



ADA Policies & Procedures

The Americans with Disabilities Act (ADA) is a civil rights law. The intent of the ADA is to remove barriers that have prevented people with disabilities from fully participating in life. To this end, AMTRAN will strive to comply with all aspects of ADA regulations in order to better serve all passengers through policies and procedures that provide meaningful access to the transportation services that AMTRAN provides for its community.

Vehicle Accessibility

All fixed-route vehicles are equipped with ramps or lifts to provide access for persons using mobility devices. Additionally, each fixed-route transit bus employs a “kneeling” mechanism to make boarding and de-boarding easier for passengers. All passengers must do is request that driver deploy these accessibility functions at time of boarding or de-boarding. The driver is available to provide additional assistance (upon request) if necessary. All drivers are trained to proficiency on wheelchair securement and passenger assistance techniques in order to provide the highest level of passenger assistance.

AMTRAN will transport all wheelchairs regardless of size or weight as long as the lift and the vehicle can physically accommodate them; as well as, transport customers who use respirators, concentrators, or portable oxygen, and permit guide dogs or other service animals to accompany a customer on their bus or van ride.

AMTRAN fixed-route vehicles have priority seating areas for persons with disabilities and senior citizens. Bus operators will request that customers sitting in priority seating or in a flip-up seat over the securement area vacate these seats when a person with a disability needs to use them. Also, operators will allow time for persons with disabilities to board/disembark a vehicle and can assist customers in doing so.

Annunciator System

All fixed-route vehicles are equipped with automatic annunciator systems that announce major stops and transit points throughout the transportation system. Additionally, these systems supply an accompanying LED visual screen message that mirrors that audio announcement for persons with visual impairments. In addition, an exterior speaker beside the front door will automatically announce the route for that bus at stops served by multiple bus routes

AMTRAN utilizes audio and visual announcements at each of its three (3) Transit Centers, with LED and LCD screens; as well as, the Transportation Information System (TIS) at the downtown Transit Center. All these systems provide audio and visual data regarding bus and route information in real-time for all passengers, including persons with disabilities.

Inoperable Accessibility Systems - Providing Service

AMTRAN maintenance staff strives to properly maintain all vehicles systems to ensure a safe and comfortable ride for all passengers and staff. All accessibility features are part of mandatory pre-trip and post-trip inspections by vehicle operators. In the event a malfunction is detected, it is immediately reported to Operations and Maintenance for repair or replacement vehicle for service.

In the event an issue arises with any one of the accessibility systems while a vehicle is in service, Operators are required to report malfunction immediately to Dispatch, which communicates issue to the Maintenance department. AMTRAN Maintenance staff will respond to issue either by switching out accessible vehicle or road repair. If necessary, alternative accessible services would be provided to any persons with disabilities via an accessible, replacement vehicle within a thirty (30) minute time window. Maintenance staff or other available Operators would switch vehicles out or pick-up passengers in question to get them to their desired destination.

Reasonable Accommodations

AMTRAN will make every effort to ensure that customers enjoy a comfortable, safe, and pleasant ride on our buses. AMTRAN bus operators and customer service personnel will always strive to be professional and courteous with all customers.

AMTRAN will accommodate all reasonable accommodation requests made by persons with disabilities as long as the request does not cause a major disruption to service. Individuals are able to contact the AMTRAN HelpLine at 814-944-4074 Monday through Saturday from 6:30 a.m. to 6:30 p.m. to request a reasonable modification to service or policy. Individuals may also make a request of an AMTRAN driver at the time of travel.

All bus routes are deviated fixed route before 7:00 a.m. and after 6:00 p.m. Any customer can ask the driver to deviate the bus from its regular route to get them closer to their destination. Customers can request route deviations in advance by calling the AMTRAN HelpLine at 814-944-4074 Monday through Saturday from 6:30 a.m. to 6:30 p.m. Instructions on how to request route deviations are listed on all schedule brochures, which are available on all fixed-route vehicles and at all AMTRAN facilities. AMTRAN does not require passengers use the terminology “reasonable modification” when requesting information or deviations. Additionally, AMTRAN contracts its required ADA Complementary Para-transit service to Blair Senior Services, who provides door-to-door (origin to destination) transportation service to qualified individuals.

Out-of-Town Visitors

AMTRAN provides ADA Complementary Para-transit services to out-of-town visitors. AMTRAN requests documentation from visitor’s local/home Para-transit system. If no such documentation is available, AMTRAN would accept a visitor’s proof of residence and disability (if not apparent). Once documentation is secured, AMTRAN provides requisite transportation services. Call AMTRAN at (814) 944-4074 for more information.