando una modificación razonable debe comunicarse directamente con el proveedor de servicio. En el siguiente [enlace](#) encontrará una lista de los proveedores de servicios y su información de contacto. Cuando sea posible las solicitudes se deben hacer con antelación, antes de que se espera tener disponible la modificación o acomodo. Los solicitantes no necesitan utilizar el término “modificación razonable” al solicitarla.

Las solicitudes se pueden hacer por terceras partes a nombre del interesado. La solicitud debe incluir una descripción de qué se necesita para el individuo con una discapacidad para poder usar el servicio o participar en el programa. Cuando sea posible, las solicitudes se deben presentar por escrito por email o utilizando el formulario online del proveedor de servicio. En caso el solicitante no pudiera presentar una solicitud por escrito, lo puede solicitar verbalmente con la persona de contacto encargado de modificaciones razonables del proveedor. El proveedor entonces entrevistará al solicitante para convertir la solicitud verbal en una escrita.

Cuando se hace una modificación razonable, el proveedor de servicio y el individuo se integrarán a un proceso interactivo de buena fe para determinar qué, si algún, acomodo se proporcionará. El individuo y proveedor de servicio deben comunicarse sobre la solicitud, el proceso de cómo determinar si se proporcionará el acomodo, y los posibles acomodos. La comunicación es una prioridad a lo largo del proceso.

Las solicitudes para modificaciones se pueden negar únicamente por una o varias de las siguientes razones: 1) el conceder la modificación alteraría la naturaleza fundamental de los servicios, programas o actividades de la entidad; 2) el conceder la modificación perjudicaría la salud o seguridad de otras personas; 3) sin la modificación, el individuo con discapacidad es capaz de disfrutar plenamente de los fines previstos de los servicios de la entidad.

Si el proveedor de servicio no ha respondido a su solicitud, o si se necesita ayuda adicional, los individuos pueden comunicarse con el CTDOT por email, teléfono o correo: por email: [DOT.RMRequests@ct.gov](mailto:DOT.RMRequests@ct.gov) ; por teléfono: (860) 594-2804; o por correo: ADA Reasonable Modification Review, Bureau of Public Transportation, 2800 Berlin Turnpike, Newington, CT 06111. Al comunicarse con el CTDOT, los individuos deben indicar su nombre e información de contacto, el nombre del proveedor de servicio del que está solicitando una modificación razonable, y una descripción breve de su solicitud. Las respuestas del CTDOT se realizarán de la misma forma en las que se recibieron, por email, o teléfono y se documentarán internamente para que conste en los registros.

De ser necesario, puede que el proveedor de servicio o el CTDOT se comuniquen con el solicitante pidiendo información adicional. Una solicitud se puede cerrar para fines administrativos si el solicitante no puede proporcionar la información pedida, o si el solicitante ya no quiere la modificación.

Ni el CTDOT, ni los proveedores de servicios ni sus subcontratistas pueden cobrar monto alguno al individuo con una discapacidad o cualquier grupo de individuos con discapacidades por los gastos asociados con la realización de las modificaciones o los acomodos razonables.

### **Comunicación eficaz**

Por lo general, el CTDOT, a petición, proporcionará las ayudas y servicios apropiados para una comunicación eficaz a las personas con discapacidades calificadas para que puedan participar por igual en los programas, servicios y actividades del CTDOT, a incluir intérpretes competentes del lenguaje por señas, documentos en Braille y otras formas de poner información y comunicación a la disposición de las personas con impedimentos del habla, audición o la vista. A petición, los documentos e información estarán disponibles de manera accesible comunicándose con Eric Smith, Director, Office of Equal Opportunity and Diversity, 2800 Berlin Turnpike, Newington, CT 06111, 860-594-2111 o [Eric.D.Smith@ct.gov](mailto:Eric.D.Smith@ct.gov), por lo menos 5 (cinco) días antes del evento o de que se requieran los servicios. Cuando sea posible el CTDOT hará todo lo posible para satisfacer todas las solicitudes.

### **Reclamaciones del servicio de transporte público ADA**

Las reclamaciones relacionadas con la inaccesibilidad de los servicios de transporte público a personas con discapacidades deben enviarse a Ernest Wright, ADA Coordinator for Public Transit Services, Bureau of

Public Transportation, Office of Transit and Ridesharing, 2800 Berlin Turnpike, Newington, CT 06111, 860-594-3135 o [Ernest.Wright@ct.gov](mailto:Ernest.Wright@ct.gov).

### **Referencias**

Title II Americans with Disabilities Act/Section 504 Policy Notice

Title II ADA/504 Complaint Procedure

ADA/504 Complaint Form

**Para asistencia lingüística, por favor, llame al: (860) 594-2109**

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Để có thêm thông tin hoặc hỗ trợ ngôn ngữ miễn phí, vui lòng gọi (860) 594-2109

**(Esta política anula la política PT-26 fechada el 23 de septiembre del 2021.)**



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Garrett T. Eucalitto  
Comisionado

# **APPENDIX D**

**PT-27 PUBLIC**

**TRANSPORTATION:**

**ADA RAIL STATION**

**ELEVATOR OUTAGE**

**PROCEDURE**

# CONNECTICUT DEPARTMENT OF TRANSPORTATION



## POLICY STATEMENT

POLICY NO. PT-28

May 22, 2023

SUBJECT: Public Transportation Americans with Disabilities Act (ADA) Accessibility Feature Policy

It is the policy of the Connecticut Department of Transportation (CTDOT) that vehicle operators and other personnel contracted by CTDOT make use of accessibility-related equipment or features required to be provided under the ADA.

### **Intent**

CTDOT contractors are provided with several accessibility features to ensure that riders with disabilities have meaningful access to transportation. In addition, the ADA requires that CTDOT contractors use the equipment or features to provide accessible service to riders. Drivers are required to deploy lifts or ramps when operating accessible vehicles or use the public address system to make onboard stop announcements if automated annunciator technology is not available. CTDOT contractor will ensure compliance with this policy through continued training of vehicle operators as well as maintenance staff.

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.

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 to keep them operable and 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 repairs. However, CTDOT contractors will make repairing accessible features a high priority. CTDOT contractors are not prohibited from having isolated or temporary interruptions in service or access due to maintenance or repairs.

*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



## Procedure

All CTDOT buses are equipped with ramps or lifts for mobility device accessibility. All CTDOT contractors will be required to ensure 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 ramps or lifts are working properly. If the ramp or lift does not deploy during a pre-trip inspection and there is another bus available, the bus will be swapped out and the inoperable bus repaired as soon as possible.

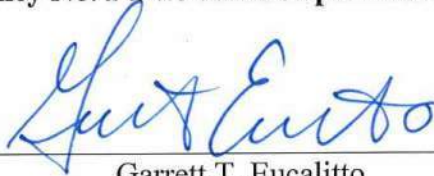
If there is no other bus available, the driver must take the bus. However, a bus with an inoperative wheelchair ramp or lift must not be put in service for more than 3 days. If the operator should encounter a wheelchair passenger on their route, they must deploy the ramp manually to accommodate the passenger. In the case of bus lifts, if the bus lift fails, the driver can manually deploy the lift to bring passengers down from the bus. However, a manually operated lift **should not** be used to lift passengers onto the bus.

If a lift fails in service, the operator will take the following steps:

1. Call dispatch to make them aware of the situation/problem. Dispatch must immediately inform the Maintenance Department that a vehicle's lift is not working properly. Maintenance personnel will then be dispatched immediately to attempt to fix the lift.
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.

CTDOT shall notify all contractors of this policy and their obligations to fulfill the requirements herein. CTDOT contractors will conduct periodic safety and operating training on the proper procedures to maintain and operate bus lifts.

(This policy supersedes Policy No. PT-28 dated September 23, 2021.)



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Garrett T. Eucalitto  
Commissioner

# CONNECTICUT DEPARTMENT OF TRANSPORTATION



## DECLARACIÓN DE POLÍTICAS

Política N°. PT-28  
22 de mayo del 2023

**Asunto:** Política de equipamiento de accesibilidad en el transporte público conforme a La Ley de Estadounidenses con Discapacidades

Es la política del Departamento de Transporte de Connecticut (CTDOT) que los operadores de vehículos y otro personal contratado por el CTDOT utilicen el equipamiento y los aparatos relacionados a la accesibilidad que la ADA requiere se proporcionen.

### **Propósito**

Los contratistas del CTDOT están equipados con varios aparatos de accesibilidad para asegurar que los pasajeros con discapacidades tengan acceso significativo al transporte. Además, la ADA requiere que los contratistas utilicen el equipamiento o los aparatos para proporcionar a sus pasajeros accesibilidad al servicio. Los conductores están obligados a utilizar las rampas y los elevadores cuando están operando vehículos de accesibilidad y el sistema de megafonía a bordo anunciando las paradas si no hay tecnología de anuncios automáticos disponible. El contratista del CTDOT se asegurará de cumplir con esta política mediante una capacitación continua de los conductores y personal de mantenimiento.

Los contratistas del CTDOT mantendrán en condición operativa el equipamiento en las instalaciones y los vehículos requeridos para que los vehículos e instalaciones estén fácilmente disponibles y utilizables por los individuos con discapacidades. Este equipamiento incluye, sin limitarse a, elevadores, rampas y otros medios de accesibilidad a vehículos, dispositivos de seguridad, ascensores, señalización, y sistemas para facilitar la comunicación con personas con impedimentos visuales y de audición.

A los contratistas del CTDOT no se les prohíben incidentes aislados de interrupciones provisionales en el servicio por razones de mantenimiento o reparaciones.

La ADA requiere que los contratistas del CTDOT mantengan equipamiento de accesibilidad en los vehículos y que se mantenga operable y en estado operativo. Cuando el equipamiento esté dañado o fuera de servicio los contratistas del CTDOT deben repararlos de inmediato. La ADA no pone un tiempo límite para repararlos. Sin embargo, los contratistas del CTDOT priorizarán las reparaciones al equipamiento de accesibilidad. A los contratistas del CTDOT no se les prohíben incidentes aislados de interrupciones provisionales en el servicio por razones de mantenimiento o reparaciones.

*Algunos ejemplos de equipamiento de accesibilidad en vehículos incluyen:*

- Elevadores y rampas
- Áreas y sistemas de asistencia de movilidad
- Megafonía y otros medios de comunicación.
- Cinturones de seguridad y arneses de hombro, (donde se requieren medios de sujeción).

- Señalización

### Procedimiento

Todos los autobuses del CTDOT están equipados con rampas o elevadores para la accesibilidad por dispositivos de movilidad. Todos los contratistas del CTDOT estarán obligados a asegurarse de que sus operadores estén suficientemente capacitados en la disponibilidad y uso seguro de los aparatos.

Durante la inspección pre-viaje, los operadores deben asegurarse de que las rampas o elevadores estén funcionando apropiadamente. Si la rampa o el elevador no está funcionando apropiadamente se cambiará el autobús por otro y el inoperable se reparará lo antes posible.

Si no hay otro autobús disponible, el conductor debe llevarse ese mismo. Sin embargo, un autobús con una rampa o elevador para silla de ruedas inoperable no puede estar en servicio por más de tres días. Si el conductor fuera a tener un pasajero en silla de ruedas, deberá poner en funcionamiento la rampa manualmente para acomodar al pasajero. En casos de elevadores inoperables en autobuses, el conductor puede ponerlos a funcionar manualmente para descargar pasajeros. Sin embargo, un elevador operado manualmente **no se debe** usar para cargar pasajeros al autobús.

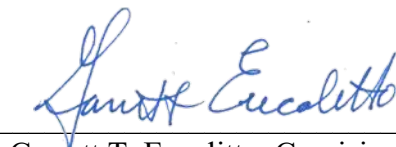
Si un elevador deja de funcionar mientras en servicio, el conductor ha de tomar los siguientes pasos:

1. Llamar a centralita para dejarles saber del problema. Centralita debe informar a mantenimiento inmediatamente que hay un elevador que no está funcionando apropiadamente. Se enviará personal de mantenimiento inmediatamente para intentar arreglar el elevador.
2. Si hay otro autobús a menos de 30 minutos, informar a los pasajeros que viene otro autobús y pueden esperarlo.
3. Si hay un autobús a más de 30 minutos, llamar a centralita y pedir un minibús del servicio paratransito local e informar a los pasajeros.

El CTDOT notificará a todos los contratistas sobre esta política y sus obligaciones de cumplir los requisitos enunciados aquí. Los contratistas del CTDOT realizarán capacitación periódica sobre los procedimientos para mantener la seguridad y operación apropiada de los elevadores en autobuses.

**(Esta política anula la política no PT-28 fechada el 23 de septiembre del 2021.)**

Aprobado por:



Garrett T. Eucalitto, Comisionado

# **APPENDIX E**

## **PT-28 PUBLIC TRANSPORTATION: ADA ACCESSIBILITY FEATURE POLICY**



# CONNECTICUT DEPARTMENT OF TRANSPORTATION



## POLICY STATEMENT

POLICY NO. PT-27

May 11, 2023

SUBJECT: ADA Rail Station Elevator Outage Procedure

It is the policy of the Connecticut Department of Transportation (CTDOT) to ensure ADA accessibility to rail services in the event of planned or unexpected elevator outages.

### **Intent**

The purpose of this document is to make clear the resources and procedures The Connecticut Department of Transportation has at its disposal for the mitigation of ADA accessibility of its rail stations in the event of an elevator outage.

The Connecticut Department of Transportation (CTDOT) provides oversight and direction to the Service Provider(s) (Railroad), the Property Manager(s) (PM), and CTrides Customer Service (CTrides) for notifying the public and providing ADA shuttle services in the event of elevator outages at stations without redundant elevators. Coordination with the Elevator Service Provider (ESP) for both planned and unplanned outages is key in providing the public with as much advance notice as possible in hopes that an alternate station or means of transportation can be utilized by the passengers.

### **Procedure**

The following accessibility information and procedures are currently implemented by the Railroad, PM, ESP, CTrides and CTDOT in the event of an elevator outage to assist passengers with travel planning and if necessary, ensure that passengers can gain access to other parts of the facility during their travel.

### **Public Notification - Sources**

#### **Website Information**

Accessibility information is available online from the [DOT website](https://portal.ct.gov/DOT/Publictrans/Bureau-of-Public-Transportation/CTrail) (<https://portal.ct.gov/DOT/Publictrans/Bureau-of-Public-Transportation/CTrail>), [shorelineeast.com](https://shorelineeast.com), [hartfordline.com](https://hartfordline.com), [ctrides.com](https://ctrides.com) and [MTA website](https://mta.com).

#### **Audio Announcements**

Audio Announcements regarding elevator outages will be provided in rail stations and rail cars as needed.



## **SMS, Email and Social Media**

CTrides notifies the public of planned or current elevator outages by issuing Service Alerts. A Service Alert informs the passengers in the following ways.

- Automatically posts a message to the alerts Twitter account. Sign-up for Twitter alerts can be made from:
  - <https://shorelineeast.com>
  - <https://hartfordline.com>
  - <https://ctrides.com>
- Automatically sends messages to passengers that have subscribed to either the email or SMS notification service. Passengers can sign up for alerts on the following websites.
  - <https://shorelineeast.com>
  - <https://hartfordline.com>
  - <https://ctrides.com>
- Automatically posts a notice on the homepage of ctrides.com (12-hour duration)

An alert is also posted to the rotating banner of the CTrides website and the respective Service webpage. This alert is also simultaneously posted to the “News and Notices” page of the respective Service.

## **Public Notification – Procedure**

The public notification procedure is dependent on how the elevator outage is first becomes realized. In the event the ESP is notified first:

- a) The ESP will contact the PM.
- b) The PM will then notify the Railroad, CDOT and CTrides of the outage.
- c) The Railroad will notify any of the passengers aboard the train so that possible arrangements can be made prior to reaching the destination.

In the event the Railroad is notified first:

- a) The Railroad will contact the PM.
- b) The PM will notify the ESP, CDOT and CTrides of the outage.
- c) The Railroad will notify any of the passengers aboard the train so that possible arrangements can be made prior to reaching the destination.

In the event the PM is notified first:

- a) The PM will notify the ESP, the Railroad, CDOT and CTrides of the outage.
- b) The Railroad will notify any of the passengers aboard the train so that possible arrangements can be made prior to reaching the destination.

Once the elevator outage has been rectified, the PM will contact the Railroad, CDOT and CTrides to relay that the elevator has been returned to service. The Railroad will notify any affected passengers and CTrides will inform the passengers of the elevator status by issuing updates via the methods previously mentioned.

## Mitigation

The following procedures are to be followed to assist any impaired mobility passenger at the station in the event of an elevator outage. Stations without redundant elevators have signage posted near the elevators displaying a 24-hour monitored telephone number. This number will connect the passenger to a mobility service provider. Mobility impaired passengers can dial this number in the event there is an elevator outage that prevents access to the platform they require, the parking areas, or other connecting transportation services (i.e. local bus).

This service is arranged and maintained by the PM on behalf of CTDOT. The ADA accessible transportation service will either shuttle the passenger to the opposing parking lot to access the opposite platform, their vehicle, the next accessible station, or their destination in the case of a missed connection.

If a passenger requires connecting service to Metro-North (MNR) and would like to know the status of an elevator at a Main Line station, the passenger can visit <https://new.mta.info/elevator-escalator-status>. MNR also has signage posted at all Main Line stations informing passengers of accessibility assistance and a call ahead program to assist ADA customers boarding the train at each station.

MNR has a variety of ways to assist a customer to access the other side of the station, including but not limited to:

- Contacting the MTA PD
- Informing the customer of specific station options such as exiting via a platform or ramp or other means of egress (at grade exit)
- If customer is not able to exit a platform, MNR will initiate carryback authorization procedures which would bring customer to the nearest accessible station for crossover and carryback to the alternate platform. These arrangements would be made between the operator and our Operations Control Center.

CTDOT logs all equipment related outages and prepares monthly Elevator Equipment Availability summary reports.

## Signage - Mobility Service



### Mobility Assistance

In the event Station Elevators are not operating,  
Persons needing assistance can call the  
number below for transportation to the  
opposite Train Platform or Parking Lot



(203) 584 - 9810



### Asistencia de Movilidad

En caso de que los elevadores de estación no funcionen,  
Las personas que necesitan asistencia pueden llamar al  
número a continuación para el transporte a la Plataforma  
de Tren o estacionamiento



(203) 584 - 9810

**Elevator outage at station**



**Track 1 Elevator Out of Service  
Track 1 Elevator Fuera de Servicio**

We apologize for any inconvenience

The Track 1 elevator is out for service for safety repairs  
and maintenance

Pedimos disculpas por cualquier inconveniente

El elevador de la Vía 1 está fuera de servicio para  
reparaciones y mantenimiento de seguridad.

(This policy supersedes Policy No. PT-27 dated September 23, 2021)

A handwritten signature in blue ink, appearing to read "Garrett T. Eucalitto", written over a horizontal line.

Garrett T. Eucalitto  
Commissioner



# CONNECTICUT DEPARTMENT OF TRANSPORTATION



## DECLARACIÓN DE POLÍTICAS

Política No. PT-27  
11 de mayo del 2023

**ASUNTO:** Procedimiento en caso de una interrupción en el servicio de ascensores en estaciones de trenes conforme a la ADA

Es la política del Departamento de Transporte de Connecticut (CTDOT) de asegurar accesibilidad conforme a la ADA a los servicios ferroviarios en caso de una interrupción planificada o inesperada de los ascensores.

### **Propósito**

El propósito de este documento es aclarar los recursos y procedimientos que el Departamento de Transporte tiene a su disposición para atenuar la falta de la accesibilidad conforme a la ADA en sus estaciones ferroviarias en caso de una interrupción en el servicio de ascensores.

El Departamento de Transporte de Connecticut (CTDOT) proporciona supervisión y orientación a sus proveedores de servicios (el ferrocarril), los administradores de las propiedades (PM) y servicio al cliente de *CTrides* (*CTrides*) para notificar al público y proporcionar servicios alternativos en caso de interrupciones en los ascensores en las estaciones de pocos ascensores. La coordinación con el proveedor de los servicios de ascensores es clave en el momento de proporcionar al público con cuanto más aviso previo posible en espera de que haya una estación o medio de transporte alternativo disponible para los pasajeros.

### **Procedimiento**

Actualmente el ferrocarril, PM, ESP, *CTrides* y CTDOT tienen implementado los siguientes procedimientos e información de accesibilidad en caso de una interrupción en el servicio de ascensores para ayudar a los pasajeros con su planificación de desplazo y de ser necesario, asegurar que los pasajeros tengan acceso a otras partes de las instalaciones durante su viaje.

### **Notificación pública – fuentes**

#### **Sitio web informativo**

Información sobre la accesibilidad está disponible online del DOT en el [sitio web del DOT](https://portal.ct.gov/DOT/Publictrans/Bureau-of-Public-Transportation/CTrail) (<https://portal.ct.gov/DOT/Publictrans/Bureau-of-Public-Transportation/CTrail>), [shorelineeast.com](https://portal.ct.gov/DOT/Publictrans/Bureau-of-Public-Transportation/CTrail), [hartfordline.com](https://portal.ct.gov/DOT/Publictrans/Bureau-of-Public-Transportation/CTrail), [ctrides.com](https://portal.ct.gov/DOT/Publictrans/Bureau-of-Public-Transportation/CTrail) y [Sitio web del MTA](https://portal.ct.gov/DOT/Publictrans/Bureau-of-Public-Transportation/CTrail).

### **Anuncios por megafonía**

Los anuncios sobre las interrupciones en los servicios de ascensores se harán en las estaciones de tren y los vagones por megafonía.

## **SMS, Email y redes sociales**

*CTrides* notifica al público de interrupciones en el servicio de ascensores planificados o actuales al publicar Alertas de servicio. Un Alerta de servicio le informa al usuario de las siguientes formas:

- Automáticamente publica una alerta en la cuenta Twitter de alertas. Uno se puede apuntar para recibir las alertas por Twitter en:
  - <https://shorelineeast.com>
  - <https://hartfordline.com>
  - <https://ctrides.com>
- Automáticamente envía mensajes a los pasajeros que se han suscrito al servicio de notificación por email o SMS. Los pasajeros pueden inscribirse a recibir las alertas en los siguientes sitios web:
  - <https://shorelineeast.com>
  - <https://hartfordline.com>
  - <https://ctrides.com>
- Automáticamente publica una notificación en la página principal de [ctrides.com](https://ctrides.com) (durante 12 horas),

También se publica una alerta en el banner rotativo del sitio web de *CTrides* y la página del servicio correspondiente. Esta alerta se publica simultáneamente en la página “Noticias y Notificaciones” del servicio correspondiente.

## **Notificación pública – procedimientos**

El procedimiento de la notificación pública depende de cómo se realiza la interrupción en el servicio de ascensor inicialmente. En el caso que se notifique al ESP primero:

- a) El ESP notificará al PM.
- b) El PM notificará al ferrocarril, CTDOT, y *CTrides* de la interrupción.
- c) El ferrocarril notificará a los pasajeros a bordo del tren para hacer los posibles arreglos necesarios antes de llegar a la estación.

En el caso que se notifique primero a la línea ferroviaria:

- a) La línea ferroviaria notificará al PM.
- b) El PM notificará al ESP, CTDOT, y *CTrides* de la interrupción.
- c) La línea ferroviaria notificará a los pasajeros a bordo del tren para hacer los posibles arreglos necesarios antes de llegar a la estación.

En el caso que se notifique al PM primero:

- a) El PM notificará al ESP, la línea ferroviaria, CTDOT, y *CTrides* de la interrupción.



- b) La línea ferroviaria notificará a los pasajeros a bordo del tren para hacer los posibles arreglos necesarios antes de llegar a la estación.

Una vez se haya rectificado la interrupción en el servicio del ascensor, el PM se comunicará con la línea ferroviaria, CTDOT, y CTrides para informar que el ascensor está de nuevo en servicio. La línea ferroviaria notificará a los pasajeros del estado del ascensor y publicará actualizaciones mediante los medios antes indicados.

### **Atenuación**

Se deben seguir los siguientes procedimientos para ayudar a cualquier pasajero de movilidad reducida en la estación en caso de una interrupción en el servicio del ascensor. Las estaciones sin múltiples ascensores tienen carteles indicando el teléfono que es monitoreado las 24 horas al día. Este teléfono conectará al pasajero a un proveedor de servicios de movilidad. Los pasajeros de movilidad reducida pueden marcar este teléfono en el caso que haya una interrupción en el servicio del ascensor que impida que lleguen a su andén, las zonas de estacionamiento, u otros servicios de transporte de conexión (por ejemplo un autobús municipal).

Este servicio lo organiza y mantiene el PM a nombre del CTDOT. El servicio de transporte accesible ADA llevará al pasajero al estacionamiento opuesto para acceder el andén opuesto, su vehículo, la próxima estación accesible o su destino final en caso de una conexión perdida.

Si un pasajero requiere un servicio de conexión a Metro North (MNR) y quisiera saber el estado del ascensor en una estación de la línea principal, el pasajero puede visitar: <https://new.mta.info/elevator-escalator-status>. La MNR también tiene carteles en todas las estaciones de la línea principal informando sobre la asistencia de accesibilidad y un programa de llamar por adelantado para ayudar a los pasajeros con discapacidades a subirse al tren.

La MNR tiene una variedad de maneras de ayudar a clientes acceder el otro lado de la estación, incluido, pero sin limitarse a:

- Contactando la MTA PD.
- Informando al cliente de diferentes opciones específicas a cada estación, como por ejemplo saliendo por un andén, o rampa u otra forma de salida (a ras de la salida)
- Si un cliente no puede salir de un andén, la MNR iniciará el procedimiento para la autorización de un *carryback*, en el cual llevarían al pasajero a la próxima estación accesible, para un desvío y *carryback* al andén alternativo. Estos arreglos se hacen entre el operador y nuestro centro de control de operaciones.

El CTDOT registra todas las interrupciones de equipamiento y mensualmente prepara informes resumiendo la disponibilidad del equipamiento de ascensores.

