



Allied Coordinated Transportation Services, Inc. (ACTS)
Transportation & Fleet Maintenance Facility
701 North Mercer Street
New Castle, PA 16101
724.652.5588
www.lccap.org/ACTS

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Passenger Assistance Policy

ACTS provides “door-to-door” service to all passengers utilizing mobility devices and to passengers requesting such service directly to the driver or through the Customer Service Department. Door-to-door service means that the driver is authorized and able to provide assistance to the passenger from the door of their pickup location to the door of the bus. Upon arrival at the drop-off location, the driver will assist the passenger from the door of the bus to the door of the destination. Drivers are never permitted to enter a building beyond the front office/lobby of a facility or through the door of a private residence.

- All passengers requesting the driver’s assistance must have access at their home that allows the driver to provide assistance in a manner that is safe to both passenger and driver. Passengers using wheelchairs must have ADA accessible ramps if requesting the driver’s assistance while traversing the ramp.
- Drivers are not permitted to maneuver passengers using wheelchairs up or down stairs or over thresholds greater than three inches in height.
- Drivers are never permitted to lift or carry passengers, but drivers may offer an arm to help steady a passenger who is attempting to stand from a seated position.
- Passengers whose residences are not equipped to allow assistance from the driver are able to bring along an escort, companion, or aide at no charge to ride along with them and to assist them with navigating to and from their home.

When providing assistance for passengers who do not use a mobility device, but have requested assistance:

- The driver will exit the bus and meet the passenger at the door of their pickup location.
- The driver will offer their arm as a means of balance/assistance to the passenger and will walk alongside them to the bus.
- The driver will stand behind the passenger as they ascend the bus stairs to offer assistance if the passenger would become unsteady.
 - If the passenger wishes to utilize the wheelchair lift instead of traversing the bus stairs, the driver will deploy it into the “down” position before meeting the passenger at the door of their pickup location.

When providing assistance for passengers using a mobility device (i.e. wheelchair/scooter):

- The driver will maneuver a manual wheelchair down the ramp or sidewalk.
- The driver will push the passenger’s wheelchair onto the wheelchair lift and lock the wheelchair’s brakes, or power off if a powered wheelchair, unless the passenger prefers to do so themselves.
- The passenger should hold onto the safety railings on either side of the lift while the driver moves the lift into the “up” position, which is level with the bus floor.
- The driver will board the bus and assist the passenger with maneuvering into the forward-facing wheelchair securement position.
 - Driver must secure 4 wheelchair tie-downs to the passenger’s mobility device.
 - Driver must secure the shoulder/lap belt across the passenger unless they chose not to use the shoulder/lap belt.
 - The driver exits the bus, closes the lift, and shuts the door.
- Upon arrival at the destination facility, driver will assist the passenger in the same manner as the pickup.
- At any point if there is a question or concern about assisting a passenger using a mobility device, drivers must contact Dispatch via the bus radio and request assistance.



ACTS is a proud member of the Lawrence County Community Action Partnership