

Traveling in a mobility scooter or wheelchair

- Complete a reservation for desired schedules either online or with a representative over the phone at 208-356-9796.
- **48 hours prior** to scheduled travel, an ACCESSIBLE VEHICLE REQUEST FORM must be submitted to Salt Lake Express. This may be completed with a representative over the phone or by emailing the completed form to ada@saltlakeexpress.com.
- Salt Lake Express will send an emailed receipt within 24 hours of receiving the ACCESSIBLE VEHICLE REQUEST FORM in order to confirm that an accessible vehicle will be provided for the requested route.
- Only one form must be filled out for round trips.
- A new ACCESSIBLE VEHICLE REQUEST FORM must be filled out for any changes to the date, time or locations of the original reservation.

Your Rights as a Customer/Filing Complaint with Salt Lake Express

Salt Lake Express is committed to protecting your rights. If you'd like to speak to someone about your rights as a Salt Lake Express customer or to make a complaint, please call us at 208-356-9796 or email us at ada@saltlakeexpress.com



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➤➤➤ **ADA Policy**

Reasonable Modifications

Reasonable modifications of these policies and practices are available, including ADA accessible formats, upon request by contacting ada@saltlakeexpress.com.

Priority Seating

The first row of the bus can be reserved for the elderly, customers with disabilities and unaccompanied children (but you're welcome to sit wherever you feel most comfortable).

Help with getting on and off the vehicle

We can help you get on and off the bus, and give you a hand with your baggage, wheelchair or mobility scooter. Just let your driver or customer service agent know at the station, and don't be shy to ask them again if you need something during your trip. Especially if you want to get off the bus during a stop.

Assistance During Stops

We're happy to help you with any reasonable request during a stop, such as getting on or off the bus, and retrieving your wheelchair or other assistive device for you. Just ask your driver. It's also a good idea to let your driver know before your trip if you're going to need help during stops as it helps us serve you better.

Traveling Alone

You can travel alone with Salt Lake Express as long as you can travel independently and don't need assistance of a personal nature such as help using the restroom, dispensing medication or constant care during travel. We can't provide this level of assistance so if you need it, you may prefer to bring a personal care assistant with you.

Service Animals

We welcome service animals on board Salt Lake Express vehicles. Service animal means any guide dog, signal dog, seizure response dog, psychiatric service dog, sensory signal dog or other animals individually trained to assist, work or perform specific tasks for an individual with a disability.

The service provided by a Service animal includes, but is not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, standing guard over the individual during a seizure, detecting the onset of a psychiatric episode, providing minimal protection or rescue work, pulling a wheelchair, fetching dropped items or disrupting repetitive movements that are common to individuals who are autistic.

Oxygen, Respirators & Medication

You should keep your medicine with you on the bus at all times – please don't put it in your checked baggage as we can't take any responsibility if it gets lost or if it is not accessible to you. It's fine to bring portable oxygen and respirators onto Salt Lake Express vehicles. You can bring up to 4 canisters in total (2 on the bus and 2 in the baggage compartment), as long as they're no bigger than 26 long and 4.5 inches high (66cm x 11.5cm). Oxygen canisters stored in the baggage compartment must be in protective cases with safety caps on the valves. You'll need to make sure you have enough oxygen for your journey, and it's up to you to arrange refills in route if you need them.

Storing a wheelchair or mobility aid

If you don't want to travel seated in your wheelchair or mobility scooter, we can store it for you in the baggage compartment. Mobility aids such as canes and walkers can travel inside the bus with you but only 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.