



## Transportation Access

Under the Americans with Disabilities Act (ADA), all types of transportation should generally be accessible to people with disabilities. Transportation includes things like buses, airplanes, trains, taxis, Ubers, and Lyfts. The ADA also says that transportation facilities like train stations, bus stops, airports, and sidewalks need to be usable by people with disabilities.

### Frequently Asked Questions

#### ➤ **What is a transportation provider?**

A transportation provider is a business or government that offers transportation services to the public. For example, a city bus system, trains, or ride share services such as Uber and Lyft.

#### ➤ **When can a transportation provider refuse to serve an individual with disabilities?**

Generally, transportation providers must serve individuals with disabilities. However, the transportation provider can refuse to provide transportation service if someone is violent, makes it hard for other people to travel on the service, or does something illegal.

#### ➤ **What does a transportation provider have to do to assist people with disabilities?**

A transportation provider that offers transportation on a fixed route must train their staff to work equipment that assists people with disabilities. Transportation on a fixed route is defined as travel that people using the transportation can expect regular service, for example, a bus or train route. A bus driver should know how to work a wheelchair lift.

Additionally, staff do not have to provide personal care services, such as providing food, for people with disabilities.

#### ➤ **What is a reasonable modification?**

A reasonable modification is a change in a rule or policy that makes it so a person with a disability can use the service like a person without a disability.

An example of a reasonable modification could include when a bus driver stops further down the street than the bus stop in order to make it easier for an individual in a wheelchair to exit the bus when snow is blocking the normal stop.

## ➤ **Do transportation providers have to provide reasonable modifications?**

Yes, transportation providers must provide reasonable modifications to people with disabilities. The person with a disability must request the reasonable modification. If the reasonable modification that the person asks for would be dangerous or hard for the transportation provider to make, the transportation provider can decline the request. But they should work with the person with the disability to try to find another reasonable modification to help. It should be noted that a transportation provider cannot charge a fee for the reasonable modification.

## ➤ **What is paratransit service?**

Sometimes, individuals with disabilities cannot use government-provided public transportation even with reasonable modifications. In these instances, the government provides an alternative called paratransit service.

## ➤ **When does the government have to offer paratransit services?**

Paratransit services are another transportation service that the government provides people. If the government offers people transportation on a fixed route, like buses on a bus route, then they also have to offer paratransit services.

## ➤ **What do paratransit services have to provide?**

Paratransit services must be:

- Offered on the same days and hours as the fixed-route transportation.
- Offered within three-fourths of a mile of the fixed route service.
- Available the next day after a reservation is made.
- Cost no more than twice the fare of the fixed route service.
- Offered no matter the reason for the trip. For example, paratransit services can't be limited to medical appointments.

## ➤ **How is paratransit eligibility determined?**

Paratransit providers may require an application, medical proof of the need for paratransit, and an assessment of the abilities of the person requesting paratransit. Paratransit only has to be offered to people who cannot use the fixed route transportation. Providers may require people to recertify their eligibility for paratransit.

## ➤ **When can paratransit service be taken away for a rider?**

If an individual doesn't show up multiple times for reserved trips, a paratransit provider may suspend service for that person. The suspension should be limited and reasonable. Additionally, providers can refuse service if an individual is violent, makes the trip difficult for others, or does something illegal.

## ➤ **Where should I file a complaint if I was discriminated against by a transportation provider?**

Different types of transportation are covered by different laws and regulations. The type of transportation determines where you can file a complaint for discrimination.

**Airlines** | If you were discriminated against by an airline, you can file a complaint at the following places:

- Local: Directly with the airline's Complaints Resolution Official at the airport. Ask the airline how to reach the Complaints Resolution Official.
- Federal: United States Department of Transportation – [Traveling with a Disability](#)

**Airports** | If you were discriminated against by an airport, you can file a complaint at the following places:

- Local: Directly with the airport
- State: [Colorado Civil Rights Division](#)
- Federal: Federal Aviation Administration, [Office of Civil Rights External Discrimination Complaints](#)

**Train** | If you were discriminated against by Amtrak, you can file a complaint at the following places:

- Local: Directly with [Amtrak](#)
- Federal: [Federal Railroad Administration Office of Civil Rights](#)

**Public Transportation** | If you were discriminated against by a public transportation provider, you can file a complaint at the following places:

- Local: Directly with the public transit agency.
- State: [Colorado Civil Rights Division](#)

**Private Transportation Providers** | If you were discriminated against by a private transportation provider, you can file a complaint at the following places:

- State: [Colorado Civil Rights Division](#)
- Federal: [U.S. Department of Justice Civil Rights Division](#)

[www.DisabilityJustice.com](http://www.DisabilityJustice.com)

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