



**Moving Public Transportation
Into the Future**

Training Toolkit Module Required Annual and New Operator Training

If you are having trouble with your audio you may call 1-213-929-4231
Access code: 426-811-776 Audio pin: 23



Background

- Establish minimum core criteria and outcomes for each of the training topics identified;
- Provide training format options that reflect different operator needs, environments, technological capabilities and resources while maintaining a standardization of content;
- Provide an array of third-party certification and non-certifications options as appropriate by topic to allow transit managers flexibility in determining which options are best for them;
- Provide measurement tools by topic to document operator proficiency; and
- Work with NCDOT staff to incorporate toolkit content on NCDOT website.



Training Module

- ◆ One-stop shop for training
- ◆ All listed training is approved by NCDOT
- ◆ Easy to use
- ◆ Keep current with events and announcements
- ◆ Add local training courses for approval
- ◆ Best practices

Training Module

Public Transportation Training Toolkit . Home

Welcome to the NCDOT Training Toolkit Module

This website will provide you information about training programs locally and Nationally that meet NCDOT standards. If you are looking for an extensive core training or a simple refresher training course you will find it on this site.

[Announcements](#) [Help & Information](#) [Quick Links](#)

Links	Modified	Filter by	Edit
How to Search for Training Courses	4/29/2015 11:11 AM	Quick	
Training Toolkit Feedback Form	5/1/2015 4:27 PM	Quick	

[Add New Link](#)

Search Training Courses...

Training Courses

Category	Training Course	Training Company/Agency	Cost	Format	Level	Link(s)	Edit
Category : ADA (15)							
Category : Bloodborne Pathogens (9)							
Category : Customer Service (5)							
Category : Defensive Driving (9)							
Category : Drug and Alcohol (7)							
Category : Emergency Procedures (9)							
Category : Other (5)							
Category : Ridecheck & Operator Evaluation (3)							

Layout

- Feedback Form, Announcements, Resources, Documents, Training Courses, Event Calendar, Webinar Schedule, Management

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Quick Tabs

Announcements, Help & Information, **Quick Links**

Training Module

Public Transportation Training Toolkit . Home

Public Transportation Training Toolkit

- Feedback Form
- Announcements
- Resources
- Documents
- Training Courses
- Event Calendar
- Webinar Schedule
- Management

Welcome to the NCDOT Training Toolkit Module

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Announcements Help & Information Quick Links

Title	Modified	Filter-By	Edit
Using This Website	4/27/2015 3:30 PM	Help	

Add New Announcement

Search Training Courses...

Training Courses

Category	Training Course	Training Company/Agency	Cost	Format	Level	Link(s)	Edit
Category : ADA (15)							
Category : Bloodborne Pathogens (9)							
Category : Customer Service (5)							
Category : Defensive Driving (9)							
Category : Drug and Alcohol (7)							
Category : Emergency Procedures (9)							
Category : Other (5)							
Category : Ridecheck & Operator Evaluation (3)							

Training Course Key:

Quick Tabs

Announcements, **Help & Information**, Quick Links

Training Module

Public Transportation Training Toolkit · Home

Public Transportation Training Toolkit

Public Transportation Training Toolkit

- Feedback Form
- Announcements
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Welcome to the NCDOT Training Toolkit Module

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Announcements [Help & Information](#) [Quick Links](#)

Title	Modified	Filter-By	Edit
NCDOT Training Standards	5/4/2015 9:27 AM	General	
New Training Briefs from NC Association of County Commissioners	4/29/2015 9:38 AM	General	

[Add New Announcement](#)

Search Training Courses...

