A Guide to Florida’s Transit Training and Certificate Programs
Welcome to the FDOT Transit Safety and Workforce Development Training Programs! .................. 1

TRAINING COURSE DESCRIPTIONS

Advanced Problems in Bus Collision Investigation (FT00556) .......................................................... 2
All-Hazards Awareness and Preparedness for Transit Employees (Train the Trainer) ......................... 3
The Art of Defusing Conflict: De-Escalation Techniques for Transit Operators ................................. 3
Building Diversity Skills in the Transit Workplace (Train the Trainer) ........................................... 4
Bus Procurement Workshop ................................................................................................................. 5
Bus Transit Nomenclature (FT00552) (CBT) ....................................................................................... 5
Call Centers: Establishing a Professional Response in All Situations ............................................. 6
Clean Sober and Safe Training Video, Handbook & CBT ................................................................. 6
Comprehensive ADA Paratransit Eligibility ...................................................................................... 7
Crime Prevention through Environmental Design (FT00531) ......................................................... 8
Curbing Transit Employee Distracted Driving (FT00555) (CBT) ................................................... 9
Curbing Transit Operator Distracted Driver Training Program ..................................................... 9
Disability Etiquette for Transit Operators (CBT) ............................................................................. 10
Effectively Managing Transit Emergencies (FT00456) ................................................................ 11
Fatigue and Sleep Apnea Awareness for Transit Employees (FT00558) ........................................... 12
Fundamentals of Bus Collision Investigation (FT00435) ................................................................. 13
Handling Transit Customer Complaints ............................................................................................. 14
How to Conduct an Internal Safety Audit ......................................................................................... 14
How to Perform a Bus Collision Investigation–A Short Course ..................................................... 15
Instructor’s Course for Transit Trainers (FT00562) ........................................................................ 16
Instructor Excellence (FT00535) ......................................................................................................... 17
Land Transportation Terrorism and Emergency Event Planning ..................................................... 18
Leading as a Mid-Manager in Today’s Public Transportation .......................................................... 19
National RTAP Safety Training and Rural Transit (START) ............................................................ 20
Operating an FTA & USDOT Compliant Drug & Alcohol Testing Program ....................................... 21
Organizational Leadership Course .................................................................................................... 21
Policies, Procedures, and Work Rules–Best Practices ..................................................................... 22
Preparing for Triennial Reviews ........................................................................................................ 23
Procurement for Small and Medium Transit Systems ...................................................................... 24
Quality Assurance and Quality Control in Transit ........................................................................... 25
REACT – Reasonable Suspicion Drug and Alcohol Testing Determination Training (CBT) .......... 26
<table>
<thead>
<tr>
<th>Course Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>REACT: Supervisor Training Package – DVD</td>
<td>27</td>
</tr>
<tr>
<td>Reasonable Suspicion Training for Supervisors</td>
<td>27</td>
</tr>
<tr>
<td>REACT – Reasonable Suspicion Drug and Alcohol Testing Determination Training (FT0566)</td>
<td>28</td>
</tr>
<tr>
<td>Risk Assessment for Transit Capital Projects</td>
<td>29</td>
</tr>
<tr>
<td>Rule Chapter 14-90, Florida Administrative Code: A Review for You–A Course for Transit Bus Operators</td>
<td>30</td>
</tr>
<tr>
<td>SMS Awareness (FT00561) (CBT)</td>
<td>31</td>
</tr>
<tr>
<td>SMS Principles for Transit (FT00564)</td>
<td>32</td>
</tr>
<tr>
<td>SMS Safety Assurance (FT00561)</td>
<td>33</td>
</tr>
<tr>
<td>Stepping into Supervision</td>
<td>34</td>
</tr>
<tr>
<td>Substance Abuse Awareness Training for Safety-Sensitive Employees</td>
<td>35</td>
</tr>
<tr>
<td>Substance Abuse Management and Program Compliance (FT00465)</td>
<td>36</td>
</tr>
<tr>
<td>Supervisor Training in Post-Accident Drug &amp; Alcohol Testing Decision-Making</td>
<td>37</td>
</tr>
<tr>
<td>Supervisor Training in Reasonable Suspicion Testing Referrals</td>
<td>37</td>
</tr>
<tr>
<td>Tips on Supervising Your Supervisor/Manager</td>
<td>38</td>
</tr>
<tr>
<td>Transit Asset Management Implementation for Tier II Providers and Sponsors</td>
<td>39</td>
</tr>
<tr>
<td>Transit Asset Management Training: Calculating Performance Measures and Setting Targets</td>
<td>40</td>
</tr>
<tr>
<td>Transit Bus System Safety (FT00533)</td>
<td>41</td>
</tr>
<tr>
<td>Transit Dispatch and Supervisor Training</td>
<td>42</td>
</tr>
<tr>
<td>Transit Emergencies: Validating Local Preparedness</td>
<td>42</td>
</tr>
<tr>
<td>Transit Industrial Safety Management (FT00457)</td>
<td>43</td>
</tr>
<tr>
<td>Transit Rail Incident Investigation (FT00544)</td>
<td>44</td>
</tr>
<tr>
<td>Transit Rail Nomenclature (FT00569)</td>
<td>45</td>
</tr>
<tr>
<td>Transit Rail System Safety (FT00543)</td>
<td>46</td>
</tr>
<tr>
<td>Transit Safety and Security Audit Course (FT00567)</td>
<td>47</td>
</tr>
<tr>
<td>Transit Supervisor’s Certification Course (FT00545)</td>
<td>48</td>
</tr>
<tr>
<td>Transit System Security (FT00432)</td>
<td>49</td>
</tr>
<tr>
<td>Transit Threat and Vulnerability Assessment Course</td>
<td>50</td>
</tr>
<tr>
<td>Travel Training: The Key to Independence and Paratransit Cost Savings</td>
<td>51</td>
</tr>
<tr>
<td>Understanding ADA</td>
<td>52</td>
</tr>
</tbody>
</table>

