



**RLS & Associates, Inc.**  
**Training, Webinar, and Workshop Catalog**

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# RLS & ASSOCIATES, INC. – TRAINING, WEBINAR, AND WORKSHOP CATALOG

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RLS & Associates, Inc. (RLS) offers a wide variety of training classes on virtually every important topic that affects the transit industry today. RLS' professional trainers are experienced in training development and delivery specifically designed for adult learners. Trainings combine lecture, discussion, case studies and exercises, specifically intended to encourage participation. Classes can be customized in length and by content to address a transit system's particular need. Several of the trainings can also be customized and offered as workshop sessions and webinars to allow for maximum participation. This is noted as appropriate on many of the course descriptions below, but if you are interested in hosting a webinar or workshop for a meeting or conference on a particular training and don't see it in the catalog, don't hesitate to ask. Contact RLS at (937)299-5007 or at [rls@rlsandassoc.com](mailto:rls@rlsandassoc.com) to discuss your training needs today!

## **AMDS – Advanced Mobility Device Securement**

**Description:** 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.

## **Americans with Disabilities Act (ADA) – The Act and the Regulations**

**Description:** A series of short workshops are conducted independently or as a two-day class which cover the range of the ADA's requirements, including the implications of the ADA on demand response transportation service providers including human service agencies, coordinated transportation services, and public transit service providers, as well as the on-going requirements of providing complementary paratransit services. This training is continually updated to reflect all updates and interpretations to the regulation. If desired, a shorter, overview version of the changes can be presented as a workshop session or as a webinar.

## **Americans with Disabilities (ADA): Implementation of the ADA in Public Transportation**

**Description:** This is an in-depth regulatory look at ADA from the public transportation perspective and a presentation of the steps necessary to achieving and maintaining ADA compliance. The training is continually updated to reflect all updates and interpretations to the original ADA regulation. This course can be taught in one- or two-day classes, or a shorter, overview version can be presented as a workshop session or as a webinar.

## **Boards That Perform: The Roles and Responsibilities of Transit Board Members**

**Description:** This one-day training examines the Transit Board Member's charge to oversee a safe, cost-effective, and customer-friendly public transportation system. Along with the privilege of serving as a Board Member come very serious roles and responsibilities involving safety issues, legal concerns, stewardship of public funds, and public advocacy. The course will examine ten key roles and responsibilities for Board Members, and will provide guidance on how to carry these out in the context of public transit. The course will also explore the division of responsibility between the

Board, the Executive Director/General Manager and the agency staff. This program uses materials from the National Rural Transportation Program. Because many board members have commitments which preclude their attendance during regular business hours, this course is often taught in the evenings or on weekends, and can be divided into 2-3 hour classes, as needed. A series of webinars can also be developed on various topics to maximize participation.

### **Compliance with the FMCSA Interstate Transportation Regulations**

**Description:** Based on significant research of the FMCSA and their resulting regulations governing the provision of interstate transportation and its impact on public transportation, this four- to six hour course provides a history of the FMCSA and the provision of interstate transportation as part of a public transportation system, the issues faced by public transit systems in the provision of interstate transportation, and the guidelines for achieving and maintaining compliance with the regulations.

### **Coordination Planning for FTA Programs to meet Federal Requirements**

**Description:** Beginning in August of 2005, Congress has passed reauthorizations of the Surface Transportation Act (Safe, Accountable, Flexible, Efficient, Transportation, Equity Act: A Legacy for Users (SAFETEA-LU; Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP-21); Fixing America's Surface Transportation (FAST) Act) that require grantees under the Federal Transit Administration (FTA) Elderly Individuals and Individuals with Disabilities (Section 5310) Program to meet certain requirements in order to receive funding. One of the first requirements required by SAFETEA-LU in 2005, and which has been continued by MAP-21 and the FAST Act since that time, was that all Section 5310 projects must be part of a "*locally developed Coordinated Public Transit-Human Services Transportation Plan*," to be developed through a process that includes representatives of public, private, and non-profit transportation services, human services providers, and the general public. This half- to one-day workshop provides an overview of the past and current legislation, the requirements, and the steps necessary to achieve compliance and maintain FTA funding for these programs.

### **Cost Allocation – Intensive**

**Description:** This intensive one-day training educates transportation providers on cost allocation techniques and practices and explains the concepts of budgeting, costing, and pricing. Important components of this training program include the fare v. contract rate issue and the impact it has on operating revenues and the explanation of "fully allocated costs" and how to use the results of cost allocation to price transit services. Participants are encouraged to bring their operating budgets to use real life examples in the case study portion of the class.

