
ADA Compliance and Service Animal Policy for Transport Central

Purpose

This policy outlines Transport Central's compliance with the Americans with Disabilities Act (ADA) and ensures the accommodation of passengers with disabilities. As a recipient of Section 5310 grant funding, Transport Central is committed to providing accessible services for Elderly and Disabled riders, including reasonable modifications and the use of service animals.

1. ADA Compliance Overview

Transport Central is dedicated to ensuring equal access to its transportation services for individuals with disabilities. This policy applies to all employees, volunteers, contractors, and service providers associated with Transport Central.

2. Reasonable Modifications

Transport Central will make reasonable modifications to its policies, practices, and procedures to accommodate the needs of passengers with disabilities. Examples of modifications include:

- Adjusting pick-up or drop-off locations within reasonable distances for passengers with limited mobility.
- Allowing additional boarding or deboarding assistance.
- Providing flexibility in scheduling for medical or personal assistance needs.

Request Process

Requests for reasonable modifications can be made during the booking. All requests will be evaluated on a case-by-case basis and granted unless:

- The modification would fundamentally alter the nature of the service provided.
 - The modification would create a direct threat to the health or safety of others.
 - The modification is not necessary for the individual's access to services.
-

3. Alternative Transportation Process

If Transport Central is unable to transport a Disabled passenger due to service limitations (such as vehicle type and capacity or operational issues), the following steps will be taken:

- Alternative transportation will be arranged through partner organizations or other accessible transportation providers.
- If no alternative service is available, passengers will be informed of local accessible resources.

Efforts will be made to ensure alternative transportation is consistent with ADA guidelines and imposes no undue burden on the passenger.

4. Refusal of Service Policy

Transport Central reserves the right to refuse service under specific circumstances. These include but are not limited to:

- Passengers who exhibit violent or unsafe behavior that endangers themselves, other passengers, or Transport Central volunteers/staff.
- Passengers who require medical services that are beyond the scope of what can reasonably be provided by Transport Central volunteers/staff.

When service is refused, documentation will be completed, and Transport Central will take all possible steps to provide alternative services, if appropriate.

5. Service Animal Policy

Transport Central allows passengers with disabilities to be accompanied by service animals, in accordance with 49 CFR 37.167(d). A **service animal** is defined as a dog or other animal that is individually trained to perform tasks or work for an individual with a disability.

Guidelines for Service Animals:

- Passengers with disabilities are not required to provide documentation for their service animal.
- The service animal must be under the control of its owner and must behave appropriately in public settings.
- Service animals are permitted to accompany passengers in all vehicles operated by Transport Central.

Approval Process

If a passenger intends to regularly travel with a service animal, they are encouraged to notify Transport Central during the reservation process to ensure any necessary arrangements are made. The **Coordinator** will review and approve all requests related to service animals.

6. Complaint Procedures

Passengers who feel they have been discriminated against due to their disability, or believe their reasonable modification or service animal request has been unjustly denied, may file a complaint using one of the following methods:

- **Email:** tc@transportcentral.org
- **Phone:** 855 654 3200
- **Mail:** Transport Central, PO Box 855, Plymouth NH 03264

Complaints will be reviewed and responded to within 10 business days. Appropriate actions will be taken to resolve any issues.

Effective Date: October 1, 2024

Review and Updates

This policy will be reviewed annually to ensure compliance with ADA regulations and Section 5310 funding requirements. Additionally, Transport Central will update its website to reflect its ADA compliance and Service Animal policies in accordance with 49 CFR 37.167(d).