### **Carteles – servicio de movilidad**



### Mobility Assistance

In the event Station Elevators are not operating,  
Persons needing assistance can call the  
number below for transportation to the  
opposite Train Platform or Parking Lot



(203) 584 - 9810



### Asistencia de Movilidad

En caso de que los elevadores de estación no funcionen,  
Las personas que necesitan asistencia pueden llamar al  
número a continuación para el transporte a la Plataforma  
de Tren o estacionamiento



(203) 584 - 9810

### Interrupción del servicio de ascensores en la estación



#### Track 1 Elevator Out of Service Track 1 Elevator Fuera de Servicio

We apologies for any inconvenience  
The Track 1 elevator is out for service for safety repairs  
and maintenance

Pedimos disculpas por cualquier inconveniente  
El elevador de la Vía 1 está fuera de servicio para  
reparaciones y mantenimiento de seguridad.

(Esta política anula la política PT-27 fechada el 23 de septiembre del 2021.)

Garrett T. Eucalitto  
Comisionado

# **APPENDIX F**

**ED-2019-7:**

**ACCESSIBILITY**

**GUIDELINES IN THE**

**PUBLIC RIGHT OF WAY**



Connecticut DOT

Number: ED-2019-7

Office of Engineering

Date: May 31, 2019

## ENGINEERING DIRECTIVE

A handwritten signature in black ink, appearing to read "Scott Hill".

Scott Hill, P.E.  
for Engineering  
Administrator  
2019.06.03  
07:48:23-04'00'

Engineering Administrator

### Accessibility Guidelines in the Public Right-of-Way

The U.S. Access Board is responsible for developing and updating the ADA Accessibility Guidelines ([ADAAG](#)). These guidelines are used by the Department of Justice (DOJ) and the U.S. Department of Transportation (DOT) in setting enforceable standards that the public must follow. When the ADAAG was developed, they were primarily intended for buildings and on-site facilities. While they address certain features common to public sidewalks, it has long been recognized that further guidance is needed to add conditions that are unique to the public right-of-way.

The US Access Board developed the Public Right-of-Way Guidelines (PROWAG) to address pedestrian access to sidewalks and streets, including crosswalks, curb ramps, street furnishings, pedestrian signals, parking, and other components of public rights-of-way. The PROWAG requirements have not been officially adopted by the DOJ; however, the Federal Highway Administration has issued [proposed guidelines](#) that the draft version of PROWAG is a recommended best practice and can be used for areas not fully addressed in the current ADAAG requirements.

The Connecticut Department of Transportation (CTDOT) is committed to providing the highest level of accessibility reasonably possible and will use PROWAG in developing updated accessibility design guidance for pedestrian facilities in the public right of way. Until such time that updated guidelines have been incorporated into the CTDOT [Highway Design Manual](#), designers shall refer to PROWAG as a best practice. Should use of the PROWAG for a specific design element be determined to be technically infeasible, ADAAG guidelines shall be followed if applicable. The technical infeasibility for any design element not satisfying PROWAG guidelines shall be documented and approved using the [CTDOT ADA Technical Infeasibility Form](#).

Pedestrian accommodations in the design of traffic control signals are established by the Department's [Traffic Control Signal Design Manual](#) and the [Manual on Uniform Traffic Control Devices](#).

# **APPENDIX G**

## **TECHNICAL**

## **INFEASIBILITY FORM**

## **(TIF)**





# STATE OF CONNECTICUT

## DEPARTMENT OF TRANSPORTATION



### ADA Technical Infeasibility Form

#### Justification for Pedestrian Facilities

(TIF Form)

*This form is used to document pedestrian facilities within State right-of-way or State projects that cannot comply with current standards. See pages 3-5 for instructions, and pages 6-7 to identify applicable standards and any non-compliant elements for a facility. The non-standard facilities may be identified and justified during preliminary design, final design, or construction. **A new form must be completed for each facility.***

## 1. Project and Non-standard Facility Location Information

City/Town: \_\_\_\_\_ District: \_\_\_\_\_

Project Number: \_\_\_\_\_ Project Scope Type: \_\_\_\_\_

Project Description: \_\_\_\_\_

Road/Highway: \_\_\_\_\_ Side of Road or Intersection: \_\_\_\_\_

Intersecting Road/Highway: \_\_\_\_\_ Intersection No.: \_\_\_\_\_

Route Mileage Location: Linear feature (e.g., sidewalk) Milepost from \_\_\_\_\_ to \_\_\_\_\_

Point feature (e.g., sidewalk ramp) Milepost \_\_\_\_\_

GIS Information: Linear feature (e.g., sidewalk) from Lat.: \_\_\_\_\_ Long.: \_\_\_\_\_

to Lat.: \_\_\_\_\_ Long.: \_\_\_\_\_

Point feature (e.g., sidewalk ramp) Lat.: \_\_\_\_\_ Long.: \_\_\_\_\_

Location Description (if needed, in addition to coordinates):

## 2. Non-standard Facility

Select the non-standard pedestrian facility the form is intended for:

A. Curb Ramp/Blended Transition

E. Crosswalk

I. Bus Stops

B. Detectable Warnings

F. Pedestrian Signals

J. Pedestrian At-grade Rail Crossing

C. Sidewalk

G. Railing

K. Other: \_\_\_\_\_

D. Surface

H. Accessible Parking

Describe any non-compliant element(s) within the non-standard facility:

Element (e.g., Width)

Target Value (e.g., 48")

Achievable Value (e.g., 44")

1. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

4. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

5. \_\_\_\_\_

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6. \_\_\_\_\_

\_\_\_\_\_

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7. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## ADA Technical Infeasibility Form

### 3. Justification for Non-compliant Element(s)

*Design Constraints or Reasons for Technical Infeasibility (Check all that apply):*

- A. Underlying Terrain
- B. Right-of-Way Availability
- C. Underground Structures
- D. Adjacent Developed Facilities

- E. Drainage
- F. Presence of a Notable Natural Feature
- G. Presence of a Notable Historic Feature
- H. Other: \_\_\_\_\_

*Design Alternatives Considered:*

Design Alternative	Alternative Selection		Selection Justification
1.	Yes	No	
2.	Yes	No	
3.	Yes	No	

### 4. Supporting Information

No Supporting Information

Supporting Information Attached - Number of pages: \_\_\_\_\_

### 5. Approval and Acceptance

Form Prepared by: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_ Division/Company: \_\_\_\_\_

E-mail: \_\_\_\_\_ Phone: \_\_\_\_\_

Approved By: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_ Division/Company: \_\_\_\_\_

\*\*\* This Section is only applicable for locations that occur on State property or State-maintained roadways \*\*\*  
(To be completed by the CTDOT ADA Engineering Coordination Unit)

**Declined** with Comments: \_\_\_\_\_

**Accepted.** Place this facility on the ADA Transition Plan to be made compliant in the future.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



# STATE OF CONNECTICUT

## DEPARTMENT OF TRANSPORTATION



### ADA Technical Infeasibility Form Instructions

*This document provides the instructions for completing the "ADA Technical Infeasibility Form (TIF)".*

## 1. Project and Facility Location Information

**Project Number:** CTDOT project number (e.g., 0000-0000 or Town project with its project number).

**Project Scope Type:** (e.g., preservation, 3R (resurfacing, restoration, and rehabilitation), new construction, etc.).

**Project Description:** Name of project. (e.g., "Route 9 Pedestrian Improvement Project" or "Encroachment Permit for .....").

**Road/Highway:** If it's on state highway, provide state highway number.

**Side of Road or Intersection:** Choose the direction that best reflects the location of the facility in relation to the road or center of the intersection.

**Intersecting Road/Highway:** This is applicable if the pedestrian facility is located on or near a corner. If there is no intersecting road or highway, enter "N/A".

**Intersection No.:** If applicable, enter CTDOT Intersection Number (e.g., 000-000).

**Route Mileage Location:** Enter State Route milepost with accuracy to 2 decimal places.

**GIS Information:** Enter location coordinates as latitude (Lat.) and longitude (Long.) with accuracy to 6 decimal places. Coordinates can be found by using Google Maps (right click a point and select "What's Here?") or other reputable sources.

**Linear feature:** This requires a starting location and an ending location to identify the feature (e.g., a section of the sidewalk or bridge).

**Point feature:** This requires only one location point to identify the feature (e.g., curb ramps, crosswalks or landings).

**Location Description:** This field is optional, and may be used to provide additional information to pinpoint the location of a facility. For instance, if there are two curb ramps in one corner that are in proximity to each other, it may be necessary to distinguish them with a description.

## 2. Non-standard Facility

*Select only the type of non-standard pedestrian facility that is within the scope of the improvement. The following definitions are provided for clarification on some of the facility selections:*

**Curb Ramp:** A ramp that cuts through or is built up to the curb (ADA Standard Section 406).

**Blended Transition:** A raised pedestrian street crossings, depressed corners, or similar connections between pedestrian access routes at the level of the sidewalk and the level of the pedestrian street crossing that have a grade of 5 percent or less. Blended transitions are suitable for a range of sidewalk conditions. (PROWAG Section R304).

**Surface:** This is the surface area of sidewalks and other pedestrian circulation paths (e.g., boardwalks), pedestrian street crossings, at-grade rail crossings, pedestrian structures (e.g. pedestrian overpass and underpass), curb ramps, and blended transitions.

**Railing:** A rail to be grasped by the hand for support or a barrier consisting of a rail and supports. (ADA Standard Section 405.8 & 505)

## **ADA Technical Infeasibility Form Instructions**

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### **2. Non-standard Facility (continued)**

*Any non-compliant elements shall be listed. Compliance standards can be found on pages 6-7 "Critical Elements for the Design, Layout, and Acceptance of Pedestrian Facilities". Additional non-compliant elements can be attached with the Supporting Information.*

**Element:** Any Critical Element of the facility that will not meet the standard.

**Target Value:** The standard limit measurement or dimension for the element to be compliant.

**Achievable Value:** The closest to standard limit measurement or dimension that can be achieved within the project's scope and constraints.

---

### **3. Justification for Non-compliant Element(s)**

*The 2011 PROWAG "recognize[s] that it is not always possible for altered elements, spaces, or facilities to fully comply with new construction requirements because of existing physical constraints. Where existing physical constraints make it impracticable for altered elements, spaces, or facilities to fully comply with the requirements for new construction, compliance is required to the extent practicable within the scope of the project. Existing physical constraints include, but are not limited to, underlying terrain, right-of-way availability, underground structures, adjacent developed facilities, drainage, or the presence of a notable natural or historic feature. The proposed guidelines permit flexibility in alterations to existing facilities where needed." Select all Design Constraints or Reasons for Technical Infeasibility.*

- A. Underlying Terrain:** Existing grade separations may be too steep, or grade separations too great for pedestrian facilities to comply with maximum slopes. For example, a pedestrian path intended to replace a set of stairs on a steep natural grade may not be able to achieve the maximum 8.3% running slope without extensive grading and negative impacts to adjacent properties. If a compliant ramp or sidewalk cannot be furnished within the available space, a facility with the minimum practicable slope should be installed.
- B. Right-of-Way Availability:** If adequate public right-of-way cannot be acquired, or permission to access private property is not granted by a property owner to construct a facility, it may not be possible to achieve fully compliant dimensions or slopes within the space available.
- C. Underground Structures:** Existing underground structures may limit the ability to adjust grade to comply with maximum accessible slopes. For example, the elevation of a sidewalk crossing over the top of an existing utility vault will be fixed above the top of the vault. This "fixed" elevation may necessitate a sidewalk slope exceeding the maximum compliant slope.
- D. Adjacent Developed Facilities:** Existing facilities may introduce constraints that cannot be addressed in a practical manner. For example, a segment of sidewalk installed alongside a developed block of road with a 12% grade could probably not achieve the maximum 8.3% running slope without excessive grading and/or negative impacts to adjacent properties.
- E. Drainage:** Standing or frozen water can make a facility inaccessible, unsafe and prone to faster deterioration. If the maximum compliant slope of a pedestrian facility is not adequate to drain it in certain conditions, or will impede the drainage of a larger area, a slope exceeding the maximum will be necessary.
- F. Presence of a Notable Natural Feature:** It may not be possible to build a fully compliant facility without negatively affecting the existence or integrity of a natural feature. For example, if replacing a non-compliant 3-foot wide sidewalk with a compliant 4-foot wide sidewalk would require the removal of a row of valued, mature street trees, then segments of 3-foot wide walk near the trees may be acceptable.

## ADA Technical Infeasibility Form Instructions

### 3. Justification for Non-compliant Element(s) (Continued)

**G. Presence of a Notable Historic Feature:** It may not be possible to build a fully compliant facility without negatively affecting the existence or integrity of a historic feature. For example, if replacing a non-compliant 3-feet wide sidewalk with a compliant 4-feet wide sidewalk would require the removal of a historic stone retaining wall, then the segment of 3-feet wide walk along the wall may be acceptable.

**H. Other:** Any design constraint or technical infeasibility that does not fit the criteria of A through G above can be included here. A description of the justification factor must be included in the text box.

*Design Alternatives Considered: Identify up to 3 design alternatives that were considered, including the one that was ultimately selected, and briefly explain why each alternative was or was not selected.*

### 4. Supporting Information

*Supporting information such as drawings/sketches and photos are recommended to be included with each justification form. This information will be helpful for future design considerations or as records for defending decision-making in court. Supporting documents shall be labeled with description and submitted together with the TIF Form in PDF format. Provide the total page number for the attachments.*

### 5. Approval and Acceptance

*Nonstandard facilities  
identified during:*

*Shall be approved by:*

***Require acceptance:***

Project in Design	CTDOT Transportation <b>Principal Engineer</b>	For all locations that occur on a <u>State property</u> or <u>State-maintained roadways</u> , the form must be forwarded to the <b>CTDOT ADA Engineering Coordination Unit</b> for review and acceptance.  The declined form shall be revised and resubmitted with attachments responding to previous comments.  The form shall be attached to an e-mail and sent to <a href="mailto:dot.adatransitionplan@ct.gov">dot.adatransitionplan@ct.gov</a>
Project in Construction	Shall be forwarded to the CTDOT Design Engineer for review, then be approved by the CTDOT <b>Assistant District Engineer</b> with concurrence from the CTDOT Transportation Principal Engineer	
Locally Administered Federal-Aid and State Funded Projects	Local <b>Public Works Director</b> or the Highest-ranking Official	
Utility Company Encroachment Permit Applications	CTDOT Special Service <b>Section Manager</b>	
Other Encroachment Permit Applications	Local <b>Public Works Director</b> or the Highest-ranking Official	

*Copies of approved/accepted justifications for state projects are to be retained in the project folder for record as long as the non-standard facility exists.*

*For more information, please contact CTDOT ADA Engineering Coordination Unit at [dot.adatransitionplan@ct.gov](mailto:dot.adatransitionplan@ct.gov).*





# STATE OF CONNECTICUT DEPARTMENT OF TRANSPORTATION



## Critical Elements for the Design, Layout, and Acceptance of Pedestrian Facilities

*This document is intended to serve as a tool for the evaluation of existing pedestrian facilities, for the layout and inspection of new pedestrian facilities and for the assistance in completing the Technical Infeasibility Form (TIF). The pedestrian facilities must meet the applicable values on this sheet, or be justified as Non-standard facilities.*

For Evaluation of Existing Ramps to Remain on Preservation or Preventative Maintenance Projects <i>Subject to 1991 ADAAG</i>		Reference 1991 ADAAG unless otherwise noted	1991 ADA Limits	
<b>A Curb Ramp</b>				
Clear width		4.3.3	36" min.	
Flare slope for ramps in walkable area		4.7.5	10% max.	
Cross slope at crossing with yield or stop control		4.3.7 & PROWAG R304.5.3	2% max.	
Cross slope at crossing without yield or stop control (including any signal but flashing red)		4.3.7 & PROWAG R304.5.3	2% max.	
Curbed ramp edge or flare slopes exceeding 10%		4.7.5	Located in non-walkable area	
Grade (running slope)		4.8.2	8.33% max.	
Grade (running slope), if space is limited		4.1.6	10% for 6" rise	
Clear space for diagonal ramps		4.7.10	48" x 48" min.	
Grating spaces (in walking surface)		4.5.4	0.5" max.	
Vertical changes		4.5.2	0.5" max., with 1:2 max. bevel between 0.25" and 0.5" high	
New and Replacement Facilities <i>Subject to 2011 PROWAG, and National Manual of Uniform Traffic Control Devices</i>		Reference (2011 PROWAG unless otherwise noted)	Reference Requirements	Design and Layout Limits
<b>A Curb Ramp / Blended Transition</b>				
Clear width		R304.5.1	48" min.	
Slope of flared sides, within pedestrian circulation path		R304.2.3	10.0% max.	10% max. Where walkable surface is adjacent to ramp
Slope of flared side, outside pedestrian circulation path		R304.2.3	No max. slope, may be curbed	No max. slope, may be curbed
Grade (running slope) for curb ramp		R304.3.2	8.3% max.	7.1%
Grade (running slope) for blended transition		R304.1 & R304.4.1	5.0% max.	5.0% max.
Cross slope (at crossing with yield or stop control)		R304.5.3	2.0% max.	2.0% max.
Cross slope (at crossing without yield or stop control, including any signal but flashing red)		R304.5.3	Highway grade is max.	Highway grade is max.
Length of a curb ramp, if the ramp must exceed maximum allowable grade (running slope) due to steep terrain, (i.e., "chasing grade")		R304.2.2 & R304.3.2	15' Max.	15' Max.
Turning space, with no constraints		R304.2.1 & R304.3.1	48" x 48" min.	48" x 48" min.
Turning space, with constraint at back of sidewalk		R304.2.1	48" x 60" min.	48" x 60" min.
Turning space, with constraints on two sides		R304.3.1	48" x 60" min.	48" x 60" min.
Slope of turning space, in any direction		R304.2.2 & R304.3.2	2.0% max.	1.5%
Counter slope at bottom of ramp		R304.5.4	5.0% max.	5.0% max.
Clear space (beyond bottom grade break, outside of parallel vehicle path; can include drop curb)		R304.5.5	48" x 48" min.	48" x 48" min.
Grade breaks (no rounding)		R304.5.2	Perpendicular to direction of ped. travel	Perpendicular to direction of ped. travel
<b>B Detectable Warnings (for ped. rail crossings, refer to M.)</b>				
Covered by Specs	Dome dimensions and spacing	R305.1.1 & R305.1.2	On DOT Approved List	On DOT Approved List
	Contrast of warning device	R305.1.3	Light on dark or dark on light	Federal Standard 595A Color #22144 or approval equal
Alignment		R304.5.2	Perpendicular to grade break between ramp run and street	Perpendicular to grade break or back of curb
Width		R305.2	Full width of ramp (2" border allowed)	Width of Ramp ( no more than 2" boarders if required)
Length (depth)		R305.1.4	24" min. in direction of pedestrian travel	2' min.
Placement		R305.2.1	At grade break if < 60" from curb, otherwise at back of curb	At grade break if less than 60" from curb otherwise along radius of curb
Where not required		R208.2	Refuge islands where ped. route is < 72" long	Refuge islands where ped. route is < 72" long

# Critical Elements for the Design, Layout, and Acceptance of Pedestrian Facilities

New and Replacement Facilities <i>Subject to 2011 PROWAG, and National Manual of Uniform Traffic Control Devices</i>	Reference (2011 PROWAG unless otherwise noted)	Reference Requirements	Design and Layout Limits
<b>C Sidewalk</b>			
Clear width of Ped. Access Route (excluding curb)	R302.3	48" min.	48" min.
Grade (running slope) where hwy. grade is 5% or less	R302.5	5% max.	5% max.
Grade (running slope) where hwy. grade is > 5%	R302.5	Hwy. edge of pvmt. grade is max.	Hwy. edge of pvmt. grade is max.
Cross slope	R302.6	2.0% max.	1.5%
Passing space interval (if Ped. Access Route is less than 60' wide)	R302.4	200' max.	200' max.
Passing space dimensions	R302.4	60" x 60" min	60" x 60" min
<b>D Surfaces</b>			
Material	R302.7	HMA or PCC	Firm, stable, and slip resistant
Horizontal openings (such as gratings and joints)	R302.7.3	0.5" max.	0.5" max
Vertical discontinuities	R302.7.2	0.25" max.	0.25" max.
<b>E Crosswalk (Pedestrian Street Crossing)</b>			
Width	R302.3	72" min.	96"
Cross slope at intersection with yield or stop control	R302.6.1	2.0% max.	2.0% max.
Cross slope at intersection without yield or stop control (including any signal but flashing red)	R302.6.1	5.0% max.	5.0% max.
Cross slope, midblock	R302.6.2	Highway grade is max.	Highway grade is max.
Grade (running slope), e.g., highway cross slope	R302.5.1	5.0% max.	4% - 13% max.
Markings	MUTCD 3B.18	L, S, or LS Type	8' x 16" Crosswalk Bars
Clear width, within median or pedestrian refuge island	R302.3.1	60" min.	60" min.
<b>F Drainage</b>			
Adequate drainage	HDM CH 8	No low spots that will pond water within Ped. Access Route	No low spots that will pond water within Ped. Access Route
<b>G Pedestrian Signals</b>			
Push button height	R406.2 & R406.3	15" min. - 48" max.	42" max.
Push button distance from pedestrian access route	R406.3	10" max.	10" max.
Dimensions of clear space adjacent to push button	R302.7 & R404.3	30" x 48" min.	30" x 48" min.
Grade (running slope) of clear space adjacent to push button	R404.2	Match grade of adjacent Ped. Access Route	Match grade of adjacent Ped. Access Route
Cross slope of clear space adjacent to push button	R404.2	2.0% max.	2.0% max.
Clearance timing	R306.2	3.5 ft/s max. walking speed	3.5 ft/s max. walking speed
<b>H Accessible Parking</b>			
Width of street-level access aisle for parallel parking, if width of adjacent sidewalk or available ROW is > 14'	R309.2.1	60" min. for length of space	60" min. for length of space
Parallel parking space located at end of block face, if width of adjacent sidewalk or available ROW is < 14'	R309.2.2	Yes	
Width of street-level access aisle for perpendicular or angled parking	R309.2.3	96" min., for length of space	
Sign displaying International Symbol of Accessibility	R211.3 & R411	Yes	Yes
Number of accessible on-street parking spaces required	R214	1 for every 25 up to 100, 1 for each additional 50 over 100, 4% of total spaces over 201	1 for every 25 up to 100, 1 for each additional 50 over 100, 4% of total spaces over 201
<b>I Bus Stops (Transit Stops)</b>			
Dimensions of boarding area	R308.1.1.1	60" min. parallel to hwy., 96" min. perpendicular to curb	60" min. parallel to hwy., 96" min. perpendicular to curb
Slope of boarding area, parallel to highway	R308.1.1.2	Match highway grade	Match highway grade
Slope of boarding area, perpendicular to highway	R308.1.1.2	2.0% max.	1.5% to 2% max.
<b>J Pedestrian At-grade Rail Crossings</b>			
Track gaps, crossing freight tracks	R302.7.4	3" max.	3" max.
Track gaps, crossing passenger tracks	R302.7.4	2.5" max.	2.5" max.
Detectable warnings, at a ped. crossing not located within a highway	R305.2.5	6' min. - 15' max. from rail, both sides	6' min. - 15' max. from rail, both sides for no gate present, otherwise 2' away from gate
Grade (running slope), where adjacent hwy. grade is ≤ 5%	R302.5	5.0% max	5% max
Grade (running slope), where adjacent hwy. grade is > 5%	R302.5	Hwy. edge of pvmt. grade is max.	Hwy. edge of pvmt. grade is max.
Cross slope	R302.6	2.00%	1.5% to 2% max.
<b>3 References</b>			
A <a href="#">US Access Board's Proposed Accessibility Guidelines for Pedestrian Facilities in the Public Rights of Way, 2011, a.k.a. Public Right of Way Accessibility Guidelines (PROWAG).</a>			
B ADA Accessibility Guidelines (ADAAG) for Buildings and Facilities in 28 CFR, 1991			
C <a href="#">United States Access Board</a>			
D <a href="#">National Manual of Uniform Traffic Control Devices (MUTCD)</a>			
<b>4 Contact for questions</b>			
A <a href="mailto:dot.adatransitionplan@ct.gov">dot.adatransitionplan@ct.gov</a>			

# **APPENDIX H**

**ECD-2023-8:**

## **COMPLETE STREETS CONTROLLING DESIGN CRITERIA AND JUSTIFICATION PROCESS**



Connecticut DOT

Number: ECD-2023-8

Bureau of Engineering and Construction

Date: August 21, 2023

## ENGINEERING & CONSTRUCTION DIRECTIVE

DocuSigned by:  
Scott A. Hill, PE  
 B2666A77EB96402...  
 Chief Engineer

### Complete Streets Controlling Design Criteria and Justification Process

The purpose of this Engineering Directive is to establish three (3) new controlling design criteria and associated design guidance for pedestrian facilities, bicycle facilities and transit provisions on applicable CTDOT projects as defined in **Exhibit 1**. These new criteria will be collectively called “Complete Streets” controlling design criteria. This Directive supplements Section 6-5 of the Highway Design Manual; and supports CT General Statutes Section 13a-153f, *Accommodations and Provisions of Facilities for All Users*; CTDOT Policy Statement Ex. O -31, *Complete Streets*, dated October 23, 2014 (as revised); and Executive Order No. 21-3, *Actions That Reduce Carbon Emissions and Adapt to Climate Crisis*, dated December 16, 2021.

This Directive shall be implemented as follows:

1. This Directive shall apply to all projects initiated after September 1, 2023, except those project types from the **Exempt Projects** list.
2. Projects with a Design Approval date on or before August 31, 2023, are exempt from the requirements of this Directive, unless otherwise directed by the Chief Engineer on a case-by-case basis.
3. All other active applicable projects that have not yet received Design Approval shall be reviewed with the respective Division Chief for the feasibility of incorporating the requirements of this Directive. This review shall be completed by November 15, 2023.

#### **Exhibit 1**

#### **Applicable CTDOT projects (all shall apply)**

CTDOT is the project proponent.
CTDOT administers the project.
CTDOT is responsible for project funding (state or federal aid).
CTDOT controls the affected infrastructure (State Highway).