### **Cost Allocation – Overview**

**Description:** Similar to the Cost Allocation – Intensive course, this two- to four-hour training introduces participants to the concepts of budgeting, costing, and pricing and how each should be used. An important component of this training program is also the explanation of "fully allocated costs" and how to use the results of cost allocation to price transit services. This course is equally important for human service and coordinated transportation systems and has also been modified and presented to "purchasers" of transportation service to provide education on the difference between a contract rate and the typical transit fare. This course is equally important for human service and coordinated transportation systems and can be modified and presented to providers as well as "purchasers" of transportation service to provide education on the difference between a contract rate and the typical transit fare.

### **Coaching and Counseling – Managers and Supervisors**

**Description:** Using proper coaching and counseling skills could be the difference between a difficult and exemplary employee. In this four-hour course, managers, supervisors and trainers can benefit from knowing when to coach and when to counsel and the methodologies behind them. This is a highly participatory class with hands-on case studies and real-life practice.

### **Coaching the Van or Bus Operator**

**Description:** These are four-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.

### **Creating Mission, Vision, Values**

**Description:** This is a four-hour program. Mission, Vision and Values are so much more than words printed on a piece of paper. Properly created, they will become the guiding light of the organization and influence future strategic plans and decisions of the organization. This course defines and emphasizes how to ideally formulate mission, vision and values and how to elicit employee buy-in and implement them in the daily operations of an organization, including developing policies, procedures, performance codes and evaluation techniques.

### **Customer Driven Service**

**Description:** This is a four- to eight-hour workshop that can be customized to meet an individual agency's needs. All customers want to feel welcomed, valued and appreciated, and this holds true for the people who ride your vehicles, call to schedule rides or simply ask for information. Providing excellent customer service involves both the skills and attitude of the individual providing the service as well as the organizational culture the person works in. Each participant will identify what good customer service is, discuss steps on how to involve all staff, and learn ways to handle difficult customers. This program uses materials for the National Rural Transit Assistance Program training module.

### **Customer Service/Disability Awareness**

**Description:** This four-hour course focuses on participation to achieve understanding of the different types of disabilities and provides you with necessary tools to achieve this goal. In addition, this course will aid you with communicative language that generates comfort when dealing with your customers. Other topics include sensitivity measures and a "how to" in communicating with your customers. Videos and participatory exercises are also included.

### **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, handouts, 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.*"

### **Defensive Driving**

**Description:** Curriculum for this four-hour course is geared toward information needs of the professional van/small bus driver. Topics include vehicle safety inspection, defensive driving tools, rules of the road, following distance, breaking, merging, rail crossings, hazards, intersection

etiquette, passing, etc. The goal of the course is accident prevention. This is a good refresher course developed by the Indiana RTAP Program for professional transit drivers.

### **Desktop Mapping Fundamentals**

**Description:** This two and one-half day course for transit and planning professionals teaches the fundamentals of Map Info. Topics included map sourcing, data integration, SQL, thematic mapping, and map presentation.

### **Disadvantaged Business Enterprise (DBE) Overview and Requirements**

**Description:** FTA Section 5311 Subrecipients are required to comply with the applicable provisions of the U.S. Department of Transportation (US DOT) regulations 49 CFR Part 26, as revised January 28, 2011. This 2-4 hour training will contain a review of the regulation, the thresholds for determining when a DBE Program is required, the components of such a program (policy, good faith effort, identifying and certified DBEs, etc.), required DBE contract language, the establishment of DBE goals, DBE reporting, and other applicable requirements.

### **Driver's Role in System Safety**

**Description:** This four- to eight-hour program defines the driver's role in protecting him or herself, the passengers and the company from a wide variety of potentially dangerous situations. This program is very intense and hands on involving issues concerning how and why pre-trip inspections are important, bloodborne pathogens and how to safely protect yourself, fire safety including how to use a fire extinguisher, evacuation (specific to each vehicle type) and accident procedures and safe evacuation.

### **Driver Stress/Fatigue**

**Description:** This is a three- to four-hour PowerPoint presentation course developed utilizing resources and information from the National Sleep Foundation, NHTSA, TCRP Report 81 and NTI. This course specifically looks at the dangers of stress and driver fatigue, how to identify the warning signs of each, informs drivers on ways to battle driver fatigue and stress, and explores individual reactions to negative stress and its effect on physical and mental well-being.

