

Wheelchair - Accessible
Conversion

Lowered Floor
Featuring 2005-2008

Toyota Minivans

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January 08

AUTOVAN™
WORLD CLASS MOBILITY

SAFETY PRECAUTIONS AND SYMBOLS



All information contained in this manual and supplements (if included), is provided for your safety. Familiarity with proper operation instructions as well as proper maintenance procedures are necessary to ensure safe, trouble free operation. Safety precautions are provided to identify potentially hazardous situations and provide instruction on how to avoid them.

These symbols will appear throughout this manual and may appear on labels posted on your Autovan. **Recognize the seriousness of this information.**

BE SURE TO READ THIS MANUAL IN ITS ENTIRETY BEFORE TRANSPORTING PASSENGERS IN A WHEELCHAIR AND PRIOR TO OPERATING THE VEHICLE.

CALL TOLL FREE (866)-947-9119 OR FOR FURTHER ASSISTANCE VISIT US AT www.autovan.com

Congratulations on the purchase of your new Autovan minivan. We at Autovan have designed and built your minivan conversion with you and your passengers in mind and have designed quality and safety into every aspect of the conversion. It is our hope that this new conversion will provide you years of trouble free, enjoyable transportation.

This owner's manual serves as a supplement to the owner's manual provided by the original vehicle manufacturer. Please take the time to read both of these manuals. They contain important operational and safety information which is necessary for you to operate your vehicle and its equipment properly and safely. It is a good idea to keep both owners manuals inside the vehicle for future reference.

Your new Autovan mini van conversion carries a limited warranty which covers the modifications and alterations done to your vehicle. The Autovan Limited Warranty works concurrently with the warranty offered by the original vehicle manufacturer. Defects or failures which are a result of the modifications done by Autovan LLC are covered by the Autovan Limited Warranty. Defects or failures on original equipment which is un-altered by Autovan LLC is covered by the original vehicle manufacturer. Please read the limited warranty information and registration located in the rear of this manual and familiarize yourself with its coverage's and exclusions.

Examine your Autovan for any damage. Should any damage have occurred during delivery, notify the carrier at once with any claims.

A warranty/registration card and a delivery checklist are supplied with each Autovan. Review and fill out the checklist and warranty with your sales representative and mail both to Autovan LLC (as addressed).

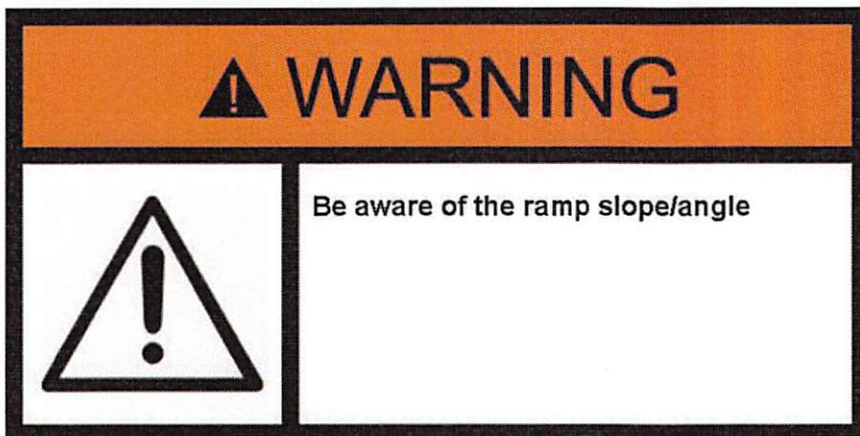
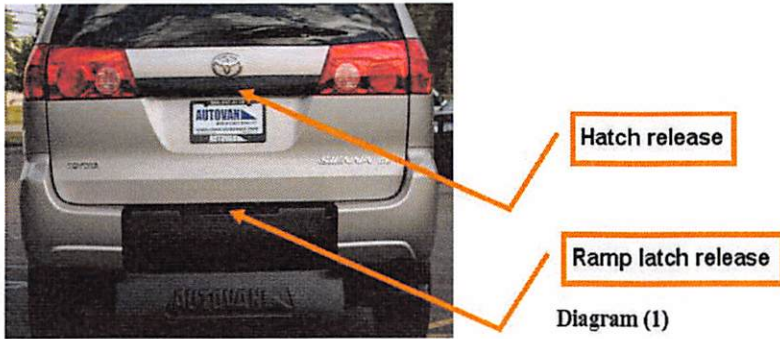
A detailed Warranty section is provided within this manual. The warranty card must be processed to activate the warranty.

Record the vehicle identification number (VIN) and the Autovan tag number in the spaces provided at the back of this manual for future reference. This information must be provided when filing a warranty claim or ordering parts.

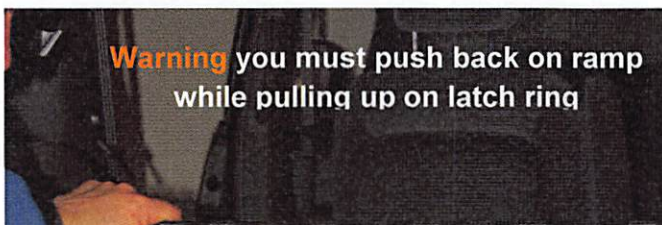
OPERATIONS

Before deploying the ramp, ensure that the ground below is level and free of any obstructions. Furthermore, ensure that the transmission is in park and engage the vehicle parking brake. Additionally park the vehicle in a location appropriate for safe loading and unloading.

Rear Hatch and Ramp Operation



1. To release the hatch push the OEM handle up. (see diagram 1)
2. When stowed, the ramp is locked using a latch mechanism. To unlock the ramp, pull ramp latch release ring up away from ramp. (see diagram 1a and 1b)



3. Stand to one side and release ramp latch; grasp ramp grab handles. (see diagram 1a and 1b)





Ramp Safety

Wheelchair passengers

and attendants (when applicable), must use basic common sense and good judgment regarding ramp safety. Each wheelchair passenger has a unique set of physical abilities combined with the physical characteristics of his or her wheelchair that dictate the method in which he or she will enter and exit the Autovan. Consequently, the procedures for safe operation outlined in this manual are general in nature. Wheelchair attendants should be instructed on any special needs and/or procedures required for safe transport of wheelchair passengers.

Follow all safety instructions regarding torso restraints, stability, balance, weight distribution and use of attendants as specified in the owner's manual supplied with your wheelchair. Determine, establish and practice ramp boarding and exiting procedures under the direction of your health care representative, and your Autovan sales representative to ensure your ability to do so safely.

Never attempt to enter the vehicle in a wheelchair unless being assisted by a person capable of guiding the wheelchair up the ramp and into position for safe transportation.

Attendants must never board an Autovan ramp if they are intoxicated. The wheelchair should be positioned in the center of the ramp at all times. You must be able to clearly view the ramp whenever boarding and exiting the vehicle.

It is the responsibility of the wheelchair operator to enter and exit the Autovan on the ramp in the safest manner.

Be careful to keep your hands and fingers away from both sides of the ramp where the ramp side barriers meet at the fold; when ramp is being unfolded to avoid chance of hand and / or fingers being pinched. (see diagram 1c)



UNFOLDING AND LOWERING RAMP:

1. Stand to one side and release ramp latch; grasp ramp grab handles and pull out in a downward motion until the ramp gently rests on the ground; making sure to stay out of the way of the ramp coming down.



The aid of an attendant stabilizing the wheelchair is recommended for optimum safety. Wheelchair passengers who intend to enter and exit their Autovan without the assistance of an attendant must determine the safest and most practical method and orientation of entering and exiting the Autovan. This method should be based on the physical characteristics of their personal wheelchair and his or her physical capabilities to maintain stability while the wheelchair is in motion on the Autovan ramp.

Wheelchair Attendants: When assisting a wheelchair occupant, remember when the wheelchair is on the ramp, you must grasp the push handles securely. Detachable wheelchair parts such as arms or leg rests must never be used for hand holds or lifting supports. Doing so could result in the detachable parts being inadvertently detached from the wheelchair resulting in possible injury to the wheelchair occupant and/or you, the attendant.

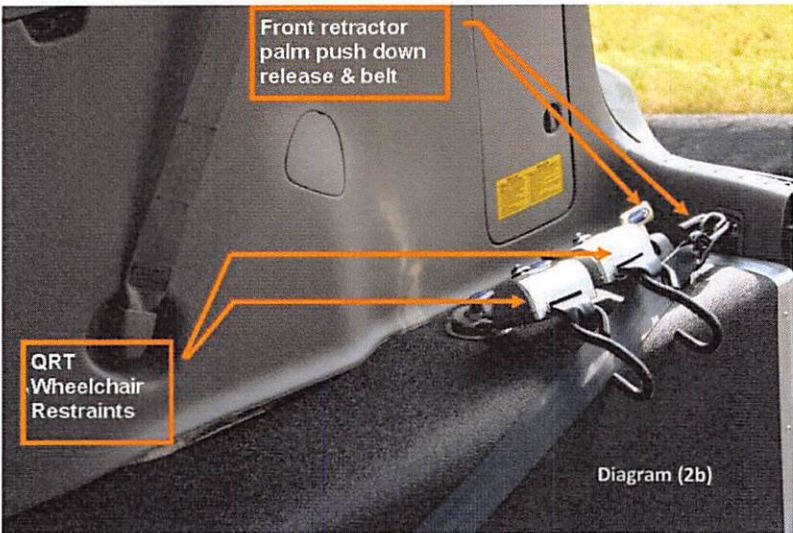
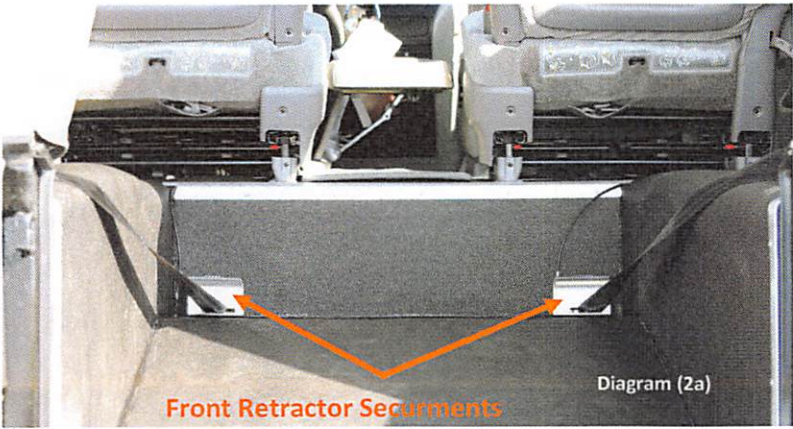
Wheelchair Securement During Transport:

The wheelchair occupant must face the front of the vehicle and must be secured using the wheelchair and occupant belt securement system. See securement manufacture instructions for details.

Wheelchair and Occupant Restraint

The components of your wheelchair restraint system includes the following:

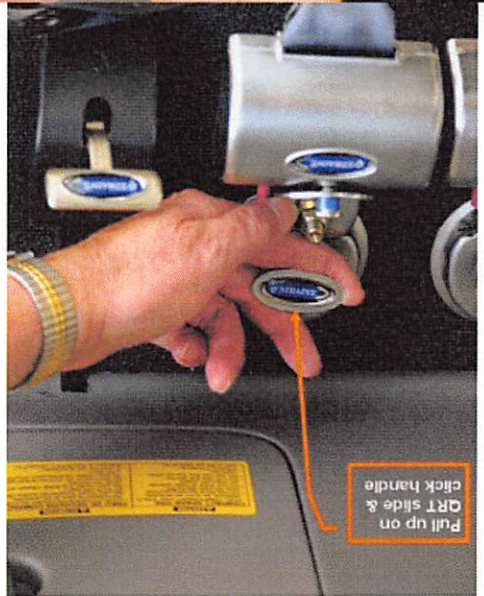
1. Two (2) permanently mounted retractable restraints mounted in the front portion of the lowered floor, one on the right and one on the left side. (see diagram 2a).
2. Two (2) quick-release slide and click QRT Max retractable restraints with storage locations at the rear of the vehicle on the upper passenger side floor edge next to the front retractor palm push down release handle. (see diagram (2b)
3. Two (2) floor mounted storage attachment spots for the rear QRT Max restraints when not in use. (see diagram (2b)
4. One (1) lap and shoulder belt harness for securing passenger while sitting in wheelchair. (see diagram 2c)



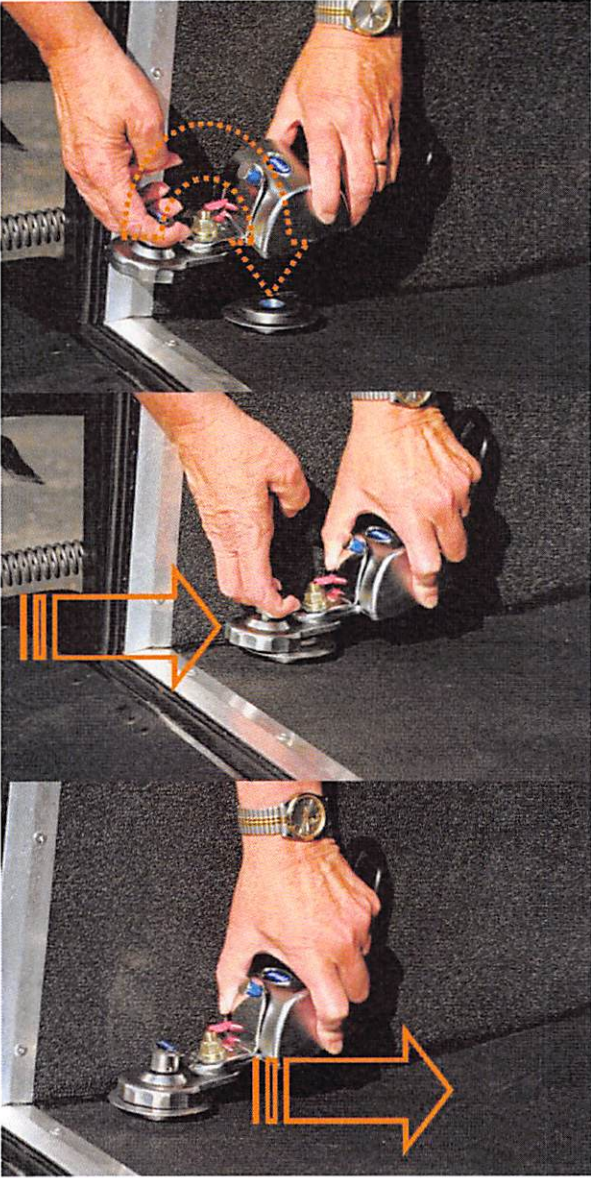
There are two rear hooks on each side of the lowered floor at the rear floor edge just inside the rear hatchback. These are to be used to hook the front retractor straps when in the stow position and not being used.

WHEELCHAIR RESTRAINT USEAGE

1. The retractor release handle for the front two permanently mounted retractable restraints located on the passenger side top upper floor section just inside the rear hatch, will need to be deployed using a slight push down of the handle which will release the internal locking of the front wheelchair restraints. You will need to do this whenever the retractor straps need to be pulled rearward. There is no need to push the release handle when the restraints are being moved forward.
2. Assist the wheelchair client on to the ramp. Using one hand push the handle down gently and remove the driver side restraint from the rear storage hook.
3. Secure the restraint strap hook to manufacturers recommended attachment area. Repeat the same procedure for the other restraint for the passenger side.
4. Assist the wheelchair forwarded and into the vehicle the front restraints will retract as you move forward. Once the wheelchair client is all the way in pull slightly rewarded to activate the self latching feature of the front retractors.
5. You are now ready to secure the rear of the wheelchair. Remove the rear restraints from their stowage position by pulling up on the winged tab and secure to the floor slide and click mounts. Face the hooks that are attached to the restraints toward the front of the vehicle.
6. Push the tab at the lower rear for the restraint housing and pull the hook out and away from the housing giving yourself enough length to attach the hook to the rear structure of the wheelchair. Repeat the same procedure for the second rear restraint.



