



[ADA Accessibility](#)



Service Animals & Pets

Service animals are welcome on HARTransit vehicles if you travel with a service animal.

Pets up to 20 pounds may be transported in carriers designed for that purpose. Drivers cannot help passengers carry pets.



Mobility Aids

HARTransit buses accommodate all wheelchairs, scooters or other mobility devices up to the maximum physical dimensions and constraints of the bus. All HARTransit vehicles have lifts and ramps. Drivers are trained to safely operate wheelchair lifts and secure mobility devices on the bus.

Scooter users are asked to transfer to a seat after boarding. Most scooters cannot be tied down as securely as a standard wheelchair and are not designed for use on a moving vehicle.

Other mobility devices such as walkers and canes are accommodated. Passengers that have trouble with steps may use the ramp. Respirators and portable oxygen are also permitted.

Reasonable Modifications

HARTransit will consider reasonable modifications to its services in order to assist riders with disabilities and to ensure that an individual's disability does not preclude him/her from having



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access to all HARTransit's services. Use this form to make a reasonable modification request, or call 203-744-4070 ext. 200.

Review policy: [English>](#) [En español>](#) [Em português>](#)

Reasonable Modification Request Form: [English>](#) [En español>](#) [Em português>](#)

Complaint Policies: [English>](#) [En español>](#) [Em português>](#)

ADA Complaint Procedures

If you have a complaint about the accessibility of our transit system or service, or believe you have been discriminated against because of your disability, you can file a complaint. Please provide all facts and circumstances surrounding your issue or complaint so we can fully investigate the incident.

ADA complaint Form: [English>](#) [En español>](#) [Em português>](#)

Complaint Policies: [English>](#) [En español>](#) [Em português>](#)

HARTransit encourages you to file the complaint with us.

However, you may file a complaint with the Federal Transit Administration.

Federal Transit Administration

Office of Civil Rights

1200 New Jersey Avenue SE

Washington, DC 20590