

ADA and Sensitivity

Issue One: General Guidelines

When serving customers with disabilities, you should keep the following in mind:

1. Treat customers with disabilities with courtesy and respect.
2. Use person-first language (e.g., person who uses a wheelchair instead of wheelchair user).
3. Give customers with disabilities the same information and choices that you give other customers. Include accessibility information in your customer materials.
4. Never make assumptions about your customers' abilities.
5. Ask customers if they need assistance. If they say yes, ask them how you may assist.
6. Do not touch customers or their wheelchairs without their permission.
7. Speak directly to customers, not their companions.
8. Speak clearly with a normal tone and speed, unless the customer requests otherwise.
9. If you are asked to repeat or write what you said, do so calmly and pleasantly.
10. If you don't understand what the passenger is saying, just ask him/her to repeat - calmly and pleasantly.
11. There are many disabilities and not all can be seen- never assume anything about your passenger!
12. Pay appropriate attention to the differences among people with disabilities.

Updated 2018. Information taken from Easter Seals Project ACTION and American Bus Association's Motorcoach Operator's ADA Pocket Guide.

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Issue Two: Customers with Hearing Disabilities

Follow these three tips when providing service to customers with apparent hearing disabilities:

- 1 Face customers when speaking to them and don't let objects obstruct their view.
- 2 Do not raise your voice -- doing so distorts your lip movement and makes lip reading difficult.
- 3 Be sure to notify the customer of schedule changes or audible announcements.



Updated 2018. Information taken from Easter Seals Project ACTION and American Bus Association's Motorcoach Operator's ADA Pocket Guide.
Photo by Nusura, Inc.

ADA and Sensitivity

Quiz One: General Guidelines

Please answer the following questions:

1. You should provide customers with a disability with assistance without asking them specifically what they need.

True or False (circle one)

2. When a rider with a disability is traveling with a companion, you should direct all communication to that companion rather than speaking with the rider.

True or False (circle one)

3. A rider with a disability should be given the same information and choices as riders without disabilities.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

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Quiz Two: Customers with Hearing Impairments

Please answer the following questions:

1. When speaking with customers with apparent hearing disabilities, you should always raise your voice.

True or False (circle one)

2. When speaking with customers with apparent hearing disabilities it is helpful to face them directly so they can see your lips and face while you talk.

True or False (circle one)

3. You should notify a customer with an apparent hearing disability of any schedule changes that occur.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

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Issue Three: Customers with Visual Disabilities

Keep the following tips in mind when providing service to customers with visual disabilities:

- 1 Identify yourself and ask how you may assist the passenger.
- 2 Respond verbally when the customer gives you information so that he/she will know that you have heard him/her.
- 3 Remember to announce the customer's stop.
- 4 If handling a monetary transaction, count the customer's change out loud.

Updated 2018. Information taken from Easter Seal Project ACTION and American Bus Association's Motorcoach Operator's ADA Pocket Guide.

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Issue Four: Customers Who Use Service Animals

The following will assist you as you provide service to customers who use service animals:

1. Service animals are individually trained and allowed by law to ride in passenger compartments.
2. Dogs are the most common service animals, but other animals may help people with disabilities.
3. Some service animals wear identification like a tag, vest or special harness. If you are not sure that the animal is a service animal, you may ask if it is a pet or a service animal. You may ask what type of tasks the service animal has been trained to perform.
4. Certification or identification is not required for the animal, and service may not be refused because there is no such identification.
5. The service animal must stay with the owner and be kept under control at all times.
6. Never touch or talk to the service animal - it is working! Do not take responsibility for the service animal except in emergencies.

Updated 2018. Information taken from Easter Seals Project ACTION and American Bus Association's Motorcoach Operator's ADA Pocket Guide.

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Quiz Three: Customers with Visual Disabilities

Please answer the following questions:

1. When approaching a rider with a visual disability, you should first identify yourself.

True or False (circle one)

2. If it is clear that the rider has a visual disability, you do not need to ask what type of assistance he/she needs.

True or False (circle one)

3. If you are giving change to a passenger with a visual disability, you should count the money out loud.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

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Quiz Four: Customers Who Use Service Animals

Please answer the following questions:

1. By law, service animals are not allowed to travel in passenger compartments.

True or False (circle one)

2. A customer who uses a service animal is not required to provide identification for the animal.

True or False (circle one)

3. You may ask a passenger if his/her animal is a service animal and what type of tasks the service animal has been trained to perform.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

ADA and Sensitivity

Issue Five: Customers Who Use Mobility Devices

The following will assist you in providing service to customers who use mobility devices:

- Ask customers how you can assist them.
- Wheelchairs, walkers, canes and other mobility devices are part of the customer's personal space. Do not hold or lean on them without the customer's permission.
- Make sure that you are aware of your company's policy regarding wheelchair securement.
- Remember that you must assist the customer in using the lift and securing his/her mobility device.
- Remember to use person-first language (person who uses a mobility device, not wheelchair user).
- Remember that you cannot require a passenger using a mobility device to use a shoulder or lap strap if it is not also a requirement for passengers who do not use a mobility device.



Updated 2018. Information taken from Easter Seals Project ACTION and American Bus Association's Motorcoach Operator's ADA Pocket Guide.
Photo by Ron Zubriski, St. Joseph's County Council on Aging (MI).

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Quiz Five: Customers Who Use Mobility Devices



Please answer the following questions:

1. If you are assisting a rider who uses a wheelchair or other mobility device, you should take control of the mobility device without asking the customer.

True or False (circle one)

2. Passengers who use a mobility device should never be allowed to travel with that mobility device.

True or False (circle one)

3. If you have assisted a passenger who uses a wheelchair or other mobility device in the past, you do not need to get instructions from current riders about how their mobility device works.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____



Bloodborne Pathogens

Issue One: Bloodborne Pathogens and the Workplace

Bloodborne pathogens are microorganisms that can cause disease when transmitted from one person with an infectious or contagious condition to another. They are capable of causing serious illness and even death. To protect yourself in the workplace, assume all blood and bodily fluids are infectious.

Most common bloodborne pathogens

- Hepatitis B
- Hepatitis C
- HIV, which causes AIDS

Workplace transmission

Though possibility of transmission is minimal, incidents could occur when:

- a passenger becomes nauseous and vomits
- a rider has an open wound, like from skinning his/her knee
- a rider has an uncontrolled incident before making it to a bathroom

Preventing Exposure

- Never take unnecessary risks
- Keep skin healthy
- Cover any cuts, cracks or abrasions
- Always use personal protective equipment if there is a chance of exposure
- Never eat, drink or smoke where a threat exists

Updated 2018. Information taken from Ride Connection's (Portland, OR) brochure Preparation, Safety & Training: Your Keys to a Safe Trip.

Bloodborne Pathogens

Issue Two: Cleanup Procedures

Follow these procedures when cleaning up potentially infectious materials:

- Put on gloves and other personal protective equipment.
- Apply absorbent solidifier.
- Use the scoop and scraper.
- Clean area with decontaminant.
- Provide rider with antiseptic towel, if cleanup is needed.
- Remove protective equipment carefully when it becomes contaminated.
- Place all discarded material in biohazard bag.
- Wash hands with soap and running water. If running water is not available, briskly scrub with an antiseptic towel and wash with running water once you return to the office.
- Bring filled bags to the designated location at your operations and maintenance facility.
- Complete an incident report and replace items that were used from the spill kit, as needed.



Updated 2018. Information taken from Ride Connection's (Portland, OR) brochure, Preparation, Safety and Training: Your Keys to a Safe Trip.

Bloodborne Pathogens

Quiz One: Bloodborne Pathogens and the Workplace

Please answer the following questions:

1. Hepatitis D is one of the most common bloodborne pathogens.

True or False (circle one)

2. Because the possibility of transmission is minimal, you should not assume all blood and bodily fluids are infectious.

True or False (circle one)

3. Covering any cuts or cracks in your skin will prevent exposure to a bloodborne pathogen.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Bloodborne Pathogens

Quiz Two: Cleanup Procedures

Please answer the following questions:

1. You should clean the infected area with decontaminant before you put on gloves.

True or False (circle one)

2. You should dispose of full biohazard bags in the following manner (choose one):

- a) Throw them away in the first trash can you see.
- b) Bring them to the designated location at your operations and maintenance facility.
- c) Ask the rider involved in the event to dispose of the bag.

3. If you clean your hands with an antiseptic towel at the scene of the incident, you should wash them again with running water once you return to the office.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Bloodborne Pathogens

Issue Three: Removing Soiled Gloves

The American Red Cross recommends the following steps for removing soiled gloves. Keep in mind that to prevent the spread of germs, your bare skin should never touch the outside of either glove.

- 1 Pinch Glove - pinch the palm side of one glove near your wrist. Carefully pull the glove off so that it is inside out.
- 2 Slip Two Fingers Under the Glove - hold the glove in the palm of your gloved hand. Slip two fingers under the glove at the wrist of the remaining gloved hand.
- 3 Pull Glove Off - pull the glove until it comes off, inside out. The first glove should end up inside the glove you just removed.
- 4 Dispose of Gloves and Wash Hands - after removing the gloves, dispose of them and other personal protective equipment (PPE) in a proper biohazard container. Wash your hands thoroughly with soap and running water, if available. Otherwise, rub hands thoroughly with an alcohol-based hand sanitizer if your hands are not visibly soiled and wash your hands when you are back at the office.

Updated 2018. Information taken from American Red Cross Fact Sheet, Preventing the Spread of Bloodborne Pathogens.

Bloodborne Pathogens

Issue Four: Reporting Procedures

There are two different types of reports you could be required to fill out after a bloodborne pathogens incident, depending on what has occurred.

Incidents

An incident is defined as a cleanup that involves a bodily fluid. An incident report must be submitted to your transportation manager if this type of event occurs.

Exposures

An exposure is defined as contact with blood or other potentially infectious material through broken skin, eyes, nose or mouth. An exposure incident report and follow-up should be completed with your transportation manager if this type of event occurs.

Remember, if you find yourself in any type of incident, assume all blood and bodily fluids are infectious and follow the proper cleanup and reporting procedures.

Updated 2018. Information taken from Ride Connection's (Portland, OR) brochure, Preparation, Safety and Training: Your Keys to a Safe Trip.

Bloodborne Pathogens

Quiz Three: Removing Soiled Gloves

Please answer the following questions:

1. Which of the following is **NOT** true (choose one)?
 - a) You should wash your hands after removing and disposing of soiled gloves.
 - b) You do not have to worry about how you remove soiled gloves as they have already protected you from contamination.
2. As long as the soiled gloves are inside-out after removal, they do not have to be disposed of in a biohazard bag.
True or False (circle one)
3. In order to prevent the spread of germs, your bare skin should never touch the outside of your gloves.
True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Bloodborne Pathogens

Quiz Four: Reporting Procedures

Please answer the following questions:

1. According to the training, which of the following is **NOT** a type of report you would fill out after an incident?
 - a) Incident report
 - b) Exposure incident report
 - c) Hazardous incident report
2. An incident report is required for an event cleanup that involves a bodily fluid.
True or False (circle one)
3. An example of an exposure is if you have contact with a potentially infected material through broken skin.
True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Bloodborne Pathogens

Issue Five: General Tips

The following tips will help you be prepared for handling potentially infectious materials and will help you to make the best decisions to keep yourself safe.

- 1 Sharp items (i.e., broken glass) can easily cut gloves. Use a scoop or scraper for clean up and place in a puncture-proof container.
- 2 If you are allergic to latex, talk to your transportation manager about alternatives, like rubber gloves.
- 3 Biohazard bags cannot be thrown away in the garbage. Bags must be disposed of properly in the appropriate transit system depository. Ask your manager about the correct procedure.
- 4 Hepatitis can be transmitted through dried blood.

Remember, preparation, safety and training are your keys to a safe trip!

Updated 2018. Information taken from Ride Connections' (Portland, OR) brochure, Preparation, Safety and Training: Your Keys to a Safe Trip.

Bloodborne Pathogens

Quiz Five: General Tips



Please answer the following questions:

1. You are free to throw biohazard bags away in any garbage can.

True or False (circle one)

2. Hepatitis can be transmitted through dried blood.

True or False (circle one)

3. Sharp items should be disposed of in a puncture-proof container.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____



Customer Service

Issue One: Who is the Customer?

Your customer base extends beyond the riders on your buses to include organizations, businesses and other individuals in your community. Because transit is a public service overseen by the local government, your customers also include people in the broader community in which you provide service.

For example, by dropping off a rider at a hospital or a senior center, the organizations that run those facilities also become your customer because you transport their clients (and contribute to the success of their business). Similarly, if your bus drops a client off late, that could negatively impact their business.

Transit, as a public service, relies on government funding, and because of that your customers are also state and county representatives and voting tax-payers.

Your customers beyond transit riders:

- The community
- Hospitals and doctor's offices
- Libraries
- Schools and colleges
- Senior centers
- Daycare centers
- Shopping centers and malls
- Local businesses
- Government and social services agencies
- Non-passengers

Updated 2018. Information taken from National RTAP's Customer Driven Service Training Module.

Customer Service

Issue Two: Transit Customers' Needs

The following have been identified as the seven basic needs of transit customers:

- 1 Reliability** - customers count on your services to get them where they need to be.
- 2 Safety & Security** - customers need to feel safe from the transit stop to their destination.
- 3 Convenience and Accessibility** - services should be easy to access & take riders where they need to go at the arranged time.
- 4 Clean and Comfortable** - vehicles, transit stops & drivers themselves should be neat.
- 5 Understandable** - both current & new customers must know how to use the system.
- 6 Affordable** - services should be affordable & take into account different passengers' ability to pay.
- 7 Friendly and Empathetic** - drivers should be sensitive to all customers.

Updated 2018. Information taken from Transit Cooperative Research Program Report 54 and National RTAP's Customer Driven Service Training Module.

