



DEPARTMENT NOTICE

21-139
09/08/21

Transporting Persons Who Use Mobility Devices (Re-issue DB 19-159)

This notice 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 such as "Segways."

In all cases, members shall transport a person who uses a mobility device with their mobility device.

Transportation Options. If the person using a mobility device is able to transfer themselves 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 them). If an individual is transported in a patrol car, the member must ensure that the individual is secured using the vehicle's seat belt. Members are reminded that they must remove restraint devices from a person using certain mobility devices (e.g., wheelchair) to transfer them to the rear seat of a patrol vehicle.

Members shall contact **Transdev** for an accessible van if an arrestee uses a mobility device:

1. Is unable to transfer themselves from the mobility device to the rear seat of the police vehicle.
2. Cannot be transported without the mobility device being disassembled.
3. Possesses a *motorized* mobility device, one with life support or other computerized controls.
4. Requests to be transported while remaining in their mobility device.

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

When in these situations, members shall use **Transdev** to transport the arrestee.

During the hours of 4 a.m. – 8 p.m. call: (415) 590-1888

(After hours) 8 p.m. – 4 a.m. call: (415) 426-9047


If the above number does not work, members should call the following numbers *in the order listed* to obtain paratransit transportation assistance:

- Transdev Main Line (24 hours) (415) 285-6945 (press 3 for dispatch; if after hours simply remain online)
- Call Center Supervisor (650) 608-1600
- Assistant General Manager (415) 610-3559
- General Manager (415) 610-3554

Paratransit transportation 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 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.

[SFPD Disabilities Awareness Guide](#) (PowerDMS, “Other Manuals and Guides”) contains additional information on mobility devices, mobility impairments, and other related disability information. This notice shall be placed in the appendix section of each District Station’s copy of the *SFPD Disabilities Awareness Guide*.

Any questions regarding the transportation of persons using mobility devices should be directed to the ADA Coordinator, Penny Si, at (415) 837-7221. Members assigned to the Airport Bureau shall follow San Mateo County procedures for transporting persons who use mobility devices.


WILLIAM SCOTT
Chief of Police

Per DN 20-150, sworn & non-sworn members shall electronically acknowledge this Department document in PowerDMS. Members whose duties are relevant to this document shall be held responsible for compliance. Any questions regarding this policy should be made to sfpd.writtendirectives@gov.org who will provide additional information.