

DISABILITY & AGING RIGHTS



DEVELOPED BY EQUIP FOR EQUALITY UNDER A GRANT PROVIDED BY THE ILLINOIS DEPARTMENT ON AGING



TRANSPORTATION

Over the Road and Motorcoach Bus Service and People with Disabilities

The Americans with Disabilities Act (ADA) is a civil rights law that protects the rights of people with disabilities when using over-the-road bus service (also known as OTRBs, “motorcoaches,” Greyhound, etc.). The ADA covers over-the-road buses, transportation facilities (bus stations, etc.), and bus service. This includes both large and small fixed-route, charter, tour and other motorcoach companies. Privately funded bus service is covered by Title III of the ADA.

Service requirements that apply to all over-the-road bus service:

- Cannot refuse to serve a person with a disability
- Cannot charge higher fares or fees for carrying people with disabilities and their equipment than are charged to other people
- Must provide reservation services for people with disabilities that are equivalent to those provided for anyone else
- Must allow anyone who asks to use the lift to get on and off the bus
- Must allow service animals to ride with passengers with disabilities
- Must provide information about bus service in accessible formats upon request (large print, Braille, accessible technology, etc.)

Do all motorcoaches have to be accessible?

It depends. Large motorcoach companies should have a fleet of vehicles that is 100 percent accessible. Smaller companies may have some motorcoaches that are not accessible. These companies still have to provide an accessible vehicle (or equivalent service) upon request and with 48 hours' advance notice.

Does the law say that accessible motorcoaches must have accessible restrooms?

No. If a motorcoach doesn't have an accessible restroom, passengers must be allowed enough time to use the restroom at scheduled rest stops. Also, if an express trip is three hours or longer, the motorcoach operator must make a good-faith effort to respond to a request for an unscheduled rest stop from a passenger with a disability. If they cannot stop, the operator must explain the reason. If the motorcoach company owns or operates the rest stop facility, it must have an accessible restroom.

What kind of assistance do motorcoach operators have to provide to passengers with disabilities?

Motorcoach operators have to provide assistance with getting on and off the bus, securing mobility devices (wheelchairs, etc.), and stowing mobility aids, if the passenger is transferring to or using a seat. They do not have to help with transfers, lifting, or other types of personal assistance.



What about over-the-road buses used to provide shuttle services to casinos? Do they have to provide accessible service?

Yes. If the shuttle service is provided by a smaller company, it can require 48 hours' advance notice but must try to work with requests made with less notice.

What you can do if you have a disability-related problem with motorcoach service

First, and most important, let the company know about any problems. If you can, make your complaint in writing (email or letter). Give them as much information as possible (description of what happened, date, time, location, etc.). Keep a copy for your records.

You can file an ADA complaint with the U.S. Department of Justice ADA Information Line:

1-800-514-0301 or 1-800-514-0383 (TTY)
www.ada.gov/filing_complaint.htm
ADA.complaint@usdoj.gov
U.S. Department of Justice,
950 Pennsylvania Ave. NW, Civil Rights
Division, Disability Rights Section –
1425 NYAV, Washington, DC 20530

Another option is to file a complaint with the Illinois Attorney General's Disability Rights Bureau. Send a letter to: **Office of the Attorney General, Chicago Disability Rights Bureau, James R. Thompson Center, 11th floor, 100 W. Randolph St., Chicago, IL 60601.** Include as many details as possible.

www.illinoisattorneygeneral.gov/rights/disabilityrights.html
1-312-814-5684 or 1-800-964-3013 (TTY)

For more information about this and other topics, contact Equip for Equality at **1-800-537-2632** or visit **www.EquipForEquality.org**.

Additional helpful resources and links

Greyhound

- Customers with Disabilities Travel Assistance Line: **1-800-752-4841**
- ADA Compliance Corporate Office: **1-800-755-2357**
- Deaf/hard of hearing/TTY/TDD: **1-800-345-3109**
- Spanish/Español: **1-800-531-5332**
- Address: **Greyhound Lines Inc., ADA Compliance Office, P.O. Box 660362, Dallas, TX 75266-0362**
- Website: **www.greyhound.com/en/ticketsandtravel/disabledtravelers.aspx**

Megabus

- Customer service: **1-877-GO2-MEGA (1-877-462-6342)**
- Website: **us.megabus.com/passengers-with-disabilities.aspx** and **<http://us.megabus.com/CustomerService.aspx>**

Easter Seals Project ACTION is funded by the U.S. Department of Transportation to promote access to transportation for people with disabilities by providing training, technical assistance, research, outreach and communication.

1-800-659-6428

Motorcoach Services Section:

www.projectaction.org/ResourcesPublications/MotorcoachServices.aspx

Disability Rights Education and Defense Fund provides advocacy for and training about accessible transportation.

1-510-644-2555

1-510-841-8645 (Fax/TTY)

info@dredf.org

www.dredf.org/public-policy/transportation

U.S. Access Board issues ADA standards for transportation facilities and vehicles:

www.access-board.gov/guidelines-and-standards/transportation

Community Transportation Association of America is a national association of organizations and people that provides programs and services to remove barriers and improve mobility for all people, particularly senior citizens and people with disabilities.

1341 G St. NW, 10th Floor

Washington, DC 20005

1-800-891-0590

www.ctaa.org

The National Center on Senior Transportation strives to increase transportation options for older adults to support their ability to live independently in their homes and communities throughout the United States.

1-866-528-6278

ncst@easterseals.com

www.seniortransportation.net ■



Equip for Equality

20 North Michigan Avenue
Suite 300
Chicago, IL 60602

www.equipforequality.org
1-800-537-2632
1-800-610-2779 (TTY)

Illinois Department on Aging

One Natural Resources Way
Suite 100
Springfield, IL 62702-1271

Senior HelpLine:

1-800-252-8966
1-888-206-1327 (TTY)
www.illinois.gov/aging

The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in programs or activities in compliance with appropriate State and Federal statutes. If you feel like you have been discriminated against, call the Senior HelpLine at 1-800-252-8966, 1-888-206-1327 (TTY).