Accommodating the Growing Diversity of Wheelchairs/Mobility Devices
Policy, Procedure, and Customer Service Approaches

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"Triangulating" the Approaches

1. Written policies: formal vs. operational
   - Rules, codes, and ordinances
   - Statements, guidelines, signage
2. Operating procedures & training guidelines
3. Customer information and education
   - Riders' guides, brochures, bulletins, web pages
   - Paratransit certification and travel training
   - Orientation and "practice" boarding
   - Wheelchair marking and tether strap programs

Large Wheelchairs & Scooters ("oversize" and "overweight")

- ADA regulations: Old and <u>new</u> (9/19/11)
  - Definitions of *"wheelchair"* & *"direct threat"*
  - Weight: Must allow at least up to rated limit of lift
  - Size: Everything that can fit on lift/ramp and maneuver into vehicle/wheelchair space
  - Vehicle space requirements: Existing vs. *proposed*
- How to measure?
- Judgment calls on what is "reasonable"

Difficult or Impossible to Secure Properly

- Plethora of designs
- Transferring to regular seats, esp. scooters and transport wheelchairs
- Limited use of chairs meeting "WC19" std.
- Marking and tether strap programs
- New technologies:
  - Modular 3-point station
  - Rear-facing "passive containment" (esp. BRT)
  - Docking systems (far future)

How to Treat Rollators
(Wheeled walkers – w/ seats, baskets, brakes, etc.)

- Mobility device - must be accommodated
- More and more people are using them
- Aren't <u>wheelchairs</u>, in terms of sitting in them
- The *Kenny Rogers* dilemma: "Know when to hold 'em; know when to fold 'em"…
- Some new models are "convertible" from rollator to <u>transport wheelchair</u>, or vice versa