**PASSENGER SERVICE AND SAFETY (PASS)**

Benefits:

- Comprehensive training on the assistance drivers should be providing to passengers with special needs.
- Training helps to prevent driver injuries.
- Improved morale and increased efficiency.
- Training can reduce a system’s exposure to liability lawsuits.
- Training may be an important factor in reducing insurance premiums.
- Training will improve system efficiency by accelerating loading and unloading process.
- Training can result in greater user confidence in the system.

PASS Training Includes:

- Driver Sensitivity, Awareness, and Communications
- Disability Awareness
- Wheelchair Handling
- Lift Operating Procedures
- Wheelchair Securement
- Principles of Crisis Management
- Evacuation Techniques and Emergency Procedures
- Blood Borne Pathogen Protection
- Handling Seizure Disorders
- Americans with Disabilities Act (ADA)
- Railroad Crossing information

*This training course includes both classroom lecture and hands-on practice in the correct and safe handling of passengers with special needs.*

MDT’s Transit Section has four instructors certified to teach the PASS course.
Program Development:

This program was developed by the Community Transportation Association of America (CTAA). CTAA is a national nonprofit association serving public and private transportation operators. They are a recognized leader in the field of transportation education, training and information.

CTAA website: http://www.ctaa.org/

For Further Information Contact:

David Jacobs
Phone 406-444-9192
Email: dajacobs@mt.gov

Certification Training Program

Montana Department of Transportation
Rail, Transit and Planning Division
Transit Section

MDT attempts to provide accommodations for any known disability that may interfere with a person participating in any service, program or activity of the Dept. Alternative accessible formats of this information will be provided upon request. For further information call (406) 444-6331 or TTY (800)335-7592, or by calling Montana Relay at 711.