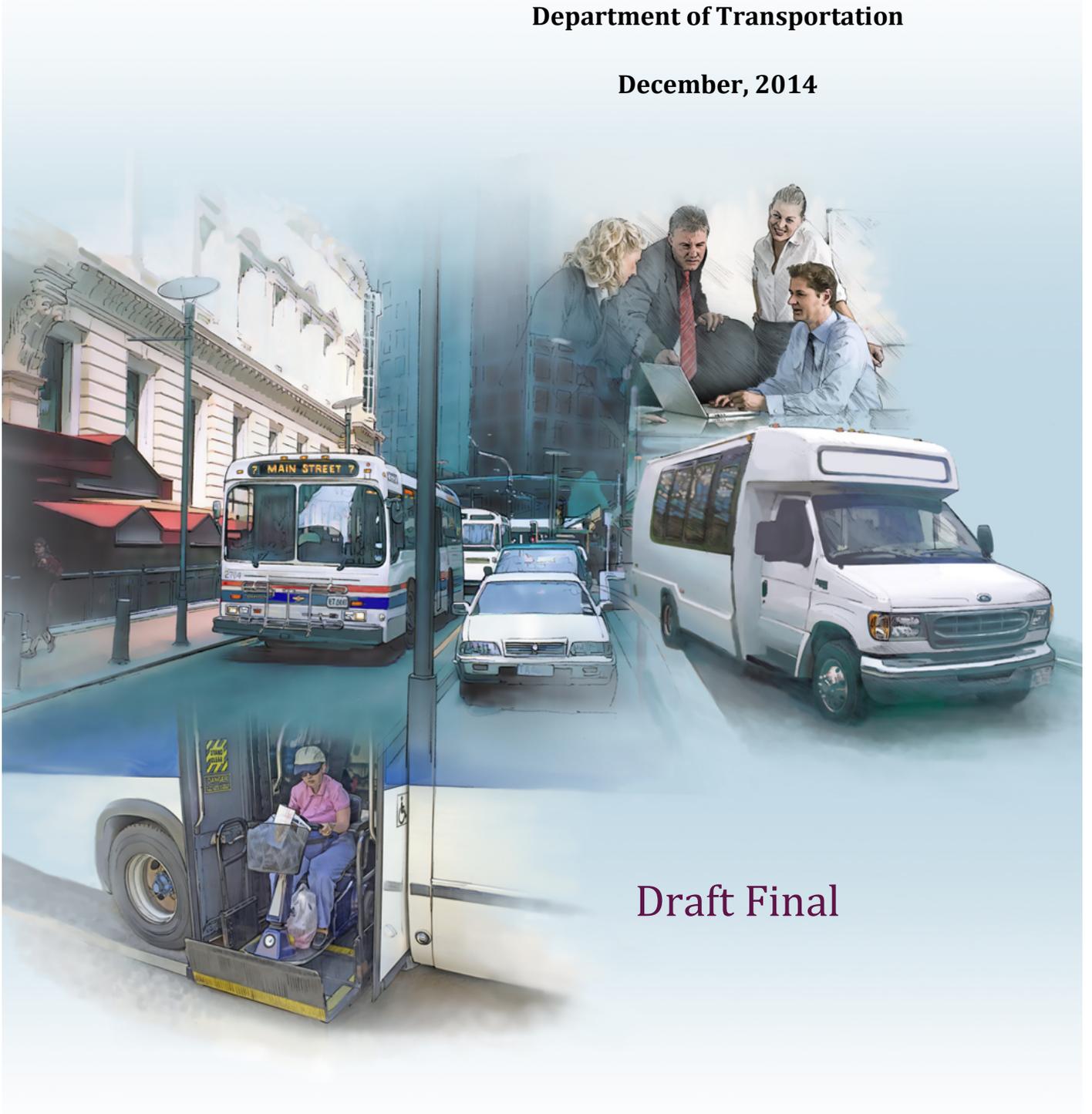




Transit Training Toolkit

Prepared for North Carolina
Department of Transportation

December, 2014



Draft Final

NORTH CAROLINA DOT – TRAINING TOOLKIT INTRODUCTION

The following training courses have been identified and categorized for reference by North Carolina Department of Transportation (NCDOT) funded transit providers. The courses have been divided into two groups; core training courses and refresher or supplemental training courses.

Core training courses were chosen to provide transit systems with a foundation course that contains the essential elements of training meeting NCDOT standards. The course length and cost vary for each area of concentration. This Toolkit provides two options for core training programs.

Refresher or supplemental training programs are designed to complement the core training or build on the training with subject matter not included in the core training, but relevant to the needs of the transit system. This Toolkit provides four options for refresher training programs.

The following categories have been chosen by NCDOT as important areas of training to support transit systems across the state.

CATEGORIES

- DD:** Defensive Driving
- ADA:** Americans with Disabilities Act requirements and Wheelchair Securement
- BBP:** Bloodborne Pathogens
- EP:** Emergency Procedures
- DA:** Illegal Drug Use and Alcohol Misuse
- CS:** Customer Service
- EVAL:** Ridecheck and Operator Evaluations
- OTHR:** Other

This Toolkit provides a listing of each training course that meets NCDOT standards and have been reviewed by a panel of National transit trainers and categorized by the following list of icons. These icons will allow the reader to quickly identify courses that meet their particular needs.

Along with the attribute icons, each training course listed will provide a description of the training and contact information. Some courses may require a certified trainer to provide the training.

ATTRIBUTES OF TRAINING

Cost

- No Cost for Training** 
- Low Cost for Training:** 
- High Cost for Training:** 

Format

- Web Based Course:** 
- Classroom Course:** 
- DVD or VHS:** 
- Self Teach:** 

Description

- Certification Course:** 
- Customized:** 
- Train the Trainer:** 
- Other**
- On-site Vehicle Required:** 
- Travel Required:** 
- Not exclusive to transit** 
- Used in NC:** 

DEFENSIVE DRIVING

CORE TRAINING

Course Name: DDC4



Description: This four hour course is based on an instructor-led classroom mode and is packed with interactive content such as videos, hazard clips, animated visuals and an instructional “guide”. In the most current 6th edition, an organization may elect to customize the course in a series of 10-minute modules. Each lesson can be customized to include key topics such as:

