

CapMetro

**Customer Satisfaction
Advisory Committee**

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Accessibility Trainings for Operators

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Introduction



Provides a strategic, high-level overview of the Fixed Route Operator training program and the Demand Response Access Operator training program.

Defines the foundational training components of classroom instruction and Behind the Wheel (BTW) training for Operators including ADA training.

Reinforces how the training framework is intentionally aligned to support job performance, operational standards, and role requirements.

Fixed Route ADA Training Overview

- Comprehensive ADA-Compliant training
- Aligned with FTA/DOT standards
- Classroom + BTW + Hands-on
- TAPTCO & FRS integration



Classroom ADA Training

In the classroom training, the following items are covered:

- ADA regulations
 - The American with Disabilities Act (ADA) is a federal civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and public and private places open to the general public.
- Disability awareness
 - The ongoing practice of championing inclusion, accessibility, and equal rights for individuals with visible and invisible disabilities.
 - Not all disabilities are obvious.
 - Avoid stereotypes. Treat people as individuals and avoid pitying them or assuming their disability is the defining part of their lives.

Classroom ADA Training

- Communication skills
 - Communicating effectively with people with disabilities requires, respect, patience and adaptability. Always speak directly to the individual and ask before offering help.
 - Always maintain eye contact with the passenger. DO not address caregiver, interpreter, or companion while discussing the passenger's needs or travel arrangements.
 - Offer don't make assumptions about someone's abilities. If it appears they need assistance, politely ask: "May I help you with anything? Or How can I best assist you?"
 - Respect personal space. Never touch or move a wheelchair, cane or service animal without explicit permission.



Classroom ADA Training

- Service animal policies
 - Under the Americans with Disabilities Act (ADA), a service animal is legally defined as a dog (or miniature horse) individually trained to perform work or tasks directly benefiting a person with a physical, sensory, psychiatric, intellectual, or other mental disability. Emotional support or comfort animals do not qualify.
 - Service animals are generally harnessed, leashed, or tethered in public places. However, animals can work-off leash if the handler's disability prevents using these devices, or if a leash interferes with the animal's safe, effective performance of tasks.



Demand Response PASS Program



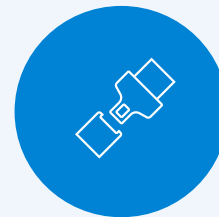
The PASS program equips Operators with the expertise to safely, respectfully, and legally transport passengers with disabilities under ADA guidelines.



Builds Operator proficiency in customer service and safety skills by providing best practices on fall prevention, working with service animals and preventing harassment on the vehicle.



Equips operators with emergency preparedness and crisis management skills to confidently handle medical or safety incidents, manage bloodborne pathogens, and execute orderly passenger evacuations.



Supports the development of skills to safely secure mobility devices, guide riders, and manage technology.

Behind-the-Wheel Training

When a person is introduced to the vehicle, the following ADA Training is done to validate practical application.

- Real-world ADA scenarios
- Ramp/lift operation
- Wheelchair boarding
 - Assist riders who use manual wheelchairs on and off lift platforms/or up and down ramps
- Instructor validation



Demand Response Behind the Wheel (BTW)



Behind the Wheel (BTW) Training Delivers structured, hands-on driving instruction for all Demand Response Service Vehicles.



Emphasizes the safe, precise operation of smaller transit vehicles in complex environments including residential areas, tight spaces and variable routing conditions.



Focuses on defensive driving, passenger safety, and strict adherence to ADA requirements, including proper use of lifts, ramps, and mobility device securement.



Builds operator proficiency in real-time decision-making, customer interaction, and on-demand service delivery.



Prepares operators to consistently deliver safe, reliable, and accessible transportation aligned with service standards and regulatory expectations.

Demand Response Cadetting



Cadetting is a structured, on-the-job training phase in which trainees operate in live service under the direct supervision of a qualified instructor or mentor.



