

Passenger Assistance: Certification for Trainers



School of
Continuing Education
Center for Transportation Education & Development
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Milwaukee, WI 53203-2602

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School of
Continuing Education

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Workshop location
Center for Transportation Education and Development
University of Wisconsin-Milwaukee

School of Continuing Education
161 W. Wisconsin Ave.
Milwaukee, Wisconsin



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The Center for Transportation Education and Development at the University of Wisconsin-Milwaukee is a recognized national leader in developing and delivering exceptional transit training. For more than 25 years, CTED has built strong working relationships with leading transit professionals in the country.

Customized Training Delivered to Your Location

The Center for Transportation Education and Development provides on-site professional development seminars and custom designed workshops for transit organizations, state Departments of Transportation, as well as non-profit and for-profit organizations throughout the U.S. All workshops listed on our website are available for customization to meet your specific needs, and can be delivered to your location. To learn more about customization, contact Ken Woodall at 414-227-3332 or email woodall@uwm.edu.

General Information

To Register

Register online at www.sce-registration.uwm.edu or call 414-227-3200 or 800-222-3623.

Who Should Attend?

Drivers, managers and trainers, whether experienced or new to training, will benefit greatly from this course. The highly personalized workshop is appropriate for professionals with varying degrees of experience and expertise.

Workshop Description

Passenger Assistance training delivers a comprehensive university quality program at an affordable price. Our focus is on service, safety and sensitivity.

This training enhances individual knowledge, skills, and competencies in passenger assistance. The curriculum continually evolves to embrace new ideas and to address new issues.

This workshop helps you to:

- develop self-confidence as a trainer
- learn the basics of passenger assistance
- learn how to evaluate and assess on-the-job performance
- help maintain quality transportation service
- improve the transit service your agency provides
- gain competency-based on-the-job skill assessment
- design training programs

The curriculum closely follows ADA training guidelines for passenger assistance, sensitivity, and safety with oversight and support from the University Wisconsin System. Specifically, it focuses on:

- sensitivity training covering disability awareness, cultural diversity, and learning styles
- communication and assistance strategies for a range of disabilities
- lift operations, wheelchair securement, and passenger restraint systems
- basic body mechanics

For More Information

For further details, contact Ken Woodall at 414-227-3332 or email woodall@uwm.edu. To learn more about this and other Center for Transportation Education and Development programs visit www.sce-transitcted.uwm.edu.

“The Center for Transportation Education provides a professional and comprehensive training experience that benefits all in the transit industry.”

*Todd M Allen, Director
Business Development and Community Relations
RouteMatch Software, Inc. - Raleigh, NC*

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Instructors:

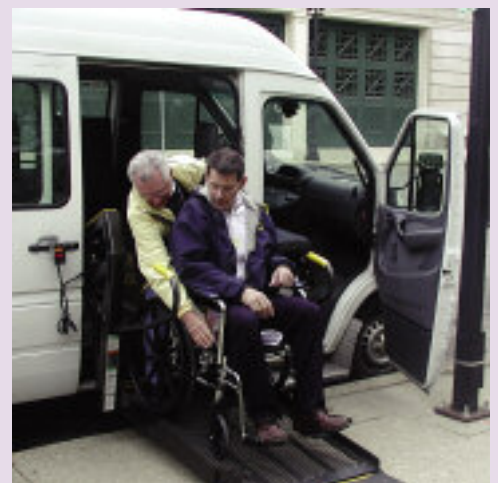
Mary Lee Spitz, MEd, OT/L

Ms. Spitz has a Bachelor's degree in OT and Masters in Education. She has been a certified passenger assistance instructor for 20 years. A licensed occupational therapist, she has worked as an independent consultant and speaker experienced in working with wellness and disability populations. Ms. Spitz has a range of knowledge and experience that includes physical rehabilitation services, biofeedback, diversity/sensitivity training, and lifting and handling techniques. Her teaching skills are highly motivational and her hands-on style gives you valuable learning-to-job skills transfer.

Robert P. Schmitt, Ph.D.

Dr. Schmitt received his doctoral degree in Geography and Urban Planning from the University of Iowa, where he specialized in transportation related studies. He is a consultant in transportation and training and has specialized in transportation research, technology transfer, technical assistance and training. Dr. Schmitt possesses over 25 years of experience in many facets of driver training. His dedication is second to none and has earned him the reputation as being one of the most widely renowned passenger assistance trainers in the country.

No Wisconsin tax dollars were used in the printing of this publication



“The Passenger Assistance program is excellent. The combination of classroom and hands-on training provides a very effective learning experience.”

*Jack Tuttle, Manager
Veterans Transportation Services – Waltham, MA*