

## PASSENGERS WITH DISABILITIES

How may we assist you?

Our goal is to make your travel on Silver State Trailways a safe, pleasant and convenient experience. Our drivers, customer service personnel and contractors are available to meet the needs of customers with disabilities. We provide assistance with boarding and de-boarding buses, luggage, transfers, stowage and retrieval of mobility devices. This service is provided during transfers, meal and rest stops and other times as reasonably requested. We can help whether you are traveling alone or with a personal care attendant, using various mobility devices, or being accompanied by a service animal.

### [Keys to a Successful Trip](#)

Assistance is available to customers with disabilities when they travel within the Silver State Trailways system. There are three simple steps that will help us serve you.

1. Contact Silver State Trailways Travel Line at 1-800-892-7979 at least 48 hours prior to your departure.
2. Provide the phone operator information about your specific travel needs and schedule.
3. Inform our employees and contractors of your needs during your trip.

### [Assistance in Boarding](#)

When you provide a 48-hour advance notice, we can better assist you. If you do not provide this notice, we will make every reasonable effort to help you if such an accommodation will not delay departure of the schedule on which you wish to travel. If wheelchair lift buses are not available or requested, alternative boarding assistance will be provided. In all cases, assistance will be provided if it can be accomplished in such a manner that it does not compromise the safety of all involved.

Alternative boarding options may include the use of alternative lifting equipment, such as the Scalamobil or AisleMaster, or manual lifting. The following guidelines apply to this assistance:

Lift-equipped bus: When using a wheelchair lift-equipped bus, the combined weight of the customer and mobility aid cannot exceed 600 pounds. The mobility aid can be no more than 30 inches wide and 48 inches in height.

### [Traveling Alone or With a Personal Care Attendant \(PCA\)](#)

You may travel alone on Silver State Trailways if you can travel independently and do not require assistance of a personal nature, which Silver State Trailways personnel and its contractors are not required to provide. If you require assistance that we cannot provide, you may wish to include a personal care attendant (PCA) in your travel plans.

At Silver State Trailways, your attendant may be issued a 50 percent discounted ticket to travel with you. The Silver State Trailways PCA program is voluntary and not mandated by any federal regulations. Silver State Trailways reserves the right to invoke and/or modify program qualifications and qualification guidelines for participation in this program.

PCA program guidelines

- Approval for participation in the PCA program is based on information received from the customer while making a reservation. The PCA's name must be provided at this time.
- Participation in the PCA program is based on assistance requested and not a customer's disability.
- Request for a PCA ticket cannot be combined with any other Silver State Trailways reduced fare offer which prohibits the issuance of such ticket.
- Request for a PCA ticket must be made 24 hours prior to a customer's time of departure.
- If made in conjunction with a request for wheelchair lift-equipped bus service, the request for a PCA ticket must be made 48 hours prior to the beginning of a customer's trip.
- PCA must provide picture identification for ticket to be issued.
- PCA must be capable of providing the assistance and be at least 12 years of age.
- PCA must sign for tickets at the point of issuance.
- PCA ticket will be issued for the entire length of trip.
- If the PCA ticket is lost prior to departure or en route, the PCA must purchase a new ticket at the applicable fare.
- The customer and PCA must travel the entire trip together.
- If an adult PCA is traveling with a minor who has a disability, the minor is charged a full adult fare.

### [Storing and Handling Your Mobility Aid](#)

Your mobility aid(s) may travel inside the bus if they can be safely stowed in the overhead compartment. Mobility aids that cannot be safely stowed inside the bus will be placed in the baggage compartment, if possible.

Ask a customer service agent for a claim check if your mobility aid is stowed in the baggage compartment. If an item placed in the baggage compartment is damaged or lost, a maximum reimbursement of \$250 is allowed per adult ticket purchased. Claims for damaged mobility aids must be filed within seven (7) days of completing your trip.

Claims for loss must be filed within a 6-month period after traveling. Claims received after this time period will not be considered for reimbursement. To purchase additional baggage insurance, ask a customer service agent at any of our terminals.