## **DRUG AND ALCOHOL TRAINING**

The next eleven (11) training courses all deal with required training or compliance aspects of the FTA Drug and Alcohol Program regulations. Some are 2-4 hours, and some may be 2 days or longer, where the content is too complex for a shorter session. Please know that all have been designed to present the information so that learning can be maximized. However, in an ever-changing work environment and quick paced society, RLS understands that it can be a challenge to keep up with training, both as a result of changing regulations and staff turnover. Therefore, some of the classes and topics may be able to be customized for webinar presentations, or a series of presentations, thus expanding the frequency that classes can be presented; increasing the number of participants that can be reached; and maximizing your training dollars. It should be noted, however, that these types of classes often work better as "refresher" training, and not as new employee training. For training that is required to meet Federal requirements, RLS can advise you of whether these trainings can be customized as a webinar or must remain as an on-site training.

Call RLS today at (937) 299-5007 to discuss how the RLS Drug and Alcohol staff can meet your drug and alcohol program training needs.

### **Drug and Alcohol – Compliance Review Training**

**Description:** This one- to three-day training is geared to transit systems and State DOT representatives responsible for FTA drug and alcohol regulation oversight to help systems organize and prepare for an FTA compliance review. This training covers such topics as:

- ◆ Pre-Employment Testing
- ◆ Random Testing
- ◆ Post-Accident Testing
- ◆ Drug & Alcohol Policy Compliance
- ◆ Service Agent Oversight (i.e., collection site reviews and oversight responsibility of the employer, etc.)
- ◆ Records Management
- ◆ Contractor Oversight (i.e., an employer's responsibility to provide oversight of its safety-sensitive contractors as it applies to drug & alcohol testing compliance)

This training can be customized to fit a transit system's training needs but is generally conducted in two- to three-day sessions to provide an overview of the FTA Drug and Alcohol testing program. It is also designed to keep transit managers up-to-date and knowledgeable about current compliance issues and the FTA audit process. Note that many of the topics described above may also be suitable as separate, or a series of, webinar sessions.

### **Drug and Alcohol – Prescription and Over-the-Counter (Rx/OTC) Medications**

**Description:** The National Transportation Safety Board (NTSB) issued a directive to the Federal Transit Administration (FTA) to educate transit agencies on the potential safety risks associated with the use of prescription (Rx) and over-the-counter (OTC) medications by employees who perform safety-sensitive duties. This course provides an overview of the more common Rx/OTC medications used routinely by individuals today, their potential side effects and dangers of Rx/OTC medication use while functioning in a safety/sensitive position, and suggested policy approaches that transit agencies can employ to monitor Rx/OTC medication use by their safety-sensitive employees. This course may also cover the FTA Prescription and Over-the-Counter (Rx/OTC) Medication Toolkit and its pending update due to be issued in 2010, which contains samples and best practices for Rx/OTC medication policies and procedures, and the status of Rx/OTC Medication use and its impact on the transit industry.

### **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.

### **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 Administration's 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. This course could be conducted as a 2 hour webinar, and while it would meet the Federal requirements, it would not allow for any value-added material which many supervisors and transit managers are often seeking with this type of training.

### **Drug and Alcohol: Substance Abuse Awareness for Employees**

**Description:** This 1-2 hour 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.

### **Drug and Alcohol: Third Party Administration**

**Description:** This unique workshop is designed for Third Party Administrators that provide drug and alcohol testing services for transit systems. Its intent is to make the attendees aware of the difference between the drug and alcohol regulation requirements of the Federal Transit Administration (FTA) and the Federal Motor Carrier Safety Administration (FMCSA) and the expectations for service quality.

### **Drug and Alcohol – USDOT/FTA Drug and Alcohol Regulatory Updates**

**Description:** This 1-1 ½ hour training provides the latest changes in FTA's Drug and Alcohol regulations and is presented for transit managers, supervisors, and third party administrators. It can be presented as part of another training session, e.g., DAPM training, or, could very easily be conducted as a webinar.

### **Common DAPM Mistakes and How to Fix Them**

What do you do if you fail to conduct a pre-employment test? A return-to-duty test? You completed an accident report, but it wasn't required. What now? This 2 hour training goes beyond the common audit findings and regulation requirements to address the day-to-day errors that will inevitably happen in the best of programs and provide you with the tools to correct them.

