



## The MetroWest *RIDE*

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## MWRTA Paratransit Ambulatory Lift Use Policy

In an effort to provide the most safe and effective service to our ambulatory customers, the MWRTA has instituted a new lift use policy. The following policy will be applicable to any ambulatory customer who uses the vehicle lift for boarding/disembarking. Upon entering or exiting the vehicle, a customer will be provided a MWRTA transport chair, equipped with a safety belt. The driver will secure the belt, secure the brakes and then engage the lift. If boarding, the customer will be required, with the assistance of the driver, to transfer to a vehicle seat. At no time will customers be permitted to stay in a transfer chair while the vehicle is in motion. The chair is also not to be used to transport the customer to the door of their destination. **The chairs are only intended for riding the lift.**