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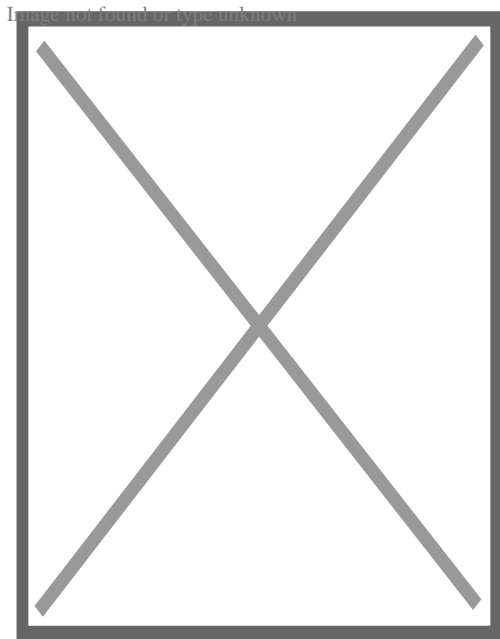
Assisting passenger who is both deaf and visually impaired

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We have a passenger who typically rides **Route 215**. She is deaf and visually impaired. If you see her standing at the curb with her cane and/or cart, please pull up as close to her and as close to the curb as possible. If she asks for the ramp, please deploy the ramp. She will hold out her pass for you to tap on the farebox – she cannot see where to tap her card. Take the card gently, tap it on the farebox, and return to her.

She will sit in the first seat on the sidewalk side of the bus. Please ask any passengers politely to move from that seat (if possible). If you need to get her attention, tap her lightly on the shoulder as shown – do not grab her.

Please remember that she can't hear you, so talking or yelling will have no effect. Please call radio if you encounter any issues with this passenger.



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