Install the automatic securing retractors to the floor by sliding the retractor clip over the floor clip until the spring-loaded plunger clicks into the floor clip. (refer to figure 2e) **Pull firmly on the retractor housing to ensure that the plunger is properly seated and locked into the floor clip.**





1. Check to make sure the indicator red lights are aligned. Once the retractors are secure to the floor, they can be attached to the wheelchair.
2. Hook the belt onto the appropriate spots on the wheelchair frame as prescribed by the wheelchair manufacturer. The securing retractors are self tensioning and will automatically take up the slack in the belts. To ensure that the belts are tight, move the wheelchair back and forth.
3. To release the automatic retractor hold down the red button while pulling on the retractor belt.

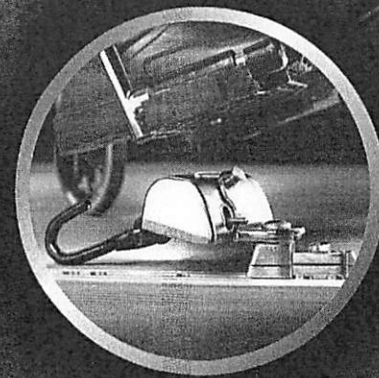
Occupant Restraint System

1. Clip the retractor lap belt male and female fittings onto the clip of the rear automatic QRT Max retractors.
2. Buckle the lap belt female and the male sides together and tighten the strap for a comfortable snug fit.
3. Clip the shoulder belt triangular fitting onto one of the two extension belts.
4. Clip the triangular fitting at the other end of the shoulder belt onto the lap belt clip.

Before driving the vehicle, do a final inspection of all straps, adjusters and fastening points, ensuring that everything is secure.

The
QRTMAX

Work book for trainees



Take a minute for safety



TRAINING PROGRAM EVALUATION

Please provide your rating 1 thru 5 with 5 being the highest:

Quality of the Video / CD

1 2 3 4 5

Content of the Video / CD

1 2 3 4 5

Lesson Plan Format

1 2 3 4 5

Lesson Plan Content

1 2 3 4 5

Work Book Format

1 2 3 4 5

Work Book Content

1 2 3 4 5

Overall Quality of the Training Program

1 2 3 4 5

Comments:

Evaluator Name:	Company:
Address:	Phone:
	E-mail:

We Care What You Think!

If you could please take a few moments to answer and return this to us by mail or fax, or email qstraint@qstraint.com we would greatly appreciate it.



WORK BOOK FOR TRAINEES

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Q'STRAIT Training Certificate Request Form

Trainer Name (Print):		Phone number:	
Company:		Fax number:	
Trainer Signature:		Date:	Trainer's Email:

Address where to ship certificates:

	Trainee Name (Print)	Company Name	Date of Training	Trainee Signature
1.				
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20.				

These materials and instructions are not intended to nor can they give experience. They are intended to give an understanding how Q'Strait products work so the trainer/trainee application results may be analyzed and learned from, and internal training programs developed. It is your responsibility to evaluate the securement knowledge of each individual and inform Q'Strait to issue training certificates for the above mentioned names.

Office Use Only

Prepared by (Print):	Sent Date:	Ship via:	Tracking #:
Date:			

established by your organization and the instructions provided in this training program.

INTRODUCTION TO Q'STRAIT

Q'Strait, is world renown, international company marketing wheelchair and occupant securement systems throughout USA, Canada, Australia and Europe, as "the leader" in wheelchair and occupant securement systems.

Taking a unique approach to safety - Q'Strait has both the wheelchair and the occupant protected in an interdependent system that ensures both the chair and the passenger, are completely secured. Interdependent means the chair and the rider are secured separately but in a system linking the two together for the ultimate in safety.

Since 1984 Q'Strait has been thoroughly tested with most wheelchair styles throughout the world. The sled impact test with crash dummies, at various weights and sizes at 50kph/30mph and 20g's deceleration, found Q'Strait to be extremely successful in providing effective protection for both wheelchairs and passengers.

GOAL

The goal of any transportation system is to transport their passengers from the pick-up point to the drop-off point in the safest and most efficient manner possible. Our goal for this training session is to ensure that you thoroughly understand the principles of correct wheelchair and occupant securement, and are able to demonstrate your knowledge and ability in an effort to meet the overall transportation goal.

OVERVIEW

1. In this modern day and age, we all seem to be in a big hurry and are looking for more time in our busy schedules. As a driver or operator you know how the dispatcher or scheduler is always asking you if you have the time to pick-up one more passenger, or make one more stop, without affecting your overall schedule.
2. The folks at Q'Strait have been listening to your requests. In order to help you safeguard your schedules, Q' Strait has created the industries quickest, safest and easiest wheelchair securement, called the Q'Strait QRT MAX.

3. You as a driver, operator or attendant will appreciate the efficiency and convenience you will experience by using the QRT MAX. The automatic, self-tensioning and self-locking features allow you to safely secure a wheelchair or mobility aid in seconds and you can normally perform the task with one hand.
4. You are going to review the QRT MAX video which will include crash test footage of the testing that was conducted to ensure the Q' Straint systems meet and exceed all the test requirements. The QRT MAX system like all other Q'Straint systems were frontal impact tested at 30mph, 20g's deceleration. A surrogate wheelchair with a mass of 187 pounds and an ATD (dummy) with a mass of 168 pounds were used for the tests.
5. No other securement company conducts more comprehensive testing than Q'Straint. Many of these tests are conducted at independent laboratories with verified results that include worldwide-recognized certifications.
6. QRT MAX retractors are all the same, meaning there are no individual fronts or rears, lefts or rights. The entire mechanism is enclosed in a very durable metal housing that does not require any sort of maintenance. The QRT MAX is equipped with a large, "J" hook that allows for easy attachment to the wheelchair anchor point. You simply grasp the "J" hook, pull it out and attach it to the chair. There is a red lever to release the retractor. It may be depressed with your hand or the toe of your shoe.
7. There are no shortcuts in securing wheelchairs and occupants. Every effort has been made by Q'Straint to reduce the amount of time required to accomplish the securement tasks, but you are responsible for following these procedures in order to ensure your own safety as well as the safety and comfort of your passengers.

OVERVIEW OF ANCHOR FITTINGS



"L" FITTING

1. Many vehicles are equipped with "L" track floor anchorages, to allow for more flexibility when securing wheelchairs.
2. The track fittings have the "Positive Locking Indicators" [PLI], which are the red lines on each side and the double rings on top.
3. Always check these indicators to ensure the fitting is properly seated and



Q'STRAIN WHEELCHAIR AND OCCUPANT SECUREMENT SYSTEM TRAINING RECORD

- | | |
|--|--|
| <input type="checkbox"/> Video | <input type="checkbox"/> Overview |
| <input type="checkbox"/> Overview of Anchorages | <input type="checkbox"/> Overview of Anchor Fittings |
| <input type="checkbox"/> Extra Pre-Cautions | <input type="checkbox"/> Securement System Inventory |
| <input type="checkbox"/> Securement System Inspection | <input type="checkbox"/> Securement System Maintenance |
| <input type="checkbox"/> Familiarization with the System | |

SECURING THE WHEELCHAIR

- | | |
|---|--|
| <input type="checkbox"/> Positioning the Wheelchair | <input type="checkbox"/> Selecting Securement Points |
| <input type="checkbox"/> Front Belt Angles | <input type="checkbox"/> Rear Belt Angles |
| <input type="checkbox"/> Tri-Wheeler Belts | <input type="checkbox"/> Webbing Loop Use |

SECURING THE OCCUPANT

- | |
|---|
| <input type="checkbox"/> Regular Lap and Shoulder Belt Use |
| <input type="checkbox"/> Combination Lap and Shoulder Belt Type A-1 |
| <input type="checkbox"/> Combination Lap and Shoulder Belt Type A-2 |
| <input type="checkbox"/> Combination Lap and Shoulder Belt Type A-3 |

Comments:

Trainee Name:	Date:
Initials:	Company:
Signature:	Trainer Signature:

Please retain this page for your records



15. At what location on the passenger's body should the lap and shoulder belt meet?

- a. It does not touch the passenger
- b. Where it is easiest to attach
- c. The hip
- d. It is best not to use a lap belt

16. How is the webbing released on the QRT MAX retractor?

- a. With your hands
- b. With your foot
- c. By pressing the red release lever
- d. All of the above

17. When cutting webbing or a belt with a belt cutter, you should always cut _____.

- a. straight across
- b. at a 45 degree angle
- c. on any direction in an emergency
- d. never cut the belt

18. If you have difficulty attaching the "J" hook to the frame of a wheelchair, you may use a _____.

- a. double loop
- b. find another location
- c. webbing loop
- d. All of the above

19. How many tie-down belts should be attached to a wheelchair without an occupant on board?

- a. Two front belts
- b. One front and one rear belt
- c. Two rear belts
- d. At least four belts

20. The lap belt should always bear on the _____ structure of the passenger's body and worn as low as possible across the front of the pelvis.

- a. chest
- b. bony
- c. stomach
- d. all of the above

Please retain this page for your records

locked into the track.

4. You will note the fitting is anchored into the track by four "studs" and locked into place with a double plunger, for added security.
5. To use the fitting, simply hold the retractor in one hand, line up the "studs" with the openings in the track, press straight down and slide until it clicks.
6. Then check the positive locking indicators, [PLI] to ensure the fitting is locked into the anchorage.
7. To remove, simply lift up on the "T" handle and slide and lift the fitting from the track.
8. The QRT MAX retractor is very low profile, which allows the wheelchair to pass over the retractor without removal from the floor.
9. However you should remove them from the floor and place them the wall pouch whenever the wheelchair station is unoccupied, in order to prevent a tripping hazard.



"A" FITTING

1. Some vehicles are equipped with "A" track anchorages.
2. To use the "A" track fitting, grasp the retractor with one hand press the release lever and enter that end of the fitting into the track opening first.
3. After the fitting drops into the track, slide it in the opposite direction until the release lever locks.
4. Shake the fitting to ensure it is completely locked into the anchorage.
5. Always face the release lever away from the wheelchair for safe securement.
6. To remove the fitting from the anchorage, press the release lever and slide in that direction and lift the fitting from the anchorage.



SLIDE-N-CLICK FITTING

1. Many vehicles are now equipped with the Slide-N-Click anchorage systems.
2. This system is extremely easy to use.
3. The fitting is designed to slide onto the anchorage from any direction.
4. Simply hold the retractor in one hand lay the fitting down flat adjacent to the anchorage and slide until it locks.
5. This style anchorage will allow the retractor to rotate 360 degrees, for ease of use.
6. In most cases the wheelchair will pass over the retractor without removal from the floor, because of its' low profile. However you should always remove them and place them in the wall pouch when the wheelchair station is empty to prevent a tripping hazard.

EXTRA PRECAUTIONS

1. Regardless of which anchorage system you are using, it is always a good habit to shake the fitting to ensure it is completely locked into the anchorage.
2. Anchorages should be as free of dirt and debris as possible to reduce the false feeling of the fitting being totally engaged into the anchorage, when in fact it may be only wedged with dirt.
3. Always remove the retractors from the floor and place them into the wall pouch when not in use, to prevent tripping hazards.

SECUREMENT SYSTEM INVENTORY AND INSPECTION

1. It is extremely important that you conduct a thorough pre-trip inspection of your vehicle.
2. The securement system is an essential part of the inspection.
3. It is very embarrassing to arrive at your first stop and find that you do not have



8. *The wheelchair may face in what direction when using the QRT MAX?*
 - a. Side facing
 - b. forward facing
 - c. Rear facing
 - d. All of the above
9. *What type of connecting device attaches to the wheelchair when using the QRT MAX system?*
 - a. strap and snap hook
 - b. "J" hook
 - c. "S" hooks
 - d. Any of the above
10. *Front tie-down straps should be at what angle when attached to the wheelchair from the retractor?*
 - a. 10 – 15 degrees
 - b. 40 – 60 degrees
 - c. Angles are not important
 - d. 30 – 45 degrees
11. *How can you best determine if the positive locking indicator fitting is properly locked into the anchorage?*
 - a. By checking the indicator line
 - b. By shaking the fitting
 - c. By checking the top indicators
 - d. All of the above
12. *After an electric wheelchair and its occupant have been completely secured, you should _____.*
 - a. chock the wheels
 - b. ask the passenger to transfer
 - c. turn off the power
 - d. nothing at all
13. *Rear tie-down strap should be at what angle when attached to the wheelchair from the retractor?*
 - a. 40 – 60 degrees
 - b. 30 – 45 degrees
 - c. 10 – 15 degrees
 - d. 65 – 85 degrees
14. *How much webbing may protrude from the QRT MAX retractor when it is locked in its' shortest position?*
 - a. None
 - b. 6 – 8 inches
 - c. 3- 4 inches
 - d. All of the above



TRAINEES' -REVIEW QUESTIONS

Name: _____ Print name

Date: _____

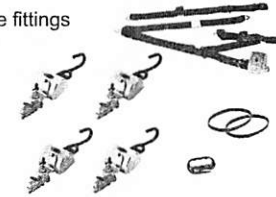
1. What type of floor anchorage is in your vehicle?
 - a. "L" track style
 - b. "A" track style
 - c. Slide-N-Click style
 - d. Other
2. What feature has been added to the QRT MAX "L" track fitting?
 - a. Double knobs
 - b. Triple plungers
 - c. PLI
 - d. All of the above
3. Which floor anchorage system allows fittings to enter from any direction?
 - a. "L" track
 - b. "A" track
 - c. Slide N Click
 - d. All of the above
4. How often should you conduct an inspection of your Q'Strain securement system?
 - a. Once weekly
 - b. Once monthly
 - c. Mechanics perform the inspection
 - d. At least daily
5. How many tightening knobs are on the QRT MAX retractors?
 - a. Four
 - b. Two
 - c. Zero
 - d. One
6. How can you determine the difference between the front retractors and the rear retractors?
 - a. They are marked front and rear
 - b. They are all the same
 - c. They are marked left and right
 - d. All of the above
7. How is the regular lap belt attached to the QRT MAX retractors?
 - a. It is attached to the floor
 - b. it has its' own track fitting
 - c. to a pin connector
 - d. it is not attached to the retractor

the necessary tie-downs to secure a wheelchair or that the equipment is inoperable.

INVENTORY

1. For each wheelchair station you should have the following:

- a. Four retractors with proper floor anchorage fittings
- b. One lap belt assembly
- c. One shoulder belt assembly, may be in combination with the lap belt
- d. Possibly two webbing loops
- e. One belt cutter



INSPECTION

1. The inspection should consist of at least the following items:
 - a. Check the retractors by pulling out the webbing to ensure they are locking properly.
 - b. Check to ensure webbing is not cut, frayed, damaged or contaminated by polishes, oils or chemicals.
 - c. Check that metal parts are not worn, broken or cracked.
 - d. Check pin connector bushings to ensure they are not cracked, broken or missing.
 - e. Check that all mounting hardware, such as bolts, nuts, etc. are secure.
 - f. Check floor anchorages to ensure cleanliness and securement.
 - g. Check shoulder belt anchorages for proper securement and operation.
 - h. Check lap and shoulder belt webbing to ensure it is not cut, frayed, damaged or contaminated by polishes, oils or chemicals.
 - i. Check buckles for damage and ensure proper operation.
 - j. Check male buckle pin connector bushing to ensure it is not cracked, broken or missing.
 - k. Check any other parts of the securement system and accessories that may not be specifically indicated in this checklist, but are pertinent to a safe and operational system.
2. Any parts that are in question should be reported and replaced or repaired prior to departure.
3. After you have completed you inventory and inspection, return the tie-downs to their individual wall pouches or other suitable container.

