



**Riders with disabilities depend on you to get where they are going!**

***“No entity shall discriminate against an individual with a disability in connection with the provision of transportation service.”***  
***– ADA Regulation***  
***49 CFR § 37.5***

## Bus Operators: Key Tips for Serving Riders with Disabilities

Many people with disabilities rely on public transportation to get to where they need to go. Transportation plays a crucial role in community participation and is often needed in order to gain employment, socialize with family and friends, and participate in civic life.

Bus operators play a key role in providing this important accessible service for people with disabilities.

### Interacting with passengers with disabilities:

- Treat adults as adults.
- Relax! Don't be afraid to make a “mistake.” It's better to try to communicate with someone than to ignore them.
- Offer assistance, and if accepted, follow the person's lead; respect the person's right to say “no thank you.”
- Remember that the same disability can affect different people in very different ways.
- Address the person directly, not a companion or interpreter.
- Permit service animals to accompany people with disabilities; they assist with many types of tasks, which may not be obvious to you.

### Complying with the ADA helps you provide good customer service:

- Stop as close to the curb as you can.
- Do not move the bus until people with disabilities are seated or stable, and provide enough time for getting on and off the bus.
- Know how to use the lift or ramp and check that it works when you start your shift. Be sure to lower the ramp when requested.
- Follow the rules about securing wheelchair users' mobility devices.
- Announce major stops and bus transfer points, as well as stops requested by passengers.