As a driver, you are responsible for the safe boarding, securement, transport, and deboarding 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 deboarding 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.**

Transporting Non-Ambulatory Passengers
Issue One: Your Responsibility

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**
Please answer the following questions:

1. Passengers who use a mobility device must board and deboard 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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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)

   Trainee Signature: ______________________________________________________  Date: _____________

   Supervisor Signature: ________________________________________________  Date: ______________
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.**

Transporting Non-Ambulatory Passengers
Issue Three: Wheelchair Basics

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**

Created June 26, 2013
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)

Trainee Signature: _______________________________________________________  Date: ____________
Supervisor Signature: ____________________________________________________  Date: ____________

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.

Trainee Signature: _______________________________________________________  Date: ____________
Supervisor Signature: ____________________________________________________  Date: ____________
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.

Created June 26, 2013
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)

Trainee Signature: _________________________________________________________  Date: __________
Supervisor Signature: _________________________________________________________  Date: ___________

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: __________
Supervisor Signature: _________________________________________________________  Date: ___________
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)**
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)

Trainee Signature: __________________________________________________________ Date: __________

Supervisor Signature: ______________________________________________________ Date: __________