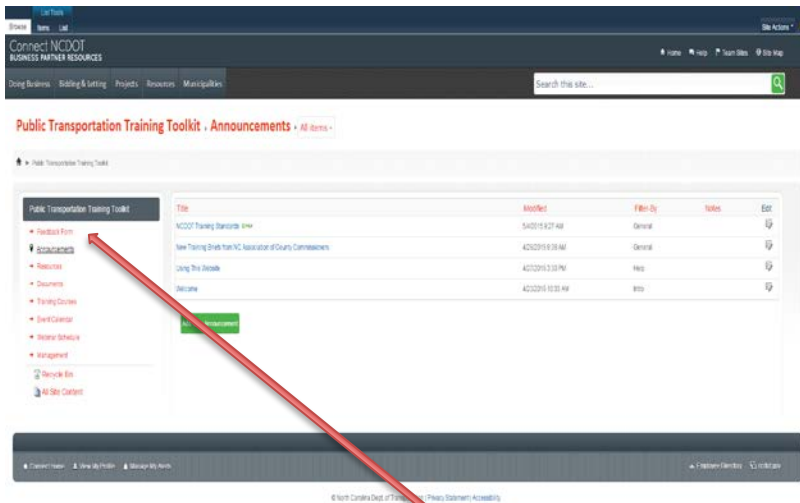
Training Courses

#	Category	Training Course	Training Company/Agency	Cost	Format	Level	Link(s)	Edit
	Category : ADA	(15)						
	Category : Bloodborne Pathogens	(9)						
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	Category : Drug and Alcohol	(7)						
	Category : Emergency Procedures	(9)						
	Category : Other	(5)						
	Category : Ridecheck & Operator Evaluation	(3)						

Quick Tabs

Announcements, Help & Information, Quick Links

Feedback Form



If you know of a training you feel should be evaluated to be included in the Toolkit submit the Feedback form.

Training Toolkit Feedback Form

Category:

- ADA
- Bloodborne Pathogens
- Customer Service
- Defensive Driving
- Drug and Alcohol
- Emergency Procedures
- Ride Check
- Other

Format:

- Web based (add URL)
- Classroom
- DVD
- Self-Teach

Price:

- Free
- Less than \$100
- More than \$100
- Call for pricing

Agency/Company Website:

Comments:

Have you used the training program before?

Yes No

Should this training be added to the Calendar?

Yes No

If yes, what are the dates?

What is the location?

Who is the contact?

Your Name:

Agency/System:

Email Address:

Phone:

Once you have completed this form hit the submit button and the information will be sent to NCDOT for review. If the training program reasonably meets NCDOT standards it will be considered for addition to the Training Toolkit.

Thank you.

Submit Form

Announcements

The screenshot shows the NCDOT Business Partner Resources website. The main navigation bar includes 'List Tools', 'Browse', 'Items', 'List', and 'Site Actions'. Below this is a secondary navigation bar with 'Home', 'Help', 'Team Sites', and 'Site Map'. A search bar is located on the right side of the navigation bar. The main content area is titled 'Public Transportation Training Toolkit' and contains a list of items. A red arrow points to the 'Announcements' link in the left sidebar.

Public Transportation Training Toolkit » Announcements » All items ▾

Public Transportation Training Toolkit

- Feedback Form
- Announcements**
- Resources
- Documents
- Training Courses
- Event Calendar
- Webinar Schedule
- Management
- Recycle Bin
- All Site Content

Title	Modified	Filter-By	Notes	Edit
NCDOT Training Standards	5/4/2015 9:27 AM	General		
New Training Briefs from NC Association of County Commissioners	4/29/2015 9:38 AM	General		
Using This Website	4/27/2015 3:30 PM	Help		
Welcome	4/23/2015 10:03 AM	Intro		

[Add New Announcement](#)

Connect Home | View My Profile | Manage My Alerts | Employee Directory | ncdot.gov

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- ◆ Notifications of upcoming training
- ◆ Change in Federal or State Compliance
- ◆ New training program or document added
- ◆ Systems should check periodically

Resources

The screenshot shows the 'Public Transportation Training Toolkit' page on the 'Connect NCDOT BUSINESS PARTNER RESOURCES' website. The page has a dark blue header with navigation links like 'Home', 'Help', 'Team Sites', and 'Site Map'. Below the header is a search bar and a breadcrumb trail: 'Public Transportation Training Toolkit > Links > All Links'. The main content area features a sidebar with a 'Resources' link highlighted by a red arrow. The main content is a table of links with columns for 'Links', 'Modified', 'Filter-by', and 'Edit'.

