

The Americans with Disabilities Act (ADA)

The ADA is a Civil Rights Law that ensures people with disabilities have equal access to every opportunity in their community, including transportation.

By providing services to people with disabilities, you will gain loyal and repeat customers, increased revenue and overall satisfaction.

Access Matters

is a series of short videos that assist drivers to understanding the importance of assisting people with disabilities.

Scan the QR code to start watching!



Contact Us for More Information

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For the most up-to-date information related to the ADA, visit ADA.gov



National Aging and Disability Transportation Center

NADTC is a program funded by the Federal Transit Administration (FTA) and administered by USAging and Easterseals, with guidance from the Administration for Community Living.



Taxicab Operator's

Pocket Guide to Accessibility



www.nadtc.org

Guidelines for Serving People with Disabilities

- Treat customers with respect.
- Use professional courtesy.
- Never make assumptions about a person's physical or mental ability.
- Use person-first language; like a *person who uses a wheelchair*, rather than *disabled person*.
- Provide limited assistance if requested, and never touch a mobility device without permission.
- Speak clearly and face the customer.

Responsibilities of the Driver and Customer

The ADA protects people with disabilities to ensure fair and equal treatment for both drivers and customers:

- Assist customers when requested, a customer should transfer to a seat without assistance from the driver.
- Provide a ride to someone riding with or without a companion.
- Do not refuse service because of involuntary behavior, even if it makes the driver feel uncomfortable.
- Recognize that not all taxicabs can accommodate oversized wheelchairs.
- Permit a service animal to ride with the customer at all times.

Customers who are Deaf or Hard of Hearing

- Face customers when speaking, and not their companion or interpreter.
- Do not raise your voice, this can make lip reading difficult.
- Knock on the customer's door, rather than honking a horn.
- A dispatcher may have to use Relay Services (711) to communicate with the customer regarding their trip or any issue that may arise.



Customers with Visual Disabilities

- Identify yourself, and use the customer's name if you know it.
- Respond verbally to the customer so they know you understand.
- Count change out loud, and identify the dollar amount of the bill given.
- When dropping off, provide the customer with directions, like "turn right" or "the entrance is on the left."

Service Animals

- The ADA allows service animals to ride with the customer.
- Service animals are not required to wear a vest or identification.
- A customer must maintain control of their animal at all times.
- Never touch or talk to a service animal without permission.
- You may ask what task an animal is trained to perform.
- A cleaning fee cannot be charged, unless the animal causes damage.

Customers using a Wheelchair

- Wheelchairs and mobility devices are part of the customer's personal space, ask permission when assisting.
- Mobility aides, like a walker or cane, should travel with the customer.
- Ask the customer about any moving parts, like a foot rest, before securing the wheelchair.
- If securing a wheelchair, tell the customer about the process.
- If required, a customer should transfer from a wheelchair without assistance.
- If your vehicle cannot accommodate a wheelchair, contact dispatch to assist the customer find appropriate transportation.