



INDIANA DEPARTMENT OF TRANSPORTATION  
**Professional Services Bulletin**  
**ON LINE**

100 North Senate Avenue - Room N730 - Indianapolis, Indiana 46204-2249  
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[jwilliams@indot.state.in.us](mailto:jwilliams@indot.state.in.us)

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FRANK O'BANNON, Governor  
J. BRYAN NICOL Commissioner

Professional Services Bulletin - 2003- No. 23

August 22, 2003

This "Professional Services Bulletin" is the official notice of professional services requested by the Indiana Department of Transportation (INDOT). You may submit statements of interest if you have qualifications data currently on file with INDOT's Consulting Services Unit or submit qualifications data with the statement of interest. A statement of interest must include a technical proposal, describing the capabilities and proposed method of completing the requested services.

Statements of interest must comply with the following requirements:

1. Submit statement of interest in a single sealed envelope.
2. Write the following information in the bottom left hand corner of the envelope containing the statements of interest:
  - a. "PSB - 2003 - No. 23"
  - b. Name of firm submitting statement of interest
  - c. Item number(s) for which the firm has enclosed the statement(s) of interest.
3. INDOT will not accept statements of interest sent collect or be responsible for the consultant's mailing and/or shipping costs.
4. For joint ventures, indicate the work and estimated percentage of the total project to be performed by each participant. If selected, all joint venture participants will be required to sign the INDOT consultant contract as wholly responsible parties.
5. Only statements of interest received by the Consulting Services Unit prior to:  
**4:00 P.M., Indianapolis time, September 19, 2003,**  
will be given consideration. Statements of interest received after the deadline will be returned to the consultant unopened.
6. Send statements of interest to:  
Jodi Williams, Program Coordinator  
Consulting Services Unit  
Indiana Department of Transportation  
100 North Senate Avenue, Room N730  
Indianapolis, Indiana 46204-2249

The Indiana Department of Transportation will ensure that all certified Disadvantaged Business Enterprises (DBE) will be afforded full opportunity to submit statements of interest and will not discriminate against any consultant on the grounds of race, color, religion, sex, disability, national origin, or ancestry in the selection process.

All consultants selected to provide services shall be required to comply with the following:

A. INDOT Disadvantaged Business Enterprise Program:

1. General

- a. Notice is hereby given to the consultant or subcontractor that failure to carry out the requirements set forth in 49 CFR, Part 26 shall constitute a breach of contract and, after notification, may result in termination of the contract or such remedy as the state deems appropriate.
- b. The referenced section requires the following policy and disadvantaged business enterprise (DBE) obligation to be included in all subsequent agreements between the consultant and any subcontractor:
  - (1) It is the policy of the Indiana Department of Transportation that disadvantaged business enterprises, as defined in 49 CFR Part 26, shall have the maximum opportunity to participate in the performance of contracts financed in whole or in part with federal funds under this contract. Consequently, the DBE requirements of 49 CFR Part 26 will apply to any contract entered into as a result of this "Professional Services Bulletin".
  - (2) The consultant agrees to ensure that disadvantaged business enterprises, as defined in 49 CFR Part 26, have the maximum opportunity to participate in the performance of contracts and subcontracts financed in whole or in part with federal funds provided under contracts with INDOT. In this regard, the consultant shall take all necessary and reasonable steps, in accordance with 49 CFR Part 26, to ensure that disadvantaged business enterprises have the maximum opportunity to compete for and perform contracts. The consultant shall not discriminate on the basis of race, color, national origin, or sex in the award and performance of federally-assisted contracts.
  - (3) In accordance with the STURAA of 1987, women business enterprises (WBE) have been considered to be socially and economically disadvantaged; therefore the DBE program has been combined.
- c. As part of the consultant's equal opportunity affirmative action program, it is required that the consultant shall take positive affirmative actions and put forth good faith efforts to solicit statements of interest from and to utilize disadvantaged business enterprise subcontractors, vendors or suppliers.

