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Easter Seals Project ACTION

ADA Rights & Responsibilities Bookmark

*Note: This version is provided for those using screen readers.*

FRONT

Let the ADA give you a lift!

Do you have a disability?

Do you have places to go?

The ADA gives you the right to:

* Use any public bus or rail system.
* Receive transportation route and service information in an accessible and useable form.
* Use a wheelchair or other mobility device to board a bus or train.
* Find all lifts and securement devices in good working order.
* Ride the bus or train seated in your wheelchair or mobility device.
* Have stops, major streets and intersections announced along the route.
* Travel with a personal care attendant if needed.
* Travel with a service animal.
* Travel with any necessary equipment and devices.
* Receive courteous, respectful service and ample time to get on and off the vehicle.
* File a complaint with the transportation provider if necessary.

www.projectaction.org

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BACK

Customer Responsibilities

* Use fixed-route transportation when possible.
* Know whether or not your mobility aid is within ADA requirements.
* Know the size and weight of your mobility device with yourself in it  
  because the maximum size and weight capacities of lifts vary.
* Know how to contact the transportation provider and receive route schedules and information.
* Arrive at the bus, train or paratransit stop at the correct time.
* Pay the proper fare.
* Keep service animals under control.
* Comply with the transit provider’s policies on securing wheelchairs and mobility devices.
* Request lap/shoulder belts and securement for your wheelchair if desired.
* Signal or ask the driver to stop the bus at the desired designated stop before you get there.
* Treat the driver and other passengers with courtesy and respect.

To learn more about accessible public transportation, contact:

www.projectaction.org

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