

# Transporting Non-Ambulatory Passengers

## Issue One: Your Responsibility

As a driver, you are responsible for the safe boarding, securement, transport, and debarking of people who use wheelchairs and other mobility devices. To a person who uses a wheelchair or other mobility device, a trained and empathetic driver makes a particularly large difference in their quality of life.

Regardless of the service you provide, you are expected to completely facilitate boarding and debarking of people in wheelchairs.

Understanding your agency's policies is essential to fulfilling your responsibility to comply with the Americans with Disabilities Act (ADA) requirements and your responsibility to the safety of your passengers.



\*\*Information taken directly from National RTAP's Safety Training and Rural Transit Training Module. Photo by Nusura, Inc.

Created June 26, 2013

# Transporting Non-Ambulatory Passengers

## Issue Two: Accommodating Disability Equipment

### Vehicles with Side Lifts

- (a) Leave sufficient space between the lift and the curb to board passengers using wheelchairs *or*
- (b) Park close enough to deploy the lift on the curb and sidewalk to board passengers using wheelchairs.

In either case, you must select a flat area to ensure that the toe-guard flap works properly.

### Vehicles with Rear Lift

You will need sufficient clearance behind the vehicle to safely maneuver passengers in wheelchairs onto the lift, also ensuring that the toe-guard flap works properly.

### All Vehicles

Another consideration for serving passengers with mobility differences (seniors, injured passengers, those with mobility devices) is to stop the vehicle in an area with a smooth, solid surface leading to the vehicle. Negotiating rough, soft surfaces is not only difficult, but also dangerous to the passenger and may damage wheelchairs and scooters.

\*\*Information taken directly from National RTAP's Safety Training and Rural Transit Training Module

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# Transporting Non-Ambulatory Passengers



## Quiz One: Your Responsibility

Please answer the following questions:

1. Passengers who use a mobility device must board and disembark the bus without assistance from the driver in demand-response systems.  
  
True or False      (circle one)
  
2. The Americans with Disabilities Act is a series of suggestions that transit agencies can choose to follow to provide good service for customers with disabilities.  
  
True or False      (circle one)
  
3. As a driver, you are responsible for the following:
  - (a) the safe boarding of passengers who use mobility devices
  - (b) the securement of mobility devices
  - (c) the safe transport of all passengers
  - (d) all of the above

Trainee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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# Transporting Non-Ambulatory Passengers



## Quiz Two: Accommodating Disability Equipment

Please answer the following questions:

1. According to the training, to ensure that the toe-guard flap on the lift works properly the area at the bottom of the lift should be what? (choose one)  
  
(a) wet  
(b) soft  
(c) flat  
(d) on an angle
  
2. You should never deploy the lift directly onto the curb and sidewalk to board a passenger who uses a wheelchair.  
  
True or False      (circle one)
  
3. If your vehicle has a rear lift, you must make sure you leave sufficient clearance behind the vehicle to safely board the passengers.  
  
True or False      (circle one)

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# Transporting Non-Ambulatory Passengers

## Issue Three: Wheelchair Basics

Knowledge of wheelchair basics is essential, and you should keep the following points in mind when assisting a passenger who uses a wheelchair:

1. A wheelchair is considered an extension of a person's body. Before you take charge, ask the passenger what assistance is needed.
2. Talk with the person using a wheelchair as they perform any maneuvers. Ask how the brakes function, or in the case of a motorized wheelchair or scooter, how the power may be turned off. During lift operations and after on-board securement, it will be necessary to engage the brakes and/or power off the motorized wheelchair or scooter.



\*\*Information taken directly from National RTAP's Safety Training and Rural Transit Training Module. Photo by Nusura, Inc.

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# Transporting Non-Ambulatory Passengers

## Issue Four: Lift Operations

Follow these steps when arriving to board a person with a mobility device (wheelchairs, scooters, etc.):

1. Stop on level ground with room for the platform to deploy.
2. Put the vehicle in park, set the parking brake and turn on the four-way flashers.
3. Deploy the lift while standing on the ground next to the vehicle (or from the driver's seat, depending on the vehicle).
4. If the passenger uses a power wheelchair, disengage the clutches that transfer power to the wheels. This eliminates the possibility of the passenger steering their power wheelchair off the lift or into any obstacle on the vehicle.
5. Depending on the type of vehicle used: (a) Side loading van- back the passenger onto the platform; (b) Rear loading van or ramps- push the passenger forward onto the platform.
6. Make sure the mobility device brakes are set.
7. Ask the passenger to place his/her hands on his/her lap and make sure his/her feet are clear of the toe-guard flap to avoid any injury while loading.
8. If the lift has securement handles, ask the passenger to take hold of them.
9. Always inform the passenger before the lift is engaged.
10. Hold onto the mobility device when raising and lowering the lift.
11. Once the lift platform is level with the vehicle floor, disengage the brakes on the mobility device and push the device into the vehicle so that all wheels are on the vehicle floor.
12. Re-engage the brakes on the mobility device, then raise the lift into a semi-stowed position. This prevents the passenger from rolling back onto the lift.
13. Release the mobility device brakes and steer or move the passenger into the securement location.
14. Secure the passenger; side-facing securement should not be used.