Customer Service

Quiz One: Who is the Customer?

Please answer the following questions:

1. The quality of your transit service impacts the businesses in your community.

True or False (circle one)

2. Which of these is **NOT** true? (choose one)

a) Public transportation's customers are only those who ride the transit vehicle.

b) Public transportation's customer base extends beyond transit riders.

3. Both senior centers and shopping malls are public transportation customers.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Customer Service

Quiz Two: Transit Customers' Needs

Please answer the following questions:

1. Which of the following are needs of transit customers? (circle all that apply)

a) Safety and security

b) Affordability

c) Convenience and accessibility

2. A bus driver's appearance does not impact customer service as long as the bus and shelters are clean and presentable.

True or False (circle one)

3. Passengers need transit drivers to be friendly and sensitive to all customers.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Customer Service

Issue Three: Steps in Quality Customer Service

The following five basic steps summarize everything involved in providing quality customer service. By mastering these five actions, you will be providing exceptional customer service and will make fulfilling your responsibilities significantly easier.

1. Have a positive attitude.
2. Welcome customers.
3. Identify customer needs.
4. Provide for customer needs.
5. Thank customers for using your service.



Updated 2018. Information taken from National RTAP's Customer Driven Service Training Module. Photo by Nusura, Inc.

Customer Service

Issue Four: Who is Responsible for Morale?

Every member of your company is responsible for good internal morale - including you! How we treat each other at work - including how we welcome each other, address each other and care for each other - directly influences how we interact with our customers. If you work in a workplace with low morale, it is very difficult to provide excellent customer service. If you work in an organization where people greet one another with a smile and are generally friendly and polite, you are more likely to treat your customers with a similar attitude.

How can you build positive morale in your workplace?

- Say "Good Morning"
- Speak to co-workers politely
- Ask co-workers how their day is going
- Thank co-workers at the end of the day

Characteristics of a customer service superstar:

- Have a positive attitude
- Put the customer "center stage"
- View their job as a human relations profession
- Can allow customers to believe they're right (even when they are wrong)

Updated 2018. Information taken directly from National RTAP's Customer Driven Service Training Module.

Customer Service

Quiz Three: Steps in Quality Customer Service

Please answer the following questions:

1. Which of the following is a basic step in quality customer service? (choose one)

- a) Welcome customers
- b) Provide for customer needs
- c) Thank customers
- d) All of the above

2. Maintaining a positive attitude improves both your day and a customer's experience on your bus.

True or False (circle one)

3. The ability to provide quality customer service is achieved by taking many small actions to give the customer a positive experience on the transit vehicle.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Customer Service

Quiz Four: Who is Responsible for Morale?

Please answer the following questions:

1. Only your supervisor has the ability to raise or lower morale in the workplace.

True or False (circle one)

2. Low morale in a workplace negatively impacts customer service.

True or False (circle one)

3. You should never allow customers to think they are right in situations when they are incorrect.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Customer Service

Issue Five: Responding to Customer Complaints

The following are three best practices to keep in mind when you receive a customer complaint or are interacting with a dissatisfied rider:

Involve the customer in the solution

Get the customer's input on how he/she would like the problem to be solved, and do it if the request is reasonable. What customers want most is a respectful, courteous response to their concerns, and you will find that, in most cases, their demands are more reasonable than you may imagine.

Address problems right away

While it is not pleasant to deal with customer complaints or dissatisfied riders, if you do not address the problem it will not improve on its own. Ensure that you are truly listening to the customer and act (not react) using your best judgement.

Don't take it personally

When a customer has a complaint, he/she is directing his/her frustrations at you. However, it is important to keep in mind that the customer is actually angry about the situation (the bus being late, for example), not angry at you. If you take things personally in this situation, your emotions will make it harder to address the real concern.

Updated 2018. Information taken from National RTAP's Customer Driven Service Training Module.

Customer Service

Issue Six: Dealing with Difficult Passengers

When dealing with an irritable, hostile or disruptive passenger, your goal should be to persuade the person to calm down. The following are some techniques for achieving this result.

You should stay calm and neutral, and avoid making it personal by not using "I" when giving directives. Respect your customers no matter what the circumstances, and understand what pushes people's buttons. Understanding where people are coming from and what might be contributing to their bad behavior helps you know how to respond.

Actions you can take:

- Listen - show that you are really listening and absorbing what the customer is telling you.
- Find something to agree on - redirect the conversation away from the negative toward common good.
- Offer an explanation - passengers are more willing to accept a negative situation if you give them the reason.
- Offer a solution - show that you are willing to work to solve the problem.
- Divert attention - try to focus the passenger's attention away from what they are doing and on to something else.
- Try a compliment - compliments can disarm an irritable passenger.
- Ask a question - ask if you can help them in some way.
- Let it go - pick your battles and realize when a situation could escalate into a larger issue.
- Present a choice - present the customer with a positive and negative choice and let him/her decide.
- Place the issue on higher ground - let them know you are concerned about their safety and the safety of the other riders.

Updated 2018. Information taken from National RTAP's Problem Passengers, Challenging Situations Training Module.

Customer Service

Quiz Five: Responding to Customer Complaints

Please answer the following questions:

1. Which of the following should you **NOT** do when handling a customer complaint or dissatisfied rider?
(choose one)
 - a) Listen to the customer
 - b) Leave the problem to take care of itself
 - c) Address the problem right away
2. If a customer's request to solve the problem is reasonable, you should do your best to act on that request.

True or False (circle one)
3. You should never involve a customer when you are trying to find a solution to his/her problem.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Customer Service

Quiz Six: Dealing with Difficult Passengers

Please answer the following questions:

1. When dealing with a difficult passenger, you should make it personal by using "I" when giving directives.

True or False (circle one)
2. What are recommended actions you can take when dealing with difficult passengers? (choose one)
 - a) Offer an explanation
 - b) Listen
 - c) Divert attention
 - d) All of the above
3. If a customer is not showing respect to you, you should not show respect to him/her.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Throughout the course of the day, do periodic walk-arounds of your vehicle and observe the following:

L = Looking for trouble

1. Oil gauges and all warning lights
2. Loss of electrical power
3. Smoke/steam from dash or hood
4. Excessive oil consumption or leaks
5. Exterior light operation
6. Tires/rims/lug nuts

L = Listening for trouble

1. Sharp knock when increasing speed
2. Light knock when engine idles
3. Clicking or tapping sound
4. Loud exhaust or engine backfiring
5. Hissing from engine
6. Squealing or grinding from brakes

L-L-S-F

S = Smelling trouble

1. Fuel odor
2. Burning rubber or oil
3. Hot brakes, coolant or electrical wires
4. Exhaust fumes

F = Feeling trouble

1. Excessive vibration in engine/steering wheel/transmission
2. Low or high speed shimmy
3. Pulling left or right when braking
4. Hard or wandering steering

Updated 2018. Information taken from National RTAP's Emergency Procedures for Rural Transit Drivers Training Module.

According to the Federal Motor Carrier Safety Administration (FMCSA), the core risk factors for professional drivers are:

Risk Factor	Effects
Smoking	increases heart disease, lung disease & chance of contracting cancer
Obesity	increases risk for cardiovascular diseases, hypertension & diabetes; can increase problems with arthritis, back & joint pain
Hypertension (high blood pressure)	increases risk of heart disease, kidney failure & stroke; symptoms may include fatigue, severe headache, chest pain, breathing difficulty, irregular heartbeat
Stress	increases the incidence of hypertension & cardiovascular, gastrointestinal, & immune deficiencies; risk factor in other disease like depression & obesity
Poor eating habits	can be one of the most decisive factors in individual health
Lack of physical activity	can increase the risk of physiological illness such as depression, anxiety & stress, as well as physical illnesses like obesity, heart disease, hypertension and some cancers

Updated 2018. Information taken from the FMCSA and National RTAP's Emergency Procedures for Rural Transit Drivers Training Module.

Defensive Driving

Quiz One: En-route Inspection

Please answer the following questions:

1. Throughout the day, you should do periodic walk-arounds of your vehicle.

True or False (circle one)

2. According to the training, L-L-S-F stands for “Looking, Listening, Smelling and Finding trouble.”

True or False (circle one)

3. Hot brakes or electrical wires are two aspects of the vehicle that will smell when there is trouble.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Defensive Driving

Quiz Two: Personal Preparedness - Risk Factors

Please answer the following questions:

1. Which of the following are effects of smoking? (choose all that apply)

- (a) increases chance of heart disease
- (b) increases chance of lung disease
- (c) decreases chance of contracting cancer

2. Poor eating habits strongly impact your health.

True or False (circle one)

3. Lack of physical activity can decrease the risk of depression.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Defensive Driving

Issue Three: I.P.D.E. Driving Method

The four-step process of the I.P.D.E. Driving Method is designed to help you see, think and act in all situations.

I = Identify

As you drive, look for and identify potential hazards such as other vehicles, wildlife in the roadway, signs and signals, etc.

P = Predict

Use your experience, knowledge, and judgement to predict what will happen next. Judge where and when possible accidents may occur.

I.P.D.E.

D = Decide

When hazards appear in your path, you must decide quickly how to react in order to avoid the obstacle or minimize its impact.

E = Execute

Once you have decided upon a course of action, you must execute quickly and decisively to keep you and others safe.

Updated 2018. Information taken from National RTAP's Safety Training and Rural Transit (START) Module.

Defensive Driving

Issue Four: Unintentional Skids

5 ways to control an unintentional skid:

1. Slow down
2. Accelerate slowly
3. Brake slowly and gradually by pumping the brakes
4. Take it slow when turning the steering wheel
5. Scan ahead and anticipate

If your vehicle starts to skid:

1. Ease up on the accelerator
2. Do not brake
3. Turn the steering wheel in the direction you want to go (sometimes called "turning into the skid")

A power skid occurs as a result of too much acceleration, causing the drive wheels to lose traction and spin free of the road. This usually results in fishtailing, with the rear of the vehicle sliding to one side or the other.

Braking skids occur when wheels lock up and slide along the surface of the road (often when wet or slippery). The vehicle will continue in the same direction and will not respond to steering until rolling friction is re-established. These can be unpredictable and hard to control because all four wheels are involved. If the wheels lock, ease up on the breaks and reapply, but do not pump automatic braking system (ABS) brakes.

Updated 2018. Information taken directly from National RTAP's Safety Training and Rural Transit (START) Module

Defensive Driving

Quiz Three: I.P.D.E. Driving Method

Please answer the following questions:

1. The I.P.D.E. Driving Method is a 5-step process.

True or False (circle one)

2. Your experience, knowledge and judgement are used to predict what might happen on the road.

True or False (circle one)

3. Once you have decided on a course of action, you must execute slowly to keep others safe.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Defensive Driving

Quiz Four: Unintentional Skids

Please answer the following questions:

1. A power skid results from too little acceleration.

True or False (circle one)

2. If your vehicle starts to skid, do not brake.

True or False (circle one)

3. Looking ahead and anticipating what may take place on the road is a way to control an unintentional skid.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Defensive Driving

Issue Five: Adverse Conditions - Night Driving 1

You are at greater risk when you drive at night since poor lighting, glare and other factors increase hazard recognition time as well as driver reaction time.

Poor Lighting - some areas may have bright streetlights, but many do not. On most rural roads you will probably have to depend entirely on your headlights. Less light means you will not be able to see hazards as clearly or as soon. Note that dirty headlights produce only a fraction of the light they should, so keep headlights clean.

Glare - you can be blinded for a short time by bright lights, and it takes time to recover. The risks are greater for drivers whose visual recovery time is higher.

Visual Recovery Time - this is the time it takes night vision to return after encountering a bright light. Causes of increased visual recovery time include age (this increases as you get older), high blood pressure and diabetes.

Other Drivers - there are an increased number of tired and intoxicated drivers on the road at night. Recognition and reaction time are both slowed by exhaustion and intoxication.

Windshield and Mirrors - bright lights refract off dirt on windshields and mirrors creating glare, so it is particularly important at night to have clean windshields and mirrors.

Updated 2018. Information taken from National RTAP's Safety Training and Rural Transit (START) Module.

Defensive Driving

Issue Five: Adverse Conditions - Night Driving 2

You are at greater risk when you drive at night since poor lighting, glare and other factors increase hazard recognition time as well as driver reaction time. Note that some states have specific rules about headlight use, and you should consult with your transit property to find out if there are state laws you must abide by.

Headlights - you should turn lights on approximately one hour before it gets dark and leave them on until the sun has risen above the horizon and the lights can no longer be seen on the road surface. Know your agency's policy about using headlights during the day.

At night, low beams allow you to see about 250 feet ahead of you. High beams extend your sight distance to 350-400 feet. If using high beams, dim within 500 feet of other vehicles. Defensive driving indicates that you adjust your speed to keep stopping distance within your sight distance. If a vehicle approaches with its high beam lights on, look towards the edge of the road on your right. Do not flash your bright lights at the drivers as it temporarily impairs their ability to see the road and your vehicle.

If your lights fail: a) try high and low beams (one may work); b) pull safely off the roadway and inform your passengers; c) set up the emergency warning equipment (triangles, flares); d) call the dispatcher for further instructions.

Turn Signals and Brake Lights - at night your turn signals and brake lights are even more important for communicating with other drivers. Make sure you have clean, working turn signals, brake lights, taillights, clearance lights and reflectors.

Updated 2018. Information taken from National RTAP's Safety Training and Rural Transit (START) Module.

