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We need to move from viewing people with disabilities as part of the medical model & their needs as “special”, and instead focus on ensuring different modes of transportation and communication are accessible and able to meet the diverse functional needs of the community.

What does this really mean?

- Get on any bus & train car;
- Safely access any sidewalk & street, regardless of the mobility device used (e.g. wheelchair, walker, crutches, pushing a baby stroller);
- Benefit from private limousine, shuttle & taxi services;
- Access an airplane, the restrooms in it & my equipment won't be broken when I arrive at my destination;
- Access cruise ships & experience the same benefits as the other patrons;

- Communication systems will be effective in bus stations, train stations, airports, and onboard the bus, train or aircraft, whether I am a person who is an augmented communicator, deaf/hard of hearing, blind/low vision, deaf/blind or has limited English proficiency;
- Disability & aging transportation providers & assets are integrated into evacuation & transportation plans for disaster response & recovery.

# Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP 21)

- Sustains our Highway Trust Fund and provide states and communities with two years of steady funding to build needed roads, bridges, and transit systems. It also builds on DOT's efforts to improve safety across all forms of transportation and to make progress on transportation alternatives as we have done during the last three years.

# Budget Breakdown

- Highway programs will be funded at \$39.699 billion in FY13 and \$40.256 in FY14
- Transit programs at \$10.584 in FY13 and \$10.701 in FY14

# Funding Avenues of Transportation to State & Local Government

- The federal government has several avenues:
- State of Good Repair Grants (keeping vehicles, stations, elevators, lifts, escalators, communication systems operating effectively)
- TIGER (addresses infrastructure)
- Livability (access to community streets, sidewalks)
- 5300 Series Funding (DC Taxi Commission matched 20% of \$1 million grant to purchase 20 wheelchair accessible taxis)

- 2012 marks the Americans with Disabilities Act's 22<sup>nd</sup> Anniversary, and
- 26<sup>th</sup> anniversary of the Air Carrier Access Act's passage is this September
  - In a little more than two decades, these groundbreaking legislative achievements have struck a powerful blow for equality



- In 2010, DOT announced the first Federal Rule to specifically provide ADA protections to people with disabilities who travel on boats and ships.
- Vessel operators cannot charge extra for accessibility-related services to passengers, cannot require passengers to furnish their own attendants, and cannot deny access to passengers based on disability.

- Vessel operators are also required to provide information to passengers about the accessibility of their facilities and services and make a knowledgeable person available to resolve accessibility concerns
- DOT is working with the U.S. Access Board on guidelines, released July 26, 2010, for what are called “public rights of way,” concerning the accessibility of street crossings, sidewalks, and other elements.

<http://www.access-board.gov/prowac/>

- **Commercial Driver's License (CDL) for Deaf/Hard of Hearing:** The Federal Motor Carrier Safety Administration has established an exemptions process from the hearing requirements for interstate truck and bus drivers. Where individual's may have had a CDL from a specific State and could not cross the border into a neighboring State because of the Federal rule for interstate truck and bus drivers, those eligible for hearing exemptions will be able to cross State lines to engage in interstate commerce.

# Amended Regulations Requiring

- Intercity, commuter and high-speed passenger railroads to ensure, at new and significantly renovated station platforms, that passengers with disabilities can get on and off any accessible car of the train.
- Passenger railroads must provide level-entry boarding at new or altered stations in which no track passing through the station and adjacent to platforms is shared with existing freight rail operations.

- A Rulemaking on airline check-in kiosks and websites is nearing completion. The rule establishes standards so people who are blind/low vision or deaf/hard of hearing or has dexterity needs can access kiosks and websites.

# Federal Transit Administration (FTA)

Focuses on:

- Fixed-Route Buses
- Light Rail Trains
- Subway Trains
- Paratransit

# Questions about ADA and Public Transit?

Contact the FTA Office of Civil Rights for technical assistance on ADA requirements or for information on how to file a complaint.