Links	Modified	Filter-by	Edit
Improving Safety-Related Rules Compliance in the Public Transportation Industry (TCRP Report 149) - Webinar	4/29/2015 9:35 AM	Resource	[Edit]
Transit Capacity and Quality of Service Manual (3rd Edition), Webinar 1: Overview	4/29/2015 9:35 AM	Resource	[Edit]
Transit Security Training Tools	4/29/2015 9:36 AM	Resource	[Edit]
FTA's Emergency Preparedness Guide	4/29/2015 9:36 AM	Resource	[Edit]
Accident Report	4/29/2015 9:36 AM	Resource	[Edit]
Managing Course List	4/29/2015 9:54 AM	Management	[Edit]
How to Search for Training Courses	4/29/2015 11:11 AM	Quick	[Edit]
Training Toolkit Feedback Form	5/1/2015 4:27 PM	Quick	[Edit]

- ◆ Organizations providing training
- ◆ Websites related to Federal Guidance
- ◆ Online training – webinars, videos, podcasts
- ◆ FTA Announcements

Documents

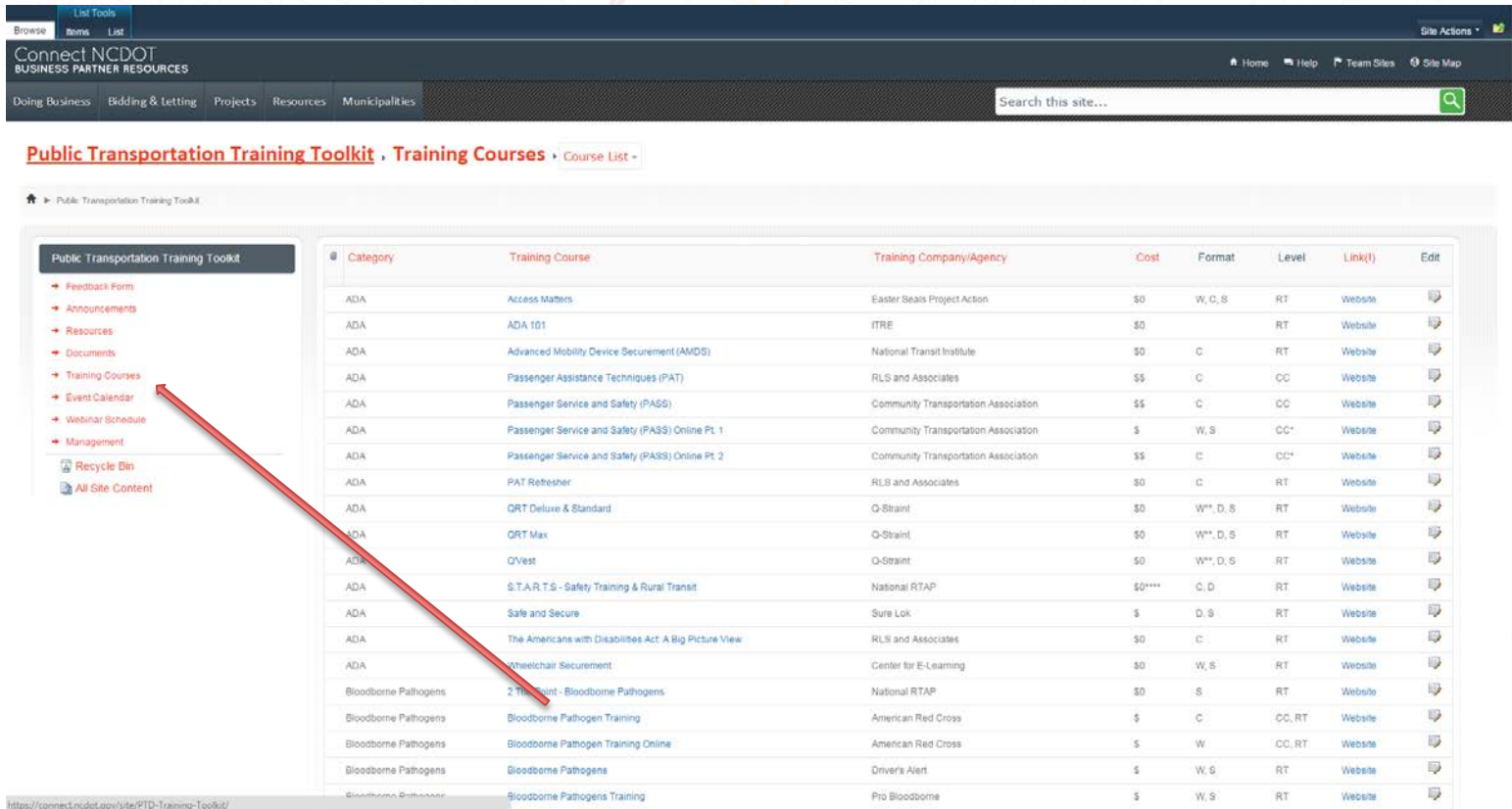
Public Transportation Training Toolkit · Documents · All Documents -

