

PAT Remote Training Plan in Response to COVID-19

Overview

Passenger Assistance Training (PAT) is required by many DOTs and brokers of transportation service as it is considered an essential safety training. PAT is designed to instruct and evaluate the transit driver's ability to perform customer service and passenger securement functions.

The traditional 8-hour, in-person PAT course is not feasible during the COVID pandemic; therefore, RLS has developed a remote learning PAT course as detailed below. Successful completion of the remote learning PAT course will result in a one-year PAT certification.

The remote learning PAT course will consist of two remote training modules and a one-on-one, in-person proficiency practicum conducted by an RLS PAT trainer in a controlled environment. The remote training modules will be conducted in two, two-and-a-half hour sessions held on the same day (one morning session and one afternoon session). Each remote learning PAT course session is limited to 10 participants. Participants must complete the online training registration by the established deadline of 48 hours prior to the training. The one-on-one, in-person proficiency test will be scheduled for each participant who successfully completes both remote training modules, as described in detail below. The practicum will be scheduled for two days after both remote training modules are held to allow for participants to complete the required tests associated with the remote training modules.

Remote Training and Proficiency Practicum

Training Module I: Customer Service and Disability Awareness - This two-and-a-half-hour session, geared to all members of the transit industry, focuses on customer service to passengers with various disabilities. Basic knowledge and requirements of the Americans with Disabilities Act (ADA) are addressed. Participants will also obtain tools to demonstrate courtesy and respect, while showing appropriate attention to differences among individuals with disabilities. In addition, this course will empower frontline employees to work confidently with all passengers. In order to receive certification, each participant must successfully complete an online exam within one business day of the presentation. The online test link will be sent to the participant immediately after the training.

Training Module II: Lift Operations and Securement Training - This two-and-a-half-hour session includes video demonstration and instruction, focusing on lift operations and proper passenger securement techniques. Participants will learn about proper lift operation and mobility device securement. Upon completion of the remote learning session, participant must successfully complete an online exam within one business day of the training and a one-on-one, hands-on practicum with a PAT trainer conducted in a controlled environment with COVID protections in place. The online test link will be sent to the participant immediately after the training.

One-on-One Proficiency Practicum – Each participant who successfully completes both the remote Customer Service and Disability Awareness and Passenger Safety and Securement Training, and passes both exams associated with said remote modules, will then be required to demonstrate their skill and proficiency in lift operations, passenger securement, and mobility device securement to receive a PAT certificate of successful completion. The one-on-one proficiency practicum will be conducted in locations near the majority of participants that allow for COVID-19 safety precautions to be practiced. The proficiency test will be restricted to one participant and the trainer. Each participant will be notified

in advance of their practicum appointment time. Forty-five minutes is allotted for each participant to complete the practicum. Prior to the proficiency demonstration, participants will be provided a brief securement elements refresher and then must demonstrate proficiency to receive a PAT certificate. Proficiency will be graded by the trainer using established criteria detailed in the Lift Operations and Securement Training. Participants will be notified of the practicum location and schedule after registering for the remote PAT training courses. Each participant will be required to sign a COVID-19 safety waiver, agreeing to abide by all COVID-19 safety requirements, prior to completing the practicum.

Certificates

Following successful completion of Training Sessions I and II and the proficiency practicum, certificates will be issued within 2 weeks of completion. Certificates are valid for one year from date of the certificate.