Defensive Driving

Quiz Five: Adverse Conditions - Night Driving 1

Please answer the following questions:

1. Poor lighting and glare decrease hazard recognition time at night.

True or False (circle one)

2. Your visual recovery time is the time it takes your night vision to return after encountering a bright light.

True or False (circle one)

3. The number of tired and intoxicated drivers does not impact your safety on the road at night.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Defensive Driving

Quiz Five: Adverse Conditions - Night Driving 2

Please answer the following questions:

1. At night, low beams allow you to see about 350 feet ahead of you.

True or False (circle one)

2. If a vehicle approaches you with its high beam lights on, look towards the edge of your windshield to the left.

True or False (circle one)

3. At night, you should adjust your speed to keep stopping distance within your sight distance.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Defensive Driving

Issue Five: Adverse Conditions - Reduced Visibility

Dust, smoke, fog, rain, and snow can all reduce visibility while driving. If you find yourself in this situation, keep the following in mind:

1. Slow down.
2. Turn on your lights.
3. Use your low-beams; high-beams reflecting off snow, rain or dust tend to reduce visibility.
4. Increase following distance to two or three times that of normal driving conditions.
5. Avoid stopping in or alongside the roadway in dense fog, smoke or snow; this could result in a serious rear-end collision from traffic behind you- if you must stop, turn off your lights so you do not lead other cars off of the road.



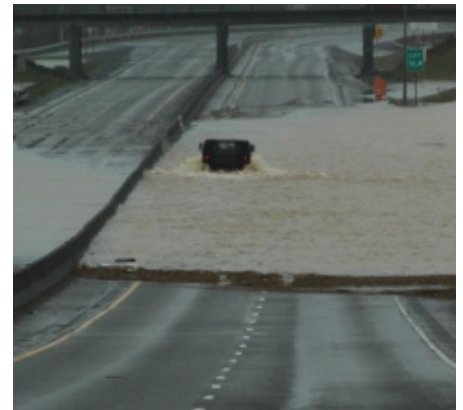
Updated 2018. Information taken from National RTAP's Safety Training and Rural Transit (START) Module. Photo by Nusura, Inc.

Defensive Driving

Issue Five: Adverse Conditions - Driving Through Water

Avoid driving through water if at all possible. If you are unable to avoid driving through deep puddles or flowing water you should:

1. Slow down.
2. Place transmission in low gear.
3. Increase engine RPM and cross the water.
4. After you exit the water, maintain light pressure on the brakes for a short distance to heat them up and dry them out.
5. Make a test stop when safe to do so- check behind to make sure no one is following and apply the brakes to be sure they work correctly.
6. Do not drive your vehicle through swiftly running water or standing pools whose depth cannot be judged. A few inches of a strong current can undermine roadbeds, as well as carry your vehicle off the roadway.



Updated 2018. Information taken from National RTAP's Safety Training and Rural Transit (START) Module.

Defensive Driving

Quiz Five: Adverse Conditions - Reduced Visibility

Please answer the following questions:

1. When visibility is reduced due to rain, snow or dust, you should use your high beams to increase visibility.

True or False (circle one)

2. When visibility is reduced, you should increase following distance to 2-3 times that of normal driving conditions.

True or False (circle one)

3. In dense fog, smoke or snow, you should always stop in the roadway if you feel that your visibility has been reduced.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Defensive Driving

Quiz Five: Adverse Conditions- Driving Through Water

Please answer the following questions:

1. After you exit the water, the training advises that you do what to dry the brakes? (choose one)

- (a) stop the vehicle for 15 minutes
- (b) maintain light pressure on the brakes for a short distance
- (c) continue to drive as usual - the brakes will dry on their own

2. You should decrease engine RMP before you cross water.

True or False (circle one)

3. You should avoid driving through water if at all possible.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Defensive Driving

Issue Five: Adverse Conditions - Winter Driving

Use the following tips when you are driving in winter conditions:

- During the pre-trip inspection pay particular attention to tire tread, vehicle heating system, and on-board emergency equipment.
- Increase following distance by two or three times normal.
- Take curves at slower speeds; brake prior to curve.
- Anticipate stops early and slow down gradually.
- Ice tends to form on shaded and elevated areas sooner and remain longer than in areas that are exposed to the sun.



Updated 2018. Information taken from National RTAP's Safety Training and Rural Transit (START) Module. Photo by David Nutter

Defensive Driving

Issue Five: Adverse Conditions - Summer Driving

Use the following tips when you are driving in summer conditions:

- During the pre-trip inspection pay particular attention to tire condition, vehicle cooling/ventilation system, and on-board emergency equipment.
- While driving, check engine temperature gauge and watch for coolant spills.
- In *extremely* hot weather:
 - a) Inspect tires every two hours or 100 miles, whichever comes first. If tires are too hot to touch, remain stopped until tires cool down.
 - b) Watch for 'bleeding tar' that has risen to the road surface as it as it can make the surface more slippery.
 - c) Check that the radiator is clear of dirt, leaves, litter or other debris.



Updated 2018. Information taken from National RTAP's Safety Training and Rural Transit (START) Module. Photo by Nusura, Inc.

Defensive Driving

Quiz Five: Adverse Conditions - Winter Driving

Please answer the following questions:

1. Ice tends to form on shaded areas sooner and remain longer than in areas with sunlight.

True or False (circle one)

2. In winter driving conditions, you should keep a normal following distance.

True or False (circle one)

3. In winter conditions, it is important to pay attention to tire tread during pre-trip inspection.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Defensive Driving

Quiz Five: Adverse Conditions - Summer Driving

Please answer the following questions:

1. You should check your engine temperature gauge regularly when driving in summer conditions.

True or False (circle one)

2. In extremely hot weather, you may have to stop occasionally to cool tires that have become too hot.

True or False (circle one)

3. "Bleeding tar" is when the hot weather causes oil to leak from the vehicle.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Defensive Driving

Issue Six: Speed and Following Distance

When traveling behind another vehicle, keep speed at a level that allows for safe stopping. While there are rules of thumb regarding following distance, what is safe will depend upon the driver, the vehicle, weather conditions, road conditions, traffic conditions and speed of travel.

How much space do you need?

- One second of space for each 10 feet of vehicle (below 40 mph)
- Add one second for speeds greater than 40 mph
- Example: (for a 30 ft bus in slower city traffic) 3 seconds between you and the vehicle in front of you
- Example: (for a 30 ft bus on an interstate) 4 second minimum between you and the vehicle in front of you

The “1,000 and 4” Rule

When the vehicle ahead passes a fixed point, like a sign, tree, or pole, begin counting “one thousand one, one thousand two, one thousand three, one thousand four.” If you pass the same point before reaching “one thousand four,” you are following too closely.

Updated 2018. Information taken from National RTAP’s Safety Training and Rural Transit (START) Module.

Defensive Driving

Issue Seven: Braking Distance

Total braking distance is a combination of the following:

Perception Distance - how far your vehicle travels from the time your eyes see a hazard until your brain recognizes it.

Reaction Distance - the distance traveled from the time your brain recognizes the hazard and your foot pushes the brake pedal.

Braking Distance - the distance required to stop the vehicle once the brakes are applied.

Speeding reduces your ability to steer safely around curves or obstacles, extends the necessary stopping distance, and increases the distance your vehicle travels while you react to the situation.

Note that braking distance increases with air brakes due to the lag time for brakes to activate. Factors such as weather, visibility and road conditions can also increase braking distance.

Calculating Reaction Distance

To calculate reaction distance, take the first digit of the speed of your vehicle plus the total speed.

Example: $25 \text{ mph} + 2 = 27$ feet
reaction distance

Add braking distance to calculate stopping distance from moment of reaction until the vehicle is stopped.

Updated 2018. Information taken from National RTAP’s Safety Training and Rural Transit (START) Module.

Defensive Driving

Quiz Six: Speed and Following Distance

Please answer the following questions:

1. The rule of thumb for following distance may not be appropriate for every driver in all situations.

True or False (circle one)

2. As a rule of thumb, you should maintain three seconds of space for each 10 feet of vehicle (below 40 mph).

True or False (circle one)

3. To help maintain a safe distance, you can use the “1,000 and 3” rule.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Defensive Driving

Quiz Seven: Braking Distance

Please answer the following questions:

1. Perception distance is the distance traveled from the time your brain recognizes a hazard and your foot pushes the brake.

True or False (circle one)

2. To calculate your reaction distance, you should take the speed of your vehicle and add two.

True or False (circle one)

3. Braking distance decreases with air brakes because of the amount of time it takes for the brakes to activate.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Defensive Driving

Issue Eight: Mirrors and Blind Spots

It is important to follow the correct procedure for setting the rearview and side mirrors. In order to maximize your vision, follow these tips:

- Adjust the driver's side mirror by resting your head against the driver's side window and moving the mirror so that you barely see the side of your own vehicle.
- Move your head the same distance to the right and repeat the process with the outside convex and rear mirrors. When a vehicle leaves your field of vision from the inside mirror it is picked up by the outside mirrors. This adjustment also helps reduce nighttime headlight glare from behind.
- Some adjustments may be necessary in vehicles without interior rear view mirrors.

While mirrors are essential safety tools, all vehicles have blind spots. You need to know your vehicle's blind spots and be aware that other vehicles have blind spots as well. As signs on large vehicles often warn, "If you can't see my mirror, I can't see you."

By regularly checking your mirrors and the road ahead you will increase your awareness of what is ahead and behind your vehicle. This will improve your recognition time and may speed reaction time.

Updated 2018. Information taken from National RTAP's Safety Training and Rural Transit (START) Module.

Defensive Driving

Issue Nine: Backing

Backing the vehicle can be very dangerous and should only be done when absolutely necessary. If you must back the vehicle, you should do the following:

1. If possible, get out of the vehicle to assess any hazards/obstacles
"GOAL" = Get Out And Look!
2. Use an adult 'spotter' to alert you to possible hazards.
3. Before backing, check carefully in all directions, including the rear.

After checking, turn on the four-way flashers, begin honking the horn (if vehicle does not have a back up alarm), and continue to give short continuous beeps on the horn while in motion.

Scan back and forth in both mirrors while backing to confirm clearances. Since mirrors are of limited use because of blind spots, and use of a spotter does not relieve you of the responsibility to back the vehicle safely, backing up should only be done if there is no alternative.

If possible, pull through and use the forward stall when parking- this will prevent you from having to back up when you leave!



Updated 2018. Information taken from National RTAP's Safety Training and Rural Transit (START) Module. Photo by Nusura, Inc.

Defensive Driving

Quiz Eight: Mirrors and Blind Spots

Please answer the following questions:

1. The first step to properly adjusting your driver side mirror is resting your head against the driver's side window and moving the mirror until you can barely see the side of your face in the reflection.

True or False (circle one)

2. Proper mirror adjustment can reduce nighttime headlight glare from behind.

True or False (circle one)

3. You can get rid of all blind spots by properly adjusting your mirrors.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Defensive Driving

Quiz Nine: Backing

Please answer the following questions:

1. Backing a vehicle is dangerous and should only be done when absolutely necessary.

True or False (circle one)

2. If you use an adult spotter, you do not have to worry about what might be behind or around you.

True or False (circle one)

3. GOAL stands for "Go Over And Look."

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Defensive Driving

Issue Ten: Passing 1

When passing parked vehicles or fixed objects, vehicles moving in the same direction, or vehicles moving in the opposite direction, your main concern is clearance. You must check that you have enough clearance before passing and you must maintain that clearance while passing.

When getting ready to pass *parked vehicles or fixed objects*, check clearance before beginning. If in doubt, get out and check (only if this is safe!). While passing, keep the bus in a straight line and maintain a clearance of 3-5 feet if you can. If clearance is close, drive with “left foot on the line,” meaning move slightly over to the left of your lane. The parked cars cannot move, but oncoming traffic will be able to adjust to your movements.

When getting ready to pass *vehicles moving in the same direction*, tap your horn to warn the driver of the vehicle you are starting to overtake. Keep the bus in straight line while maintaining 3-5 feet of clearance while passing. If the vehicle moves toward the bus or speeds up, drop back.

When passing *vehicles moving in the opposite direction*, be prepared to slow or stop if approaching vehicle should cross the center line. Stay as far to the right of the center as you can and watch for hand signals or other indications that the vehicle may turn into the path of your bus.

Updated 2018. Information taken from PennTRAIN's (PA) PennSCORE Operator Training Manual, Chapter 5 - Defensive Driving.

Defensive Driving

Issue Ten: Passing 2

School Buses

Refer to local laws concerning lawful passing of school buses. A good general rule is to not directly pass school buses that are loading or unloading children, and to remain stopped until all children and adults are either on the bus or safely off the street.

You can look to the school bus driver for a cue as to when to safely move by observing the bus's flashing lights. If the flashing lights are on, you should remain stopped and not move again until they have been turned off.

Different states may have varying laws concerning passing school buses on separated roadways or roads with multiple lanes.

Emergency Vehicles

Similarly, you should refer to your local laws about lawfully passing emergency vehicles. It is a good general rule to pull to the right, clearing the street, when an emergency vehicle is attempting to pass.



Defensive Driving

Quiz Ten: Passing 1

Please answer the following questions:

1. When passing, your main concern is timing.

True or False (circle one)

2. When possible, it is important to maintain how many feet of clearance when passing another vehicle? (choose one)

(a) 3-5 inches (b) 3-5 feet (c) 5-7 feet (d) 8-10 feet

3. When passing a parked car, you should use the “right foot on the line” method.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Defensive Driving

Quiz Ten: Passing 2

Please answer the following questions:

1. You should refer to local laws regarding emergency vehicles and school buses.

True or False (circle one)

2. It is a good practice to look at a school bus' lights to see if it is safe to directly pass a stopped school bus.

True or False (circle one)

3. It is a good practice to pull to the right and clear the road when an emergency vehicle is trying to pass.

True of False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Defensive Driving

Issue Eleven: Freeway Safety

Keep the following in mind when driving on a freeway:

- Use the 'on' ramp to gain speed and merge smoothly with traffic. Keep an eye on the vehicle(s) ahead of you and ensure they have merged successfully before proceeding.
- Watch for motorists entering the freeway and adjust your speed up or down to assist them in merging.
- Obey posted speed limits and maintain a constant speed whenever possible.
- Use a safe following distance and govern speed accordingly. Keep 4 seconds of distance between you and the vehicle in front of you. Stopping distance between your bus and the vehicle ahead should be sufficient to avoid chain reaction collisions.
- Plan ahead to avoid frequent lane changes.
- Keep your eyes moving constantly- far ahead, just ahead, left to right. This avoids fatigue and keeps you aware of traffic.
- Avoid 'rubber necking' at any unusual occurrence. Be aware of it, but concentrate on your own vehicle.
- Do not weave from one traffic lane to another or straddle lane dividing lines.
- Stay in the far right-hand lane whenever possible.
- Allow ample time and give proper signals when preparing to exit, slowing down, changing lanes, or making forced stops.
- Make no sudden stops except in an emergency. If you must stop on the freeway, observe the following traffic and make sure it responds to your signal indicating slowing down/stopping. Signal gradually and pull off pavement if necessary.
- If you become aware that your vehicle has developed some sort of trouble, exit the freeway as soon as possible.
- Do not travel alongside another bus in an adjacent lane except for a short time when taking different directions on ramps.
- Keep the bus properly lighted before daylight and after dark.

