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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. Most training sessions combine lecture, discussion, case studies, and exercises, specifically intended to encourage participation. Classes can be customized by length and content to address a transit system's particular needs. Many of the training workshops 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**

Trainer: Russ Parish

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 exercises that can reduce the risk of on-the-job injuries. The training format will incorporate lectures, visual aids, participant discussion and interaction, hands-on practice, individual exercises, and small-group exercises.

### **AMERICANS WITH DISABILITIES ACT (ADA) – THE ACT AND REGULATIONS**

Trainers: Robbie Sarles, Rich Garrity, Kelly Shawn, Julie Schafer, Russ Parish

Description: A series of short workshops are conducted independently or as a two-day class which covers the range of ADA requirements, including 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 ACT (ADA): IMPLEMENTATION OF THE ADA IN PUBLIC TRANSPORTATION**

Trainers: Robbie Sarles; Rich Garrity; Kelly Shawn; Julie Schafer; Russ Parish

Description: This is an in-depth regulatory look at ADA from the public transportation perspective and a presentation of the steps necessary to achieve and maintain 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 -**

Trainers: Robbie Sarles; Kelly Shawn; Laura Brown; Christy Campoll; Julie Schafer

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 that 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.

## **COACHING AND COUNSELING – MANAGERS AND SUPERVISORS**

Trainers: Robbie Sarles; Kelly Shawn; Julie Schafer; Russ Parish; Vicky Warner

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 DRIVER**

Trainers: Kelly Shawn; Russ Parish; Vicky Warner

Description: This four-hour course is a comprehensive defensive driving course developed by the National Safety Council which focuses on the unique characteristics of driving vans. Using a video presentation, written responses and discussion of realistic situations, participants will learn the following:

- ◆ Proper following and stopping distances;
- ◆ Ways to reduce accidents caused by adverse weather and driving conditions; and,
- ◆ Techniques that increase road hazards awareness.

This course is designed to complement the organization 's existing driver training program.

## **COMPLIANCE WITH THE FMCSA INTERSTATE TRANSPORTATION REGULATIONS**

Trainers: Robbie Sarles; Rich Garrity; Kelly Shawn; Julie Schafer

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.

## **COORDINATED TRANSPORTATION PLANNING FOR FTA PROGRAMS TO MEET FEDERAL REQUIREMENTS**

Trainers: Laura Brown, Christy Campoll; Kelly Shawn; Julie Schafer

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), and Fixing America's Surface Transportation (FAST) Act) that require grantees under the Federal Transit Administration's (FTA's) Enhanced Mobility of Seniors 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**

Trainers: Rich Garrity; Julie Schafer

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 pricing 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**

Trainers: Rich Garrity; Julie Schafer

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.

## **CREATING MISSION, VISION, AND VALUES**

Trainers: Robbie Sarles

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**

Trainers: Kelly Shawn; Julie Schafer; Russ Parish; Vicky Warner

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**

Trainers: Kelly Shawn; Russ Parish; Vicky Warner; Megan Gatterdam; Lucy Sherman

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

#### **Customer Service/Disability Awareness – Webinar Version**

Trainers: Russ Parish; Vicky Warner; Megan Gatterdam; Lucy Sherman

Description: This two-hour session, geared to all members of the transit industry, focuses on customer service to passengers with various disabilities. Basic knowledge and requirements of the Americans with Disabilities Act (ADA) are addressed. Participants will also obtain tools to demonstrate courtesy and respect, while showing appropriate attention to differences among individuals with disabilities. In addition, this course will empower frontline employees to work confidently with all passengers. In order to receive certification, each participant must successfully complete an exam and evaluation following the presentation.

#### **Customer Service – eLearning Version**

This eLearning/online learning course will aid you with communicative language that generates comfort when dealing with transit customers. Participants will interact with the presentation and receive a certificate of completion when done. Videos and participatory exercises are also included. Each user friendly, online module was developed using Lectora software to be interactive with reviews and quizzes throughout the modules to assess and reinforce each student's understanding and learning.

