



Town Of Windsor Dial-A-Ride ADA service notes:

Service animals on board the Dial-A-Ride vehicle

Service animals will be permitted on the vehicle. Other animals are permitted on board the Vehicle as long as the animal is in a standard, lap size pet carrier container. Drivers are not to load or unload this container onto or off the vehicle. Comfort animals are not allowed unless it is in a standard lap size pet carrier as mentioned above.

Passengers traveling with respirators or portable oxygen

Service to passengers using respirators or portable oxygen will not be denied service. Under the DOT hazardous materials rules, a passenger may bring a portable medical oxygen supply on board a vehicle. Specific requirements pertaining to compressed oxygen cylinders can be found in 49 CFR § 177.870(e). However, the commonly used portable oxygen concentrators are not considered hazardous materials and do not require the same level of special handling as compressed oxygen cylinders. We therefore, cannot require riders to secure such concentrators in a particular space on the vehicle (e.g., behind forward-facing seats), and the rules requires that we allow riders to use the concentrators as needed while aboard the vehicle.

Passengers without a mobility device that wish to use the lift to board the vehicle.

The lift is the accessible entrance to the vehicle. Therefore individuals using walkers, crutches, canes or braces, and persons who otherwise have difficulty using steps are permitted under the ADA to stand on the vehicle lift for entry and or exit of the vehicle. If riders ask to use lifts or ramps, the ADA requires drivers to honor such requests. It is not appropriate for drivers to ask riders to disclose their disabilities before being allowed to board as standees. Our suggested guidance to the drivers for standees is they should stand in the center of the platform facing the direction of travel. If capable, the passenger should hold both hand rails when on the platform. The driver must determine whether it is safe to ride the lift with the passenger, or safer to operate the lift while standing on the ground. How you can better protect the passenger must be assessed with each standee's use of the lift.