Updated 2018. Information taken from PennTRAIN's (PA) PennSCORE Operator Training Manual, Chapter 5 - Defensive Driving.

Defensive Driving

Issue Twelve: Who Should Yield?

While laws will explain who has the right-of-way in various traffic situations, from a defensive driving point of view you do not have the right of way until someone has given it to you.

In order to make good decisions on the road and keep yourself and your passengers out of harm, you should yield until it is clear to proceed safely (even if, by law, you have the right of way).

You should also keep in mind that you might have to come to a complete stop before you are able to pass safely.



Defensive Driving

Quiz Eleven: Freeway Safety

Please answer the following questions:

1. It is best to maintain a constant speed on the freeway whenever possible.

True or False (circle one)

2. When on a freeway, you should stay in the left-most lane whenever possible.

True or False (circle one)

3. Generally, you should not travel next to another bus in an adjacent lane on the freeway.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Defensive Driving

Quiz Twelve: Who Should Yield?

Please answer the following questions:

1. From a defensive driving point of view, if you have the right-of-way you should continue even if you are not confident that the other driver will yield.

True or False (circle one)

2. There may be times when you will have to come to a complete stop to yield the right of way.

True or False (circle one)

3. What is safe and what is legal is not always the same thing on the road.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Defensive Driving

Issue Thirteen: Sharing the Road - Pedestrians

When you are driving, it is important to remember that you are sharing the road. The following are tips that will raise your awareness of pedestrians, keeping everyone on the road safe:

- Watch for children dashing out into traffic. Cover the brake, drive slowly, and be ready to stop.
- Yield to pedestrians at marked and unmarked crosswalks.
- Don't pass vehicles stopped at crosswalks, and be prepared to stop for pedestrians walking in marked or unmarked crosswalks.
- Yield to pedestrians when making turns.
 - Left turns: scan the crosswalk before turning and be aware that your windshield may partially block your view.
 - Right turns: where allowed, only make a right turn on red after coming to a complete stop.
- Exit driveways slowly and carefully. Expect pedestrians on the sidewalk, near schools, commercial areas and neighborhoods.
- Watch for pedestrians along the roadway. This is especially important if you are driving on a street with no sidewalks.
- Yield to pedestrians in parking lots. Remember that your vehicle can do a lot of damage even at only 5 mph.
- Obey signals at pedestrian hybrid beacons. These signals remain off until a pedestrian presses a button. Flashing or solid yellow means prepare to stop, followed by a solid red meaning stop. Flashing red means stop or remain stopped until the pedestrian has crossed the street.
- Laws can vary from state to state, so make sure to check your local laws about pedestrian safety!

Updated 2018. Information taken from Sharing the Road with Pedestrians: A Guide for Motorists and Pedestrians, c.2011 Arizona DOT, created by Pima County (AZ) Bicycle and Pedestrian Program, Matthew Zoll, Program Manager. Design by David Burnham, Pima County Graphic Services.

Defensive Driving

Issue Thirteen: Sharing the Road- Bicyclists

Bicycles and buses have much in common: they provide transportation, reduce congestion, travel in the right-hand lane, and have slower than average speeds. The following tips will help you share the road with bicycles, keeping everyone on the road safer:

- Bicyclists have the right to ride in the street (the extent can vary by state), even with no marked bike lanes.
- Bicyclists tend to position themselves to the right of the faster moving traffic, which means they constantly cross paths with buses pulling over to make stops.
- You shouldn't drive in bike lanes unless you're pulling into a service area or making a turn. In both situations, always use your turn signal and check your mirrors. If there is a cyclist riding parallel to you, slow down to let him/her get ahead of the bus before you pull over.
- Even when car traffic backs up, bicyclists usually still have a clear path and can be traveling quickly.
- When passing a cyclist, travel at a steady speed and remain at least 3 feet away from the cyclist, more if traffic allows. If there is not enough room to pass, slow down until it is safe.
- At intersections, yield to merging cyclists when the bike lane ends and watch for cyclists that move to wait at the front of the line of traffic during a red light.
- When making a left turn, oncoming traffic can hide cyclists. Once oncoming traffic clears, pause before turning to ensure there are no cyclists in your path.
- Check sidewalks for children on bicycles.
- Always assume a cyclist could be there and check!
- Bicycling laws can vary from state to state, so make sure to check your local rules!

Updated 2018. Information taken directly from "Share the Road- Buses and Bicycles" video by Chicago Transit Authority and Chicago DOT.

Defensive Driving

Quiz Thirteen: Sharing the Road - Pedestrians

Please answer the following questions:

1. It is a good practice not to pass vehicles stopped at crosswalks.

True or False (circle one)

2. Your windshield may partially block your view of pedestrians in the crosswalk when making a left turn.

True or False (circle one)

3. When you are in a parking lot you can be more relaxed about watching for pedestrians because you are traveling at a very low speed.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Defensive Driving

Quiz Thirteen: Sharing the Road - Bicyclists

Please answer the following questions:

1. Bicyclists have the right to ride in the road, even when there is not a marked lane (the extent can vary state to state).

True or False (circle one)

2. You should leave at least this amount of space between your vehicle and a cyclist when you are passing him/her on the road: (choose one)

(a) 5 feet (b) 3 feet (c) 6-8 feet (d) 5-7 feet

3. You should always assume a cyclist could be there and check the road.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Distracted Driving

Issue One: What is a Distraction?

Distracted driving is any activity that could divert a person's attention away from the primary task of driving. The three types of distractions are manual (taking your hands off the wheel), visual (taking your eyes off the road), and cognitive (taking your mind off driving). All distractions endanger driver, passenger, and bystander safety.

Examples of distractions include:

- Texting
- Using a cell phone or smart phone
- Eating and drinking
- Talking to passengers
- Grooming
- Reading, including maps
- Using a navigation system
- Watching a video
- Adjusting a radio, CD player, or MP3 player

**ONE TEXT OR CALL COULD
WRECK
IT ALL**

Make sure you are also aware of your company's policies regarding communication devices.

Updated 2018. Information and image from National Highway Traffic Safety Administration and US DOT's Distraction.gov website.

Distracted Driving

Issue Two: Get the Facts

In 2015,
3,477 people were killed in
crashes involving a distracted driver,
and an estimated additional 391,000
were injured in motor vehicle crashes
involving a distracted driver.

Text messaging creates a crash
risk 23 times worse than driving while
not distracted.

Driving while using a cell phone
reduces the amount of brain activity
associated with driving by 37%.

Headset cell
phone use is not substantially safer
than hand-held use.

Sending or receiving a text
takes a driver's eyes from the road
for an average of 4.6 seconds, the
equivalent- at 55mph- of driving the length
of an entire football field, blind.

Updated 2018. Information from National Highway Traffic Safety Administration, Virginia Tech Transportation Institute, Carnegie Mellon, and US DOT Distraction.gov website.

Distracted Driving

Quiz One: What is a Distraction?

Please answer the following questions:

1. Reading a map is not distracted driving because it gives the driver helpful information.
True or False (circle one)
2. Distractions endanger the following people (choose one):
(a) the driver (b) the passengers (c) bystanders (d) all of the above
3. Talking to passengers is never considered a distraction for drivers because the passengers are customers.
True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Distracted Driving

Quiz Two: Get the Facts

Please answer the following questions:

1. According to the training, headset cell phone use is substantially safer than hand-held use.
True or False (circle one)
2. If you send or receive a text while driving, it takes your eyes off the road for how long (choose one)?
a) 55 seconds (b) 4.6 seconds (c) 10 seconds (d) a half a minute
3. In 2015, how many people were killed in crashes involving distracted drivers?
a) less than 3,000 people
b) more than 4,000 people
c) between 3,000 and 4,000 people

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Distracted Driving

Issue Three: Working to be Distraction Free

Use the following tips to combat distraction while you're on the road.

Physical Fatigue

Maintain a lifestyle that includes a healthy diet, sufficient rest, freedom from legal and illegal substances and mastery over personal stress, to ensure you report to work well-rested and alert each day.

Hold the steering wheel firmly with both hands. Each hand should be on opposite sides of the steering wheel at the positions of 3 o'clock and 9 o'clock. This allows you to smoothly steer left by pulling the wheel with the left hand and pushing it with the right hand and vice versa. Never hook your thumbs under the wheel.

Many transit agencies are limiting operators to a 10 hour driving limit with 8 consecutive hours off duty.

Emotional Distractions

When you arrive to work, make sure you are 100% engaged in the tasks at hand. When you experience personal problems or stress, ensure that you leave those problems on the curb each time you enter your bus. When you report to work cool, calm and in control you are able to provide safe and efficient service to your passengers.

Root causes of accidents include being hurried, distracted, complacent or fatigued. Anything that diverts your attention from driving should be considered unsafe. Your safety begins with reporting to work cool, calm and in control.

Updated 2018. Information from National RTAP's Safety Training and Rural Transit (START) Module.



Distracted Driving

Quiz Three: Working to be Distraction Free

Please answer the following questions:

1. Which of the following are recommended positions for the placement of your hands on the steering wheel?

- (a) 3 o'clock and 9 o'clock (c) 2 o'clock and 6 o'clock
(b) 3 o'clock and 7 o'clock (d) 4 o'clock and 8 o'clock

2. When you are experiencing personal problems or stress, your time driving the bus is a good, quiet opportunity to think these issues through.

True or False (circle one)

3. Maintaining a healthy lifestyle will ensure that you are well-rested and alert when you report to work each day.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Drugs and Alcohol

Issue One: Over the Counter (OTC) and Prescription Drugs

There are many reasons why individuals take medications. Examples can include allergies, anxiety, cold, depression, diabetes, heart and cholesterol conditions, pain, as well as many others.

It is important to understand that these medications may cause reactions that can impair your ability to drive safely (see right). This can especially be the case if you are taking more than one medication at a time. In order to understand how your medications are interacting with each other and your body, it is important to talk to your doctor once a year about all medications and supplements you are taking. You should also do this when you start taking a new medication. It may help to give your doctor a list of the work tasks you perform.

If you are taking medications you can work with your doctor to minimize the negative impacts they might cause. Adjusting your dose/timing of doses, changing medications, and seeking other ways to address your medical problem are all ways you and your doctor can work together.

Possible Reactions:

sleepiness
blurred vision
dizziness
slowed movement
fainting
inability to focus/pay attention
nausea

Updated 2018. Information from US DOT and NHTSA's Driving When You Are Taking Medications.

Drugs and Alcohol

Issue Two: Safety-Sensitive Employees

Anyone designated as a safety-sensitive employee, according to US DOT regulations, is subject to DOT drug and alcohol testing. For FTA grant recipients, subrecipients, operators, or contractors, the following are considered safety-sensitive functions: **vehicle operation, vehicle control (such as dispatching), vehicle or equipment maintenance, and armed security**. If you perform any of those four functions, on a daily basis or in an emergency situation, you are considered safety-sensitive (it is not based on your job title).

As a safety-sensitive employee, the following conduct is prohibited by the regulations:

- You cannot use or possess alcohol or illicit drugs while assigned to perform, or actually performing, safety-sensitive functions.
- You cannot report for duty, or remain on duty, if any of the following are true: you are under the influence of or impaired by alcohol; you have a blood alcohol concentration of .04 or greater (with a blood alcohol concentration of .02-.039, some regulations do not permit you to continue working until your next scheduled shift); you have used any illicit drug.
- You cannot consume alcohol within four hours of reporting for service or after receiving notice to report.
- You cannot report for duty or remain on duty when using any controlled substance unless prescribed by a doctor.
- You cannot refuse to test for alcohol or controlled substances.
- You cannot adulterate or substitute your test specimen.

Updated 2018. Information from US DOT's What Employees Need to Know about DOT Drug and Alcohol Testing and 49 CFR Part 655, Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations.

Drugs and Alcohol

Quiz One: Over the Counter (OTC) and Prescription Drugs

Please answer the following questions:

1. Which of the following are possible reactions to over the counter and prescription drugs? (circle all that apply)

(a) dizziness (b) nausea (c) sleepiness (d) blurred vision

2. Since you do not need to see a doctor to get over the counter drugs, they do not have any side effects and do not interact with prescription drugs.

