



# **HOW BUS DRIVERS CAN ASSIST THE BLIND**



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*Texas Workforce Solutions comprises the Texas Workforce Commission, 28 local workforce development boards and our service-providing partners. Together we provide workforce education, training and support services, including vocational rehabilitation assistance for the people of Texas.*

## PRE-BOARDING TIPS

1. In familiar surroundings, visually impaired people are quite independent. However, there are times when assistance may be required and would be welcomed. Frequently, sighted people will help the visually impaired traveler identify your bus and destination and will lead them to your boarding door. If not, or if the patron appears to be unsure, it will be helpful if you announce the number and route identity of your bus.
2. Encourage blind travelers to stand two or three feet back from the curb for safety reasons.

3. Stop your bus with the front door near the passenger-to-be.
4. Some blind people use dog guides in their daily activities. These are highly trained dogs, not pets. They are permitted to accompany their masters in all public places and travel on public transportation.
5. Other blind people may prefer some assistance by way of sighted guides or holding onto a person's arm for assistance in boarding.

## BOARDING TIPS

1. When you determine your passenger's destination, confirm that it is on your route. You might suggest alternate routes or transfers if they are necessary.
2. If courtesy seating is available near the front of the bus, suggest its location, thus enabling the blind rider to hear you call stops, as well as enter and exit more safely.
3. It is especially important to visually impaired riders that they be seated before your bus begins to move.

## DEPARTURE TIPS

1. Warn visually impaired patrons of unusual obstacles in their departure path.
2. Mention any telephone numbers they may call for return route information or for future trips.
3. If your city has special rates or special programs for assistance to people who are blind, disabled, or elderly, you probably have a brochure or handout that you can give your passenger as he or she leaves.

## OTHER TIPS

1. If you inadvertently take a blind person past his destination, recommend a solution.
2. When giving directions, it is very important to be specific. Words such as “over there” or “around the corner” are not helpful to a blind individual.
3. When giving change, identify the denomination of the bills as you give them to the individual.
4. When in doubt about what to do, merely ask if the person needs assistance and how you may help them. When offering guiding assistance, ask the person if he/she wishes to take your arm. This will cue the person that you are familiar and comfortable with guiding.
5. Talk directly to the blind traveler, even if he/she is accompanied by a sighted companion.



# *Thank you*

*for your cooperation in helping  
to make bus travel easier and  
safer for people who are blind  
or visually impaired!*



## **Your TWS-VRS Office**

To locate your Texas Workforce Solutions  
- Vocational Rehabilitation Services  
(TWS-VRS) office, visit:

[www.texasworkforce.org/find-locations](http://www.texasworkforce.org/find-locations)



## **TEXAS WORKFORCE SOLUTIONS-VOCATIONAL REHABILITATION SERVICES**

101 East 15th Street  
Austin, Texas 78778-0001  
800-628-5115

### **Equal Opportunity Employer/Program**

Auxiliary aids and services are available upon request to individuals with disabilities.

Relay Texas:  
800-735-2989 (TTY) and 711 (Voice)

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