



Securement of Wheelchairs and Other Mobility Devices	
Date adopted:	Date revised: May 13, 2019

Purpose

To provide instruction to drivers on the securement of wheelchairs and other mobility devices within an agency vehicle.

GUIDELINES

1. All passengers using wheelchairs and other mobility devices will be secured using a four-point tie-down system. The My Ride transit system can deny service to any passenger if the wheelchair or mobility device cannot be secured to the satisfaction of the driver. When a wheelchair or mobility device is difficult to secure properly, the driver is expected to make every effort at securing before requesting that the passenger transfer to a regular seat. The driver may request the passenger transfer to a regular seat but will not be permitted to require the passenger transfer if proper securement is not possible. If a passenger cannot be properly secured on a My Ride bus, the driver will notify dispatch who will dispatch another vehicle to the location. The driver will assist the passenger from the bus to the bus stop location to wait for the transport vehicle.
2. Wheelchairs and other mobility devices are to be secured facing forward.
3. Use the seatbelt (with shoulder restraint), which attaches to the floor if the vehicle is equipped with one and the rider agrees to it.
4. Ensure that the mobility device brakes are applied.
5. Attach the securement straps to the floor connection points first.
6. Connect front tie down straps (pull or cam type; not ratchet) to a T-connector or the wheelchair frame on the front half of the wheelchair.
7. Connect back, ratchet tie-down straps to a T-connector on the back half of the wheelchair. Do not connect straps to the wheels, footrests, armrest or any detachable or flexible part of the wheelchair. Do not pass the straps through the rear spokes.
8. A tightened tie-down strap must form a straight line (no slack) at a 45-degree.
9. Exercise proper bending techniques when securing straps.



10. Unoccupied wheelchairs (when the passenger has transferred to a seat) must be tied down securely.
11. Verify straps are secure and that the device does not move.
12. Electric wheelchairs must have the power turned off while secured.
13. Additional reminders:
 - a. Store loose tie-down straps when not in use.
 - b. Keep tracks clean and free of dirt and debris.
 - c. Pull a wheelchair downhill and push when moving uphill.
 - d. Immediately report any malfunctions with lift equipment to dispatch so that repairs can be scheduled as soon as possible.