4. See attachment for a list of preventative maintenance items that should be inspected on a scheduled basis.
5. Now that you have inventoried and inspected the QRT MAX system, let's take a closer look at how everything operates before we actually secure a wheelchair.

FAMILIARIZATION WITH THE QRT MAX SYSTEM



1. The QRT MAX retractors are automatic, self-tensioning and self-locking.
2. The webbing is wound around a spool that is spring loaded, so that any movement in the wheelchair while the vehicle is in motion will be systematically adjusted through these automatic features.
3. The pin connector on the top of each retractor is for connection of the lap belt or lap/shoulder belt depending on the type occupant restraint system you are using.
4. The red release lever on the retractor may be depressed with either your hand or the toe of your shoe.
5. In most cases the toe of your shoe is the easiest way as it allows the use of both hands to disconnect the "J" hook and support yourself, if caught in a confined space.
6. The "J" hook must be attached to a solid frame member of the wheelchair.
7. Some wheelchairs with the "Transit Option" have defined anchorage points built into the wheelchair.
8. These attachment locations are identifiable by the "Hook Symbol" that is indicated on the securement point.
9. When these securement points are present, they should be used.
10. Once again the QRT MAX can be installed in any of the Q'Straint anchorages with one hand.
11. Now that you understand the operation of the QRT MAX, let's discuss the occupant restraints, or lap and shoulder belts.

Q'STRAINT'S PREVENTATIVE MAINTENANCE CHECKLIST

Vehicle # _____ Date _____
1. The following items should be inspected and serviced during scheduled vehicle maintenance:

- Inspect the retractors by pulling out the webbing to the maximum and allow it to rewind onto the spool
- Inspect the retractors to ensure they are locking properly
- Inspect to ensure webbing is not cut, frayed, damaged or contaminated with polishes, oils or chemicals
- Inspect all metal parts to ensure they are not worn, cracked or broken
- Inspect pin connector bushings to ensure they are not cracked, broken or missing
- Inspect that all mounting hardware, such as bolts, nuts, etc. are secure
- Inspect floor anchorages to ensure cleanliness and proper securement
- Inspect aluminum track and hardware for any signs of corrosion
- Inspect track and/or anchorage fittings for proper operation
- Periodically it may be necessary to wash the fittings in a parts washing solution and lubricate with WD-40 or similar lubricant to ensure proper operation of the positive locking features
- Inspect shoulder belt anchorages for proper securement and operation
- Inspect lap and shoulder belt webbing to ensure it is not cut, frayed, damaged or contaminated with polishes, oils or chemicals
- Inspect buckles for damage and ensure proper operation
- Inspect male buckle pin connector bushing to ensure it is not cracked, broken or missing
- Retractable lap and / or shoulder belts should have webbing pulled out to the maximum and allowed to rewind onto the spool
- Lap and / or shoulder belt retractors are Emergency Locking Retractors [ELR] and should be checked by giving a quick jerk on the webbing to ensure the retractor is locking properly
- Clean webbing periodically, as needed, with mild soap and water. After cleaning, fully extend the belts and position them to prevent water from entering the retractors until completely dry
- Inspect any other parts of the securement system and accessories that may not be specifically indicated in this checklist, but are pertinent to a safe operational system

2. All deficiencies should be reported to your supervisor and items either repaired or replaced prior to the vehicle being returned to service.
3. Wheelchair tie-downs and occupant restraint systems [WTORS] including anchorages that are suspected to have been in use during an impact, from which the vehicle must be towed, should be replaced.

Please retain this page for your records

Discrepancies noted: _____
Corrective Action: _____
Corrected by: _____ Date _____
Signature



Securement System Daily Inspection Checklist

Vehicle # _____

Date _____

1. The following items, as a minimum, should be inspected on at least a daily basis;

- Check the retractors by pulling out the webbing to ensure they are locking properly
- Check to ensure webbing is not cut, frayed, damaged or contaminated by polishes, oils or chemicals
- Check that metal parts are not worn, broken or cracked
- Check pin connector bushings to ensure they are not cracked, broken or missing
- Check that all mounting hardware, such as bolt, nuts, etc. are secure
- Check floor anchorages to ensure cleanliness and securement
- Check shoulder belt anchorages for proper securement and operation
- Check lap and shoulder belt webbing to ensure it is not cut, frayed, damaged or contaminated with polishes, oils or chemicals
- Check buckles for damage and ensure proper operation
- Check male buckle pin connector bushing to ensure it is not cracked, broken or missing
- Check any other parts of the securement system and accessories that may not be specifically indicated in this checklist, but are pertinent to a safe operational system

2. Discrepancies found during the inspection process should be reported to your supervisor and items repaired or replaced prior to transporting wheelchair passengers

Discrepancies: _____

Operator's Signature: _____

Corrective Action: _____

Corrected by: _____ Print Name: _____
Signature

Date: _____ Please retain this page for your records



12. The lap/shoulder belts operate just like the one on your driver's seat or your personal vehicle.

- 13. The lap/shoulder belts should always be used on you passengers to keep them safely in their wheelchairs, should you need to stop quickly, or make a sudden driving maneuver or experience an impact.
- 14. Remember the seat belts attached to most wheelchairs are for positioning purposes only and are not a safety belt.
- 15. Only the latest models of wheelchairs with the "Transit Option" are equipped with crash tested safety lap belts.
- 16. These are identifiable by the pin connector on the lap belt for the attachment of the securement system shoulder belt.
- 17. On the standard or regular lap/shoulder belt systems, the ends of the webbing of the lap belts have stiffeners, to assist in threading the lap belt around the passenger and through the openings in the wheelchair.
- 18. The ends of the lap belt attaches too the pin connectors on the rear retractors.
- 19. The lap belt has a traditional seat belt buckle with center release button.
- 20. The female buckle with the release button should always be placed on the aisle side of the passenger.
- 21. The shoulder belt on the regular lap/shoulder belt system attaches to a wall anchor or may be permanently attached to the wall of the vehicle.
- 22. The shoulder belt passes over the shoulder of the passenger and attaches to the pin connector on the lap belt.
- 23. The connection point of the lap/shoulder belt must always be on the hip of the seated passenger.
- 24. The lap and shoulder belts will be discussed further as we accomplish the actual wheelchair and passenger securement.
- 25. There will be further discussion on the different types of lap/shoulder belts you may have in your particular vehicle.



26. The webbing loop is one of the most versatile pieces of equipment you may have with your securement system.

27. The webbing loop is used when it is difficult or impossible to connect the "J" hook directly to the wheelchair frame.
28. The webbing loop may be passed around a solid frame member keeping it double and then connect the "J" hook to the webbing loop, as shown in Figure 1.
29. It is best to remove the webbing loop from the chair when it is not in use, to ensure it is not damaged.

SECURING THE WHEELCHAIR

1. Now lets' secure a wheelchair. As you are aware there are many different brands, styles and models of wheelchairs. Certainly many of them are a challenge to secure. But your concerns will be reduced after you take a closer look at securement points and the ease of use with the QRT MAX.
2. After the wheelchair is on-board your vehicle, position it in the wheelchair station facing straightforward.
3. Center it in the rectangle that is formed by the four anchor points on the floor.
4. Once in place, lock the wheel locks and turn off power on electric chairs.
5. While you are handling the wheelchair, begin looking for appropriate attachment points on the chair.
6. Remember they must be on rigid frame members and near the level of the seat if possible.
7. You should have seen examples of rigid frame members or welded locations while viewing the video.
8. Once you have located a good solid frame member you may wish to mark the location for future reference, especially for wheelchairs that you transport on a daily basis.
9. The use of colored wire ties is the ideal device to mark the securement points.
10. You may also include this information on route sheets or instructions so other drivers or attendants are aware of the securement point indicators.
11. Attach the four QRT MAX retractors to the anchorage points.



Figure 5

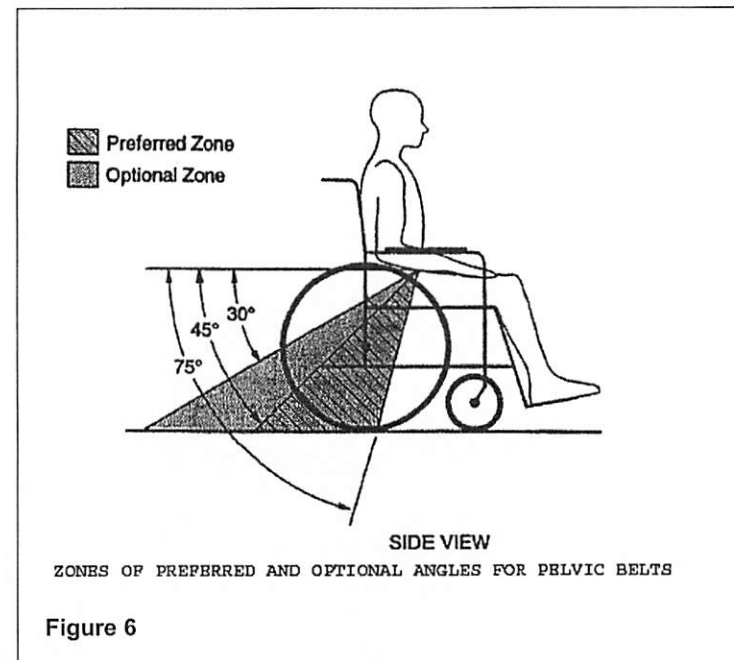


Figure 6

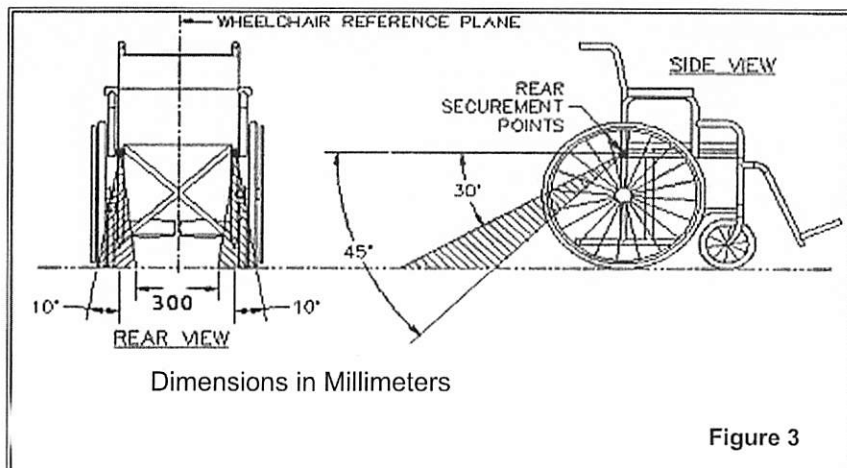


Figure 3

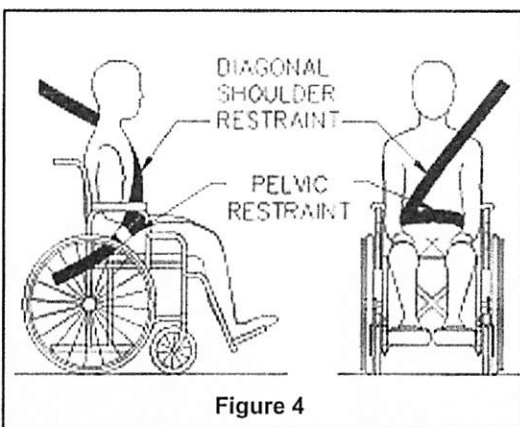


Figure 4

12. This may be done in any order that is easy for you.
13. Many times the retractors may be placed in the floor anchorages prior to placing the wheelchair in the securement location.
14. On some applications the retractors may be permanently attached to the floor, to seat frames, barriers and/or other devices.
15. When using the four floor track anchorage system, the front retractors are normally attached to the two outside tracks
16. This makes them wider than the wheelchair and assists in stabilizing the chair.
17. See the diagram of the front view of the wheelchair tie-down angles in your workbook, Figure 2. The dimension of 300 is in millimeters and equals about 12 inches, which is for reference only.
18. The two front tie-downs should be attached to a solid frame member that is close to the level of the seat.
19. Pull the belts from each front retractor and place the "J" hooks on the selected attachment points on the wheelchair.
20. The two front tie-downs when attached to their anchorages should have a belt angle of 40 to 60 degrees, as shown in the side view diagram, Figure 2.
21. The two rear tie-downs, when using the four track system, are normally attached to the two inside tracks, or more narrow than the rear wheels of the chair.
22. The two rear tie-down belts should be attached to a solid frame member that is close to the level of the seat.
23. Pull the belts from each rear retractor and place the "J" hooks on the selected attachment points on the wheelchair.
24. The angle of the rear securement belts should make a 30 to 45 degree angle with the floor as shown in your workbook of the rear, side view, Figure 3.
25. On some chairs, especially tri-wheelers, the front attachment points may be too low to properly stabilize the chair.
26. In these cases the rear belts may be used for this purpose, as indicated in the video.



- 27. You may also refer to your workbook rear view, Figure 3. Again the 300 is in millimeters or about 12 inches for reference purposes.
- 28. You may note that the rear tie-downs may be wider than the chair to increase stability. See figure 3, rear view.
- 29. Remember the belts must take a direct path from the wheelchair securement points to the floor anchorage, without going around or through wheels or other parts that would prevent the straight line, see figures 2 & 3.
- 30. Always recheck the positive locking indicators [PLI] on the track fittings to ensure they are securely locked into their respective anchorages.



31. The QRT MAX will automatically self-tension and self-lock.

- 32. It is normal for 3 to 4 inches of webbing to extend from the retractor when it is locked in its' shortest position.



33. On three wheeled scooters or some other electric chairs, it is recommended that the third rear belt or tri-wheeler belt be used in the rear center as shown in the video.

- 34. Normally on a tri-wheeler securement the two rear belts are needed to stabilize the chair and the third rear belt prevents it from moving forward.
- 35. The same practice is used on some large wheelchairs when the front attachment locations are too low to stabilize the device.
- 36. Q'Strait recommends that occupants of three wheelers transfer to a regular vehicle seat if they can and will make the transfer.
- 37. You may have noted during the video that some large chairs may require four rear securements. Some states have already implemented this procedure. Check with your supervisor for specific information for your operation.



38. Again, if you experience any difficulty in attaching a "J" hook to a solid frame member, the Q'Strait webbing loop may be used for this purpose, see figure 1.

- 39. Once all securement belts have been attached, unlock the wheel locks and try to move the chair forward and backward.

- 40. This movement will take up any initial belt slack.