#### **Disability Awareness – eLearning Version**

This eLearning/online learning course focuses on participation with the goal of achieving an understanding of the different types of disabilities and providing participants with the necessary tools to achieve this goal. Participants will interact with the presentation and receive a certificate

of completion when done. Videos and participatory exercises are also included. Each user friendly, online module was developed using Lectora software to be interactive with reviews and quizzes throughout the modules to assess and reinforce each student's understanding and learning.

### **DEALING WITH DIFFICULT PEOPLE**

Trainers: Kelly Shawn; Julie Schafer; Russ Parish; Vicky Warner; Megan Gatterdam; Lucy Sherman

Description: Providing excellent service can be challenging when employees are confronted with difficult situations. This four-hour training is appropriate for all staff and utilizes video, handouts, and a PowerPoint presentation. Specific topics include behavior styles, responding to difficult behaviors, active listening, and problem-solving.

### **DEFENSIVE DRIVING**

Trainers: Kelly Shawn; Russ Parish; Vicky Warner; Megan Gatterdam; Lucy Sherman

Description: Curriculum for this four-hour course is geared toward the information needs of the professional van/small bus driver. Topics include vehicle safety inspection, defensive driving tools, rules of the road, following distance, braking, merging, rail crossings, hazards, intersection etiquette, passing, and more. The goal of the course is accident prevention. This is a good refresher course developed by the Indiana RTAP Program for professional transit drivers.

#### **Defensive Driving – Webinar Version**

Trainers: Russ Parish; Vicky Warner; Megan Gatterdam; Lucy Sherman

Description: Curriculum for this two-hour course is geared toward information needs of the professional van/small bus driver. Topics of this modified version of the original four-hour course include: handling road rage, distracted driving, surveying the road, maintaining a safety cushion, knowing your following distance, merging and exiting highways, intersections and roundabouts, night driving, adverse weather, railroad crossings, backing, and other characteristics of daily operation. The goal of the course is accident prevention.

### **DESKTOP MAPPING FUNDAMENTALS**

Trainers: Zach Kincaide; Nathan Bubash; Julie Black

Description: This 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.

### **DISADVANTAGED BUSINESS ENTERPRISE (DBE) OVERVIEW AND REQUIREMENTS**

Trainers: Robbie Sarles; Christy Campoll; Julie Schafer

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. This two- to four-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 (eg. policy, good-faith effort, identifying and certified DBEs, etc.), required DBE contract language, the establishment of DBE goals, DBE reporting, and other applicable requirements.



## **DISTRACTED DRIVING**

Trainers: Kelly Shawn; Russ Parish; Vicky Warner; Megan Gatterdam; Lucy Sherman

Description: A phone call, a couple of text messages, a few moments to check your hair in the rearview mirror, adjusting the radio or changing the song on your player. These may seem like nothing. But they could mean EVERYTHING to your safety and the safety of those around you. Distracted driving is a national concern with thousands of motorists, passengers and even pedestrians at risk from actions that may seem like nothing. However, they may have far-reaching and tragic consequences. Take time to learn what you can do to be someone who cares about the people in your vehicle and in your life. Learn to focus on what's really important when you get behind the wheel.

Things happen quickly when you are driving. Doing anything that divides your attention creates a situation that could keep you from reacting quickly enough to avoid an accident. This four-hour course will define distraction, show some of the most common forms of driver distractions and offer solutions. The participants will discuss the importance of having an agency policy on driving distracted. A sample policy will be distributed.

## **DRIVER'S ROLE IN SYSTEM SAFETY**

Trainers: Kelly Shawn; Russ Parish; Vicky Warner

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**

Trainers: Russ Parish; Vicky Warner; Megan Gatterdam; Lucy Sherman

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.

