

- Are any issues related to ADA indicated in the Oversight Assessment Tool (OAT)?
- What deficiencies or potential deficiencies have been identified by the FTA Office of Civil Rights through complaint investigations, compliance reviews, and other sources?
- Have any ADA complaints been filed with FTA?
- Does the recipient have a definition for ADA trip denial, missed trip (i.e., trip missed by the recipient), on-time performance, and excessively long trip?
- Does the recipient monitor its service for a pattern or practice of capacity constraints?
- If the recipient requires the use of prepurchased or prepaid fare media, are there concerns with the ability of riders to obtain service on a next-day basis?
  - How readily and widely available is the fare media?
  - Is travel required to obtain fare media, including when paying via cash or check?
  - What is the lead time to establish and replenish prepaid accounts or receive fare media, including when paying via cash or check?
  - Changes to the recipient's ADA complementary paratransit service (i.e., change in no-show/late cancellation policy, change in fare payment methods, implementation of door-to-door, curb-to-curb or origin-to-destination service) that have been implemented since the last Comprehensive Review
  - Changes to the recipient's ADA complementary paratransit delivery (e.g., change or add contractors, enter into a delegated management agreement with a public or private entity, combine service with another agency, change from in-house to contracted operation or vice-versa, or otherwise change its business model) that have been implemented since the last Comprehensive Review
  - Accuracy of operation data
  - Training provided to staff
  - Provision of complementary paratransit service not covered previously in this section

## REFERENCES

1. 2 CFR Part 200 and 1201, "Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards"
2. 49 CFR Part 27, "Nondiscrimination on the Basis of Disability in Programs or Activities Receiving Federal Financial Assistance"
3. 49 CFR Part 37, "Transportation Services for Individuals with Disabilities"
4. 49 CFR Part 38, "Americans with Disabilities Act (ADA) Accessibility Specifications for Transportation Vehicles"
5. 49 CFR Part 39, "Transportation for Individuals with Disabilities: Passenger Vessels"

6. FTA Circular 4710.1, “Americans with Disabilities Act (ADA) Guidance”

#### **USEFUL WEBLINKS**

1. FTA ADA Website
2. US DOT Disability Law Guidance
3. ADA Standards for Transportation Facilities
4. Federal Highway Administration Guidance on Pedestrian Access for Persons with Disabilities
5. Project ACTION
6. Disability Rights Education & Defense Fund - Topic Guides on ADA Transportation
7. U.S. Department of Justice ADA Homepage
8. FTA's Frequently Asked Questions From FTA Grantees Regarding Coronavirus Disease 2019
9. Notice of Concurrence
10. Emergency Relief rule