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12/18/2025

Northern Transit Interlocal

ADA Policy

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Northern Transit Interlocal Team - 2025

NORTHERN TRANSIT INTERLOCAL ADA Policy and Procedure

Policy

It is Northern Transit Interlocal policy to comply with federal and state laws concerning the employment and service to people with disabilities and to act in accordance with regulations and guidelines issued by the Equal Employment Opportunity Commission (EEOC).

The ADA is a civil right law that guarantees people with disabilities equal opportunity to take part in community life. Transportation services are key to that participation. The ADA requires transit systems to ensure that their personnel are trained proficiently in how to operate vehicles and equipment safely and to ensure individuals with disabilities are treated in a respectful, courteous, and efficient manner.

Complimentary paratransit services are available anywhere that the fixed routes exist and are accessible on the same days and hours as the fixed-route transportation. Complimentary paratransit services include:

- (On-demand) Door-to-door services, in which a driver may offer assistance from the customer's door to the vehicle and from the vehicle to the door at the destination.
- Curb-to-curb services, in which assistance is provided to the customer to enter and exit the vehicle at the destination curb.

General ADA Requirements

While certain ADA requirements are particular to certain settings, there are some general requirements that apply to all transportation methods across the board, regardless of whether they are public or private transportation. These include:

- Adequate and accessible rider information (large print, braille, electronic format)

- Adequate time to board and exit the vehicle.
- Assistance features (lifts, ramps, wheelchair straps) fully functioning at all times.
- Properly trained operators and personnel
- Service animals allowed
- Priority seating

Drivers Must:

- Each driver will take PASS (Passenger Assistance, Safety, Sensitivity) training and submit a copy of their certificate to the Executive Director of Transit.
- Provide rides to customers with disabilities.
- Offer assistance with boarding, but not lifting, the rider.
- Not assume an escort, medical personnel or family member will provide boarding assistance.
- Not deny transportation to a rider whose wheelchair is difficult to secure.
- Allow service animals to accompany their owners.

Priority Seating:

- When a person with a disability boards the bus and needs to sit in a seat or occupy a wheelchair securement location that is occupied, the driver must ask individual(s) at that location to vacate their seat, unless that individual is also a person with a disability.
- If the person in a priority seating area or wheelchair security location refuses to leave their seat, the driver is not required to force them to move.

Calling Out Stops:

- Announce stops at all major intersections, transfer points, and major destination points.
- Be sure to announce stops at sufficient intervals along a route to orient a person with a visual impairment to the vehicle's location.
- Announce any stop requested by a passenger.

Passenger Responsibilities:

- All passengers must be able to sit in a bus seat or wheelchair in order to be transported.

- Any passenger whose medical condition is such that the passenger is incoherent or requires immediate medical attention to sustain life may be denied service.
- If the driver reasonably determines a passenger's physical or mental condition is hazardous, if passenger has weapons, instruments or equipment that is considered dangerous, service will be denied or terminated immediately.

- On-Demand

- Passengers must schedule an appointment 24 hours in advance and provide all the following:
 - Name
 - Valid phone number
 - Pick-up address
 - Destination address
 - Desired pick-up time
 - Desired Drop off time.
 - Number of passengers
 - If round trip, approximate time of return trip.

- If riders are unable to keep the scheduled appointment, they should notify Northern Transit Interlocal at least 2 hours prior to appointment time. Northern Transit Interlocal has many riders depending on transportation. Missing a reservation and not contacting our dispatch is unacceptable. We understand this could happen, so your first "No Show" our dispatch team will explain the policy and give you a verbal warning. 2nd No Show we will suspend you from service for up to 60 days. Three "no shows" will result in a 90-day suspension. Appeals may be brought to the Executive Director of Northern Transit Interlocal.