### **Emerging Drug Trends**

New drugs and drug use trends often rapidly appear within our communities. These emerging drugs and drug use trends are a major concern for transit system safety and workforce well-being. However, the majority of these emerging drugs are not included in the five classes of drugs covered by the USDOT drug testing program. An ongoing awareness and education about emerging drugs and trends can have a substantial impact on transit system safety and the health of your safety-sensitive employees. This two-hour session will explore these emerging drugs, and drug use trends, and will discuss how transit Drug and Alcohol Program Managers can approach this important safety topic as a vital supplement to their USDOT substance abuse program.

### **Changing Demographics of Drug Use**

The misinformation and inaccurate personal and societal assumptions concerning demographics, patterns, and behaviors of drug use are likely impacting the ability of DAPMs, DERs, or other safety-officials to address the safety-concerns of drug use and addiction in the transit industry. The changing demographics of drug use, patterns of drug use, and the public health emergency that is occurring in our society is having huge impacts on our workplace and is likely affecting the safety of our industry. The new face and behavior of drug use looks very different compared to even just 10 years ago, let alone 20+ years ago. Many people have implicit and/or explicit assumptions about addiction; drug use; what a “drug-user” looks like; or what the behaviors of someone who uses drugs look like. Many of these assumptions are based on data and experiences that are entirely changed in the present day. This course would address these topics and promote discussion among participants regarding how this information affects their jobs today.

### **DAPM Role Transition: Keeping Compliance in Place through Personnel Turnover etc.**

Successful drug and alcohol programs live and die by their DAPMs. But, what happens when your DAPM leaves? What steps have you taken to ensure a successful transfer of his or her knowledge in order to avoid mistakes and maintain a compliant drug and alcohol program? Learn how taking time now to document your DAPM’s program responsibilities and establishing a training plan can save time later and ensure a smooth transition for your overall program.

### **Elements of Contracting**

**Description:** Contract service for some public transit systems is the “bread and butter” of its local revenue. This very detailed and hands-on course is typically taught over four days and covers the fundamentals of contracting. The first three days center on key issues to successful contracting from the purchaser’s perspective. The final day targets the needs of the providers of service. Course attendees learn why and when to contract services, who should be involved in the contracting process, how to apply evaluation criteria, advantages and disadvantages of the various procurement methods, and what makes a good contract. The course can be broken down into modules and taught during a series of workshops over a designated period of time, if desired.

### **Elements of a Successful Proposal**

**Description:** This one-day course is actually a “prequel” to the Elements of Contracting course as it provides the fundamentals for preparing a “request for proposals” (RFPs) for the solicitation of contracted services, covering all elements of a written proposal, including the development of a detailed introduction and scope of services, description of contractor requirements, cost proposal, selection criteria, negotiation options, and more. Participants are encouraged to bring copies of past RFPs to use as case studies.

### **Emergency Preparedness**

**Description:** In the event of a crisis situation, natural disaster or threats of terrorism, is your organization ready to spring into action as a first responder? Do you have a plan? Is your staff trained in crisis management? This four-hour workshop will concentrate on the critical role of front-line transit personnel in emergency preparedness and response, including having a plan,

understanding how to determine and deal with suspicious people, packages, and objects, bio-hazards, bloodborne pathogens, and when and how to evacuate.

### **Emergency Procedures and Evacuations**

**Description:** Emergency preparedness is imperative for all transit operators, and this four- to five-hour course addresses safety via emergency procedures and evacuations including vehicle preparation and pre-trip inspections, 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.

### **Establishing and Negotiating Contract Rates**

**Description:** Expanding on the principles taught in cost allocation, this one-day course takes transit managers to the next level of translating their fully allocated costs into a contract rate structure for contract service. It stresses the importance of a contract rate structure as a companion to the transit fare schedule, and provides tips and suggestions on introducing and phasing in contract rates.

### **Establishing “Fair” Fares**

**Description:** This one-day workshop assists transit professionals in the guidelines of establishing a “fair fare” for their systems. It covers the importance in establishing a comprehensive fare structure, the different elements to consider in developing the structure, the role that the transit board plays in the process, and more. Fair elasticity and other fundamental concepts are presented.

### **Financial Management**

**Description:** Using the AASHTO/MTAP Financial Guidelines curriculum as a basis, rural transit managers and other personnel are educated in the areas of developing goals and objectives, performance evaluation, budgeting and reporting, strategic planning, transportation reviews, transportation costs, the budget process, cost allocation, cash management, financial reporting, and performance evaluation. The course is typically taught over a two and one-half day period.

