

# ADA SERVICE REQUIREMENTS

The Americans with Disabilities Act of 1990 regulations (37 CFR Subpart G) identify specific service requirements applicable to public and private entities providing transportation service, including but not limited to the following:

**Maintenance of Accessible Features:** All providers of transportation service must maintain in operative condition the features required to make facilities and vehicles accessible to individuals with disabilities. These features include lifts, ramps, securement devices, elevators, signage, and systems to facilitate communication. All accessibility features must be repaired promptly.

**Lift and Securement Use:** Public and private entities providing transportation service must have a securement system for wheelchairs. Grantees may require that wheelchair users permit their wheelchairs to be secured, but may not deny service on the grounds that a wheelchair cannot be secured. Grantees may not require a wheelchair user to transfer to another seat. Staff must provide assistance upon request or as necessary with lifts, ramps, and securement systems. Grantees must permit individuals with disabilities who do not use wheelchairs to use the vehicle's lift or ramp.

**Service Animals:** Grantees must permit service animals to accompany individuals with disabilities in vehicles and facilities.

**Lift Deployment at Any Designated Stop:** Grantees must not refuse to permit a passenger who uses a lift to disembark from a vehicle at any designated stop, unless the lift cannot be deployed, the lift will be damaged if it is deployed, or temporary conditions preclude the safe use of the stop by all passengers.

**Service to Persons Using Respirators or Portable Oxygen:** Grantees may not deny service to individuals using respirators or portable oxygen.

**Adequate Time for Vehicle Boarding:** Grantees must ensure adequate time for individuals with disabilities to board or disembark a vehicle.

Additional regulations and guidance may be found by going to the Federal Transit Administration's (FTA) website:

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/part-37-transportation-services-individuals-disabilities>