**OTHER TRAINING OPPORTUNITIES**

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>FDOT Small and Rural Transit Bus Operator Training Program</td>
<td>53</td>
</tr>
<tr>
<td>National RTAP</td>
<td>54</td>
</tr>
<tr>
<td>Florida Rural Transit Assistance Program</td>
<td>54</td>
</tr>
<tr>
<td>Easter Seals Project Action Consulting</td>
<td>54</td>
</tr>
</tbody>
</table>
CERTIFICATE PROGRAMS

USDOT Transportation Safety Institute Certificate Program .................................................. 55
  Transit Safety and Security Program (TSSP) Certificate ...................................................... 55
Florida Department of Transportation Certificate Programs .................................................. 56
  Florida Transit Operator Trainer Training Program ........................................................... 56
  Certified Transit Technician Program (CTTP) ..................................................................... 56
  Transit Manager Certificate Program (TMCP) .................................................................... 57
Drug and Alcohol Program Management (DAPM) Certification Program ............................ 58
ADA Complementary Paratransit Manager Certification ......................................................... 58
Florida Public Transportation Association Transit Leadership Development Program ............ 58
Airport Leadership Program ................................................................................................. 59

ADMINISTRATIVE DETAILS

Transit Safety and Workforce Development Program Policies & Procedures ....................... 60
  Registration ....................................................................................................................... 60
  Late Cancellations/No Shows ......................................................................................... 60
  Equal Opportunity/Equal Access Institution ................................................................... 61
  Procedures ....................................................................................................................... 61
Request to Host a Training Class at Your Agency ................................................................. 62
Who We are and What We Do? ........................................................................................ 63
Florida Department of Transportation District Map ............................................................. 64
Welcome to the FDOT Transit Safety and Workforce Development Training Programs!

The Florida Department of Transportation (FDOT), in partnership with the Center for Urban Transportation Research (CUTR) at the University of South Florida is pleased to bring to you the Transit Training and Educational Opportunities catalog. The catalog is comprised of innovative training for the transit professional, featuring online and instructor-led training courses for Florida’s transit agencies. We offer a wide range of training, for the small rural agency to the largest transit systems, Florida is leading the way to meet the demands of the ever changing transit industry.

Online, computer-based learning is available anytime, anywhere...just a click away! Our transit specific, instructor-led classroom courses are designed to address the complexities, intricacies, and challenges facing transit agencies in today’s world.

Our goal is to provide relevant training and educational opportunities for operations, safety, security, ADA, and maintenance. We offer specialized, focused training on transit dispatch, emergency management, bus collision investigation, and preparing for the transit safety audit. All training is designed to meet the needs of Florida’s transit industry - its regulations and safety best practices.

Certificate Programs for drug and alcohol program managers, certified transit maintenance technicians, and transit operator trainers are available. Certification is attainable through a set of courses constituting an area of specialization. An added bonus is that several courses offer CEUs. Curriculum is also available to earn the USDOT Transportation Safety Institute (TSI) Transit Safety and Security Program (TSSP) Certificate. Individuals who have earned the TSSP certificate have also met the course requirements for the World Safety Organization (WSO) certification.

The Transit Safety and Workforce Development Program is pleased to provide these transit training opportunities to Florida’s transit agencies. FDOT may make these courses available, within budgetary constraints. If you are interested in any of these courses, please contact Juan Battle at battle1@cutr.usf.edu at the USF Center for Urban Transportation Research or your FDOT District Office representative.