This system library was created by the Publishing feature to store documents that are used on pages in this site.

Type	Name	Modified	Modified By	Checked Out To	Title
	Accident Report	4/20/2015 11:31 AM	Kelly Shawn		TriRiver Transit
	BLOOD PATHOGENS	4/20/2015 11:42 AM	Kelly Shawn		CAMBRIA COUNTY TRANSIT AUTHORITY
	Draft Final NCDOT Training Course Catalog	1/30/2015 1:18 PM	Bender, David P		
	Driver Evaluation	4/20/2015 11:33 AM	Kelly Shawn		Operator's Name
	Employee Training Log II	4/20/2015 11:34 AM	Kelly Shawn		
	feedback-Form	5/1/2015 4:26 PM	Filler, Alfred L		Feedback Form
	How-to-Search-for-Courses	4/29/2015 11:07 AM	Filler, Alfred L		
	NCACC Brief - Safe Passing Procedures	4/27/2015 5:20 PM	Kelly Shawn		
	NCACC Brief - Cell phone use	4/27/2015 5:15 PM	Kelly Shawn		
	NCACC Brief - Driving Safety 101	4/27/2015 5:17 PM	Kelly Shawn		
	NCACC Brief - How to Handle an Irate Caller	4/27/2015 5:17 PM	Kelly Shawn		
	NCACC Brief - Transportation 1 Clients in Wheelchairs	4/27/2015 5:21 PM	Kelly Shawn		
	NCACC Brief - Transportation 2 Transporting Clients	4/27/2015 5:22 PM	Kelly Shawn		
	NCACC Brief - Transportation 3 Driver Fitness Pgm	4/27/2015 5:22 PM	Kelly Shawn		
	NCDOT ADA Training Standards	5/4/2015 9:31 AM	Kelly Shawn		
	NCDOT Bloodborne Pathogen Training Standards	5/4/2015 9:30 AM	Kelly Shawn		
	NCDOT Defensive Driving Training Standards	5/4/2015 9:30 AM	Kelly Shawn		
	Training Standards	5/4/2015 9:33 AM	Kelly Shawn		

- ◆ Samples and Best Practices
- ◆ Documents associated with training (also on training course page)
- ◆ NCDOT Standards

Training Courses



The screenshot shows the 'Public Transportation Training Toolkit' page on the Connect NCDOT website. The page features a table of training courses with columns for Category, Training Course, Training Company/Agency, Cost, Format, Level, Link(s), and Edit. A red arrow points to the 'Training Courses' link in the left sidebar.