The design guidance contained herein is intended to provide designers with sufficient flexibility to address the unique and diverse conditions encountered on Connecticut’s streets and highways.

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CTDOT recognizes 18 controlling design criteria which includes the 15 controlling design criteria noted in Section 6-5.02 of the Highway Design Manual and the three “Complete Streets” controlling design criteria listed below.

1. Pedestrian Facilities
2. Bicycle Facilities
3. Transit Provisions

Information on the Complete Streets controlling design criteria to be applied to CTDOT projects are contained in the most current editions of the guidance documents listed in **Exhibit 2**. Every reasonable effort should be made to design projects within the ranges of standards provided in these guidance documents.

## **Exhibit 2**

### **Applicable Design Guidance Documents**

<b>Author</b>	<b>Guidance Document</b>
AASHTO	Guide for the Development of Bicycle Facilities
AASHTO	Guide for the Planning, Design, and Operation of Pedestrian Facilities
AASHTO	Guide on Geometric Design of Transit Facilities on Highways and Streets
AASHTO	A Guide on Achieving Flexibility in Highway Design
AASHTO	A Policy on Geometric Design of Highways and Streets (“Green Book”)
FHWA	Achieving Multimodal Networks
FHWA	Small Town and Rural Multimodal Networks
FHWA	Bikeway Selection Guide
NACTO	Urban Bikeway Design Guide
CTDOT	Highway Design Manual

### **Complete Streets Justification Worksheets**

The Complete Streets Justification Worksheets (Worksheets) provide a uniform method for considering, evaluating, and documenting design decisions for the Complete Streets controlling design criteria. The latest version of the Worksheets can be downloaded from the CTDOT’s Templates folder ([DOT Engineering Administrator - Templates - All Documents \(sharepoint.com\)](#)). The Worksheets shall be completed as follows:

#### **For new projects:**

When initiating projects, the initiating unit shall complete the Worksheets and submit to the Chief Engineer for approval as required, except for those projects included in the **Exempt Projects** list below. The Worksheets shall be included with the Proposed Project Information (PPI) or the Recommended Project Memorandum (RPM) and a copy provided to the Designer of the proposed project. If any changes occur that affect the Complete Streets provisions set



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forth in the Worksheets at project initiation, the Designer shall prepare supplemental Worksheets accordingly during design, preferably during the Preliminary Design phase (30% design), and seek approval from the Chief Engineer, as required. All completed Worksheets (original and supplemental copies) shall be retained to document project history for Complete Streets provisions.

If all Complete Streets controlling design criteria are met, the Designer shall include the Worksheets with the project files. If the Designer cannot meet the standards for any of the three (3) Complete Streets controlling design criteria that are applicable to the project, an exception to design standards is required. “Applicable to the project” means any criteria not identified as exempt in **Exhibit 3**, or otherwise categorically exempt from the need to prepare and submit the Worksheets. The Designer shall prepare the required documentation for the Complete Streets controlling design criteria applicable to the project that don’t meet the standards and seek approval for a Design Exception from the Chief Engineer.

For applicable active projects initiated before August 31, 2023, that have not yet received Design Approval:

Wherever feasible, designers should incorporate the requirements of this Directive given considerations such as, but not limited to, project schedule, available right-of-way, geometric constraints, and project funding. Designers are required to fill out the Worksheets for each project to document design decisions regarding the accommodations for pedestrian and bicycle facilities and transit provisions. Each project shall be reviewed with the respective Division Chief to determine the feasibility of incorporating the Complete Streets provisions.

If the Complete Streets provisions are to be incorporated into the project, the process for meeting the Complete Streets controlling design criteria is the same as noted above for new projects. If the Complete Streets provisions cannot be incorporated into the project, the Worksheets shall be kept with the project files and documented in the Design Approval memo.

### **Exempt Projects**

The following types of projects are exempt from the need to prepare and submit the Complete Streets Justification Worksheets:

- Projects initiated under the High Friction Surface Treatment (HFST) program
- Pavement preservation/preventive maintenance activities:\*
  - Crack sealing and crack filling
  - Patching (HMA and/or Mastics)
  - Emulsified asphalt fog sealing
- Bridge cyclic maintenance or condition-driven maintenance as identified in the *AASHTO Guide to Bridge Preservation*, Appendix A.
- Non-roadway maintenance actions such as mowing, catch basin cleaning, or street sweeping
- Drainage only
- Noise barrier only

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- Guiderail only
- Illumination only
- Traffic signal modifications and/or component equipment replacement only
- Signing only
- Landscape only
- Non-occupied structures
- Non-vehicular access permits

\*In order to claim these exemptions, the purpose and need of the project must be solely to maintain the roadway surface and the crash history must not indicate any apparent geometric deficiency.

In addition to the project type exemptions provided above, some of the controlling criteria are not applicable to every project that requires a Complete Streets Justification Worksheet. **Exhibit 3** lists all projects where a subset of the controlling design criteria would not require formal approval if the criteria are not met.

### Exhibit 3

#### Exemptions from the Need to Comply with Complete Streets Controlling Design Criteria

(Categories of work marked with “X” require formal approval by the Chief Engineer in the event the applicable controlling design criteria is not met.)

Project Work Type	Pedestrian Facilities	Bicycle Facilities	Transit Provisions
Pavement preservation/preventive maintenance activities* <sup>†</sup> <ul style="list-style-type: none"> <li>• Emulsified chip sealing</li> <li>• Asphalt rubber chip sealing</li> <li>• Mill and Fill</li> <li>• Microsurfacing</li> <li>• Cape Seal</li> <li>• Ultra-thin bonded wearing course</li> <li>• Thin friction wearing course</li> </ul>	X <sup>†</sup>	X	
Pavement Maintenance Resurfacing Projects (PMRP)* <sup>†</sup>	X <sup>†</sup>	X	
Pavement marking only <sup>†</sup>	X <sup>†</sup>	X	
Sidewalk and/or curb ramps only	X		X
Work on facilities where pedestrians are not legally allowed		X	
Work on facilities where bicyclists are not legally allowed	X		X
Work on side streets where there are no existing pedestrian facilities within 1500 feet**		X	X

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Work on side streets where there are no existing bicycle facilities within 1500 feet**	X		X
Work on facilities with no existing or proposed fixed-route transit service	X	X	

\*In order to claim these exemptions, the purpose and need of the project must be solely to maintain the roadway surface and the crash history must not indicate any apparent geometric deficiency.

\*\*Refer to **Figures 1, 2 and 3**.

†For these types of projects, controlling criteria for pedestrian facilities shall apply to the installation of crosswalks and illumination only. ADA requirements shall be in accordance with Chapter 15 of the Highway Design Manual.

**Complete Streets Controlling Design Criteria Guidance**

The following sections are provided to define CTDOT’s state-specific Complete Streets controlling design criteria.

**Pedestrian Facilities**

CTDOT is committed to providing facilities that are accessible to all users in accordance with all state and federal regulations. Federal regulations are issued by the United States Department of Justice (DOJ) under the 2010 ADA Standards for Accessible Design and the United States Department of Transportation (USDOT) under the 2006 ADA Standards for Transportation Facilities. It is recognized that full compliance with these regulations may not be feasible in all situations based on existing or latent field conditions. The Designer shall design pedestrian facilities in accordance with Chapters 10 and 15 of the *CTDOT Highway Design Manual*; Engineering Directive ED-2019-7, *Accessibility Guidelines in the Public Right of Way (PROWAG)*; Policy No. EX. O-42, *Sidewalks*; and the *AASHTO Guide for the Planning, Design, and Operation of Pedestrian Facilities*.

*Definitions:*

*Pedestrian facilities* may include sidewalks, shared use paths, or side paths.

*Pedestrian Safety Zones* are established areas in downtown districts or community centers where there is a high level of pedestrian activity. Such zones may also be established adjacent to, or in the immediate vicinity of, a hospital property. This is a type of speed zone that allows for the speed limit to be set as low as 20 mph to reduce the risk of fatal or serious injuries to pedestrians within the zone. Pedestrian Safety Zones must be complemented by other speed reduction methods, like recommended actions from a speed management plan. The OSTA is responsible for the establishment of Pedestrian Safety Zones on State Highways and such requests shall be made to the Executive Director of the OSTA.

*Urbanized areas and urban clusters* are defined and published by the CTDOT Office of Policy and Planning and available through [Roadway Classification and Characteristic Maps and Dashboards | CTDOT Open Data \(arcgis.com\)](#).

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*Rural Town Center* applies to rural areas located within developed communities. Rural town centers generally have low development densities with diverse land uses, on-street parking, sidewalks in some locations, and small building setbacks. Rural town centers may include residential neighborhoods, schools, industrial facilities, and commercial main street business districts, each of which present differing design challenges and differing levels of pedestrian and bicycle activities.

*Requirements:*

*Pedestrian facilities* shall be provided on both sides of a roadway if any of the following apply:

- For all roadways in urbanized areas, urban clusters, rural town centers, or pedestrian safety zones where pedestrians are legally allowed.
- For all State Routes with high likelihood for pedestrian use. Interactive mapping for these State Routes is available in the DOT TED GIS Production Portal [ArcGIS Enterprise - Bike Pedestrian Demand \(ct.gov\)](https://www.ct.gov/dot/ted/gis/production/arcgis-enterprise-bike-pedestrian-demand).
- For bridges on Urban Federal-Aid Highways or on rural routes carrying more than 1,000 ADT, where pedestrians are legally allowed and where the scope of work is beyond bridge cyclic maintenance or condition-driven maintenance as identified in the *AASHTO Guide to Bridge Preservation*, Appendix A. Examples of scope of work are as follows:
  - Deck replacement
  - Superstructure Replacement
  - Full replacement\*

\*On full replacement bridge projects where pedestrians are legally allowed along the roadway underneath the bridge, Designers shall provide adequate width between the new substructure (i.e., abutment) and the edge of roadway below the new structure, to allow for future pedestrian accommodations on both sides of the roadway.

The minimum *pedestrian facility* width is 5'-0". The minimum width of a *pedestrian facility* is exclusive of any curb width or buffer area. Other than shared-use paths and side paths, any *pedestrian facility* shall be exclusive of any width intended for bicycle travel.

Marked crosswalks shall be provided across every leg of an intersection with a traffic control signal where sidewalks are present and/or proposed.

Illumination shall be provided for marked crosswalks on all State roads.

An activated *No Turn on Red* prohibition sign shall be used where an intersection is controlled by a traffic control signal with permissive right turn on red movements for vehicles that will cross a marked crosswalk. A blank-out sign displays the message *No Turn On Red* when a pedestrian

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walk phase is activated. When not activated, the sign face is blank.

### **Bicycle Facilities**

Designers should select *bicycle facilities* that provide bicyclists with a suitable accommodation and are feasible to implement given considerations such as, but not limited to, available right-of-way, geometric constraints, construction cost, and maintenance factors.

Bicycle Facilities shall be selected in accordance with **Appendix A** and designed in accordance with the *AASHTO Guide for the Development of Bicycle Facilities*, *FHWA Bikeway Selection Guide*, and *NACTO Urban Bikeway Design Guide*.

#### *Definitions:*

*Bicycle facilities* may include paved outside shoulders, bicycle lanes, buffered bicycle lanes, separated bicycle lanes, side paths, or shared use paths. Facilities may provide service in a single direction of travel (“uni-directional”) or two directions of travel (“bi-directional”).

*Paved outside shoulder* is the portion of the roadway contiguous with the traveled way that accommodates stopped vehicles, emergency use, and conveyance of drainage. Paved shoulders are often used by bicyclists.

*Bicycle lane* or *Bike lane* is a portion of the roadway that has been designated for preferential or exclusive use by bicycles indicated by pavement markings and, if used, signs.

*Buffered bicycle lane* is a bicycle lane that is separated from the adjacent general-purpose lane or parking lane by a buffer area which may include chevron or diagonal pavement markings.

*Separated bicycle lane* is a bicycle lane that is physically separated from motor vehicle traffic by vertical elements as well as a horizontal buffer or elevation change from the street. These may also be referred to as protected bike lanes or cycle tracks. On-street parallel or angled motor vehicle parking can serve as the vertical elements. Separated bicycle lanes can be designated for one-way or two-way travel.

*Shared use path* is a bikeway physically separated from motor vehicle traffic by an open space or barrier and is either within the highway right-of-way or within an independent right-of-way. Shared use paths may also be used by pedestrians, skaters, wheelchair users, joggers, and other nonmotorized users. Shared use paths are also commonly referred to as trails, paths, or greenways.

*Side path* is a shared use path located adjacent and parallel to a roadway.

#### *Requirements:*

*Bicycle facilities* shall be provided and shall provide service for each direction of vehicular travel if any of the following apply:

- For all roadways where bicycles are legally allowed, *except* roadways that are functionally classified as local.



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- For bridges on Urban Federal-Aid Highways or on rural routes carrying more than 1,000 ADT, where bicycles are legally allowed and where the scope of work is beyond bridge cyclic maintenance or condition-driven maintenance as identified in the *AASHTO Guide to Bridge Preservation*, Appendix A. Examples of scope of work are as follows:
  - Deck replacement
  - Superstructure Replacement
  - Full replacement

A paved outside shoulder or bicycle lane shall not be used as a *bicycle facility* if any of the following apply:

- For all roadways with a posted speed equal to or greater than 40 miles per hour.
- For all roadways with a traffic volume equal to or greater than 18,000 vehicles per day.

The minimum widths for various bicycle facilities are provided in **Exhibit 4**.

**Exhibit 4**  
**Minimum widths for Various Bicycle Facilities**

<b>Bicycle Facility</b>	<b>Minimum Width (feet)</b>
Paved Outside Shoulder	5
Bicycle Lane	5
Buffered Bicycle Lane *	5
Separated Bicycle Lane (one-way) *	5 <sup>1</sup>
Separated Bicycle Lane (two-way) *	8 <sup>2</sup>
Shared Use Path	10
Side path	10

\*Minimum width excludes buffer area (minimum buffer width = 2')

<sup>1</sup>A minimum width of 6' is required where the bicycle lane is constrained on both sides by curbs or other vertical barriers.

<sup>2</sup>A minimum width of 10' is required where the bicycle lane is constrained on both sides by curbs or other vertical barriers.

**Transit Provisions**

Transit Provisions shall be designed in accordance with Chapter 15 of the *CTDOT Highway Design Manual* and the *AASHTO Guide for Geometric Design of Transit Facilities on Highways and Streets*.

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*Definitions:*

For the purposes of this criterion, a *transit route* is any fixed-route service operated under contract with CTDOT or by a Transit District.

For the purposes of this criterion, a *transit stop* is any officially designated location used for the boarding or alighting of passengers on a *transit route*.

For the purposes of this criterion, *service area* is defined as 1/4<sup>th</sup> (quarter) mile from local fixed-route service and 2.5 miles from commuter bus fixed-route service stops (Park and Ride Lots) and rail stations.

*Requirements:*

For all projects that are located within the *service area* of an existing or proposed transit route (considering both railroads and bus service) and containing facilities where pedestrians or bicyclists are legally allowed, the Designer shall coordinate with the Bureau of Public Transportation's Offices of Transit and Ridesharing and Rails, submit a set of 30 percent Design plans for their review and/or invite them to any planning or scoping meetings, as required.

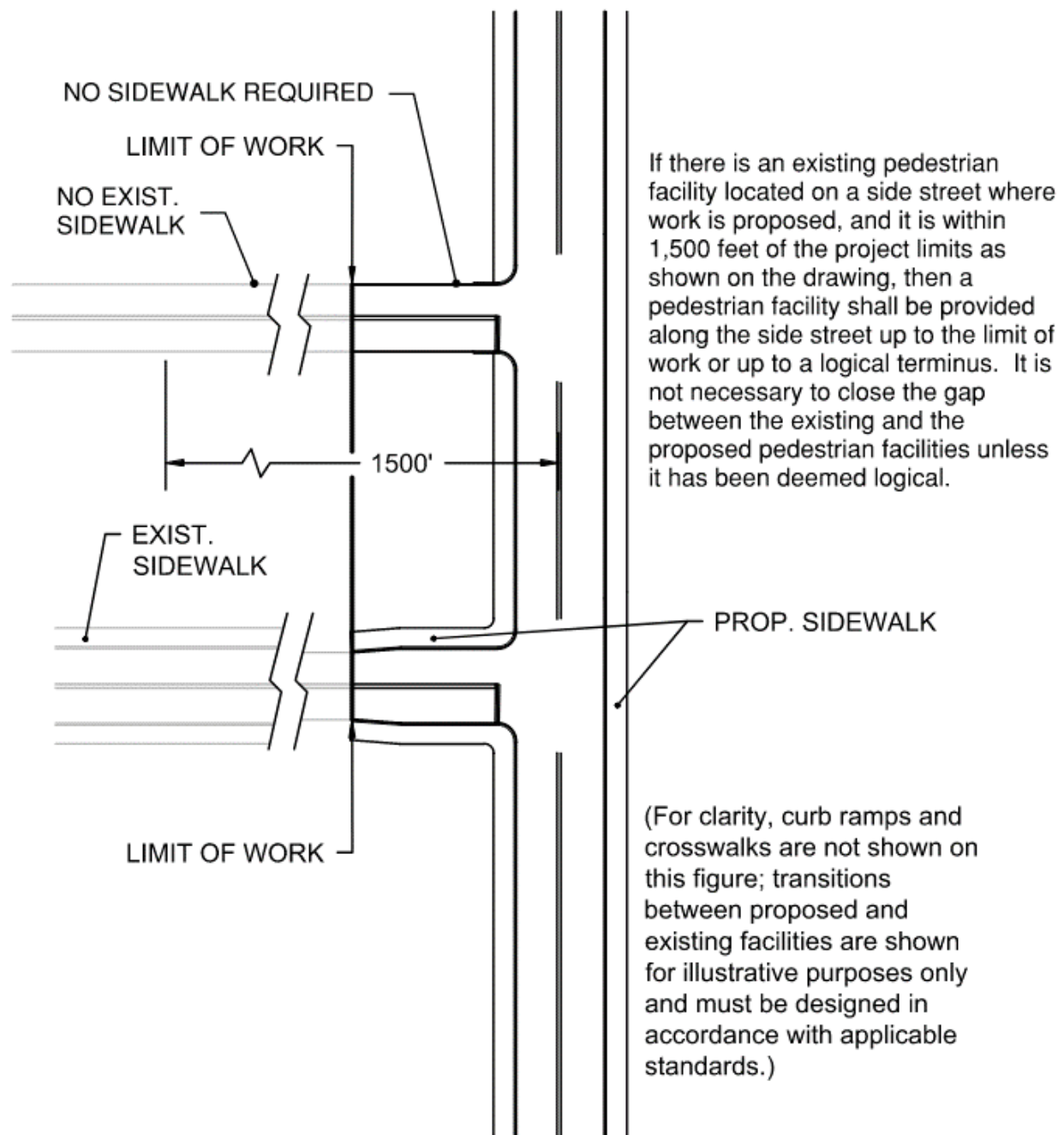
Accessible pedestrian access shall be provided between both sides of a roadway within 400 feet of existing or proposed *transit stops*.

A shelter or bench shall be provided at all *transit stops* with high levels of boarding per day or low levels of frequency of service. The Designer shall coordinate with the Bureau of Public Transportation's Office of Transit and Ridesharing for guidance and/or recommendation.

Illumination shall be provided at all *transit stops*.

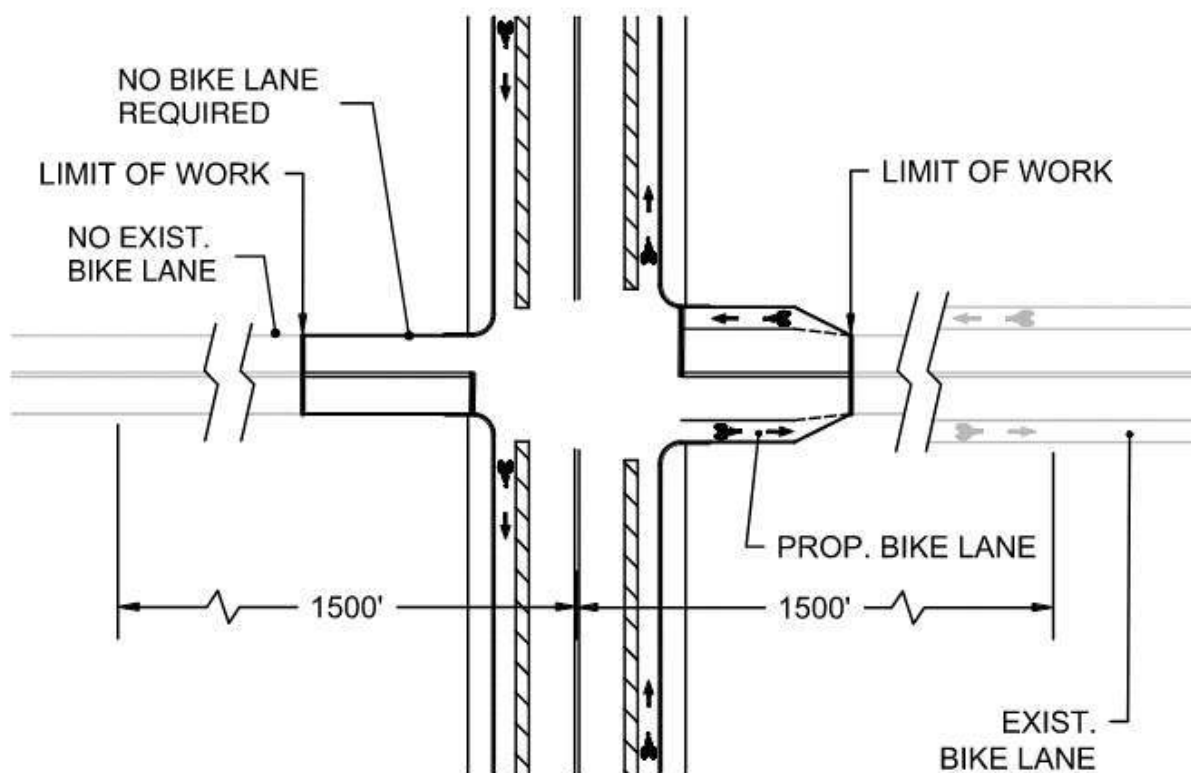
Existing transit stops within the project limits shall comply with ADA requirements in accordance with Chapter 15 of the *Highway Design Manual* and the *Guide Sheets for Bus Stop Enhancements*.

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**Figure 1**

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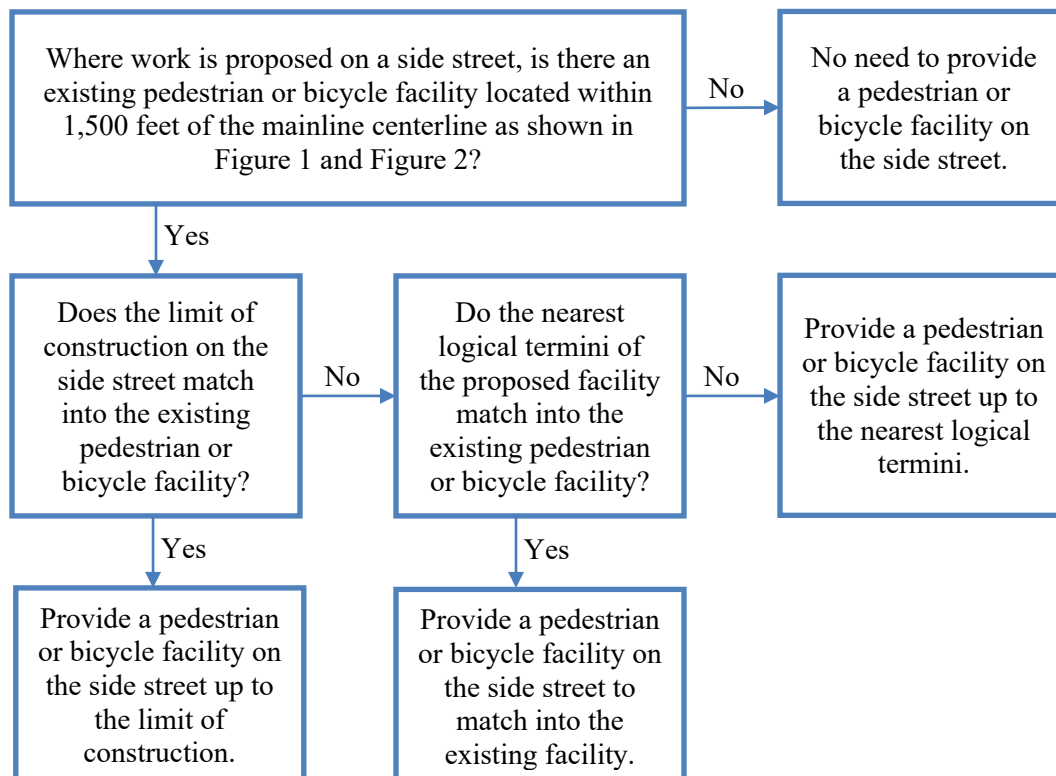


If there is an existing bicycle facility located on a side street where work is proposed, and it is within 1,500 feet of the project limits as shown above, then a bicycle facility shall be provided along the side street up to the limit of work. It is not necessary to close the gap between the existing and the proposed bicycle facilities unless it has been deemed logical.

(For clarity, transitions between proposed and existing facilities are shown for illustrative purposes only and must be designed in accordance with applicable standards.)