### **Financial Management – Intensive**

**Description:** Also based on the AASHTO/MTAP Financial Guidelines curriculum, this course has been expanded to concentrate on certain areas within the general topic areas of financial management, e.g., identifying costs, building a budget, cost allocation, contract rate setting and pricing, etc. Participants with limited or no experience in these areas will benefit from these intensive and comprehensive break-out courses. An important component of this training program is also its emphasis on how to use the results of cost allocation to price transit services. The other topic areas including strategic planning, transportation reviews, transportation costs, the budget process, cost allocation, cash management, financial reporting, and performance evaluation are also covered. Because of the comprehensiveness of the material, the course is typically taught over several days, but can be offered in several one or two day courses.

### **FTA Transit Funding Programs, Regulations, and Requirements**

**Description:** Individual workshops addressing FTA’s funding programs, including but not limited to Section 5307, 5310, 5311, 5316, 5317, and the associated regulations, FTA Circulars, and requirements for each of the programs, are customized to a transit system’s, community’s, or state’s need and presented in a lecture/discussion format. Breakout sessions are used to facilitate discussion among the participants. Workshops can vary from a few hours to two days depending on the needs and issues to be addressed.

### **FTA Charter Guidelines**

**Description:** This one-day course provides a history of FTA's charter regulations and their evolution over the years, an overview of the current Charter Regulations and the intent of the regulations as written, and a summary review which covers charter compliance, the exemptions to charter and how those exemptions may or may not apply to an individual transit system, and the "do's and don'ts" of charter compliance. A program overview can be offered as a webinar.

### **Focus on Excellence**

**Description:** This is a four- to eight-hour program on organizational change designed to build from the inside out. The Model consists of five tracks: Value Based Leadership, Team Empowerment, Employee Development, Visions and Strategy, and Customer and Community. Currently being implemented successfully at a wide variety of large and small organizations, this model can significantly improve morale, outstanding customer service and increased performance measures.

### **GIS Technology and Desktop Mapping**

**Description:** This one-day course reviews the various desktop mapping software products available in the marketplace and teaches participants various transit applications of GIS technology and its use in transit operations.

### **Hiring: Conducting Interviews for a Job Position in Community Transit**

**Description:** A two-hour presentation on transportation industry hiring practices, e.g. "The Big Picture," understanding the driver, performance code, and looking beyond questions and answers.

### **How to be an Effective Trainer— "It's Not What You Teach, It's What They Learn"**

**Description:** This is an **intensive** train-the-trainer, one- to two-day workshop for transit trainers, focusing primarily on planning and delivering training. This workshop, coupled with other resources and training material will provide you with the basic building blocks you can use to improve of the training program in your organization. The workshop consists of lecture, individual and group exercises, and work sessions. You are encouraged to participate by sharing your ideas and asking questions. In the final part of the training you will work in a group to design, plan and deliver a training session using the principles learned in this workshop and drawing on your own experience.

### **Innovative Services and Market-Based Planning**

**Description:** This one and one-half day workshop covers a variety of transportation options and invites participants to "think outside the box" of their usual menu of services. Through lecture, small group discussion, and case studies, participants will learn the similarities and differences between fixed route, deviated fixed routes, demand response, and service routes and how to design their service with their customers in mind.

### **Leadership & Motivation**

**Description:** This one-day workshop encompasses principles of leadership and teaches how to motivate employees to build an organization that embraces teamwork, healthy employee morale, and exceptional customer service. When those needs are met, the organization is more apt to function in an efficient, productive manner.

### **Management and Productivity Skills (MAPS)**

**Description:** This three-day training seminar is designed to work on the human element of management and how it reacts to the organizational environment. Topics covered in the three-day course were: getting the big picture; getting things done; managing performance; managing communication; problem-solving and decision-making; and managing change.

### **The Many Faces of Rideshare**

**Description:** This four-hour workshop is designed to assist rideshare professionals in developing and performing rideshare campaign tasks that meet the needs of their particular area. Participants are encouraged to bring materials from their programs to generate discussion.

### **National Transit Database Requirements for Section 5311 Subrecipients**

**Description:** The National Transit Database (NTD) is the Federal Transit Administration's (FTA's) primary national database for statistics for the transit industry. NTD data is used to allocate FTA funds to Section 5307 recipients, and since the passage of SAFETEA-LU, Section 5311 recipients. Beginning with the Federal Fiscal Year 2006 reporting year, the NTD Nonurbanized Area (Rural) Reporting System was initiated to collect data from Section 5311 recipients. This session will provide a brief history behind the NTD, the information collected, how it is used, and discussion of manual methods that can be employed by systems to collect the information to be reported.