### **Stress and Fatigue – eLearning**

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. Participants will interact with the presentation and receive a certificate of completion when done. Each user friendly, online module was developed using Lectora software to be interactive with reviews and quizzes throughout the modules to assess and reinforce each student's understanding and learning.

## **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 two- to four hours, and some may be two-days or longer, where the content is too complex for a shorter session. Please know that all courses have been designed to present the information so that learning can be maximized. However, in an ever-changing work environment and a 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 customizable 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 training sessions can be customized as a webinar or must remain as 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: DRUG AND ALCOHOL PROGRAM MANAGER (DAPM)**

Trainers: Robbie Sarles, Sean Oswald, Russ Parish

Description: This course will provide a comprehensive overview of the FTA Drug and Alcohol testing program, covering all major topic areas of FTA drug & alcohol compliance. The course will cover all requirements as well as best-practices to ensure ongoing efficiency, effectiveness, and compliance for a USDOT-FTA drug and alcohol testing program. The course covers such topics as regulatory history and requirements related to 49 CFR Part 655 and 49 CFR Part 40; policy development and implementation; categories of testing (i.e., pre-employment, random, post-accident, reasonable suspicion, return-to-duty, and follow-up); supervisor/employee training requirements; recordkeeping requirements; reporting procedures and requirements, including DAMIS; and testing procedures and services agent oversight (Urine Collectors, Breath Alcohol Technicians, MROs, SAPs, Laboratories, C/TPAs), among others. This training is also designed to keep transit managers up-to-date and knowledgeable about current compliance issues and the FTA audit process.

### **DRUG AND ALCOHOL: CHANGING DEMOGRAPHICS OF DRUG USE**

Trainers: Robbie Sarles; Sean Oswald; Russ Parish

Description: 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 are likely affecting the safety of our industry. The new face and behavior of drug use look 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 will address these topics and promote discussion among participants regarding how this information affects their jobs today.

### **DRUG AND ALCOHOL: COMMON DAPM MISTAKES AND HOW TO FIX THEM**

Trainers: Robbie Sarles; Sean Oswald; Russ Parish; Vicky Warner; Lucy Sherman

Description: 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 two-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.

### **DRUG AND ALCOHOL: COMPLIANCE REVIEW TRAINING**

Trainers: Robbie Sarles; Sean Oswald; Russ Parish; Vicky Warner; Lucy Sherman

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 an individual session or a series of webinar sessions.

### **DRUG AND ALCOHOL: COPING WITH THE LEGALIZATION OF MARIJUANA**

Trainers: Robbie Sarles; Sean Oswald; Russ Parish

Description: The legalization of medical and recreational marijuana has resulted in additional challenges for the transit industry when it comes to the management and oversight of drug and alcohol program compliance. This 1.5 to 2-hour course addresses many of the challenges transit systems are struggling with. Topics covered are: what is cannabidiol, positive tests as a result of CBD oil use, drug and alcohol testing thresholds, workplace risks, and significant risk best practices.

### **DRUG AND ALCOHOL: DAPM ROLE TRANSITION: KEEPING COMPLIANCE IN PLACE THROUGH PERSONNEL TURNOVER ETC.**

Trainers: Robbie Sarles; Sean Oswald; Russ Parish; Vicky Warner

Description: 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.

### **DRUG AND ALCOHOL: EMERGING DRUG TRENDS**

Trainers: Robbie Sarles; Sean Oswald; Russ Parish; Vicky Warner

Description: 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. Ongoing awareness and education about emerging drugs and trends can have a substantial impact on transit system safety and the health of its's 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.

