



YOU MUST:

- Conduct pre- and post-trip inspections and remove a vehicle from service if the lift, ramp or other ADA equipment does not work.
- Assist individuals with disabilities who need or request assistance with the use of securement systems, ramps and lifts. If this requires the vehicle operator to leave his/her seat they must do so.
- Permit individuals with disabilities who do not use wheelchairs, including standees, to use a vehicle's lift or ramp to enter the vehicle.
- Provide service information in accessible formats to individuals with disabilities.
- Permit a passenger who uses a lift to disembark from a vehicle at any designated stop, unless the lift cannot be deployed, the lift will be damaged if it is deployed, or temporary conditions at the stop, not under the control of the transit operator, preclude the safe use of the stop by all passengers.



YOU ALSO MUST: _____

- Ensure that individuals with disabilities have adequate time to complete boarding or disembarking from the vehicle.
- Ask that individuals sitting in the priority seating area, or fold-down seats in the wheelchair securement area, relocate if an individual needs to use that priority seating because of a disability or needs to secure a wheelchair. You are not required to enforce the request unless it is your policy to do so.
- You must allow service animals to accompany individuals with disabilities in vehicles and facilities.

YOU ARE NOT REQUIRED TO: _____

- Provide service to an individual with disabilities if that individual engages in violent, seriously disruptive or illegal conduct.
- Permit wheelchairs to ride in places other than designated securement locations, but you cannot deny them on the grounds they cannot be secured.
- Transport comfort animals or pets unless it is your organization's policy to do so.