### **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.

### **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.

### **Policies and Procedures**

**Description:** Standardized policies and procedures are not only beneficial to a transit system, they are crucial to ensuring that service is provided consistently and those employees and customers alike are treated fairly. This two- to eight-hour training course provides an overview for an example policies and procedures handbook, the range of policies that can and should be addressed (e.g., customer complaints, accident and incident policies, fare handling, etc.) examples and best practices and, in some cases, templates, for various policies.

### **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."

### **Productivity and Supervisory Skills (PASS)**

**Description:** This three-day training course is designed to give transit supervisors the opportunity to assess and improve themselves and their employees. The ultimate aim of this program is to improve the effectiveness and efficiency of transit supervisors so that supervisors, employees, passengers, and the system as a whole benefit from increased productivity.

### **Professional Supervisor/Manager Workshop: 100/200/300**

**Description:** This program was designed as a two-day course for each level, but can be customized for the time that is available. Supervision or management is a very exciting activity. It makes things happen and an individual who is skilled will produce results in the performance of better trained, safety minded, and loyal employees. This highly participatory workshop defines supervision and explores techniques for honing skills to successfully interact with those you manage or supervise to achieve a more effective, efficient organization with improved communication and morale. In-class exercises and homework (Work-Work) offer practical applications opportunities in each level. This unique program can be tailored to the timeframe of the requestor – Level 100, 200, or 300.

### **Recognizing and Preventing Sexual Harassment**

**Description:** Sexual harassment can have a devastating effect on the working environment. Attendees of this four-hour workshop will garner greater understanding of the rights and responsibilities of employees and employers and will learn methods to both prevent sexual harassment and deal with the problem once it occurs.

### **Risk Management**

**Description:** This two-day training program emphasizes the "Risk Management Process;" how to use the process to control risks and therefore costs; necessary safety procedures; how to determine insurance needs and purchase coverage; resolving perceived conflicts between ADA and risk management; and development of a Risk Management Plan.

### **Roadeo Prep**

**Description:** This four- to eight-hour class is designed to help drivers prepare for the State and National Roadeo. In addition, this course acts as an excellent driver training for testing and improving drivers' skills and knowledge in the four areas of competition, including the pre-trip inspection, wheelchair securement, the driving course, and a written test.

### **Safety Management System Framework – Overview and Summary of Requirements**

**Description:** The Safety Management System (SMS) is the basis for the Federal Transit Administration's (FTA's) National Public Transportation Safety Program. Effective SMS implementation will improve public transportation safety and provide transit agencies with a structure for understanding and addressing safety risks through proactive and timely organizational decision-making. SMS consists of four (4) main components: Safety Management Policy, Safety Assurance, Safety Risk Management, and Safety Promotion. Within each of these components are 11 subcomponents. This 1 to 2 hour session, which is easily conducted as a webinar, will provide a background of SMS and what States and their subrecipients should be doing to adapt the SMS framework within their organization.

### **Safety, Security & Emergency Preparedness Plan (SSEPP) Development**

**Description:** This is an eight-hour program. With the heightened focus on security over the past decade, and FTA's formal Safety Management System (SMS), it is imperative that transit agencies have a SSEPP in place. This training offers a method of composing a comprehensive plan for safety, security and responding to a community or national emergency and working with local emergency responders. RLS & Associates, Inc. can assist with developing finished SSEPPs for organizations.

### **Safety and Security - Intensive**

**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, sample forms, and best practices are provided.

### **Safety and Security - Overview**

**Description:** This is a four-hour PowerPoint presentation course, developed for employees and supervisors who have direct contact with the public or the vehicles and facilities used by the public. This course provides the practical methods and proper techniques to assist a transit operation with plausible safety measures relative to facility and bus inspections, the identification of suspicious packages/persons, and other hazards.

### **Scheduling & Dispatching for Rural Transit Systems - Basic**

**Description:** This eight-hour course consists of seven modules, each focusing on a specific topic relative to the role of the scheduler and dispatcher. Specific topics include the role of the scheduler, the role of the dispatcher, ITS technologies in scheduling and dispatching, working in transit environment, customer service, responding to incidents, and healthy work habits.

### **Scheduling and Dispatching For Rural Transit Systems - Advanced**

**Description:** This two-day advanced level training uses a comprehensive program to improve the relationship among reservations, scheduling and dispatch. The program discusses the ADA, complimentary paratransit service (definition, eligibility, criteria, service area, response time, etc.), safety, security and emergency preparedness protocols, reservation practices, scheduling trips, customer service, software technology, dispatcher responsibilities and policies and procedures.