### **DRUG AND ALCOHOL: PRESCRIPTION AND OVER-THE-COUNTER (RX/OTC) MEDICATIONS**

Trainers: Robbie Sarles; Sean Oswald; Russ Parish; Vicky Warner

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, 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**

Trainers: Robbie Sarles; Sean Oswald; Russ Parish; Vicky Warner; Lucy Sherman

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**

Trainers: Robbie Sarles; Sean Oswald; Russ Parish; Vicky Warner; Lucy Sherman

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, the definition of reasonable suspicion, signs, symptoms, and behaviors, and the documentation and referral process. This course could be conducted as a two-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**

Trainers: Robbie Sarles; Sean Oswald; Russ Parish; Vicky Warner; Lucy Sherman

Description: This 1 ½ -two-hour presentation is designed for transit system safety-sensitive employees who are subject to the requirements of the Federal Transit Administration's mandated drug and alcohol testing program for public transit operators as identified in 49 CFR Part 655 and Part 40. The training helps to enlighten and educate 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**

Trainers: Robbie Sarles; Sean Oswald; Vicky Warner

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

## **DRUG AND ALCOHOL: USDOT/FTA DRUG AND ALCOHOL REGULATORY UPDATES**

Trainers: Robbie Sarles; Sean Oswald; Russ Parish; Vicky Warner; Lucy Sherman

Description: This one -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.

## **OTHER TRAINING COURSES**

The following training courses cover miscellaneous topics relevant to transit program management.

### **ELEMENTS OF CONTRACTING**

Trainers: Robbie Sarles; Rich Garrity; Julie Schafer; Christy Campoll

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**

Trainers: Robbie Sarles; Rich Garrity; Laura Brown; Christy Campoll

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**

Trainers: Kelly Shawn; Russ Parish; Vicky Warner

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**

Trainers: Kelly Shawn; Russ Parish; Vicky Warner; Megan Gatterdam

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 hands-on evacuation practicum.

### **Emergency Procedures and Evacuations – Webinar Version**

Trainers: Russ Parish; Vicky Warner; Megan Gatterdam; Lucy Sherman

Description: Every transit operator must be ready for whatever comes their way, each and every day, and this two-hour course, based on the original four-hour course, addresses common challenges. While it is not a step-by-step manual to cover every contingency, an attendee will gain knowledge on how to stay safe, keep passengers safe and lower liability for the agency. Topics include: vehicle preparation and pre-trip inspections, hazardous conditions, vehicle breakdown and unavoidable stops. vehicle securement and visibility, passenger illness or injury, procedures following an accident, evacuating ambulatory and non-ambulatory passengers, communicating and assisting all passengers.

### **ESTABLISHING AND NEGOTIATING CONTRACT RATES**

Trainers: Robbie Sarles; Rich Garrity; Julie Schafer

Description: Expanding on the principles taught in cost allocation, this course takes transit managers to the next level of translating 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**

Trainers: Robbie Sarles; Rich Garrity; Laura Brown; Julie Schafer; Christy Campoll

Description: This workshop assists transit professionals in the guidelines for establishing a “fair fare” for their systems. It covers the importance of 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**

Trainers: Rich Garrity; Julie Schafer; Christy Campoll

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 2 ½ days.

### **FINANCIAL MANAGEMENT – INTENSIVE**

Trainers: Rich Garrity; Julie Schafer; Christy Campoll

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**

Trainers: Rich Garrity; Matt Bussey; Greg Harnett; Kelly Shawn; Julie Schafer

Description: Individual workshops addressing FTA's funding programs, including but not limited to Sections 5307, 5310, 5311, 5339, 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**

Trainers: Rich Garrity; Kelly Shawn

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**

Trainers: Robbie Sarles; Laura Brown; Kelly Shawn; Julie Schafer; Christy Campoll

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.

### **HOW TO BE AN EFFECTIVE TRAINER — "IT'S NOT WHAT YOU TEACH, IT'S WHAT THEY LEARN"**

Trainers: Robbie Sarles; Kelly Shawn; Laura Brown; Julie Schafer; Christy Campoll; Russ Parish; Vicky Warner

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 the training program in your organization. The workshop consists of lectures, individual and group exercises, and work sessions. Participation is encouraged by sharing ideas and asking questions. In the final part of the training, participants will work in a group to design, plan and deliver a training session using the principles learned in this workshop and drawing on their own experience.

