

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.

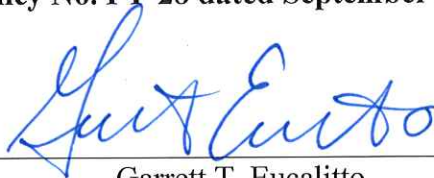
If there is no other bus available, the driver must take the bus. However, a bus with an inoperative wheelchair ramp or lift must not be put in service for more than 3 days. If the operator should encounter a wheelchair passenger on their route, they must deploy the ramp manually to accommodate the passenger. 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.)



Garrett T. Eucalitto
Commissioner