

Central Oklahoma Transportation and Parking Authority  
River Transit Division  
100 South E K Gaylord  
Oklahoma City, OK 73108

### **ADA Compliance Policy on Ferry Service**

#### 1) Vessel Compliance

49 CFR Part 39 Subpart E is reserved until the U.S. Architectural and Transportation Barriers Compliance Board issues applicable standards regarding accessibility of the vessels. As a service to passengers in wheelchairs, each vessel is equipped with a ramp at the entrance to the cabin area where a 2” threshold exists.

#### 2) Landing Compliance

Each landing has been constructed and is maintained according to ADA standards.

#### 3) Operating Standards

- a. The operator of the vessels is under contract to maintain compliance. Section 1 Part A paragraph 15 states, “Compliance. Operator shall comply with all provisions of federal, state, municipal, and local laws, ordinances, rules, regulations and orders applicable to its performance and obligations under this Agreement. Provided COTPA shall be responsible for compliance with and obtaining all Coast Guard and Regulatory Certifications and approvals for the vessels and the terminal facilities.
- b. The operator does not:
  - i. Limit the number of persons with disabilities except in the event the capacity of the vessel may be breached (49 persons),
  - ii. Require medical documentation or advance notice,
  - iii. Require a person with a disability to travel with another person,
  - iv. Subject passengers with disabilities to restrictions that do not apply to other passengers,
  - v. Impose higher fares, surcharges or other fees.
- c. The operator makes reasonable modifications in policies, practices or procedures when necessary to accommodate individuals with disabilities, unless they can demonstrate that making such modifications would fundamentally alter the nature of the service.
- d. When requested by or on behalf of a passenger with a disability, the operator provides assistance in moving between the landing entrance or other vehicle drop off point and the vessel. They do not require a passenger with a disability to

accept assistance if he or she is readily able to get on or off the vessel independently.

- e. A “Safety Speech” is delivered orally to the passengers by the captain prior to the boat leaving the landing. This speech contains all U.S. Coast Guard required notifications as well as information about other possible safety issues. A written list of the contents of the speech is on board and available to the hearing impaired.
- f. The vessel crew provides to passengers with disabilities whatever assistance is necessary to enable their full participation in safety or emergency evacuation drills that are provided to all passengers, and maintain evacuation programs, information and equipment in locations that passengers with disabilities can readily access and use.
- g. The captain of the vessel will serve as the complaints resolution official (CRO) at landings and on the vessel to address complaints or concerns about discrimination with respect to passengers with disabilities. Such complaints, if not immediately resolved, will be referred to COTPA’s CRO as designated by COTPA’s Transportation division.