True or False (circle one)

3. It is important to understand how medications interact if you are taking more than one type of medication.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Drugs and Alcohol

Quiz Two: Safety-Sensitive Employees

Please answer the following questions:

1. Your status as a safety-sensitive employee is based on your job title and not the actual tasks you perform.

True or False (circle one)

2. You cannot consume alcohol within how many hours of reporting for service or after receiving notice to report? (choose one)

(a) 2 hours (b) 6 hours (c) 4 hours (d) 24 hours

3. You cannot report for duty after using a controlled substance unless it was prescribed by your doctor.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Drugs and Alcohol

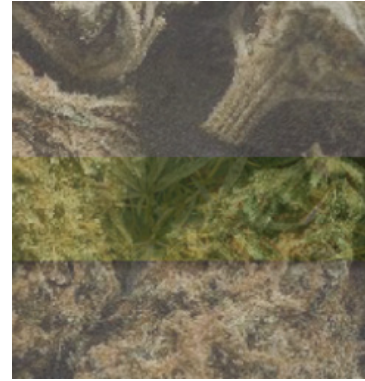
Issue Three: Prohibited Drugs

DOT drug tests are conducted using only urine specimens, and the following drugs/metabolites in your urine will cause a test to return positive:

- Marijuana metabolites/THC
- Cocaine metabolites
- Amphetamines (including methamphetamine, MDMA, MDA, MDEA)
- Opiates (including codeine, heroin (6-AM), morphine)
- Phencyclidine (PCP)

While some states allow the use of medical or recreational marijuana, federal laws and policy do not recognize any legitimate use of marijuana. Drug tests will not be verified as negative based upon state medical or recreational marijuana initiatives.

DOT states that marijuana remains listed as a drug in Schedule I of the Controlled Substances Act, and it is unacceptable for safety-sensitive employees to use marijuana.



Updated 2018. Information from US DOT's document What Employees Need to Know about DOT Drug & Alcohol Testing and US DOT Office of Drug and Alcohol Policy and Compliance Notice October 30, 2017.

Drugs and Alcohol

Issue Four: Testing

Safety-sensitive employees can be tested for drugs and alcohol in the following situations:

Pre-employment - when you are hired, you are required to submit to a drug test. Employers may also conduct alcohol testing, but it is not required.

Reasonable Suspicion/Cause - you must submit to a drug and/or alcohol test if a supervisor requests so based on reasonable suspicion. Reasonable suspicion means a trained supervisor(s) or other company official(s) reasonably believes you are under the influence of drugs or alcohol, based on specific observations concerning your appearance, speech, behavior, or body odors.

Random - you are subject to random, unannounced drug and alcohol testing.

Post-Accident - this is required if you are involved in an event (crash, accident, etc) meeting certain criteria of the DOT agency.

Return to Duty - if you have violated any prohibited drug or alcohol rules, you must take a drug and/or alcohol test before you can return to safety-sensitive functions for any DOT-regulated employer.

Follow-up - the Substance Abuse Professional (SAP) determines how often you will be tested, for how long, and for what substances. This can continue for up to 5 years.

Updated 2018. Information from US DOT's document, What Employees Need to Know about DOT Drug & Alcohol Testing, and 49 CFR Part 655, Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations.

Drugs and Alcohol

Quiz Three: Prohibited Drugs

Please answer the following questions:

1. The Department of Transportation does not recognize any legitimate use of marijuana, even if a driver works in a state that has passed state laws that allow the medical or recreational use of the substance.

True or False (circle one)

2. Methamphetamine in your urine will cause your test to return positive.

True or False (circle one)

3. Department of Transportation drug tests are conducted using only urine specimens.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Drugs and Alcohol

Quiz Four: Testing

Please answer the following questions:

1. Random drug and alcohol testing is unannounced.

True or False (circle one)

2. Upon hire, an employer may conduct alcohol testing but it is not required.

True or False (circle one)

3. Follow-up testing can continue for up to how long?

- (a) 2 years
- (b) 90 days
- (c) 5 years

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Drugs and Alcohol

Issue Five: Refusal to Test

As a safety-sensitive employee, you cannot refuse a test. The following are examples of refusals to test:

- Not appearing or remaining at a test site until the test is complete.
- Not providing a urine, saliva or breath sample.
- Not allowing yourself to be monitored while giving a urine sample (this will not always be required).
- Not supplying enough urine, saliva or breath when there is no adequate medical reason for the failure.
- Not taking a second wind when directed to do so.
- Not cooperating with any part of the testing process.
- Failing to undergo medical evaluation as part of “shy bladder or lung” procedures.
- Failing to sign Step #2 of the Alcohol Testing Form (ATF) or Copy #2 of the Federal Drug Testing Custody and Control Form (CCF).
- Providing a specimen that is adulterated/substituted.
- Not complying with any part of the testing process.
- Not following the observer’s instructions.
- Possessing or wearing a prosthetic or other device that could interfere with the collection process.
- Admitting to the collector or Medical Review Officer (MRO) that you adulterated or substituted the specimen.

Updated 2018. Information from US DOT’s document What Employees Need to Know about DOT Drug & Alcohol Testing.

Drugs and Alcohol

Issue Six: Refusals, Positive Tests & Violations

If you test positive, refuse a test, or violate DOT drug and alcohol rules the following will occur:

- 1 A supervisor or company official will immediately remove you from DOT-regulated safety-sensitive functions.
- 2 You will not be permitted to return to performing DOT-regulated safety-sensitive duties until you have completed the following: undergone an evaluation by a Substance Abuse Professional (SAP); successfully completed any education, counseling, or treatment prescribed by the SAP before returning to service; and provided a negative test result for drugs and/or a test result of less than 0.02 for alcohol (this is your return to duty testing).
- 3 Upon returning to a safety-sensitive job, you will be subject to unannounced testing for drugs and/or alcohol no less than 6 times during the first year of active service with the possibility of this continuing for up to 5 years (this is decided by the SAP). These tests will be directly observed.

While the DOT regulations do require that anyone with a positive or refusal be removed from DOT safety-sensitive functions, it does not address employment actions such as hiring/firing/leaves of absence. That is up to your employer. If you leave to work for another provider that is regulated by a DOT agency, your drug and alcohol testing history will follow you to your new employer.

Updated 2018. Information from US DOT’s document What Employees Need to Know about DOT Drug & Alcohol Testing.

Drugs and Alcohol

Quiz Five: Refusal to Test

Please answer the following questions:

1. Simply appearing at the test site is enough- if you leave the site before the test is complete it will not count as a refusal to test.

True or False (circle one)

2. Safety-sensitive employees cannot refuse a test.

True or False (circle one)

3. Not cooperating with a particular aspect of the test is considered an incomplete and not a refusal to test.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Drugs and Alcohol

Quiz Six: Refusals, Positive Tests & Violations

Please answer the following questions:

1. If you refuse a test, you will be required to finish your shift so that the agency will not be short-staffed (including performing DOT-regulated safety-sensitive functions).

True or False (circle one)

2. Upon returning to a safety-sensitive job after a positive test, test refusal or other violation of DOT drug and/or alcohol rules, you will be subject to unannounced drug and/or alcohol testing no less than how many times during the first year of active service? (choose one)

- (a) no less than 4 times
- (b) no less than 8 times
- (c) no less than 12 times
- (d) no less than 6 times

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Drugs and Alcohol

Issue Seven: Drug and Alcohol Abuse Problems

If you have a drug or alcohol abuse problem, seek help. Most communities have programs available to confidentially assist you through the evaluation and treatment of your problem. To find a treatment facility, check your local yellow pages, local health department, or visit the Substance Abuse and Mental Health Services Administration website for their treatment facility locator.

Many workplaces also have programs available to assist employees and family members with substance abuse, mental health, and other problems that affect their job performance. Here are some programs that might be available to you:

Employee Assistance Programs (EAP) - while not required by the DOT, some employers/unions might have these programs in place. Remember, you can contact an EAP even if you haven't had a positive test!

Voluntary Referral Programs - allow you to self-report your abuse problem to your employer before a violation occurs.

Peer Reporting Programs - encourage or require employees to report co-workers who have an abuse problem.

Education and Training Programs - required by all federal agencies to educate employees about drug/alcohol abuse and explain testing procedures and company policies.

Updated 2018. Information from US DOT's document What Employees Need to Know about DOT Drug and Alcohol Testing.

Drugs and Alcohol

Quiz Seven: Drug and Alcohol Abuse Problems

Please answer the following questions:

1. Your employer is required by the federal government to have drug and alcohol education and training programs.

True or False (circle one)

2. The following are places you can find information about treatment facilities if you have a drug or alcohol abuse problem (choose one):

- (a) the local yellow pages
- (b) a local health department
- (c) the US Substance Abuse and Mental Health Services Administration website
- (d) all of the above

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____



Emergency Management

Issue One: Seven Steps of Crisis Management

Use these seven steps to react calmly after an accident:

- 1 Protect yourself - keeping yourself safe ensures that someone is on the scene with the skills & training to help others. Once you're safe, focus on your passengers.
- 2 Assess the situation - ensure you are not hurt and that the vehicle is in a safe location. Check the condition of your passengers and that there is no immediate danger in the vehicle from fuel leaks or fire.
- 3 Notify the dispatcher/request aid - when in an emergency, notify the dispatcher as soon as possible. Give your location, describe what occurred, the help you need, whether you're blocking traffic, and the number and condition of passengers.

- 4 Protect others - secure the vehicle, provide aid to those injured (to the extent you are trained), keep passengers informed and on the vehicle when it's safe, and keep vulnerable passengers comfortable.
- 5 Secure the vehicle - ensure it is in a safe location, turn on 4-way flashers, prevent rollways if on a grade, put in park/neutral, set brakes, turn off engine, and set flares/triangles.
- 6 Gather incident information - take notes of what has happened, ask passengers/witnesses to complete courtesy cards, get information of other driver(s) involved, and get information from first responders.
- 7 Complete post-incident reports - once back at the transit facility, capture all data collected from the incident. Document any details needed for a later investigation or court case.

Updated 2018. Information from National RTAP's Emergency Procedures for Rural Transit Drivers Training Module.

Emergency Management

Issue Two: Hazardous Materials



While you are not expected to be an expert at reading hazardous materials placards, you do need to know that chemical releases and hazmat incidents can result from truck accidents or train derailments involving the transportation of Toxic Industrial Chemicals (TIC).

Examples of hazardous materials placards are found above. The most dangerous materials are *Radioactive*, followed by *Infectious*, and then *Oxidizer*. Keep in mind that hazardous materials transported illegally won't be labeled at all.

Symptoms of a Toxic Chemical Release

- Two or more people experiencing difficulty breathing, uncontrollable coughing, collapse, seizure, nausea, blurred vision or disorientation.
- A cloud, mist, fog, or fine powder, dust, liquid or oily residue with no explainable source.
- Items emitting an unexplainable or pungent odor or vapor.
- Abandoned or out-of-place aerosol or manual spray devices.

Updated 2018. Information from National RTAP's Emergency Procedures for Rural Transit Drivers Training Module.

Emergency Management

Quiz One: Seven Steps of Crisis Management

Please answer the following questions:

1. In order to help others, you must first ensure that you are safe.

True or False (circle one)

2. It does not matter when you notify the dispatcher of your emergency situation because they are not on the scene to assist you.

True or False (circle one)

3. After the area and your passengers have been secured, you should ask passengers, first responders, and others involved for information you can use when reporting the situation.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Emergency Management

Quiz Two: Hazardous Materials

Please answer the following questions:

1. The most dangerous category of hazardous materials is (choose one):

- (a) Infectious
- (b) Oxidizer
- (c) Radioactive

2. If two or more people experience difficulty breathing, that could be a symptom of a toxic chemical release.

True or False (circle one)

3. TIC stands for "Toxic and Infectious Chemicals."

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Emergency Management

Issue Three: Evacuation

In emergency situations, one of the hardest decisions a driver may face is whether to evacuate a transit vehicle or not. There are risks in an evacuation because of the potential to place a passenger in harm's way.

Evacuation is recommended any time that the risks of staying on board the vehicle are greater than the risks involved in having passengers off the vehicle. If there is evidence of smoke or fire, evacuate the passengers first, then investigate the cause.

Tips to assist you during any evacuation:

- Communicate calmly with passengers that evacuation is necessary, indicating which exits they are to use and where they are to gather after leaving the vehicle. If possible, the gathering place should be out of traffic, protected and at least 100 feet away from the vehicle. Also, make sure your evacuation location is upwind of the emergency situation.
- If there are children, elderly, or fragile passengers, or passengers with a disability or using a wheelchair or other mobility device, ask for evacuation assistance from ambulatory passengers if time permits. Otherwise, evacuate as quickly as you can alone.
- Evacuate all non-assisting ambulatory passengers, instructing one to take the fire extinguisher.
- Once all passengers are clear of the vehicle, calmly guide passengers to a safe area, assess their condition and make sure that dispatch and emergency personnel have been contacted.
- Emergency roof hatches and windows are only used in the event that doors are blocked or the vehicle is on its side.

Updated 2018. Information from Roaring Fork Transportation Authority's (Aspen, CO) training materials.

Emergency Management

Issue Three: Evacuation - Non-Ambulatory Passengers

When evacuating non-ambulatory passengers, keep the following tips in mind:

- Use a web cutter to cut through all securement straps.
- Use the lift, either at full capacity or half way, if possible. Operate manually if necessary to carry non-ambulatory passengers out of the vehicle.
- If the lift is not working, carry non-ambulatory passengers through the door.
- If normal exits are blocked, drag or carry non-ambulatory passengers through emergency exit windows, preferably with assistance from inside and outside of the vehicle.
- If you must use drag and carry techniques, slide passengers who use mobility devices onto a drag blanket. Grab corners of the blanket to drag or carry the passenger out the door or exit. If no blanket is available, grasp under arms and gently pull to safety.



Updated 2018. Information from Roaring Fork Transportation Authority's (Aspen, CO) training materials and National RTAP Safety Training and Rural Transit (START) Module. Photo by Nusura, Inc.

Emergency Management

Quiz Three: Evacuation

Please answer the following questions:

1. Emergency roof hatches and windows should always be used for evacuation by riders that are sitting close to them, even when the vehicle is standing upright.

True or False (circle one)

2. If there is time, you should ask ambulatory passengers for assistance when evacuating non-ambulatory passengers.

True or False (circle one)

3. You, the driver, should carry the fire extinguisher out of the vehicle.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Emergency Management

Quiz Three: Evacuation - Non-Ambulatory Passengers

Please answer the following questions:

1. If the lift can be operated manually it should be used to evacuate non-ambulatory passengers.

True or False (circle one)

2. During an emergency evacuation, you should remove all securement straps from a rider's wheelchair the same way you attached them.