### **INFECTIOUS DISEASE AWARENESS AND PREVENTION**

Trainers: Russ Parish; Vicky Warner



Description: This four-hour course, created by the National Transit Institute, is intended for transportation employees and others who work directly with the public and maintenance employees who are responsible for cleaning and servicing the vehicles. Using lecture, visual aids, participant interaction, and learning activities, attendees will gain the knowledge and skill related to the following topics:

- ◆ Identify the types of diseases to which they may be exposed;
- ◆ Discuss how these illnesses are most often spread;
- ◆ Describe how they can protect themselves and others from contracting these diseases; and,
- ◆ Explain the proper method for disposal and decontamination of infectious materials or contaminated areas.

### **INNOVATIVE SERVICES AND MARKET-BASED PLANNING - CAN DO**

Trainers: Robbie Sarles; Kelly Shawn; Ray Boylston; Christy Campoll

Description: This 1 ½ 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**

Trainers: Robbie

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)**

Trainers- Robbie Sarles, Matt Bussey

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**

Trainers: Robbie Sarles; Laura Brown; Christy Campoll

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**

Trainers: Rich Garrity; Kelly Shawn

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.

### **NAVIGATING THE “ME TOO” MOVEMENT IN TRANSIT**

Trainers: Robbie Sarles; Sean Oswald

Description: The “Me Too” Movement is a movement against sexual harassment and sexual assault that began in October 2017 and spread virally across social media and the nation. It affects all workplaces, including transit. This two- to three-hour course addresses four objectives while providing basic steps for recognizing and addressing “Me Too” situations in the transit workplace:

1. What is the “Me Too” Movement?
2. What is Sexual Harassment?
3. What are the Challenges Facing Employers?
4. What are the Unique Challenges Facing Public Transit Systems?”

### **PASSENGER ASSISTANCE TECHNIQUES TRAINING**

Trainers: Kelly Shawn, Russ Parish, Vicky Warner; Megan Gatterdam; Lucy Sherman

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 a 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)**

Trainers: Kelly Shawn; Russ Parish; Vicky Warner; Megan Gatterdam; Lucy Sherman

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 a 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**

Trainers: Kelly Shawn; Julie Schafer; Christy Campoll

Description: Standardized policies and procedures are not only beneficial to a transit system, but they are also 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, best practices and, in some cases, templates for various policies.

## **PREVENTING DRIVER BURNOUT AND ENHANCING RETENTION**

Trainers: Kelly Shawn, Russ Parish, Vicky Warner

Description: Burnout can have dire consequences on driver performance including absences, accidents, and aggression. How can transit agencies prevent burn-out of drivers and other front-line staff? During this four-hour session, participants will discuss the emotional and physical effects of burn-out on employees and the repercussions burn-out has on an agency's financial and operational success. The trainer will offer ways in which employers can maximize resilience and employee engagement in order to recognize and quell burn-out. Both short-term and long-term solutions can create a healthier and happier workforce, leading to improved safety culture and service delivery. Creating a positive work environment and offering tools to destress and enjoy work can lead to on-the-job success, dedication, and retention. Using a Burn-out Self-Test, this session offers insight into burn-out prevention and employee retention.

## **PRE-TRIP INSPECTION--PREVENTATIVE MAINTENANCE FOR DRIVERS**

Trainers: Kelly Shawn; Russ Parish; Vicky Warner; Megan Gatterdam

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 "10 Golden Rules of Preventive Maintenance."

### **Pre-Trip Inspection - Webinar Version**

Trainers: Russ Parish; Vicky Warner; Megan Gatterdam; Lucy Sherman

Description: This two-hour training session explains the essential purpose and procedure for conducting a thorough visual check of any transit vehicle. Among the topics covered are: the importance of a pre-trip inspection, the steps for conducting an external and internal check, identifying problem areas, maintaining the accessible lift and securements, and the value of conducting a post-trip inspection. Each participant must successfully complete an exam and evaluation following the presentation.

