

# 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/CTDOT) (<https://portal.ct.gov/CTDOT/Publictrans/Bureau-of-Public-Transportation/CTrail>), [shorelineeast.com](https://www.shorelineeast.com), [hartfordline.com](https://www.hartfordline.com), [ctrides.com](https://www.ctrides.com) and [MTA website](https://www.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 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.

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

A handwritten signature in blue ink, appearing to read "Garrett T. Eucalitto".

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Garrett T. Eucalitto  
Commissioner