2. Definitions

The following definitions apply to this section:

- a. "Disadvantaged Business Enterprise" or DBE means a for profit small business concern that is at least 51 percent owned by one or more individuals who are both socially and economically disadvantaged or, in the case of a corporation, in which 51 percent of the stock is owned by one or more such individuals, and whose management and daily business operations are controlled by one or more of the socially and economically disadvantaged individuals who own it.
- b. "Small Business Concern" means a small business concern as defined pursuant to section 3 of the Small Business Act and SBA regulations implementing it (13 CFR Part 121) that also does not exceed the cap on average annual gross receipts specified in 49 CFR Sec. 26.65(b).

- c. “Socially and Economically Disadvantaged Individuals” means (i) any individual who is a citizen (or lawfully admitted permanent resident) of the United States and who is any individual who a recipient finds to be a socially and economically disadvantaged individual on a case-by-case basis; or (ii) any individual in the following groups, members of which are rebuttably presumed to be socially and economically disadvantaged:
- (1) Black Americans which includes persons having origins in any of the Black racial groups of Africa;
  - (2) Hispanic Americans which includes persons of Mexican, Puerto Rican, Cuban, Dominican, Central or South American, or other Spanish or Portuguese culture or origin, regardless of race;
  - (3) Native Americans which includes persons who are American Indians, Eskimos, Aleuts, or Native Hawaiians;
  - (4) Asian-Pacific Americans which includes persons whose origins are from Japan, China, Taiwan, Korea, Burma (Myanmar), Vietnam, Laos, Cambodia (Kampuchea), Thailand, Malaysia, Indonesia, the Philippines, Brunei, Samoa, Guam, the U.S. Trust Territories of the Pacific Islands (Republic of Palau), the Commonwealth of the Northern Marianas Islands, Macao, Fiji, Tonga, Kiribati, Juvalu, Nauru, Federated States of Micronesia, or Hong Kong;
  - (5) Subcontinent Asian Americans which includes persons whose origins are from India, Pakistan, Bangladesh, Bhutan, the Maldives Islands, Nepal or Sri Lanka;
  - (6) Women;
  - (7) Any additional groups whose members are designated as socially and economically disadvantaged by the SBA, at such time as the SBA designation becomes effective.

3. Subcontracts

- a. If the consultant intends to subcontract a portion of the work, the consultant is required to take affirmative actions to seek out and consider disadvantaged business enterprises as potential subcontractors prior to any subcontractual commitment.
- b. The contracts made with potential disadvantaged business enterprise subcontractors and the results thereof shall be documented and made available to INDOT and the Federal Highway Administration when requested.
- c. In those cases where the consultant originally did not intend to subcontract a portion of the work and later circumstances dictate subletting a portion of the contract work, the affirmative action contracts covered under paragraphs 3.a. and 3.b. of this section shall be performed.
- d. No subletting will be approved until the consultant demonstrates compliance with paragraphs 3.a. and 3.b. of this section by submitting Form DBE-2 when subcontracts with non-DBE firms are proposed.

4. Affirmative Actions

The consultant agrees to establish and conduct a program which will enable disadvantaged business enterprises to be considered fairly as subcontractors and suppliers under this contract. In this connection the consultant shall:

- a. Designate a liaison officer who will administer the consultant's disadvantaged business enterprise program.
- b. Ensure that known disadvantaged business enterprises will have an equitable opportunity to compete for subcontracts, so as to facilitate the participation of disadvantaged business enterprises.
- c. Maintain records showing (1) procedures which have been adopted to comply with the policies set forth in this clause, including the establishment of a source list of disadvantaged business enterprises, (2) awards to disadvantaged business enterprises on

