



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 as well as ample time to get on and off the vehicle.
- File a complaint with the transportation provider.

www.nadtc.org



A program of the U.S. Department of Transportation, Federal Transit Administration administered by Easterseals and the National Association of Area Agencies on Aging (n4a) with guidance from the U.S. Department of Health and Human Services, Administration for Community Living.

Customer Responsibilities

- 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.

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To learn more about accessible public transportation, contact:

**National Aging and Disability
Transportation Center**

Washington, D.C.
Toll-free: 866.983.3222
contact@nadtc.org