True or False (circle one)

3. If you cannot operate the lift in any capacity, non-ambulatory passengers should be evacuated through the door.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Emergency Management

Issue Four: Vehicle Fires

If smoke or fire is present, shut off all electrical power, evacuate the vehicle immediately and contact dispatch. Do not open the hood or engine compartment if there are signs of fire in either area.

Remember that you are not expected to fight the fire yourself, and you should only use a fire extinguisher if you are sure of what to do and it is safe to do so. The primary purpose of the fire extinguisher is to provide a safe way out of the vehicle for evacuation purposes.

Attempt to use a fire extinguisher only if all of the following apply:

- a) Dispatch and emergency personnel have been contacted and the vehicle has been evacuated.
- b) The fire is small, contained, and not spreading beyond its starting point.
- c) The exit is clear, there is no imminent peril and you can fight the fire with your back to the exit.
- d) You can stay upwind and avoid smoke. Smoke inhalation must be avoided as just a small amount of toxic smoke can render you unconscious.
- e) The proper extinguisher is readily at hand and you know how to use it.

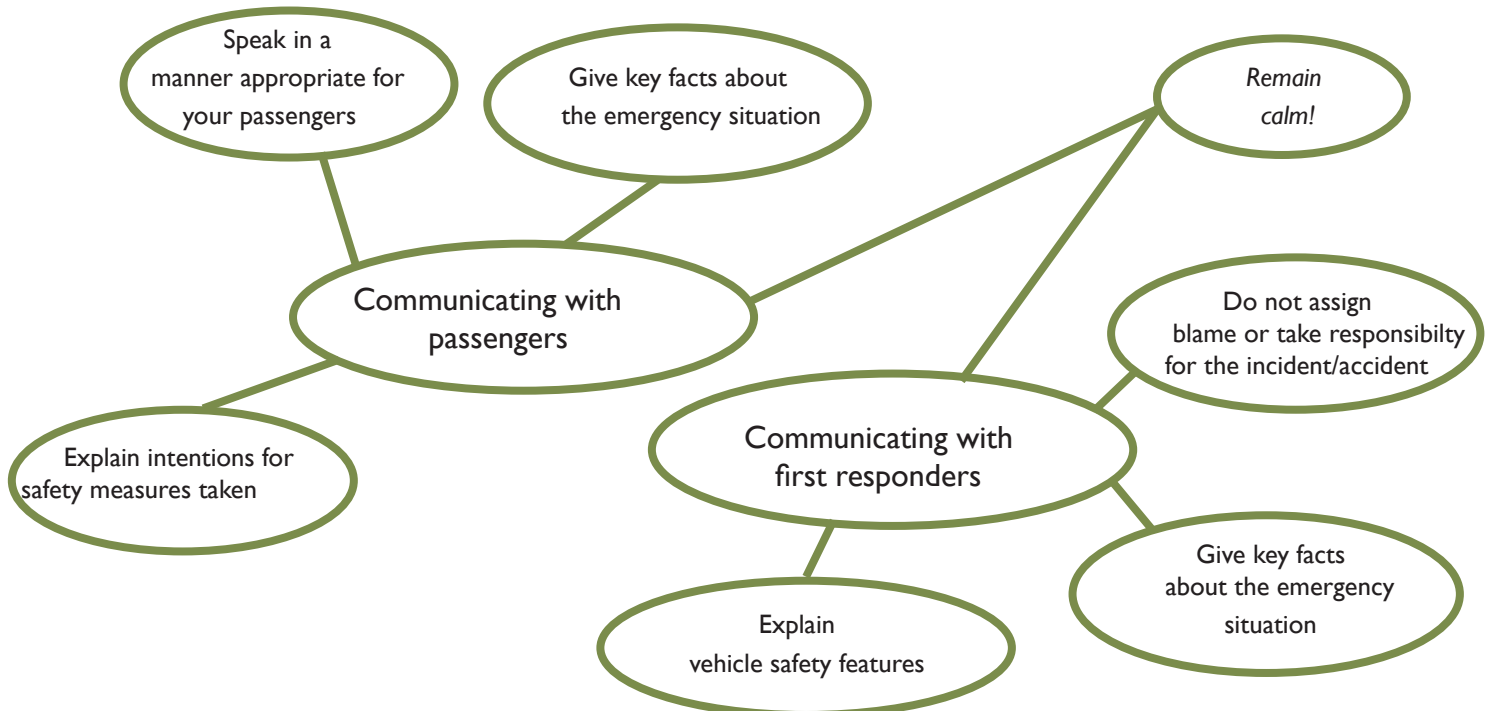
If possible, use the 'Buddy System' and have someone else back you up while you fight the fire. If you have any doubt about your safety, or you cannot extinguish the fire, leave immediately.

Using a fire extinguisher: 1) Pull the pin; 2) stand back several feet and upwind from the fire; 3) depress the handle and sweep back and forth towards the base of the fire. You usually can't expect more than 10 full seconds of power per unit.

Updated 2018. Information from Roaring Fork Transportation Authority's (Aspen, CO) training materials.

Emergency Management

Issue Five: Communication



Updated 2018. Information from Roaring Fork Transportation Authority's (Aspen, CO) training materials.

Emergency Management

Quiz Four: Vehicle Fires

Please answer the following questions:

1. The first step you should take after noticing smoke or fire is to shut off all electrical power.

True or False (circle one)

2. If it is safe to fight the fire, you should do so with your back to the exit.

True or False (circle one)

3. How long does a fire extinguisher provide full power? (circle one)

- (a) no more than 15 full seconds
- (b) no more than a half a minute
- (c) no more than 10 full seconds

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Emergency Management

Quiz Five: Communication

Please answer the following questions:

1. When communicating with passengers, you should always use the most precise, technical language so you can most accurately describe the situation. It is not your responsibility to ensure that everyone has understood.

True or False (circle one)

2. You should remain calm when speaking with anyone during an emergency.

True or False (circle one)

3. When first responders arrive, you should immediately take responsibility for the accident/incident.

True or False (circle one)

Trainee Signature: _____ Date: _____

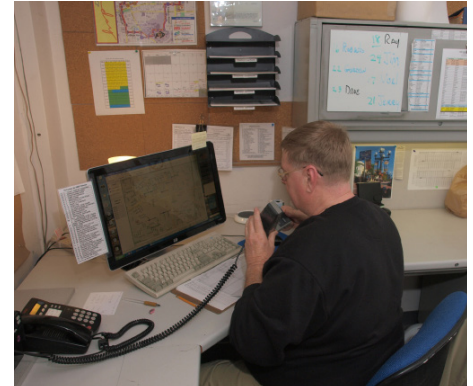
Supervisor Signature: _____ Date: _____

Emergency Management

Issue Six: Communicating with Dispatch

You should contact the dispatcher as soon as possible when you are involved in an emergency situation. Be ready to provide the following information:

- Your exact location
- The type of emergency and a brief description of what occurred
- The type of help you will need from police, fire and EMS responders
- Whether you are blocking traffic and if the vehicle can be safely moved
- The number of passengers on board the vehicle, the number passengers with wheelchairs or other mobility devices, and the nature and severity of any injuries, including whether or not you are injured



If the situation changes before responders arrive on scene, notify dispatch of the changes to the situation so that responders will have the latest information.

Updated 2018. Information from National RTAP's Emergency Procedures for Rural Transit Drivers Training Module. Photo by Nusura, Inc.

Emergency Management

Issue Seven: Securing the Vehicle

Follow these guidelines to secure your vehicle and prevent a rollaway:

1. If you decide the safest course of action is to move the vehicle off the roadway, make sure the location:
 - (a) is out of the way of traffic;
 - (b) has a good line of sight for other traffic and is not obscured by a curve or the crest of a hill;
 - (c) allows easy access for emergency response or service vehicles;
 - (d) has sufficient room for passengers to safely get off the vehicle (including those with mobility devices);
 - (e) is close to support services (street lighting, stores or retail establishments).
2. Turn on the four-way flashers.
3. If the vehicle is on a grade, turn the front wheels against the curb to prevent a rollaway (if there is no curb, block the rear wheels against the grade).
4. Put the transmission in park or neutral as dictated by the type of vehicle, set the brakes and shut the engine off.
5. Set flares/triangles to warn approaching motorists.



Updated 2018. Information from National RTAP's Emergency Procedures for Rural Transit Drivers Training module. Photo by Nusura, Inc.

Emergency Management

Quiz Six: Communicating with Dispatch

Please answer the following questions:

1. When you contact dispatch, you should be ready to tell them your exact location.

True or False (circle one)

2. You do not need to provide dispatch with the type of assistance you need as that is information for first responders.

True or False (circle one)

3. You should notify dispatch if any information changes before first responders arrive.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Emergency Management

Quiz Seven: Securing the Vehicle

Please answer the following questions:

1. Properly securing your vehicle will prevent a rollaway.

True or False (circle one)

2. If your vehicle is stopped on a grade and there is no curb, you should turn your front wheels.

True or False (circle one)

3. If you move the vehicle off the roadway, you should make sure the location allows for easy access by service vehicles.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

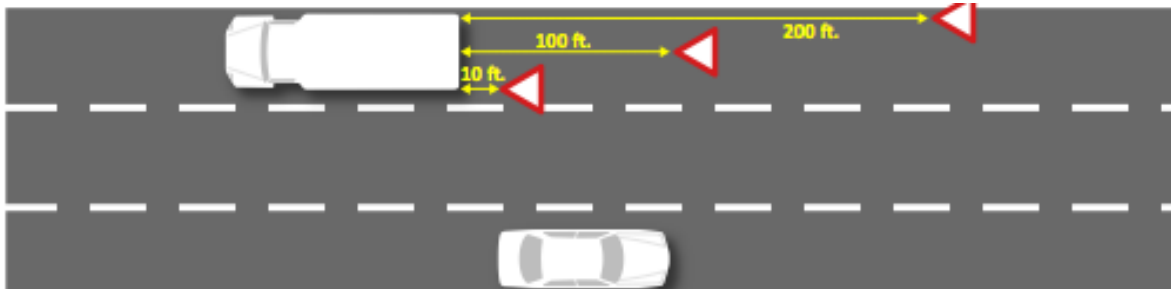
Emergency Management

Issue Seven: Securing the Vehicle - Triangles and Flares 1

Placement on a two-lane road:



Placement on a divided highway:

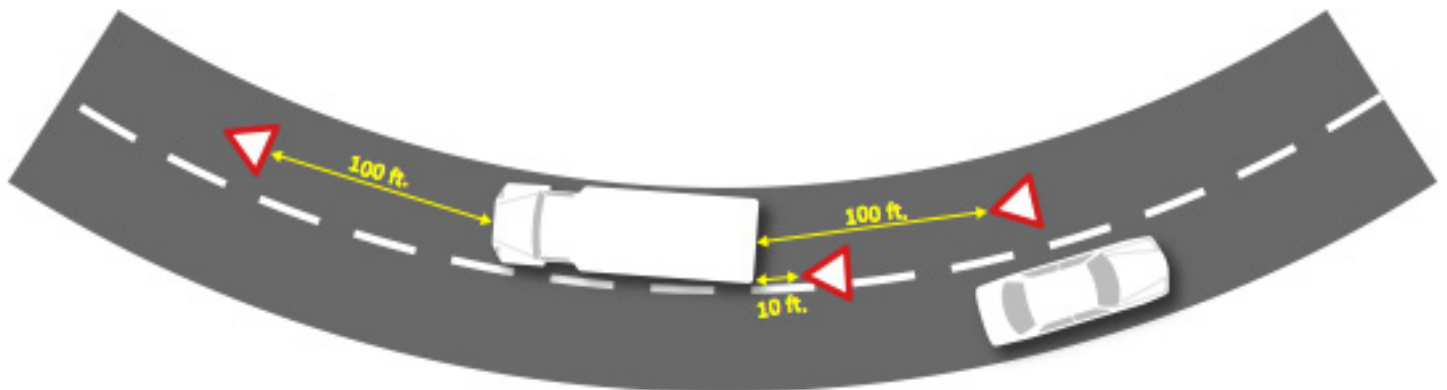


Updated 2017, Images taken from National RTAP's Emergency Procedures for Rural Transit Drivers Training Module

Emergency Management

Issue Seven: Securing the Vehicle - Triangles and Flares 2

Placement on a curve or hill:



Updated 2018. Image taken from National RTAP's Emergency Procedures for Rural Transit Drivers Training Module.

