



## **Senior Transportation & ADA Written Requirements**

### *CTDOT 5310 Bus Grant Senior Transportation Services*

Transportation services are available to residents of the Town of North Branford who are aged 55 or over, or residents of the Town of North Branford who are aged 18 with a disability.

All passengers must be registered as members, with current emergency contact information on file.

Passengers must be able to safely enter and exit the vehicle independently or have someone who can manage their individualized needs to ride the bus with them. Passengers who feel they cannot safely climb the stairs may utilize the wheelchair lift to safely board the Section 5310 bus, with assistance from the bus driver.

Passengers in need of wheelchair transportation will be accommodated. In such cases, the bus driver will assist the passenger with the wheelchair lift and secure the wheelchair in the bus. Passengers who are not able to independently ride the bus may ride with a caregiver/aide who can manage their individual needs.

All transportation services are curb-to-curb. Bus drivers are not permitted to provide hands-on assistance or bring passengers into their homes, stores, appointments, etc.

Service animals are allowed within the facility and aboard Section 5310 buses/vehicles in compliance with ADA guidelines.

Passengers in need of oxygen are permitted to travel on Section 5310 senior/disabled transportation with their respirator, portable oxygen tanks, or any other equipment necessary for their health and safety.

North Branford Parks, Recreation & Senior Center provides rides for the following essential services: to/from the North Branford Senior Center, medical appointments within a 20-mile radius of the Senior Center, and grocery shopping.

*Title VI Notification to the Public: Notifying the Public of Rights Under Title VI, Town of North Branford*

The Town of North Branford operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964, as amended, and all related regulations and statutes. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Town of North Branford.

For more information on the Town of North Branford Title VI civil rights program, and the procedures to file a complaint, contact The Town Manager's Office, 203-484-6000; [Townmanager@northbranfordct.gov](mailto:Townmanager@northbranfordct.gov); or visit our administrative office at 909 Foxon Rd.

A complainant may file a complaint directly with the Connecticut Department of Transportation by filing a complaint with the Office of Contract Compliance, Attention: Title VI Coordinator, 2800 Berlin Turnpike, Newington, CT 06131-7546.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

If information is needed in another language, contact 203-484-6000.

*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 operable 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 services must have a securement system for wheelchairs. Grantees may require that wheelchair users permit their wheelchairs to be secured, but may not deny service because 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.