### **START - Safety Training & Rural Transit**

**Description:** This is a four- to eight-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.

### **START Safety, Security, and Evacuation Training**

**Description:** This two-day, sixteen (16) hour **train-the-trainer** workshop will include materials from the National RTAP START Module, hands-on activities, and interactive group activities. Participants will receive the recently revised START Participant's guide, START Instructor's guide and START CD with additional materials and PowerPoint. Case studies, additional pertinent training aids, safety information, safety clipboard, and evacuation hands-on exercises will be included. On-site materials needed for the training include the usual training room with flip chart, projector and screen. The second day activities would incorporate a van or small bus and a full-sized coach and a fog machine for the evacuation exercises.

### **Stress Management and Avoiding Conflict**

**Description:** This four- or eight-hour program involves a variety of models and techniques for understanding how to control yourself first and then avoid conflict with co-workers, customers, and the public as well as proven techniques for managing stress in both professional and personal life. The program will emphasize the importance of caring for the driver's physical, mental, and emotional well-being. This program is the number one missing element in driver training with veteran drivers.

### **Title VI of the Civil Rights Act of 1964**

**Description:** Title VI of the Title VI, 42 U.S.C. § 2000d et seq., was enacted as part of the landmark Civil Rights Act of 1964. It prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. This one to one and one-half day course covers the overall Title VI requirements, including Equal Employment Opportunities (EEO), Disadvantaged Business Enterprises (DBE), Limited English Proficiency (LEP), and Americans with Disabilities (ADA) requirements as they relate to the provision of public transportation services. Note that the ADA, because of its complexity, is covered only broadly in this course, but is addressed individually in other courses (Americans with Disabilities Act (ADA) – The Act and the Regulations and Americans with Disabilities Act (ADA) – Implementation of the ADA in Public Transportation described previously in this document). This course can also be taught in modules to address any one or more particular area, if desired.

### **Train the Trainer I**

**Description:** This is a two-day program. So you're a trainer – what now? This introductory course offers techniques and methodologies for new and veteran trainers to engage the adult learner. Curriculum development with samples, including effective design, delivery and assessment of training will be explored along with examples of audio/visuals and innovative hands-on instruction. Case studies and practice delivery will boost the confidence of veteran and new trainers alike.

### **Train the Trainer II**

**Description:** This is a two-day program. So you're still a trainer – what's new? Good trainers are always on the lookout to improve their techniques. This companion course to Train the Trainer I offers a review and in-depth exploration of methodologies to further engage adult learners and encourages a forum to exchange what works and what doesn't. This program involves the development and delivery of a training program that will be video recorded and critiqued by other participants.

### **Transit Asset Management**

**Description:** FTA's final Transit Asset Management (TAM) Rule, issued in August 2016 sets out FTA's TAM requirements for States and their subrecipients. TAM is a strategic approach to maintain

and improve assets based on careful planning and improved decision making. FTA's final rule requires transit operators to develop a transit asset management system and was designed to ensure that transit vehicles, equipment and other infrastructure remain in a state of good repair (SGR) which is important to the success of transit systems everywhere. The lack of such a system can put both safety and reliability at risk, significantly increase maintenance costs and breakdowns, and negatively impact on-time performance and passenger satisfaction. Learn the details of the FTA rule in this 1-1/2 to 2-hour session, and how you can effectively implement the required TAM system to achieve FTA compliance.

### **Transit Manager Training for New and Seasoned Managers**

**Description:** Transit manager turnover is a real phenomenon in today's world. And, especially in rural and small urban systems, new managers rarely come "transit trained." Even in promotional situations where the new manager may have already been employed at the transit system, it shouldn't be assumed that this person will be knowledgeable in all aspects of transit and the myriad of local, state, and federal regulations that he or she will be faced with. This training is ideally conducted in five two-day modules over the course of a year, but can be customized to conduct different portions of the modules or combinations of them over shorter periods of time to meet the client's individualized needs. Individual action and/or education and training plans will be developed. The benefits of this training are further enhanced by the accountability and personal encouragement by instructor via follow-up telephone and e-mail communications, as well as from the accountability and encouragement that ultimately results among the participants.

### **Transit Planning and Service Evaluation**

**Description:** This two-day course was originally designed to assist managers facing declining financial support, but is applicable to all transit systems. Topics included service standards; data collection; service analysis; operational analysis; costing methods; and the estimation of the impacts of fare changes on ridership and revenue.