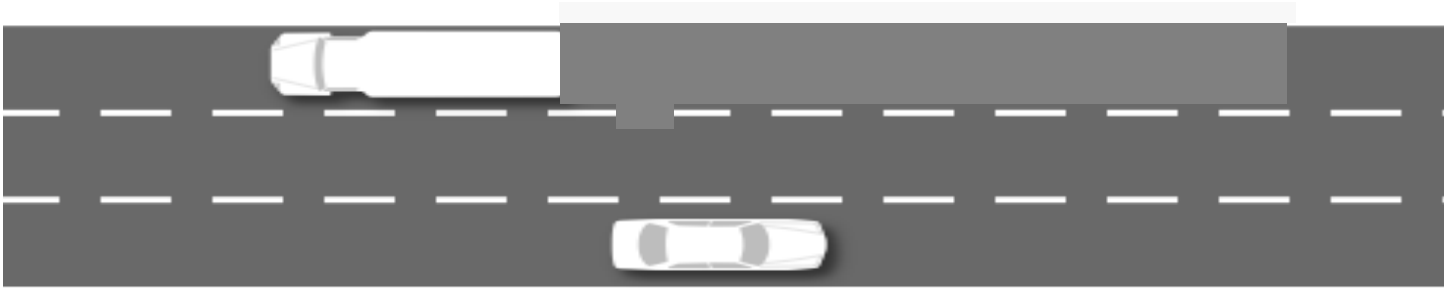
Emergency Management

Quiz Seven: Securing the Vehicle - Triangles and Flares 1

Place an 'X' on the road around the bus where the triangles or flares should go (include distances from vehicle):



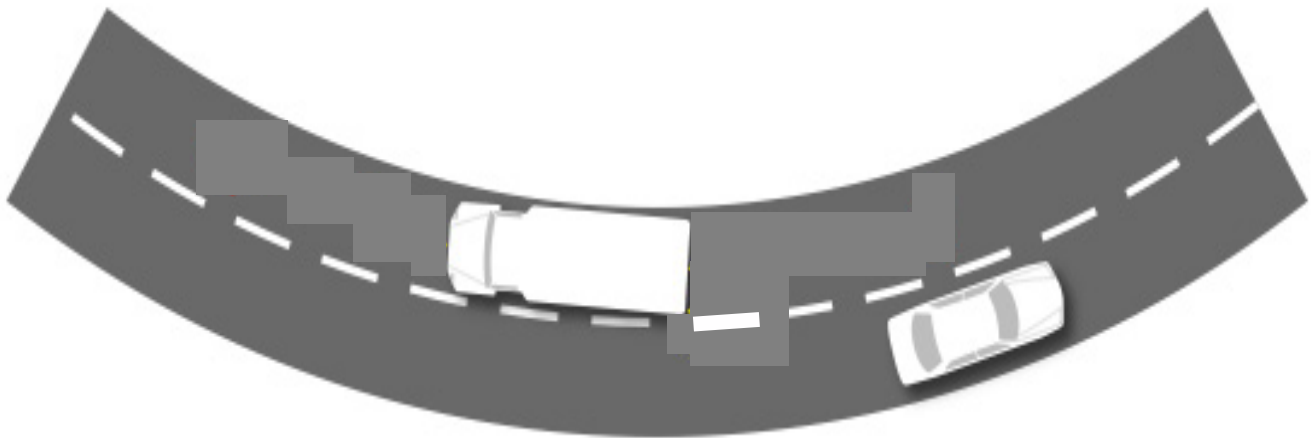
Place an 'X' on the road around the bus where the triangles or flares should go (include distances from vehicle):



Emergency Management

Quiz Seven: Securing the Vehicle - Triangles and Flares 2

Place an 'X' on the curved road around the bus where the triangles or flares should go (include distances from vehicle):



Passenger Safety

Issue One: Pre-Trip Inspection - Prepare for Vehicle Walk-Around

Preparing the Vehicle

1. Start the engine and turn on the fast idle.
2. Make sure the transmission is in neutral or park and the parking brake is set.
3. Turn on inside & outside lights and 4-way flashers.
4. Turn on heater or A/C, depending on weather.
5. Briefly test horn and windshield washer/wipers.
6. Check for belt tension and condition.

It is important to check that the parking brake is set whether your vehicle is in park or neutral.



Updated 2018. Information from National RTAP's Safety Training and Rural Transit (START) Module. Photo by Nusura, Inc.

Passenger Safety

Issue One: Pre-Trip Inspection - Walk-Around Front

The following items should be reviewed as you inspect the front of the vehicle:

Front of Vehicle

- Frame and underbody
- Tires
- Fluid leaks or abnormal engine noise
- Headlights (high & low)
- Check for body damage
- Windshield glass not chipped or cracked
- License plate present and secure
- Wiper blades not brittle or torn
- Turn/4-way signal lights
- Clearance lights and reflectors

Front Curb Side

- Frame and underbody
- Tires, rims and wheel wells
- Air tank and lines, air leaks
- Front door glass and passenger windows
- Front turn/4-way signal lights
- Clearance lights and reflectors
- Mirrors and mirror mounts

Front Road Side

- Frame and underbody
- Tires, rims and wheel wells
- Air tank and lines, air leaks
- Turn/4-way signal lights
- Clearance lights and reflectors
- Mirrors and mounts
- Driver's side window

Updated 2018. Information from National RTAP's Safety Training and Rural Transit (START) Module

Passenger Safety

Quiz One: Pre-Trip Inspection - Prepare for Vehicle Walk-Around

Please answer the following questions:

1. The vehicle's parking brake should be set when you prepare for your pre-trip inspection walk-around.

True or False (circle one)

2. When conducting the pre-trip inspection walk-around, you should turn on all inside and outside lights as well as your 4-way flashers.

True or False (circle one)

3. After you start the engine to prepare for the pre-inspection walk-around, you should not turn on the fast idle.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Passenger Safety

Quiz One: Pre-Trip Inspection - Walk-Around Front

Please answer the following questions:

1. You should check for fluid leaks or abnormal engine noises during the front walk-around.

True or False (circle one)

2. It is unimportant if the license plate is present on the front of your vehicle.

True or False (circle one)

3. You should check the front door glass during the pre-trip inspection front walk-around.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Passenger Safety

Issue One: Pre-Trip Inspection - Walk-Around Middle

The following items should be reviewed as you check the middle of the vehicle:

Middle - Road Side and Curb Side



- Frame and underbody (check for body damage)
- Wheel wells
- Mirrors and mirror mounts
- Clearance lights, reflectors and signal lights
- Tires and rims
- Air tank and lines (leaks and tampering)
- Passenger windows
- Front door glass

Updated 2018. Information from National RTAP's Safety Training and Rural Transit (START) Module. Photo by Nusura, Inc.

Passenger Safety

Issue One: Pre-Trip Inspection - Walk-Around Rear

The following should be reviewed as you check the rear of the vehicle:

Rear of Vehicle

- Frame and underbody
- Tires
- Brake lights (with assistance or a wall)
- Turn signals/4-way flashers
- Clearance lights and reflectors
- Check for body damage
- Rear window glass
- License plate present and secure, light working
- Fluid leaks

Rear - Road and Curb Side

- Frame and underbody
- Tires and rims
- Wheel wells
- Clearance lights and reflectors
- Air tank and lines
- Check for body damage
- Passenger windows



Updated 2018. Information from National RTAP's Safety Training and Rural Transit (START) Module.

Passenger Safety

Quiz One: Pre-Trip Inspection - Walk-Around Middle

Please answer the following questions:

1. The following are included in a walk-around pre-trip inspection of the middle of the vehicle (circle all that apply):

- (a) wheel wells
- (b) turn/4-way lights
- (c) passenger windows
- (d) fluid leaks

2. You should check the body for damage during the pre-trip inspection walk-around.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Passenger Safety

Quiz One: Pre-Trip Inspection - Walk-Around Rear

Please answer the following questions:

1. According to the training, how should you check the brake lights of your vehicle? (circle all that apply)

- (a) waiting until someone comments that your brake lights are out while you're on the road.
- (b) visually inspecting them yourself before you get in the vehicle and turn it on.
- (c) asking a coworker to look at the lights while you engage the brake.
- (d) backing close to a wall and looking at the reflection of the brake light in the mirror when engaging the brake.

2. You do not have to check your license plate when you are conducting a pre-trip inspection.

True or False (circle one)

3. You do not have to check your tires when you are conducting a pre-trip inspection because you will feel that something is wrong while you are driving.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Passenger Safety

Issue One: Pre-Trip Inspection - Tires and Rims

You should inspect the following each day, before the vehicle is taken out on the road:

Tread depth - should be even from wall to wall and should not be below wear bars. Depth should be 4/32 inch on steering axle and 2/32 inch on all other axles. Check each tire for minimum wear at the location of greatest wear.

Sidewall cuts - bulges or knots may indicate cord separation, leaving the tire in poor condition.

Punctures - check for nails or other objects in the tires. Even if they don't leak immediately, a flat can still occur.

Valve stems - flex the stem slightly from side to side and listen for leaking air.

Wheel rim welds - check for cracks or dents.

Inflation - check visually and with a pressure gauge or mallet.

Leaks - check wheels to ensure there is no leaked oil or brake fuel.

Wheel lug nuts - check to ensure they are tight (rust may indicate a loose nut). None should be missing.

Updated 2018. Information from National RTAP's Safety Training and Rural Transit (START) Module.

Passenger Safety

Issue One: Pre-Trip Inspection - Engine Compartment

You should inspect the following each day before you start your route (do not start the vehicle for these tasks):

1. Check for signs of tampering or attached objects.
2. Check fluid levels: oil, washer fluid, antifreeze, battery fluid covers, power steering, transmission, brake, refrigerant and others from the A/C system.
3. Check all belts and hoses for wear, and report any that are cracked or worn.
4. Check belts for snugness cracks or frays, tension and condition.
5. Check all belts including the fan, A/C compressor, water, power steering and alternator.



Updated 2018. Information from National RTAP's Safety Training and Rural Transit (START) Module. Photo by Nusura, Inc.

Passenger Safety

Quiz One: Pre-trip Inspection - Tires and rims

Please answer the following questions:

1. Tread depth should be what on the steering axle? (choose one)

- (a) 2/32 inch (b) 3/23 inch (c) 4/32 inch

2. If there is a tire puncture that is not leaking while you conduct the pre-trip inspection, you do not need to address the problem before you start your driving for the day.

True or False (circle one)

3. You should inspect tire inflation both visually and with a pressure gauge or mallet.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Passenger Safety

Quiz One: Pre-Trip Inspection - Engine Compartment

Please answer the following questions:

1. How much play should there be at the center of a belt? (choose one)

- (a) at least 3/4 inch of play (b) up to 3/4 inch of play (c) 1/2 inch of play

2. Which of the following are fluid levels that should be checked during pre-trip inspection? (choose all that apply)

- (a) oil
(b) battery fluid covers
(c) power steering
(d) transmission

3. The power steering belt does not have to be checked during pre-trip inspection if you check the power steering fluid.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Passenger Safety

Issue One: Pre-Trip Inspection - On-Board

The following items should be reviewed as you conduct your on-board inspection:

Passenger seating area - ensure each seat is secured to the floor and is not damaged. Ensure seatbelts work and the floor is clean and dry. Check for suspicious objects, light bulbs, tampering, or those that may have been left by maintenance.

Driver area - ensure you have a fire extinguisher, first aid and biohazard kits, seatbelt cutter (within reach of your seated position), three triangle reflectors or flares, flashlight and jack handle. Check that the emergency equipment is in place and that your seatbelt functions. Adjust your seat and mirrors; check all gauges as well as for signs of tampering.

Lights, brakes and stairwell - ensure your lights and brakes function properly and that the doors open and close.

Lift and lift door - ensure the door opens and closes and that the light comes on when door is open. Ensure lift controls are in good shape and that the backup manual lift handle is in place. Check that lift cycles down/up, unfolds and folds properly. Check securement devices. Check that no hydraulic fluid is leaking and there are no signs of tampering.

Mobility device securement - ensure that an adequate number of securement devices and seatbelts are available to secure all wheelchair and other mobility device positions, and check that they all function correctly and are not torn or frayed. Properly store securement devices and make sure securement tracks are clean and free of debris.

Updated 2018. Information from National RTAP's Safety Training and Rural Transit (START) Module.

Passenger Safety

Issue Two: Post-Trip Inspection

The following items should be reviewed when changing vehicle assignments, relieving another driver in service or at the end of a shift:

- Parking brake should be set and secure.
- All passengers should be off of the vehicle.
- No passenger's personal property should be on the bus.
- All windows and hatches should be closed.
- No signs of damage or vandalism are apparent inside or outside the vehicle.



You should also report any noncritical defects that you observed during your shift to ensure that the vehicle is in proper working order for the next driver.

Updated 2018. Information from National RTAP's Safety Training and Rural Transit (START) Module. Photo by Nusura, Inc.

Passenger Safety

Quiz One: Pre-Trip Inspection - On-Board

Please answer the following questions:

1. In the passenger seating area, as long as the floor is not damaged the cleanliness does not matter.

True or False (circle one)

2. You should check that the lift functions properly during the on-board pre-trip inspection.

True or False (circle one)

3. Your seatbelt cutter should be within reach from your seated position.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Passenger Safety

Quiz Two: Post-Trip Inspection

Please answer the following questions:

1. Post-trip inspections should take place in the following situations (circle all that apply):

- (a) when a driver changes vehicle assignments
- (b) when a driver relieves another driver in service
- (c) at the end of a driver's shift

2. You can conduct the post-trip inspection while your final few passengers are on board the vehicle.

True or False (circle one)

3. You do not have to report noncritical defects during your shift.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Passenger Safety

Issue Three: Seat Belts - Driver Use

According to law, any driver of a Commercial Motor Vehicle (CMV) must use the seat belt assembly before operating the vehicle if the vehicle is so outfitted (49 CFR 392.16).

The National Highway Transportation Safety Administration estimates that safety belts save about 14,000 lives a year.

While seat belt use nationally has increased, the rate of seat belt use has increased more slowly in rural areas. And, importantly, while only 19% of the nation's population lives in rural areas, 49% of all fatal crashes occur there (NHTSA 2017).

Ensure you know your system's policy about passenger seat belt use.

Wear your seat belt and encourage others to do the same!



Updated 2018. Information from National RTAP's Safety Training and Rural Transit (START) Module
Image by the National Highway Transportation Safety Administration.

Passenger Safety

Issue Three: Seat Belts - Passenger Use

Each transit system will have its own seat belt policy, and as a driver, it's your responsibility to ensure that you and all of your passengers abide by that policy.

You, as a driver, must always fasten your seat belt, and you should remind passengers to use their seat belts if the vehicle is so equipped.

According to the Americans with Disabilities Act (ADA), you are required to provide a seat belt and shoulder harness as part of the wheelchair securement system.

However, you cannot require that passengers with disabilities use the seat belt and shoulder harness unless all passengers are provided with seat belts and shoulder harnesses and are required to use them.



Updated 2018. Information from the Federal Transit Administration's Civil Rights webpage and
National RTAP's Safety Training and Rural Transit (START) Module.

