



Americans with Disabilities Act (ADA) Taxicab Driver Guide

(Source Easter Seals Taxicab Driver Guide)

The ADA is a civil rights law that guarantees people with disabilities an equal opportunity to take part in our society. Access to transportation services is key to full community participation

1a. Guidelines for Serving Customers with Disabilities

- Treat customers with disabilities as you would like to be treated.
- Smile, listen, and show respect. Be friendly and courteous.
- Use person-first language (e.g., person who uses a wheelchair instead of wheelchair user; people who are deaf or hearing impaired rather than deaf people; seniors in place of the elderly).
- Give customers with disabilities the same information and choices that you give other customers.
- When you first meet, take the time to identify customers' needs and determine how best to serve
- Never make assumptions about your customers' physical or mental abilities.

1b. Guidelines for Serving Customers with Disabilities

- Customers with similar disabilities often need different accommodations to make independent travel possible
- Ask customers if they need assistance— don't assume they do.
- Do not touch customers without their permission.
- Speak directly to customers, not their companions.
- Speak clearly with a normal tone and speed, unless the customer requests otherwise.
- If you are asked to repeat or write what you said, do so calmly and pleasantly.

2. Serving Customers who are Deaf or Hard of Hearing

- Face customers when speaking to them, and don't let objects obstruct their view. Speak clearly.
- Do not raise your voice—doing so distorts your lip movement and makes lip reading difficult.
- If you are picking up a passenger, do not honk your vehicle's horn to announce your arrival. Instead, knock on the customer's door or use the accessible doorbell.
- To contact the customer call the dispatcher. The dispatcher may have to send a text message to the customer's number on the trip or have the Relay Services send a text message to the customer's TTY number.



3. Serving Customers with Visual Disabilities

- Identify yourself and use the customer's name.
- Respond verbally when the customer gives you information, so they will know that you have heard them.
- Ask the customer what type of assistance is needed and how you can best provide it.
- Count the customer's change out loud, as you would for any other customer. Identify the denomination of the bills when you give the customer their change.
- Before you leave, give specific directions to allow them to reach their destination. Say "turn right," or "turn left to reach the front door." Ask if further assistance is needed.



4. Serving Customers Who Use Wheelchairs

- People who use wheelchairs are easy to accommodate. Ask customers how you can assist them.
- Customers must be able to manage their transfer to the passenger compartment of the taxi.
- Wheelchairs, walkers, canes and other mobility aids are part of the customer's personal space. Do not hold or lean on them without the customer's permission.
- Whenever possible, mobility aids, such as canes and walkers, should travel in the customer compartment of the taxicab. Wheelchairs and other devices can be stored in the trunk.
- Power and rigid-frame wheelchairs require an accessible vehicle equipped with a ramp. If your vehicle cannot accommodate a wheelchair, call the dispatcher to order an accessible vehicle and wait with the customer, if possible.



5. Serving Customers Who Use Service Animals

- People with various types of disabilities use service animals.
- Service animals are highly trained and allowed by law to ride in the customer compartments of taxicabs.
- Dogs are the most common service animals, but other animals may help people with disabilities.
- Some, but not all, service animals wear identification like a tag, vest, or special harness. If you are not sure that the animal is a service animal, ask.
- Certification or identification is not required for the animal.
- The owner must stay with the service animal and keep it under control at all times.
- Never touch or talk to the service animal—it is working