**Figure 2**

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**Limits of Pedestrian and Bicycle Facilities on Side Streets**  
**Figure 3**



# **APPENDIX I**

## **REASONABLE MODIFICATION CONTACTS BY COMPANY OR DISTRICT**

# Reasonable Modification Contacts by Company or District (2024)

## PRIVATE COMPANIES

Company:	Contact:	Phone Number:	Email:	Website:
Arrow	Chris Crean	(800) 237-8747 (ext.1432)	<a href="mailto:rmrequests@peterpanbus.com">rmrequests@peterpanbus.com</a>	<a href="http://www.peterpanbus.com">www.peterpanbus.com</a>
Collins	Jeffrey Myers	(860) 644-1532	<a href="mailto:info@postroadstages.com">info@postroadstages.com</a>	<a href="http://www.postroadstages.com/collins-bus-service-inc">www.postroadstages.com/collins-bus-service-inc</a>
Dattco	Dennis Lyons	(860) 229-4878 (ext.4625)	<a href="mailto:dennis.lyons@dattco.com">dennis.lyons@dattco.com</a>	<a href="http://www.dattco.com/bus-schedules/commuter-runs/ct-commuter-schedules">www.dattco.com/bus-schedules/commuter-runs/ct-commuter-schedules</a>
First Transit	Reasonable Modification Coordin	(860) 525-9181	<a href="mailto:rmrequests@cttransit.com">rmrequests@cttransit.com</a>	<a href="http://www.cttransit.com/about/reasonable-modification-policy">www.cttransit.com/about/reasonable-modification-policy</a>
New Britain Transportation Company	Jenn Lebron	(860) 828-0511 (ext. 235)	<a href="mailto:jinnefy.lebron@nbt.us.com">jinnefy.lebron@nbt.us.com</a>	<a href="http://www.nbt.us.com/index.html">www.nbt.us.com/index.html</a>
North East Transportation Company	Maria Vaccarelli	(203) 753-2538	<a href="mailto:ada-appnetco@ct-transwb.com">ada-appnetco@ct-transwb.com</a>	<a href="http://www.northeastbus.com/Requests%20for%20Reasonable%20Modifications.pdf">www.northeastbus.com/Requests%20for%20Reasonable%20Modifications.pdf</a>

## Urban Transit Districts

Company:	Contact:	Phone Number:	Email:	Website:
Greater Bridgeport Transit Authority	Douglas Holcomb	(203) 366-7070	<a href="mailto:Dholcomb@gogbt.com">Dholcomb@gogbt.com</a>	<a href="http://www.gogbt.com">www.gogbt.com</a>
Greater Hartford Transit District	Valerie Ellis	(860) 247-5329 (ext.3005)	<a href="mailto:rmrequests@ghtd.org">rmrequests@ghtd.org</a>	<a href="http://www.hartfordtransit.org/reasonable-modifications-requests">www.hartfordtransit.org/reasonable-modifications-requests</a>
Greater New Haven Transit District	Mobility Unit	(203) 288-6282 (ext. 2501)	<a href="mailto:request@gnhtd.org">request@gnhtd.org</a>	<a href="http://www.gnhtd.org/reasmod">www.gnhtd.org/reasmod</a>
Housatonic Area Transit District	John Gatto	(203) 744-4070 (ext.123)	<a href="mailto:Ricks@hartransit.com">Ricks@hartransit.com</a>	<a href="http://www.hartransit.com/ada-accessibility">www.hartransit.com/ada-accessibility</a>
Middletown Area Transit District	Jared Whitcomb	(860) 346-0212 (ext.122)	<a href="mailto:jwhitcomb@mtddct.org">jwhitcomb@mtddct.org</a>	<a href="http://www.middletownareatransit.org">www.middletownareatransit.org</a>
Milford Transit District	Henry Jadach	(203) 874-4507	<a href="mailto:henry@milfordtransit.com">henry@milfordtransit.com</a>	<a href="http://www.milfordtransit.com">www.milfordtransit.com</a>
Norwalk Transit District	Paratransit Specialist	(203) 299-5176	<a href="mailto:jwilliams@norwalktransit.com">jwilliams@norwalktransit.com</a>	<a href="http://www.norwalktransit.com/demand-response-services">www.norwalktransit.com/demand-response-services</a>
Southeast Area Transit District	Cherise Simpson	(860) 886-2631 (ext. 106)	<a href="mailto:csimpson@seatrtransit.org">csimpson@seatrtransit.org</a>	<a href="http://www.southeastareatransitdistrict.com">www.southeastareatransitdistrict.com</a>
Valley Transit District	Tara Hamme	(203) 735-6824 (ext.101)	<a href="mailto:thamme@valleytransit.org">thamme@valleytransit.org</a>	<a href="http://www.valleytransit.org/accessibility.htm">www.valleytransit.org/accessibility.htm</a>

## Rural Transit Districts

Company:	Contact:	Phone Number	Email	Website
Estuary Transit District	Jared Whitcomb	(860) 346-0212 (ext. 122)	<a href="mailto:jwhitcomb@mtddct.org">jwhitcomb@mtddct.org</a>	<a href="http://www.estuarytransit.org">www.estuarytransit.org</a>
Middletown Transit District	Jared Whitcomb	(860) 346-0212 (ext. 122)	<a href="mailto:jwhitcomb@mtddct.org">jwhitcomb@mtddct.org</a>	<a href="http://www.middletownareatransit.org">www.middletownareatransit.org</a>
Northeastern Connecticut Transit District	John Filchak	(860) 774-1253 (ext. 14)	<a href="mailto:John.filchak@neccog.org">John.filchak@neccog.org</a>	<a href="http://www.nectd.org/index.php">www.nectd.org/index.php</a>
Northwestern Connecticut Transit District	Craig B. Nelson	(860) 489-2535	<a href="mailto:director@nwcttransit.com">director@nwcttransit.com</a>	<a href="http://www.nwcttransit.com">www.nwcttransit.com</a>
Windham Region Transit District	Linda Hapeman	(860) 456-2223 (ext. 151)	<a href="mailto:lhapeman@wrtd.org">lhapeman@wrtd.org</a>	<a href="http://www.wrtd.org">www.wrtd.org</a>

# APPENDIX J

**CTDOT ADA**

**COORDINATORS**

# Reasonable Modification Contacts by Company or District (2024)

## PRIVATE COMPANIES

Company:	Contact:	Phone Number:	Email:	Website:
Arrow	Chris Crean	(800) 237-8747 (ext.1432)	<a href="mailto:rmrequests@peterpanbus.com">rmrequests@peterpanbus.com</a>	<a href="http://www.peterpanbus.com">www.peterpanbus.com</a>
Collins	Jeffrey Myers	(860) 644-1532	<a href="mailto:info@postroadstages.com">info@postroadstages.com</a>	<a href="http://www.postroadstages.com/collins-bus-service-inc">www.postroadstages.com/collins-bus-service-inc</a>
Dattco	Dennis Lyons	(860) 229-4878 (ext.4625)	<a href="mailto:dennis.lyons@dattco.com">dennis.lyons@dattco.com</a>	<a href="http://www.dattco.com/bus-schedules/commuter-runs/ct-commuter-schedules">www.dattco.com/bus-schedules/commuter-runs/ct-commuter-schedules</a>
First Transit	Reasonable Modification Coordin	(860) 525-9181	<a href="mailto:rmrequests@cttransit.com">rmrequests@cttransit.com</a>	<a href="http://www.cttransit.com/about/reasonable-modification-policy">www.cttransit.com/about/reasonable-modification-policy</a>
New Britain Transportation Company	Jenn Lebron	(860) 828-0511 (ext. 235)	<a href="mailto:jinnefy.lebron@nbt.us.com">jinnefy.lebron@nbt.us.com</a>	<a href="http://www.nbt.us.com/index.html">www.nbt.us.com/index.html</a>
North East Transportation Company	Maria Vaccarelli	(203) 753-2538	<a href="mailto:ada-appnetco@ct-transwb.com">ada-appnetco@ct-transwb.com</a>	<a href="http://www.northeastbus.com/Requests%20for%20Reasonable%20Modifications.pdf">www.northeastbus.com/Requests%20for%20Reasonable%20Modifications.pdf</a>

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Company:	Contact:	Phone Number:	Email:	Website:
Greater Bridgeport Transit Authority	Douglas Holcomb	(203) 366-7070	<a href="mailto:Dholcomb@gogbt.com">Dholcomb@gogbt.com</a>	<a href="http://www.gogbt.com">www.gogbt.com</a>
Greater Hartford Transit District	Valerie Ellis	(860) 247-5329 (ext.3005)	<a href="mailto:rmrequests@ghtd.org">rmrequests@ghtd.org</a>	<a href="http://www.hartfordtransit.org/reasonable-modifications-requests">www.hartfordtransit.org/reasonable-modifications-requests</a>
Greater New Haven Transit District	Mobility Unit	(203) 288-6282 (ext. 2501)	<a href="mailto:request@gnhtd.org">request@gnhtd.org</a>	<a href="http://www.gnhtd.org/reasmod">www.gnhtd.org/reasmod</a>
Housatonic Area Transit District	John Gatto	(203) 744-4070 (ext.123)	<a href="mailto:Ricks@hartransit.com">Ricks@hartransit.com</a>	<a href="http://www.hartransit.com/ada-accessibility">www.hartransit.com/ada-accessibility</a>
Middletown Area Transit District	Jared Whitcomb	(860) 346-0212 (ext.122)	<a href="mailto:jwhitcomb@mtddct.org">jwhitcomb@mtddct.org</a>	<a href="http://www.middletownareatransit.org">www.middletownareatransit.org</a>
Milford Transit District	Henry Jadach	(203) 874-4507	<a href="mailto:henry@milfordtransit.com">henry@milfordtransit.com</a>	<a href="http://www.milfordtransit.com">www.milfordtransit.com</a>
Norwalk Transit District	Paratransit Specialist	(203) 299-5176	<a href="mailto:jwilliams@norwalktransit.com">jwilliams@norwalktransit.com</a>	<a href="http://www.norwalktransit.com/demand-response-services">www.norwalktransit.com/demand-response-services</a>
Southeast Area Transit District	Cherise Simpson	(860) 886-2631 (ext. 106)	<a href="mailto:csimpson@seatrtransit.org">csimpson@seatrtransit.org</a>	<a href="http://www.southeastareatransitdistrict.com">www.southeastareatransitdistrict.com</a>
Valley Transit District	Tara Hamme	(203) 735-6824 (ext.101)	<a href="mailto:thamme@valleytransit.org">thamme@valleytransit.org</a>	<a href="http://www.valleytransit.org/accessibility.htm">www.valleytransit.org/accessibility.htm</a>

## Rural Transit Districts

Company:	Contact:	Phone Number	Email	Website
Estuary Transit District	Jared Whitcomb	(860) 346-0212 (ext. 122)	<a href="mailto:jwhitcomb@mtddct.org">jwhitcomb@mtddct.org</a>	<a href="http://www.estuarytransit.org">www.estuarytransit.org</a>
Middletown Transit District	Jared Whitcomb	(860) 346-0212 (ext. 122)	<a href="mailto:jwhitcomb@mtddct.org">jwhitcomb@mtddct.org</a>	<a href="http://www.middletownareatransit.org">www.middletownareatransit.org</a>
Northeastern Connecticut Transit District	John Filchak	(860) 774-1253 (ext. 14)	<a href="mailto:John.filchak@neccog.org">John.filchak@neccog.org</a>	<a href="http://www.nectd.org/index.php">www.nectd.org/index.php</a>
Northwestern Connecticut Transit District	Craig B. Nelson	(860) 489-2535	<a href="mailto:director@nwcttransit.com">director@nwcttransit.com</a>	<a href="http://www.nwcttransit.com">www.nwcttransit.com</a>
Windham Region Transit District	Linda Hapeman	(860) 456-2223 (ext. 151)	<a href="mailto:lhapeman@wrtd.org">lhapeman@wrtd.org</a>	<a href="http://www.wrtd.org">www.wrtd.org</a>

# **APPENDIX K**

## **ADA 504 COMPLAINT FORM AND PROCEDURE**





## CONNECTICUT DEPARTMENT OF TRANSPORTATION

Members of the public may file complaints or concerns alleging violations of Title II of the Americans with Disabilities Act (ADA) or Section 504 of the Rehabilitation Act in reference to any service or program funded through the Connecticut Department of Transportation. Anyone requiring an alternative format for filing a complaint should contact the Office of Equal Opportunity & Diversity at (860) 594-2211 or email: [eric.d.smith@ct.gov](mailto:eric.d.smith@ct.gov).

This form can be completed and filed electronically or print out and file by post mail, see the second page for details.

### ADA/504 COMPLAINT FORM

#### COMPLAINT INFORMATION:

First Name	Last Name		
Company/Affiliation			
Street Address			
City		State	Zip Code
Phone:		Email:	

LOCATION: \_\_\_\_\_

Is the complaint against CTDOT? ☐ Yes ☐ No

Is this the first time you are complaining about this issue? ☐ Yes ☐ No If

no, date of prior complaint: \_\_\_\_\_

#### COMPLAINT DETAILS (Attach additional sheets if necessary):

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Note: Additional sheets of paper may be attached if necessary.

X

\_\_\_\_\_  
Signature of Complainant and Date



## CONNECTICUT DEPARTMENT OF TRANSPORTATION

Members of the public may file complaints or concerns alleging violations of Title II of the Americans with Disabilities Act (ADA) or Section 504 of the Rehabilitation Act in reference to any service or program funded through the Connecticut Department of Transportation.

### **ADA/504 COMPLAINT PROCEDURE**

#### **Complaint Filing:**

- 1) All ADA/504 accessibility complaints can be submitted to the Customer Care Center using the [Contact Us online form \(click link\)](#) or by email: [DOT.CustomerCare@ct.gov](mailto:DOT.CustomerCare@ct.gov) or by phone: (860) 594-2560.
- 2) For ADA accessibility issues related to **Public Transit Service ADA complaints** (Complaints that public transportation is not accessible, including bus, train, or paratransit services) individuals may also contact the ADA Coordinator for Public Transit Services by phone at 860-594-3135.

For ADA accessibility issues related to **Public Right of Way and DOT-owned Buildings** (State-maintained roads, curb ramps, traffic signals, service plazas, rest areas, bus shelters, park and ride lots, sidewalks, crosswalks, CTDOT-owned buildings or facilities, capital projects) individuals may also contact the ADA Coordinating Engineer by phone at 860-594-2775.

- 3) ADA/504 Accessibility complaints may also be mailed to the following address:

Connecticut Department of Transportation  
ATTN: ADA Complaints, Room 3219  
2800 Berlin Turnpike  
P.O. Box 317546 Newington, CT 06131-7545

To file in an alternative format, please contact the Office of Equal Opportunity & Diversity at (860) 594-2211 or email: [eric.d.smith@ct.gov](mailto:eric.d.smith@ct.gov)

Please keep a copy of your complaint and the original documents for your own records.

#### **Complaint Investigation:**

The Connecticut Department of Transportation may contact the Complainant if additional information is required. For all complaints received, our ADA Coordinator for Public Transit Services or ADA Coordinating Engineer will assure that the matter is addressed, investigated, or referred to an appropriate investigatory authority. The evaluation process will begin within 15 days of receipt of the complaint and the Complainant will be notified at that time.

*For Transit related complaints*, the ADA Coordinator for Public Transit Services will handle the complaint and ensure that a response is given in writing to the complainant with the findings of the investigation within 90 days of receipt of the complaint. If the complainant disagrees with the findings, he/she may request for further reconsideration.



## CONNECTICUT DEPARTMENT OF TRANSPORTATION

**Records Retention:** ADA-related complaints and responses from CTDOT will be retained for 3 years.

**For language assistance please contact, (860) 594-2109**

如需更多信息或免费语言协助, 请致电 (860) 594-2109

Per informazioni aggiuntive o assistenza linguistica gratuita, chiamare il numero (860) 594-2109.

Para obter mais informações, ou para auxílio gratuito em outro idioma, ligue para (860) 594-2109

Aby uzyskać dodatkowe informacje lub bezpłatną pomoc tłumacza, proszę dzwonić pod numer (860) 594-2109.

Для получения подробной информации или бесплатных услуг перевода звоните по телефону (860) 594-2109

Pou jwenn plis enfòmasyon, oswa asistans ak lang gratis, ranpri rele (860)594-2109.

لمزيد من المعلومات أو للحصول على مساعدة لغوية مجانية، يرجى الاتصال بالرقم (860) 594-2109.

Si vous souhaitez en savoir plus ou bénéficier d'une assistance linguistique gratuite, merci de composer le numéro suivant (860) 594-2109.

अधिक जानकारी या निःशुल्क भाषा संबंधी सहायता के लिए कृपया (860) 594-2109 पर कॉल करें।

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Để có thêm thông tin hoặc hỗ trợ ngôn ngữ miễn phí, vui lòng gọi (860) 594-2109



## CONNECTICUT DEPARTMENT OF TRANSPORTATION

Miembros del público pueden presentar reclamaciones o inquietudes alegando violaciones del Título II de la Ley de Estadounidenses con Discapacidades (*ADA, por sus siglas en inglés*) o la Sección 504 de la ley de Rehabilitación referente a cualquier servicio o programa financiado por el Departamento de Transporte de Connecticut. Cualquier persona que requiera un formato alternativo para presentar su reclamación debe comunicarse con: Office of Equal Opportunity & Diversity en el (860) 594-2211 o por email: [eric.d.smith@ct.gov](mailto:eric.d.smith@ct.gov).

**Este formulario se puede llenar y presentar electrónicamente o imprimir y enviar por correos, vea la segunda página para más detalles.**

### ADA/504 FORMULARIO DE RECLAMACIÓN

#### Información del reclamante:

Nombre	Apellido		
Compañía/afiliación			
Dirección			
Ciudad	Estado	Código postal	
Teléfono	Email:		

**LUGAR:** \_\_\_\_\_

¿La reclamación es en contra el CTDOT?

☐ Sí ☐ No

¿Es esta la primera vez que reclama este asunto?

☐ Sí ☐ No

De no ser lo, la fecha de la reclamación anterior: \_\_\_\_\_

#### Detalles de la reclamación (añada folios adicionales de ser necesario)

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Nota: Se pueden añadir folios adicionales si es necesario.

X

Firma del reclamante y la fecha

ADA/504 Formulario de reclamación  
Rev. 7/31/2023



## CONNECTICUT DEPARTMENT OF TRANSPORTATION

Miembros del público pueden presentar reclamaciones o inquietudes alegando violaciones del Título II de la Ley de Estadounidenses con Discapacidades (*ADA, por sus siglas en inglés*) o la Sección 504 de la ley de Rehabilitación referente a cualquier servicio o programa financiado por el Departamento de Transporte de Connecticut.

### **ADA/504 PROCEDIMIENTO PARA PRESENTAR UNA RECLAMACIÓN**

#### **Cómo presentar una reclamación:**

- 1) Todas las reclamaciones referentes a la accesibilidad ADA/504 se pueden presentar al Centro de Atención al cliente utilizando el [Formulario online Comuníquese con nosotros \(pulse aquí\)](#) o por email al: [DOT.CustomerCare@ct.gov](mailto:DOT.CustomerCare@ct.gov) o por teléfono al: (860) 594-2560.
- 2) En cuanto a los problemas de accesibilidad conforme a la ADA y relacionados a **Reclamaciones ADA del servicio de transporte público** (reclamaciones por la inaccesibilidad del servicio de transporte público, incluyendo autobuses, trenes o servicios paratransito) las personas pueden comunicarse con el coordinador ADA para los servicios del transporte público en el: 860-594-3135.

En cuanto a los problemas de accesibilidad relacionados al **Derecho de paso público y edificios propiedad del DOT** (incluyendo carreteras mantenidas por el estado, las rampas en las aceras, señales de tránsito, áreas de servicio, áreas de descanso, paradas de autobús cubiertas, estacionamientos *park and ride*, aceras, pasos peatonales, edificios o instalaciones propiedad del CTDOT, o proyectos de capital) las personas pueden comunicarse con el coordinador ADA de ingeniería por teléfono 860-594-2775.

- 3) Las reclamaciones referentes a la inaccesibilidad según la ADA/504 también se pueden enviar por correo a la siguiente dirección:

Connecticut Department of Transportation  
ATTN: ADA Complaints, Room 3219  
2800 Berlin Turnpike  
P.O. Box 317546 Newington, CT 06131-7545

Para presentar en formato alternativo, por favor, comuníquese con la Office of Equal Opportunity & Diversity al (860) 594-2211 o por email: [eric.d.smith@ct.gov](mailto:eric.d.smith@ct.gov)

Por favor, guarde una copia de su reclamación y los documentos originales para sus propios archivos.

#### **Investigación de reclamaciones:**

Puede que el Departamento de Transporte de Connecticut se ponga en contacto con el reclamante si se necesita información adicional. El Coordinador ADA de los servicios de transporte público o el coordinador ADA de ingeniería se asegurará de que todas las reclamaciones recibidas se afronten, investiguen, o se refieran a una autoridad investigatoria competente. El proceso investigatorio

ADA/504 Formulario de reclamación  
Rev. 7/31/2023





## CONNECTICUT DEPARTMENT OF TRANSPORTATION

comenzará dentro de los primeros 15 días de recibir la reclamación y se le notificará al reclamante en ese momento.

*En cuanto a las reclamaciones relacionadas con el transporte*, el coordinador ADA de servicios de transporte público se encargará de la reclamación y se asegurará de que se envíe una respuesta por escrito al reclamante sobre los hallazgos de la investigación dentro de 90 días de recibir la reclamación. Si el reclamante está en desacuerdo con los hallazgos, puede solicitar que se reconsidere.

**Retención de expedientes:** Las reclamaciones relativas a la ADA y respuestas del CTDOT se retendrán durante 3 años.

### **Para asistencia lingüística, llame al (860) 594-2109**

如需更多信息或免费语言协助，请致电 (860) 594-2109

Per informazioni aggiuntive o assistenza linguistica gratuita, chiamare il numero (860) 594-2109.

Para obter mais informações, ou para auxílio gratuito em outro idioma, ligue para (860) 594-2109

Aby uzyskać dodatkowe informacje lub bezpłatną pomoc tłumacza, proszę dzwonić pod numer (860) 594-2109.

Для получения подробной информации или бесплатных услуг перевода звоните по телефону (860) 594-2109

Pou jwenn plis enfòmasyon, oswa asistans ak lang gratis, ranpri rele (860)594-2109.

لمزيد من المعلومات أو للحصول على مساعدة لغوية مجانية، يرجى الاتصال بالرقم (860) 594-2109.

Si vous souhaitez en savoir plus ou bénéficier d'une assistance linguistique gratuite, merci de composer le numéro suivant (860) 594-2109.

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# **APPENDIX L**

## **DEPARTMENT**

## **PUBLICLY ACCESSIBLE FACILITIES**

## Department Publically Accessible Buildings (2024)

	Asset ID	City	Asset Description	Address	Zip Code	Publicly Accessed Facility	ADA Exterior Access Issues	ADA Interior Access Issues
Service Plazas	8100192	Branford	SERVICE PLAZA - S/B	I-95 S/B	06405	Yes	No Known Issues	No Known Issues
	8100193	Branford	SERVICE PLAZA - N/B	I-95 N/B	06405	Yes	No Known Issues	No Known Issues
	8100697	Darien	SERVICE PLAZA - N/B	I-95 N/B	06820	Yes	No Known Issues	No Known Issues
	8100699	Darien	SERVICE PLAZA - S/B	I-95 S/B	06820	Yes	No Known Issues	No Known Issues
	8100116	Fairfield	SERVICE PLAZA - S/B	Route 15 S/B	06830	Yes	No Known Issues	No Known Issues
	8100117	Fairfield	SERVICE PLAZA - N/B	Route 15 N/B	06830	Yes	No Known Issues	No Known Issues
	8100188	Fairfield	SERVICE PLAZA - N/B	I-95 N/B	06824	Yes	No Known Issues	No Known Issues
	8100189	Fairfield	SERVICE PLAZA - S/B	I-95 S/B	06824	Yes	No Known Issues	No Known Issues
	8100119	Greenwich	SERVICE PLAZA - N/B	ROUTE 15 N/B	06830	Yes	No Known Issues	No Known Issues
	8100120	Greenwich	SERVICE PLAZA - N/B	ROUTE 15 S/B	06830	Yes	No Known Issues	No Known Issues
	8100194	Madison	SERVICE PLAZA - N/B	I-95 N/B	06443	Yes	No Known Issues	No Known Issues
	8100195	Madison	SERVICE PLAZA - S/B	I-95 S/B	06443	Yes	No Known Issues	No Known Issues
	8100190	Milford	SERVICE PLAZA - N/B	I-95 N/B	06460	Yes	No Known Issues	No Known Issues
	8100695	Milford	SERVICE PLAZA - S/B	I-95 S/B	06460	Yes	No Known Issues	No Known Issues
	8100197	Montville	SERVICE PLAZA - S/B	I-395 S/B	06353	Yes	No Known Issues	No Known Issues
	8100112	New Canaan	SERVICE PLAZA - N/B	ROUTE 15 N/B	06840	Yes	No Known Issues	No Known Issues
	8100113	New Canaan	SERVICE PLAZA - S/B	ROUTE 15 S/B	06840	Yes	No Known Issues	No Known Issues
	8100139	North Haven	SERVICE PLAZA - S/B	ROUTE 15 S/B	06473	Yes	No Known Issues	No Known Issues
	8100140	North Haven	SERVICE PLAZA - N/B	ROUTE 15 N/B	06473	Yes	No Known Issues	No Known Issues
	8100137	Orange	SERVICE PLAZA - S/B	ROUTE 15 S/B	06477	Yes	No Known Issues	No Known Issues
	8100138	Orange	SERVICE PLAZA - N/B	ROUTE 15 N/B	06477	Yes	No Known Issues	No Known Issues
	8100198	Plainfield	SERVICE PLAZA - N/B	I-395 N/B	06374	Yes	No Known Issues	No Known Issues
	8100199	Plainfield	SERVICE PLAZA - S/B	I-395 S/B	06374	Yes	No Known Issues	No Known Issues
Rest Areas	8100295	Danbury	REST AREA & INFORMATION CENTER	I-84 E/B, Ridgebury Road	06810	Yes	Sidewalk/shrub maint req'd	No Known Issues
	8100076	Middletown	INFORMATION CENTER & REST AREA	Rte I-91 N/B	06457	Yes	Sidewalk/shrub maint req'd	No Known Issues
	8100296	North Stoningt	REST AREA & INFORMATION CENTER	Rte I-95 S/B	06359	Yes	Sidewalk/shrub maint req'd	No Known Issues
	8100323	Southington	REST AREA	Route I-84 E/B	06489	Yes	Sidewalk/shrub maint req'd	No Known Issues
	8100301	Wallingford	REST AREA	I-91 S/B	06492	Yes	Sidewalk/shrub maint required	No Known Issues
							No truck parking access to building	
	8100572	Willington	REST AREA/INFORMATION	Route I-84 E/B	06279	Yes	No Known Issues	No Known Issues
	8100573	Willington	REST AREA/INFORMATION	Route I-84 W/B	06279	Yes	No picnic area	No Known Issues
							No truck parking access to building	
	9400593	Westbrook	PAVILION (OPEN AIR)	Route I-95 E/B	06498	No - Facility Closed	N/A	N/A
	8100655	Westbrook	TOURISM CENTER/REST AREA	Route I-95 N/B	06498	No - Facility Closed	N/A	N/A
Office Buildings	8100146	New Haven	DISTRICT 3 HQ & GARAGE	140 Pond Lily Avenue	06510	Yes - Occasionally	No Known Issues	No Known Issues
	8100800	Newington	ADMINISTRATION BUILDING	2800 Berlin Turnpike	06111	Yes - Occasionally	South Parking area sidewalk compliant North Parking Area sidewalk is not.	1st Floor used by public is fully compliant
	8100104	Norwich	DISTRICT 2 HEADQUARTERS	171 Salem Turnpike	06360	Yes - Occasionally	No Known Issues	No Known Issues
	8100609	Rocky Hill	DISTRICT 1 OFFICE BLDG	1107 Cromwell Avenue, Rte 3	06067	Yes - Occasionally	No Known Issues	Pre-1991 building with minor accessibility issues Front entrance not compliant
	8100553	Thomaston	DISTRICT IV ADMINISTRATION	359 South Main Street	06787	Yes - Occasionally	No Known Issues	Pre-1991 building with minor accessibility issues

