

# Helping Drivers with Disabilities Fuel Up



## Driver Requests Assistance

A disabled driver uses the fuelService app to request assistance before they select a station.



## Response Phone Call

A quick, automated message from fuelService is made to the station.

**Please do not hang up**, as your selection is needed:

- Press 1 if you are able to help in the next 30 minutes.
- Press 2 if you are unable to help.



## Driver Confirmation

Your response notifies the driver if you are able to assist. Drivers with disabilities will use the fuelService app to inform you of their arrival.



## Arrival Phone Call

A second, automated message phone call will inform you the driver has arrived and the pump number of their vehicle location. You can notify the driver when you will be able to assist by entering the number of minutes using the telephone keypad.



## Refuel

Your response is sent to the driver. When you are available, please assist the driver with their fueling needs.

## Drivers who Arrive without Notification

In situations when a driver has not requested assistance prior to arrival, a single phone call will be made requesting the same information. Again, your response can be made by using the telephone keypad.

### For Additional Support

email: [support@fuelservice.org](mailto:support@fuelservice.org) | [support.fuelservice.org/support/home](https://support.fuelservice.org/support/home)