

Transporting Passengers in Wheelchairs or Scooters



Millions of Americans in wheelchairs or scooters rely daily on transportation services to get to and from their jobs, doctor appointments, shopping, and recreation. Organizations that transport passengers in wheelchairs or scooters should properly load and secure the wheelchair or scooter in the vehicle to reduce passenger injury during an accident or sudden stops or turns.

Consider the following tips for properly transporting passengers in wheelchair/scooter:

Wheelchair/Scooter Proper Handling

- Ensure that wheelchairs/scooters are secured properly prior to transporting the passengers to their destination.
- Avoid hard turns, sudden stops or accelerations, driving over curbs or through potholes and most of all avoid getting involved in an accident. All of these situations have the potential to dislodge the passenger from their wheelchair.
- Wheelchairs should be secured with a minimum of four anchor/strap points.
- Passengers should be secured by shoulder/seat belts.
- Driver and their assistant must ensure that they can identify situations that might cause unsafe securement of the wheelchair/scooter.
- Carefully select lift and ramp equipment.
- The driver and their assistant should be proficient in using the lift and ramp equipment.

Three-Wheeled Scooter (TWS) Securement

- Place the TWS in the securement area.
- Turn off TWS power.
- Lock wheels.
- Use a minimum of three TWS securement straps, one at each corner, and lower rear midpoint of the TWS.
- Use a minimum of one securement strap for the front wheel.
- Lock the wheels if equipped.



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Wheelchair Operator Lift Training

- The operator should never stand on the lift while operating the lift.
- The operator should communicate with the passenger, to make them aware of what to expect while entering and exiting the vehicle and establishing a certain level of comfort.
- Avoid distractions (i.e., cell phone use) when operating the lift.
- Wheelchair goes on lift backward unless passenger requested to go forward.
- Turn wheelchair power off on lift.
- Apply wheelchair brakes on the lift and in the vehicle.
- Put the lift in the up position to unload wheelchair.
- Wheelchair always faces forward in vehicle.
- The ABC's of wheelchairs:
 - Arms (make sure arms are close to their sides)
 - Belts (all belts must be secured)
 - Clicks (listen for click on everything for securement)
- Wheelchairs must have 4 point tie-down.
- Use a 3-point seat belt securement for wheelchair passengers.
- Respect passengers' wheelchair as their personal property.
- Have knowledge of all tie-down operation/pick up straps.

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