Presented to Metro Gateway Cities Sector Governance

Council

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Presented by:

Doug Middleton, Director OCI



Training Methodologies

Operator Rulebook

- Classroom Training
- Field Training

Refresher Training





Standard Operating Procedure

- 7.15 Wheelchairs / Customers with Disabilities
- Equal Access
- Inability to Board



- 7.16 Use of Accessible Equipment
- Use of lift or ramp for ambulatory customers



Standard Operating Procedure

- 7.110 Accessible Equipment
- Pre-pull out Safety Equipment
- Post-pull Out
- Customer Stop
- Using Lift, Ramp or Kneeling Device
- Wheelchair Securement
- Use of Accessible Equipment by Other Customers



OCI Basic Classroom Training

Module 10: ADA Equipment

- Inspecting ADA equipment
- MTA and Bus Operator responsibilities
- ADA requirements for lifts and securement devices
- Safety precautions for operating ramps on buses
- Policies and procedures for kneeling
- Procedures and policies for boarding customers with disabilities



OCI Basic Field Training

- 40 minutes per group (2:1 ratio)
- Hands on demonstration
- Bus positioning
- Lift / Ramp controls
- Customer assistance
- Proper securement

























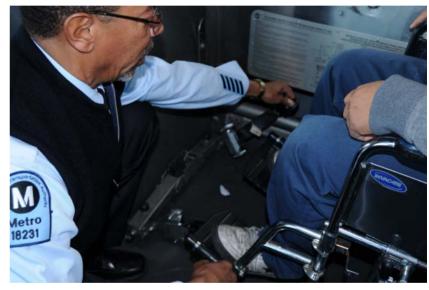














Wheelchair Securement Procedure





















Wheelchair Markings and Tether Strap Program







Questions or concerns related to operator training please call:

Doug Middleton 213-922-6770

