



TOWN OF MONROE
DEPARTMENT OF COMMUNITY & SOCIAL SERVICES
MONROE SENIOR CENTER TRANSPORTATION SERVICE
235 Cutlers Farm Road
Monroe, CT 06468
Phone: 203-452-2815
www.monroect.gov

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: The Monroe Senior Center Transportation Services 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: The Monroe Senior Center Transportation Service must have a securement system for wheelchairs. Monroe Senior Center Drivers 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. Drivers may not require a wheelchair user to transfer to another seat. Drivers must provide assistance upon request or as necessary with lifts, ramps, and securement systems. Drivers must permit individuals with disabilities who do not use wheelchairs to use the vehicle's lift or ramp.

Service Animals: The Monroe Senior Center Transportation Service Drivers must permit service animals to accompany individuals with disabilities in vehicles and facilities.

Lift Deployment at Any Designated Stop: The Monroe Senior Transportation Service Drivers 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: The Monroe Senior Center Transportation Service Drivers may not deny service to individuals using respirators or portable oxygen.

Adequate Time for Vehicle Boarding: The Monroe Senior Transportation Service Drivers 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:

[http://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/part-37-transportationservices-individuals-disabilities](http://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/part-37-transportation-services-individuals-disabilities)

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