

## Community Transit of Delaware County, Inc. Passenger Assistance Policy

Community Transit of Delaware County, Inc. (Community Transit) is committed to providing safe, reliable and courteous transportation for all passengers.

1. Community Transit offers curb to curb service. Curb to curb service is defined as assistance to enter and exit the vehicle only.
2. Door to door assistance 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 per bag, three bag maximum) 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.
3. If a passenger requires door to door assistance, they must first complete Community Transit's Special Needs Form. Door to door service 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, Community Transit reserves the right to require that the passenger use a mobility aid (wheelchair, walker, etc.) to insure safe boarding and transport. Community Transit may deny assistance if the driver is unable to provide assistance safely.
4. 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. Community Transit 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 at cost by contacting the Community Transit Administrative Office at 610-490-3977.
5. Passengers in wheelchairs will be provided with assistance to enter and exit a lift-equipped vehicle.
6. All residences 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. Community Transit will provide resource information to passengers upon their request.
7. Individuals who require additional assistance beyond the assistance Community Transit 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. Community Transit will make the final determination concerning the need for an escort and Community Transit's procedures for approval of an escort must be followed. **If an escort is required, the passenger must always travel with an escort.**
8. Community Transit reserves the right to deny transportation if Community Transit determines that transportation cannot be provided in a safe manner. Further, Community Transit does not accept any liability for any passenger who fails to comply with this policy.