Category	Training Course	Training Company/Agency	Cost	Format	Level	Link(s)	Edit
ADA	Access Matters	Easter Seals Project Action	\$0	W, C, S	RT	Website	
ADA	ADA 101	ITRE	\$0		RT	Website	
ADA	Advanced Mobility Device Securement (AMDS)	National Transit Institute	\$0	C	RT	Website	
ADA	Passenger Assistance Techniques (PAT)	RLS and Associates	\$5	C	CC	Website	
ADA	Passenger Service and Safety (PASS)	Community Transportation Association	\$5	C	CC	Website	
ADA	Passenger Service and Safety (PASS) Online Pt. 1	Community Transportation Association	\$	W, S	CC*	Website	
ADA	Passenger Service and Safety (PASS) Online Pt. 2	Community Transportation Association	\$5	C	CC*	Website	
ADA	PAT Refresher	RLS and Associates	\$0	C	RT	Website	
ADA	QRT Deluxe & Standard	Q-Strait	\$0	W*, D, S	RT	Website	
ADA	QRT Max	Q-Strait	\$0	W*, D, S	RT	Website	
ADA	QVest	Q-Strait	\$0	W*, D, S	RT	Website	
ADA	S.T.A.R.T.S - Safety Training & Rural Transit	National RTAP	\$0****	C, D	RT	Website	
ADA	Safe and Secure	Sure Lok	\$	D, S	RT	Website	
ADA	The Americans with Disabilities Act: A Big Picture View	RLS and Associates	\$0	C	RT	Website	
ADA	Wheelchair Securement	Center for E-Learning	\$0	W, S	RT	Website	
Bloodborne Pathogens	2-Training - Bloodborne Pathogens	National RTAP	\$0	S	RT	Website	
Bloodborne Pathogens	Bloodborne Pathogen Training	American Red Cross	\$	C	CC, RT	Website	
Bloodborne Pathogens	Bloodborne Pathogen Training Online	American Red Cross	\$	W	CC, RT	Website	
Bloodborne Pathogens	Bloodborne Pathogens	Driver's Alert	\$	W, S	RT	Website	
Bloodborne Pathogens	Bloodborne Pathogens Training	Pro Bloodborne	\$	W, S	RT	Website	

- ◆ Listed by category
- ◆ Easily searchable
- ◆ Includes link

- ◆ Includes documents
- ◆ Components of training

Training Courses

Public Transportation Training Toolkit · Training Courses · Course List -

Public Transportation Training Toolkit

Category	Training Course	Training Company/Agency	Cost	Format	Level	Link(!)	Edit
ADA	Access Matters	Easter Seals Project Action	\$0	W, C, S	RT	Website	
ADA	ADA 101	ITRE	\$0		RT	Website	
ADA	Advanced Mobility Device Securement (AMDS)	National Transit Institute	\$0	C	RT	Website	
ADA	Passenger Assistance Techniques (PAT)	RLS and Associates			CC	Website	
ADA	Passenger Service and Safety (PASS)	Community Transportation Association	\$\$	C	CC	Website	
ADA	Passenger Service and Safety (PASS) Online Pt. 1	Community Transportation Association		W, S	CC*	Website	
ADA	Passenger Service and Safety (PASS) Online Pt. 2	Community Transportation Association	\$\$	C	CC*	Website	
ADA	PAT Refresher	RLS and Associates	\$0	C	RT	Website	
ADA	QRT Deluxe & Standard	O-Strait	\$0	W**, D, S	RT	Website	
ADA	QRT Max	O-Strait	\$0	W**, D, S	RT	Website	
ADA	QVest	O-Strait	\$0	W**, D, S	RT	Website	
ADA	S.T.A.R.T.S. - Safety Training & Rural Transit	National RTAP	\$0****	C, D	RT	Website	
ADA	Safe and Secure	Sure Link	\$	D, S	RT	Website	
ADA	The Americans with Disabilities Act: A Big Picture View	RLS and Associates	\$0	C	RT	Website	
ADA	Wheelchair Securement	Center for E-Learning	\$0	W, S	RT	Website	
Bloodborne Pathogens	2 The Point - Bloodborne Pathogens	National RTAP	\$0	S	RT	Website	
Bloodborne Pathogens	Bloodborne Pathogen Training	American Red Cross	\$	C	CC, RT	Website	
Bloodborne Pathogens	Bloodborne Pathogen Training Online	American Red Cross	\$	W	CC, RT	Website	
Bloodborne Pathogens	Bloodborne Pathogens	Driver's Alert	\$	W, S	RT	Website	
Bloodborne Pathogens	Bloodborne Pathogens Training	Pro Bloodborne	\$	W, S	RT	Website	

Training Course Key:

Cost: \$0 = No cost \$0**** = additional cost for trainer \$ = under \$100 \$\$ = above \$100

Format: W = Web Based W** = available on request C = Classroom D = DVD S = Self Teach

Training Level: CC = Core Course CC* = Core Course RT = Refresher Training

- If 5 hour classroom training also taken *** Travel Required
- (!) NCDOT is not responsible for the accuracy of third party website links.

