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
• 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

Layout

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

Quick Tabs
Announcements, Help & Information, Quick Links
Training Module

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Quick Tabs

Announcements, Help & Information, Quick Links
If you know of a training you feel should be evaluated to be included in the Toolkit submit the Feedback form.
Announcements

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

♦ Organizations providing training
♦ Websites related to Federal Guidance
♦ Online training – webinars, videos, podcasts
♦ FTA Announcements
♦ Samples and Best Practices
♦ Documents associated with training (also on training course page)
♦ NCDOT Standards
Training Courses

- Listed by category
- Easily searchable
- Includes link

- Includes documents
- Components of training
Training Courses

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

<table>
<thead>
<tr>
<th>Category</th>
<th>ADA</th>
<th>Customized</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Passenger Service and Safety (PAS$)</td>
<td>Train-the-Trainer</td>
</tr>
<tr>
<td></td>
<td>Community Transportation Association</td>
<td>On-site Vehicle Required</td>
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<tr>
<td>Cost</td>
<td>S$</td>
<td>Travel Required</td>
</tr>
<tr>
<td>Format</td>
<td>C</td>
<td>Not Exclusive to Transit</td>
</tr>
<tr>
<td>Level</td>
<td>CC</td>
<td>Used in NC</td>
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<tr>
<td>Defensive Driving</td>
<td></td>
<td>Qualified Trainer Required</td>
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<tr>
<td>ADA</td>
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<td>Link(1)</td>
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<tr>
<td>Bloodborne Pathogens</td>
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<td>Website</td>
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<tr>
<td>Emergency Procedures</td>
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<tr>
<td>Drug and Alcohol</td>
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<tr>
<td>Customer Service</td>
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<td></td>
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<tr>
<td>Ridecheck &amp; Operator Evaluation</td>
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<tr>
<td>Other</td>
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<td></td>
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<tr>
<td>Cost per Person</td>
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<tr>
<td>Cost per Class</td>
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</table>

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

- 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

Information on Calendar items or links
Questions?

FOLLOW UP QUESTIONS:

• RLS & Associates, Inc.

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