

## WIRTAP TRAINING MODULES

### ***Training Topic: Passenger Assistance Techniques Training***

**Description:** Passenger assistance training is required by many transportation funding sources and insurance providers. This seven- to eight-hour course includes video, handouts, a hands-on practicum, and certificate of completion. Training includes both classroom instruction and "hands-on" practice to address ADA regulations and requirements, passenger sensitivity, lift operation, and wheelchair securement.

### ***Training Topic: Passenger Assistance Techniques Training (Refresher: Veteran Drivers Only who have completed the full eight-hour PAT course)***

**Description:** Passenger assistance training is required by many transportation funding sources and insurance providers. This four-hour course includes classroom instruction, hands-on practicum and certificate of completion. This course is considered a refresher for veteran drivers who have previously completed the eight-hour PAT course and primarily focuses on lift operations and securement. Participants will learn about and discuss passenger sensitivity, lift operation, and wheelchair securement.

### ***Training Topic: Defensive Driving (currently available via webinar)***

**Description:** This two (2) hour course curriculum is geared toward information needs of professional van/small bus driver. **Topics include:** vehicle safety inspection, defensive driving tools, rules of the road, following distance, breaking distance, merging, rail crossings, hazards, intersection etiquette, passing, etc. The goal of the course is accident prevention. This is a good introductory course for new hires and an important refresher course for veteran drivers and Indiana RTAP developed the course for professional drivers. *Certification for the webinar-based training is valid for one (1) year.*

### ***Training Topic: Emergency Procedures and Evacuations (currently available via webinar)***

**Description:** Emergency preparedness is imperative for all transit operators and this two-hour course address both emergency procedures and evacuations including vehicle preparation, hazardous conditions, securing the vehicle, breakdown procedures, accident procedures, and passenger illness/injury. PowerPoint presentation. **Topics include:** when to evacuate, evacuating people with special needs, evacuating assistive devices, passenger/driver safety, and evacuation techniques. *Certification for the webinar-based training is valid for one (1) year.*

### ***Training Topic: Emergency Preparedness***

**Description:** In the event of a crisis situation, natural disaster or threats of terrorism, is your organization ready to spring into action as a first responder? Do you have a plan? Is your staff trained in crisis management? This 4-hour workshop will concentrate on the critical role of front-line transit personnel in emergency preparedness and response, including having a plan, understanding how to determine and deal with suspicious people, packages, and objects, bio-hazards, bloodborne pathogens, and when and how to evacuate.

### ***Training Topic: Safety, Security & Emergency Preparedness Plan (SSEPP) Development***

**Description:** This is an 8-hour program. With the heightened focus on security, it is imperative that transit agencies have a SSEPP in place. This training offers a method of composing a comprehensive plan for safety, security and responding to a community or national emergency and working with local emergency responders. RLS & Associates, Inc. can assist with developing SSEPPs for organizations.

***Training Topic: Safety and Security - Intensive***

**Description:** This one- to two-day training addresses accident investigation, emergency management, system safety and security programs, and FTA's transit threat level response guidelines. Model safety and security policies are provided as well as sample forms and best practices.

***Training Topic: Safety and Security - Overview***

**Description:** This is a four-hour PowerPoint presentation course, developed for employees and supervisors who have direct contact with the public or the vehicles and facilities used by the public. This course provides the practical methods and proper techniques to assist a transit operation with plausible safety measures relative to facility and bus inspections, the identification of suspicious packages/persons, and other hazards.

***Training Topic: START – Safety Training & Rural Transit***

**Description:** This is a 4–8-hour workshop. Providing a safe, comfortable ride is the foundation of community transit. To do this, transit drivers must perform inspections to help ensure that their vehicles are road-worthy, understand how to safely operate their vehicle in a variety of conditions, and know how to safely load and unload both ambulatory and non-ambulatory passengers. The transit driver must also know what to do in an on-board emergency situation. START is divided into three sections: Vehicle Safety, Driver Safety and Passenger Safety. Together these three elements provide the foundation for what operators need to know as a transit driver. While driving contains inherent risks, through diligence, training, and alertness, the operator will have a long and safe career as a transit driver. This program uses materials from the National Rural Transit Assistance Program training module.

***Training Topic: Americans with Disabilities Act (ADA) – The Act and Regulations***

**Description:** A series of short workshops are conducted independently or as a two-day class which covers the range of ADA requirements, including implications of the ADA on demand response transportation service providers including human service agencies, coordinated transportation services, and public transit service providers, as well as the on-going requirements of providing complementary paratransit services. This training is continually updated to reflect all updates and interpretations to the regulation. If desired, a shorter, overview version of the changes can be presented as a workshop session or as a webinar.

***Training Topic: Americans with Disabilities ACT (ADA) - Implementation of the ADA in Public Transportation***

**Description:** This is an in-depth regulatory look at ADA from the public transportation perspective and a presentation of the steps necessary to achieve and maintain ADA compliance. The training is continually updated to reflect all updates and interpretations to the original ADA regulation. This course can be taught in one- or two-day classes, or a shorter, overview version can be presented as a workshop session or as a webinar.

***Training Topic: Title VI of the Civil Rights Act of 1964***

**Description:** Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d et seq., was enacted as part of the landmark Civil Rights Act of 1964. It prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. This one to one and one-half day course covers the overall Title VI requirements, including Equal Employment Opportunities (EEO), Disadvantaged Business Enterprises (DBE), Limited English Proficiency (LEP), and Americans with Disabilities (ADA) requirements as they relate to the provision of public transportation services. Note that the ADA, because of its complexity, is

covered only broadly in this course, but is addressed individually in other courses (Americans with Disabilities Act (ADA) – The Act and the Regulations and Americans with Disabilities Act (ADA) – Implementation of the ADA in Public Transportation described previously in this document). This course can also be taught in modules to address any one or more of the particular areas if desired and is available as a webinar.