- ◆ Corporate driver safety policies
- ◆ Vehicle maintenance
- ◆ Inspection procedures
- ◆ Additional content on distracted and impaired driving
- ◆ Parking lots and parking lot hazards
- ◆ Handling vehicle breakdowns
- ◆ Expanded instruction on roadway markings

This course will teach:

- ◆ The stages, causes and prevention of collisions
- ◆ How to reduce collision risk with defensive driving strategies
- ◆ How driving distractions such as talking and texting affect driving ability
- ◆ The definition of impairment and its related dangers
- ◆ The impact of physical, weather, road and traffic conditions
- ◆ How to identify and minimize aggressive driving activities
- ◆ The four fatal driving behaviors
- ◆ Easy-to-use instructor manual

The instructor manual is a scripted guide for instructors to ensure a consistent delivery. The manual is designed in a format that describes what an instructor needs to do and say and mirrors the structure of the course guide. This instructor manual contains lesson plans, teaching tips, scenarios for class discussion and special notes to instructors. It features:

- ◆ Suggested timing for all lessons
- ◆ Clear icons to identify content and activity types
- ◆ A clean, scannable format to support smooth facilitation
- ◆ Prominent and consistent titling to support topic transitions
- ◆ Probe for suggestions to help instructors keep discussion moving
- ◆ Instructor Notes to share key information about teaching the course near the associate content
- ◆ Bold typeface use for titles and key terms to indicate where to add emphasis
- ◆ Answer keys for exams

Agency/Company: National Safety Council (NSC)
Cost: \$41.25
Website: <http://www.safetyserve.com>
(Qualified Trainer Required)



Course Name: Smith System - Drive Direct

Description: This one-day, cost-effective, advanced training program is designed to improve drivers' skills and habits through a combination of classroom education and valuable on road instruction. Each driver learns through several behind the wheel experiences, and by observing an instructor-narrated drive that demonstrates unique techniques to navigate through traffic. Classes are conducted on location with a maximum of five students. Each student receives reference materials, a personalized written evaluation (which is copied to the employer) and recommendations for areas of improvement. Check website for upcoming training in your area.

Agency/Company: Smith System
Cost: Price Varies – call for pricing
Link: <http://www.smith-system.com/home/>
(Qualified Trainer Required)

REFRESHER TRAINING



Course Name: Coaching the Van or Bus Operator

Description: These are 4-hour individual programs developed by the National Safety Council. These programs address issues specific to the vehicle size, increased blind spots, weather, backing, using mirrors, stopping distance, etc. These two specialized courses designed either for the van or bus operator compliment the organization's existing driver training program.

Agency/Company: National Safety Council
Cost: Call for pricing
Website: <http://www.nsc.org/Pages/Home.aspx>
(Qualified Trainer Required)



Course Name: Defensive Driving – Small Vehicles (65 mins)
Course Name: Defensive Driving – Large Vehicles (57 mins)

Description: Most vehicle accidents are actually the result of human error. If an error is made at the wrong moment, an accident or collision will result. A consistent, defensive approach to

driving is the best way to reduce the likelihood of driver error. The goal of this course is simple: to provide you with the knowledge and safe driving techniques you need to prevent collisions and violations.

With Driver's Alert you'll have the freedom and flexibility to train your workforce on time and on budget with unlimited online training. You will have access to more than 400 unique English and Spanish safety courses for one low, fixed rate.

Features Include:

High-quality graphics, 3D animation and illustrations

Intuitive navigation and bookmarking

Dynamically changing quizzes to verify learning, ensure accountability and improve retention

Full integration with driver monitoring platform

Company/Agency: Driver's Alert

Cost: \$24 per employee, per year + one time set up fee – access to all online training videos

Website: <http://www.driversalert.com/>

Course Name: 2 The Point: Defensive Driving



Description: These training cards have been designed to be quick refresher trainings for drivers that can be reviewed in the break room, while parked and waiting for a passenger to finish an appointment, or at the beginning of the day before beginning a route. Each card has training information on the front and a set of questions on the back. After the driver finishes reviewing the information, he/she can answer the short quiz. There is space at the bottom of the card for both the driver's and his/her supervisor's signature.

The Defensive Driving training cards allows drivers to sharpen their skills on operating a vehicle in multiple environments while reducing risk. The refresher training includes identifying driving hazards, use of safety equipment, driving techniques and sharing the road with others.

This program is meant to be an interim refresher course only and more detailed trainings should take place periodically.

Agency/Company: National RTAP

Cost: Free

Website: <http://webbuilder.nationalrtap.org/2thePointTraining.aspx>

OTHER COURSES RELATED TO DEFENSIVE DRIVING

Course Name: Curbing Transit Employee Distracted Driving



Description: This course is designed to raise awareness of distracted driving with the desired outcome of reducing the risk of distracted driving by public transportation professionals. The ½ hour online course covers:

- ◆ Definition of the term "distracted"
- ◆ Risks of driving while distracted
- ◆ Typical distractions
- ◆ Tips for preventing distracted driving
- ◆ Regulations, laws, and company policies using wireless devices

Agency/Company: Federal Transit Administration (FTA)

Cost: Free

Website: <http://transit-safety.fta.dot.gov/training/new/CourseDetails.aspx?csid=53>

Course Name: Distracted Driving



Description: The National Highway Traffic Safety Administration (NHTSA) estimates that driver inattention is a factor in 80 percent of highway collisions. By failing to give full attention to the road, distracted drivers put themselves, their passengers and everyone else on the road at risk. This course presents strategies drivers can use to remain focused on the road.

With Driver's Alert you'll have the freedom and flexibility to train your workforce on time and on budget with unlimited online training. You will have access to more than 400 unique English and Spanish safety courses for one low, fixed rate.

Features Include:

High-quality graphics, 3D animation and illustrations

Intuitive navigation and bookmarking

Dynamically changing quizzes to verify learning, ensure accountability and improve retention

Full integration with driver monitoring platform

Company/Agency: Driver's Alert

Cost: \$24 per employee, per year + one time set up fee – access to all online training videos

Website: <http://www.driversalert.com/>

Course Name: Distracted Driving



Description: This module presents compelling information in a manner that will change your drivers' opinions about using cell phones and other hand-held devices while driving. It also focuses on a broader view of four types of distractions, including:

- ◆ Cognitive -- the kinds of mental lapses that interrupt your driving focus
- ◆ Physical -- anything that takes your hands off the steering wheel
- ◆ Visual -- items outside the vehicle like that new, huge LED billboard
- ◆ Auditory -- radio, passenger conversations, etc.