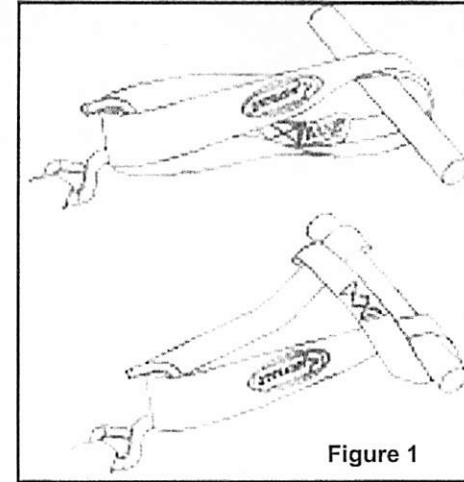


Figure 1

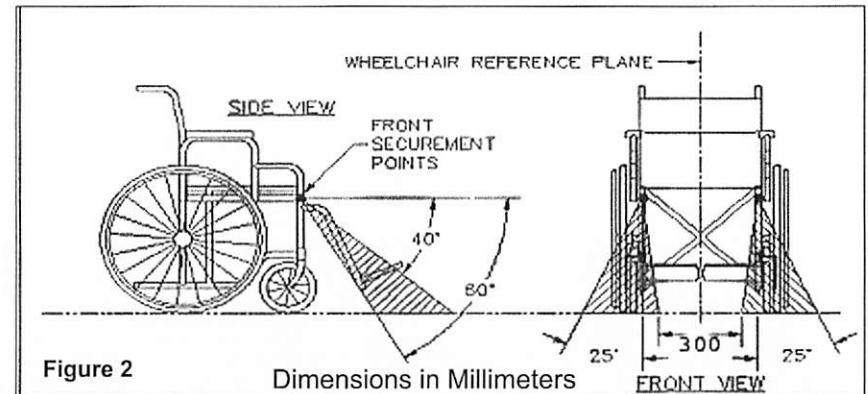


Figure 2

Dimensions in Millimeters

reach in and attach the rear belts.

3. Then back the wheelchair into the desired position and set the wheel locks.
4. You may now complete the remainder of the wheelchair and occupant securement.
5. When you are ready to disconnect the wheelchair, remove the front securement belts and disconnect the occupant restraints.
6. Then depress the remote release handle and hold it while moving the wheelchair forward until there is sufficient space to reach in and remove the "J" hooks from the chair.
7. On some applications the remote release may be built into barriers or other devices, but will always operate in a similar manner.



BELT CUTTER

1. It is certainly recommended that you have at least one belt cutter on-board your vehicle.
2. The ideal location is in your driver's compartment for easy access in case of emergency.
3. Remember if it becomes necessary to cut a belt, it must be cut on a 45 degree angle for ease of cutting.
4. Always be prepared for emergencies and think about the easiest way of assisting your passengers to evacuate should an emergency occur.

41. Then re-lock the wheel locks.



42. The automatic self-tensioning, self-locking features of the QRT MAX will take up any remaining slack during the trip and ensure a pleasant ride.
43. As a final reminder, the securement belts should never pass through wheels and each belt should follow a straight path from the retractor to the "J" hook without bending around any part of the chair such as wheels, foot rests or other chair parts that could cut the belts or damage the wheelchair.
44. At this point you have achieved your first two objectives.
45. The retractors should be properly secured to the floor anchorages and the wheelchair should be securely attached with the securement belts.

SECURING THE OCCUPANT

1. Securing the passenger will always require some minor physical contact with the person.
2. Always tell them what you are going to do and ask them to assist you if they are able and willing to do so.
3. With a little practice you will find ways to reduce the physical contact as much as possible.
4. The regular lap and shoulder belt system is very easy and straightforward to use.
5. Begin by attaching the shoulder belt to the wall anchorage, unless it is already attached.
6. You will note the shoulder belt has Velcro on the ends to prevent it from dangling on the floor.
7. Remember if you have an adjustable shoulder belt anchorage, the belt attachment point must always be slightly higher than the passenger's shoulder and at least even with the rear tie-downs. See figure 4.
8. The lap belt may be installed as one piece by attaching the buckle, or it may be installed as two pieces.

9. You will develop the method that is easiest for you or it may vary depending on the passenger and the type of chair.
10. The lap belt has a stiffener on each section to help in threading it around the passenger and through the openings in the chair.
11. Always place the female lap belt section with the release button on the aisle side of the passenger.
12. So begin by threading the lap belt around the passenger and through the opening between the seat back and bottom or between the seat back and the arm rests.
13. Remember the lap belt must never pass over or around arm rests, side panels or other devices that will prevent the belt from lying directly on the body of the passenger. See figure 5.
14. Also, the lap belt should take a direct path from the passenger to the rear tie-down anchorage. See figure 6.
15. The lap belt must bear on the bony structure of the body and worn as low as possible across the front of the pelvis. See figure 4.
16. After the two sections of the lap belt have been properly threaded around the passenger, attach the ends to the pin connectors on top of the two rear retractors.
17. Now bring the shoulder belt over the center of the shoulder of the passenger and attach the loose end to the pin connector on the male portion of the lap belt.
18. The junction of the lap and shoulder belt should be located near the passenger's hip. See figure 4.
19. The best way to describe the junction point is to remember how the lap and shoulder belt meet in your own driver's seat, and strive for the same location on your wheelchair passenger.
20. Next adjust the lap belt by pulling on the loose ends until it is snug around the passenger's waist.
21. Then adjust the shoulder belt, leaving a gap of about two fingers between the passenger's chest and the belt.
22. Always consider user comfort and safety when adjusting the lap and shoulder belts.

3. The belt will remain locked in this position.
4. Then pull the male belt from the retractor and thread it up through the opening between the seat back and bottom or between the seat back and armrest of the chair and around the occupant.
5. Attach the two belts by inserting the male portion into the female buckle.
6. Next, pull the belt from the shoulder belt retractor and attach the loose end of the belt to the pin connector on the lap belt.
7. Adjust the junction of the lap/shoulder belt to the hip of the passenger, by pressing and holding the red lever on the female lap belt retractor while moving the junction to the desired location. See figure 4.
8. Release the lever and appropriate tension will remain on all belts.
9. To detach the occupant restraints, begin with the shoulder belt.
10. Disconnect the shoulder belt from the pin connector on the lap belt and hold onto the belt until it has fully retracted to prevent injury to the occupant.
11. Disconnect the lap belt by pressing the red button and hold onto the male end of the belt as it is un-threaded from around the passenger and re-winds into the retractor.
12. Then press and hold the red release lever on the female lap belt retractor and un-thread the belt from around the passenger and allow it to re-wind into the retractor.

OPTIONAL COMPONENTS



CABLE RELEASE

1. The remote cable release is one of the Q'Strain options that has certainly made securement and release of wheelchairs so much easier than ever before.
2. Place the wheelchair somewhere within the securement station so it is easy to

3. Then remove the lap/shoulder belt stiffened end from the stowage strap pin connector and thread it around the passenger and through the opening between the seat back and bottom or between the seat back and arm rest of the chair.
4. Attach the stiffened end to the pin connector on the rear retractor.
5. Next, grasp the tongue of the lap/shoulder belt and insert it into the female buckle of the lap belt.
6. Press and hold the red release lever on the female lap belt retractor and adjust the junction of the lap/shoulder belt on the hip of the passenger. See figure 4.
7. This will automatically remove the slack from the lap/shoulder belt.
8. Adjust the height adjuster so the belt is over the center of the shoulder and slightly higher than the shoulder. See figure 4.
9. To remove the combination belt, press the red release button on the lap belt buckle while holding the shoulder belt, to prevent it from springing out of control.
10. Disconnect the lap/shoulder belt from the pin connector on the rear retractor, unthread it from the chair and the occupant and allow it to hang free.
11. Press and hold the release lever on the female lap belt retractor and unthread the lap belt from around the occupant and allow it to re-wind into the retractor.
12. After the wheelchair has been removed from the station, re-attach the stiffened end of the lap/shoulder belt to the pin connector on the stowage strap.



COMBINATION LAP AND SHOULDER BELT WITH THREE RETRACTORS - TYPE A3

1. With the three-retractor combination occupant restraint, there are no loose belts, as every thing for the securement system is on retractors.
2. To secure the passenger, pull the belt from the retractor and thread the female portion of the lap belt, which is the one closest to the aisle, up through the opening between the seat back and bottom or between the seat back and arm rest of the chair and around the occupant.

23. You may experience problems with the shoulder belt coming across the face or neck of the passenger, on some shoulder belts that have a permanent anchorage point.
24. Sometimes you may be able to solve the problem by adjusting the wheelchair forward or backward or slightly side-to-side.
25. If you cannot find relief, then it may be necessary to have the anchorage point modified to prevent the situation.
26. In any case notify your supervisor that a problem exists.
27. Q'Straint may have a solution to the problem if they are contacted.
28. If you have a passenger with a tracheotomy the shoulder belt may interfere and place pressure on the device.
29. If you are a school bus operator, you should contact your Special Needs Department and have the IEP team to provide written recommendations.
30. If you are transporting adults who can make their own decisions, follow their wishes in this situation.
31. However in either case, ensure that documentation is completed so you do not take it upon your self to compromise the safety of the passenger by not using a portion of the securement system that was developed and tested to provide a safe ride.
32. You have now achieved your third goal of securing the passenger and you should be ready for your trip.

DE-BOARDING YOUR PASSENGER

1. When you reach your destination or drop-off point you must reverse the procedure of unsecuring the passenger and wheelchair.
2. First ensure the wheel locks are in the locked position.
3. Then remove the shoulder belt and set it aside. Be careful with the loose ends of the belt, that you do not strike your passenger or another near-by person,
4. Next remove the lap belt by pressing the red release button to separate the two sections and remove them individually and place them to the side.

5. Now you may remove the four tie-downs.
6. Press and hold the red release lever on each retractor with either your hand or the toe of your shoe.
7. Disconnect the "J" hooks and fully retract the belts into the retractors.
8. Remove any of the retractors that may present a tripping hazard or will impede a clear path for removal of the wheelchair.
9. Then unlock the wheel locks and move the wheelchair to the exit.
10. After you have off-loaded your passenger inspect all your securement components and return them to their respective wall pouches.
11. This will prepare your equipment for your next passenger pick-up.

OCCUPANT SECUREMENTS AVAILABLE



COMBINATION LAP AND SHOULDER BELT WITH SINGLE RETRACTOR AND HEIGHT ADJUSTER - TYPE A1

1. To use this system, remove the loose female section of the lap belt from the wall pouch.
2. Thread the stiffened end of the belt through the space between the seat back and bottom or between the seat back and the armrest of the chair, on the aisle side of the passenger.
3. Then attach it to the pin connector on top of the rear retractor.
4. Detach the stiffened end of the lap/shoulder belt from the stowage pin connector of the retractor.
5. Thread the stiffened end around the passenger and through the opening between the seat back and bottom or between the seat back and armrest of the chair.
6. Attach it to the pin connector on top of the rear retractor.
7. Grasp the sliding male tongue and insert it into the female buckle of the lap belt.

8. Next adjust the female section of the lap belt until the junction of the lap/shoulder belt is on the hip of the passenger.
9. Remember, this junction should be at the same location as it is when you attach your own driver's seat belt. See figure 4.
10. Adjust the height adjuster so the shoulder belt is centered on the shoulder of the passenger and slightly higher than the shoulder. See figure 4.
11. The retractor will automatically take up any slack in the belt.
12. The lap and shoulder belt combination with the single retractor is an Emergency Locking Retractor, ELR system.
13. The retractor will lock automatically anytime the vehicle brakes extremely hard or upon impact.
14. It is also vehicle sensitive, meaning that braking, turning, etc. will lock the retractor and provide a more comfortable ride for the passenger.
15. When removing the combination lap/shoulder belt, press the red button in the center of the buckle and hold the male buckle so it does not spring out of control when released, as there is always tension on the belt created by the retractor mechanism.
16. Disconnect the female section of the belt from the pin connector and unthread it from around the occupant and the chair and place it to the side.
17. Then disconnect the male section from the pin connector of the rear retractor and unthread it from around the occupant and allow it to hang free.
18. After the wheelchair has been removed from its station, inspect the female section of the lap belt and place it in its, respective pouch.
19. Inspect the male section of the lap/shoulder belt and attach the loose end to the pin connector on the stowage strap.



COMBINATION LAP AND SHOULDER BELT WITH TWO RETRACTORS - TYPE A2

1. To use this combination, simply pull the belt from the retractor and thread the female portion of the lap belt, which is on the aisle side of the passenger, up through the opening between the seat back and bottom or between the seat back and armrest of the chair.
2. The belt will automatically lock when you stop pulling.

Acknowledgments

Easter Seals Project ACTION wishes to thank the following individuals and organizations for their information and support for this project:

- James McLary, McLary Management
- Hal Morgan, Taxicab, Limousine & Paratransit Association
- Nancy Starnes, National Organization on Disability
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Assistance derived for Easter Seals Project ACTION through a cooperative agreement with the U.S. Department of Transportation, Federal Transit Administration.

July 2006

Rights & Responsibilities of Drivers and Customers:

The law protects both customers with disabilities and taxicab drivers, and each has their own set of rights and responsibilities. While these standards ensure safe and fair treatment for customers and drivers, they are also a formula for good service!

DRIVERS MUST:

- Provide transportation to any person with a disability.
- Offer assistance to passengers if requested (not to include actual lifting).
- Serve customers with disabilities traveling alone and only use the assistance of family members, companions, or medical/public safety personnel if the customer requests or agrees to help from such individuals.
- Give the same reservation services to customers with disabilities as are available to other customers.
- Not charge customers with disabilities extra fees for necessary assistance. For example, drivers must charge the same amount to stow a wheelchair or other aid device in the trunk, as they would charge for a piece of luggage.

- Not deny service to a customer with a disability solely because the disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience the driver.

CUSTOMERS WITH DISABILITIES MUST:

- Know whether or not they can use a typical taxicab vehicle. Not all taxicabs can accommodate oversized mobility aids.
- Tell drivers if they need help and explain what assistance they need.
- Control their service animals at all times.
- Know their destination.
- Pay their fare.
- Be able to transfer from their mobility aids to the passenger compartment of the taxi without the driver's help.

The Americans with Disabilities Act (ADA)

The Americans with Disabilities Act (ADA) is a civil rights law that guarantees everyone an equal opportunity to take part in our society. The ADA defines a person with a disability as someone with a physical or mental impairment that greatly limits one or more major life activities, such as breathing, seeing, hearing, speaking, walking, working, caring for oneself, doing manual tasks, or learning.



Taxicab Pocket Guide

Serving Customers with Disabilities is Smart Business!

Inside, you'll learn about:

- 1 Communicating with customers with disabilities
- 2 Communicating with customers who are deaf or hard of hearing
- 3 Serving customers with disabilities
- 4 Serving customers who use wheelchairs
- 5 Serving customers who use service animals
- 6 Serving customers with visual disabilities

Fifty-four million people in America today live with disabilities. These people have jobs, families, classes, meetings, travel plans, and other activities that keep them on the move, and they need transportation, including taxicabs, to help them get where they're going! Think about it: 54,000,000 fares just waiting to give you their business...

Smart businesspeople make it their goal to meet or exceed customers' expectations. Your customers, including those with disabilities, want and expect good and safe service. If you treat people with disabilities with the courtesy and respect they deserve, you will gain:

- loyal customers
- repeat business
- referrals and additional business
- increased revenue
- recognition and reward
- personal satisfaction



It's easy to provide good service to customers with disabilities; just follow these tips on communication and assistance:

1 Communicating with Customers with Disabilities

Proper communication with people with disabilities follows the basic rules of customer service and good manners. It is important to emphasize the person, not the disability, and to use words that accurately portray an individual person or situation. For example, say "person who uses a wheelchair" instead of "wheelchair user." Use "person who is deaf or hard of hearing" rather than "deaf person" or "hearing impaired" and "seniors" or "older adults" in place of "elderly," etc. To be best prepared to communicate with your customers, it's smart to always have a pad of paper and a pen available.

