

**York County Community Action Corporation**  
**Americans with Disabilities Act of 1990 (ADA)**  
**Policy and Procedures for Route Deviation Services**  
**Date: October 1, 2020**

**Introduction and Purpose**

This policy is written to establish operating and service guidelines and procedures for the implementation of the requirements of the Americans with Disabilities Act of 1990 (ADA), the U.S. Department of Transportation (U.S. DOT) regulations for implementing ADA (49 CFR Parts 27, 37 and 38), and applicable Maine State laws and regulations.

York County Community Action Corporation operates services that provide on-demand and flex route services. York County Community Action Corporation complies with ADA requirements with respect to such services.

**Policy Statement**

It is the policy of York County Community Action Corporation to comply with all the legal requirements of federal and state laws and regulations as they pertain to individuals with disabilities. If state laws and federal regulations are contradictory, the federal ADA regulations prevail. This transit system provides quality transportation services without discrimination to all persons including individuals with disabilities. Discrimination on the basis of disability against any person by transit system employees will not be condoned or tolerated.

**Applicability:** This policy applies to all transit system employees, services, facilities and vehicles. It applies equally to all persons needing and/or using the services provided by the system.

**Goals:** Service is provided in a manner that meets these goals to:

1. Provide safe, accessible, and dignified services to all persons, including individuals with disabilities.
2. Ensure that all individuals who request a route deviation, are provided equal accessibility as long as there are no constraints; on capacity, availability or accessibility due to geographical constraints.
3. Expedite the safe and efficient boarding, securing, transporting, and alighting of all passengers, regardless of mobility status.
4. Accommodate the wide range of mobility aids within the confines of available vehicles and commercial standard equipment.

**Limitations:** In order for the established flex routes to maintain on time performance, no more than two route deviation requests per cycle of the route can be accommodated.

**Deviation Parameters:** Each deviation request will not exceed 3/4 mile off the existing route. Following any route deviation, the vehicle will return to the point on the route it left.

**Deviation Request Procedures:** Riders must request a route deviation by calling York County Community Action Corporation Transportation Department at 207-324-5762 Ext. 2932 Monday through Friday 7:30 AM to 4:30 PM at a minimum of 24 hours before the desired trip. The rider will be assigned a pick-up time. Riders will be required to travel to the curb outside of their trip origin or from the destination in time for their scheduled pick-up. Vehicles operating on route deviation service will be unable to wait for a passenger who is not at the designated stop on time. The route deviation request is to be scheduled in advance and the rider cannot request a change in location after boarding. The rider does have the option to cancel the request and use an existing stop on the route.

**Passenger Assistance:** Route deviation services will be provided on a curb-to-curb basis. York County Community Action Corporation drivers will assist riders with disabilities in boarding and disembarking from vehicles and in securing mobility aids. All drivers who operate York County Community Action Corporation services will be proficiently trained in passenger assistance and sensitivity towards persons with disabilities

**Fares for Route Deviation:** The one-way or round-trip fare for requesting the route deviation service will remain the standard fare rate.