This course offers students rich interactive content that will persuade them to reduce their own distractions while also preparing them to identify and avoid distracted drivers sharing the roads.

Agency/Company: Smith System

Cost: \$12

Link: <http://www.smith-system.com/home/>

AMERICANS WITH DISABILITIES ACT WHEELCHAIR SECUREMENT

CORE TRAINING

Course Name: Passenger Service and Safety (PASS)



Description: The (PASS) Trainer and Driver Certification Program ensures that community transportation drivers have current expertise in passenger assistance techniques and sensitivity skills appropriate for serving persons with disabilities. The PASS program is designed as a three-day Train-the-Trainer to certify trainers who can then train drivers or as a two-day Driver program in which our instructors train your drivers.

Some of the advantages of offering the PASS certification program is the ability to reduce organizational liability; comprehensive, up-to-date training on the assistance drivers should be providing to passengers with special needs; intensive emergency situation training; certification oversight provided by national leaders in the community transportation field; and updates for all participants on relevant regulatory changes. The certification is valid for three years and can be renewed on-line or by attending a PASS workshop.

We are pleased to announce that in cooperation with the University of Wisconsin (UWM) School of Continuing Education, CTAA's certificate programs now offer continuing education units, or CEUs.

The course outline for the two-day driver certification program as well as the three-day trainer certification includes:

Day 1: Trainer Certification

- ◆ Introduction
- ◆ You as a Professional
- ◆ Customer Service: Who are your Customers; Communication; Stress Management
- ◆ Americans with Disabilities Act
- ◆ Service Animals
- ◆ Disability Awareness: Assisting the Visually Impaired; Hidden Disabilities; Stroke; Epilepsy and Seizure Disorders

Day 2: Trainer Certification

- ◆ Bloodborne Pathogens (Hepatitis A,B,C; HIV, Dialysis)
- ◆ Wheelchairs
- ◆ Lift Operating Procedures (Hands On Training)
- ◆ Wheelchair and Occupant Securement (Hands On Training)
- ◆ Emergency and Evacuation Procedures

- ◆ Driver / Passenger Sexual Improprieties
- ◆ Driver Certification Examination

Day 3: Trainer Certification and Trainer Recertification

- ◆ Analyzing Tasks and Setting Objectives
- ◆ Working with Course Outlines, Lesson Plans and Audio-Visual Aids
- ◆ Delivering Training both in the Classroom and on the Job
- ◆ Using Training Tools
- ◆ Review and Trainer Certification Examination

Closed enrollment setting: All inclusive CTAA member rate of \$7,500 for state, local and community transit organizations sponsoring this training workshop- this includes all travel and related expenses for the trainer and all workshop materials. It would be the host's responsibility to supply the classroom site, a wheelchair, a lift-equipped vehicle and audiovisual equipment.

- ◆ CTAA members sponsoring this workshop will receive a \$500 discount
- ◆ Class size: limited to sixteen persons
- ◆ Participants cover their own costs related to attend the training
- ◆ Open enrollment setting: \$500 per participant

Closed enrollment classes may be requested by a local, regional, or state agency
Open enrollment classes are being offered at regional venues around the country.

Email training@ctaa.org for the latest offerings; visit our training calendar for more information on the PASS program.

Agency/Company: Community Transportation Association of America (CTAA)

Cost: On-site class \$7,500 or Open Enrollment - \$500 per participant (may require travel)

Website: www.ctaa.org

Course Name: PASS Online



Description: The PASS basic program consists of 6 modules and includes comprehensive training on the assistance that drivers should be providing to passengers with special needs. It is based on CTAA's Passenger Service and Safety (PASS) driver and trainer certification program that has successfully trained and certified over 45,000 drivers and instructors. It is regarded as an industry standard and we are proud to offer PASS training in an online format. For more information on the Community Transportation Association of America (CTAA) and to purchase training materials, go to www.ctaa.org/training.

Subject areas include:

- ◆ Customer Service, Communication and Stress Management
- ◆ Americans with Disabilities Act
- ◆ Service Animals

- ◆ Disability Awareness: Assisting the Visually Impaired; Hidden Disabilities; Stroke; Epilepsy and Seizure Disorders
- ◆ Bloodborne Pathogens (Hepatitis A, B, C; HIV, Dialysis)
- ◆ Wheelchairs
- ◆ Emergency and Evacuation Procedures
- ◆ Driver / Passenger Sexual Improprieties

Benefits include:

- ◆ Comprehensive training on the assistance that drivers should be providing to passengers with special needs.
- ◆ Increased efficiency and improved morale
- ◆ Can reduce a system's exposure to liability lawsuits
- ◆ May be an important factor in reducing insurance premiums

Agency/Company: Community Transportation Association of America (CTAA)

Cost: \$25 for CTAA Members, \$50 for non-members.

Website: www.ctaa.org

Course Name: Passenger Assistance Techniques Training



Description: Passenger assistance training is required by many transportation funding sources and insurance providers. This seven- to eight-hour course includes video, handouts, a hands-on practicum, and certificate of completion. Training includes both classroom instruction and "hands-on" practice to address ADA regulations and requirements, passenger sensitivity, lift operation, and wheelchair securement.

Agency/Company: RLS and Associates, Inc.

Cost: Call for pricing

Website: <http://www.rlsandassoc.com>

REFRESHER TRAINING

Course Name: AMDS – Advanced Mobility Device Securement



Description: The goal of Advanced Mobility Device Securement Skills Development Workshop is to present, demonstrate, and practice problem-solving skills for securing powered mobility devices. After successfully completing this two-day workshop, participants will be able to:

- ◆ Discuss federal requirements regarding securement and seat belt use
- ◆ List pre-trip preparation tasks
- ◆ Identify mobility device securement equipment
- ◆ Determine effective strap securement locations on mobility devices
- ◆ Explain the use and placement of seat belts and shoulder belts

- ◆ Recognize how proper body mechanics and exercise can reduce the risk of on-the-job injuries

To accomplish these objectives, the workshop integrates lecture, visual aids, participant discussion and learning activities. This one-day course will examine best practices regarding securement and seat belt use, detail pre-trip preparation, identify mobility device securement equipment, determine effective strap securement locations on devices, explain the proper use and placement of seat belts and shoulder belts, and outline proper body mechanics and exercise that can reduce the risk of on-the-job injuries. The training will use lecture, visual aids, participant discussion and interaction, hands-on practice, individual exercises and small-group exercises. Generally 2 instructors work with this training.

