



## YOU CANNOT:

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- Discriminate against a person with a disability.
- Require that an ambulatory person with a disability use priority seating.
- Impose special charges on individuals with disabilities, including those who use a wheelchair.
- Have a paratransit fare that is more than two times the fixed rate fare.
- Require that an individual with a disability be accompanied by an attendant.
- Deny service because a person's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees or other persons.
- Require, that a user of a wheelchair transfer to a vehicle seat.
- Prohibit an individual with a disability from traveling with a respirator or portable oxygen supply provided the devices are properly secured.



## YOU ALSO CANNOT: \_\_\_\_\_

- Impose a limitation on the transportation of wheelchairs and other mobility aids based on the inability of the securement system to secure the device to the satisfaction of the transportation provider.
- Require special ID cards for the animal or ask about the person's disability. You may ask if an animal is a service animal or ask what tasks the animal has been trained to perform.
- Deny transportation to a wheelchair or its user on the grounds that the device cannot be secured or restrained satisfactorily by the vehicle's securement system.
- Set artificial lift or ramp limitations and deny use based on these artificial limits. Example: Actual limitation is 800 pounds combined weight (device and person). You cannot set an artificial limit of 600 pounds. Lift deck is capable of carrying a device of 40 inches in length. You cannot set an artificial limit of 30 inches.