2 Serving Customers who are Deaf or Hard of Hearing

- Face customers when speaking to them, and don't let objects obstruct their view. Speak clearly.
- It is not necessary to raise your voice when speaking to a customer with a hearing impairment. Raising your voice distorts your lip movement and makes lip reading difficult.
- If you are picking up a passenger with a hearing impairment, you cannot blow your horn to let him know of your arrival — you'll need to knock on the customer's door or use the accessible doorbell.
- If you're picking up a customer who is deaf or hard of hearing you or the dispatcher will need to call Relay Services at 711 in order to contact the customer. In your call, give or enter the customer's TTY number and the Relay Services operator will relay the message to the customer.

3 General Guidelines for Serving Customers with Disabilities

- Treat customers with disabilities as you would like to be treated.
- Take the time to identify customers' needs and determine how best to serve them when you first meet.
- Never make assumptions about your customers' physical or mental abilities.
- Customers with similar disabilities often have different needs to make independent travel possible.
- Ask customers with disabilities if they need assistance. Don't automatically assume they do.
- Do not touch customers without their permission.
- Speak directly to customers with disabilities, not their companions.
- Speak clearly with a normal tone and speed, unless the customer requests otherwise.
- If you are asked to repeat or write what you said, do so calmly and pleasantly.
- Smile, listen, and show respect. Be friendly and courteous.
- Talk to customers at their eye level. It may be appropriate to sit when having a long conversation with a person using a wheelchair.
- Give customers with disabilities the same information and choices that you give other customers.
- Solve problems in a professional manner.



4 Serving Customers who use Wheelchairs

- People who use wheelchairs are easy to accommodate — don't pass up the fare!
- Ask the customers how you can assist them. Customers know what works best for them and must be able to manage their transfer to the passenger compartment of the taxi.
- Wheelchairs, walkers, canes, and other mobility aids are part of the customer's personal space. Do not hold or lean on them without the customer's permission.
- Wheelchairs and other mobility aids are individualized. Do not make assumptions about how they operate or store.
- Whenever possible, mobility aids such as canes and walkers should travel in the customer compartment of the taxicab. Wheelchairs and other large devices can be stored in the trunk.
- Power wheelchairs require an accessible vehicle equipped with a lift, low floor, or a ramp. If your vehicle cannot accommodate a power chair, call your dispatcher to order an accessible vehicle and wait with the customer, if possible. If your company does not own an accessible vehicle, ask the dispatcher how to acquire transportation to meet the customer's needs.

If your company does not own a vehicle that can accommodate a power wheelchair, you as an independent contractor driver may consider buying one — it would be a smart business investment!



5 Serving Customers who use Service Animals

- Service animals are highly trained and allowed by law to ride in the customer compartments of taxicabs.
- People with various types of disabilities use service animals.
- Dogs are the most common service animals, but other animals may help people with disabilities.
- Some, but not all, service animals wear identification like a tag, vest, or special harness. If you are not sure that the animal is a service animal, ask. Certification or identification is not required for the animal.
- The owner must stay with the service animal and keep it under control at all times.
- Never touch or talk to the service animal — it is working!

6 Serving Customers with Visual Disabilities

- Identify yourself, and use the customer's name if you know it.
- Respond verbally when the customer gives you information, so that he will know that you have heard him.
- Ask the customer what type of assistance is needed and how you can best provide it.
- Count the customer's change out loud, as you would for any other customer. Identify the denomination of the bills when you give customers their change.
- Before you leave the customer, give specific directions to allow the customer to reach his destination. Say "turn right," or "turn left to reach the front door." Ask if further assistance is needed.

Serving Customers with Disabilities is Smart Business

DC's Child Restraint Law

DC law requires that any child up to 16 years of age must be in a properly installed child safety seat or restrained in a seat belt. **Children under 8 years of age must be properly seated in an installed infant, convertible (toddler) or booster child seat**, according to the manufacturer's instructions. Booster seats must be used with both lap and shoulder belts.

The penalties for child safety seat and adult seat belt violations are as follows:

For Child Safety Seat Violations

The penalty for violating DC's child safety seat law is a fine of at least \$75 and two points on the driver's license. This applies to any person operating a motor vehicle in the District of Columbia. The police can stop a driver in the District solely for not having a child properly restrained.

Motorists may contest the notice of infraction through the Department of Motor Vehicles, [Adjudication Services](#). The following penalties are possible:

Offense	Penalties
First Time	<i>Offenders given choice of</i> <ul style="list-style-type: none">• Paying a \$75 fine• Attending a Child Restraint Safety Class (\$25 fee)
Second Time	<i>Both penalties are mandatory</i> <ul style="list-style-type: none">• Paying a \$75 fine <i>and</i>• Attending a Child Restraint Safety Class (\$25 fee)
Third Time	<ul style="list-style-type: none">• Paying a \$125 fine
Fourth or more	<ul style="list-style-type: none">• Paying a \$150 fine

For Adult Seat Belt Violations

Failure to comply with adult seat belt laws can result in a \$50 fine and two points on the driver's license. DC's seat belt law requires the driver and **all passengers** to be properly buckled up at all times, in the front and back seats. **This requirement applies to passengers in all vehicles, including taxicabs.** As with child safety seat violations, District law allows police to stop a vehicle solely because drivers and passengers are not properly buckled.

For further information, contact the MPDC's Traffic Safety and Special Enforcement Branch at (202) 727-4313.

Return to the [Child Passenger Safety Awareness](#).



TAXICAB, LIMOUSINE &
PARATRANSIT ASSOCIATION

The Americans with Disabilities Act and You:

Frequently Asked Questions on Taxicab Service

*Presented by Easter Seals Project ACTION
and the Taxicab, Limousine & Paratransit Association*

Taxicabs play a critical role in helping to move America. Last year, taxis safely and efficiently delivered **2 billion** passengers to offices, homes, airports, shopping malls, churches, hotels, stadiums and many other community destinations.

As much as 10 percent of the customer base for taxi service consists of people with a disability affecting mobility, hearing, vision, thinking and other physical and mental processes. In fact, 54 million people in America live with disabilities, and they have the same needs and interests as everybody else. They have jobs, families, classes, meetings, travel plans, and other activities to keep them on the move, and they need transportation, including taxicabs, to help them get where they are going.

The rights of people with disabilities to access transportation are guaranteed under federal law, the landmark Americans with Disabilities Act (ADA). With this document, Easter Seals Project ACTION and the Taxicab, Limousine & Paratransit Association seek to answer several important questions about taxi service for customers with disabilities.

What is the ADA and why are taxicabs affected?

On July 26, 1990, the Americans with Disabilities Act became law, paving the way to accessible public and private transportation for people with a variety of disabilities. The ADA protects the civil rights of people with disabilities and ensures their access to employment, public accommodations (such as restaurants, hotels, theaters, doctors' offices, pharmacies, retail stores, museums, libraries, parks, private schools, and day care centers), telecommunications – and public and private transportation.

It is commonly recognized that the law affects public transit systems, such as bus and rail lines. Taxi services must comply with ADA requirements as private companies, primarily engaged in the business of transporting people, that provide demand-responsive transportation.

What is meant by 'demand-responsive transportation'?

With demand-responsive service, the customer takes action to initiate transportation. In the case of using taxi service, the customer must make a telephone call, send an email, fax a request, or make a Web-based reservation to schedule a ride.

In addition, other services that involve calling for a car and a driver, such as limousine or sedan transportation, fall within ADA requirements the same as taxicab services. So too do taxi companies that contract with hotels to provide airport shuttle service.



How does the ADA affect operations?

Under the law, each taxi service shall ensure that personnel are trained to proficiency. Not only does this relate to safe operation of vehicles and equipment, drivers must be able to properly assist and treat customers with disabilities in a respectful and courteous way. As stated in Appendix D to the ADA, training and retraining are just as necessary for the driver of a taxicab, a hotel shuttle, or a tour bus as they are for an operator of a transit bus.

What else does the ADA say about proficiency and training?

Appendix D to the ADA states that every transportation provider who serves people with disabilities must have been trained so that he or she knows how to provide the service in the right way. When it comes to providing service to people with disabilities, ignorance is no excuse for failure. This requirement pertains to taxicab company employees and drivers alike.

An employee or driver who has forgotten what he was told in past training sessions, resulting in a lack of knowledge about what needs to be done to serve people with disabilities, does not meet the standard of being trained to proficiency.

Training must be appropriate to the duties of each employee. A dispatcher must know how to use a TDD¹ and enough about various disabilities to dispatch the appropriate vehicle. A driver must know how to operate lifts and securement devices properly.

The requirements address both technical tasks and interacting with customers. Drivers need to know how to run equipment the right way. Every person who has contact with the public also has to understand the necessity and details of treating people with disabilities courteously and respectfully. This requirement pertains to both company employees and drivers.

One of the best sources of information on how best to train personnel to interact appropriately with individuals with disabilities is the disability community itself. Consequently, the ADA urges public and private transportation providers to consult with disability organizations concerning how to train their personnel. Involving these groups in the process of establishing training programs, in addition to providing useful information, should help to establish or improve long-term working relationships.

Taxi companies and drivers must provide service in a manner that does not discriminate against people with disabilities. Examples of discriminatory service include:

- ▶ the company or the driver denying service to individuals with disabilities who can use taxi vehicles
- ▶ the company or the driver charging higher fares or fees to passengers with disabilities
- ▶ the company or the driver denying a ride to a customer using a service animal. Service animals are discussed in greater detail below.
- ▶ the driver refusing to assist with stowing wheelchairs or other mobility devices

Although state, county and local policy varies, such practices may also violate applicable taxi rules, subjecting the operator to a fine or suspension of operating privileges. Customers who are discriminated against also have the right to file a complaint with the U.S. Department of Justice, Civil Rights Division, Disability Rights Section. Customers have both ADA and local recourse.

¹ A TDD (Telecommunications Display Device), also known as a text telephone or TTY, is a telephone equipped with a keyboard and display to allow people who have hearing and speech disabilities to send and receive typed messages using its keyboard.





“Can you explain non-discriminatory service in more detail?”

A taxi service and driver cannot deny a ride to an individual because of her disability if she is able to use a taxi. If the person is using a wheelchair or other mobility aid that can be stowed in the cab, and the passenger can transfer from a wheelchair to a vehicle seat, the company and the driver must provide service. Neither the company nor the driver can require the passenger to wait for a lift-equipped van.

Drivers also cannot refuse to assist with stowing a wheelchair in the trunk (since taxi drivers routinely assist passengers without disabilities with stowing luggage). Drivers cannot charge a higher fee or fare for serving a person with a disability, nor charge a higher fee for stowing a wheelchair. (Charging the same fee for stowing a wheelchair as for stowing a suitcase would be proper, however.) It may take a particular driver more time and effort to serve a person with a disability, but that is not justification for discriminatory conduct.

“I am aware that some people with disabilities travel with service animals. What exactly is a ‘service animal’?”

Dogs are the most common service animals, but other animals can also be trained to assist customers with disabilities. Service animals are individually trained to assist a customer with a disability and are allowed to ride in the passenger compartment of taxicabs. People with various types of disabilities use service animals.

Certification or identification is not required for the animal. Some, but not all service animals wear identification such as a tag, vest or harness.

“But my company has a ‘no pets’ policy. Are my drivers required to serve passengers traveling with service animals?”

Yes. A service animal is not a pet. The ADA requires a company to modify “no pets” policies to allow the use of a service animal by a person with a disability. This does not mean that a company must abandon its “no pets” policy altogether, but simply that an exception must be made to the general rule to accommodate service animals for people with disabilities. A customer is not required to indicate that he or she will be traveling with a service animal when calling to request a ride.

“What other policies does the ADA require me to modify?”

Overall, all policies should ensure that people with disabilities have the same opportunity to use the service as do customers without disabilities. Consequently, any reasonable request for modification of policy made by a person with a disability who wants to use your service should be considered.

Let’s say that a company has a policy that all luggage be stored in the trunk of the cab. An exception to this policy should be made to accommodate luggage for a passenger using a wheelchair or other mobility aid who needs the trunk space to store their mobility device. In this instance, the luggage could be stored on the floor in the cab or on the seat next to the customer. The customer should not have to choose between traveling with his mobility device and luggage.

What about the amount of fare that can be charged to passengers when taxi companies provide ADA complementary paratransit service to eligible individuals under an agreement with a transit authority?

Fares paid by the passenger for complementary paratransit service are restricted to double the fixed-route bus fare. There is no limit on what the sponsoring agency (e.g., transit authorities) may pay to the taxicab company for providing complementary ADA paratransit service. Companies can’t charge the regular taxi fare to the customer, because the mode through which paratransit is provided does not change the fare calculation. If ADA



complementary paratransit is provided via user-side subsidy taxi service rather than publicly operated dial-a-ride van service, the customer's fare can still be only twice the applicable fixed-route fare. The system operates the same for the passenger regardless of whether the paratransit trip is being provided in place of a bus or a rail trip for a customer who cannot use the fixed-route system. For example, if the applicable fixed-route fare is \$1.00, then the cost to the customer to utilize taxi service cannot exceed \$2.00.

"Are companies required to purchase specially equipped vehicles with lifts and other devices?"

A taxi service is not required to purchase vehicles other than sedan-type automobiles in order to add accessible vehicles to its fleet and it is not required to purchase vehicles other than sedan-type automobiles in order to have a number of accessible vehicles in its fleet. Under the ADA, no private company entity is required to purchase an accessible sedan-type automobile.

"I'm considering purchasing some vans for our fleet. What ADA-related considerations should I keep in mind?"

If a taxi company purchases or leases a new vehicle (other than a sedan-type automobile), such as a van with a seating capacity of fewer than eight persons (including the driver), the acquired vehicle must be accessible, unless the company is already providing "equivalent service" (described below).

According to the ADA's requirements, private companies primarily engaged in the business of transporting people (including taxicab companies) are not required to acquire accessible vehicles when they purchase or lease used vehicles. See Appendix D Section 37.105 of the Regulations for a discussion of this issue.

"What do you mean by accessible? Does this entail special equipment and if so, what?"

Accessible means meeting the requirements for transportation vehicles and service under the ADA.

In terms of size and space, here are some dimensions to keep in mind:

- ▶ For vehicles **in excess of 22 feet in length**, the overhead clearance between the top of the door opening and the raised lift platform, or highest point of a ramp, shall be a minimum of 68 inches.
- ▶ For vehicles of **22 feet in length or less**, the overhead clearance between the top of the door opening and the raised lift platform, or highest point of a ramp, shall be a minimum of 56 inches.

All of the accessibility requirements for vans, including the draft of the updated guidelines for vans, can be found by visiting the United States Access Board's Web site at <http://www.access-board.gov/transit/index.htm>

Public and private transportation providers need to maintain in working condition the vehicle features that make the vehicles and service accessible to and usable by people with disabilities. These features include, but are not limited to, lifts, ramps, securement devices, signage, and systems to facilitate communication with customers with visual and hearing disabilities. These accessibility features must be repaired promptly when they are damaged or out of order. When they are out of order, companies must take reasonable steps to accommodate customers with disabilities who would otherwise use the features.

"What else should I know about accessibility for customers with disabilities?"

There are things companies need to do to make service accessible, regardless of whether the service is provided in a sedan or a van. Companies probably communicate information to the public about policies, fares, telephone numbers and other kinds of customer service details. Such communications and information must be available in accessible ways (meaning for people with disabilities who communicate and gather information in a way other than





reading print, for example, or listening to a telephone recording) **and** in a format that the individual can actually use. Some examples of accessible formats are Braille, large print, audiotapes, TDD devices, email, and accessible Web sites. These and other formats allow people with disabilities to obtain information about transportation services. Customers are the best source of information about the specific formats that they as individuals can use, so please ask. This requirement to provide accessible information applies to both public and private transportation providers.

