

Transit Orange Mobility Device (Wheelchair) Policy

The ultimate goal of Transit Orange is to provide safe, efficient, and accessible service to users across Orange County. This Mobility Device Policy identifies guidelines for the use of mobility devices across those services.

Under ADA regulation 49 CFR 37.3, a wheelchair is a mobility device that is an “aid belonging to any class of three or more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered”.

Mobility devices are permitted on all Transit Orange Dial-A-Ride services, fixed route, and paratransit services subject to the following guidelines:

Mobility Device Safety and Proper Maintenance

It is the passengers’ responsibility to ensure that their mobility devices are maintained and used according to the manufacturer’s guide and manuals.

Bus Mobility Device Lift Safety and Proper Operations

Transit Orange operators must accommodate the weight and size of a mobility device combined with the passenger according to the true capacity of the vehicle. Understating the maximum weight limit is strictly prohibited. Drivers should adhere to the rules and guidelines set forth by the manufacturer of the mobility device lift and Q-Straints, including in relation to weight and size limits. There are various modes of buses used throughout Transit Orange’s fleet and these guidelines may fluctuate.

Riders are able to request for the lift or ramp to be deployed at any stop or any route. The use of a mobility device is not required to authorize this request. The driver must be able to provide this accommodation as long as the lift or ramp is able to be deployed in a safe manner according to manufacturer guidelines. If the exact location is not deemed safe, the driver is allowed to find a safer option for both the asset and the rider to deploy without harm.

Following regulations set forth in 49 CFR 37.165, Transit Orange can require the device to be secured. If it is found that the device cannot be secured based on the vehicle’s securement system, the driver may request that the rider transfer to a seat to ensure their safety along with the safety of fellow passengers. Ultimately the

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entity cannot require the individual to transfer, and the driver should try their best to accommodate the service.

Miscellaneous Personal Property Attached to Mobility Devices

If the driver observes excess personal property attached to the mobility device to be an issue, the driver reserves the right to ask the passenger to remove this property from the device. By placing a large amount of personal property on mobility devices, there is a risk that the device can tip over or cause another safety-related issue. This can also hinder the proper securement of the mobility device in the bus. It is the passenger's responsibility to ensure that they do not bring more items on the bus than they can carry on their own without the assistance of the driver.