

Let the ADA give you a lift!

Do you have a disability?
Do you have places to go?
The ADA gives you the right to:

- Use any public bus system.
- Request route and service information in a format you can use.
- Stand on a lift if you cannot use the steps of the bus.
- Expect that all lifts and other accessible equipment be kept in good working order.
- Use a common wheelchair or other mobility aid to board a bus.
- Have stops, major streets, and intersections called out along the route.
- Ride the bus seated in your own mobility aids.
- Have securement devices made available to you.
- Travel without a personal attendant or aide.
- Travel with guide dogs or other service animals that are not disruptive or dangerous to others.
- Travel with any necessary equipment or devices, such as respirators or portable oxygen tanks, that are not disruptive or dangerous to others.
- Ample time to get on and off a bus.
- Get on and off a bus at any regular stop where a lift can be safely used.
- Receive courteous, respectful assistance.
- File complaints with the transportation provider, if necessary.

Accessible Community Transportation



THE BUS
Call us.
We'll plan
your ride. **831-8782**

The ADA also expects you to:

- Use fixed-route transportation, when possible.
- Know if your mobility aid meets the “common wheelchair” requirements (30” wide x 48” long or less and no more than 600 lbs when occupied).
- Arrive at the bus or paratransit stop at the correct time.
- Know how to contact the transportation provider and receive route schedules and information.
- Keep service animals under control.
- Request lap/shoulder belts and securement for your wheelchair, if desired.
- Signal or ask the driver to stop the bus at the desired designated stop.
- Pay the proper fare.
- Treat the driver and other passengers with courtesy and respect.
- Know how to file complaints with the transit company, if necessary.

To learn more about the Americans with Disabilities Act (ADA) and accessible public transportation, contact:

The Bus
City Utilities Transit
1505 N. Boonville Ave.
Springfield, MO 65803
(417) 831-8782 (Phone)
(417) 831-8803 (Fax)
cityutilities.net

Missouri Relay TDD
1-800-735-2966
or voice
1-800-735-2466