## Public Transit Building Assets Accessed By The Public (2024)

	Asset ID	Town	Asset Description	Address	Zip Code	Publicly Accessed Facility	ADA Exterior Issues	ADA Interior Issues
Parking Structures	8049	Bridgeport	Bridgeport	525 Water Street	06604	Yes	To Be Inspected	To Be Inspected
	8071	New Haven	New Haven - Union Station	50 Union Avenue	06052	Yes	To Be Inspected	To Be Inspected
	8080	Norwalk	South Norwalk	29 Monroe Street	06854	Yes	To Be Inspected	To Be Inspected
	8084	Stamford	Stamford	30 South State Street	06902	Yes	To Be Inspected	To Be Inspected
Bus Transfer Centers	10119	Middletown	Terminal	340 Main St.	06457	Yes	To Be Inspected	To Be Inspected
	3797	Danbury	Pulse Point	Main Street	06810	Yes	To Be Inspected	To Be Inspected
	5729	Bridgeport	Bridgeport Intermodal Center	710 Water Street	06610	Yes	To Be Inspected	To Be Inspected
	3456	Hartford	Hartford Union Station	1 Union Place	06103	Yes	To Be Inspected	To Be Inspected
	8701	New Britain	CTFastrak Station	Main Street	06052	Yes	To Be Inspected	To Be Inspected
	10599	Norwich	Norwich Intermodal Transportation Center	10 Falls Avenue	06360	Yes	To Be Inspected	To Be Inspected
Combined Administrative and Maintenance Facility	5710	Mansfield	Administrative / Maintenance	28 South Frontage Road	06280	Yes - Occasionally	To Be Inspected	To Be Inspected
	235	Hamden	Gnhtd Administrative And Maintenance	840 Sherman Avenue	06514	Yes - Occasionally	To Be Inspected	To Be Inspected
	10120	Middletown	Administrative	80 Pease Ave.	06457	Yes - Occasionally	To Be Inspected	To Be Inspected
	11218	Norwalk	Norwalk Transit	275 Wilson Avenue	06611	Yes - Occasionally	To Be Inspected	To Be Inspected
	9595	Milford	Milford Transit Administrative Maintenance Facility	259 Research Drive	06460	Yes - Occasionally	To Be Inspected	To Be Inspected
	3796	Danbury	Hart Operations Facility	Federal Road	06810	Yes - Occasionally	To Be Inspected	To Be Inspected
	5728	Bridgeport	Gbt Administrative And Maintenance Facility	1 Cross Street	06610	Yes - Occasionally	To Be Inspected	To Be Inspected
	5590	Preston	Maintenance Facility	50 Route 12	06365	Yes - Occasionally	To Be Inspected	To Be Inspected
	3457	East Hartford	ADA Paratransit Operations And Maintenance Facility	148 Roberts Street	06108	Yes - Occasionally	To Be Inspected	To Be Inspected
	8699	Hamden	Nh Division	2061 State Street	06517	Yes - Occasionally	To Be Inspected	To Be Inspected
	8700	Hartford	Hartford Division	100 Liebert Road	06120	Yes - Occasionally	To Be Inspected	To Be Inspected
	8702	Stamford	Stamford Division	26 Elm Court	06902	Yes - Occasionally	To Be Inspected	To Be Inspected
	6164	Waterbury	Ctdot - Ct Transit Waterbury	1717 Thomaston	06704	No - Facility Closed	To Be Inspected	To Be Inspected
	8189	Derby	Valley Transit District Bus Maintenance Facility	41 Main Stret	06418	Yes - Occasionally	To Be Inspected	To Be Inspected
	7983	Bridgeport	Bridgeport	920 Union Avenue	06604	Yes - Occasionally	To Be Inspected	To Be Inspected
Rail Maintenance Facilities	7985	New Haven	New Haven - Transportation Building	275 Hallock Avenue	06519	Yes - Occasionally	To Be Inspected	To Be Inspected
	7994	New Haven	New Haven - Component Change Shop	4 Brewery Street	06519	Yes - Occasionally	To Be Inspected	To Be Inspected
	8001	New Haven	New Haven - Maintenance Of Way Building	1 Brewery Street	06519	Yes - Occasionally	To Be Inspected	To Be Inspected
	8003	Stamford	Stamford - Rail Yard Maintenance Building	343 Elm Street	06901	Yes - Occasionally	To Be Inspected	To Be Inspected
	8005	Stamford	Springdale	90 Viaduct Road	06901	Yes - Occasionally	To Be Inspected	To Be Inspected

Rail Stations	6110	Branford	Branford	39 Maple Street	06405	Yes	To Be Inspected	To Be Inspected
	6111	Guilford	Guilford	325 Old Whitfield Street	06437	Yes	To Be Inspected	To Be Inspected
	6112	Madison	Madison	79 Bradley Road	06443	Yes	To Be Inspected	To Be Inspected
	6113	Clinton	Clinton	10 John Street Extension	06413	Yes	To Be Inspected	To Be Inspected
	6114	Westbrook	Westbrook	101 Norris Avenue	06498	Yes	To Be Inspected	To Be Inspected
	6115	Old Saybrook	Old Saybrook	455 Boston Post Road	06475	Yes	To Be Inspected	To Be Inspected
	6116	New London	New London	27 Water Street	06320	Yes	To Be Inspected	To Be Inspected
	8006	Ansonia	Ansonia	40 West Main Street	06401	Yes	To Be Inspected	To Be Inspected
	8007	Beacon Falls	Beacon Falls	1 Railroad Avenue	06403	Yes	To Be Inspected	To Be Inspected
	8008	Bethel	Bethel	13 Durant Avenue	06801	Yes	To Be Inspected	To Be Inspected
	8009	Ridgefield	Branchville	787 Branchville Road	06896	Yes	To Be Inspected	To Be Inspected
	8010	Bridgeport	Bridgeport	525 Water Street	06604	Yes	To Be Inspected	To Be Inspected
	8011	Wilton	Cannondale	22 Cannon Road	06897	Yes	To Be Inspected	To Be Inspected
	8012	Cos Cob	Cos Cob	1 Cos Cob Avenue	06807	Yes	To Be Inspected	To Be Inspected
	8013	Danbury	Danbury	1 Patriot Drive	06810	Yes	To Be Inspected	To Be Inspected
	8014	Darien	Darien	33 West Avenue	06820	Yes	To Be Inspected	To Be Inspected
	8015	Derby	Derby - Shelton	1 Main Street	06418	Yes	To Be Inspected	To Be Inspected
	8016	Norwalk	East Norwalk	281 East Avenue	06855	Yes	To Be Inspected	To Be Inspected
	8017	Fairfield	Fairfield	165 Unquowa Road	06430	Yes	To Be Inspected	To Be Inspected
	8018	Fairfield	Fairfield Metro	61 Constant Comment Way	06824	Yes	To Be Inspected	To Be Inspected
	8019	Stamford	Glenbrook	2 Crescent Street	06906	Yes	To Be Inspected	To Be Inspected
	8020	Westport	Green's Farms	2 Post Office Lane	06880	Yes	To Be Inspected	To Be Inspected
	8021	Greenwich	Greenwich	20 Railroad Avenue	06830	Yes	To Be Inspected	To Be Inspected
	8022	Norwalk	Merritt 7	1 Glover Avenue	06850	Yes	To Be Inspected	To Be Inspected
	8023	Milford	Milford	1 Railroad Avenue	06460	Yes	To Be Inspected	To Be Inspected
	8024	Naugatuck	Naugatuck	195 Water Street	06770	Yes	To Be Inspected	To Be Inspected
	8025	New Canaan	New Canaan	198 Elm Street	06840	Yes	To Be Inspected	To Be Inspected
	8026	New Haven	New Haven	50 Union Avenue	06519	Yes	To Be Inspected	To Be Inspected
	8027	New Haven	New Haven - State Street Station	259 State Street	06519	Yes	To Be Inspected	To Be Inspected
	8028	Darien	Noroton Heights	325 Heights Road	06820	Yes	To Be Inspected	To Be Inspected
	8029	Old Greenwich	Old Greenwich	1 Sound Beach Avenue	06870	Yes	To Be Inspected	To Be Inspected
	8030	Redding	Redding	3 Long Ridge Road	06896	Yes	To Be Inspected	To Be Inspected
	8031	Riverside	Riverside	1 Riverside Avenue	06878	Yes	To Be Inspected	To Be Inspected
	8032	Norwalk	Rowayton	299 Rowayton Avenue	06853	Yes	To Be Inspected	To Be Inspected
	8033	Seymour	Seymour	1 Main Street	06483	Yes	To Be Inspected	To Be Inspected
	8034	Norwalk	South Norwalk	29 Monroe Street	06854	Yes	To Be Inspected	To Be Inspected
	8035	Fairfield	Southport	400 Center Street	06490	Yes	To Be Inspected	To Be Inspected
	8036	Stamford	Springdale	886 Hope Street	06902	Yes	To Be Inspected	To Be Inspected
	8037	Stamford	Stamford	30 South State Street	06902	Yes	To Be Inspected	To Be Inspected
	8038	Stratford	Stratford	2480 Main Street	06615	Yes	To Be Inspected	To Be Inspected
	8039	New Canaan	Talmadge Hill	1 Talmadge Hill Road	06840	Yes	To Be Inspected	To Be Inspected
	8040	Waterbury	Waterbury	333 Meadow Street	06702	Yes	To Be Inspected	To Be Inspected
	8041	West Haven	West Haven	20 Railroad Avenue	06516	Yes	To Be Inspected	To Be Inspected
	8042	Westport	Westport	1 Railroad Place	06880	Yes	To Be Inspected	To Be Inspected
	8043	Wilton	Wilton	7 Station Road	06897	Yes	To Be Inspected	To Be Inspected
	N/A	Wallingford	Wallingford	343 North Cherry Street	06492	Yes	To Be Inspected	To Be Inspected
	N/A	Meriden	Meriden	60 State Street	06450	Yes	To Be Inspected	To Be Inspected
	N/A	Berlin	Berlin	51 Depot Road	06037	Yes	To Be Inspected	To Be Inspected
	N/A	Windsor	Windsor	41 Central Street	06095	Yes	To Be Inspected	To Be Inspected
	N/A	Windsor Locks	Windsor Locks	South Main Street	06096	Yes	To Be Inspected	To Be Inspected
	N/A	Stonington	Mystic	2 Roosevelt Avenue	06355	Yes	To Be Inspected	To Be Inspected



# **APPENDIX M**

## **NEW HAVEN LINE**

## **STATION ADA**

## **COMPLIANCE STATUS**

## New Haven Line Station ADA Compliance Status (2024)

Station:	Fixed Information
Bridgeport	This is an accessible station with elevators, tactile warning strips, and audiovisual passenger information systems.
Cannondale	The platform is accessible with a ramp and audiovisual passenger information systems, but this station does not have tactile warning strips.
Cos Cob	The platform is accessible by ramp, but there is no accessible path between the platforms. Vehicular drop-off and/or pick-up is suggested. The nearest fully accessible stations on this line are Greenwich and Stamford.
Danbury	This is an accessible station with a ramp, tactile warning strips, and audiovisual passenger information systems.
Darien	This is an accessible station with elevators, ramps, tactile warning strips, and audiovisual passenger information systems.
Derby-Shelton	This is not an accessible station. The nearest accessible stations are Bridgeport and Waterbury.
East Norwalk	The platforms are accessible by ramp, but there is no accessible path between the platforms. Vehicular drop-off and/or pick-up is suggested. The nearest fully accessible stations on this line are South Norwalk and Westport.
Fairfield	The platforms are accessible by ramp, but there is no accessible path between the platforms. Vehicular drop-off and/or pick-up is suggested. The nearest fully accessible stations on this line are Westport and Fairfield Metro.
Fairfield-Black Rock (Fairfield Metro)	This is an accessible station with elevators, ramps, tactile warning strips, and audiovisual passenger information systems.
Glenbrook	The platform is accessible by ramp, but this station does not have tactile warning strips or audiovisual passenger information systems.
Green's Farms	The platforms are accessible by ramp, but there is no accessible path between the platforms. Vehicular drop-off and/or pick-up is suggested. The nearest fully accessible stations on this line are Westport and Fairfield Metro.
Greenwich	This is an accessible station with elevators, tactile warning strips, and audiovisual passenger information systems.
Merritt 7	This is an accessible station with a street level platform but does not have tactile warning strips or audiovisual passenger information systems.
Milford	This is an accessible station with ramps, tactile warning strips, and audiovisual passenger information systems.
Naugatuck	This is not an accessible station. The nearest accessible stations are Bridgeport and Stratford.
New Canaan	This is an accessible station with tactile warning strips and audiovisual passenger information systems.
New Haven	This is an accessible station with elevators, ramps, tactile warning strips, and audiovisual passenger information systems.
New Haven-State Street	This is an accessible station with elevators, tactile warning strips, and audiovisual passenger information systems.
Noroton Heights	The platforms are accessible by ramp, but there is no accessible path between the platforms. Vehicular drop-off and/or pick-up is suggested. The nearest fully accessible stations on this line are Stamford and Darien.
Old Greenwich	The platforms are accessible by ramp, but there is no accessible path between the platforms. Vehicular drop-off and/or pick-up is suggested. The nearest fully accessible stations on this line are Stamford and Greenwich.
Redding	This is an accessible station with a ramp and tactile warning strips, but does not have audiovisual passenger information systems.
Riverside	The platforms are accessible by ramp, but there is no accessible path between the platforms. Vehicular drop-off and/or pick-up is suggested. The nearest fully accessible stations on this line are Stamford and Greenwich.
Rowayton	The platforms are accessible by ramp, but there is no accessible path between the platforms. Vehicular drop-off and/or pick-up is suggested. The nearest fully accessible stations on this line are Darien and South Norwalk.
Seymour	This is not an accessible station. The nearest accessible stations are Bridgeport and Stratford.
South Norwalk	This is an accessible station with elevators, ramps, tactile warning strips, and audiovisual passenger information systems.
Southport	The platforms are accessible by ramp, but there is no accessible path between the platforms. Vehicular drop-off and/or pick-up is suggested. The nearest fully accessible stations on this line are Westport and Fairfield Metro.
Springdale	The platform is accessible by ramp, but this station does not have tactile warning strips or audiovisual passenger information systems.
Stamford	This is an accessible station with elevators, ramps, tactile warning strips, and audiovisual passenger information systems.
Stratford	The platform is accessible by ramp, but there is no accessible path between the platforms. Vehicular drop-off and/or pick-up is suggested. The nearest fully accessible stations on this line are Bridgeport and Milford.
Talmadge Hill	The platform is accessible by ramp, but this station does not have tactile warning strips or audiovisual passenger information systems.
Waterbury	This is an accessible station with a ramp, tactile warning strips, and audiovisual passenger information systems.
West Haven	This is an accessible station with elevators, a ramp, tactile warning strips, and audiovisual passenger information systems.
Westport	This is an accessible station with elevators, ramps, tactile warning strips, and audiovisual passenger information systems.
Wilton	The platform at this station is accessible via ramp, but the station does not have tactile warning strips or audiovisual passenger information.
Ansonia	This is not an accessible station. The nearest accessible stations are Bridgeport and Stratford.
Beacon Falls	This is not an accessible station. The nearest accessible stations are Bridgeport and Waterbury.
Bethel	The platform is accessible at grade and has tactile warning strips, but this station does not have audiovisual passenger information systems.
Branchville	The platform is accessible by ramp, but this station does not have tactile warning strips or audiovisual passenger information systems. The nearest fully accessible stations on this branch are South Norwalk and Redding.
Information provided from <a href="https://new.mta.info/stations/metro-north-railroad-stations">https://new.mta.info/stations/metro-north-railroad-stations</a>	

# **APPENDIX N**

## **SETTLEMENT**

## **AGREEMENT – NEW**

## **LONDON RAIL**

## **STATION**

**SETTLEMENT AGREEMENT**  
**UNDER THE AMERICANS WITH DISABILITIES ACT**  
**BETWEEN**  
**THE UNITED STATES OF AMERICA**  
**AND**  
**THE CONNECTICUT DEPARTMENT OF TRANSPORTATION**  
**DJ # 204-14-231**

**BACKGROUND**

1. The parties to this settlement agreement (“Agreement”) are the United States of America and the Connecticut Department of Transportation (“ConnDOT”).
2. The United States Attorney’s Office (“USAO”) for the District of Connecticut initiated an investigation of ConnDOT, which owns various intercity and commuter rail transportation stations, for its compliance with Title II of the Americans with Disabilities Act of 1990 (“ADA”), 42 U.S.C. § 12131-12165, and its implementing regulations, 28 C.F.R. Part 35. ConnDOT is also subject to the Department of Transportation’s (“DOT”) regulations implementing the ADA, 42 U.S.C. § 12164; 49 C.F.R. parts 37 and 38. Pursuant to this investigation, the USAO reviewed available information about ConnDOT’s stations and reviewed an on-site survey of the New London Rail Station (the “Station”) that was conducted between December 2016 and February 2017. The USAO investigation revealed that ConnDOT has failed to make the Station, for which it is responsible pursuant to ConnDOT's agreement with Amtrak, readily accessible to and usable by individuals with disabilities, including individuals who use wheelchairs.

**JURISDICTION**

3. The United States Department of Justice, of which the USAO is a component, is responsible for administering and enforcing Title II of the ADA, 42 U.S.C. § 12131-12165, and its implementing regulations, 28 C.F.R. part 35; 49 C.F.R. parts 37 and 38.
4. The United States is authorized to investigate alleged violations of Title II of the ADA. The United States is also authorized by the ADA to determine ConnDOT’s compliance with Title

II of the ADA and Title II's implementing regulation, and, where appropriate, to resolve the matter by informal resolution, such as through the terms of this Agreement. If informal resolution is not achieved, the United States is authorized to issue findings, and to initiate negotiations to secure voluntary compliance. 28 C.F.R. part 35, Subpart F. The Attorney General is authorized, under 42 U.S.C. § 12133, to bring a civil action to enforce Title II of the ADA. *Id.*

5. Title II of the ADA prohibits public entities from discriminating against any individual on the basis of disability, including by excluding such individual from participation in or denying such individual the benefits of the services, programs, or activities of the public entity. 42 U.S.C. § 12132; 28 C.F.R. § 35.130(a).
6. ConnDOT is a public entity within the meaning of Title II of the ADA, 42 U.S.C. § 12131(1)(C); 28 C.F.R. § 35.104; 49 C.F.R. § 37.3. ConnDOT operates a commuter rail, which has boardings at the New London Rail Station, as defined by 42 U.S.C. § 12161(2).
7. The New London Rail Station is owned by a private entity, Union Station Development, LLC.
8. The ADA required ConnDOT to make all intercity rail station facilities for which ConnDOT is responsible readily accessible to and usable by individuals with disabilities, including individuals who use wheelchairs, by July 26, 2010. 42 U.S.C. § 12162(e)(2)(A)(ii)(II); 49 C.F.R. § 37.55. Station facilities include the station structure and any parking facility.
9. If an intercity rail station facility is more than 50 percent owned by a public entity, such as ConnDOT, then that public entity is the "responsible person" that must make the intercity station facility accessible. 42 U.S.C. §§ 12161(5)(A), 12162(e)(2)(A); 49 C.F.R. §§ 37.49(b), 37.55.
10. When more than 50 percent of a station facility is owned by a private entity, then the local commuter operator, such as ConnDOT, and the intercity rail provider, Amtrak, are the "responsible persons," in proportion to their boardings at that station. 49 C.F.R. § 37.49(d). In this case, shared responsibility may be allocated differently by mutual agreement of the "responsible persons." 49 C.F.R. § 37.49(e).
11. A transportation facility is readily accessible to and usable by individuals with disabilities if it meets the requirements set forth in the ADA Standards for Transportation Facilities, set out



at Appendices B and D to 36 C.F.R. part 1191, Appendix A to 49 C.F.R. part 37 (the “DOT Standards”). 49 C.F.R. § 37.9(a). The United States assessed this facility’s compliance with the former Appendix A to 49 C.F.R. part 37, as codified in the October 1, 2006, edition of the Code of Federal Regulations, which was the 1991 ADA Standards, 28 C.F.R. part 36. 49 C.F.R. § 37.9(c)(1). But any identified violations shall be remedied to bring the facility into compliance with the current DOT Standards.

12. ConnDOT has fully cooperated with the United States’ investigation. ConnDOT agrees that it is the “responsible person” that must ensure that the New London Rail Station is accessible. The United States and ConnDOT agree that it is in all the parties’ best interests, and the United States believes that it is in the public interest, to resolve this complaint on mutually agreeable terms without litigation and have therefore agreed to the terms of this Agreement. Accordingly, ConnDOT has agreed to resolve this matter as set forth below.

## **INVESTIGATION**

13. The Station is located at 27 Water Street, New London, Connecticut, and serves passengers using Amtrak trains along the Northeast Corridor and Shoreline East commuter trains. The Department’s investigation revealed the following accessibility issues:

### **Accessible Routes to the Station**

14. The Station does not have accessible routes from the Public Right of Way (“PROW”), public transit, and passenger loading zone to at least one accessible building entrance as required by the Standards. 1991 ADA Standards § 4.1.2(1) and 4.3.2(1); DOT Standards § 206.2.1.

### **Station Entrances**

15. The Station entrance closest to Water Street, and the Station entrances at the north and south ends of the Station platform, are currently inaccessible. The Standards require that at least one of the Station’s three public entrances be accessible. 1991 ADA Standards § 4.1.6(1)(h); DOT Standards § 206.4, exception 1.
16. The Station has three public entrance doors: (1) the Station entrance door on Water Street; (2) the Station entrance door at the south end of the platform; and (3) the Station entrance

door at the north end of the platform. None of the Station's entrance doors are accessible. The Standards require that at least one of the Station's entrance doors be accessible. 1991 ADA Standards § 4.1.3(7)(a); DOT Standards § 206.5.1.

## **Stairs**

17. The Station has three stairs that are part of a means of egress: (1) leading out of the station from Water Street; (2) leading out of the station at the south end of the platform; and (3) leading out of the station at the north end of the platform. None of the three stairs that are part of a means of egress are compliant with the Standards. The Standards require that the Station's stairs that are part of a means of egress be accessible. 1991 ADA Standards § 4.1.3(4); DOT Standards § 210.1.

## **Waiting Area**

18. The Station's waiting area has display shelves for the train brochures that are not accessible. The Standards require that at least one of each type of the Station's train brochure display shelves be accessible. 1991 ADA Standards § 4.1.3(12)(a); DOT Standards § 225.2.

## **Toilet Rooms**

19. The Station has two toilet rooms, one for women and one for men. Neither of the two toilet rooms are compliant with the Standards. The Standards require that the Station's toilet rooms be accessible. 1991 ADA Standards § 4.1.3(11), 4.22.1; DOT Standards § 213.1, 213.2 and 213.3.

## **Signage**

20. The Station currently has the following types of signage, which are not compliant with the Standards: station entrance signage; permanent room signage; exit signage; station identification signage; and informational or directional signage. The Standards require that the Station's signage be accessible. 1991 ADA Standards § 4.1.3(16)(a)(b); DOT Standards § 218.3, 216.2, 216.3, 216.4 and 216.6.

## **Accessible Routes to Boarding Platforms**

21. The Station has two platforms: the center platform and the south platform. The Station does not have an accessible route from the station building to either of the boarding platforms. The Standards require at least one accessible route to connect the station building to each of the Station's boarding platforms. 1991 ADA Standards § 4.1.3(1) and 4.3.2(2); DOT Standards § 206.2.2 and 206.3.
22. The Station has two doors that serve the boarding platforms: (1) the door at the south end of the platform and (2) the door at the north end of the platform. The Standards requires that at least one door be part of the accessible route to the Station's boarding platforms. 1991 Standards § 4.1.3(7)(c); DOT Standards § 206.5.2.
23. The Station has two ramps, both of which are currently out of compliance: (1) one leading to the center platform across the train tracks from the Station and (2) one leading to the south platform along South Water Street. The Standards require that the Station's ramps to each boarding platform are accessible. 1991 ADA Standards § 4.1.2(1) and 4.3.2(2); DOT Standards § 206.2.2.