Agency/Company: National Transit Institute (NTI)

Cost: Free (15 person minimum)

Website: <http://www.ntionline.com>

Course Name: Safe and Secure



Description: The Safe & Secure Training Program is a valuable resource for new-hire and refresher training.

The Doing It Right training video is an interactive curriculum, available in DVD and VHS formats, showing both school bus and transit personnel the proper way to secure passengers with special needs and their wheelchairs. 20 minute video.

It covers a variety of topics such as:

- ◆ Pre-Trip Assessment
- ◆ Sensitivity Training
- ◆ Component & Assembly Operation
- ◆ Securing the Wheelchair
- ◆ Securing the Occupant
- ◆ System Care and Maintenance

Additional certificates of completion and on-site training and certification are available upon request.

Agency/Company: Sure Lok

Cost: \$25

Website: <http://www.sure-lok.com/training.html>

Course Name: Q-Straint Training Videos



Description: The following DVD training videos are available through Q-Straint’s website. The videos provide instruction on proper use of Q-Straint securement systems.

QRT Max*

Format: DVD

Run Time: 19 minutes

Includes: Trainer and Trainee workbooks, checklists and video.

QRT Deluxe & Standard

Format: DVD

Run Time: 17 minutes

Includes: Trainer and Trainee workbooks, checklists and video.

Q'Vest

Format: DVD

Run Time: 12 Minutes

*Online training videos are also available for this product.

Agency/Company: Q-Straint

Cost: Free

Website: http://www.qstraint.com/en_na/training/products

Course Name: Wheelchair Securement



Description: Wheelchair Securement is an award-winning interactive course to help drivers learn the procedures of wheelchair securement and lift operation. These skills are required for safely transporting wheelchair passengers. The course has been specially designed by the Center for Transportation e-Learning, to meet the distinct needs of rural and small urban organizations with wheelchair-accessible buses and vans. The student also gains the many benefits offered by online delivery, including convenience of scheduling, engagement through interactivity, and consistency in learning.

The course covers the procedures that drivers must perform effectively:

1. Picking up and boarding passengers
2. Securing the wheelchair to the vehicle
3. Verifying wheelchair securement
4. Deboarding the passenger

Agency/Company: Center for E Learning
Cost: Call for pricing
Website: <http://www.ctelonline.com/>

Course Name: Passenger Assistance Techniques Training (Refresher)



Description: Passenger assistance training is required by many transportation funding sources and insurance providers. This four-hour course includes classroom instruction, hands-on practicum and certificate of completion. This course is considered a refresher for veteran drivers who have previously completed the eight hour PAT course and primarily focuses on lift operations and securement. Participants will learn about and discuss passenger sensitivity, lift operation, and wheelchair securement.

Agency/Company: RLS and Associates, Inc.
Cost: Call for pricing
Website: <http://www.rlsandassoc.com>

OTHER COURSES RELATED TO AMERICANS WITH DISABILITIES ACT

Course Name: ADA 101



Description: ADA is a Federal Transit Administration (FTA) compliance area. The purpose of the training is to review ADA transportation requirements with public transportation agencies (public and non-profit) involved in providing public transit, human services transportation, or general public demand responsive transportation in North Carolina and to discuss key implementation issues.

Agency/Company: Institute for Transportation Research and Education at NC State University
Cost: Call for pricing
Website: <http://www.itre.ncsu.edu/Public/education/ada.asp>

Course Name: The Americans with Disabilities Act: “A Big Picture View”



Description: This 6-hour training explores all aspects of the ADA including the history, the letter of the law, types of service delivery, facilities, reasonable modifications, and challenges resulting from the ADA.

Agency/Company: RLS and Associates, Inc.
Cost: Call for pricing
Website: <http://www.rlsandassoc.com>

BLOODBORNE PATHOGENS

CORE TRAINING

Course Name: Bloodborne Pathogens Training



Description: Designed for those who are at risk for on the job exposure to blood and other bodily fluids in the workplace. The course teaches staff how bloodborne pathogens are spread, how to avoid exposure and what to do if exposed to infectious material. This course is one of the requirements of the OSHA Bloodborne Pathogens Standard. After taking this course, students should talk with their employer about their workplace's specific policies and procedures. Those who complete the training receive a Bloodborne Pathogens Training certification valid for one year. In addition to this training, you should meet with your employer representative so he/she can inform you about specific policies and procedures and answer questions about how this training content applies to your workplace.

Agency/Company: American Red Cross

Cost: \$25

Website: <http://www.redcross.org/take-a-class/course-dowbt00000000010733?pageNo=1>

Course Name: Bloodborne Pathogens Training – Online



Description: Designed for those who are at risk for on the job exposure to blood and other bodily fluids in the workplace. The course teaches staff how bloodborne pathogens are spread, how to avoid exposure and what to do if exposed to infectious material. This course is one of the requirements of the OSHA Bloodborne Pathogens Standard. After taking this course, students should talk with their employer about their workplace's specific policies and procedures. Those who complete the training receive a Bloodborne Pathogens Training certification valid for one year. In addition to this training, you should meet with your employer representative so he/she can inform you about specific policies and procedures and answer questions about how this training content applies to your workplace.

Agency/Company: American Red Cross

Cost: \$25

Website: <http://www.redcross.org/take-a-class/course-dowbt00000000010733?pageNo=1>

Course Name: Infectious Disease Awareness and Prevention



Description: Infectious Disease Awareness and Prevention is designed to provide transit employees with the knowledge and skills to:

- Identify the types of infectious diseases they may encounter
- Discuss how these diseases are often spread
- Describe how they can protect themselves and others from these diseases
- Explain the proper way to dispose of and decontaminate infectious material or contaminated items and areas

To accomplish these objectives, the 4 hour course integrates lecture, visual aids, participant interaction, and learning activities.

Delivery Options:

Hosted Train-the-Trainer. This option is for organizations that plan on implementing the training for their employees using their own instructional staff. Participants preview the course and discuss how they can use NTI's materials to implement it at their organization. NTI provides the instructor and student materials free of charge. The requesting organization is responsible for providing a training location and audio/visual equipment. Each participant receives an Instructor Package that includes an Instructor Guide, Course Slides and Instructor Notes and a Participant Workbook in hard copy and electronic format. A minimum class size of fifteen is required.

