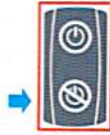


## TROUBLESHOOTING

- IF PASSENGER INTERFACE BUTTON IS NOT WORKING MAKE SURE SYSTEM IS NOT ON DISABLE
- IF QUANTUM STRIKES AN OBSTRUCTION IT WILL ATTEMPT TWO MORE TIMES BEFORE BEEPING FIVE TIMES. REMOVE OBSTRUCTION AND PRESS SECURE BUTTON
- IF MOBILITY DEVICE IS NOT CENTERED OR TOO SMALL, RE-CENTER: OR IF THE WIDTH IS LESS THAN 19 INCHES PASSENGER WILL HAVE TO USE FRONT-FACING SECUREMENT DEVICE
- PASSENGER INTERFACE NOT RESPONDING (FLASHES RED). ENSURE DRIVER CONTROL SWITCH IS ON, PARKING BRAKE IS SECURED OR PRESS AND HOLD SECURE BUTTON
- IF PASSENGER AND BUS OPERATOR PRESS SECURE BUTTON TO BEGIN SECUREMENT PROCESS AND THE SECURE BUTTON IS PRESSED A SECOND TIME THIS MAY CAUSE THE ARM TO STOP. PRESS PASSENGER OR BUS OPERATOR SECURE TO RESTART PROCESS



## CONTACT CONTROL CENTRE

- WHEN UNIT BEEPS 2 TIMES WHEN BUS IS STARTED: THE UNIT CAN BE USED BUT REQUIRES SERVICING SOON
- LONG 3 SECOND BEEP COULD INDICATE MECHANICAL FAILURE. STOP USING UNIT AND CALL CC: THE UNIT MAY NEED TO BE RESET
- POWER FAILURE TO BUS WITH PASSENGER IN QUANTUM: CALL CC FOLLOW THEIR INSTRUCTIONS TO MANUALLY REMOVE ARM: BUS WILL NEED TO BE TRADED OFF

The Accessibility for Manitobans Act (AMA) became law in December, 2013. The landmark decision provides a proactive process to remove barriers affecting persons with disabilities and many other citizens. The Manitoba Government has been working with representatives from the disability community, as well as the public and private sector organizations to develop accessibility standards.

1. The Customer Service Accessibility Standard.
2. The Employment Accessibility Standard.
3. The Information and Communication Accessibility Standard.
4. The Design of Public Spaces Accessibility Standard.
5. The Transportation Accessibility Standard.

The Manitoba Government is committed to achieve significant progress by 2023, making Manitoba more inclusive to everyone.

## TIPS

- USE BUS OPERATOR MANUAL SECTION T AS A RESOURCE.
- BE PATIENT-PEOPLE WITH DISABILITIES MAY NEED MORE TIME TO MOVE MOBILITY DEVICE INTO PLACE AND EXPRESS THEMSELVES
- SPEAK TO THE PASSENGER NOT THE PERSON THAT MAY BE ACCOMPANYING THEM
- A MOBILITY DEVICE IS VIEWED AS AN EXTENSION OF THEIR BODY. ALWAYS INFORM PERSON WHAT YOU ARE DOING WHEN TOUCHING IT

REMEMBER, THIS IS A PROFESSION THAT REQUIRES COURTEOUS CUSTOMER SERVICE AND INTERACTING IN A FRIENDLY AND HELPFUL MANNER WITH PASSENGERS AND THE PUBLIC

# Quantum



The first fully automatic rear-facing securement station that gives complete independence to mobility passengers with the push of a button



**Winnipeg Transit**

**Training Branch**

Winnipeg Transit has purchased 32 Flyer Xcelsior 40-foot buses with an expected delivery to occur in January 2021. These buses will be equipped with a street side Quantum securement system and a curb side Q'POD. Both of these devices are at the top of the field for mobility device securement in the world. This will assist Winnipeg Transit in becoming a leader in Canada with inclusion for persons with disabilities on public transit.

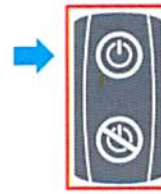
## Why the Quantum?

Rear-facing is the safest way to travel. The backrest is able to absorb momentum and provide neck and back support during braking. The Quantum is able to provide freedom and independence allowing users to secure themselves. It can take as little as 25 seconds for the passenger to be secured and keep the bus moving.

## Boarding a Passenger

Ensure location is safe, without obstructions that will interfere with deployment of ramp. Secure the bus by activating parking (spring) brake, place bus in neutral and activate 4-way flashers. Kneel the bus before deploying the ramp. Advise passengers to stand away from ramp area, do not proceed until clear. As the passenger boards using a mobility device, if possible they will decide the area they will use. However, there may be times a passenger using a manual wheelchair requests assistance boarding the bus. It will be expected that the bus operator assists by positioning yourself behind the wheelchair and using the push handles to roll the wheelchair up the ramp and into the priority area for securement. If they decide to use the Quantum securement area, ensure the driver interface master switch is enabled (on). It

may be necessary for you to exit the driver's compartment to lift up flip up seats.



## Securing Mobility Device

**Step 1** Bus Operator must ensure that the Quantum has been enabled (on).

**Step 2** Passenger will need to center their mobility device onto the backrest. It may be necessary to remove their backpack or anything else they have hanging on the rear of their mobility device to allow it to contact backrest and the arms to contact wheels.

**Step 3** Ensure that passengers are not walking by the unit as the arm is moving out. Passenger may activate the Quantum by pressing the passenger interface button located on flip up seat. If unable, the Bus Operator can press the SECURE button.



**Step 4** Two beeps from the unit should sound when the mobility device is secured and the SECURE light on the dashboard switch should flash.

**Step 5** The unit should make two beeps to tell you the process is complete. The SECURE light should stay on. Ask passenger if they have put their brake on or turned power off. If the ramp and front area of the bus is clear, stow the ramp and raise the bus. You can now release the parking brake and continue in-service.

Enter the wheelchair InfoDev (Notify).

## Exiting

When you arrive at the destination ensure location is safe, is without obstructions that will interfere with deployment of ramp. Secure the bus by activating parking brake, place bus in neutral and activate 4-way flashers. Kneel the bus, but before deploying the ramp, advise passengers to stand away from ramp area, do not proceed until clear.

**Step 1** Bus Operator must ensure that the Quantum has been enabled (on).



**Step 2** Passenger can release the arm by using the passenger interface or the bus operator can begin the process by using the RELEASE button. Two beeps will sound



**Step 3** Once passenger has left the securement area, turn power off using the driver control switch.

**Step 4** If the ramp and front area of the bus is clear, stow the ramp and raise the bus. It may be necessary to assist passenger off the bus if requested. You can now release the parking brake and continue in-service

