



**Transporting Persons Who Use Mobility Devices**  
(Supersedes DB 15-071)

This bulletin provides direction for members making custodial arrests of people who use mobility devices. Mobility devices include, but are not limited to, braces, canes, crutches, walkers, wheelchairs, motorized scooters, and electric personal assistive mobility devices (e.g., "Segways").

In all cases, members shall transport a person who uses a mobility device with his or her mobility device.

**Transportation Options.** If the person using a mobility device is able to transfer himself/herself to the rear seat of a patrol car, and if the mobility device fits into the vehicle trunk or can be folded or collapsed to fit into the trunk without being disassembled, members shall transport the person in a patrol vehicle. Members shall place the mobility device in the vehicle trunk (although if a person is wearing leg braces, the person may continue to wear those). If an individual is transported in a patrol car, the member must ensure that the individual is secured using the vehicle seat belts. Members are reminded that they must remove restraint devices for a person using certain mobility devices (e.g., wheelchair) to transfer to the rear seat of the patrol vehicle.

If a person who uses a mobility device (1) is unable to transfer himself/herself from the mobility device to the rear seat of the police vehicle; (2) cannot be transported without the mobility device being disassembled; or (3) requests that he/she be transported while remaining in the mobility device, members shall contact **Transdev** for an accessible van:

- Transdev (24 hours) 1-415-657-1531**
- Transdev Main Line 1-415-285-6945**

**(When auto attendant answers, press "0" to be transferred to Dispatch)**

Members should call the following numbers in the order listed to obtain arrestee paratransit transportation assistance if calling the above numbers does not work:

- Jose Toledo, Control Center Supervisor ..... 1-415-517-3118
- Hilario Reyes, Assistant General Manager ..... 1-415-517-3830
- Mary McLain, General Manager ..... 1-415-610-3554
- Scott Moore, Maintenance Manager ..... 1-415-610-3559

A van should arrive within 60 minutes. If a person is seated in the mobility device while being transported (e.g., wheelchair, scooter), members must ensure the device is secured using the vehicle tie-downs in the van. A member shall accompany the arrested person in the van to its final destination. Officer safety shall not be compromised at any time.

**Special Considerations.** Members shall not attempt to fold, collapse or disassemble a motorized mobility device. Members shall not unplug or turn off any mobility devices outfitted with life support systems or other computerized controls. When making a custodial arrest of an individual using a motorized mobility device or one with life support or other computerized controls, members shall use Transdev to transport the arrestee.

Members should be aware that some people who require a mobility device may use that device as a means of physical support. The person may not be able to sit in an erect position without proper support and may want to be transported in his/her device. In this situation, members shall use Transdev Transportation to transport the arrestee.

Members are reminded that improper lifting of a person who slips or falls from a mobility device may cause injury to that person.

**Disability Awareness Guide.** The Disabilities Awareness Guide contains additional information on mobility devices, mobility impairments and other related disability information. **A copy of this bulletin shall be placed in the appendix section of each unit's copy of the Disability Awareness Guide.**

Any questions regarding the transportation of persons using mobility devices should be directed to the ADA Coordinator, Penny Si, at 1-415-837-7221.

Per Department Bulletin 15-141 "Mandatory Sign-off of Department Issued Documents in HRMS," the following employee classifications are required to electronically acknowledge receipt and review of this "A" Department Bulletin within 30 days of the document date:

- Both Sworn and Non-Sworn



GREGORY P. SUHR  
Chief of Police