Agency/Company: National Transit Institute (NTI)

Cost: Free

Website: <http://www.ntionline.com/courses/courseinfo.php?id=116>

REFRESHER TRAINING

Course Name: Your Ticket to Safety



Description: During the past few decades our nation and the entire world have seen the dramatic and deadly impact of bloodborne pathogens (i.e., AIDS and hepatitis). "Your Ticket To Safety: Bloodborne Pathogen Awareness" is a video for transit professionals - providing a personal and ready reference for public transit system personnel, including managers, drivers, mechanics, other employees and service providers. This 16 minute online video can be downloaded or viewed on the Iowa DOT website.

Agency/Company: Iowa DOT

Cost: Free

Website: http://www.iowadot.gov/transit/video_tickettosafety.html

Course Name: Bloodborne Pathogens



Description: There are many jobs that employees are dying to get, but there are none worth dying for. The Occupational Safety and Health Administration (OSHA) estimates that more than 5.6 million workers in health care and related occupations such as nurses, custodians, maintenance staff and research personnel are at risk of occupational exposure to bloodborne pathogens.

With Driver's Alert you'll have the freedom and flexibility to train your workforce on time and on budget with unlimited online training. You will have access to more than 400 unique English and Spanish safety courses for one low, fixed rate.

Features Include:

High-quality graphics, 3D animation and illustrations

Intuitive navigation and bookmarking

Dynamically changing quizzes to verify learning, ensure accountability and improve retention

Full integration with driver monitoring platform

Company/Agency: Driver's Alert

Cost: \$24 per employee, per year + one time set up fee – access to all online training videos

Website: <http://www.driversalert.com/>

Course Name: Bloodborne Pathogens: Just the Facts



Description: Let this program help you meet the annual training requirement for any employee who can reasonably be expected to be exposed to blood or bodily fluids on the job, and use it to prepare all employees to deal safely with this type of exposure. This will give viewers a complete picture of the risks of exposure, the kinds of diseases potentially present in blood and bodily fluids and the best practices to implement to stay safe in the event of exposure.

Note: Because this video was part of our former DVD lending library, we also have a corresponding training guide and presentation available for this program.

Agency/Company: CountyFlix: NCACC Risk Control Streaming Videos

Cost: Free

Website: <http://www.ncacc.org/index.aspx?nid=332>

Course Name: Pro Bloodborne



Description: The OSHA compliant online video based training provides information about bloodborne pathogens, how to prevent contact and proper procedures for spill cleanup. The 2 hour video series allows the participant to stop and start without repeating sections. The series includes a final test, downloadable student and reference material.

Agency/Company: ProTrainings.com

Cost: \$19.95

Website: <http://www.probloodborne.com/en>

Course Name: 2 The Point: Bloodborne Pathogens



Description: These training cards have been designed to be quick refresher trainings for drivers that can be reviewed in the break room, while parked and waiting for a passenger to finish an appointment, or at the beginning of the day before beginning a route. Each card has training information on the front and a set of questions on the back. After the driver finishes reviewing the information, he/she can answer the short quiz. There is space at the bottom of the card for both the driver's and his/her supervisor's signature.

The Bloodborne Pathogen training cards allows drivers to sharpen their skills on managing the risk of coming into contact with bloodborne pathogens. This program covers general information of types of bloodborne pathogens, proper response to a spill, and general safety tips.

This program is meant to be an interim refresher course only and more detailed trainings should take place periodically.

Agency/Company: National RTAP

Cost: Free

Website: <http://webbuilder.nationalrtap.org/2thePointTraining.aspx>

OTHER COURSES RELATED TO BLOODBORNE PATHOGENS

Course Name: OSHA's Revised Bloodborne Pathogen Standard



Description: The 34 slide power-point presentation developed by Occupational Safety and Health Administration educates participants on the following characteristics of Bloodborne Pathogens:

- ◆ Definitions
- ◆ Exposure Control Plan (ECP)
- ◆ Engineering and Work Practice Controls – Personal Protective Equipment (PPE)
- ◆ HIV and HBV Research Labs
- ◆ Vaccination, Post Exposure Follow-up
- ◆ Labeling and Training
- ◆ Recordkeeping

The presentation includes updates to the standard in place since 1991. It includes speaker notes and can be presented from an internet accessible device.

Agency/Company: Occupational Safety and Health Administration (OSHA)

Cost: Free

Website: https://www.osha.gov/dte/library/bloodborne/revised_bbp_standard/index.html

EMERGENCY PROCEDURES FOR VEHICLE OPERATORS

CORE TRAINING

Course Name: CSSO – Certified Safety & Security Officer



Description: This two-day course offered through the Community Transportation Association of America is designed to create the safety officers, who in turn can build the transportation organization, enhance the professionalism of its internal team, safely serve its customers, fulfill its responsibilities in assisting in community emergency preparedness, identify internal safety and security strength and weaknesses, and reduce system exposure to liability. In addition to the two days of instruction, additional time is needed for the exam of certification, which is valid for three years.

Agency/Company: Community Transportation Association of America (CTAA)

Cost: Call for pricing and class availability

Website: <http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=41&z=116>

Course Name: All-Hazards Awareness and Preparedness for Transit Employees



Description: All-Hazards Awareness and Preparedness for Transit Employees is designed to help transit employees develop the observation, communication, and response skills needed to address all-hazards incidents while ensuring their own safety and that of their customers. The objectives of the course are to describe the importance of taking an all-hazards approach to transit incidents and events, explain their responsibilities and priorities during all-hazards incidents and events, distinguish between notice and no-notice incidents and events and select appropriate response and reporting strategies for all-hazards incidents and events.

Agency/Company: National Transit Institute

Cost: Free (minimum 20 participants)

Website: <http://www.ntionline.com/courses/courseinfo.php?id=246>

Course Name: START – Safety Training & Rural Transit



Description: This is a 4-8 hour workshop. Providing a safe, comfortable ride is the foundation of community transit. To do this, transit drivers must perform inspections to help ensure that their vehicles are road-worthy, understand how to safely operate their vehicle in a variety of conditions, and know how to safely load and unload both ambulatory and non-ambulatory passengers. The transit driver must also know what to do in an on-board emergency situation.

START is divided into three sections: Vehicle Safety, Driver Safety and Passenger Safety. Together these three elements provide the foundation for what operators need to know as a transit driver. While driving contains inherent risks, through diligence, training, and alertness, the operator will have a long and safe career as a transit driver. This program uses materials from the National Rural Transit Assistance Program training module.

