

**North Carolina**  
**“Transportation Requirements of the ADA” Training**  
**November 2, 2016 – Community Transportation Systems**

8:30 am      Sign in/Registration  
 9:00 am      Start  
 4:30 pm      Stop

9 am	General	<u>Introductions</u> Welcome Review of course agenda and materials Participant introductions
	Video	<i>“Disability Rights Activist Movement”</i> <a href="https://www.youtube.com/watch?v=qXD7TckuVjM">https://www.youtube.com/watch?v=qXD7TckuVjM</a> <i>Watch and discuss documentary video that provides an overview of the disability rights movement in the United States.</i>
9:30 am	Lesson:	<u>General Requirements, Part 1</u> This facilitated discussion will review Chapters 1, 2 and 4 of the FTA ADA Circular. Topics will include: - The ADA as a civil rights law - Definitions of types of covered entities and types of covered services - Responsible entities – Contractor Issues - Nondiscrimination requirements (attendants, priority seating, refusing service, special charges) - Vehicle purchase requirements - Maintaining accessibility equipment
	Materials:	<i>Copies of overheads</i> <i>Video: “Americans with Disabilities Act”</i> <a href="http://youtu.be/ns7UY8HdPr8">http://youtu.be/ns7UY8HdPr8</a> <i>Copies of applicable sections of FTA Circular</i> <i>Equivalency certification</i> <i>Vehicle Specification Checklist</i>
10:30 am	Break	
10:45 am	Lesson:	<u>General Requirements, Part 2</u> Continued discussion of the general requirements covered in Chapter 2 of the FTA Circular. Topics will include: - Accommodating riders who use wheelchairs and other mobility devices - Use of securement systems, seat belts and shoulder harnesses - Assistance required by transit personnel - Accommodating service animals - Accommodating life support systems - Employee training - Accessible information - Reasonable Modification policy
	Materials:	<i>Copies of overheads</i> <i>Copies of applicable sections of FTA Circular</i> <i>FTA Q&amp;A on common wheelchairs</i> <i>US Dept of Justice information on service animals</i> <i>USDOT guidance on Segways</i>
12:00 pm	Lunch	

1:00 pm	Lesson	<b>Requirements for Demand Responsive Services</b> Requirements for general public demand responsive services, including human services transportation will be discussed. The discussion will follow Chapter 7 of the FTA ADA Circular. Topics will include: - Acquisition of vehicles - Equivalency - How equivalency is met in various types of service (including basic dial-a-ride services, taxi subsidy programs, vanpool programs, and route deviation services.)
	<b>Materials</b>	<i>Copies of overheads</i> <i>Copies of applicable sections of FTA Circular</i> <i>Sample Equivalent Service Certification</i>
2:00 pm	Large Group Exercise	<b>Equivalency Versus ADA Paratransit Requirements</b> The differences in requirements for general public demand responsive services versus ADA paratransit services will be discussed as a group.
	<b>Materials</b>	<i>Equivalent service comparison matrix</i>
2:30	Break	
2:45 pm	Small Group Exercise	<b>Recordkeeping and Monitoring to Ensure Equivalent Services</b> Working in small groups, participants will consider the types of data they should collect and what data analysis is needed to ensure that services are provided in an equivalent way. Guidance in the FTA Circular on recordkeeping and monitoring will be considered.
	<b>Materials:</b>	<i>Equivalent service monitoring matrix</i> <i>Relevant sections of Chapter 7 of FTA ADA Circular</i>
3:30 pm	Lesson	<b>Complaints and Contractor Monitoring</b> Discussion of the requirements in Chapter 12 of the FTA ADA Circular. Topics will include: - FTA oversight and reviews - Handling and responding to complaints - Monitoring in-house services and contractors
	<b>Materials</b>	<i>Copies of overheads</i> <i>Copies of applicable sections of FTA Circular</i>
4:00 pm	Open Discussion	<b>Participants Questions and Issues</b> Open discussion of and remaining participant questions or issues.
4:15 pm	General	<b>Wrap-Up. Complete evaluation forms</b>
4:30 pm	Adjourn	