

YUMA METROPOLITAN PLANNING ORGANIZATION

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Passenger Assistance, Safety and Sensitivity (PASS) THE INDUSTRY STANDARD

PASS Training is unique in that it does not touch on all aspects of safety training, such as First Aid, CPR, or Defensive Driving training. The emphasis is on the passenger, ensuring their safety and comfort at every step of the boarding and deboarding process. While potential drivers at transit agencies must complete several training programs focusing on high-stakes situations, PASS trains drivers and trainers on safely securing passengers as its primary focus. Training on bloodborne pathogens and passenger evacuation is also included as an element of passenger safety, providing drivers with a basic understanding of how to approach these safety issues should they be presented with an emergency situation in the vehicle.

PASS Training Outline:

The Professional Transportation Provider:

- Introduction
- Distracted Driving
- Driver Fatigue
- Transit Employee
- Occupational Safety and Health
- Your Role as a Professional
- Professional Driving
- Customer Service
- Communication
- Stress

Understanding Your Customers:

- People are People
- First
- People First Language
- Knowing Your Passengers
- Sexual Harassment
- Assisting Passengers with Service Animals
- Disability Awareness
- Medical Conditions
- Diabetes
- Epilepsy or Seizure Disorders
- Kidney Dialysis

Transporting Passengers:

- Transporting an Aging Society
- Elderly Abuse
- Recognition, Reporting
- Lift Operation
- Wheelchair Securement
- Securing the Wheelchair Occupant
- Mobility Equipment and Features
- Passenger Securement
- ETC...

For more information, contact JR Aguilar, the Regional Mobility Manager, by phone at 928-783-8911 or email at jraguilar@ympo.org.