

## Metro Mobility Operator Training Process

Prior to performing Metro Mobility service (driving a Metropolitan Council vehicle with passengers on board (even deadhead between a drop and the next pick up)) the following topics need to be completed:

- 1) Pre-employment criminal history and motor vehicle check must be submitted and reviewed (MN Administrative Rule, 8840.5900, Subps. 11-14.)
- 2) DOT physical performed and received from an authorized medical examiner (MN Administrative Rule, 8840.5900, Subps. 1-7.)
- 3) Passenger Assistant Training Part A covering the following topics (MN Administrative Rule, 8840.5910, Subp. 1, A):
  - a. Wheelchair handling (MN Administrative Rule, 8840.5910, Subp. 5, E)
  - b. Transferring from a wheelchair to a seat (MN Administrative Rule, 8840.5910, Subp. 5, F)
  - c. Appropriate handling of a bus (MN Administrative Rule, 8840.5910, Subp. 5, G)
  - d. Lift operation and mobility device securement (MN Administrative Rule, 8840.5910, Subp. 5, H)
  - e. Ambulatory passenger assistance (MN Administrative Rule, 8840.5910, Subp. 5, I)
- 4) Two-way communication device (radio, cell phone) usage (MN Administrative Rule, 8840.5910, Subp. 1, B.)
- 5) Wheelchair securement and lift operations (MN Administrative Rule, 8840.5910, Subp. 1, C.)
- 6) Accident and emergency procedures (MN Administrative Rule, 8840.5910, Subp. 1, D.)
- 7) Daily vehicle inspection report (MN Administrative Rule, 8840.5910, Subp. 1, E.)

Prior to a driver being allowed to perform revenue service on their own, the following topics need to be completed:

1. 4 hours of defensive driving (MN Administrative Rule, 8840.5910, Subp. 2, A.)
2. 4 hours of Abuse Prevention training (MN Administrative Rule, 8840.5910, Subp. 2, B.)
3. 4 hours of Passenger Assistance Training Part B (MN Administrative Rule, 8840.5910, Subp. 5, A-D and Subp. 6)
4. 4 hours of First Aid training (MN Administrative Rule, 8840.5910, Subp. 4, A-G.)

Triennially (every 3 years) the operator must complete an STS refresher course. This must be completed within 3 years of the initial certification.

1. 4 hours of First Aid (MN Administrative Rule, 8840.5910, Subp. 9, A.)
2. 2 hours of Defensive Driving (MN Administrative Rule, 8840.5910, Subp. 9, B.)
  - a. An annual operator evaluation will be credited to this requirement, provided the evaluator is an STS certified Defensive Driving instructor.
3. 2 hours of Abuse Prevention and Passenger Assistance (MN Administrative Rule, 8840.5910, Subp. 9, C.)
4. 7 hours of Continuing Education (MN Administrative Rule, 8840.5910, Subp. 9, D.)
  - a. This criterion can be met through monthly operator meetings. You need to ensure you retain a copy of sign in sheet and agenda for each month for documentation of training. This should be kept as a separate record from the STS book.