What is 'equivalent service'?

A demand-responsive system, when viewed in its entirety, shall be deemed to provide equivalent service if the service available to individuals with disabilities, including individuals who use wheelchairs, is provided in the most **integrated setting** appropriate to the needs of the individual. An integrated setting enables individuals with disabilities to interact with people without disabilities to the fullest extent possible.

Elements to address in equivalent service:

- ▶ Response time
- ▶ Fares
- ▶ Geographic area of service
- ▶ Hours and days of service
- ▶ Availability of information
- ▶ Reservations capability
- ▶ Any constraints on capacity or service availability
- ▶ Restrictions priorities based on trip purpose (if the system is demand responsive)

The equivalency requirements do not dictate a particular response time. If the taxi company operates both sedans and vans and gets a sedan to a person without a disability in 30 minutes after a call for service, the system must get an accessible van to a person with a disability in 30 minutes.

"So I have to consider the rules for providing equivalent service when my company purchases a vehicle other than a sedan-type automobile?"

The following question must be asked every time a company purchases or leases a new vehicle other than a sedan-type automobile, such as a van with a seating capacity of fewer than eight persons (including the driver):

Does the present service meet the equivalent service standard, (not counting the vehicle to be purchased) for the next potential customer who needs accessible service?

If the answer is no, a company must acquire an accessible vehicle. If the answer is yes, a company may acquire an accessible or an inaccessible vehicle.

In asking the question, it doesn't matter whether or not requests for accessible service have been received in the past.

Given changes in the mixes of both customers and vehicles, the answer to the question about equivalent service will probably not be the same every time.

Since the ADA motorcoach regulations went into effect in 2000-2002, small fixed-route operators are the only operators who can choose between providing equivalent service to people with disabilities and providing service in an accessible vehicle with 48-hour advance notice.



If a small fixed-route operator chooses not to purchase any new motorcoaches and/or has no accessible motorcoaches in its fleet for service with 48-hour advance notice, the company is required to provide equivalent service.

If a small fixed-route company purchases or leases a new motorcoach after October 2001 for the fixed-route portion of its fleet, the vehicle must be accessible.

Charter/tour companies and large fixed-route companies have different obligations for acquiring accessible vehicles and providing accessible service. Please see Part 37 Subpart H of the ADA transportation regulations for these requirements.

“Can I contract with another company to provide equivalent service?”

The ADA allows contracting with another company to provide equivalent service if the company that is contracted with is actually able to provide the equivalent service.

What kinds of securement equipment must be provided in an accessible vehicle?

ADA regulations require all ADA-compliant vehicles to have a two-part securement system, one to secure the common wheelchair, and a seatbelt and shoulder harness for the customer using a wheelchair. Vehicles over 22 feet in length must have enough securement locations and devices to secure two common wheelchairs, while vehicles 22 feet and under must be able to accommodate at least one common wheelchair.

There must also be enough room inside the vehicle to permit the customer using a mobility aid to reach the securement location. The customer can either wheel themselves into the securement location or ask the driver for assistance.

If the customer asks for assistance in getting to the securement location and/or securing a wheelchair or mobility aid, the driver must provide it.

While securement systems vary from manufacturer to manufacturer, most of today's systems are based on a four-point tie-down – meaning that each of the four corners of the chair are restrained by a belt to a permanently mounted floor bracket. Research continues on improvements for securement systems. When the wheelchair or mobility aid is secured, it should move no more than 2 inches in any direction under normal vehicle operating conditions. All manufacturers provide specific instructions in the form of videotapes, handbooks, brochures, and driver instruction cards. A company should ensure that drivers are always trained to safely use equipment they operate.

What is a ‘common wheelchair’?

A “common wheelchair” is a mobility aid belonging to any class of three- or four-wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered. A “common wheelchair” does not exceed 30 inches in width and 48 inches in length measured 2 inches above the ground, and does not weigh more than 600 pounds when occupied. Power scooters and any other mobility devices that meet the physical specifications of a common wheelchair must be considered a common wheelchair.

Is side door or rear door entry preferred to board accessible vehicles?

Both options have advantages and disadvantages. Some customers using wheelchairs or other mobility aids may prefer a side door entry, since they can sit closer to the driver and can exit the vehicle onto the sidewalk. The





extended ramp from a side entry vehicle may block the path of travel on the sidewalk for other people, including those who have visual disabilities.

Some drivers may prefer side-entry vehicles when there is sufficient space at the back of the vehicle. Others may prefer a rear-door entry vehicle if they find the boarding and de-boarding process is faster than a side-entry door.

How are customers who use wheelchairs supposed to position themselves once on the vehicle?

The U.S. Access Board's standards for accessible transportation vehicles require that in vehicles over 22 feet in length, at least one securement device or system shall secure the wheelchair or mobility aid facing toward the front of the vehicle. In vehicles 22 feet in length or less, the required securement device may secure the wheelchair or mobility aid either facing toward the front of the vehicle or rearward.

Additional securement devices or systems shall secure the wheelchair or mobility aid facing forward or rearward. Where the wheelchair or mobility aid is secured facing the rear of the vehicle, a padded barrier shall be provided. The padded barrier shall extend from a height of 38 inches from the vehicle floor to a height of 56 inches from the vehicle floor with a width of 18 inches, laterally centered immediately in back of the seated individual. Such barriers need not be solid provided equivalent protection is afforded.

Side-facing securement is not permitted under any circumstances in vehicles less than 22 feet in length, based on results of crash tests and sudden stop conditions under which the wheels of a side-facing wheelchair in contact with the vehicle floor experience a force that they are not intended to support. Three-wheeled scooters have a higher center of gravity and will tend to tip under sideward forces.

Side-facing securement subjects the customer to potentially dangerous force, even in normal situations, let alone a panic stop. The smaller the vehicle, the worse the problem is, since the g-forces are greater for a smaller vehicle. If a 40-foot transit bus slams on its brakes, its own mass keeps it moving, decelerating slower, and transfers less of the force to the securement system and the customer. In contrast, if a small van slams on its brakes, it decelerates much more quickly, and transfers higher force to the wheelchair, securement system, and the customer. As a result, the securement requirements in the ADA are greater for small vehicles.

Can a company require that common wheelchairs be secured to the accessible vehicle?

Yes, provided that a company has established such a policy. The ADA regulations allow public and private transportation providers to establish a policy that requires all riders to have their common wheelchairs secured while aboard a vehicle. Therefore, the driver may decline to provide service to a rider who refuses to allow his common wheelchair to be secured. Alternatively, a company may adopt a policy that allows common wheelchairs to ride unsecured. If the rider wishes his wheelchair to be secured, however, the driver must provide the requested assistance.

"What other kinds of assistance must be provided?"

- ✓ A company's policy must require drivers to assist people with disabilities with the use of securement systems, ramps and lifts, when necessary or upon request. If it is necessary for the driver to leave her seat to provide the required assistance, she should do so.
- ✓ A company's policy and drivers must permit individuals with disabilities who do not use wheelchairs, including standees, to use a vehicle's lift or ramp to enter the vehicle.
- ✓ Customers using wheelchairs may have a preference for boarding a vehicle facing forward or backing on the lift or ramp. A company's policy and drivers should respect the passenger's preference.



Can a company or a driver deny boarding to a rider whose common wheelchair is difficult to secure?

No. If a company has a policy that requires securement, or if a rider asks that the wheelchair be secured, the ADA requires drivers to use their best efforts to secure any mobility device, including a scooter that meets the definition of a common wheelchair.

Drivers cannot refuse to accommodate a common wheelchair or mobility aid because the device cannot be secured to the driver's satisfaction. Given the diversity of common wheelchairs, companies and drivers should ask the owner of the wheelchair as well as the manufacturers of securement devices and wheelchairs, to determine the best means of securement.

Three- or four-wheeled power scooters will be more difficult to secure than wheelchairs, since most wheelchair restraint systems are based on the four-point tie-down system.

If drivers have questions about how to secure a customer's wheelchair, scooter, or mobility aid, they should ask the customer. In most cases, customers will appreciate the desire to secure the mobility aid properly. Everyone wants a ride. In some situations, the driver and the customer will need to work together and do their best to come up with a solution.

Does a person using a wheelchair in an accessible vehicle have to use the lap belt and shoulder harness?

Under the broad non-discrimination provisions in Section 37.5 of the U.S. Department of Transportation's ADA regulations, a company or driver cannot require a person using a wheelchair to use seatbelts and shoulder harnesses unless the company's policy requires the use of these devices by all passengers, including those sitting in vehicle seats. For example, if passengers without disabilities are not required to wear shoulder belts then passengers using mobility devices cannot be required to use them.

A company may establish a policy that requires all riders to use the seatbelt and shoulder harness, if they are provided at all seating locations. In some cases, state law could require a company to adopt such a policy.

"Where can I get more information about accessible taxi services?"

Taxicab, Limousine & Paratransit Association
3849 Farragut Avenue
Kensington, MD 20895
(301) 946-5700
(301) 946-4641 (Fax)
Web site: www.tlpa.org
Email: info@tlpa.org

Easter Seals Project ACTION
1425 K Street, NW Suite 200
Washington, DC 20005
(800)659-6428 (toll free)
(202)347-3066
(202)737-7914 (Fax)
Web site: www.projectaction.org
Email: projectaction@easterseals.com

Assistance for Easter Seals Project ACTION is derived through a cooperative agreement with the U.S. Department of Transportation, Federal Transit Administration. The Project is administered by Easter Seals, Inc.

August 2007



MODULE #5

PASSENGER ASSISTANCE TECHNIQUES

BRENDEN HEALEY Q'STRAIT

Handout #4 Q'Strait Work book for trainees

HANDS ON PRACTICUM

■ WHEELCHAIR SECUREMENT

– MANUAL

– POWER

– SCOOTERS

Handout #4 The QRTMAX WORK BOOK FOR
TRAINEES

POWER WHEELCHAIR



MANUAL CHAIR



SCOOTERS



MODULE #4

OPERATION OF RAMP AND SECUREMENT EQUIPMENT

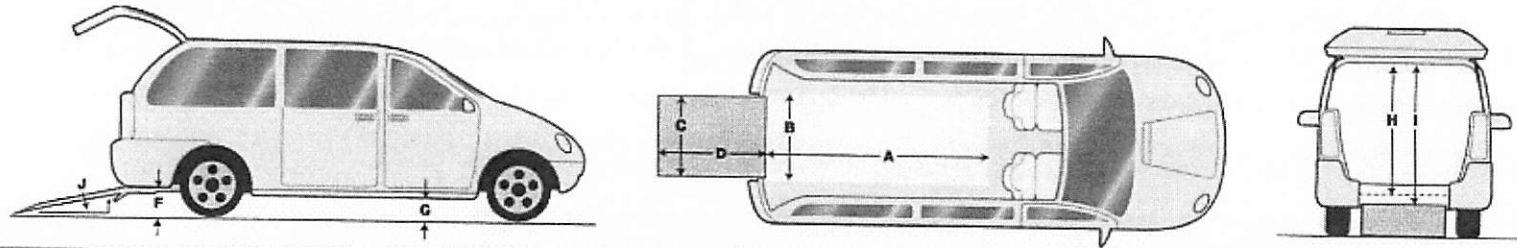
Curt Mason, Koon's Mobility
Brenden Healey, Q'Straint

AUTOVAN VEHICLE ORIENTATION



TOYOTA LONG CUT VEHICLE SPECIFICATION

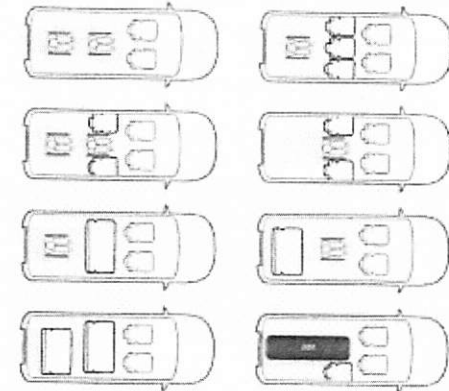
Specifications



REAR LOADING RAMPS

Key	Description	Toyota Short Cut	Toyota Long Cut	Chrysler/Dodge Short Cut	Chrysler/Dodge Long Cut
A	Lowered Floor Length	60.5"	88"	62"	100"
B	Lowered Floor Width	32"	32"	32"	32"
C	Usable Ramp Width	30"	30"	30"	30"
D	Over All Ramp Length (Bi-Fold)	60"	60"	60"	60"
E	Distance between Mid-row Seats	N/A	N/A	N/A	N/A
F	Ground Clearance at Rear Frame	8.0"	8.0"	8.0"	8.0"
G	Ground Clearance at Skid Plate	7.25"	6"	7.5"	6"
H	Interior Head Room at Center	58"	58"	58.5"	58.5"*
I	Rear Entrance Head Room (ADA)	57"	57"	56"	56"
J	Rear Ramp Angle (ADA)	9.56	9.56	9.56	9.56

* Center Roof Console option may change interior head room.



