



AMERICAN BUS ASSOCIATION



REGULATIONS

# The ADA Dilemma

Compliance isn't just the law. It's the right thing to do.

By Maryellen Kennedy Duckett



## THE ADA DILEMMA

→ CONTINUED FROM PAGE 1



**STABLE:** Wheelchair restraints, such as these by AMF-Brunns of America, are a must for keeping travelers safe.

### Dos and Don'ts of Aiding Travelers with Disabilities

ABA's pamphlet for drivers about how to best serve passengers with disabilities can be downloaded at [www.slcdocs.com/ada/resources/bus-operators-guide.pdf](http://www.slcdocs.com/ada/resources/bus-operators-guide.pdf). Its recommendations include:

- Do provide rides to customers with disabilities.
- Do use person-first language (e.g., person who uses a wheelchair instead of wheelchair user).
- Don't make assumptions about customers' abilities.
- Don't touch customers or their wheelchairs without permission.
- Do offer assistance with boarding, but not lifting, the rider.
- Don't assume an escort, medical personnel, or family member will provide boarding assistance.
- Do give the same reservation services to all, regardless of disabilities.
- Don't require customers with disabilities to reserve a seat if those without disabilities aren't required to do so.
- Do charge customers with disabilities the same fare as those without disabilities.
- Don't deny service because a person's disability is annoying, inconvenient, or offensive to the driver or passengers.
- Do immediately tell management if accessibility equipment is missing or not working.
- Do allow service animals to accompany their owners.

classes as e-learning at its ODO Academy, making it easier and more affordable for small operators to meet ADA training obligations.

Just meeting the letter of the law, however, is