- the source list and, (3) specific efforts to identify and award contracts to disadvantaged business enterprises.
- d. Cooperate with the state in any studies and surveys of the consultant's disadvantaged business enterprise procedures and practices that the state may from time to time conduct.
  - e. Submit periodic reports of subcontracting to known disadvantaged business enterprises with respect to the records referred to in subparagraph (3) above, in such form and manner and at such times as the state may prescribe.
5. Leases and Rentals  
The consultant shall notify the Indiana Department of Transportation when purchases or rental of equipment (other than leases for hauling) are made with disadvantaged businesses. The information submitted shall include the name of the business, the dollar amount of the transaction, and the type of purchase made or type of equipment rented.
6. Your firm will not be considered a disadvantaged business enterprise (DBE) unless it is currently certified by the Indiana Department of Transportation. If you feel your firm qualifies, please contact Charlotte A. Leavell, Division Chief of the Civil Rights Division, Room N855 of the Indiana Government Center North, Indianapolis, Indiana 46204, to obtain the proper forms.

#### B. Drug-Free Workplace Certification

A certification is required by Executive Order No. 90-5, April 12, 1990, issued by the Governor of Indiana as a requirement on all contracts and grants with the state of Indiana in excess of \$25,000.00. No award of a contract or grant shall be made, and no contract, purchase order or agreement shall be valid unless and until a certification has been fully executed by the consultant and attached to the contract or agreement as part of the contract documents. False certification or violation of the certification may result in sanctions including, but not limited to, suspension of contract payments, termination of the contract or agreement and/or debarment of contracting opportunities with the state for up to three (3) years.

By signing the certification, which will be attached to the consultant contract, the consultant certifies and agrees that it will provide a drug-free workplace by:

- (a) Publishing and providing all employees engaged in the performance of the contract a statement notifying such employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the consultant's workplace and specifying the actions that will be taken against employees for violations of such prohibition;
- (b) Establishing a drug-free awareness program to inform such employees about (1) the dangers of drug abuse in the workplace; (2) the consultant's policy of maintaining a drug-free workplace; (3) any available drug counseling, rehabilitation, and employee assistance programs; and (4) the penalties that may be imposed upon an employee for drug abuse violations occurring in the workplace;
- (c) Notifying such employees in the statement required by subparagraph (a) above that as a condition of continued employment on the contract resulting from this solicitation, the employee will (1) abide by the terms of the statement; and (2) notify the employer of any criminal drug statute conviction for a violation occurring in the workplace no later than five (5) days after such conviction;
- (d) Notifying in writing the Indiana Department of Administration within ten (10) days after receiving notice under subdivision (c)(2) above, from an employee or otherwise receiving actual notice of such conviction;
- (e) Within thirty (30) days after receiving notice under subdivision (c)(2) above of a conviction, imposing the following sanctions or remedial measures on any employee who is convicted of

- drug abuse violations occurring in the workplace: (1) take appropriate personnel action against the employee, up to and including termination; or (2) require such employee to satisfactorily participate in a drug abuse assistance or rehabilitation program approved for such purposes by a federal, state or local health, law enforcement, or other appropriate agency; and
- (f) Making a good faith effort to maintain a drug-free workplace through the implementation of subparagraphs (a) through (e) above.

Before any contract will be made, the consultant must agree to the above terms. A certification agreeing to such will be attached to each consultant contract which must be signed by the consultant.

C. Facilities Capital Cost of Money (September 1987)

1. Facilities capital cost of money will be an allowable cost under the contemplated contract, if the criteria for allowability in subparagraph 31.205-10(a)(2) of the Federal Acquisition Regulation are met. One of the allowability criteria requires the prospective contractor to propose facilities capital cost of money in its offer.
2. If the prospective Contractor does not propose this cost, the resulting contract will include the clause Waiver of Facilities Capital Cost of Money.

Selection of consultants by the Indiana Department of Transportation is not based on competitive bidding. Selection will be based upon criteria listed as a part Item 1.

