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RIGHT TO RIDE: Accommodations for Paid Ground Transportation

ABLENH
DISABILITY JUSTICE ADVOCATES

Know Your Rights:

The Americans with Disabilities Act (ADA) gives rights to people with disabilities when they pay for transportation services. Transportation providers cannot discriminate against riders with disabilities.

Private Transportation

Taxis and ride-sharing apps like Uber and Lyft, non-emergency medical transportation providers

You have a right to reasonable accommodations including:

- Service animals must be allowed to accompany you
- Support staff may travel with you free of charge
- Drivers must help people load any disability-related equipment and assistive technology

Claim Your Rights:

- If you think that you have been discriminated against by a private transportation company, working with the company is a good first step, but **you don't have to stop there!**
- If the transport was taking you to a medical appointment, you should let your case manager or care provider know about the issue.
- For issues relating to public transportation, you can file an FTA complaint online at: **File a Complaint with FTA | FTA**
- To find out more about filing a legal complaint or to ask questions about your rights when using transportation, you can call the **Disability Rights Center-NH for free legal advice**. DRC's telephone number is (603) 228-0432.

Pro Tip:

If you face a challenge, show your knowledge- "According to the Americans with Disabilities Act, Title II, Subtitle B, people with disabilities are entitled to equal opportunity."

Public Transportation

Buses, light rail, commuter rail, subways, trams, streetcars, ferries, trolleybuses

- Service animals must be allowed to accompany you
- Public transportation operators are trained on respectful interaction with people with disabilities
- Most vehicles are wheelchair friendly
- At least one set of forward-facing seats must be marked as priority seating

Pro Tip:

If you will need an accommodation, try to let the driver know ahead of time if possible!