



ADA COMPLIANCE

Airport Ground Transportation

GROUND TRANSPORTATION & ADA COMPLIANCE

- Applicable Statutes
 - 49 C.F.R. Parts 27, 37 & 38 (§)
 - Americans with Disabilities Act of 1990 (ADA)



GROUND TRANSPORTATION & ADA COMPLIANCE

- ADA Regs at 49 CFR Part 37
 - Applies to private transportation
 - nondiscrimination
 - acquisition of accessible vehicles
 - provision of service



GROUND TRANSPORTATION & ADA COMPLIANCE

- Key Terms
 - Fixed Route: vehicle is operated along a prescribed route according to a fixed schedule
 - City bus, hotel shuttle, intercity shuttle, rail
 - Demand Responsive: not fixed route
 - Taxi, charter bus, tour bus, paratransit



GROUND TRANSPORTATION & ADA COMPLIANCE

- Key Terms
 - Primarily engaged in the business of transporting people:
 - Limousine, taxi, TNCs, shuttle bus company, charter bus
 - Not Primarily engaged in transportation:
 - Hotel, remote parking lot operator, rental car that uses shuttles



GROUND TRANSPORTATION & ADA COMPLIANCE

- Entities Primarily Engaged in the Transportation Business
 - Accessible Vehicle Required
 - NEW Fixed Route vehicle with capacity ≥ 8 passengers (including driver)
 - Accessible vehicle required or Equivalent Service required
 - All other NEW Demand Responsive and Fixed Route Vehicles, *except automobiles*



GROUND TRANSPORTATION & ADA COMPLIANCE

- Entities NOT Primarily Engaged in Business of Transportation
 - Accessible Vehicle Required
 - Fixed Route with capacity > 16 passengers (including driver)
 - Accessible Vehicle or Equivalent Service Required
 - Fixed Route with capacity ≤ 16 passengers (including driver)
 - Demand Responsive Service



GROUND TRANSPORTATION & ADA COMPLIANCE

- Cannot prevent a person with a disability from using the transportation service for the general public if the individual is capable of using the system. § 37.5(b)
- Cannot require that a person with a disability use the designated priority seating. § 37.5(c)



GROUND TRANSPORTATION & ADA COMPLIANCE

- May not refuse to transport person because the chair cannot be satisfactorily restrained § 37.165(d)
- May require wheelchairs to remain in designated securement locations: may not require person to transfer from wheelchair to seat § 37.165(b), (e)



GROUND TRANSPORTATION & ADA COMPLIANCE

- Cannot impose special charges (extra fees) on individual with disabilities § 37.5(d)
- Cannot require that an individual with a disability be accompanied by an attendant § 37.5(e)
- Must allow service animals § 37.167(d)



GROUND TRANSPORTATION & ADA COMPLIANCE

- Maintenance of Accessible Features § 37.161
- - Applies to Public and Private Transportation Services
 - Covers lift/ramps, securement devices, elevators, signage, public address systems, etc.
 - Must be repaired promptly
 - Must take reasonable steps to accommodate persons with disabilities who would otherwise use the feature
 - Drivers trained to proficiency in assisting people with disabilities



GROUND TRANSPORTATION & ADA COMPLIANCE

- Training Requirements § 37.173
 - Personnel must be trained to proficiency
 - Treat individuals with disabilities in a respectful and courteous way



GROUND TRANSPORTATION & ADA COMPLIANCE

- Providing Reasonable Assistance
 - Reasonable and Required
 - Assist with separate boarding of wheelchair
 - Not Reasonable and Not Required
 - Provide personal services
 - Obtain rider payment from wallet
 - Take charge of service animal
 - Administer oxygen



GROUND TRANSPORTATION & ADA COMPLIANCE

- Service Animals
 - Can ask two questions
 - Is the animal a service animal that is required because of a disability? (Don't ask what is the disability)
 - What work or task has the animal been trained to perform?
- Must allow service animal to board § 37.167(d)



GROUND TRANSPORTATION & ADA COMPLIANCE

- Emotional Support Animals
 - Not trained to perform a task; provide comfort passively
 - Not required to accommodate



GROUND TRANSPORTATION & ADA COMPLIANCE

- Stop Announcements
 - Applies to Fixed Route
 - Announce destination points
 - Can be automated or by driver



GROUND TRANSPORTATION & ADA COMPLIANCE

- Communication
 - Speak directly to the person, not their assistant
 - Offer assistance; don't just give it
 - Ask for instructions on how you can help
 - Speak normally, in tone and in speed
 - If dealing with hearing loss, keep your face and mouth visible for lip reading
 - Ask the person before making any contact with their service dog





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Questions

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