\*\*Information taken directly from National RTAP's Safety Training and Rural Transit Training Module

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# Transporting Non-Ambulatory Passengers

## Quiz Three: Wheelchair Basics

Please answer the following questions:

1. You should not ask a passenger who uses a wheelchair what assistance they need.

True or False (circle one)

2. A wheelchair is considered to be an extension of a person's body.

True or False (circle one)

3. It is important to ask how the brakes of a mobility device function as they will have to be engaged at certain points when a passenger boards using a lift.

True or False (circle one)

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# Transporting Non-Ambulatory Passengers

## Quiz Four: Lift Operations

Please answer the following questions:

1. Order the following steps for operating a lift (place a number on the line next to each task with the number one being the first task you perform and the number five being the last task you perform):

\_\_\_\_\_ Release the mobility device brakes and steer or move the passenger into the securement location.

\_\_\_\_\_ Ask the passenger to place his/her hands on his/her lap and make sure his/her feet are clear of the toe-guard flap to avoid any injury while loading.

\_\_\_\_\_ Once the lift platform is level with the vehicle floor, disengage the brakes on the mobility device and push the device into the vehicle so that all wheels are on the vehicle floor.

\_\_\_\_\_ Stop on level ground with room for the platform to deploy.

\_\_\_\_\_ Put the vehicle in park, set the parking brake and turn on the four-way flashers.

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### 4-Point Securement System

All mobility devices should be secured with 4-point securement (two front, two rear). Once secured, mobility devices should move no more than 2 inches in any direction.

If the wheelchair securement area leaves little room for working (for example, backed up against a wall), scoot the wheelchair a few inches from the wall to attach the rear securement straps, then move the chair back to the proper location and tighten the straps.

For step-by-step instructions on how to use the 4-point securement system to secure the wheelchair, see *Wheelchair Securement 2* in this training section.



\*\*Information taken directly from National RTAP's Safety Training and Rural Transit Training Module. Photo by Nusura, Inc.

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The following guidelines will help insure proper securement using the 4-point securement system:

1. Center the mobility device between the four floor attachments, and set the brakes/power down the mobility device.
2. Attach front and rear securement straps, two in the front and two in the rear.
3. Attach the straps as high on the chair as possible, but no higher than the armrest. The ideal angle for securement straps is 45 degrees out from the chair frame.
  - (a) If using a cam locking system, attach the front straps first to the solid junction of the wheelchair frame.
  - (b) Rear straps should be attached to a solid junction of the frame, about 2 inches below seat level on a standard wheelchair.
4. Rear belts should be parallel with the rear wheels; front belts should flair out slightly for lateral stability.
5. Route each strap in a straight line; do not bend it around a wheel or other object.
6. DO NOT attach the securement straps to the wheels or any removable parts of the device (for example, armrests or footrests)
7. DO NOT attach securement straps to the folding cross brace of a standard wheelchair.
8. Tighten all straps, but do not over tighten; a ratchet-type tightener could easily bend a standard wheelchair frame.
9. Test the mobility device to be sure you cannot move it more than 2 inches in any direction.
10. Secure the passenger with the lap belt and shoulder harness provided as part of the securement system, following the manufacturer's instructions.
  - (a) Lap belts should cross the passenger low on the pelvis, snug but not tight.
  - (b) Shoulder belts should be attached to the lap belt and be adjusted to cross the passenger on the shoulder.
  - (c) If shoulder belts are not spring tensioned, leave enough slack to fit a closed fist between the shoulder belt and the passenger.

If no other riders are required to wear shoulder straps, under ADA you cannot require a rider using a wheelchair to do so.

