

## Agency Name

### Transit Policies and Procedures

<b>Subject</b>	Lift Procedures
<b>Section</b>	Customer Service
<b>Effective Date</b>	
<b>Approved By</b>	
<b>Approval Date</b>	

#### **Purpose**

Establish lift procedures that comply with the Americans with Disabilities Act of 1990.

#### **Definitions**

*Lift:* A fully powered device designed to raise and lower a wheelchair and its occupant to assist them in and out of a transit vehicle.

#### **Procedure**

Prepare written instructions for Agency employees to use when operating lifts on transit vehicles. Provide training to all employees who will be operating lifts and instruct them to attempt to transport any mobility device regardless of shape and size.

When assisting a wheelchair passenger onto a transit vehicle, Agency employees who have been trained to operate lifts should follow the procedure below:

- Park the vehicle where there is sufficient room to lower the lift without blocking traffic.
- Ensure the lift platform can rest on concrete or asphalt pavement when lowered. Avoid soft and wet ground.
- Put the vehicle in park and engage the emergency brake.
- Open lift doors and fasten them to the side of the vehicle if possible.
- Make sure the area is clear and that passengers are a safe distance from the lift.
- Unfold the platform from its stowed position and lower it to ground level.
- Inform the passenger that the loading will begin and continue to communicate with the passenger throughout the loading process to ensure that the passenger is prepared for the movement.
- Ensure that the passenger's lap belt is fastened and that their arms and legs are close to their body.
- Back the wheelchair onto the lift platform and engage the wheelchair brakes.
- Stand on the ground facing the passenger and raise the lift to meet the vehicle floor.
- Once the lift is level with the vehicle floor, release the wheelchair brakes and back the passenger into position for securement on the vehicle.
- Secure the wheelchair using the Wheelchair & Mobility Device Securement Policy.

- Return the platform to its stowed position and close the lift doors before operating the vehicle.

In the event of an electrical malfunction during a route, the Driver shall assist wheelchair passengers off the vehicle by manually operating the lift according to the following procedure:

- Locate the manual operation instructions and the hand pump handle.
- Place the slotted end of the pump handle into the pump, release the valve, and turn the handle counterclockwise.
- Allow the platform to unfold until it reaches the floor level.
- Turn the pump release valve clockwise to stop the platform.
- Back the wheelchair onto the lift platform and engage the wheelchair brakes.
- Turn the pump release counterclockwise until the platform reaches the ground level.
- Release the wheelchair brakes and back the wheelchair off the lift.
- Stow the platform back into the vehicle by inserting the slotted end of the pump handle into the pump valve and turn it clockwise.
- Remove the pump handle from the valve and place in into the backup pump. Stroke until the platform reaches the floor level.

### **Responsibilities**

The Transit Director is responsible for providing lift training to all Drivers. Drivers are responsible for accurately following the lift procedures.