

ADA and Taxicab Service

Purchasing Requirements

- A taxi service is not required to purchase vehicles other than sedan-type automobiles in order to add accessible vehicles to its fleet and it is not required to purchase vehicles other than sedan-type automobiles in order to have a number of accessible vehicles in its fleet (No private company is required to purchase an accessible sedan-type automobile)
- If a taxi company purchases or leases a new vehicle (other than a sedan-type automobile), such as a van with a seating capacity of fewer than eight persons (including the driver), the acquired vehicle must be accessible, unless the company is already providing "equivalent service"
- Public and private transportation providers need to maintain in working condition the vehicle features that make the vehicles and service accessible to and usable by people with disabilities. When they are out of order, companies must take reasonable steps to accommodate customers with disabilities who would otherwise use the features.

Operations

- Companies that operate vehicles other than sedan-type automobiles must provide equivalent service for people requesting rides with disabilities
 - Equivalent Service Includes
 - Response time
 - Fares
 - Geographic area of service
 - Hours and days of service
 - Availability of information
 - Reservations capability
 - Any constraints on capacity or service availability
 - Restrictions priorities based on trip purpose (if the system is demand responsive)

Required Training (All Companies)

- The ADA states that every transportation provider who serves people with disabilities must have been trained so that he or she knows how to provide the service in the right way. When it comes to providing service to people with disabilities, ignorance is no excuse for failure. This requirement pertains to taxicab company employees and drivers alike
- Examples of discriminatory service include:
 - The company or the driver denying service to individuals with disabilities who can use taxi vehicles
 - The company or the driver charging higher fares or fees to passengers with disabilities,
 - The company or the driver denying a ride to a customer using a service animal.
 - The driver refusing to assist with stowing wheelchairs or other mobility devices