

This May!!!

In Response to Overwhelming Demand...

The Community Transportation Association of America (CTAA)
and Intercity Transit present:

Passenger Service and Safety (PASS) Train the Trainer Certification Workshop

TO BE HELD IN OLYMPIA, WASHINGTON

*May 6 – 8, 2009
8:30 am – 4:30 pm*

The Passenger Service and Safety (PASS) Trainer Certification Program ensures that community transportation trainers have current expertise in passenger assistance, techniques, sensitivity skills, bus evacuation knowledge and skills in order to train drivers to serve persons with disabilities...

AGENDA:

Day 1: Trainer Certification

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- Introduction
- You as a Professional
- Customer Service: Who are your Customers; Communication; Stress Management
- Americans with Disabilities Act
- Service Animals
- Disability Awareness: Assisting the Visually Impaired; Hidden Disabilities; Stroke; Epilepsy and Seizure Disorders

Day 2: Trainer Certification

- Bloodborne Pathogens (Hepatitis A,B,C; HIV, Dialysis)
- Wheelchairs
- Lift Operating Procedures (Hands On Training)
- Wheelchair and Occupant Securement (Hands On Training)
- Emergency and Evacuation Procedures
- Driver / Passenger Sexual Improprieties
- Driver Certification Examination

Day 3: Trainer Certification and Trainer Recertification

- Analyzing Tasks and Setting Objectives
- Working with Course Outlines, Lesson Plans and Audio-Visual Aids
- Delivering Training both in the Classroom and on the Job
- Using Training Tools
- Review and Trainer Certification Examination

To be trained and certified as a PASS Trainer, you must attend all three days of training!

(over)

***Class size is limited to 16,
so make your reservations NOW!***

***Training Location: Intercity Transit Administration Building, Board Room, 526
Pattison St SE, Olympia, Washington***

***Local contact: Dave Finnell, Training Coordinator, Intercity Transit, 360-705-5854 or
dfinnell@intercitytransit.com***

CTAA and Intercity Transit have reserved a block of rooms at the Clarion Hotel. Here's how you make a reservation:

- Call the Clarion Hotel Olympia at 360-352-7200
- Tell the representative that you are part of the Passenger Service and Safety training group arriving on Tuesday, May 5 and departing on Friday, May 8.
- Reserve your room! Room rate is \$85 per night + taxes.
- If you run into trouble, ask for Savannah Landers or contact Dave Finnell at Intercity Transit (360-705-5854).

May 6 – 8, 2009

Three full days of training!

Driving directions:

Contact Dave Finnell at Intercity Transit for detailed driving directions from I-5.

Contact info: dfinnell@intercitytransit.com or 360-705-5854.



YES – SIGN ME UP!

_____ PASS Train the Trainer

3 days - \$425 (CTAA member rate \$375)

(Please Print)

Last Name _____ First Name _____

Organization Name _____

Address _____ City _____ State _____ Zip _____

Work phone _____ Fax _____ E-mail _____

Payment method: Check enclosed Bill my agency Visa MasterCard

Card number _____ Exp. date _____

Please mail or fax this form to: Len Cahill
Community Transportation Association of America (CTAA)
1341 G Street, N.W., Tenth Floor
Washington, DC 20005

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