

Mobility Device Securement

The Operations User Guide states that Operators have the responsibility under the Americans with Disabilities Act (ADA) to properly secure mobility devices within the District's vehicles.

WHEELCHAIR BOARDING POLICY - ON FIRST / OFF LAST

Operators are trained on the "ON FIRST/OFF LAST" procedures, which ensure that wheelchairs are boarded first, allowing room for the wheelchair to board and be secured before other non-mobility devices and ambulatory passengers board.

BOARDING ASSISTANCE BY OPERATORS ON RAMPS

The individual has the right to request additional assistance, if required, by the operator to push a wheelchair up or down a passenger ramp.

SECUREMENT/RIDING ON THE COACH

The individual has the right to choose to ride either forward facing or rear facing, if rear facing is available. The AC Transit vehicle fleet includes a variety of configurations, including 2nd door ramps, rear facing "surfboard" securement areas, and the forward facing Q'Straint system.

There are two types of securement systems: The *Wheelchair Restraint System* and the *Occupant Restraint System*. The Occupant Restraint System is **OPTIONAL** as the District does not require other passengers to use a seatbelt.

Below are the current required steps to secure a wheelchair passenger in either forward-facing securement or rear-facing restraint:

- **Six Steps to Forward-Facing Securement:**

All customers must allow their chair to be secured. If securements do not fit or won't work, customer is allowed to ride. When a passenger refuses to be secured, Operators are trained to notify the Operations Control Center (OCC). OCC will log the refusal and the passenger will be transported.

1. Customer positions chair, leaving room to secure rear straps
2. Secure rear red straps/hooks
3. Take up slack in rear, after customer backs into final position
4. Secure and tighten front red straps/hooks

5. Customer moves chair to check slack; tighten if needed/requested
6. **At customer's option**, fasten black lap and shoulder belts

The black seat belt system is used **AT THE OPTION of the customer**. The black seat belts are for the customer, not the mobility device. **black seatbelts are optional.**

- **Rear-Facing Wheelchair Restraint:**

1. Back up to padded backrest as close as possible. Make sure chair handles or backpacks don't prevent backing up all the way.
2. Set wheelchair brakes and/or turn off power.
3. **IMPORTANT:** Pull black lap belt around and clip low across lap (underneath armrests if possible; also attach shoulder belt, **if desired**).
4. NOTE: Wheelchair user may request, or driver may require, frame securements (red straps) for additional safety.
5. If using this location facing forward, **frame securements are required**, lap/shoulder (black) belts are **at passenger's option**.
6. If possible, 3-wheeled scooter users are encouraged to transfer to a regular seat. Operators can request, but not require, that a passenger vacate his/her mobility device