

PASSENGER ASSISTANCE POLICY

Suburban Transit Network, Inc. (TransNet) is committed to providing safe, reliable and courteous transportation for all passengers.

1. TransNet will provide seatbelts in all vehicles and seven (7) point restraint systems and forward-facing seating in all lift equipped vans. All drivers will be properly trained in passenger assistance.
2. Drivers are required to offer curb-to-curb service. Curb to curb services is defined as assistance to embark and disembark the vehicle.
3. Drivers will confirm that all passengers are properly secured prior to departure. If the passenger is unable to secure his/her seatbelt independently, the driver is required to offer assistance to help the passenger secure his/her safety belt. All persons who are transported in a wheelchair must also have and use a wheelchair lap belt. Lap belts must be secured prior to loading the wheelchair on the lift. TransNet will provide temporary lap belts for use on the vehicle while a passenger is obtaining his/her own lap belt. Lap belts are available for purchase by contacting the TransNet Risk Management Director at 215-542-RIDE (7433).
4. Passengers using wheelchairs during transit must be properly and safely secured using a 7-point securement system. If a wheelchair cannot be safely loaded or properly secured, and the passenger is unable to independently transfer to a seat, TransNet will not transport the passenger.
5. Passengers in wheelchairs will be provided with assistance to embark and disembark a lift-equipped vehicle. However, if a passenger in a wheelchair requests to be transported in a vehicle which is not equipped with a lift or ramp, the passenger must have someone at the origination and destination point to transfer the person into his/her seat and to store the wheelchair in the trunk of the vehicle. Vehicles that are not lift equipped or ramped will only be used to transport passengers in wheelchairs if the wheelchair can fit into the trunk of the vehicle.
6. For persons traveling to and from organized programs such as adult day care centers, senior centers and vocational training centers or to and from medical facilities, trained personnel must be available to escort passengers to and from the vehicle.
7. If a person may not be left alone, the driver will not leave that person at his or her destination unless someone is there to receive that person. The driver will contact the dispatcher and request assistance. The dispatcher will instruct the driver to wait at the destination or transport the individual to an alternate destination.
8. If requested by the passenger, door to door assistance will be provided if the physical or mental condition of the passenger is such that he/she cannot reach the entrance to their home or destination independently. However, TransNet reserves the right to

require that the passenger use a mobility aide (wheelchair, walker, etc.) to insure safe boarding and transport. TransNet may deny assistance if the driver is unable to provide assistance safely. (also see #10)

9. When door-to-door assistance is requested, it is defined as assistance to and from the vehicle and to and from the entrance of the building. This assistance includes allowing the passenger to take the driver's arm, pushing a wheelchair, carrying grocery bags or packages (20 lb. limit) and opening the entrance door. Assistance does not include the physical lifting of the passenger or lifting the wheelchair in any way. Drivers are prohibited from entering a person's home or a facility.
10. The passenger is responsible to inform the reservationist about his/her specific cognitive or physical impairment and the type of assistance required. Persons who will be traveling in a wheelchair must identify the type of wheelchair he/she will be using.
11. All residences and facilities must have easy access for persons who have mobility impairments. Access must be paved, cleared of snow and ice and have either a level or ramped surface. Passengers are responsible to rectify accessibility problems at their residence. TransNet will provide resource information to passengers upon request.
12. PLEASE BE AWARE THAT THE DRIVER MAY NOT LEAVE THE VEHICLE UNATTENDED IF THERE ARE OTHER PASSENGERS ON BOARD WHO MAY NOT BE LEFT ALONE. IN THIS CASE, A RESPONSIBLE PERSON MUST BE AVAILABLE AT THE ORIGIN AND DESTINATION TO PHYSICALLY ASSIST THE PASSENGER (S) TO AND FROM THE RESIDENCE AND THE VEHICLE AND TO AND FROM THE ENTRANCE OF THEIR DESTINATION. TRANSNET WILL ADVISE STAFF AND/OR FAMILY MEMBERS IN ADVANCE IF THIS SITUATION OCCURS.
13. Individuals who require additional assistance beyond the assistance TransNet offers are required to provide and travel with an escort. An escort is defined as an able bodied person with the ability to provide the necessary assistance. TransNet will make the final determination concerning the need for an escort and TransNet's procedures for approval of an escort must be followed. If an escort is required, the passenger must always travel with an escort.

TransNet reserves the right to deny transportation if TransNet determines that transportation cannot be provided in a safe manner. Further, TransNet does not accept any liability for passengers who fail to comply with this policy.