



**DRIVERGE**<sup>®</sup>  
VEHICLE INNOVATIONS

# PROFESSIONAL TRAINING SERVICES

## Building Value Beyond the Vehicle



*Being trained in the proper use of wheelchair securement equipment is essential to a worry-free riding experience for your passengers and drivers.*



*Drivers take turns using a wheelchair lift or ramp and learning the proper procedures for loading and securing a wheelchair passenger. Hands-on training helps to prepare drivers for real-life conditions they will encounter with actual passengers.*



*Classroom style training can be held at your facility or an off-site location. Driverge can also arrange for training at one of our manufacturing plants or retail partner locations.*

Your passengers, both with disabilities and without, are people first, and they rely on you and your drivers to get where they need to go. Having the best built and safest transport vans on the road isn't enough if the driver isn't properly trained or the wheelchair passenger isn't properly secured.

That's why professional training, and the option to get drivers certified, is so critical.

### Training Features & Benefits

- Potential Insurance Premium savings
- Set your company above your competition by having trained or certified drivers
- Investment in training is minimal compared to the cost of accidents and lawsuits
- Doing it right the first time and every time is the best way to lower costs
- Less down time due to incidents
- Allows drivers to practice techniques and ask questions with a professional trainer before experiencing situations with actual passengers
- Training gives drivers added confidence leading to greater retention and longevity
- Improved customer service skills
- Happier, more loyal customers
- Knowledge and compliance with ADA law
- Increased employee loyalty – your investment shows you value your drivers
- Builds a safety culture within your company

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## Certification & Training Options

- **PASS – Passenger Assistance, Safety & Sensitivity**
- **Basic Wheelchair Securement Training**
- **Defensive Driving Online Training**
- **Vehicle & Upfit Training**

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Read more about our training options on the following page. Custom-designed programs can also be provided to meet the specific needs of your business. Email us at [training@driverge.com](mailto:training@driverge.com).

## Ideas made to move

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## Certification Programs & Training Options

### **PASS – Passenger Assistance, Safety & Sensitivity**

PASS is a driver certification program developed by CTAA (Community Transportation Association of America) that is the industry standard for commercial transport drivers, especially those who focus on transporting people with disabilities.

#### **Subject areas covered include:**

- Customer Service, Professionalism
- ADA – The Americans with Disabilities Act
- Disability Awareness, Service Animals
- Wheelchairs & Assistive Devices
- Wheelchair Securement



#### **Options:**

- All in person, or Combination online/in-person
- PASS Recertification Training also available

### **Basic Wheelchair Securement Training**

#### **Attendees will learn the basics of:**

- Operating wheelchair lift or ramp
- Proper wheelchair securement
- The securement devices needed
- Passenger safety & sensitivity

Session starts in a classroom setting (or outside the vehicle), and then demonstrations are done in vehicle. Attendees will receive hands-on experience.

- Time: Approx. 2-3 hours (dependent on number of attendees)
- Optional Certification available from AMF-Bruns (AMF-Bruns retractors only)

### **Defensive Driver 10X Online Training Course**

The Defensive Driver training course helps improve knowledge and skills to recognize and avoid motor vehicle collisions and violations, and identify the benefits of defensive driving. It helps reduce accident risk for both new and seasoned drivers. Developed by the National Safety Council, this course provides engaging content tailored to the participant, factoring in age, driving attitudes and behaviors to motivate behavior change and increase retention.

#### **Subject areas covered include:**

- The Collision Prevention Formula
- Defensive Driving techniques
- Driving in adverse conditions like weather, traffic, construction
- Actions to take when experiencing distracted, fatigued and aggressive drivers
- The six most unsafe driving behaviors
- Quiz challenges

#### **Options:**

- Online only



### **Vehicle & Upfit Training**

Get your team trained on the specific vehicles you have or are putting in your fleet. Ensure they know how to properly operate every component, and they know the safety and emergency features available.

#### **Subject areas covered include:**

- Drivege upfit, safety features, and user instructions on all the components drivers and passengers will interact with.
- Upfit components can include:
  - SmartFloor and SmartSeats
  - Power Wheelchair Lift
  - Bus Door Entry
  - Flex-Flat Ramp system

### **Training Inquiries**

For information on how you can conduct a training program in your company, contact your Driverge representative, or Driverge Training at [training@driverge.com](mailto:training@driverge.com).