### **REMEDIAL ACTIONS TO BE TAKEN BY CONNDOT**

24. To resolve this matter, ConnDOT agrees to take the following steps to make the Station readily accessible to and usable by individuals with disabilities, including individuals who use wheelchairs, within 3 years of the execution of the Agreement:

#### **Accessible Routes to the Station**

25. To improve accessibility to the Station, ConnDOT shall remediate as necessary to ensure that:
- a. there exists at least one accessible route from the PROW, public transportation, and the passenger loading zone to at least one accessible Station entrance pursuant to the DOT Standards § 402.2;
  - b. there exists at least one accessible route from the PROW, public transportation, the passenger loading zone, and the station building to each boarding platform pursuant to the DOT Standards § 402.2;

- c. all accessible routes are free from excessive cross slopes, excessive running slopes, gaps, gratings, and abrupt elevation changes pursuant to the DOT Standards §§ 302.3, 303.1 and 403.3; and
- d. all accessible routes are maintained to be readily accessible and usable by persons with disabilities.

## **Station Entrances**

- 26. ConnDOT shall remediate as necessary to ensure that at least one of the three Station entrances comply with the DOT Standards § 404.1.

## **Doors**

- 27. ConnDOT shall remediate as necessary to ensure that doors on accessible routes comply with the DOT Standards:
  - a. doors are smooth on the push side at least ten inches from the floor pursuant to § 404.2.10;
  - b. doors on the platform side of the Station have interior and exterior threshold bevels sloped no greater than 1:2 pursuant to § 404.2.5, exception;
  - c. doors on the platform side of the Station have closing speeds of at least five seconds pursuant to § 404.2.8; and
  - d. doors on the platform side of the Station are compliant with maneuvering clearance requirements pursuant to § 404.2.4.1

## **Stairs**

- 28. ConnDOT shall remediate as necessary to ensure stairs that are part of a means of egress comply with the DOT Standards:
  - a. the stairs leading into the station from Water Street have:
    - i. treads 11 inches deep minimum pursuant to § 504.4;
    - ii. compliant nosing pursuant to § 504.5;
    - iii. handrails with a gripping surface above the nosing between 34 inches and 38 inches on both sides pursuant to § 505.4; and

- iv. compliant top and bottom extensions pursuant to §§ 505.10.2, 505.10.3.
- b. the stairs to the south end of the platform from the Station building have:
  - i. treads 11 inches deep minimum pursuant to § 504.4; and
  - ii. compliant nosings pursuant to § 504.5.
- c. the stairs to the north end of the platform from the Station building have:
  - i. treads 11 inches deep minimum pursuant to § 504.4;
  - ii. compliant nosing pursuant to § 504.5;
  - iii. handrails with a gripping surface above the nosing between 34 and 38 inches pursuant to § 505.4; and
  - iv. compliant top extensions pursuant to § 505.10.2.

## **Waiting Area**

- 29. ConnDOT shall ensure that at least one of each type of the Station's train brochure display shelves comply with the DOT Standards § 308.1.

## **Toilet Rooms**

- 30. ConnDOT shall remediate the following areas as necessary to ensure that the men's and women's toilet rooms comply with the DOT Standards; or, alternatively, shall design and construct a single user restroom that is fully compliant with the DOT Standards:
  - a. tactile signage location pursuant to § 703.4.2;
  - b. accessible privacy locks pursuant to § 404.2.7;
  - c. door opening force pursuant to § 404.2.9;
  - d. door closing speed pursuant to § 404.2.8;
  - e. rooms free of protruding objects pursuant to § 307.2 §;
  - f. diaper changing surface height pursuant to § 308.1;
  - g. lavatory mirror height pursuant to § 603.3;
  - h. lavatory knee clearance height pursuant to § 306.3;
  - i. water closet centerline to side wall pursuant to § 604.2;
  - j. flush on open side pursuant to § 604.6;
  - k. self-closing stall doors pursuant to § 604.8.1.2;



- l. accessible stall door pulls on both sides pursuant to § 604.8.1.2;
- m. coat hook height pursuant to §§ 603.4, 308.1;
- n. toilet paper dispenser placement pursuant to § 604.7;
- o. rear grab bars pursuant to § 604.5.2;
- p. side grab bars pursuant to § 604.5.1; and
- q. clear floor space at an accessible urinal pursuant to § 605.3.

## **Signage**

- 31. ConnDOT shall remediate as necessary to ensure that the Station has signage that fully complies with DOT Standards §§ 703.1 and 810.6.1.

## **Accessible Routes to Boarding Platforms**

- 32. ConnDOT shall remediate the accessible routes as necessary to ensure that:
  - a. there exists an interior accessible route from at least one accessible station entrance to each Amtrak boarding platform, §§ 206.2.2 and 206.3;
  - b. there exists an accessible route between each platform, §§ 206.2.2 and 402.2;
  - c. all accessible routes between platforms are free from gaps, gratings, and abrupt elevation changes §§ 302.3, 303.1 and 403.2; and
  - d. all accessible routes are maintained to be readily accessible and usable by persons with disabilities.

## **Ramps**

- 33. ConnDOT shall remediate as necessary to ensure that:
  - a. ramps have running slopes no greater than 1:12 pursuant to § 405.2;
  - b. the clear width between ramp handrails is at least 36 inches pursuant to § 405.5;
  - c. the rise for any ramp run is no greater than 30 inches pursuant to § 405.6;
  - d. ramps have edge protection pursuant to § 405.9;
  - e. the gripping surface of ramp handrails is between 34 and 38 inches above the ground surface pursuant to §§ 405.8 and 505.4; and

- f. ramp handrails extend at least 12 inches horizontally above the landing at the top and bottom of each ramp run pursuant to §§ 405.8 and 505.10.1.

## **IMPLEMENTATION AND ENFORCEMENT**

34. In consideration of the terms of this Agreement, the United States agrees to refrain from filing a civil suit in this matter, except as provided in paragraph 35 of this Agreement.
35. The United States may review compliance with this Agreement at any time. If the United States believes that this Agreement or any portion of it has been violated, the United States will raise its concern with ConnDOT and will attempt to resolve its concern with ConnDOT in good faith. If the United States is unable to reach a satisfactory resolution of the issue or issues within 30 days of the date it provides notice to ConnDOT, the United States may institute a civil action in federal district court.
36. For the purposes of the immediately preceding paragraph, it is a violation of this Agreement for ConnDOT to fail to comply in a timely manner with any of the requirements in this Agreement without obtaining sufficient advance written agreement with the United States for an extension of the relevant timeframe imposed by the Agreement.
37. Failure by the United States to enforce any provision of this Agreement shall not be construed as a waiver of the United States' right to enforce that provision or any other provision of this Agreement.
38. This Agreement constitutes the entire agreement between the parties. This settlement shall not be considered an admission of wrongdoing or liability by ConnDOT, but is entered into to resolve a disputed claim. No other statement, promise, or agreement, either written or oral, made by any party or agents of any party, that is not contained in this written Agreement shall be enforceable.
39. Failure by the United States to enforce a deadline or provision in this Agreement will not be construed as a waiver of the United States' right to enforce any deadlines or provisions of this Agreement.
40. All notices, demands, or other communications, including reporting materials, to be provided under this Agreement shall be in writing and delivered by email or overnight delivery to the

following persons and addresses (or such other persons and addresses as any party may designate in writing from time to time):

For the United States:

Assistant U.S. Attorney Jessica H. Soufer

For the Connecticut Department of Transportation:

Bureau Chief Richard W. Andreski

41. This is a public document and may be made available to the public by either party.
42. The effective date of this Agreement is the date of the last signature below.
43. This Agreement shall remain in effect for three years from its effective date.

New Haven, Connecticut  
June 12, 2020

FOR THE UNITED STATES:

JOHN H. DURHAM  
United States Attorney for the  
District of Connecticut

By: /s/  
JESSICA H. SOUFER  
Assistant United States Attorney  
157 Church Street, 25th Floor  
New Haven, CT 06510

FOR THE CONNECTICUT  
DEPARTMENT  
OF TRANSPORTATION:

Newington, Connecticut  
June 12, 2020

By: /s/  
RICHARD W. ANDRESKI  
Bureau Chief  
Bureau of Public Transportation  
2800 Berlin Turnpike  
Post Office Box 317546  
Newington, CT 06131-7546



# **APPENDIX O**

## **HIGHWAY BUILDINGS IN DOT'S ADA TRANSITION PLAN**



# Highway Buildings In DOT's ADA Transition Plan (2024)

## Buildings With Documented Issues

Priority	Building / Asset Name	Duration of Public Access	Latest Inspection	Next Programmed Inspection	ADA Site Issues	Description of ADA Site Issues	ADA Building Issues	Description of ADA Building Issues	Status Update / Action Plan	Anticipated Completion
1	Wallingford Rest Area	Continuous	2022	2023	Yes-Minor	No accessible picnic table area	No Known Issues	-----	Highway Operations to install accessible picnic table (new concrete walkway already exists)	2026
2	Willington Rest Area W/B	Continuous	2023	2024	Yes-Minor	No accessible picnic table area	No Known Issues	-----	Highway Operations to install concrete walkway and accessible picnic table	2026
3	Willington Rest Area E/B	Continuous	2023	2024	Yes-Minor	No accessible picnic table area	No Known Issues	-----	Highway Operations to install concrete walkway and accessible picnic table	2026
4	North Stonington Rest Area	Continuous	2018	2024	Yes-Minor	No accessible picnic table area	No Known Issues	-----	Highway Operations to install concrete walkway and accessible picnic table	2026
5	Danbury Rest Area	Continuous	2018	2024	Yes-Minor	No accessible picnic table area	No Known Issues	-----	Highway Operations to install concrete walkway and accessible picnic table	2026
6	Middletown Rest Area	Continuous	2018	2024	Yes-Minor	No accessible picnic table area	No Known Issues	-----	Highway Operations to install concrete walkway and accessible picnic table	2026
7	Southington Rest Area	Continuous	2018	2024	Yes-Minor	No accessible picnic table area; needs 2 additional accessible parking spaces	No Known Issues	-----	Highway Operations to install concrete walkway and accessible picnic table; truck parking project will restripe car parking area	2026
8	Westbrook Rest Area	Continuous	2018	2024	Yes-Minor	No accessible picnic table area	No Known Issues	-----	Highway Operations to install concrete walkway and accessible picnic table	2026
9 ADA Project 1 (See Note 3)	District 4 Headquarters	Occasional	2018	2024	No Known Issues	-----	Yes - Minor	Pre-1991 building with minor accessibility issues; sinks and toilets are proper height, no H/C urinal or stalls in Men's Room. Women's Room assumed to have no H/C stall either	This could be the first major upgrade project to use ADA funds from DAS if they were provided; would need a more detailed ADA inspection prior to project	Not Scheduled

## Buildings With Potential Upgrades

Priority	Building / Asset Name	Duration of Public Access	Latest Inspection	Next Programmed Inspection	ADA Site Issues	Description of ADA Site Issues	ADA Building Issues	Description of ADA Building Issues	Status Update / Action Plan	Anticipated Completion
ADA Upgrade 1	Newington Headquarters	Occasional	2022	N/A - Ongoing Daily	No Known Issues	-----	Yes-Minor	Building signage is not ADA Complaint	Potential Improvement #1 (existing non-conforming upgrade): Install ADA complaint building signage	Ongoing, 2024
ADA Upgrade 2	Newington Headquarters	Occasional	2022	N/A - Ongoing Daily	No Known Issues	-----	Yes-Minor	Grab bars in Men's and Women's Room not ADA Compliant	Potential Improvement #2 (existing non-conforming upgrade): Upgrade all grab bars in first floor bathrooms accessed by the public	Not Scheduled
ADA Upgrade 4	Newington Headquarters	Occasional	2022	N/A - Ongoing Daily	Yes-Minor	Ramps and sidewalks deteriorated north side of HQ building	No Known Issues	-----	Potential Improvement #3: Replace deteriorated curb ramps & sidewalks from overflow HC parking stalls north of building	Not Scheduled
ADA Upgrade 3	Newington Headquarters	Occasional	2022	N/A - Ongoing Daily	Yes-Minor	No curb ramps and sidewalk deterioration from HQ to Motor Pool	No Known Issues	-----	Potential Improvement #4: Install curb ramp and replace deteriorated concrete sidewalk from HQ to Motor Pool	Not Scheduled
ADA Upgrade 5	Newington Headquarters	Occasional	2022	N/A - Ongoing Daily	Yes-Minor	Remainder of HQ sidewalks have areas of deterioration	No Known Issues	-----	Potential Improvement #5: Replace remainder of existing deteriorated HQ campus sidewalks. Review need for ADA Complaint campus sidewalks/curb ramps from the north building entrances to the Motor Pool	Not Scheduled

## Remaining Buildings

Priority	Building / Asset Name	Duration of Public Access	Latest Inspection	Next Programmed Inspection	ADA Site Issues	Description of ADA Site Issues	ADA Building Issues	Description of ADA Building Issues	Status Update / Action Plan	Anticipated Completion
-----	District 1 Headquarters	Occasional	2018	N/A - Replacement Programmed	No Known Issues	-----	Yes - Minor	Pre-1991 building with minor accessibility issues; front entrance not compliant	Building replacement programmed in less than 5 years; no capital improvements to be made unless specific employee issues arise	New Building 2028
-----	District 2 Headquarters	Occasional	2018	2024	No Known Issues	-----	No Known Issues	-----	-----	Not Scheduled
-----	District 3 Headquarters	Occasional	2018	2024	No Known Issues	-----	No Known Issues	-----	-----	Not Scheduled
-----	Newington Motor Pool	Occasional	2018	2024	No Known Issues	-----	No Known Issues	-----	-----	Not Scheduled
-----	Westbrook Rest Area Pavilion	Continuous	2018	2024	No Known Issues	-----	No Known Issues	-----	-----	Not Scheduled

# **APPENDIX P**

## **PARK AND RIDE LOT**

# Department Maintained Park and Ride Lots 2024

	Lot ID	Town	Maintenance	Total Number Of Spaces (including handicapped)	Total ADA Marked Spaces	Paved	Shelter	Trash Cans	Status
			District						
District 1 – Park and Ride Lots	001-01PRA	Andover		1	60	3 Yes	Yes	No	Compliant
	011-01PRA	Bloomfield		1	85	0 Yes	No		Under Review
	012-01PRA	Bolton		1	87	4 Yes	No	No	Compliant
	017-01PRA	Bristol		1	198	4 Yes	Yes	No	Under Review
	017-03PRA	Bristol		1	61	0 Yes	No	Yes	Under Review
	017-04PRA	Bristol		1	154	5 Yes	Yes	Yes	Under Review
	025-01PRA	Cheshire		1	146	5 Yes	No	No	Compliant
	025-02PRA	Cheshire		1	118	6 Yes	No	No	Compliant
	032-01PRA	Coventry		1	85	5 Yes	No	No	Compliant
	033-01PRA	Cromwell		1	80	3 Yes	No		Under Review
	042-01PRA	East Hartford		1	255	9 Yes	Yes	No	Compliant
	048-01PRA	Enfield		1	218	4 Yes	Yes	No	Under Review
	051-01PRA	Farmington		1	70	1 Yes	No	No	Under Review
	053-01PRA	Glastonbury		1	323	9 Yes	Yes	No	Compliant
	076-01PRA	Manchester		1	743	15 Yes	Yes	No	Compliant
	076-02PRA	Manchester		1	245	7 Yes	Yes	No	Compliant
	079-02PRA	Meriden		1	50	2 Yes	No	No	Compliant
	079-03PRA	Meriden		1	55	2 Yes	No	No	Under Review
	079-04PRA	Meriden		1	72	3 Yes	Yes	Yes	Compliant
	082-01PRA	Middletown		1	250	0 Yes	Yes	No	Under Review
	082-03PRA	Middletown		1	86	4 Yes	Yes	No	Compliant
	082-04PRA	Middletown		1	50	2 Yes	No	No	Compliant
	082-05PRA	Middletown		1	44	0 Yes	No	No	Under Review
	088-01PRA	New Britain		1	236	5 Yes	Yes	No	Under Review
	093-01PRA	Newington		1	157	5 Yes	No	No	Under Review
	129-01PRA	Somers		1	29	1 Yes	No	No	Under Review
	131-01PRA	Southington		1	95	4 Yes	No	No	Compliant
	131-02PRA	Southington		1	105	2 Yes	No	No	Under Review
	132-01PRA	South Windsor		1	157	6 Yes	No	No	Compliant
	142-01PRA	Tolland		1	132	5 Yes	Yes	No	Compliant
	142-02PRA	Tolland		1	59	3 Yes	No	No	Compliant
	145-01PRA	Union		1	17	2 Yes	No	No	Compliant
	146-01PRA	Vernon		1	192	6 Yes	No	No	Compliant
	146-02PRA	Vernon		1	179	6 Yes	No	No	Compliant
	146-03PRA	Vernon		1		Yes	No		Unknown
	146-04PRA	Vernon		1	245	8 Yes	No	No	Compliant
	159-01PRA	Wethersfield		1	147	6 Yes	No	No	Compliant
	160-01PRA	Willington		1	87	0 Yes	Yes	No	Under Review
	164-02PRA	Windsor		1	219	6 Yes	Yes	No	Under Review
	164-03PRA	Windsor		1	49	2 Yes	Yes	No	Compliant
	164-04PRA	Windsor		1	208	7 Yes	Yes	No	Compliant
	164-05PRA	Windsor		1	88	6 Yes	No	No	Compliant
	164-06PRA	Windsor		1	55	3 Yes	No	No	Compliant
	165-01PRA	Windsor Locks		1	342	8 Yes	No	No	Compliant

District 2 – Park and Ride Lots	003-01PRA	Ashford	2	104	2 Yes	No	No	Under Review
	013-01PRA	Bozrah	2	27	2 Yes	No	No	Compliant
	019-01PRA	Brooklyn	2	56	2 Yes	No	Yes	Under Review
	022-01PRA	Canterbury	2	15	1 Yes	No	No	Compliant
	024-01PRA	Chaplin	2	26	2 Yes	No	No	Compliant
	026-01PRA	Chester	2	75	3 Yes	Yes		Compliant
	027-01PRA	Clinton	2	135	5 Yes	No	No	Compliant
	028-01PRA	Colchester	2	223	10 Yes	Yes	No	Compliant
	028-02PRA	Colchester	2	57	1 Yes	Yes	No	Under Review
	028-03PRA	Colchester	2	50	2 Yes	No	No	Compliant
	028-04PRA	Colchester	2	19	1 Yes	No	No	Compliant
	030-01PRA	Columbia	2	53	3 Yes	No	No	Compliant
	030-03PRA	Columbia	2	20	0 Yes	No	No	Under Review
	038-01PRA	Eastford	2	12	1 Yes	No	No	Compliant
	041-01PRA	East Hampton	2	23	1 Yes	No	No	Compliant
	044-01PRA	East Lyme	2	60	2 Yes	No	No	Under Review
	044-02PRA	East Lyme	2	68	2 Yes	No	No	Under Review
	049-02PRA	Essex	2	100	3 Yes	Yes	Yes	Under Review
	057-01PRA	Griswold	2	81	4 Yes	No		Compliant
	057-02PRA	Griswold	2	29	2 Yes	No	No	Compliant
	058-01PRA	Groton	2	50	2 Yes	No		Compliant
	060-01PRA	Haddam	2	25	2 Yes	No		Compliant
	062-01PRA	Hampton	2	14	2 Yes	No	No	Compliant
	068-01PRA	Killingly	2	48	2 Yes	No	No	Compliant
	069-01PRA	Killingworth	2	25	1 Yes	No	No	Compliant
	070-01PRA	Lebanon	2	15	1 Yes	No	No	Compliant
	077-01PRA	Mansfield	2	87	4 Yes	Yes	No	Compliant
	078-01PRA-1	Marlborough	2	42	1 Yes	No	No	Under Review
	078-01PRA-2	Marlborough	2	74	5 Yes	Yes	No	Compliant
	078-01PRA-3	Marlborough	2	80	3 Yes	No	No	Under Review
	101-01PRA	North Stonington	2	177	7 Yes	Yes	No	Compliant
	101-02PRA	North Stonington	2	43	1 Yes	No	No	Under Review
	103-01PRA	Norwich	2	186	6 Yes	No	No	Compliant
	103-02PRA-2	Norwich	2	158	6 Yes	No	No	Compliant
	103-03PRA	Norwich	2	83	4 Yes	No	No	Compliant
	103-04PRA	Norwich	2	167	6 Yes	No	Yes	Compliant
	104-01PRA	Old Lyme	2	50	2 Yes	No	No	Compliant
	104-02PRA	Old Lyme	2	28	1 Yes	No	No	Under Review
	105-02PRA	Old Saybrook	2	37	2 Yes	Yes	No	Compliant
	108-01PRA	Plainfield	2	95	5 Yes	No	No	Compliant
	108-02PRA	Plainfield	2	42	2 Yes	No	No	Compliant
	108-03PRA	Plainfield	2	29	2 Yes	No	No	Compliant
	113-01PRA	Preston	2	62	3 Yes	No	No	Compliant
	137-01PRA	Stonington	2	156	5 Yes	No	No	Under Review
	137-02PRA	Stonington	2	44	0 Yes	No	No	Under Review
	137-04PRA	Stonington	2	39	2 Yes	No	No	Compliant
	152-01PRA	Waterford	2	48	3 Yes	No		Compliant
	154-01PRA	Westbrook	2	50	2 Yes	No	No	Compliant
	154-03PRA	Westbrook	2	23	1 Yes	No	No	Compliant
	163-01PRA	Windham	2	52	2 Yes	No	No	Under Review
	163-02PRA	Windham	2	52	2 Yes	No	No	Under Review

## District 3 - Park and Ride Lots

014-01PRA	Branford	3	121	5 Yes	No	No	Compliant
014-02PRA	Branford	3	38	2 Yes	No	No	Compliant
014-04PRA	Branford	3	68	0 Yes	No	No	Under Review
043-01PRA	East Haven	3	29	2 Yes	No	No	Compliant
043-02PRA	East Haven	3	20	2 Yes	No	No	Compliant
050-02PRA	Fairfield	3	257	7 Yes	No	No	Compliant
050-04PRA	Fairfield	3	51	3 Yes	No	No	Compliant
050-05PRA	Fairfield	3	38	2 Yes	No	No	Compliant
050-06PRA	Fairfield	3	26	2 Yes	No	No	Compliant
050-07PRA	Fairfield	3	37	2 Yes	No	No	Compliant
059-01PRA	Guilford	3	113	5 Yes	No	No	Compliant
059-02PRA	Guilford	3	58	2 Yes	No	No	Under Review
059-04PRA	Guilford	3	30	1 Yes	No	No	Under Review
059-05PRA	Guilford	3	45	2 Yes	No	No	Compliant
075-01PRA	Madison	3	197	6 Yes	No	No	Compliant
083-02PRA	Milford	3	34	2 Yes	No	No	Compliant
083-03PRA	Milford	3	65	2 Yes	No	No	Under Review
083-04PRA	Milford	3	25	1 Yes	No	No	Compliant
083-05PRA	Milford	3	59	2 Yes	No	No	Under Review
098-01PRA	North Branford	3	25	0 Yes	No		Under Review
100-01PRA	North Haven	3	109	5 Yes	No	No	Compliant
100-02PRA	North Haven	3	103	5 Yes	No	No	Compliant
102-04PRA-1	Norwalk	3		0 Yes	No	No	Unknown
102-04PRA-2	Norwalk	3	30	2 Yes	No	No	Compliant
102-06PRA	Norwalk	3	34	2 Yes	No	No	Compliant
106-01PRA	Orange	3	122	4 Yes	No	No	Compliant
126-01PRA	Shelton	3	76	4 Yes	No	No	Compliant
135-04PRA	Stamford	3	50	3 Yes	No	No	Compliant
138-01PRA	Stratford	3	67	2 Yes	No	No	Under Review
138-02PRA	Stratford	3	123	2 Yes	No	No	Under Review
144-02PRA	Trumbull	3	73	3 Yes	No	No	Compliant
144-03PRA	Trumbull	3	100	4 Yes	Yes		Compliant
144-04PRA	Trumbull	3	246	7 Yes	No		Compliant
144-05PRA	Trumbull	3	89	0 Yes	No		Under Review
148-01PRA-01	Wallingford	3	41	2 Yes	No	No	Compliant
148-01PRA-02	Wallingford	3	41	2 Yes	No	No	Compliant
148-03PRA	Wallingford	3	68	4 Yes	No	No	Compliant
148-04PRA	Wallingford	3	55	3 Yes	No	No	Compliant
156-01PRA	West Haven	3	38	2 Yes	No	No	Compliant
156-02PRA	West Haven	3	74	2 Yes	No	No	Under Review
158-03PRA	Westport	3	95	4 Yes	No	No	Compliant
158-04PRA	Westport	3	87	0 Yes	No	No	Under Review
158-05PRA	Westport	3	40	2 Yes	No	No	Compliant
161-03PRA	Wilton	3	85	2 Yes	No	No	Under Review



District 4 - Park and Ride Lots	004-01PRA	Avon	4	98	4 Yes	Yes	No	Compliant
	005-01PRA	Barkhamsted	4	74	4 Yes	No	No	Compliant
	023-02PRA	Canton	4	58	3 Yes	Yes	No	Compliant
	034-01PRA	Danbury	4	171	7 Yes	No	No	Compliant
	034-02PRA	Danbury	4	160	6 Yes	Yes	No	Compliant
	034-03PRA	Danbury	4	115	5 Yes	Yes	No	Compliant
	034-04PRA	Danbury	4	112	8 Yes	Yes	No	Compliant
	034-05PRA	Danbury	4	75	3 Yes	No	No	Compliant
	034-07PRA	Danbury	4	50	0 No	No	No	Under Review
	051-02PRA	Farmington	4	15	1 Yes	No	No	Compliant
	051-03PRA	Farmington	4	44	0 Yes	No	No	Under Review
	051-04PRA	Farmington	4	72	2 Yes	Yes	No	Under Review
	065-01PRA	Harwinton	4	26	1 Yes	No	No	Under Review
	073-01PRA	Litchfield	4	91	5 Yes	No	No	Compliant
	080-02PRA	Middlebury	4	61	2 Yes	No		Under Review
	087-02PRA	Naugatuck	4	52	2 Yes	No	No	Under Review
	091-01PRA	New Hartford	4	48	4 Yes	No	No	Compliant
	096-01PRA	Newtown	4	78	4 Yes	No	No	Compliant
	124-01PRA	Seymour	4	80	4 Yes	No	No	Compliant
	128-02PRA	Simsbury	4	26	0 Yes	No	No	Under Review
	128-03PRA	Simsbury	4	179	0 Yes	No	No	Under Review
	130-01PRA	Southbury	4	71	5 Yes	No	No	Compliant
	130-02PRA	Southbury	4	43	3 Yes	No	No	Compliant
	130-03PRA	Southbury	4	25	0 Yes	No		Under Review
	140-01PRA	Thomaston	4	48	2 Yes	No	No	Compliant
	143-02PRA	Torrington	4	50	2 Yes	No	No	Compliant
	143-03PRA	Torrington	4	45	2 Yes	No	No	Compliant
	143-04PRA	Torrington	4	26	2 Yes	No	No	Compliant
	151-01PRA	Waterbury	4	178	3 Yes	No	No	Under Review
	151-02PRA	Waterbury	4	123	5 Yes	No	No	Compliant
	151-03PRA	Waterbury	4	46	2 Yes	No	No	Compliant
	151-05PRA	Waterbury	4	12	1 Yes	No	No	Compliant
	096-02PRA	Newtown	4	56	3 Yes	No	No	Compliant
	128-01PRA	Simsbury	4	85	4 Yes	Yes	No	Compliant

# APPENDIX Q

## EXO-42: POLICY STATEMENT; SIDEWALKS



# CONNECTICUT DEPARTMENT OF TRANSPORTATION

## POLICY STATEMENT

POLICY NO. EX.O-42  
February 27, 2023

**SUBJECT: Sidewalks**

### Program Description and Purpose

CTDOT views every transportation improvement as an opportunity to enhance the safety and convenience of pedestrian travel.