### **Pre-Trip Inspection - eLearning**

This eLearning/online learning course is in the final development stages. The course explains the essential purpose and procedure for conducting a thorough visual check of any transit vehicle. Each participant must complete an exam at the end of the course. Participants will then receive a certificate of completion. Each user friendly, online module was developed using Lectora software to be interactive with reviews and quizzes throughout the modules to assess and reinforce each student's understanding and learning.

## **PROCUREMENT**

Trainers: Rich Garrity; Greg Harnett; Julie Schafer

Description: This 8-hour course will focus on Federal procurement requirements, developing a compliant procurement policy, micro, small, and large purchase requirements, System of Award Management (SAM) record checks, and procurement record keeping. The course will instruct

participants how to complete the ODOT required procurement forms and how to use the National RTAP procurement Pro system.

### **PRODUCTIVITY AND SUPERVISORY SKILLS (PASS)**

Trainers: Russ Parish

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.

### **RECOGNIZING AND PREVENTING SEXUAL HARASSMENT**

Trainers: Robbie Sarles; Julie Schafer; Vicky Warner

Description: Sexual harassment can have a devastating effect on the working environment. Attendees of this four-hour workshop will garner a 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**

Trainers: Robbie Sarles; Rich Garrity; Kelly Shawn; Julie Schafer

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**

Trainers: Kelly Shawn; Russ Parish; Vicky Warner; Megan Gatterdam

Description: This four- to eight-hour class is designed to help drivers prepare for the State and National Rodeo. 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**

Trainers: Kelly Shawn; Russ Parish

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 main components: Safety Management Policy, Safety Assurance, Safety Risk Management, and Safety Promotion. Within each of these components are 11 subcomponents. This one- to two-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**

Trainer: Kelly Shawn

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 - OVERVIEW**

Trainers: Kelly Shawn; Russ Parish; Vicky Warner

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.

### **Safety and Security – eLearning**

This eLearning/online learning 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. Each participant must complete an exam at the end of the course. Participants will then receive a certificate of completion. Each user friendly, online module was developed using Lectora software to be interactive with reviews and quizzes throughout the modules to assess and reinforce each student's understanding and learning.

## **SCHEDULING & DISPATCHING FOR RURAL TRANSIT SYSTEMS - BASIC**

Trainers: Kelly Shawn; Julie Schafer; Christy Campoll; Vicky Warner

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 a transit environment, customer service, responding to incidents, and healthy work habits.

## **SCHEDULING AND DISPATCHING FOR RURAL TRANSIT SYSTEMS - ADVANCED**

Trainers: Kelly Shawn; Julie Schafer; Christy Campoll

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, complementary 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**

Trainers: Kelly Shawn; Russ Parish; Vicky Warner

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 vehicles are road-worthy, understand how to safely operate the 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**

Trainers: Kelly Shawn; Russ Parish; Vicky Warner

Description: This two-day, sixteen-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.

### **TITLE VI OF THE CIVIL RIGHTS ACT OF 1964**

Trainers: Robbie Sarles, Rich Garrity; Kelly Shawn; Laura Brown; Matt Bussey; Julie Schafer

Description: Title VI of the Civil Rights Act of 1964, 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 of the particular areas if desired.

### **TRAIN THE TRAINER I**

Trainers: Russ Parish; Vicky Warner

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 a veteran and new trainer alike.

## **TRAIN THE TRAINER II**

Trainers: Russ Parish; Vicky Warner

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**

Trainers: Kelly Shawn

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 and how you can effectively implement the required TAM system to achieve FTA compliance in this 1 ½ to two-hour session.

## **TRANSIT MANAGER TRAINING FOR NEW AND SEASONED MANAGERS**

Trainers: Julie Schafer; Ray Boylston; Christy Campoll

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 apply to the job. 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 email communications, as well as from the accountability and encouragement that ultimately results among the participants.