Upon Selection of a Consultant for this contract the final selection will be posted on INDOT's home page

### **Item #1**

One (1) Consultant will be selected to provide technical assistance to INDOT in the administration of Section 5310 capital grant program. This will be a four (4) year contract.

#### **Scope of Work**

The consultant will be responsible for:

- Assisting INDOT with program compliance reviews of Section 5310 grantees;
- Ad hoc assistance to Section 5310 grantees directed at unusual problem issues related to vehicle maintenance/repair.
- Assisting in the development of specifications/bid documents for an automated semi-annual reporting system for Section 5310 grantees;
- Providing technical assistance to the Section 5310 Program Manager, including (but not limited to):
  - Reviewing/revising the annual Section 5310 grant application;
  - Review of Section 5310 vehicle specifications;
  - Technical assistance to insure INDOT's compliance with all federal guidelines (pre/post audit, Title VI, required federal clauses needed for third party procurements, etc.);
  - Review and revisions to MS-Access databases used by INDOT to administer the Section 5310 grant program;
  - Development of compliance manual for the Indiana Section 5310 program;
  - Updating/revising various Section 5310 publications (Vehicle Maintenance, Considerations in Selected a Vehicle, etc.)

End Products will include (in order of emphasis):

- Conducting up to ninety (90) Section 5310 program compliance reviews within a three (3) year time frame.
- Ensuring INDOT's compliance with all federal regulations in administration of Section 5310 grant program;
- Development of compliance manual for Indiana Section 5310 program grantees;
- Specifications/bid documents for an automated semi-annual reporting system.
- Review and revisions to MS-Access databases used by INDOT to administer the Section 5310 grant program;
- Updating/revising various Section 5310 publications (Vehicle Maintenance, Considerations in Selecting a Vehicle, etc.)
- Reviewing/revising the annual Section 5310 grant application;
- Review of Section 5310 vehicle specifications;
- Ad hoc assistance to Section 5310 grantees directed at unusual problem issues related to vehicle maintenance/repair.

#### **Background on INDOT's existing Section 5310 Program Compliance Reviews:**

INDOT has developed a Section 5310 Program Compliance Review questionnaire and related review process. A copy of the questionnaire is enclosed with this proposal. The questionnaire covers 10 specific program areas. INDOT currently conducts the reviews in the following manner:

1. Grantee is selected for review
2. Section 5310 Program Manager contacts agency to arrange date/time for review
3. Section 5310 Program Manager mails compliance review questionnaire to grantee at least two (2) weeks prior to review

4. Section 5310 Program Manager verifies INDOT files to insure grantee has been submitting quarterly report forms and has vehicle titles in the INDOT lockbox.
5. Section 5310 Program Manager conducts review at agency. Any findings are noted with expected date for grantee compliance. Copy of review is left with agency
6. Section 5310 Program Manager conducts follow up with agency if necessary, or contacts the Indiana Rural Transit Assistance program and requests they contact the grantee for appropriate training/assistance
7. Section 5310 Program Manager notes date of review in MS Access database.

Reviews typically last about one hour. Because grantees are constantly using the Section 5310 vehicles, INDOT does not physically inspect every Section 5310 vehicle operated by the grantee. However, grantees should be able to demonstrate that all 5310 vehicles are receiving preventative maintenance on a consistent and timely basis.

### **Contract Funding**

Funding for this contract is being provided from the Federal Transit Administration's Section 5313 program and state Public Mass Transportation Funds.

### **Project Timetable**

Work is anticipated to begin January 1, 2004. The term for this Contract shall be four (4) years from the Notice to Proceed.

### **Proposal Requirements**

Proposal shall include the following information in a clear, comprehensive and concise manner to illustrate the consultant's management and technical capabilities.

