

How Your Organization can be the Best at ADA

ADA Basics & History – to include Drugs on Board Transit Vehicles

- Rehabilitation Act of 1973 to ADA Act 1990 to ADA today
- What is ADA
- What is the goal of ADA
- 5 Sections of ADA
- What is the impact of ADA

Title II

- Department of Justice Regulation 49 CFR Part 35
- Discrimination prohibition for public services
- Public transit exception

Highlights of ADA

- Nondiscrimination
- Facility Access
- Accessibility of Vehicles
- Complementary Paratransit Services for Fixed-Route Providers
- Operating Policies and Procedures

Recent Changes to ADA

- Reasonable Modifications (2015)
 - Concept of Reasonable Accommodation
 - Reasonable Accommodation Exceptions
 - Meeting New Requirements
 - Examples
- Definition of Disability (2016)
 - Expanded definition of disability
 - Expanded definition of “substantially limits”
 - Meeting new definition requirements
 - Examples

Customer Service ADA Requirements

- Accessible vehicles
 - Acquisition
 - Accessibility features
 - Maintenance of accessible features
- Equivalency of Service
 - Hours
 - Service area
 - Policies
 - No show policy

- Pick up window
- Accessible formats
- Accessible telecommunications
 - Hold times
- Service animals
 - USDOT verses USDOJ rules
 - Pets and comfort animals
- Portable oxygen
- Training personnel to proficiency

Fixed Route ADA Requirements

- Paratransit service
 - Complementary service
 - Eligibility process
- Stop announcements
- Visual means of identification

Demand Response Service

- Service Equivalency
 - Intercity bus service

Questions and Answers