

Refueling Assistance Signage for Customers with Disabilities **is the Law**

The Federal Americans with Disabilities Act (ADA) requires gas stations, including those offering self-service, to provide equal access for customers with disabilities.

Hillsborough County implements the ADA's directives by ensuring that all gas station retailers in Hillsborough County provide refueling assistance upon the request of a customer with a disability, provided there is more than one attendant on duty at the station.



In accordance with Florida Statute 526.141 and the Hillsborough County Gas Pumping Assistance for Persons with Disabilities Ordinance 11-23 (Municode, sections 10-338 through 10-358), gas station retailers are required to prominently display on each pump a sign, decal, or sticker for refueling assistance that:

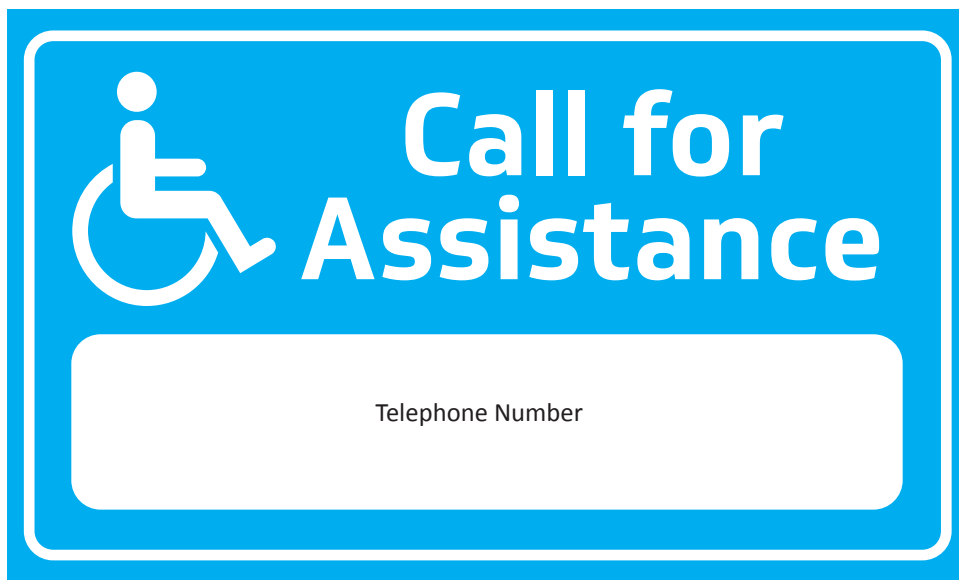
- is blue,
- is a minimum of 15 square inches,
- contains the International Symbol of Accessibility (ISA), and
- includes the words “Call for Assistance” or “Assistance Available upon Request” with a telephone number that dials the retailer.

The telephone number displayed on the required signage must be operational and answered by an employee of the retailer during business hours, even if only one attendant is on duty. Should a request for assistance be made when only one attendant is on duty, that attendant is only required to inform the requestor that the attendant is unable to assist because only one attendant is available on duty.

[See back for examples](#)



**Hillsborough
County Florida**
Code Enforcement



5" X 3" sign
(actual size)



4" X 4" sign
(actual size)

Failure to comply with these regulations could result in a violation notice, adjudication, and civil penalties. Likewise, a violation of this article may also be criminally prosecuted in the same manner as a misdemeanor in accordance with the provisions of F.S. § 125.69, and is punishable by a fine not to exceed \$500 or by imprisonment for a period not to exceed 60 days or by both such fine and imprisonment. The Hillsborough County ADA Coordinator, Code Enforcement Regulatory Compliance investigators, and law enforcement are authorized to enforce the cited provisions.

Regulatory Compliance
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