The maximum dimension of the baggage compartment is 33 inches x 33 inches x 48 inches. The maximum weight limit for mobility aids is 200 pounds. Mobility aids that exceed these dimensions and/or weight limits will not be accepted. Please allow sufficient time for the stowing any mobility aid; this will assist in preventing delays in the departure of the bus.

### [Assistance at Rest Stops](#)

When the bus is at a scheduled stop, you may request that our personnel and/or contractor assist you with any reasonable request.

## Traveling With Your Service Animal

At Silver State Trailways, customers with disabilities accompanied by a service animal are welcome. The service animal is the responsibility of its owner and must be under the control of its owner at all times (i.e., leash, harness or carrier). The service animal must ride in the bus within the customer's space. Service animals may not travel in the aisle or occupy a seat. Silver State Trailways reserves the right to refuse passage to any animal that poses a direct threat to the health and safety of other customers, Silver State Trailways personnel or contractors.

### Oxygen / Respirators

Portable oxygen and respirators may accompany you on Silver State Trailways. A maximum of four (4) canisters may travel with the customer - two (2) aboard the bus and two (2) in the baggage compartment. The maximum dimension for each container may not exceed 4.5 inches in diameter and 26 inches in length. Customers are responsible for ensuring that they have enough oxygen to complete their travel and are responsible for making arrangements for refills while en route. Oxygen canisters to be stored in the baggage compartment must be in protective cases with safety caps on the valves.

*Reminder: Always keep your medicine with you. Do not leave it in your checked baggage.*

### Frequently Asked Questions

Why should I call Silver State Trailways 48-hours in advance of my trip?

With 48-hour advance notification, Silver State Trailways can meet the service needs of all customers with disabilities, including people who use wheelchairs. This advance notice is in accordance with federal guidelines and allows us to make the necessary arrangements to provide requested assistance.

What is done with the information I provide?

Our phone operators will use the information about your travel needs and schedule to arrange assistance by company personnel or contractors at your point of departure, meal and rest stops, and your final destination. Other transportation carriers involved in your trip will receive this information as well.

What if I do not provide a 48-hour advance notification?

Silver State Trailways will make every reasonable effort to accommodate you without significantly delaying the bus schedule on which you wish to travel.

What if I need assistance during my trip?

Please notify Silver State Trailways or its contractors of your need for assistance at each location. Even if you contacted the Travel Assistance Line, you must make Silver State Trailways or its contractors aware of your need for assistance throughout your entire trip.

Do I have to provide proof of my disability?

In accordance with federal regulations and in keeping with the company's desire to foster positive relations with our customers, we do not require proof of disability.

Can I request priority seating?

Priority seating is available for the elderly and customers with disabilities. However, you may sit where your needs are best accommodated. The front bus seats located in the first row directly behind and across from the driver and the wheelchair securement areas are designated as priority seating. If these seats are occupied, the driver, other Greyhound personnel and/or contractor may ask the seated customer to move. If the person occupying the seat refuses, he or she cannot be forced to move. You may sit in the next available seat and move to the designated seats as they become available.

### Your Rights as a Customer

Upon request to Silver State Trailways personnel or its contractors, assistance will be provided to you for reasonable requests.

Silver State Trailways is committed to protecting your rights. If you would like to speak to someone about your needs or rights as a Silver State Trailways customer, please call us promptly at 1-800-755-2357. If you feel that your rights as a person with a disability under the Americans with Disabilities Act (ADA) were violated and would like to file a formal complaint, please send a written statement to:

Silver State Trailways  
ADA Compliance Office  
701 So. Fee Ana St.  
Placentia, CA 9267

Please include your ticket showing your travel itinerary, a detailed description of the incident, including: the bus schedule number, date, time and location, as well as the names(s) and/or description(s) of any Greyhound personnel or contractors you believe did not provide you appropriate assistance.

To arrange assistance for travel within the Silver State Trailways system, please call our Customers Travel Assistance Line at 1-800-892-7979. Here are other helpful numbers:

ADA Compliance Corporate Office  
1-714-577-0180