1. Firm's name, business address, telephone and fax number.
2. Project approach, description and timetable.
3. Contact/Lead person, other project principals and technical staff assigned (including background qualifications and expertise, etc.)
4. Description of past experience with similar projects, including sub-contractors qualifications and references (contact person, company, telephone number) of three (3) clients with similar projects.
5. Brief description of firm, firm's history, size and qualifications including areas of specialty.
6. Project costs, including DBE participation.

No compensation will be made to a consultant for proposal preparation, interviews, or other proposal costs.

### **Evaluation Criteria**

All proposals will be evaluated based on the following criteria. Each criterion will be weighted by the order in which they are listed. The criteria are:

1. Previous experience in providing Section 5310 technical assistance to a state Department of Transportation
2. Experience and qualifications of staff;
3. Approach to project;
4. Total Cost.

## **Reports**

Written monthly progress reports shall be prepared by the consultant and submitted to:

Brian Jones, Public Transit Section  
Indiana Department of Transportation  
100 North Senate, Room N901,  
Indianapolis, Indiana 46204.



# SECTION 5310 PROGRAM REVIEW QUESTIONNAIRE

On-site Review Date: \_\_\_\_\_ Reviewer: \_\_\_\_\_

Grantee: \_\_\_\_\_

Active Section 5310 Grants: \_\_\_\_\_

## 1. COORDINATION

Yes No Documented participation in four (4) Transportation Advisory Committee meetings in the past year.

Other evidence of coordinated effort: \_\_\_\_\_

<b>Purpose:</b>	<b>To determine whether the grantee is continuing - after receiving the grant award - to participate in efforts to coordinate transportation services.</b>
<b>Explanation:</b>	<p><i>The Federal Section 5310 Circular states that "The program seeks to enhance coordination of federally assisted programs and services in order to encourage the most efficient use of Federal resources and achieve the national goal of improved mobility for elderly persons and persons with disabilities.</i></p> <p><i>The Section 5310 Program Guide states grantees must conduct or attend Transportation Advisory Committee meetings on a quarterly basis.</i></p> <p><i>The Section 5310 Grant Contract states in Part II, Section 9, Part N "The grantee has and will, to the maximum extent feasible, coordinate with other transportation providers and users, including social service agencies authorized to purchase transit service."</i></p>

## 2. VEHICLE USE

Yes No Quarterly Reports are on file at INDOT, and are complete & current.

Yes No Significant service gaps identified in quarterly reports are justified.

<b>Purpose:</b>	<b>To determine that the grantee is using the vehicle to primarily transport the elderly and disabled, that the grantee is filing quarterly reports in a timely manner, and that the grantee has sufficiently explained any significant service gaps in use of the vehicle.</b>
<b>Explanation:</b>	<p><i>In the Section Section 5310 grant contract, under Part II, Section 8, <u>Use of Equipment and Property</u>, Paragraph F, states that "The Grantee shall submit to the INDOT at the end of each calendar quarter a certification that the Project equipment and facilities continue to be used in accordance with the terms of this Agreement."</i></p>

## 3. PROPERTY RECORDS

Yes No Grantee vehicle records are consistent with INDOT vehicle inventory records

Yes No Titles are on file with INDOT.

Yes No Grant contract(s) are on file with Grantee.

**Purpose:** To determine that the grantee's vehicle records are the same as INDOT's, that the titles are on file with INDOT, and that the grantee has a executed copy of the grant contract.

*Explanation:* In the Section 5310 Grant Contract, under Section 3, Accounting Records, Part A - Submission of Reports, Proceedings, Contracts and Other Documents, "The Grantee shall establish and maintain accounts for this Project within its existing accounting system or set them up independently.

*The Federal Section 5310 Circular gives states the option to hold title to vehicles.*

#### 4. VEHICLE/ACCESSIBILITY EQUIPMENT MAINTENANCE AND REPAIR

Yes No Agency maintenance records reflect compliance with manufacturer's recommended preventative maintenance schedules.

Yes No Agency pre-trip inspection records are available for inspection (pre-trip form)

Yes No Does the agency perform pre-trip inspection of lift equipment?