## ADA Hotline

- (888) 446-4511 (voice) or  
FTA.ADAassistance@dot.gov (email)
- Federal Relay: 1-800-877-8339 (TTY)

## ADA Web page

- [www.fta.dot/ada](http://www.fta.dot/ada)

# DOT Enforcement Office

## Aviation Consumer Protection Division

DOT's consumer protection website provides information to the public on disability rights and carrier complaint information:

- See <http://airconsumer.dot.gov/pubs.htm> for a link to the pamphlet *New Horizons: Information for the Air Traveler with Disabilities*.
- See <http://airconsumer.dot.gov/publications/gateway1.htm> for annual reports on disability-related complaints received by airlines.



# DOT Aviation Disability Hotline

- 800-778-4838 (voice)
- 800-455-9880 (TTY)

Hotline hours are 9 am to 5 pm ET

Monday through Friday, except federal holidays.

If you are experiencing difficulty with an airline  
always request to speak with a CRO.

# Nondiscrimination on the Basis of Disability in Air Travel – 14 CFR Part 382

You may submit a complaint to the Department's  
Aviation Consumer Protection Division:

- Online at: <http://airconsumer.ost.dot.gov/escomplaint/es.cfm>
- By writing a letter or completing a complaint form at:  
<http://airconsumer.ost.dot.gov/forms/382form.pdf>
  - Or sending a paper complaint to:  
Aviation Consumer Protection Division  
Attn: C-75-D  
U.S. Department of Transportation  
1200 New Jersey Ave, SE  
Washington, D.C. 20590
- See <http://airconsumer.dot.gov/ACAacomplaint.htm> for more information about the complaint process and DOT enforcement.

# Federal Railroad Administration (FRA)

- Responsible for enforcement of ADA and Section 504 for intercity rail (e.g. Amtrak).
- Intercity trains are not required to have visual display systems – conductors notify passengers of their stop.
- Where public address systems are provided in stations, a means of conveying the same or equivalent information to persons with sensory disabilities must be provided.
- For Amtrak's TDD/TTY service, please call 800-523-6590.

# Federal Railroad Administration (FRA)

To file a complaint please contact:

Office of Civil Rights

Federal Railroad Administration

1200 New Jersey Avenue, SE

Washington, DC 20590

Phone: 202-493-6012

Fax: 202-493-6481

Email: [civil.rights@dot.gov](mailto:civil.rights@dot.gov)

# Federal Highway Administration (FHWA)

- The primary purpose of FHWA's ADA/504 program is to ensure that pedestrians with disabilities have the opportunity to use the transportation system and access public rights-of-way in an accessible and safe manner.

To file a complaint :

Federal Highway Administration

U.S. Department of Transportation

Office of Civil Rights

1200 New Jersey Avenue, SE

8th Floor E81-314

Washington, DC 20590

External Civil Rights Program: 202-366-4634

Investigations & Adjudication: 202-366-1583

[CivilRights.FHWA@fhwa.dot.gov](mailto:CivilRights.FHWA@fhwa.dot.gov)

# Federal Motor Carrier Safety Administration (FMCSA)

- ADA regulations ensure accessible, timely, motor coach service for passengers with disabilities, including wheelchair-users.
- The fixed route fleet of a motor coach company, with annual transportation revenue exceeding \$8.7 million, must be 100% accessible by October 2012. Until this date, such company must provide accessible motor coach services to passengers with disabilities on a 48-hour advance notice basis.

There are two methods to file an  
ADA complaint with the FMCSA:

- Online at:

<http://nccdb.fmcsa.dot.gov/HomePage.asp>

- 1-888-DOT-SAFT (1-888-368-7238)

9AM to 9PM ET,

Monday through Friday



- ◎ DOT plan to address accessibility issues related to:
  - in-flight entertainment systems,
  - carrier-supplied in-flight medical oxygen
  - lavatories on single-aisle aircraft, and
  - documentation and advanced-notice requirements pertaining to users of psychiatric or emotional support animals.

- DOT will be addressing:
  - the obligation of airports to provide service animal relief areas,
  - captioning on televisions and audio-visual displays, and
  - lifts for enplaning and deplaning passengers
- Aviation Enforcement Office reached settlements with a number of U.S. carriers, assessing them civil penalties ranging from \$125,000 to \$2 million (the largest ever assessed against an airline for a non-safety related violation).