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# Transporting Non-Ambulatory Passengers

## Quiz Five: Wheelchair Securement 1

Please answer the following questions:

1. After a mobility device has been secured, it should move no further than (choose one):
  - (a) 5 inches in any direction
  - (b) 2 inches forward
  - (c) 2 inches in any direction
  - (d) 5 inches forward and backward
2. If the securement area is small, leaving little room to work, you can move the mobility device a few inches away from the wall to attach the straps before moving the mobility device to the proper securement area and tightening the straps.  
True or False (circle one)
3. The 4-point securement system involves having two straps secured in the front and two in the back of the device.  
True or False (circle one)

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# Transporting Non-Ambulatory Passengers

## Quiz Five: Wheelchair Securement 2

Please answer the following questions:

1. The ideal angle to attach securement straps to a mobility device is the following (choose one):
  - (a) 30 degrees out from the chair frame
  - (b) 45 degrees out from the chair frame
  - (c) 90 degrees out from the chair frame
  - (d) 20 degrees out from the chair frame
2. All passengers riding in a wheelchair are required to use both a lap and shoulder strap at all times.  
True or False (circle one)
3. Each strap should be secured in a straight line and should not wrap around a wheel or other object.  
True or False (circle one)

Trainee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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# Transporting Non-Ambulatory Passengers

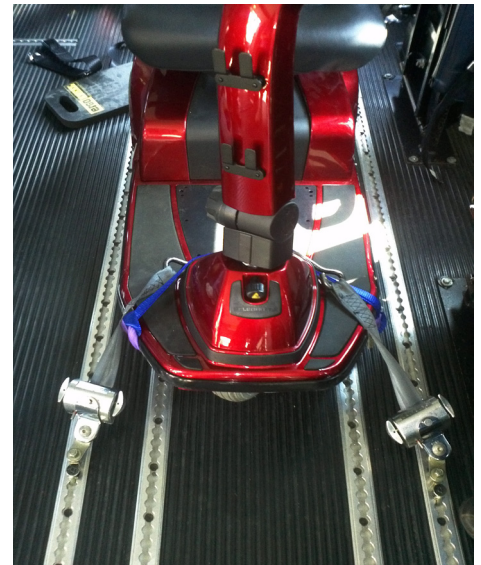
## Issue Six: Securing Scooters

If a passenger is using a power scooter, it is acceptable to ask him/her to transfer to a seat, and the empty scooter should be secured. However, in accordance with the ADA, if the passenger wishes to ride in the scooter, you must allow him/her to do so. When this is the case, the passenger and scooter should be secured using the wheelchair securement system. However, under ADA you cannot deny service to the passenger if the scooter cannot be secured satisfactorily, or if the rider does not want to use the seatbelts, unless your policies require all riders to use seatbelts.

Due to the wide variety of mobility devices and securement systems, proper securement can present challenges. Extension straps or loops available from securement system manufacturers can aid in securing scooters and large power wheelchairs. These loops, made from durable webbing, can be looped around the central drive shaft or seat frame and secured with two securement straps. Such straps can be permanently affixed to the mobility device of frequent riders for easy securement.

\*\*Information taken directly from National RTAP's Safety Training and Rural Transit Training Module. Photo by Ride Connection (Portland, Oregon)

*Scooter Securement*



Updated May 29, 2014

# Transporting Non-Ambulatory Passengers

## Issue Seven: Pre-trip Inspection

The pre-trip inspection is your opportunity to ensure that your vehicle is ready to provide service to customers who use a wheelchair. During the pre-trip inspection, you should check the following:

1. Ensure an adequate number of securement devices and seatbelts are available to secure all wheelchair positions.
2. Check that securement mechanisms function correctly and that belts are not torn or frayed.
3. Check that securement devices are properly stored and not left out of the floor.
4. Make sure securement tracks are clean and free of debris.

\*\*Information taken directly from National RTAP's Safety Training and Rural Transit Training Module

# Transporting Non-Ambulatory Passengers



## Quiz Six: Securing Scooters

Please answer the following questions:

1. It is not acceptable to ask a passenger using a power scooter to transfer to a seat.

True or False (circle one)

2. If a passenger chooses to ride in his/her scooter, both the passenger and scooter must be secured.

True or False (circle one)

3. Extension straps and loops may be used when securing a power scooter and these can assist in the process.

True or False (circle one)

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Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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# Transporting Non-Ambulatory Passengers



## Quiz Seven: Pre-trip Inspection

Please answer the following questions:

1. Securement straps should not be torn or frayed if they are to be used to secure a rider using a mobility device.

True or False (circle one)

2. Securement devices should be left out on the floor so that they are readily accessible when a rider using a mobility device enters the vehicle.

True or False (circle one)

3. The pre-trip inspection is the time to ensure that your vehicle is prepared to safely transport riders that use mobility devices.

True or False (circle one)

Trainee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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