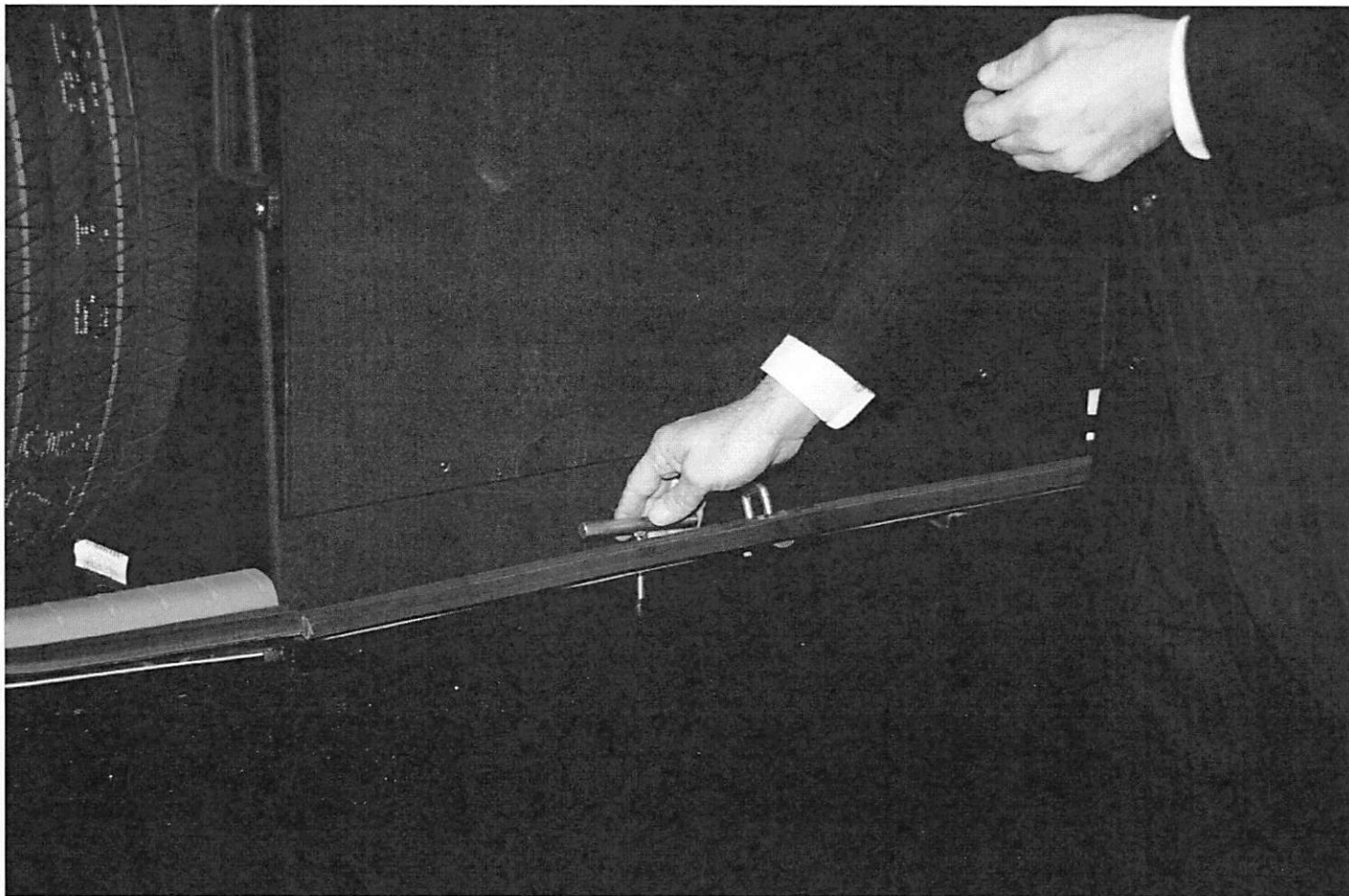
STEP #1

OPEN REAR DOOR

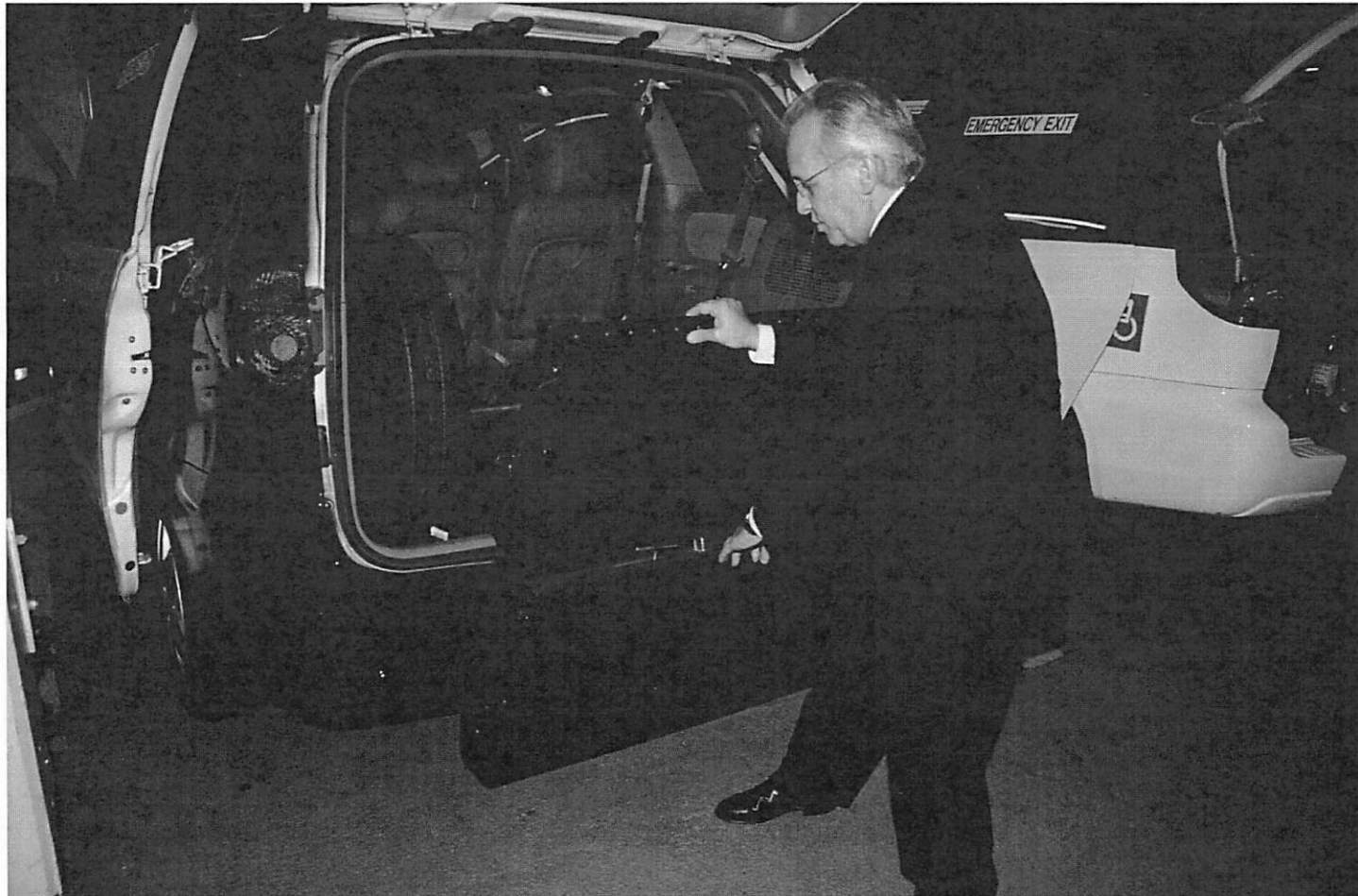


STEP #2

PULL REAR RAMP T-SHAPED PIN



STEP #3 PULL OUT RAMP



STEP #4

UNFOLD RAMP HOLDING SIDE RAMP HANDLE



STEP #5 LOWER RAMP TO GROUND

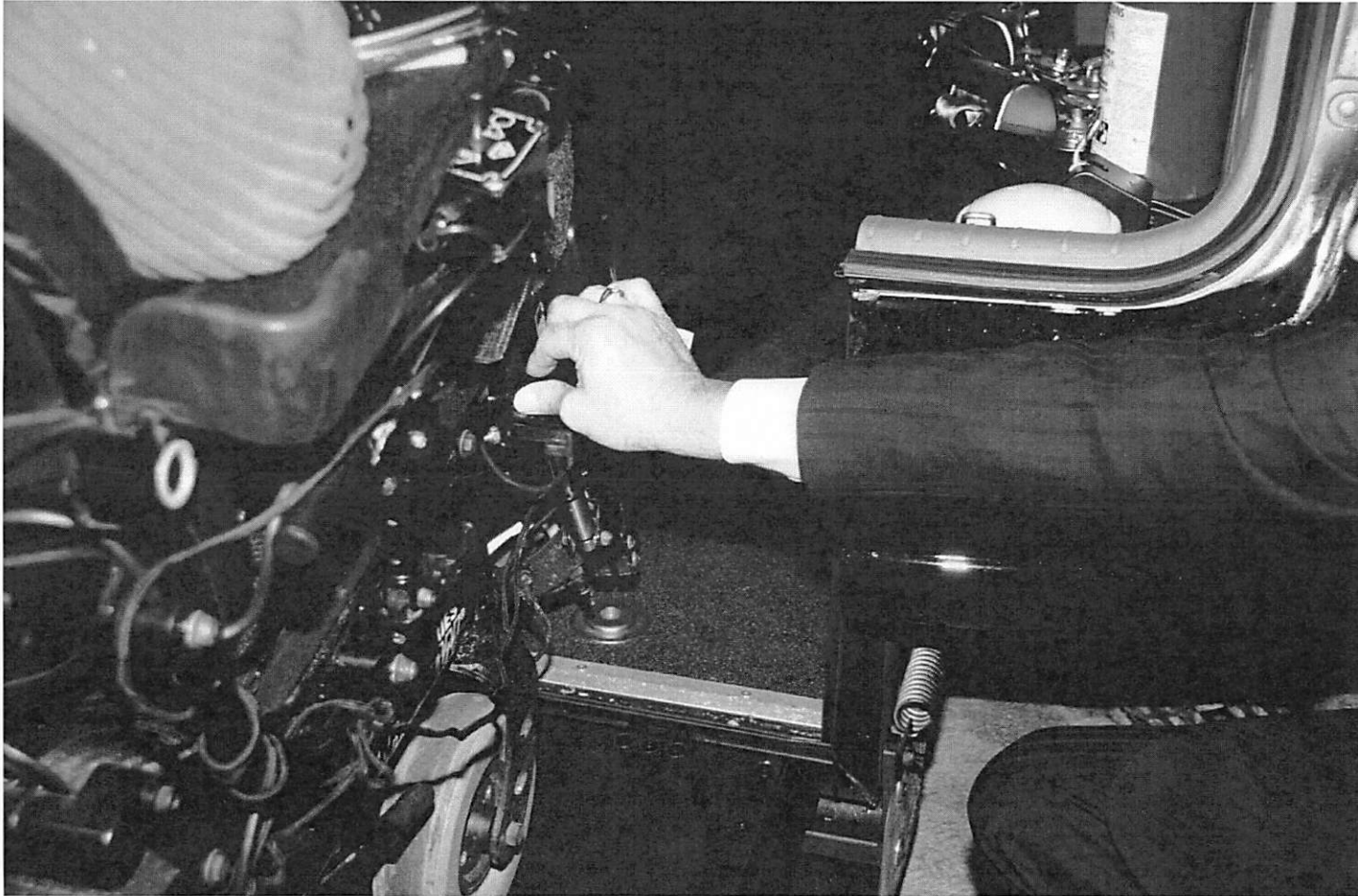


FRONT RETRACTABLE SECUREMENT DEVICE

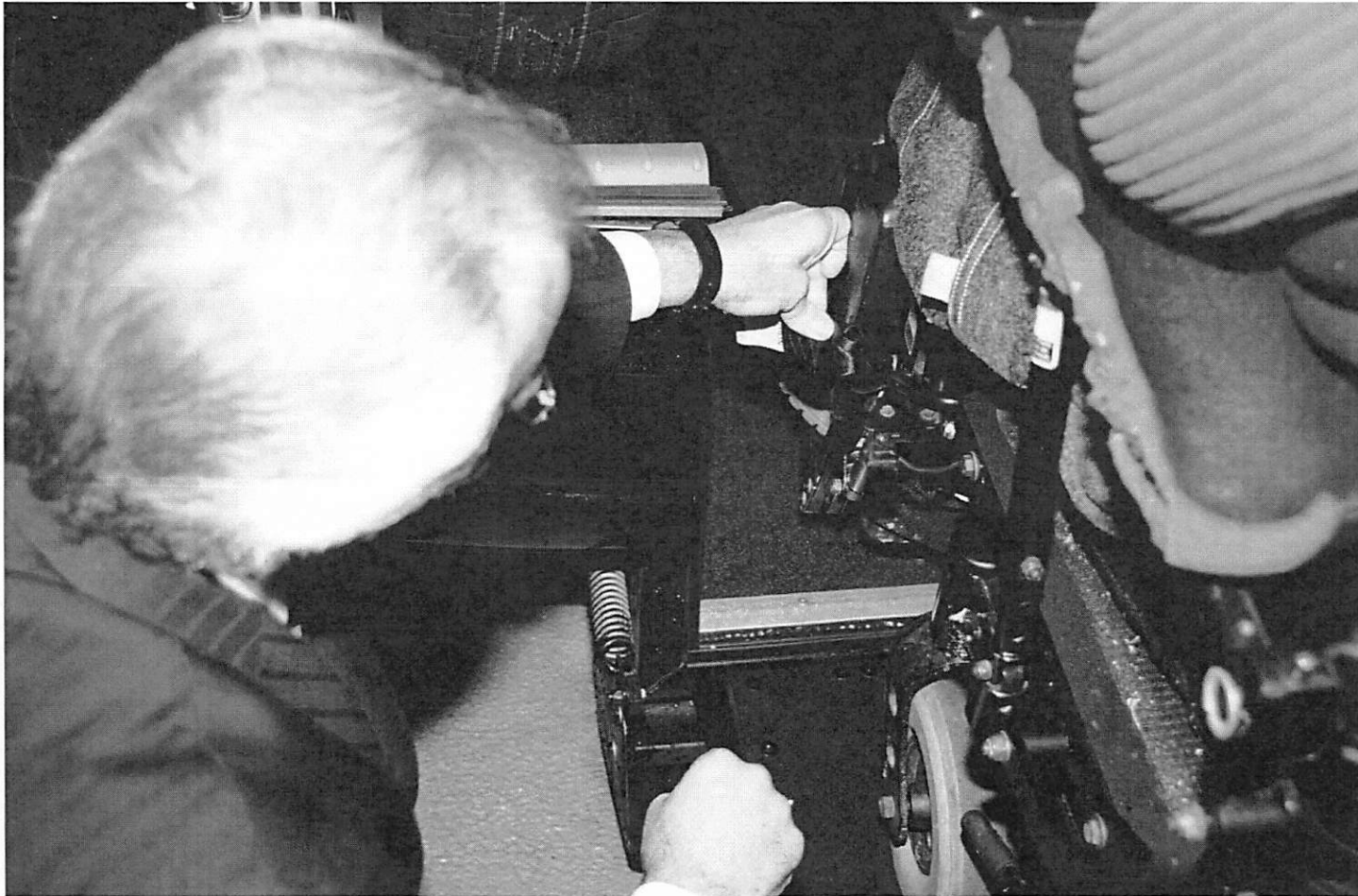




SECUREMENT DEVICE ATTACHED TO WHEELCHAIR



POWER WHEELCHAIR ENTERS VAN



REAR WHEELCHAIR SECUREMENT DEVICE IS ATTACHED TO WHEELCHAIR



SECOND REAR WHEELCHAIR SECUREMENT DEVICE ATTACHED



LAP BELT AND SHOULDER BELT

- The lap belt and shoulder belt must always be used for each wheelchair customer.
- The lap belt and shoulder belt should meet at the hip.
- The lap belt should always bear on the bony structure of the passenger's body.

FOLD AND CLOSE RAMP



MODULE #3

D.C. TAXICAB COMMISSION OPERATING RULES FOR WHEELCHAIR-ACCESSIBLE TAXICABS

D.C. Hack Inspector

DCTC OPERATING RULES

1. No person shall operate as the driver of an accessible taxi unless they have completed a driver training course provided under the pilot and all other training required by the D.C. Taxicab Commission (DCTC).

DCTC OPERATING RULES

2. DCTC will issue a certificate of completion within seven (7) business days of receiving a list of drivers that successfully completed the driver training course from the vendor.

DCTC OPERATING RULES

3. All accessible taxi drivers, upon receiving a dispatched call for an accessible taxicab, shall not accept any other fare while enroute to that dispatched call.

DCTC OPERATING RULES

4. A personal service charge is only applicable where the passenger using a wheelchair requests that a driver provide services beyond the curb. The personal service charge shall not exceed \$2.00.

DCTC OPERATING RULES

5. There shall be no additional charge for loading, transporting or unloading the wheelchair or other mobility aid, or for transporting a service animal accompanying a person with a disability.

DCTC OPERATING RULES

6. It is anticipated that Royal and Yellow will be the only companies offering wheelchair-accessible service during the 2 year pilot unless
 - Demand for service increases and the two participating companies cannot meet the demand

DCTC OPERATING RULES

7. Drivers and dispatchers of accessible taxis in the pilot must give priority to serve general public, individuals not affiliated with contract services, such as MetroAccess.