### **Transportation Accident Investigation**

**Description:** This six-hour program explores all aspects of investigating an accident involving a community transit vehicle. Proper methods of documenting, investigating, photographing and determining how an accident may have occurred are discussed and practiced through hands-on and participant exercises.

### **Understanding Performance Measures**

**Description:** Measuring and evaluating performance is critical to a transit system's "health" but financially and operationally. In addition to providing a tool to identify performance problems and service implications, it allows a system to evaluate its progress towards established goals and objectives and serves as a basis for decision making. A number of courses touch on performance measures, but this course focuses solely on this topic and can be customized to meet your system's specific needs, from a one- to two-hour general overview to a one-half to full day session that includes hands-on exercises for establishing performance measures.

*Updated December 2016*

**RLS & ASSOCIATES, INC. STAFF ARE CERTIFIED TO TEACH THE FOLLOWING WORKSHOPS WHICH ARE AVAILABLE THROUGH THESE THIRD PARTY ORGANIZATIONS:**

- ◆ Community Transportation Association of America (CTAA)
- ◆ The National Transit Institute (NTI)

**If you are interested in the CTAA courses described below, please contact RLS & Associates, Inc. at (937)299-5007 or [rls@rlsandassoc.com](mailto:rls@rlsandassoc.com) to discuss this training further. Costs for RLS trainers do not include any required fees for CTAA certifications.**

**CSSO – Certified Safety & Security Officer – (CTAA)**

**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.

**CCTM – Certified Community Transit Manager – (CTAA)**

**Description:** This two-day training prepares individuals for a certifying exam through the Community Transportation Association of America on a wide variety of topics every community transit manager should know. Topics included transit development, financial management, operations management, human resource management and procurement and contracting. In addition to the two days of instruction, additional time is needed for the exam of certification, which is valid for three years.

**CCTS – Certified Community Transit Supervisor – (CTAA)**

**Description:** This two-day training prepares individuals for a certifying exam through the Community Transportation Association of America on a wide variety of topics every community transit supervisor should be aware of. This training addresses core supervisory skills in front line management, human resource management, operations and safety management, and performance-based management. Trainees will receive a manual, including reference materials, sample documents, and other management aids for the front-line supervisor. At the conclusion of this training, class participants are tested in their mastery of these areas. Having passed the examination component, trainees will be professionally certified by CTAA as Certified Community Transportation Supervisors (CCTS); this certification will be valid for three years, whereupon the supervisor must be recertified.

**Passenger Service and Safety (PASS) Training:**

**Description:** This two-day CTAA-developed training covers customer service, communication, stress management, ADA, service animals, disability, 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; and driver/passenger sexual improprieties.

**Please contact NTI directly for any of the training courses described below.**

**AMDS – Advanced Mobility Device Securement – (NTI)**

**Description:** This two-day course will assist transit agencies to fulfill their responsibility to provide safe transportation and respect the civil rights of all passengers, including those who use mobility devices. This workshop specifically addresses the special challenges of oversized and powered wheelchairs and scooters. In order to fulfill this responsibility, bus operators secure mobility devices and place seat belts on the passengers who use mobility devices as transit seating. This important task is becoming increasingly challenging as operators are confronted with a variety of powered mobility devices that often lack traditional securement points and may not have been addressed in basic securement training. This workshop gives transit professionals responsible for preparing operators an opportunity to address these securement challenges, explore related issues with peers, and enhance their knowledge and skills.

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:

- ◆ Understanding the American with Disabilities Act and its requirements regarding securement and seat belt use
- ◆ Understand pre-trip preparation tasks
- ◆ Use mobility device securement equipment
- ◆ Determine effective strap securement locations on mobility devices
- ◆ Understand 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.

**Toolbox for Transit Operator Fatigue – (NTI)**

**Description:** Fatigued drivers pose a safety risk for their passengers, the public and themselves. This four- to six-hour workshop, developed by the National Transit Institute, presents a variety of resources, methods and techniques to deal with operator fatigue. The session's primary goal is to provide a structured process for implementing a fatigue management program that incorporates appropriate tools. Some specific tools are geared toward the individual operator, while others are for use by supervisors and managers involved in aspects of daily service planning and delivery.

**Violence in the Transit Workplace – Prevention, Response and Recovery – (NTI)**

**Description:** The goal of this four-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.

**Violence in the Transit Workplace - Prevention, Response and Recovery -Train-the-Trainer (NTI)**

**Description:** The goal of this six-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.