

## Get Hooked on VTA!

VTA's securement policy is mandatory, but the option to have mobility devices marked and/or have tethers installed is voluntary. Passengers are encouraged to take advantage of this program so that coach operators and/or attendants can quickly identify where to attach securement hooks.

Marking mobility devices involves applying removable colored vinyl tape on areas where hooks can easily be attached and tethers for hooks can be easily installed.

### Trained VTA employees will:

- Examine the mobility device to determine the best four points for securement.
- Affix colored tape to the best securement points on the mobility device.

**Yellow Tape** indicates where securement hooks will be attached.

**Blue Tape** indicates where tethers will be placed.

## We're Coming to Your Neighborhood!

Passengers with mobility devices can drop-in to pre-designated sites to have their mobility devices pre-marked for securement. Please call VTA's Accessible Services department at (408) 952-4249, or TDD only at (408) 321-2330.

## Practice Boarding at your Leisure!

Passengers with mobility devices who have never used the bus or have not used it in a while will now have the opportunity to practice maneuvering on and off a coach. To schedule an appointment call VTA's Accessible Services department.

**Your safety is our priority!**

## To Reach Us...

**To schedule an appointment to mark and tether mobility devices call VTA's Accessible Services Department at (408) 952-4249.**

For trip planning or other route information, contact:

**VTA Customer Service Call Center . . . . . (408) 321-2300**  
**From 650 area code and**  
**South Santa Clara County toll area . . . (800) 894-9908**

- *Listen to recorded route and schedule information*
  - 24 hours a day
  - English, Spanish and Vietnamese
- *Speak with an Information Service Representative*
  - Weekdays: 6 a.m. – 7 p.m.
  - Saturday: 7:30 a.m. – 4 p.m.

**Hearing Impaired (TDD only) . . . . . (408) 321-2330**  
**VTA Website . . . . . [www.vta.org](http://www.vta.org)**

**VTA Downtown Customer Service Center**  
*2 N. First St., San Jose, CA 95113*  
*Weekdays: 9 a.m. – 6 p.m.*  
*Closed weekends and most holidays*

**VTA River Oaks Administrative Offices**  
*3331 N. First St., San Jose, CA 95134*  
*Weekdays: 8 a.m. – 4:30 p.m.*  
*Closed weekends*

*Upon request, this brochure is available in an accessible format: large print, Braille or audio tape.*

**Effective January 1, 2007**

**New Securement Requirements for Mobility Devices**



**ON VTA BUSES ONLY**



# New Securement Requirements for Mobility Devices on VTA Buses

**Effective January 1, 2007**, all mobility devices must be secured on VTA buses.

Please take a few minutes to read this brochure to learn about the new securement policy and the mobility device marking and tether strap program.

## What to Expect

Passengers' mobility devices must be secured every time they ride a VTA bus. Bus operators are responsible for ensuring that mobility devices are properly secured, even if the passengers' attendant secures the device.



*Each bus operator must secure mobility devices, or verify proper securement (secured to the floor) if performed by a passenger or attendant.*

VTA also recommends, but does not require, the use of lap belts and shoulder harnesses.

## How does the securement equipment work?

VTA uses a four-point securement system for mobility devices on all buses. This means that a mobility device must be secured with two hooks in the front and two hooks in the back. The hooks are connected to straps that are attached to the floor of the bus. The securement system is self-tightening to prevent any slack in the straps which will keep the mobility device stationary.

## Will passengers be late to where they want to go?

No. Passenger safety is our first priority. VTA coach operators have been trained to secure mobility devices safely, effectively, and quickly to prevent schedule delay. Passengers can contact VTA to have their mobility devices marked and/or have tethers installed, making securing the mobility device even quicker.

## What if the mobility device cannot be secured?

Operators will make every effort to secure mobility devices but if devices cannot be secured, passengers will be allowed to travel to their final destinations.

## Get the Facts!

### Is it a violation of the ADA to require a passenger's mobility device to be secured?

No. In accordance with Federal Transit Administration regulations, transit agencies can require mobility devices to be secured as long as the agency has established such a policy.

### What is the ADA requirement for mobility device securement?

Transit vehicles are built in accordance with the guidelines of the Americans with Disabilities Act of 1990 (ADA). Ramps, lifts and mobility device spaces are designed to accommodate a "common wheelchair."

A "common wheelchair" is defined as a mobility aid belonging to any class of three or four-wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered.

A "common wheelchair" does not exceed 30 inches in width and 48 inches in length measured two inches above the ground, and does not weigh

more than 600 pounds when occupied. Other types of mobility devices that meet the specifications of a common wheelchair must be treated as common wheelchairs.



*A service animal or guide dog can accompany a person with a disability on a VTA bus.*

## Guide dogs or service animals on VTA buses and light rail

Service animals (and animals in training) are permitted to ride onboard VTA buses and light rail. Service animals are specially trained animals that assist persons with disabilities. Service animals must be within the care, custody and control of their owners. This means that the animal is properly restrained by leash, harness or carrier and is not roaming the coach and barking or growling.