Agency/Company: National RTAP

Cost: Call for pricing

Website: <http://webbuilder.nationalrtap.org/>

Course Name: Safety Training and Rural Transit (S.T.A.R.T.S) - Instructor Led



Description: This one to two-day training addresses accident investigation, emergency management, system safety and security programs, and FTA's transit threat level response guidelines. Model safety and security policies are provided as well as sample forms and best practices.

Agency/Company: National RTAP

Website: <http://webbuilder.nationalrtap.org/>

(Qualified Trainer Required) – RLS and Associates, Inc., Nusura Inc.,

REFRESHER TRAINING

Course Name: Emergency Evacuation



Description: This 4-hour training will examine safety practices and proper evacuation procedures for public and community transportation operators. Operator preparedness, pre-trip inspection, communication, wheelchair lift and proper on-board equipment use will be reviewed. Evacuation procedures for ambulatory and non-ambulatory customers will be practiced via a hands-on vehicle fire simulation.

Agency/Company: RLS and Associates, Inc.

Cost: Call for pricing

Website: <http://www.rlsandassoc.com>

Course Name: 2 The Point: Emergency Management



Description: These training cards have been designed to be quick refresher trainings for drivers that can be reviewed in the break room, while parked and waiting for a passenger to finish an appointment, or at the beginning of the day before beginning a route. Each card has training information on the front and a set of questions on the back. After the driver finishes reviewing the information, he/she can answer the short quiz. There is space at the bottom of the card for both the driver's and his/her supervisor's signature.

The Emergency Management training cards allows drivers to sharpen their skills on the seven steps of crisis management and risk reduction while maintaining a high level of safety for passengers.

This program is meant to be an interim refresher course only and more detailed trainings should take place periodically.

Agency/Company: National RTAP

Cost: Free

Website: <http://webbuilder.nationalrtap.org/2thePointTraining.aspx>

Course Name: Emergency Procedures and Evacuations



Description: Emergency preparedness is imperative for all transit operators, and this four to eight hour course addresses both emergency procedures and evacuations including vehicle preparation, hazardous conditions, securing the vehicle, breakdown procedures, accident procedures, and passenger illness/injury. The course includes a PowerPoint presentation, case studies and a hands-on evacuation practicum. Topics include when to evacuate, evacuating people with special needs, evacuating assistive devices, passenger/driver safety, and evacuation techniques.

Agency/Company: RLS and Associates, Inc.

Cost: Call for pricing

Website: <http://www.rlsandassoc.com>

Course Name: Safety, Security and Emergency Management



Description: In today's environment even the smallest transit system is required to consider and plan for their employee and assets safety and security. This training focuses on the unique needs of the rural transit provider and helps them to meet the Federal requirement of having a safety and security plan in place by assessing their current status and vulnerabilities. When

finished with this two day workshop the participant will have developed emergency management, safety and security plans for their own system that can then be directly implemented. (2 day)

Agency/Company: Small Urban and Rural Transit Center (SURTC)

Cost: Call for pricing

Website: <http://www.surtc.org/training/topics.php?id=30>

Course Name: Safety, Security and Emergency Management for Rural Transit Operations



Description: Many of the existing emergency management programs teach large systems how to manage safety and security for their agencies. SURTC's training focuses on the needs of small transit operations by offering strategies for improving driver, vehicle and workplace safety. This workshop will teach you how to assess your agency's current capabilities; cover the basics of emergency preparedness; discuss transit management responsibilities; provide examples of drills, simulations and exercises; help determine preventable accidents; and assist you in developing a program which reduces your risk exposure. (1.5 hour workshop, half day workshop, or full day course)

Agency/Company: Small Urban and Rural Transit Center (SURTC)

Cost: Call for pricing

Website: <http://www.surtc.org/training/topics.php?id=13>

ILLEGAL DRUG USE AND ALCOHOL MISUSE

CORE TRAINING

Course Name: Reasonable Suspicion Determination for Supervisors Seminar



Description: This seminar is designed to educate participants on DOT/FTA regulations requiring drug and alcohol testing of safety-sensitive transit workers. The focus will be specific training requirements for supervisors who will be making the determination of when to administer reasonable suspicion drug and/or alcohol tests. This seminar meets and exceeds the requirements under 49 CFR Part 655.14(b)(2).

Seminar Elements

- ◆ FTA drug and alcohol program requirements
- ◆ Drug and alcohol testing types and procedures
- ◆ Signs, symptoms, and workplace impact of alcohol misuse
- ◆ Signs, symptoms, and workplace impact of drug abuse
- ◆ Physical, behavioral, speech, and performance indicators of probable drug use and alcohol misuse
- ◆ Supervisor roles and responsibilities
- ◆ Reasonable Suspicion testing determination common in the transit workplace

Agency/Company: Transportation Safety Institute

Cost: \$30

Website: <https://tsilearn.dot.gov/pages/course/portal.aspx?courseid=83>

Course Name: Drug and Alcohol – Reasonable Suspicion – Intensive



Description: This one-day training course is provided for transit system employees that may be responsible for making reasonable suspicion determinations. The FTA Drug and Alcohol Testing Program regulations state that an employer must require a covered employee to submit to a drug and/or alcohol test when the employer has reasonable suspicion to believe that the employee has used a prohibited drug or misuse alcohol as defined in the regulations. Supervisors are trained in the facts, circumstances, physical evidence, physical signs and symptoms or patterns and/or behaviors that are associated with prohibited drug use or alcohol misuse.

Agency/Company: RLS and Associates, Inc.

Cost: Call for pricing

Website: <http://www.rlsandassoc.com>

Course Name: Drug and Alcohol: Substance Abuse Awareness for Employees



Description: This two-hour PowerPoint presentation is designed for transit system safety-sensitive employees who are subject to the requirements of the Federal Transit Administration's (FTA) mandated drug and alcohol testing program for public transit operators as identified in 49 CFR Part 655 and Part 40. This training helps to enlighten and educate the employees about the FTA program and its requirements and covers such topics as agency policy, regulatory requirements of employees, and the effects of drugs and alcohol misuse on work, life and health.

Agency/Company: RLS and Associates, Inc.

