The information in this brochure is consistent with ADA regulations.

Rev: Feb 2016
Wheelchair Securement
Operators are required to secure all wheelchairs and scooters using the following guidelines:

A. Four separate securement places on your wheelchair.
B. Securement places that are on the frame of your wheelchair. (Operators cannot secure to any parts on the wheelchair that are removable or breakable.)
C. Approximately a 45-degree angle of all four securement straps.

Expect the operator to use all four straps on the bus to secure your wheelchair. The operator will have the last word on securing any wheelchair aboard VIA buses.

You will be asked to adjust or remove bags and other items that prevent the operator from securing your wheelchair or scooter.

Personal Effects
Customers may board the bus with groceries or other personal possessions which they can carry without assistance from the Operator. If you need help with these items, please arrange to travel with a companion or personal care attendant. Medical devices, such as oxygen tanks or urine bags, must not impede the securement of wheelchairs and scooters or pose a hazard to other persons.

Wheelchair Dimensions
VIA buses can accommodate mobility devices up to 48 inches in length and 30 inches wide, including attached baggage or accessories.

Customers traveling in wider or longer mobility devices can also ride VIA buses if their wheelchair or scooter will physically fit on the ramp or lift platform and can be maneuvered to and from a securement area.

Most VIA bus ramps have a maximum capacity (safety rating) of 600 lbs. Please call VIA at 362-2140 to discuss options if your mobility device, when occupied, exceeds this limit.

Special Assistance
The following assistance will be provided by your operator upon request:

• Announce specific destination stops.
• Provide verbal or written directions to a transfer point.
• Ask passengers in priority seating to give up their seat for passengers with disabilities or a passenger who is elderly. (Please note, operators cannot require passengers to give up priority seating. In situations where patrons refuse to give up their seats, passengers using wheelchairs will be asked to catch the next bus.)
• Assist passengers onto or off the lift, and up or down the ramp, or boarding or alighting the bus.

Service Animals
Service animals can ride any VIA bus when assisting or being trained to assist a customer who is disabled. Small animals solely providing security or comfort may travel as pets, but only in a suitable carrier.

All animals must be under the control of the passenger at all times.