



Town of Burlington

Dial-A-Ride ADA Policies

A. Service animals on board the vehicle;

The Town of Burlington allows service animals to board with accompany passengers onto Dial-A-Ride vehicles. Clients are notified of this with signage in our vehicle.

B. Passengers traveling with respirators or portable oxygen;

Individuals traveling with respirators and portable oxygen are permitted to do so while using our Dial-A-Ride program. We ask that oxygen and respirators are safe in secure in care with the rider. Information regarding this policy is made available to clients with signage in our vehicle.

C. Passengers without a mobility device that wish to use the lift to board the vehicle;

Passengers without a mobility device may use the lift to board the vehicle if desired. Passengers may choose to sit in a town provided wheelchair while lift is moving, or remain standing. Drivers will assist.

D. Passenger boarding time.

The Town of Burlington does not have any time restrictions for individuals entering or exiting the vehicle when using the steps.