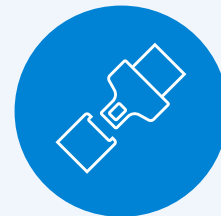
Provides a transition from controlled training environments to real-world Demand Response operations, reinforcing skills learned in Behind the Wheel and classroom settings.



Focuses on route execution, schedule adherence, customer service, and proper use of technology such as mobile data terminals and scheduling systems.



Emphasizes safe passenger interaction, including assistance for ADA riders and application of accessibility protocols in real-time service conditions.



Supports the development of independent decision-making, accountability, and consistency in delivering safe, reliable, and customer-focused transportation services.

TAPTCO/AVATAR & Fixed Route Services (FRS) Integration

The TAPTCO/AVATAR Bus Safety Courses align with CapMetro's policies and procedures, which in turn align with federal regulations.

- Safety-based curriculum
- Standardized procedures
- Scenario training
- System consistency



FRS Procedures

The ADA Fixed Route Operating Procedure is the core of CapMetro Academy's ADA Training. It covers the following items from a local and practical way.

- Vehicle Alignment
- Stop announcements
- Boarding assistance
- Equipment handling
- ADA compliance



New Hire Training Hours

Initial CapMetro Academy Training

- Classroom + Behind the Wheel Training
 - ~16 annual hours
- Constant Focus
 - ADA
 - Safety
 - Customer service



Capital Metro Assistance for Persons in Mobility Devices



Disability Sensitivity

CapMetro Academy's Fixed Route Training emphasizes the importance of respectful, adaptable communication with passengers.

- Respectful communication
- Person-first approach
- Adapt to needs
- Inclusive service



Wheelchair Securement

Our local Fixed Route Procedure covers the following items.

- 4-point system
 - A 4-point tie-down system is an industry-standard method for securing a wheelchair to a vehicle's floor. It uses four adjustable straps (two at the front, two at the rear) connected to floor anchors and solid parts of the wheelchair frame, preventing movement during transit.
 - Quantum: Automatic locking system which continually adjusts its grip as needed throughout the ride.
- Ramp/lift use
 - When necessary and upon request, operators are required to assist passengers using mobility devices with lifts, ramps and securements. Operators must assist passengers with boarding and alighting including pushing passengers on and off the ramp or lift. This includes persons in manual wheelchairs. Operating the controls of a power wheelchair must be done by the customer. If additional assistance is required, operators should contact dispatch and request a supervisor.



Wheelchair Securement

- Ask before assisting
 - Employees must always ask a person with a disability if assistance is needed before providing help. Staff should never assume that assistance is required. If assistance is requested, employees should ask how the individual would like to be assisted and follow their instructions to ensure safe, respectful, and effective service.
- Hands-on training
 - For employees with focus on passenger assistance, mobility device securement, lift/ramp operation, and customer service techniques to ensure regulatory compliance and safe, accessible transportation services.
- Reasonable Modification
 - Vary by passenger and each request must be considered on a case-by-case-basis.

ADA Refresher Training

ADA Refresher Training happens based on the following items

- Annual refreshers
 - 8 Hours of Refresher Training is required annually; ADA Refresher Training must be addressed during this training.
- Policy updates
 - Staff must be notified and trained on any changes in policies.
- Post-incident retraining
 - Any Incident that is ruled preventable requires remedial training. Therefore, if a preventable incident is deemed preventable, the responsible staff member must undergo refresher training.
- Continuous improvement
 - Training is continuously adapted to address changes in regulations and equipment.

Summary



Operators receive extensive and continuous training that goes beyond initial onboarding. This includes monthly safety meetings where focused training topics are introduced, as well as annual and biannual sessions designed to reinforce key skills.

These efforts ensure training remains current and aligned with the latest industry standards.

Our commitment to our operators is our top priority—equipping them with the knowledge, resources, and tools they need to be fully prepared and successful before entering the field.



Zach Anner & the
Quest for the
Rainbow Bagel

CapMetro

Thank you!