

## CASE STUDY

# The Need for Wheelchair Accessibility in Transportation

## BACKGROUND

Modus Transportation, located in Bend, Oregon is a private, for-hire transportation provider that offers airport shuttles and wheelchair accessible transportation in Central Oregon. Jay Stubbs, owner of Modus Transportation, worked in the hospitality field and had an interest in transportation services and the logistics involved with moving people to and from their destinations comfortably and professionally.

Jay describes why he added the wheelchair accessible NorCal Vans Transit Connect Adaptive Van to his fleet, "Working in the hotel industry occasionally the need would arise for ADA accessible transportation services for guests, finding a service provider would often prove to be a challenge. In our community there are a handful of service providers, these service providers are great and they maintain busy schedules. However, the increasing demand for ADA services is not being met and many clients are not able to get the rides they need. It was my goal to offer an additional ADA transportation service in our community with a genuine customer service oriented approach."

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity and access for persons with disabilities. This includes providing wheelchair accessible transport to any business that moves people- hotels, casinos, care homes, schools, etc. It's becoming an increasingly common trend throughout the United States for private transportation services to be required to add wheelchair accessibility to their fleets to accommodate the 3.6 million wheelchair users in the US (according to the 2012 census).

## EQUIPMENT HIGHLIGHTS

The NorCal Vans (NCV) Transit Connect Adaptive Van is an ideal match for these transport services because the innovative ramp can stow flat, allowing the vehicle to be used just like any other taxi- comfortably transporting up to five users and luggage. When the driver needs to transport a wheelchair user, the ramp folds out, allowing up to six passengers to be transported- easily adapting to the needs of the customer.

"The conversion is very well designed, innovative, extremely durable, and very easy to use. I often get compliments from wheelchair clients about how easy the loading/unloading process is for them and how safe they feel in the van. Everything in a NorCal van has been meticulously designed," Jay said.

## WHY CHOOSE NORCAL VANS?

"Working with the team at NorCal Vans has been a pleasure from the Sales Staff all the way through to the Van Technicians, everyone has been professional and courteous," said Jay. With over 30 years of experience in the vehicle upfit industry, NorCal Vans brings its commitment to quality and customer satisfaction from the personal mobility market to the commercial shuttle market.