## **TRANSIT PLANNING AND SERVICE EVALUATION**

Trainers: Robbie Sarles; Kelly Shawn, Ray Boylston; Julie Schafer; Christy Campoll

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**

Trainers: Robbie Sarles; Russ Parish; Vicky Warner

Description: This six-hour program explores all aspects of investigating an accident involving a 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**

Trainers: Robbie Sarles; Rich Garrity; Kelly Shawn; Ray Boylston; Julie Schafer; Christy Campoll

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.

## **VETERANS TRANSPORTATION**

Trainers: Kelly Shawn; Russ Parish; Laura Brown

Description: This two- to four-hour course focuses on veterans; the challenges they face; services for veterans, and the role of transportation to support veterans. The course looks at data provided by the Veterans Administration to understand barriers veterans face in obtaining quality health care and the many health issues faced by veterans from Traumatic Brain Injury to alcohol and drug abuse. Transit can help relieve some of the barriers to sustained medical attention needed by many veterans.

## **VIOLENCE IN THE TRANSIT WORKPLACE**

Trainers: Kelly Shawn; Russ Parish; Vicky Warner

Description: The safety and security of transit employees and the public is a primary concern for any agency that provides transportation. In addition to protecting their systems from crime or acts of aggression, agencies and employees face the challenge of addressing workplace violence issues every day. Whether it is a threat of a physical attack or intimidating behavior by customers, co-workers, and others, this four-hour course responds to a need for front-line employees and supervisors to prevent, respond to, and recover from workplace violence incidents. Provide your transit employees with the skills and knowledge to do the following:

- ◆ Recognize and define workplace violence;
- ◆ Identify agency and personal security measures for preventing workplace violence;
- ◆ Describe strategies for dealing with "different," "difficult," and "dangerous people;" and,
- ◆ Discuss the importance of recovering from workplace violence.

**Updated July 2020**



**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 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: The Passenger Assistance Safety and Sensitivity (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 workshop to certify

trainers who can then train drivers or as a two-day Driver training 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 provided 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 Trainer certification is valid for three years and can be renewed on-line, or by attending a PASS workshop. The Driver certification is valid for two years.

Topics will include: Distracted Driving, Driver Fatigue, Driver as a Professional, Effective Communication, Stress, People First Language, Americans with Disabilities Act, Assisting Passengers with Service Animals, Disability Awareness, Diabetes, Epilepsy or Seizure Disorders, Bloodborne Pathogens, Kidney Dialysis, Mobility Equipment and Features, Lift Operation, Wheelchair Securement, Securing the Wheelchair Occupant, Accidents and Emergencies, Evacuation, Concepts and Elements of Training, Characteristics of Adult Learners, Characteristics of a Good Trainer, Conduct of the Instructor.

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

### **AMDS – ADVANCED MOBILITY DEVICE SECUREMENT**

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

To accomplish these objectives, the workshop integrates lectures, visual aids, participant discussions, and learning activities.

## **BUILDING DIVERSITY SKILLS IN THE TRANSIT WORKPLACE**

Description: *Building Diversity Skills in the Transit Workplace* is designed to assist transit employees in maintaining effective working relationships by recognizing and responding to the diverse needs of individuals and groups within the transit workplace. The objectives of the course are to provide participants with the knowledge and skills to:

- ◆ Define diversity in the workplace and its many dimensions
- ◆ Identify barriers to valuing diversity
- ◆ Recognize diversity issues and their impact on employee and customer relations
- ◆ Discuss strategies for valuing diversity in the workplace

To accomplish these objectives, the course integrates lectures, visual aids, participant interaction, and learning activities. Length of Training: 3-4 hours

## **VIOLENCE IN THE TRANSIT WORKPLACE – PREVENTION, RESPONSE AND RECOVERY**

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 with 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**

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 with workplace violence and what employees can do to address the impact of it on themselves and co-workers.