



Changing lives, changing minds

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2025-2026

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Policy: Harc, Inc. has been awarded a Section 5310 Grant through the Department of Transportation. This policy is meant to comply with the required Section 5310 Grant expectations and regulations, while ensuring the health and safety of the individuals utilizing this transportation.

Scope: This policy applies to all departments within Harc, Inc. that utilize the Section 5310 ADA Grant vehicle(s).

1. Passengers with service animals are permitted to board and ride the Section 5310 vehicle(s): Harc, Inc. will accommodate service animals, which are described as animals that are “individually trained to work or perform task.” Under section 37.3 of the U.S. DOT regulations, a service animal is any guide dog, signal dog, or other animal individually trained to work or perform task for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing, or a variety of other task. Harc, Inc. will not require a certificate, identification card, physician note, or the animal to wear identifying clothing/gear. However, Harc, Inc. will ask 1) is the animal a service animal required because of a disability? and 2) what work or task has the animal been trained to perform? Once these questions have been asked the service animals will be allowed to ride with their individual served but will not occupy a seat. Service animals should not ride on the lift with the individual serviced, but instead enter through the door.

2. Passengers with Respirators and/or Portable Oxygen are permitted to board and ride the Section 5310 vehicle(s): Harc, Inc. will accommodate individuals who require the use of respirators and/or portable oxygen for their health and safety needs.

3. Passengers may use the lift upon request. Harc, Inc. will provide transportation for people with disabilities, including those who utilize wheelchairs, walkers, or other mobility devices. 4. Boarding Time Limits and/or Restrictions: Passengers will be allowed all the time needed to board the vehicle.

Additional federal regulations and guidance may be found by going to the Federal Transit Administration's (FTA) website: https://portal.ct.gov/dot/publictrans/bureau-of-public-transportation/section-5310-additional-info-and-forms?language=en_US