Training Courses

Category	ADA
Training Course	Passenger Service and Safety (PASS)
Training Company/Agency	Community Transportation Association
Cost	\$\$
Format	C
Level	CC
Defensive Driving	
ADA	X
Bloodborne Pathogens	
Emergency Procedures	X
Drug and Alcohol	
Customer Service	
Ridecheck & Operator Evaluation	
Other	
Cost per Person	\$19.95
Cost per Class	\$7,500
Document(s)	
Certification Course	X

Customized	
Train the Trainer	X
On-site Vehicle Required	X
Travel Required	
Not Exclusive to Transit	
Used in NC	X
Qualified Trainer Required	X
Link(!)	Website

Content Type: Item
 Created at 4/10/2015 11:05 AM by [Filler, Alfred L](#)
 Last modified at 4/23/2015 3:01 PM by [Filler, Alfred L](#)

Close

Training Course Key:

Cost: \$0 = No cost \$0**** = additional cost for trainer \$ = under \$100 \$\$ = above \$100

Format: W = Web Based W** = available on request C = Classroom D = D/V/D S = Self Teach

Training Level: CC = Core Course CC* = Core Course RT = Refresher Training

* If 5 hour classroom training also taken ** Travel Required (!) NCDOT is not responsible for the accuracy of third party website links.

Each training course has a listing providing attributes of the course, contact information and weblink.

Calendar

Public Transportation Training Toolkit - Calendar - Calendar -

The screenshot displays a web-based calendar interface for the month of May 2015. The calendar grid shows the following events:

Day	Event
May 4 (Monday)	2:00 pm - 3:00 pm Training Toolkit Webinar
May 6 (Wednesday)	10:00 am - 11:00 am Training Toolkit Webinar
May 30 (Friday)	National Community Transportation
May 31 (Saturday)	National Community Transportation R...
May 31 (Saturday)	Community Transportation Association EXPO (Tampa, FL)
May 5 (Thursday)	NCPFTA Annual Conference, Roadshow and Trade Show (Concord, NC)
May 6 (Friday)	2015 NCPFTA/NCDDOT Bus and Van Roadshow (Concord, NC)

The left sidebar includes a month selector for 2015, a 'Calendars in View' section with 'Calendar' selected, and a 'Public Transportation Training Toolkit' menu with links to Feedback Form, Announcements, Resources, Documents, Training Courses, Event Calendar, Webinar Schedule, Management, Recycle Bin, and All Site Content.

- ◆ Upcoming training events locally and Nationally
- ◆ Dates of importance relative to transit
- ◆ Use Feedback form to add to calendar via NCDOT
- ◆ Maintained by NCDOT

Webinar Schedule

The screenshot displays the 'Public Transportation Training Toolkit' website. At the top, there is a navigation bar with 'Public Transportation Training Toolkit . Calendar' and a 'Schedule View' link. Below the navigation bar, there is a sidebar with various menu items: Feedback Form, Announcements, Resources, Documents, Training Courses, Event Calendar, Webinar Schedule (highlighted), and Management. There are also links for Recycle Bin and All Site Content.

The main content area shows a table of training events. The table has four columns: Title, Start Time, End Time, and Location. The events listed are:

Title	Start Time	End Time	Location
Training Toolkit Webinar	6/4/2015 2:00 PM	6/4/2015 3:00 PM	Online
Training Toolkit Webinar	5/6/2015 10:00 AM	5/6/2015 11:00 AM	Online
Training Toolkit Webinar - Review Committee	4/20/2015 1:00 PM	4/20/2015 2:00 PM	Online
2015 NCPTA/NC DOT Bus and Van Rodeo	6/5/2015 11:00 AM	6/7/2015 12:00 PM	Concord, NC
NCPTA Annual Conference, Rodeo and Trade Show	6/5/2015 11:00 AM	6/10/2015 12:00 PM	Concord, NC
National Community Transportation Roadshow	5/10/2015 12:00 AM	5/11/2015 11:00 PM	Tampa, FL

◆ Information on Calendar items or links



Questions?

FOLLOW UP QUESTIONS:

- RLS & Associates, Inc.

Kelly Shawn

(703) 919-9237 Phone

–kshawn@rlsandassoc.com