Passenger Safety

Quiz Three: Seat Belts - Driver Use

Please answer the following questions:

1. According to law, any Commercial Motor Vehicle driver must use a seatbelt if one is provided.

True or False (circle one)

2. It is estimated that safety belts save about 5,000 lives a year.

True or False (circle one)

3. Research says 49% of all fatal crashes occur in rural areas.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Passenger Safety

Quiz Three: Seat Belts - Passenger Use

Please answer the following questions:

1. It is a good idea to encourage passengers to use safety belts when they are provided.

True or False (circle one)

2. According to the ADA, you must provide passengers with a seat belt and shoulder harness if they use the wheelchair securement system.

True or False (circle one)

3. According to the ADA, if a passenger is using the wheelchair securement system they must wear a shoulder strap and seat belt, regardless of whether other passengers must wear safety belts.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Transporting Non-Ambulatory Passengers

Issue One: Your Responsibility

As a driver, you are responsible for the safe boarding, securement, transport, and debarking of people who use wheelchairs and other mobility devices. To a person who uses a wheelchair or other mobility device, a trained and empathetic driver makes a particularly large difference in their quality of life.

Regardless of the service you provide, you are expected to completely facilitate boarding and debarking of people who use wheelchairs or other mobility devices.

Understanding your agency's policies is essential to fulfilling your responsibility to comply with the Americans with Disabilities Act (ADA) requirements and your responsibility to the safety of your passengers.



Updated 2018. Information from National RTAP's Safety Training and Rural Transit (START) Module. Photo by Nusura, Inc.

Transporting Non-Ambulatory Passengers

Issue Two: Equipment for Passengers with Disabilities

Vehicles with Side Lifts

- (a) Leave sufficient space between the lift and the curb to board passengers using mobility devices *or*
- (b) Park close enough to deploy the lift on the curb and sidewalk to board passengers using mobility devices.

In either case, you must select a flat area to ensure that the toe-guard flap works properly.

Vehicles with Rear Lifts

You will need sufficient clearance behind the vehicle to safely maneuver passengers using wheelchairs or other mobility devices onto the lift, also ensuring that the toe-guard flap works properly.

All Vehicles

Another consideration for serving passengers with mobility differences (seniors, injured passengers, those with mobility devices) is to stop the vehicle in an area with a smooth, solid surface leading to the vehicle. Negotiating rough, soft surfaces is not only difficult, but also dangerous to the passenger and may damage wheelchairs, scooters or other mobility devices.

Updated 2018. Information from National RTAP's Safety Training and Rural Transit (START) Module.

Transporting Non-Ambulatory Passengers

Quiz One: Your Responsibility

Please answer the following questions:

1. Passengers who use a mobility device must board and disembark the bus without assistance from the driver in demand-response systems.

True or False (circle one)

2. The Americans with Disabilities Act is a series of suggestions that transit agencies can choose to follow to provide good service for customers with disabilities.

True or False (circle one)

3. As a driver, you are responsible for the following:

- (a) the safe boarding of passengers who use mobility devices
- (b) the securement of mobility devices
- (c) the safe transport of all passengers
- (d) all of the above

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Transporting Non-Ambulatory Passengers

Quiz Two: Accommodating Disability Equipment

Please answer the following questions:

1. According to the training, to ensure that the toe-guard flap on the lift works properly the area at the bottom of the lift should be what? (choose one)

(a) wet (b) soft (c) flat (d) on an angle

2. You should never deploy the lift directly onto the curb and sidewalk to board a passenger who uses a wheelchair.

True or False (circle one)

3. If your vehicle has a rear lift, you must make sure you leave sufficient clearance behind the vehicle to safely board the passengers.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Transporting Non-Ambulatory Passengers

Issue Three: Mobility Aid Basics

It is important to have a basic understanding about people who use mobility aids, and you should keep the following points in mind when assisting a passenger who uses a wheelchair or other mobility device:

1. A person's mobility aid may be considered an extension of that person's body. Before you take charge, ask the passenger what assistance is needed.
2. Talk with the person using a mobility device as they perform any maneuvers. Ask how the brakes function, or in the case of a motorized wheelchair or scooter, how the power may be turned off. During lift operations and after on-board securement, it will be necessary to engage the brakes and/or power off the motorized wheelchair or scooter.



Updated 2018. Information from National RTAP's Safety Training and Rural Transit (START) Module. Photo by Nusura, Inc.

Transporting Non-Ambulatory Passengers

Issue Four: Lift Operations

Follow these steps when arriving to board a person with a mobility device (wheelchairs, scooters, etc.):

1. Stop on level ground with room for the platform to deploy.
2. Put the vehicle in park, set the parking brake and turn on the four-way flashers.
3. Deploy the lift while standing on the ground next to the vehicle (or from the driver's seat, depending on the vehicle).
4. Depending on the type of vehicle used: (a) Side loading van - back the passenger onto the platform; (b) Rear loading van or ramps - push the passenger forward onto the platform.
5. Make sure the mobility device brakes are set.
6. If the passenger uses a power wheelchair, disengage the clutches that transfer power to the wheels. This eliminates the possibility of the passenger steering their power wheelchair off the lift or into any obstacle on the vehicle.
7. Ask the passenger to place his/her hands on his/her lap and make sure his/her feet are clear of the toe-guard flap to avoid any injury while loading.
8. If the lift has securement handles, ask the passenger to take hold of them.
9. Always inform the passenger before the lift is engaged.
10. Hold onto the mobility device when raising and lowering the lift.
11. Once the lift platform is level with the vehicle floor, disengage the brakes on the mobility device and push the device into the vehicle so that all wheels are on the vehicle floor.
12. Re-engage the brakes on the mobility device, then raise the lift into a semi-stowed position. This prevents the passenger from rolling back onto the lift.
13. Release the mobility device brakes and steer or move the passenger into the securement location.
14. Secure the passenger; side-facing securement should not be used.

Updated 2018. Information from National RTAP's Safety Training and Rural Transit (START) Module.

Transporting Non-Ambulatory Passengers

Quiz Three: Mobility Device Basics

Please answer the following questions:

1. You should not ask a passenger who uses a wheelchair what assistance they need.

True or False (circle one)

2. A wheelchair is considered to be an extension of a person's body.

True or False (circle one)

3. It is important to ask how the brakes of a mobility device function as they will have to be engaged at certain points when a passenger boards using a lift.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Transporting Non-Ambulatory Passengers

Quiz Four: Lift Operations

Please answer the following question:

1. Order the following steps for operating a lift (place a number on the line next to each task with the number one being the first task you perform and the number five being the last task you perform):

_____ Release the mobility device brakes and steer or move the passenger into the securement location.

_____ Ask the passenger to place his/her hands on his/her lap and make sure his/her feet are clear of the toe-guard flap to avoid any injury while loading.

_____ Once the lift platform is level with the vehicle floor, disengage the brakes on the mobility device and push the device into the vehicle so that all wheels are on the vehicle floor.

_____ Stop on level ground with room for the platform to deploy.

_____ Put the vehicle in park, set the parking brake and turn on the four-way flashers.

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Transporting Non-Ambulatory Passengers

Issue Five: Wheelchair Securement 1

4-Point Securement System

All mobility devices should be secured with 4-point securement (two front, two rear). Once secured, mobility devices should move no more than 2 inches in any direction.

If the wheelchair securement area leaves little room for working (for example, backed up against a wall), scoot the wheelchair a few inches from the wall to attach the rear securement straps, then move the chair back to the proper location and tighten the straps.

For step-by-step instructions on how to use the 4-point securement system to secure the wheelchair, see *Wheelchair Securement 2* in this training section.



Updated 2018. Information from National RTAP's Safety Training and Rural Transit (START) Module. Photo by Nusura, Inc.

Transporting Non-Ambulatory Passengers

Issue Five: Wheelchair Securement 2

The following guidelines will help insure proper securement using the **4-point securement system**:

1. Center the mobility device between the four floor attachments, and set the brakes/power down the mobility device.
2. Attach front and rear securement straps, two in the front and two in the rear.
3. Attach the straps as high on the chair as possible, but no higher than the seat. The ideal angle for securement straps is 45 degrees out from the chair frame.
 - (a) If using a cam locking system, attach the front straps first to the solid junction of the wheelchair frame.
 - (b) Rear straps should be attached to a solid junction of the frame, about 2 inches below seat level on a standard wheelchair.
4. Rear belts should be parallel with the rear wheels; front belts should flair out slightly for lateral stability.
5. Route each strap in a straight line; do not bend it around a wheel or other object.
6. **DO NOT** attach the securement straps to the wheels or any removable parts of the device (for example, armrests or footrests)
7. **DO NOT** attach securement straps to the folding cross brace of a standard wheelchair.
8. Tighten all straps, but do not over tighten; a ratchet-type tightener could easily bend a standard wheelchair frame.
9. Test the mobility device to be sure you cannot move it more than 2 inches in any direction.
10. Secure the passenger with the lap belt and shoulder harness provided with the securement system, following manufacturer instructions.
 - (a) Lap belts should cross the passenger low on the pelvis, snug but not tight.
 - (b) Shoulder belts should be attached to the lap belt and be adjusted to cross the passenger on the shoulder.
 - (c) If shoulder belts are not spring tensioned, leave enough slack to fit a closed fist between the shoulder belt and the passenger.

If no other riders are required to wear shoulder straps, under the ADA you cannot require a rider using a wheelchair to do so.

Updated 2018. Information from National RTAP's Safety Training and Rural Transit (START) Module.

Transporting Non-Ambulatory Passengers

Quiz Five: Wheelchair Securement I

Please answer the following questions:

1. After a mobility device has been secured, it should move no further than: (choose one)
 - (a) 5 inches in any direction
 - (b) 2 inches forward
 - (c) 2 inches in any direction
 - (d) 5 inches forward and backward
2. If the securement area is small, leaving little room to work, you can move the mobility device a few inches away from the wall to attach the straps before moving the mobility device to the proper securement area and tightening the straps.
True or False (circle one)
3. The 4-point securement system involves having two straps secured in the front and two in the back of the device.
True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Transporting Non-Ambulatory Passengers

Quiz Five: Wheelchair Securement 2

Please answer the following questions:

1. The ideal angle to attach securement straps to a mobility device is the following: (choose one)
 - (a) 30 degrees out from the chair frame
 - (b) 45 degrees out from the chair frame
 - (c) 90 degrees out from the chair frame
 - (d) 20 degrees out from the chair frame
2. All passengers riding in a wheelchair are required to use both a lap and shoulder strap at all times.
True or False (circle one)
3. Each strap should be secured in a straight line and should not wrap around a wheel or other object.
True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Transporting Non-Ambulatory Passengers

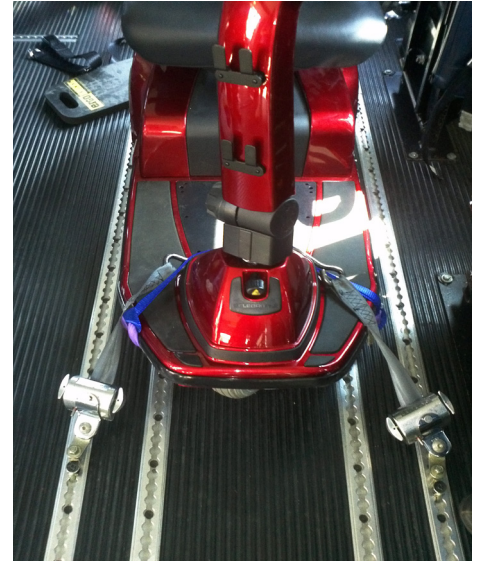
Issue Six: Securing Scooters

If a passenger is using a power scooter, it is acceptable to ask him/her to transfer to a seat, and the empty scooter should be secured.

However, in accordance with the ADA, if the passenger wishes to ride on their scooter, you must allow him/her to do so. When this is the case, the scooter and passenger must be secured together as with wheelchairs.

Due to the wide variety of mobility devices and securement systems, proper securement can present challenges.

Extension straps or loops available from securement system manufacturers can aid in securing scooters and large power wheelchairs. These loops, made from durable webbing, can be looped around the central drive shaft or seat frame and secured with two securement straps. Such straps can be permanently affixed to the mobility device of frequent riders for easy securement.



Updated 2018. Information from National RTAP's Safety Training and Rural Transit (START) Module. Photo by Ride Connection (Portland, Oregon).

Transporting Non-Ambulatory Passengers

Issue Seven: Pre-trip Inspection

The pre-trip inspection is your opportunity to ensure that your vehicle is ready to provide service to customers who use a wheelchair or other mobility device. During the pre-trip inspection, you should check the following:

1. Ensure an adequate number of securement devices and seatbelts are available to secure all wheelchair and other mobility aid positions.
2. Check that securement mechanisms function correctly and that belts are not torn or frayed.
3. Check that securement devices are properly stored and not left out of the floor.
4. Make sure securement tracks are clean and free of debris.



Updated 2018. Information from National RTAP's Safety Training and Rural Transit (START) Module. Photo by Ride Connection (Portland, Oregon).

Transporting Non-Ambulatory Passengers

Quiz Six: Securing Scooters

Please answer the following questions:

1. It is not acceptable to ask a passenger using a power scooter to transfer to a seat.

True or False (circle one)

2. If a passenger chooses to ride in his/her scooter, both the passenger and scooter must be secured.

True or False (circle one)

3. Extension straps and loops may be used when securing a power scooter and these can assist in the process.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Transporting Non-Ambulatory Passengers

Quiz Seven: Pre-trip Inspection

Please answer the following questions:

1. Securement straps should not be torn or frayed if they are to be used to secure a rider using a mobility device.

True or False (circle one)

2. Securement devices should be left out on the floor so that they are readily accessible when a rider using a mobility device enters the vehicle.

True or False (circle one)

3. The pre-trip inspection is the time to ensure that your vehicle is prepared to safely transport riders that use mobility devices.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____