DCTC OPERATING RULES

8. Drivers of the accessible taxis shall use the manifest below

Operator Name			Date		<input type="checkbox"/> Dispatch	<input type="checkbox"/> Owner	<input type="checkbox"/> WCA Taxicab	
					<input type="checkbox"/> Non-Dispatch	<input type="checkbox"/> Renter	<input type="checkbox"/> Non-WCA Taxicab	
Cab Number		Tag Number		I.D. License		Mileage Start	Mileage End	Mileage Total
						Shift Start	Shift End	Total Hours Worked
Trip No.	Call or Pickup	WCA Trip	Time	Pickup		Destination		No. of Pass.
1								
2								
3								
4								

DCTC OPERATING RULES

- Nothing in these rules relieves the duty of all taxicab sedan drivers to provide service to passengers using manual wheelchairs that can self-transfer.

1

THE AMERICAN WITH
DISABILITIES ACT AND YOU:
FREQUENTLY ASKED QUESTIONS
ON TAXICAB SERVICE

2

DC SEAT BELT LAW

3

TAXICAB POCKET GUIDE

4

Q'STRAIT WORK BOOK FOR
TRAINEES

5

MODULE #2

SENSITIVITY AND CUSTOMER SERVICE FOR PEOPLE WITH DISABILITIES

By. DIRECT Action



SENSITIVITY AND CUSTOMER SERVICE TRAINING OBJECTIVES

- Produce awareness resulting in developing sensitivity and understanding of persons with cross disabilities and the affect to an individual's mobility. (CROSS DISABILITIES MEANS ALL DISABILITIES.)
- Heighten responsiveness towards disability related terminology and etiquette.
- Incorporate interaction and techniques to provide general customer service.

AWARENESS OF DIFFERENT DISABILITIES

■ POWER WHEELCHAIR USER



■ MANUAL WHEELCHAIR USER



■ SCOOTERS



OTHER DISABILITIES

- DEAF OR HARD OF HEARING

- SPEECH

- VISUAL

BENIFITS OF PROPER DISABILITY ETIQUETTE

■ *Etiquette* - customary code of polite behavior

–Results in better driver morale

–Translates to more sensitive and skillful service

–Eliminates conflict

ASK BEFORE YOU HELP

- Just because someone has a disability, don't assume he/she needs help.
- If the setting is accessible, people with disabilities can usually get around fine.
- Persons with disabilities want to be treated as independent people.
- Offer assistance only if the customer requests it.
- If he/she does want help, ask how before you act.

BE SENSITIVE ABOUT PHYSICAL CONTACT

- Some people with disabilities depend on their arms for balance.
- Grabbing a person with a disability the--even if your intention is to assist--could knock them off balance.
- Avoid touching his/her wheelchair or scooter unless requested and instructed how to do so by the passenger.
- People with disabilities consider their equipment part of their personal space.

THINK BEFORE YOU SPEAK

- Always speak directly to the person with a disability not to his/her companion or aide unless directed to do so by the person with the disability.
- Making small talk with a person who has a disability is Ok; just talk to him/ her as you would with anyone else.

DON'T MAKE ASSUMPTIONS

- People with disabilities are the best judge of what they can or cannot do.
- Don't make decisions for them about participating in any activity.
- Depending on the situation, it could be a violation of the ADA to exclude people because of a presumption about their limitations.



ADAPTIVE EQUIPMENT

- Be careful when assisting someone who uses adaptive equipment.
- Ask how the equipment works if you are unfamiliar with it.
- Never move adaptive equipment outside the person's reach.

BE UNDERSTANDING AND PATIENT

- People with physical impairments are often aware of their limitations, but they have the same needs and desires as everyone else.

COMMUNICATING WITH AND ASSISTING PASSENGERS WITH DISABILITIES

- Proper communication with persons with disabilities is good customer service and good manners.
- In communicating about disabilities, it is important to emphasize the person, not the disability.
- Use words that accurately portrays an individual person or situation.

PUT THE PERSON FIRST

- Use person language say "**person with a disability**" rather than "disabled person."
- Say "**people with disabilities**" rather than "the disabled."
- Avoid outdated terms like "handicapped" or "crippled."

WHEELCHAIR USER TERMINOLOGY

- Say "wheelchair user," rather than "confined to a wheelchair" or "wheelchair bound."
- The wheelchair is what enables the person to get around and participate in society; it's liberating, not confining.

CONFIDENTIALITY

- Please respect the privacy of a person with a disability.
- Allow him/her to discuss any particular situation if and when the customer feels comfortable doing so.

CONSTITUTIONAL RIGHTS
AND FREEDOMS
COMMISSION

CONSTITUTIONAL RIGHTS
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COMMISSION

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AND FREEDOMS
COMMISSION

PASSENGERS WITH DISABILITIES MUST

1. Know whether or not they can use a typical taxicab vehicle.
2. Tell drivers if they need help and explain what assistance they need.
3. Control their service animals at all times.
4. Know their destination.
5. Pay their fare.

Hand out #3 Pocket Guide for Taxicab Drivers

Serving Customers who are Deaf or Hard of Hearing

- Do face customers when speaking
- DON'T let objects obstruct their view
- DON'T raise your voice
- Do use the doorbell
- DON'T blow your horn

Serving Customers whose Speech is Difficult to Understand

- Driver: Have pen and paper available
- Customer: Can use pre-printed card with needed information

Serving Customers with Visual Disabilities

- Do identify yourself
- Do respond verbally
- Do ask what type of assistance is needed
- Do count customer's change out loud
- Do give specific directions

Serving Customers who use Service Animals

- Service animals are highly trained
- Service animals allowed by law to ride in customer compartment
- Dogs are the most common type
- Some wear identification
- Owner must stay with and control the service animal
- DON'T touch or talk to service animals

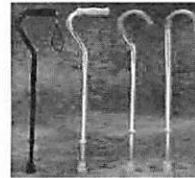
PERSONAL ASSISTIVE DEVICES

MOBILITY AIDS

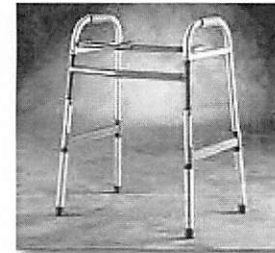
A. Crutches



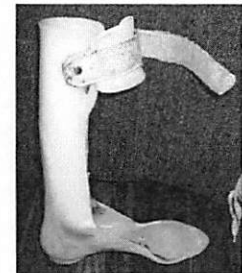
B. Canes



C. Walkers



D. Braces & Artificial Limbs



E. Oxygen Bottles



Serving Customers who use Oxygen Tanks

- Oxygen tank stays with the customer

MODULE #1

REVIEW OF LEGAL REQUIREMENTS

Hand out #1. “The American with Disabilities Act and You:
Frequently Asked Questions on Taxicab Service”:
Easter Seals Project Action and the TLPA

WHAT IS THE ADA AND WHY ARE TAXICABS AFFECTED?

- On July 26, 1990, the Americans with Disabilities Act became law, paving the way to accessible public and private transportation for people with a variety of disabilities.

- The ADA protects the civil rights of people with disabilities and ensures their access to employment, public accommodations (such as restaurants, hotels, theaters, doctors' offices, pharmacies, retail stores, museums, libraries, parks, private schools, and day care centers), telecommunications – and public and private transportation.

- Taxi services must comply with ADA requirements as private companies, primarily engaged in the business of transporting people, that provide demand-responsive transportation.

How does the ADA affect operations?

- Under the law, each taxi service shall ensure that personnel are trained to proficiency
- Not only does this relate to safe operation of vehicles and equipment, drivers must be able to properly assist and treat customers with disabilities in a respectful and courteous way.

EXAMPLE OF DISCRIMINATORY TAXICAB SERVICES

- the company or the driver denying service to individuals with disabilities who can use taxi vehicles
- the company or the driver charging higher fares or fees to passengers with disabilities
- the company or the driver denying a ride to a customer using a service animal
- the driver refusing to assist with stowing wheelchairs or other mobility devices

“Can you explain non-discriminatory service in more detail?”

- A taxi service and driver cannot deny a ride to an individual because of her disability if she is able to use a taxi.
- If the person is using a wheelchair or other mobility aid that can be stowed in the cab, and the passenger can transfer from a wheelchair to a vehicle seat, the company and the driver must provide service. Neither the company nor the driver can require the passenger to wait for a lift-equipped van.

STOWING MANUAL WHEELCHAIRS FOR TAXICAB SERVICE

- Drivers also cannot refuse to assist with stowing a wheelchair in the trunk (since taxi drivers routinely assist passengers without disabilities with stowing luggage).

FARES

- Drivers cannot charge a higher fee or fare for serving a person with a disability, nor charge a higher fee for stowing a wheelchair. (Charging the same fee for stowing a wheelchair as for stowing a suitcase would be proper, however.)

SERVING CUSTOMERS WHO REQUEST ASSISTANCE COUNTY MONEY

- ADA requires that you provide assistance
- Help the customer select dollars and coins
- Identify the denomination of the bills when you give the customer the change, and allow time to fold each bill.
- Count aloud
- When collecting the fare tell the customer the price of the fare verbally.

“I am aware that some people with disabilities travel with service animals. What exactly is a ‘service animal’?”

- **Dogs are the most common service animals, but other animals can also be trained to assist customers with disabilities. Service animals are individually trained to assist a customer with a disability and are allowed to ride in the passenger compartment of taxicabs. People with various types of disabilities use service animals.**

What is a 'common wheelchair'?

- A "common wheelchair" is a mobility aid belonging to any class of three- or four-wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered.
- A "common wheelchair" does not exceed 30 inches in width and 48 inches in length measured 2 inches above the ground, and does not weigh more than 600 pounds when occupied.
- Power scooters and any other mobility devices that meet the physical specifications of a common wheelchair must be considered a common wheelchair.



SECUREMENT REQUIREMENT FOR COMMON WHEELCHAIRS

- The driver may decline to provide service to a rider who refuses to allow his common wheelchair to be secured.
- Wheelchairs that are do not fit in the accessible taxicabs can not be transported.

Does a person using a wheelchair in an accessible vehicle have to use the lap belt and shoulder harness?

- A company may establish a policy that requires all riders to use the seatbelt and shoulder harness, if they are provided at all seating locations. In some cases, state law could require a company to adopt such a policy.

SEAT BELT

■ For Adult Seat Belt Violations

- Failure to comply with adult seat belt laws can result in a \$50 fine and two points on the driver's license. DC's seat belt law requires the driver and **all passengers** to be properly buckled up at all times, in the front and back seats. This requirement applies to passengers in all vehicles, **including taxicabs**. As with child safety seat violations, District law allows police to stop a vehicle solely because drivers and passengers are not properly buckled.

Hand out #2 DC Seatbelt Law

D.C Driver Training for the Accessible Taxicab Project

December 1, 2009; 10:00 a.m. to 4:00 p.m.

Agenda

1. **Welcome and Introductions**10:00 am
Robbie Werth, Diamond Transportation Education and Training

2. **Project Background and Training Objectives**.....10:10 am
Robbie Werth, DTET

3. **Module 1: Americans with Disability Requirements (ADA) Legal Requirements**.....10:15 am
Robert Werth, DTET

Review and gain an understanding of the legal requirements for taxicab service.

4. **Module 2: Sensitivity and Customer Service**.....10:45 am
Robert Coward, Direct Action

Develop an understanding, awareness and sensitivity and customer service for persons with disabilities.

Lunch Break 11:30 am to 12 noon (Box lunches will be provided)

5. **Module 3: DCTC Operating Rules**.....12:00 noon
DC Hack Inspector TBD

Review the operating rules for wheelchair-accessible taxi service in the District of Columbia.

6. **Module 4: Mobility Devices and Ramp Securement Equipment**.....12:30 pm
Curt Mason, Koon's Mobility and Brendan Healy, Q'Straint

Familiarization of mobility devices and the operation of ramp and securement equipment.

7. **Module 5: Passenger Assistance Techniques (Hands-On Training)**..... 1:15 pm
Curt Mason, Koon's Mobility and Brendan Healy. Q'Straint, Robbie Werth and Robert Coward

The hands-on portion of the training will be provided to drivers only. Provide passenger assistance techniques in assisting customers with disabilities while assisting customer with disabilities in boarding and disembarking the vehicle.

8. **Drivers Knowledge Test and Training Evaluation**.....3:15 pm
Robbie Werth

Participants will be given a written test and be asked to fill out an evaluation of the training class.

9. **Adjourn**.....4:00 pm

DISTRICT OF COLUMBIA DRIVER TRAINING FOR THE ACCESSIBLE TAXICAB PILOT



ROYAL CAB



YELLOW CAB

ORGANIZATIONAL BACKGROUND

- Metropolitan Washington Council of Governments (COG)
- National Capital Region Transportation Planning Board (TPB)

PROJECT BACKGROUND

- D.C. is one of a few major cities without accessible cabs
- TPB funded pilot in 2008 with Federal Transit Administration New Freedom Funds
- Two-year pilot project
- Two companies offering service- Yellow and Royal
- By January 2010, each company will have 10 accessible cabs each

TRAINING OBJECTIVES

- **MODULE 1:** Review and gain an understanding of the legal requirements for taxicab service
- **MODULE 2:** Develop an understanding, awareness and sensitivity and customer service for persons with disabilities.
- **MODULE 3:** Review the operating rules for wheelchair-accessible taxi service in the District of Columbia.

TRAINING OBJECTIVES

Continued

- **MODULE 4:** Familiarization of mobility devices and the operation of ramp and securement equipment.
- **MODULE 5:** Provide passenger assistance techniques in assisting customers with disabilities while assisting customer with disabilities in boarding and disembarking the vehicle.

ACCESSIBLE TAXICAB TRAINING TEAM

- Robert Werth, Diamond Transportation
- Bobby Coward, DIRECT Action
- Brendan Healey, Q'Straint
- Curt Mason, Koons Mobility
- DC Hack Inspector (TBD), D.C. Taxicab Commission

ROBERT WERTH

- President, Diamond Transportation Services, Inc.
- Diamond Transportation Education and Training, LLC contractor for the accessible taxicab project.
- 30 years experience in taxicab, paratransit and driver training.

BOBBY COWARD

Disabled Individuals for Real Empowerment and
Community Training – ***DIRECT Action***

Mission - to organize people with disabilities residing in the District of Columbia to actively promote access to community-based services and supports, accessible housing and employment programs to ensure full participation in D. C. community life rather than institutional segregation for people with disabilities.

BRENDAN HEALEY

Eastern Regional Sales Manager

■ Q'STRAIT



CURT MASON



D.C. TAXICAB COMMISSION

- Hack Inspector, TBD



PERSONS WITH DISABILITIES: Potential Market for Taxicab Service

- 54 Million potential customers nationwide
- 64,000 people with disabilities in D.C.
- Approximately 20% use wheelchairs
 - Jobs
 - Families activities
 - Classes
 - Meetings
 - Travel Plans

GOOD CUSTOMER SERVICE

- Smart businesses make it their goal to meet or exceed customers expectations. Customers with disabilities, want and expect good and safe service. If you treat persons with disabilities with the courtesy and respect they deserve, you will gain:
 - Loyal customers
 - Repeat business
 - Referrals and additional business
 - Increased revenue
 - Recognition and reward
 - Personal satisfaction

1	MODULE 1: LEGAL REQUIREMENTS FOR TAXICAB SERVICE
2	MODULE :2: SENSITIVITY AND CUSTOMER SERVICE FOR PERSONS WITH DISABILITIES
3	MODULE 3: OPERATING RULES FOR WHEELCHAIR-ACCESSIBLE TAXICAB SERVICE IN DC
4	MODULE 4: OPERATION OF RAMP AND SECUREMENT EQUIPMENT
5	MODULE 5: PASSENGER ASSISTANCE TECHNIQUES FOR BOARDING AND DISEMBARKING THE VEHICLE