Yes No Does the agency have a regular maintenance schedule for lift equipment?

**Purpose:** To examine the grantee's vehicle maintenance record and insure that vehicle are being properly maintained.

*Explanation:* As referenced in the INDOT Section 5310 grant contract, Part II, Section 8, Use of Equipment and Property, Paragraph E states that "During the useful life of the equipment and facilities the Grantee shall maintain such Project equipment and facilities at a high level of cleanliness, safety, and mechanical soundness and in accordance with guidelines or regulations which the Grantor Agency may issue. The Grantor Agency shall have the right to conduct periodic inspections for the purpose of confirming proper maintenance pursuant to this Section."

*Part II, Section 8, Use of Equipment and Property, Paragraph F states that "The Grantee shall maintain sufficient records documenting the use of equipment, facilities and property and submit to the Grantor Agency upon request such information as is required in order to assure compliance with this Section..."*

#### 5. INSURANCE

Yes No Grantee has valid Certificate of Insurance on file.

Yes No Insurance meets Indiana minimums and protects FTA interest (80%).

**Purpose:** To determine whether the vehicles used by the grantee are insured, that amounts listed will meet Indiana minimums, and that the insurance will reimburse INDOT/grantee for the market value of the vehicle in case of an accident.

*Explanation:* Section 5 of the Section 5310 Grant Contract states that the Grantee shall comply with all applicable insurance, surety bonds, and qualifications of self-insurer, and provisions of Federal, State and local law. The Grantee also certifies protection of the Federal interest (80%) in the Project equipment, and that it shall safeguard against loss, damage or theft of equipment.

**6. CONTROL OF EQUIPMENT**

Yes No Grantee maintains control of and responsibility for vehicle(s).

Yes No Copy of applicable sub-lease and/or vehicle sharing agreements are on file with agency and INDOT.

**Purpose:** To determine whether grantee retains control and responsibility for the vehicle(s) and that INDOT /grantee has a copy of any vehicle lease/sharing agreement.

*Explanation:* The Federal Section 5310 Circular allows vehicles to be leased to other entities. However, the lease between the grantee and entity must contain the terms and conditions that must be met in providing transportation to the elderly and disabled. Other uses of the vehicle by the entity are allowed, only to the extent that they do not interfere with provision of services to the elderly and disabled.

Control and responsibility for the operation of the vehicles must remain with the grantee, unless transfer to another eligible agency (of the control and responsibility) has been authorized by INDOT.

Any leases or vehicle-sharing agreements must be approved by INDOT prior to grant award. The grantee and INDOT must maintain a copy in their grant files. The agreement must contain, by reference, all federal/state regulations, laws and statutes contained in the contract between INDOT and the grantee.

**7. INCIDENTAL USE**

Yes No Vehicle(s) is used for non-passenger transportation trips (meals, equipment, supplies, etc.). Percentage of time: \_\_\_\_\_

Yes No Vehicle(s) is used for school bus service. Percentage of time: \_\_\_\_\_

**Purpose:** To determine whether grantee uses the vehicle for any non-passenger transportation (FTA Circular page VI-1) or exclusive school bus service (Section 5323(f) of Federal Transit Act).

*Explanation:* The Federal Section 5310 Circular allows grantees to provide non-passenger transportation, but only if the service does not conflict with the provision of transit services, or result in the reduction of services.

Section 5323(f) of the Federal Transit Act allows grantees to provide school bus service. However, this service cannot be exclusive (school children only) and cannot compete with private school bus providers.

**8. ADA COMPLIANCE**

Yes No Grantee provides equivalent transportation service to persons with disabilities (response time, fares, geographic service are, hours and days of service, restrictions on trip purpose, availability of information and reservation capability, constraints on capacity or service availability)

Yes No Any ADA-related complaints or lawsuits filed against the grantee?

