



EXPERIENCE OUR EXPERIENCE



# Understanding the Options for Customers with Disabilities



Peoria Charter takes seriously the needs of all of its passengers. Our fleet contains buses equipped with Wheelchair Lifts. When your group has a person requiring special boarding needs, there are some things to be aware of to make your charter the best it can be:

- **Each person in a wheel chair will require the removal of 4 seats.**
- **1 person in a wheelchair = 51 seats + space for 1 person in a wheelchair (52 total people)**
- **2 persons in a wheelchair= 47 seats + space for 2 persons in a wheelchair (49 total people)**
- **The maximum amount of people in a wheelchair on 1 bus is 2.**

Once lifted into the bus, the Driver will strap the wheelchair to the floor of the coach for the safety of the person in the wheelchair and the other passengers. This avoids any sliding, tipping or movement during travel, hard braking, or an accident.

Our drivers are all well-trained on assisting those with a disability; however, this information should be given to the person ahead of time so there is no surprises on the day of travel.

It can take 10-20 minutes to board and disembark

in a wheelchair so please make sure to plan the itinerary with plenty of time for these. This will help avoid having the passenger in the wheelchair feel that they are delaying the group.

Click on [Watch This Video](#) to see a similar Wheelchair Lift, in action.



*The person would be lifted into the bus as seen here.*

