

## **ADA Policy Statement**

The Americans with Disabilities Act (Title II) states, in part, that “no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in programs, services or activities sponsored by a public entity.” At Outback Express (OE), we are committed to complying with the requirements of Title II of the ADA in all of its programs, services, benefits and activities.

OE provides safe and efficient transportation to the communities we serve. OE provides door-to-door service for the frail, elderly, and persons with disabilities. Door-to-door means that drivers assist passengers from their homes and assist them back to the door in a safe and polite manner. All able-bodied passengers are given curb-to-curb service meaning they are picked up in front of their homes and delivered in front of their destinations unless door-to-door service is requested.

## **Training**

OE provides training for the safe operation of the vehicles, adaptive equipment, sensitivity and proper treatment of the frail, elderly, persons with disabilities, and the ADA regulations.

## **Public Information and Marketing**

Communicate to the community by providing route information, brochures, and in presentations that explain how our services meet ADA requirements. Policy and related forms are posted and available at all OE offices as well as the [eccog.com](http://eccog.com) website. ADA information will be made available at all public hearings and listening sessions.