



Greater Portland Transit District

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## ADA Service Policies for Fixed Route Bus Service

Rev. August 2016

- Bus operators are required to clearly announce time points and major stops.
- All METRO's bus stops include a large print and color coded sticker indicating the route or routes that serve that bus stop. This is to ensure that bus stops have a means of route identification where more than one bus route serves the location.
- Bus operators are required to request that persons sitting in priority seats and any fold-down seats over the securement area vacate those seats when a person with a disability needs to use them.
- METRO will transport any wheelchair that does not exceed the capacities of its buses and equipment (actual bus capacities will be posted by December 31, 2016).
- Bus operators are required to deploy the lift/ramp at any stop upon request presuming it is safe to do so.
- Bus operators are required to permit any persons using respirators, concentrators or portable oxygen to board and use the bus.
- Bus operators are required to provide passengers with disabilities sufficient time to board and disembark the bus.
- Passengers with disabilities may request reasonable accommodations they deem necessary to use the service. These requests should be made in advance by calling or writing to METRO.
- Passengers are allowed to bring a service animal on board METRO buses.
- Passengers who feel they have been discriminated against, based on a disability, may file a complaint with METRO.

**If you have questions or concerns about any of these policies, please contact METRO at 207-774-0351 or [info@gpmetro.org](mailto:info@gpmetro.org).**