Cost: Call for pricing

Website: <http://www.rlsandassoc.com>

REFRESHER TRAINING



Course Name: 2 The Point: Drugs and Alcohol

Description: These training cards have been designed to be quick refresher trainings for drivers that can be reviewed in the break room, while parked and waiting for a passenger to finish an appointment, or at the beginning of the day before beginning a route. Each card has training information on the front and a set of questions on the back. After the driver finishes reviewing the information, he/she can answer the short quiz. There is space at the bottom of the card for both the driver's and his/her supervisor's signature.

The Drugs and Alcohol training cards allows safety sensitive employees to sharpen their skills on current regulations associated with FTA Drug and Alcohol Testing requirements.

This program is meant to be an interim refresher course only and more detailed trainings should take place periodically.

Agency/Company: National RTAP

Cost: Free

Website: <http://webbuilder.nationalrtap.org/2thePointTraining.aspx>

Course Name: Drug and Alcohol - Reasonable Suspicion – Overview



Description: This three- to four-hour PowerPoint presentation details the supervisor's requirements to make reasonable suspicion referrals as mandated under the Federal Transit

Administrations mandated drug and alcohol testing program for public transit operators. In accordance with 49 CFR Part 655 and Part 40, supervisors are instructed on the FTA's rule for making reasonable suspicion referrals and proper documentation of those referrals. Topics include long term/short term indicators, definition of reasonable suspicion, signs, symptoms, behaviors and the documentation and referral process.

Agency/Company: RLS and Associates, Inc.

Cost: Call for pricing

Website: <http://www.rlsandassoc.com>

Course Name: Drug and Alcohol Employee Awareness – Drug Free World



Description: The Foundation for a Drug-Free World has created a series of videos that provide factual information and real-life stories about drug use. This 1 hour and 42 minute documentary titled *The Truth About Drugs: Real People – Real Stories* is an educational film that covers each of the most commonly abuse substances. The documentary covers the compelling firsthand accounts of former users. 49 CFR Part 655.14(b)(1) requires employers to provide all safety-sensitive employees 60 minutes of training on the effects and consequences of prohibited drug use on personal health, safety, and the work environment and on the signs and symptoms that may indicate prohibited drug use. Transit systems can utilize free access to these videos to create a self-taught, video-based, training agenda meeting the requirements of 49 CFR Part 655.14(b)(1). To ensure proper documentation and compliance, employers must fully document each employees 60 minute training curriculum including the name and amount of time spent on each individual video (i.e., “The Truth About Drugs – 7min 52sec”; “The Truth About Marijuana – 8min 29sec”, etc.), and the date of the training.

Suggested Videos:

“The Truth About Drugs”	7 minutes 52 seconds
“The Truth About Marijuana”	8 minutes 30 seconds
“The Truth About Cocaine”	7 minutes 45 seconds
“The Truth About Crack”	7 minutes 12 seconds
“The Truth About Ecstasy [amphetamine]”	9 minutes 30 seconds
“The Truth About Crystal Meth [amphetamine]”	8 minutes 10 seconds
“The Truth About Heroin”	6 minutes 15 seconds
“The Final Word”	5 minutes 3 seconds

Agency/Company: Foundation For A Drug-Free World

Cost: Free

Website: <http://www.drugfreeworld.org/#/documentaries>

Course Name: Safety-Sensitive Employee Substance Abuse Online Program



Description: The training program is designed to allow transit employees to learn the effects and consequences of prohibited drug use on personal health, safety, and the work environment in accordance with 49 CFR Part 655.14(b)(1). FTA requires each safety sensitive employee to have a minimum of 60 minutes of training in this area. The training program also includes a set of questions after each topic. Employees will receive a certificate after completion of the program; however, the training must take a minimum of one hour to receive credit for the course. The training program monitors the amount of time an employee spends on the course. Each transit system will also assign an administrator to receive notification an employee completes the program. If an employee does not spend the required 60 minutes on the training program, both the employee and the transit system administrator will receive a failure notification. The employee is permitted to take two breaks or stops during the course of the training program. If you have to stop the training session for any reason, press the “stop” key in the upper right hand corner of the computer. Pressing this key will also stop the timer. Although the 60 minutes of awareness training is required only once in an individual’s tenure with a transit system, periodic refresher training benefits both the transit system and the transit employee. In addition, the regulations are updated frequently, and the information in this training will be updated periodically. Consequently, transit systems may use this training again as refresher training

Agency/Company: RLS & Associates, Inc.

Cost: Call for pricing

Website: <http://www.rlsandassoc.com>

CUSTOMER SERVICE

Initial Training

Course Name: Get an 'A' in Customer Service



Description: This is a multimedia training program, designed specifically for public transportation operators, dispatchers, supervisors and trainers. Several Massachusetts RTA's have had great success with this program in recent years, and many transit systems nationwide have adopted this course as an integral part of their driver training program. The course covers pertinent topics, such as:

- ◆ Going 'above and beyond' for the customer, without risking safety or timeliness;
- ◆ Thinking more creatively when solving customer problems and answering questions - refrain from responding with the 'same old, same old';
- ◆ Satisfying your customer's needs before he/she exits the bus or van to reduce calls to Info Line or customer service telephone lines;
- ◆ Curbing inappropriate or offensive language on the van or bus;
- ◆ Responding empathetically to calm a frustrated customer, despite delays or problems with the service over which we have no control;
- ◆ Saying 'no' to a customer without losing the customer's support and ridership;
- ◆ Responding to challenging situations, such as unhygienic passengers, non-paying customers, and threatening or intoxicated customers;
- ◆ Welcoming and accept customers with disabilities into your service, a particularly useful section for operators with limited experience and training under the ADA.

Agency/Company: Hardwick Transit Associates

Cost: Call for pricing

Website: <http://www.hardwicktransit.com/index.html>

Course Name: Customer Driven Service



Description: Customer Driven Service focuses on teaching transit staff that interact with customers the importance of customer service, as well as providing them with the tools and training they need to provide excellent customer service regardless of the situation or the customer. This learner's guide offers fast facts, best practices, exercises, quizzes and other guidelines to help drivers, dispatchers and other transit staff cultivate the best attitude for truly excellent customer service.

The learner's component of Customer Driven Service includes a learner's guide and Self-Paced eLearning Course on CD. This module is a 2011 update of Building Customer Service.

Please note: Due to high demand, we are limiting print orders to 100 items at this time. All print items can be downloaded, and there is no limit on disc orders. We apologize for this temporary inconvenience.