Providing accessible sidewalks to improves pedestrian safety, particularly near school zones, transit stops, and other locations where there is anticipated pedestrian activity.

It is the goal of the Department of Transportation for pedestrians to have safe, convenient access to the transportation system. Connectivity across the transportation network for all users is the foundation of creating streets that are safe for Vulnerable Road Users and sidewalks play a key role in this connectivity, making pedestrian travel and access to public transportation safer and more convenient.

This policy summarizes the Department's position regarding the construction, maintenance, and repair of sidewalks located within the public right-of-way (ROW) throughout the State.

For this policy, a **sidewalk** is defined as a surface along the side of a roadway, specifically prepared for the use of pedestrians, including adjacent landing and turning areas and accessible curb ramps; **maintenance** is defined as keeping a **sidewalk** clear of snow, ice, debris, and other obstructions; **repair** is defined as fixing or replacing a **sidewalk** as necessary to both keep the infrastructure in a state of good repair and to ensure conformance with current state and federal regulations and guidelines.

### **1. Construction of Sidewalks**

#### **a. Department Projects**

- i. Existing sidewalks that will be disturbed by the project will be included for reconstruction or relocation. The reconstruction or relocation may be extended to the limits of the project, or a logical nearby terminus point if the Department determines sidewalks are prudent and feasible following the assessment procedure outlined in Section 3.
- ii. New sidewalks may be included following the assessment procedure outlined in Section 3, taking into consideration factors such as project scope, costs, and associated impacts.
- iii. Exclusive sidewalk projects may be initiated to include the construction of new sidewalks along a:  
1) State Highway following the assessment procedure outlined in Section 3, or 2) Local roadway following the assessment procedure outlined in Section 3 and consultation with the Municipality.

- iv. Additional sidewalks beyond the limits of what the Department determines to be the logical terminus point may be requested by the Municipality. The Department may choose to accommodate the request. However, the Municipality may be required to provide the funding for the full cost of the design and construction, including associated ROW and utility relocation costs of such additional sidewalk.

b. Projects within State ROW Through an Encroachment Permit

Sidewalks that are constructed within the State ROW through an encroachment permit shall comply with the Standards in Section 5.

**2. Cost Participation**

The federal/state/municipal cost participation for sidewalks will be consistent with the overall project's funding participation requirements, except as outlined in Section 1.a.iv. Sidewalks will typically be constructed with concrete and per CTDOT Standard Details unless the Municipality requests an alternate material. If the new sidewalk isn't constructed of concrete, the difference in cost shall be paid by the Municipality except in the case of reconstruction of an existing sidewalk constructed of that material, or a material that is in conformance to the Municipality's approved construction standards.

**3. Pedestrian Travel Assessment**

Pedestrian accessibility will be evaluated utilizing the most current Connecticut Bicycle and Pedestrian Travel Needs Assessment, while also considering public comment.

**4. Maintenance and Repair Responsibility**

Where sidewalks are constructed or reconstructed by a State project, or by another party through an Encroachment Permit, the Municipality will be fully responsible for, in perpetuity, all maintenance and repair of the sidewalks, with the exception of those expressly deemed the responsibility of the CTDOT Commissioner by the Connecticut General Statutes (CGS).

Sidewalks constructed or reconstructed through Department projects shall also require the municipality to enter into the Master Municipal Agreement (MMA) and corresponding Project Authorization Letter (PAL) for the maintenance and repair mentioned herein.

**5. Standards**

Sidewalks that are constructed within the public ROW shall comply with the Department's Complete Streets Policy and the Department's latest standards regarding the Americans with Disabilities Act (ADA) design requirements.

(This Policy Statement supersedes Policy Statement No. E&C-19 dated February 2, 2011)



Garrett T. Eucalitto  
Commissioner

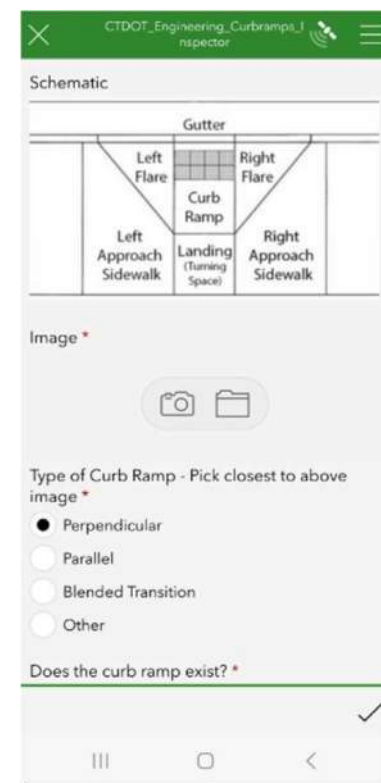
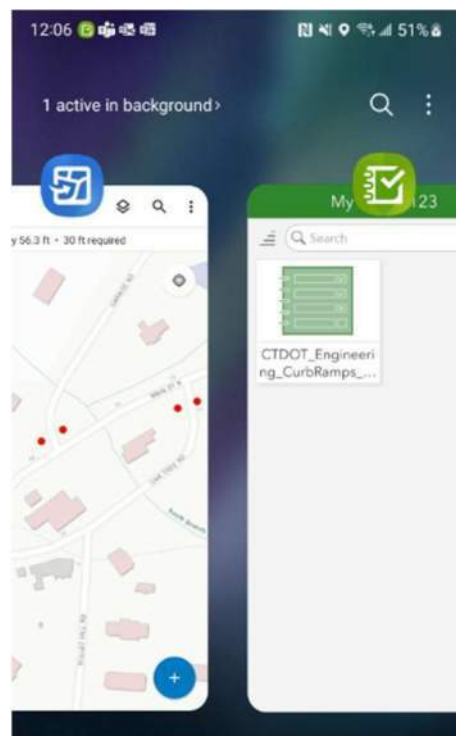
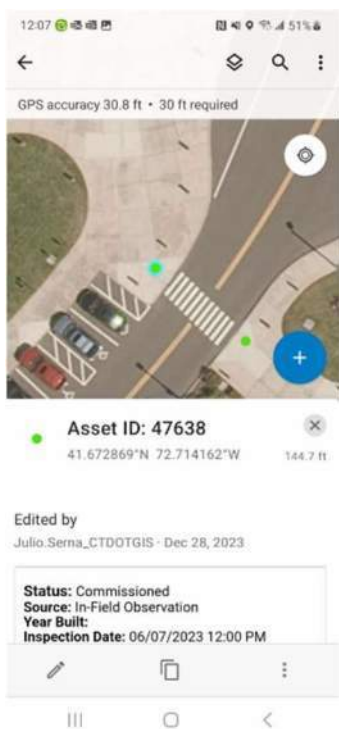
# APPENDIX R

## CURB RAMP INVENTORY





# Curb Ramp Inspection GIS Applications





# Survey 123



CTDOT\_Engineering\_Curbramps\_I nspector

Schematic

Image \*

Type of Curb Ramp - Pick closest to above image \*

- ☒ Perpendicular
- ☐ Parallel
- ☐ Blended Transition
- ☐ Other

CTDOT\_Engineering\_Curbramps\_I nspector

Schematic

Image \*

Type of Curb Ramp - Pick closest to above image \*

- ☐ Perpendicular
- ☒ Parallel
- ☐ Blended Transition
- ☐ Other

CTDOT\_Engineering\_Curbramps\_I nspector

Schematic

Image \*

Type of Curb Ramp - Pick closest to above image \*

- ☐ Perpendicular
- ☒ Parallel
- ☐ Blended Transition
- ☐ Other

CTDOT\_Engineering\_Curbramps\_I nspector

Does the curb ramp exist? \*

☒ Yes ☐ No

▶ Perpendicular Curb Ramp & Roadway

▶ Ramp Flares

▶ Landing (Turning Space)

▶ Detectable Warning Mat

▶ Obstructions

▶ Adjacent Sidewalk

▶ Technical Infeasibility

▶ Maintenance

PROWAG Compliant

☒ Yes ☐ No

# **APPENDIX S**

## **MULTI-USE TRAILS**

# Statewide Multi-Use Trail Project List (2024)

Project No.	Project Description
002-125	Ansonia Riverwalk - Phase 8
002-127	Ansonia Riverwalk - Phase 7
002-128	Ansonia Riverwalk - Phase 3 & 4
011-152	Bloomfield Greenway
012-096	Charter Oak Greenway
014-184	Branford Shoreline Greenway
018-359	Bridgeport - PRT
018-128	Brookfield Still River Trail
018-131	Brookfield Still River - Phase 1
018-136	Brookfield Town Center Improvements
025-135	Cheshire Farmington Canal Greenway
025-144	Farmington Canal Heritage Trail
025-145	Cheshire, Farmington Canal Heritage Trail
030-097	Hop River State Park Trail
036-183	Derby Naugatuck River Trail Phase III
042-300	East Hartford Charter Oak Greenway
042-301	East Hartford Charter Oak Greenway
043-129	East Haven Shoreline Greenway
051-268	Farmington FCHT
061-144	Hamden Farmington Canal Phase III
063-721	Hartford Riverwalk
068-194	Killingly Quinebaug River Trail Phase III
068-207	Killingly Quinebaug River Trail Phase IV
076-217	Manchester, Charter Oak Greenway
079-226	Meriden Quinnipiac River Linear Trail
082-283	Middletown Mattabesset Trolley Trail
082-311	Wesleyan Hills Path - Middletown
087-143	Naugatuck River Greenway
088-195	New Britain Stanley Loop Trail
092-531	Farmington Canal Heritage Trail
092-568	New Haven / Farmington Canal Greenway
092-589	New Haven Farmington Canal Phase III
092-621	New Haven Farmington Canal Phase IV
102-299	Norwalk River Valley Multi-Purpose Trail
108-189	Moosup Valley State Park Trail
109-173	Plainville, Farmington Canal Heritage Trail
111-124	Air Line Trail Roadway Crossings
124-170	Seymour Greenway
128-142	Simsbury Route 10 Greenway Crossing
131-203	Farmington Canal Greenway - Southington
135-271	Stamford Mill River Greenway
144-169	Trumbull Pequonnock Valley Trail
144-186	Trumbull - PRT
144-191	Trumbull, Pequonnock River Trail
144-192	Trumbull Center
148-208	Hall Avenue Streetscape - Wallingford
163-194	Windham Hop River & Airline Trails
163-204	Hop River Trail Bridge Rehab - Windham
172-421	Air Line Trail Rehabilitation
053-190	Putnam Bridge Trail Connection

# **APPENDIX T**

## **TRAFFIC SIGNAL**

## **PEDESTRIAN PHASING INFORMATION**

## Introducing Concurrent Pedestrian Phasing at State Owned Signalized Intersections – Benefits and Challenges



### 2,500+ Signalized Intersections Owned and Maintained by CTDOT

Pedestrian Control at Signalized intersections falls into 4 Categories:

- Exclusive (≈ 925 signals)
- Concurrent (0 signals)
- Side Street Green (≈ 1,400 signals)
- No Pedestrian Crossing (≈ 170 signals)



### Exclusive ( $\approx 925$ signals)



**Ped Phase**



**Pedestrian Signal**






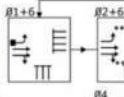
**Signals for All Motorists**




### Concurrent (0 signals)

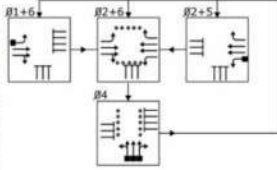


**Ped Phase**




**Pedestrian Signal**





**Signals for Parallel Motorists**



Picture Source: publicimages.com - Dan Borden (2009)







## Opportunity

Work towards Concurrent pedestrian phasing to replace Side Street Green, where applicable.

This will provide the following for pedestrians:

- Countdown pedestrian indications (with Walk/Don't Walk)
- Push buttons with Accessible Pedestrian Signals (APS)
- Leading Pedestrian Intervals (LPI), where possible
- ADA compliant ramps
- Crosswalks

## Challenges

- Exclusive and Concurrent Pedestrian Phasing use the same Walk/Don't Walk and Countdown indications
- Longstanding practice has likely trained Connecticut residents to assume all traffic STOPS when Walk/Don't Walk indications are present
- Concern with violating expectations of pedestrians and motorists who are accustomed to exclusive walk phases

## Potential Approach

- Signs to alert drivers
- Sign for pedestrians
- Percussive Tone vs. Speech Message
- Community education



## Status

The Department is currently pursuing concurrent pedestrian phasing at various locations under State projects.

Signal Design Manual update in progress for guidance in the Pedestrians chapter.

## CTDOT ADA MAP

The CTDOT ADA map is now available to the public on the CTDOT [web site CTDOT](http://www.ct.gov/dot) - [ct.gov/dot](http://ct.gov/dot):

Top banner – “Non-Discrimination/ADA”

First box – “Affirmative Action and Accessibility”

Middle box on right – “ADA/504”

Bottom of page:

[ADA Map](#)

[ADA Dashboard](#)

This map shows all State-maintained traffic signals. The type of pedestrian phasing is shown for each traffic signal. Locations with APS are identified.

7/15/2019



## Questions?

7

# **APPENDIX U**

## **RAIL STATION**

## **PROJECT UPDATES**



# Rail Station Project Updates

The New Haven Line	Description:	Year of Construction:
<b>Merritt 7 Station</b>	New High Level Platform and Pedestrian	Completed 2024
<b>Stamford Transportation Center</b>	Parking Garage and Pedestrian Bridge	Completed 2024
<b>Stamford Station</b>	Escalator & Elevator Improvements	To be Completed 2024
<b>Darien Station</b>	Platform Replacements	To be Completed 2025
<b>East Norwalk Station</b>	Platform Replacements	(To be Completed 2027)
<b>Stratford Station</b>	Platforms and Vertical Circulation	(Construction Start 2026)
<b>East Norwalk Station</b>	Vertical Circulation	(Construction Start 2027)
<b>New Haven Union Station</b>	Platform Replacements	(Construction Start 2027)
<b>New Haven State Street Station</b>	Platform Replacements	(Construction Start 2027)

The Waterbury Line	Description:	Year of Construction:
Ansonia, Seymour	New High Level Platforms	(Construction Start 2025)
Beacon Falls and Waterbury Stations		
Derby/Shelton Station	New High Level Platform & Bus Transit Facility	(Construction Start 2025)
Naugatuck Station	New and Relocated High Level Platform	(Construction Start 2025)

Shore Line East Line	Description:	Year of Construction:
Clinton Station	New Platforms and Pedestrian Crossover	(Completed 2022)
Madison Station	New Platforms and Pedestrian Crossover	(TBD)

Hartford Line	Description:	Year of Construction:
Windsor Locks	Relocate Station	(To be Completed 2025)
Enfield Station	New Station	(Construction Start 2025)
Windsor Station	Upgrade Platform	(TBD)
North Haven Station	New Station	(TBD)
West Hartford Station	New Station	(TBD)
Newington Station	New Station	(TBD)

# **APPENDIX V**

## **SCHEDULE OF THE ACCESSIBLE PEDESTRIAN SIGNAL (APS) PROJECTS**

APS Project Number	District	No. of Intersections	Contract Status
0171-0372	1	44	Construction Completed 2018
0171-0381	1	15	Construction Completed 2016
0171-0382	1	39	Construction Completed 2017
0172-0450	2	16	Construction Completed 2022
0173-0468	3	16	Construction Completed 2022
0174-0405	4	15	Construction Completed 2022
0171-0473	1	18	Construction Completed 2023
0172-0509	2	30	Started Construction Spring 2023
0173-0521	3	80	Started Construction Spring 2024
0174-0452	4	40	Started Construction Fall 2023
0171-0514	1	25	Project Initiated – Design Completion 6/23/2027
0172-0541	2	25	Project Initiated – Design Completion 10/13/2027
0173-0549	3	25	Project Initiated – Design Completion 2/16/2028
0174-0476	4	25	Project Initiated – Design Completion 5/24/2028
UConn Ped Study	Statewide	6	Construction Complete Summer 2022

# **APPENDIX W**

## **MUNICIPALITY SURVEY LETTER**



## Municipality ADA Compliance Assessment (2022)

Please complete the following questionnaire for the CTDOT's Municipality ADA Compliance Assessment. If you have any questions or need assistance completing this survey, please contact us at

[DOT.ADATransitionPlan@ct.gov](mailto:DOT.ADATransitionPlan@ct.gov)

This form can also be completed online via Microsoft Forms at the following link:

<https://forms.office.com/g/ZAdBgdn07p>

1. Municipality Name
2. Submission contact information for follow up (Name, Title and Email)
3. Does your Municipality have a designated ADA Coordinator?
  - ☐ Yes
  - ☐ No
  - ☐ Other:

What is the name, title and contact information of your agency's ADA Coordinator? *(If different from submission contact listed above)*

4. Has your agency completed a self-evaluation to determine whether there are accessibility barriers within it's public right of way that require either structural or non-structural changes?
  - ☐ Yes
  - ☐ No

If your answer above is NO, briefly explain:

5. Has your agency completed and publicly posted an ADA Transition Plan for the accessibility of pedestrian facilities within your public rights of way? *(Note, this is a requirement of all government agencies with 50 or more employees. See 28 CFR 35.105 and 150(d)).*
  - ☐ Yes
  - ☐ No
  - ☐ No, less than 50 employees



If your previous answer is YES, please provide a link access to your current ADA Transition Plan. (If you do not have it published, please forward a draft to the CTDOT ADA Inbox:

[DOT.ADATransitionPlan@ct.gov](mailto:DOT.ADATransitionPlan@ct.gov))

If your previous answer is NO, briefly explain:

6. Does your agency have a GIS map or other means of tracking pedestrian facilities (sidewalks, curb ramps, APS signals, etc.) within the public right of way?

- ☐ Yes
- ☐ No
- ☐ Other:

7. What design standards does your agency use to comply with ADA when planning, designing, or constructing transportation facilities? *Check all that apply.*

- ☐ 2010 ADA/2006 ADA Standards for Transportation Facilities
- ☐ Public Rights of Way Accessibility Guidelines (PROWAG)
- ☐ CTDOT Design Standards

8. Does your agency construct/improve curb ramps pursuant to the DOJ/DOT Technical Assistance Memo, including the installation of detectable warning surfaces (DWS) when altering a road through resurfacing? (<https://www.ada.gov/doj-fhwa-ta.htm>)

- ☐ Yes
- ☐ No
- ☐ Other:

9. Does your agency have any questions or specific ADA requests for training or assistance?



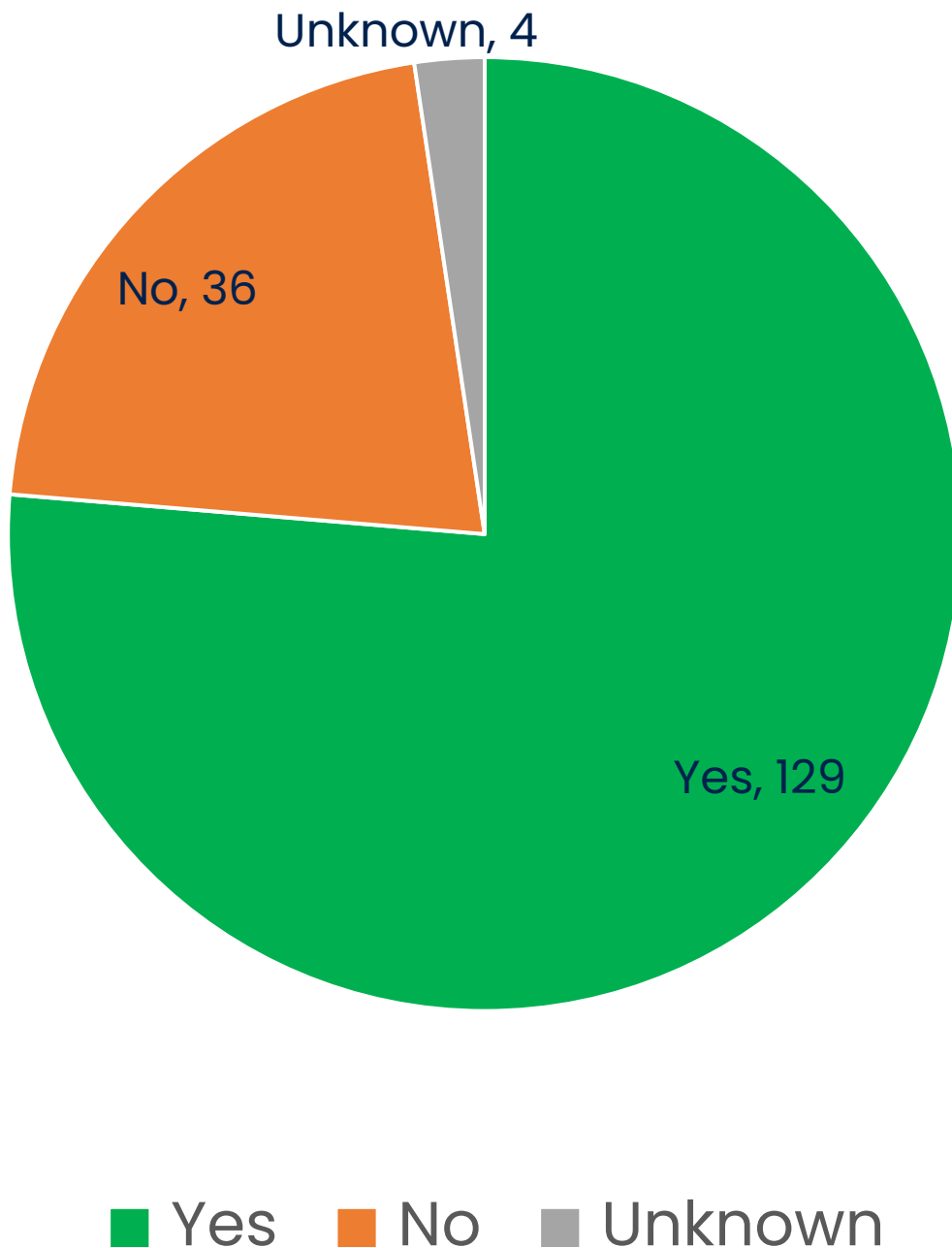
# **APPENDIX X**

## **MUNICIPALITY**

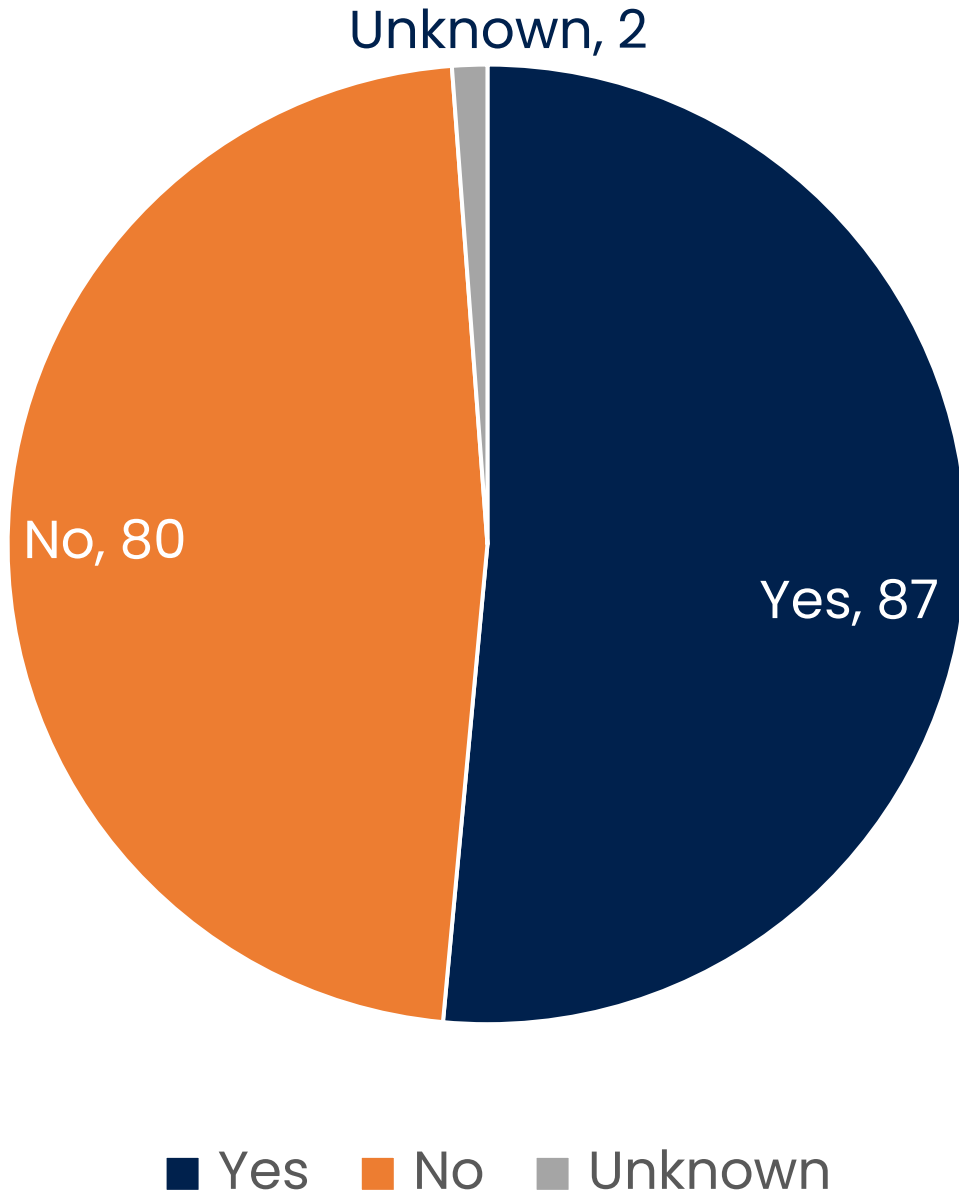
## **SURVEY RESULTS**

# **2022 Municipality Compliance Assessment Summary 08/30/2022 – 05/03/2022**

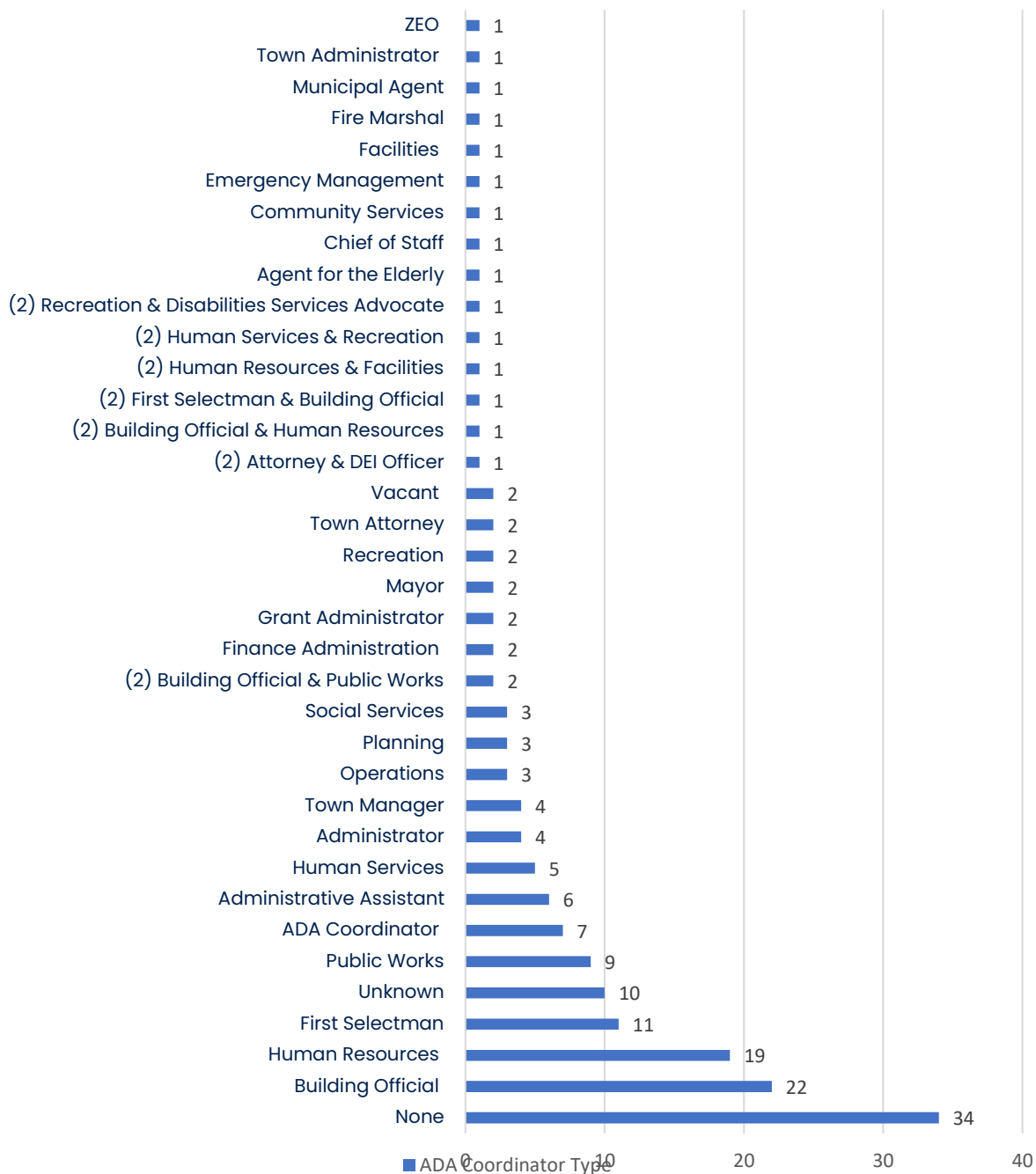
## How Many Municipalities Completed the ADA Self Evaluation?



## How Many Municipalities Have a Designated ADA Coordinator?

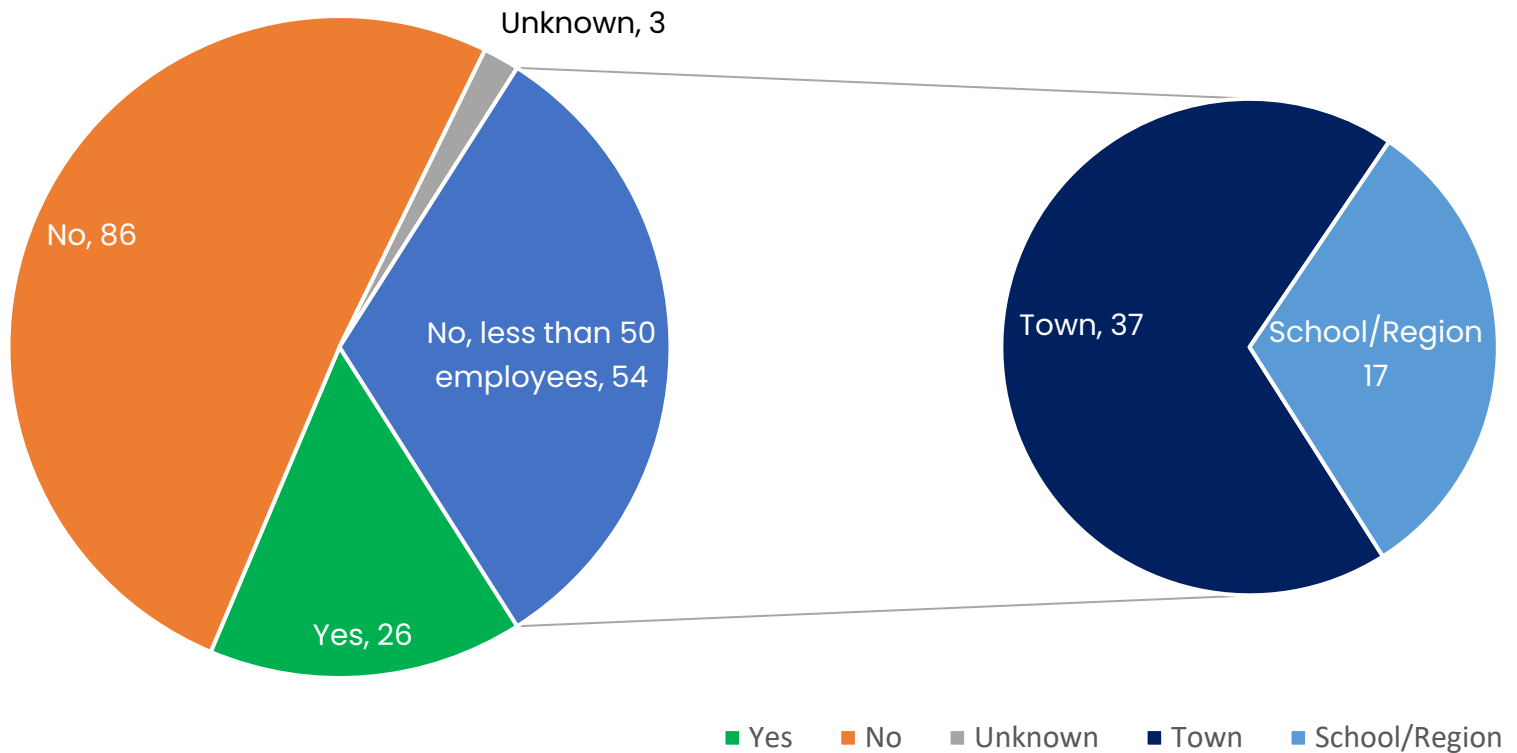


# What are ADA Coordinators known as by different municipalities?



The role of the ADA Coordinator might not be an individual's sole responsibility at their municipality, and they may serve other roles. The figure above shows what titles were provided if individual is responsible for ADA issues.

# How Many Municipalities Completed an ADA Transition Plan?



ADA Title II requires transition plans be provided for state and local governments with more than 50 employees. CTDOT coordinated with CT Department of Labor to identify municipal employment size based on town employment numbers and if school employment was reported separately.



# **APPENDIX Y**

## **TRAINING VIDEO LIST**

# Training Video List (2024)

## Several videos were made public on CTDOT website.

ADA101 – Introduction to ADA

ADA102 – ADA Guidance for Municipalities

ADA103 – ADA Engineering Coordination Unit

ADA201 – ADA for Construction

ADA301 – Maintenance Guidelines for ADA Curb Ramp Construction

ADA401 – How to login using ArcGIS "Field Maps" App

ADA402 – How to login using "Survey123" App

ADA403 – How to inspect a curb ramp

ADA501 – ADA TOOL Training

## Several videos were made public on FHWA website.

142045 – Pedestrian Facility Design

380089 – Designing for Pedestrian Safety

380089V – Designing for Pedestrian Safety (VIRTUAL DELIVERY)

380090 – Developing a Pedestrian Safety Action Plan

380091 – Planning and Designing for Pedestrian Safety

380091V – Planning and Designing for Pedestrian Safety (VIRTUAL DELIVERY)

142080 – Bicycle Facility Design

# **APPENDIX Z**

## **PUBLIC OUTREACH TRAINING DATE LIST**

# Training Date List

Date	Training Name:
11/6/2020	ADACC State Conference
3/10/2021	Bristol Commission for Person with Disabilities Meeting
9/13/2021	CT Citizens Coalition for Equal Access Meeting
2/15/2022	Present at ADA Ramps Construction Summit
2/28/2022	District 4 Winter ADA Training
3/3/2022	District 1 Winter ADA Training
5/20/2022	COG Meeting (ADA Guidance for Municipalities)
6/7/2022	CTDOT ADA Unit Virtual Lunch & Learn
6/22/2022	CTDOT ADA Unit Virtual Lunch & Learn
6/28/2022	CC=A Citizens Coalition for Equal Access Meeting
8/29/2022	CTDOT ADA Training by T2 Center – ADA Curb Ramps and Pedestrian Access Route
8/30/2022	CTDOT ADA Training by T2 Center – ADA Curb Ramps and Pedestrian Access Route
9/12/2022	Southeastern COG Virtual Information Session
9/19/2022	Western COG Virtual Information Session
9/19/2022	Northeastern COG Virtual Information Session
9/20/2022	Metropolitan COG Virtual Information Session
9/20/2022	Lower CT River Valley COG Virtual Information Session
9/22/2022	Naugatuck Valley COG Virtual Information Session
9/26/2022	South Central COG Virtual Information Session
9/26/2022	Capital Region COG Virtual Information Session
10/31/2022	CTDOT Virtual City of Stamford ADA Committee Meeting
11/9/2022	CTDOT Virtual Information Session
11/17/2022	CTDOT Virtual Information Session
1/26/2023	T2 Center - ADA Requirements and Transition Planning: A Conversation with CTDOT and Local Agencies
2/23/2023	T2 Center Coffee & Conversation: Data and Mapping Tools for Connecticut Local Agencies
3/29/2023	CTDOT ADA Curb Ramp Data Collection & Inspection Applications (Session A)
3/29/2023	CTDOT ADA Curb Ramp Data Collection & Inspection Applications (Session B)
4/25/2023	T2 Center ADA Self Evaluations & Transition Plan
7/26/2023	ADA Anniversary Celebration Event
9/20/2023	CTDOT NVCOG ADA Background & Requirements Presentation
10/17/2023	WTS Transportation Mini Series
10/17/2023	Solving ADA Design Challenges with a Complete Streets Mindset
10/18/2023	Solving ADA Design Challenges with a Complete Streets Mindset
11/8/2023	CCSU Introduction To Rehab – ADA Guest Presentation

Date	Training Name:
1/12/2024	ASCE Central Region Younger Member Council Conference
1/26/2024	ASCE Eastern Region Younger Member Council Conference
1/31/2024	District 3 Winter ADA Training
2/6/2024	District 5 Winter ADA Training
2/9/2024	ASCE Western Region Younger Member Council Conference
2/22/2024	District 2 Winter ADA Training
2/29/2024	District 4 Winter ADA Training
3/11/2024	District 1 Inspector - ADA Training Maintenance
3/12/2024	ADA Curb Ramps & Inspection Applications - Maintenance
3/13/2024	ADACC PROWAG Update with CTDOT & Access Board
3/14/2024	CTDOT - NECCOG ADA Municipality Program
3/14/2024	CTDOT - RiverCOG ADA Municipality Program
3/18/2024	CTDOT - SECCOG ADA Municipality Program
3/18/2024	CTDOT - SCRCOG ADA Municipality Program
3/19/2024	CTDOT - WestCOG ADA Municipality Program
3/20/2024	ADA Curb Ramps & Inspection Applications - Maintenance
3/21/2024	CTDOT - NHCOG ADA Municipality Program
3/21/2024	CTDOT - NVCOG ADA Municipality Program
3/21/2024	CTDOT - MetroCOG ADA Municipality Program
3/27/2024	CTDOT - CRCOG ADA Municipality Program
4/30/2024	MassDOT Innovation Conference
5/1/2024	MassDOT Innovation Conference
5/1/2024	Norwalk ADA Committee Meeting & WALK Bridge Update
5/29/2024	Deep Dive into Public Right-of-Way Self Evaluations & ADA Transition Plans
7/23/2024	CTDOT Diversity Council ADA Lunch & Learn
8/7/2024	ADA Anniversary Celebration Event

# **APPENDIX AA**

## **CTDOT DISABILITY ORGANIZATION CONTACTS LIST**



# CTDOT LISTING AND IDENTIFICATION OF CONTACTS

## WITH DISABILITY ORGANIZATIONS (2024)

Name of Agencies:	Email Address:	Website(s):	Telephone Numbers:
Department of Children and Families	<a href="mailto:monica.rams@ct.gov">monica.rams@ct.gov</a>	<a href="http://www.portal.ct.gov/DCF">www.portal.ct.gov/DCF</a>	(860) 550-6303
Department of Developmental Services	<a href="mailto:Cheryl.Ellis@ct.gov">Cheryl.Ellis@ct.gov</a>	<a href="http://www.ct.gov/dds">www.ct.gov/dds</a>	(860) 418-6144
Autism Services & Resources Connecticut @ Clifford Beers Community Care Center	<a href="mailto:rvarvatsis@cliffordbeers.org">rvarvatsis@cliffordbeers.org</a>	<a href="http://www.ct-asrc.org">www.ct-asrc.org</a>	(203) 772-1270 (ext. 2443)
Dept. of Aging and Disability Services	<a href="mailto:aging.sda@ct.gov">aging.sda@ct.gov</a>	<a href="http://www.ct.gov/ads">www.ct.gov/ads</a>	(860) 424-5274
CT Department of Public Health	<a href="mailto:amanda.anduaga-roberson@ct.gov">amanda.anduaga-roberson@ct.gov</a>	<a href="http://www.portal.ct.gov/dph">www.portal.ct.gov/dph</a>	(860) 706-9654
Connecticut Parent Advocacy Center	<a href="mailto:cpac@cpacinc.org">cpac@cpacinc.org</a>	<a href="http://www.cpacinc.org">www.cpacinc.org</a>	(860) 739-3089
CT Office of Early Childhood	<a href="mailto:maggie.adair@ct.gov">maggie.adair@ct.gov</a>	<a href="http://www.ctoec.org">www.ctoec.org</a>	(860) 500-4415
Commission on Human Rights and Opportunities	<a href="mailto:jody.walkersmith@ct.gov">jody.walkersmith@ct.gov</a>	<a href="http://www.portal.ct.gov/chro">www.portal.ct.gov/chro</a>	(860) 952-9704
Dept. of Mental Health and Addiction Services	<a href="mailto:Samia.Hussein@ct.gov">Samia.Hussein@ct.gov</a>	<a href="http://www.portal.ct.gov/dmhas">www.portal.ct.gov/dmhas</a>	(860) 418-6806
CT Association of the Deaf	<a href="mailto:Luisasoboleski24@gmail.com">Luisasoboleski24@gmail.com</a>	<a href="http://www.deafcad.org">www.deafcad.org</a>	(860) 378-8160
Communication Advocacy Network, Inc. (CAN)	<a href="mailto:director@cancorp.org">director@cancorp.org</a>	<a href="http://www.cancorp.org">www.cancorp.org</a>	(860) 566-9489
Department of Social Services	<a href="mailto:talitha.coggins@ct.gov">talitha.coggins@ct.gov</a>	<a href="http://www.ct.gov/dss">www.ct.gov/dss</a>	(800) 842-1508
Integrated Refugee and Immigrant Services	<a href="mailto:eneiterman@irisct.org">eneiterman@irisct.org</a> , <a href="mailto:aobrien@irisct.org">aobrien@irisct.org</a>	<a href="http://www.irisct.org">www.irisct.org</a>	(860) 424-5531
Office of Health Strategy	<a href="mailto:elisa.neira@ct.gov">elisa.neira@ct.gov</a>	<a href="http://www.ct.gov/ohs">www.ct.gov/ohs</a>	(860) 418-7004
Connecticut Institute for Refugees and Immigrants	<a href="mailto:akinsman@cirict.org">akinsman@cirict.org</a>	<a href="http://www.cirict.org">www.cirict.org</a>	(203) 336-0141
Disability Rights Connecticut	<a href="mailto:info@disrightsct.org">info@disrightsct.org</a>	<a href="http://www.disrightsct.org">www.disrightsct.org</a>	(860) 297-4300
Cross Disability Lifespan Alliance	<a href="mailto:molly@ctsilc.org">molly@ctsilc.org</a>	<a href="https://www.facebook.com/CTCrossDisabilityAlliance">www.facebook.com/CTCrossDisabilityAlliance</a>	(860) 869-0684
The ARC Connecticut	<a href="mailto:wevarts@thearcct.org">wevarts@thearcct.org</a>	<a href="http://www.thearcct.org">www.thearcct.org</a>	(203) 984-7543
National Alliance on Mental Illness CT Chapter	<a href="mailto:Tburr@namict.org">Tburr@namict.org</a>	<a href="http://www.namict.org">www.namict.org</a>	(860) 882-0236
Path CT	<a href="mailto:info@pathct.org">info@pathct.org</a>	<a href="http://www.pathct.org">www.pathct.org</a>	(800) 399-7284
Independence Northwest	<a href="mailto:eileen.healy@independencenorthwest.org">eileen.healy@independencenorthwest.org</a>	<a href="http://www.independencenorthwest.org">www.independencenorthwest.org</a>	(203) 729-3299
United Cerebral Palsy of Eastern Connecticut	<a href="mailto:staber@ucpect.org">staber@ucpect.org</a>	<a href="http://www.ucpect.org">www.ucpect.org</a>	(860) 443-3800 (ext. 111)
CT Coalition for Equal Access	<a href="mailto:ruthgrobe@gmail.com">ruthgrobe@gmail.com</a>		(860) 677-0443
CT Cross Disability Lifespan Alliance	<a href="mailto:molly@ctsilc.org">molly@ctsilc.org</a>	<a href="http://www.ctsilc.org/advocacy/ccdla/">www.ctsilc.org/advocacy/ccdla/</a>	(860) 869-0684
Disabilities Network of Eastern Connecticut	<a href="mailto:ksmith@dnec.org">ksmith@dnec.org</a>	<a href="http://www.dnec.org">www.dnec.org</a>	(860) 823-1898 Ext. 122

# **APPENDIX AB**

## **PUBLIC OUTREACH – PUBLIC COMMUNITY SURVEY**



# CTDOT ADA TRANSITION PLAN

## PUBLIC OUTREACH – PUBLIC COMMENT SURVEY

**IN WHAT TOWN/CITY DO YOU RESIDE?**

**WHAT ISSUE DO YOU FACE REGULARLY/MOST OFTEN?**

**(SELECT ALL THAT APPLY)**

- |  |  |
|--|--|
| <input type="checkbox"/> Missing Sidewalk                        | <input type="checkbox"/> Inaccessible Bus Facilities/Service   |
| <input type="checkbox"/> Sidewalk Condition (slope, width, etc.) | <input type="checkbox"/> Inaccessible Rail Facilities/Service  |
| <input type="checkbox"/> Missing Curb Ramp                       | <input type="checkbox"/> Inaccessible Communications           |
| <input type="checkbox"/> Inaccessible Pedestrian Traffic Signals | <input type="checkbox"/> Inaccessible Communications/Resources |
| <input type="checkbox"/> Inaccessible Rest Areas/Service Plazas  | <input type="checkbox"/> Other:                                |

**WHICH SHOULD BE THE HIGHEST PRIORITY FOR CTDOT TO IMPROVE ACCESSIBILITY?**

**(PLEASE CHOOSE UP TO 4 THAT ARE MOST IMPORTANT TO YOU)**

- |  |  |
|--|--|
| <input type="checkbox"/> Sidewalks                   | <input type="checkbox"/> Websites/Phone Applications |
| <input type="checkbox"/> Curb Ramps                  | <input type="checkbox"/> Ferries                     |
| <input type="checkbox"/> On Street Parking           | <input type="checkbox"/> Rail Services               |
| <input type="checkbox"/> Pedestrian Signals          | <input type="checkbox"/> Rail Station/Facilities     |
| <input type="checkbox"/> Bus Stops                   | <input type="checkbox"/> Bus/Transit Services        |
| <input type="checkbox"/> Rest Areas/Service Plazas   | <input type="checkbox"/> Bus/Transit Facilities      |
| <input type="checkbox"/> DOT Office/Garage buildings | <input type="checkbox"/> Other:                      |

**DID YOU KNOW THAT CTDOT'S WEBSITE LISTS OPTIONS FOR REQUESTING AN ACCOMMODATION FOR ANY PROGRAMS OR TO REGISTER A COMPLAINT?**

- |  |   |
|--|---|
| <input type="checkbox"/> Yes, I am aware but have not used | <input type="checkbox"/> No, I am not aware |
| <input type="checkbox"/> Yes, I am aware and have used     | <input type="checkbox"/> Other              |

**ANY ADDITIONAL FEEDBACK ON THE CTDOT ADA TRANSITION PLAN?**



# PLAN DE TRANSICIÓN ADA DEL CTDOT

## ALCANCE PÚBLICO – ENCUESTA DE COMENTARIOS PÚBLICOS

**¿EN QUÉ PUEBLO/CIUDAD RESIDE USTED?**

**¿A QUÉ PROBLEMA TE ENFRENTAS HABITUALMENTE O CON MÁS FRECUENCIA?**

**(SELECCIONE TODAS LAS QUE CORRESPONDAN)**

- |  |   |
|--|---|
| - Falta la acera                                       | - Instalaciones/servicios de autobús inaccesibles   |
| - Condición de la acera (pendiente, ancho, etc.)       | - Instalaciones/servicios ferroviarios inaccesibles |
| - Falta rampa en la acera                              | - Comunicaciones inaccesibles                       |
| - Señales de tráfico para peatones inaccesibles        | - Comunicaciones/recursos inaccesibles              |
| - Áreas de descanso/plazas de servicio<br>inaccesibles | - Otro:   |
|  | -   |

**¿CUÁL DEBERÍA SER LA MÁXIMA PRIORIDAD PARA QUE CTDOT MEJORE LA ACCESIBILIDAD?**

**(POR FAVOR SELECCIONE 4 OPCIONES.)**

- |   |  |
|---|--|
| - Aceras                                | - Sitios web/applicaciones telefónicas |
| - Rampas de acera                       | - Transbordadores                      |
| - Estacionamiento en la calle           | - Servicios ferroviarios               |
| - Señales para peatones                 | - Estación de tren/instalaciones       |
| - Paradas de autobús                    | - Servicios de autobús/tránsito        |
| - Áreas de Descanso/Plazas de Servicio  | - Instalaciones de autobús/trá         |
| - Edificios de oficinas/garajes del DOT | - Otro:                                |

**¿SABÍA QUE EL SITIO WEB DE CTDOT ENUMERA OPCIONES PARA SOLICITAR ADAPTACIONES PARA CUALQUIER PROGRAMA O PARA REGISTRAR UNA QUEJA?**

- |                                  |                        |
|----------------------------------|------------------------|
| - Sí, lo sé pero no lo he usado. | _No, no estoy al tanto |
| - Sí, lo sé y lo he usado        | _Otro:                 |

**¿ALGÚN COMENTARIO ADICIONAL SOBRE EL PLAN DE TRANSICIÓN ADA DE CTDOT?**

# **APPENDIX AC**

## **PUBLIC OUTREACH – PUBLIC COMMUNITY SURVEY SUMMARY**

To be included following the end of public comment on Friday 11/8