**Purpose:** To determine if the grantee is complying with provisions of the American with Disabilities Act.

*Explanation:* The Americans with Disabilities Act prohibits discrimination against persons with disabilities.

**9. CIVIL RIGHTS**

Yes No Does Grantee have any complaints or pending lawsuits which allege discrimination on the basis of race, color, or national origin with respect to service or other transportation benefit.

Yes No Has Grantee participated in a civil rights compliance review within the past three years?

**Purpose:** To determine if the grantee is complying with provisions of Title VI of the Civil Rights Act of 1964.

*Explanation:* Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin.

**10. AGENCY FISCAL AND ADMINISTRATIVE RESPONSIBILITY**

Yes No Does the Grantee continue to be eligible to receive federal assistance (no debarment, suspension, bankruptcy, lawsuits, etc.)

Yes No Any unresolved findings in most recent agency audit related to the Section 5310 program?  
*(Grantee should provide reviewer with most recent copy of agency audit)*

**Purpose:** To determine if the grantee continues to be eligible to receive federal assistance.

*Explanation:* As required by USDOT Regulations on Government wide Debarment and Suspension (Non-procurement) at 49 CFR 29.510.

**GENERAL COMMENTS:**

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**RECOMMENDATIONS/REMEDIAL ACTIONS**

**DATE COMPLETED**

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Based on the above desk audit, site visit and follow-up activity (if required), I hereby certify that the above grantee is in compliance with applicable requirements of the federal Section 5310 Capital Assistance Program.

Reviewer: \_\_\_\_\_ Date: \_\_\_\_\_

## **ADA TRANSPORTATION SERVICE PROVISIONS:**

(To be handed out to grantees at the program review)

All Section 5310 grantees are expected to meet the following transportation-related provisions of the Americans with Disabilities Act:

- All common wheelchairs and their users shall be transported.
- Wheelchairs shall be placed in designated secured locations.
- Service cannot be denied because the wheelchair cannot be satisfactorily secured or restrained by the vehicle's restraining system.
- The grantee may recommend to a user of a wheelchair that the individual transfer to a vehicle seat. However, the grantee may not require the individual to transfer.
- Where necessary or upon request, the grantee's personnel shall assist individuals with disabilities with the use of the restraining systems, ramps and lifts. If it is necessary for the personnel to leave their seats to provide this assistance, they shall do so.
- The grantee shall permit individuals with disabilities who do not use wheelchairs, including standees, to use a vehicle's lift or ramp to enter the vehicle.
- The grantee shall permit service animals to accompany individuals with disabilities in vehicles and facilities.
- The grantee shall ensure that vehicle operators and other personnel make use of accessibility-related equipment or features.
- The grantee shall make available to individuals with disabilities adequate information concerning transportation services. This obligation includes making adequate communications capacity available through accessible formats and technology, to enable users to obtain information and schedule service.
- The grantee shall 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 at the stop, not under the control of the grantee, preclude the safe use of the stop by all passengers.
- The grantee shall not prohibit an individual with disabilities from traveling with a respirator or portable oxygen supply, consistent with applicable Department of Transportation rules on the transportation of hazardous materials (49 CFR subtitle B, chapter 1, subchapter C).
- The grantee shall ensure that adequate time is provided to allow individuals with disabilities to complete boarding or disembarking from the vehicle.
- The Grantee shall maintain in operative condition those features of facilities and vehicles that are required to make the vehicles and facilities readily accessible to and usable by individuals with disabilities. These features include, but are not limited to, lifts and other means of access to vehicles, restraining devices, elevators, signage and systems to facilitate communications with persons with impaired vision or hearing.
- Accessibility features shall be repaired promptly if they are damaged or out of order. When an accessibility feature is out of order, the Grantee shall take reasonable steps to accommodate individuals with disabilities who would otherwise use the feature. This does not prohibit isolated or temporary interruptions in service or access due to maintenance or repairs.