



## ADA Passenger Assistance Training - "Train the Trainer"

COURSE CONTENT:

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### Overview: Customers with Disabilities and Older Adults

- Serving Customers With Disabilities: It's the Law - ADA Regulations to Eliminate Barriers (general overview, with specific provisions brought in under relevant topics below)
- Providing Service to Customers Who Need Extra Assistance
- Recognizing and Accommodating Signs of Disabilities and Aging
- Visible Signs
- Less Obvious or Non-visible Signs

### Providing General Assistance

- Provide More Time and Distance
- Position Vehicle Correctly & Safely - Park Close and Parallel; Adequate Room for Lift/Ramp Usage
- Kneel the Bus (fixed route)
- Watch/Guide/Safeguard Passengers on Steps
- Use of Ramps and Lifts for Appropriate Needs
- Make Sure Wheelchair Area and Priority Seating is Available (fixed route)
- Passenger Communications
  - Ask first
  - Do not question whether customer has a disability
  - Speak clearly & directly to the customer, in non-judgmental manner
  - Use "People First" language
- Give Directions and Information
- Provide Steadying Elbow/Hand
- Secure Wheelchairs and Assist with Lap/Shoulder Belts
- Announce Route, Stops, and Requested Locations (fixed route)
- Report Any Difficulties Beyond the Assistance You Are Able to Give

### Assisting Customers With:

- Mobility Aids (canes, crutches, walkers, rollators)
- Mobility Devices (manual wheelchairs, power wheelchairs, scooters, and Segways)
- Portable Oxygen Supply/Respirators
- Age-related Slowness and Frailty
- Visual Impairments
- Guide Dogs / Signal Dogs / Service Animals
- Hearing Impairments

- Cerebral Palsy / MS / ALS and Other Physical Impairments
- Cognitive Disabilities and Mental Retardation
- Language and Communications Impairments
- Epilepsy
- Autism
- Mental and emotional disorders

### Bus and Van Operator Guidelines:

- General Operations and Safety Precautions
- Vehicle Accessibility Features and Equipment:
  - Lifts
  - Ramps
  - Kneeling
  - Priority Seating (fixed route)
  - Stop Request Devices (fixed route)
  - Stanchions and Handholds
  - Securement Equipment (tie-downs and lap/shoulder belts)
  - Securement Procedures for Wheelchairs and Scooters
  - Non-wheelchair Mobility Aids and Devices
  - Seat Belts and Proper Usage Procedures - Both for Wheelchair Users and Others
  - Announcing Route & Stops – Including Public Address System & Automated Announcements (if so equipped – for public fixed routes only)
- Assisting Seated Passengers to Stand or Sit
- Transferring from Mobility Devices to/from a Regular Vehicle Seat
- Reporting Complaints, Accessibility Problems, and Related Safety Issues
- Accident and Emergency Procedures
- Blood-Borne Pathogens and Other Sanitary Issues
- Emergency Evacuation Guidelines
- Ergonomic Safety – Vehicle Operator Injury Prevention

### APPENDIX: Guide to ADA Regulations

*(NOTE - Fixed-route related items can be removed if class will all be from paratransit.)*

### Proficiency Testing

- Structure and Approach
- Trainer Qualifications
- Technical Components
  - Assisting persons with visual impairments
  - Stand and sit assist
  - Wheelchair up/down curb and on slopes

- Wheelchairs on lifts (as applicable)
- Wheelchairs on ramps (as applicable)
- Wheelchair securement
- Body mechanics - all tasks
- Passenger communication - all tasks
- Documentation

### Doug Cross Trainer Certifications

**Passenger Assistance: Certification for Trainers** - University of Wisconsin-Milwaukee, Center for Transportation Education and Development (UWM) (valid through 11/9/2014)  
<http://www4.uwm.edu/sce/resources/cted/passengerassistance.pdf>

**Passenger Assistance Techniques (PAT)** – TMA Assoc., Ft. Worth, Texas

This was the original nationally-recognized training program for disability awareness & passenger assistance. It held this position from 1976 to 1996. Although it is no longer actively offered and somewhat outdated in certain areas, the 73-page manual remains the most authoritative source for direct passenger assistance techniques, including tasks such bringing a wheelchair/user up or down a curb or steps, which is sometimes necessary in paratransit services. It also gives detailed procedures for safely assisting passengers to transfer from a walker or wheelchair into a regular vehicle seat.

**Passenger Service and Safety Certification (PASS)** – Community Transportation Association of America (CTAA). (valid through January 2014) NOTE - As of Fall 2012, the UWM course will be merged with PASS, and will be offered through CTAA.  
<http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=35>

**Advanced Mobility Device Securement** – National Transit Institute (NTI), Rutgers University  
<http://www.ntionline.com/CourseInfo.ASP?CourseNumber=TPM28>

This is a new course, the first ever specifically devoted to wheelchair accommodations and safety. It was developed in 2009 and originally offered at NTI's annual Transit Trainers' Workshop in November 2009. I attended that first certificate class, and also contributed technical material to the course manual.

**Doing It Right: The Sure-Lok "Safe & Secure" Wheelchair Securement & Occupant Restraint Systems Training Program** – Sure-Lok, Inc. <http://www.sure-lok.com/training.html>

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