Agency/Company: National RTAP

Cost: Free

Website: <http://webbuilder.nationalrtap.org/>

Companies providing training: RLS and Associates

REFRESHER TRAINING

Course Name: Dealing With Difficult People



Description: Providing excellent service can be challenging when your employees are confronted with difficult situations. This four-hour training is appropriate for all staff and utilizes video, hand-outs, and a power point presentation. Specific topics include behavior styles, responding to difficult behaviors, active listening, and problem solving. Note: This Module incorporates training materials from the new National RTAP module, *“Problem Passengers: Challenging Situations.”*

Agency/Company: RLS and Associates, Inc.

Cost: Call for pricing

Website: <http://www.rlsandassoc.com>

Course Name: 2 The Point - Customer Service



Description: These training cards have been designed to be quick refresher trainings for drivers that can be reviewed in the break room, while parked and waiting for a passenger to finish an appointment, or at the beginning of the day before beginning a route. Each card has training information on the front and a set of questions on the back. After the driver finishes reviewing the information, he/she can answer the short quiz. There is space at the bottom of the card for both the driver's and his/her supervisor's signature.

This training allows drivers to stay focused in providing a high level of customer service for all riders through identifying customer needs, conflict resolution, creating a safe and clean environment and reliable service.

Agency/Company: National RTAP

Cost: Free

Website: <http://webbuilder.nationalrtap.org/2thePointTraining.aspx>

Course Name: Access Matters



Description: This is a training course for transit operators on serving customers with disabilities. Designed for use as a one-hour facilitated or self-study course, it includes a training video, trainer materials, participant worksheet, and Americans with Disabilities Act (ADA) materials.

Agency/Company: Project Action

Cost: Free

Website:

<http://www.projectaction.org/ResourcesPublications/BrowseOurResourceLibrary/ResourceSearchResults.aspx?org=a2GSpnDbruI=&query=Access%20Matters>

RIDECHECK AND OPERATOR EVALUATIONS

Course Name: Mobile Driver Training Simulator



Description: Paducah Transit's Mobile Driver Training Simulator has a proven record of enhancing existing training, and reducing risk through improved safety performance that has resulted in a decreased accident frequency through simulator training. Our simulator training is a perfect fit, or addition, for your company, school district, transit agency, city or county governments, training requirements and needs. The high tech, state of the art, Simulator is entirely self-contained in a 53' expandable mobile classroom containing three separate simulators, which can emulate many different types of vehicles small or large. Our mobility sets us apart, allowing us to accommodate your training needs by conveniently coming to your requested location with our certified instructors. We can travel almost anywhere in the country, allowing for a more efficient and effective training experience while reducing the cost.

Simulator training provides instructional strategy that immerses drivers in a situation resembling reality. This type of instruction is especially important in situations where real world errors would be too dangerous or too expensive. While also protecting not only your interest, but also that of the public by putting them at risk with real world training. The Simulator can also have a positive effect on many facets of an organizations bottom line with a reduction of injuries and accidents. This can result in fewer insurance claims, lost time injuries, and limiting possible litigation, all of which could result in lower insurance premiums resulting in an improved business plan.

Company/Agency: Paducah Transit

Cost: Varies

Website: <http://www.paducahtransit.com/mobile-driving-simulator.html>

Document Name: Record of Road Test



Description:

- ◆ Complies with 49 CFR Section 391.31
- ◆ Used to test new drivers on their road skills
- ◆ Padded format, 50 forms per pad
- ◆ Single-ply
- ◆ Measures 8-1/2" x 11"

Agency/Company: J.J. Keller Inc.

Cost: \$4.87 - \$8.96 depending on order size

Website: <http://www.jjkeller.com/shop/Product/Record-of-Road-Test>

Course Name: Pre-trip Inspection Preventative Maintenance for Drivers



Description: This two- to three-hour training includes a PowerPoint presentation, vehicle inspection forms, and a hands-on inspection practicum. Among the topics covered are how to conduct a thorough pre-trip inspection, what problem areas to look for, maintaining the wheelchair lift and securements, the process for reporting deficiencies, establishing service intervals, and monitoring repair history. This module incorporates training materials from the National RTAP's new *"10 Golden Rules of Preventive Maintenance."*

Agency/Company: RLS and Associates, Inc.

Cost: Call for pricing

Website: <http://www.rlsandassoc.com>

THROUGH THIRD PARTY ORGANIZATIONS:

- ◆ The National Transit Institute (NTI)
- ◆ Rahall Transit Institute (RTI)

Training Topic: Violence in the Transit Workplace – Prevention, Response and Recovery – (NTI)

Description: The goal of this 4-hour course is to provide participants with knowledge and skills to prevent, respond to and recover from workplace violence. Prevention methods covered include implementing system and personal security measures, recognizing and reporting the warning signs of potentially violent behavior and using effective interpersonal skills for dealing with different, difficult and dangerous people. Response strategies focus on self-preservation and the importance of accurate reporting. The recovery module addresses the stress associated workplace violence and what employees can do to address the impact of it on themselves and co-workers.

Training Topic: Violence in the Transit Workplace – Prevention, Response and Recovery Train the Trainer – (NTI)

Description: The goal of this 6-hour course is to provide participants with knowledge and skills to prevent, respond to and recover from workplace violence. Prevention methods covered include implementing system and personal security measures, recognizing and reporting the warning signs of potentially violent behavior and using effective interpersonal skills for dealing with different, difficult and dangerous people. Response strategies focus on self-preservation and the importance of accurate reporting. The recovery module addresses the stress associated workplace violence and what employees can do to address the impact of it on themselves and co-workers.

Training Topic: Passengers with Intellectual Disabilities (RTI)

Description: This 4-6 hour workshop was designed to inform transportation workers about passengers with intellectual disabilities. Some passengers may display very evident signs of intellectual disabilities, some passengers may show very subtle characteristics. Transportation workers have the challenge to communicate, the responsibility to treat all passengers with dignity and non-bias, and the duty to transport all persons with or without disabilities in a safe and secure manner.

Firms Providing Customized Training

KFH Group - <http://www.kfhgroup.com/index.html>

LSC Transportation Consultants - <http://www.lscs.com/>

South West Transit Association - <http://www.swta.org/>

Nusera - <http://www.nusura.com/>

Hardwick Transit Associates - <http://www.hardwicktransit.com/index.html>

Center for Transportation Education and Development -

http://www4.uwm.edu/SCE/program_area.cfm?id=161

ITRE

CUTR