For a list of upcoming courses, please visit www.floridatsn.org, www.transitoperations.org or www.floridartap.org. Course registration is offered through a learning management system (LMS), provided by the Florida Department of Transportation’s Office of Freight, Logistics and Passengers Operations, offers Florida’s public transportation professional a portal to manage their professional development.

We express our sincere gratitude to the Florida Department of Transportation’s Office of Freight, Logistics and Passengers Operations for making these transit trainings available. Their mission is to provide a safe transportation system that ensures the mobility of people and goods, enhances economic prosperity, and preserves the quality of our environment and communities. Together, our agencies are stronger and safer because of their vision and values.
Advanced Problems in Bus Collision Investigation (FT00556)

SPONSOR
TSI

COURSE LENGTH
4.5 days

COURSE DESCRIPTION
Learn about advanced collision investigation techniques and methodologies to identify and analyze skid marks, enhanced scene photography, and identify bus collision contributing factors, as they relate to speed in pedestrian, bus, automobile, and motorcycle collisions. This course involves extensive mathematical calculations of complex speed estimates and mathematical formulas, including time and distance relationships and builds upon the Fundamentals of Bus Collision Investigation (FT00435) training course. Course elements include:

- Chain of events in a collision and investigator tools
- Intermediate review package
- Combined speeds skids on consecutive and simultaneous surfaces
- Speed/Velocity conversions
- Time and distance
- Airborne equations – falls, vaults, and flips
- Pedestrian collisions
- Motorcycles
- Field investigation simulated trial
- Field exercise: simulated collision and on-scene investigation
- Assembling investigation documentation and legal court case preparation
- Exercise: Field investigation and simulated court trial (plaintiffs, defendants, legal representation, bailiff, and judge), case presentation, and testimony (PPE required: leather upper, flat sole shoes)
- Pretest, quizzes, homework, group exercises, and final exam

TARGET AUDIENCE
Bus Operator Trainers, Collision Investigators, Safety Managers and Supervisors, Operations and Maintenance Managers/Supervisors, Risk Managers, Local Law Enforcement personnel (traffic/accident investigators), and Court Witnesses
All-Hazards Awareness and Preparedness for Transit Employees (Train the Trainer)

SPONSOR
NTI

COURSE LENGTH
6 hours

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

TARGET AUDIENCE
All transit employees

The Art of Defusing Conflict: De-Escalation Techniques for Transit Operators

SPONSOR
FDOT

COURSE LENGTH
CBT: 90 minute | ILT: 90 minutes – 4 hours

COURSE DESCRIPTION
The goal of The Art of Defusing Conflict: De-Escalation Techniques for Transit Operators course is to teach public transportation employees about techniques to defuse stressful passenger situations. In addition, participants will learn about their agency specific rules, policies, and restrictions; and how best to handle difficult situations while operating a public transit vehicle, as well as relevant state laws and regulations.

TARGET AUDIENCE
All transit agency personnel
Building Diversity Skills in the Transit Workplace (Train the Trainer)

**SPONSOR**
NTI

**COURSE LENGTH**
4–5 hours

**COURSE DESCRIPTION**
This NTI course 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. To accomplish these objectives, the course integrates lecture, visual aids, participant interaction, and learning activities.

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

**TARGET AUDIENCE**
All transit employees and operator trainers
Bus Procurement Workshop

SPONSOR
NTI

COURSE LENGTH
2 days

COURSE DESCRIPTION
As the types of buses available to the transit industry have expanded to include high tech fleets, purchasing a vehicle has become more complicated and requires discussions with the manufacturers to get the bus that will best meet the agency’s needs. A well thought out, streamlined, procurement process not only benefits the agency, but allows manufacturers a more consistent approach for their proposals, and more accountability for how federal dollars are spent. This workshop will:

- Highlight FTA procurement requirements
- Examine bus procurement processes
- Review the 2011 APTA Standard Bus Procurement Guidelines document
- Provide opportunities for dialog between manufacturers and agencies

TARGET AUDIENCE
Procurement managers and project managers who work on bus procurements. Agencies are encouraged to send a procurement team to the workshop when possible. Because vehicle procurements require strong cross-departmental cooperation and communication, other key staff involved in procuring buses, including representatives from finance, maintenance and legal departments are also encouraged to attend this workshop.

Bus Transit Nomenclature (FT00552) (CBT)

SPONSOR
TSI

COURSE LENGTH
37 minutes

COURSE DESCRIPTION
This online course is an introduction to bus transit, types of buses, transit bus modes, exterior bus features, and interior bus features.

TARGET AUDIENCE
State Safety Oversight employees and contractors, FTA employees and researchers. All public transit system personnel who are new to bus transit and have a general interest in understanding bus terminology.
Call Centers: Establishing a Professional Response in All Situations

SPONSOR
Easterseals Project Action Consulting

COURSE LENGTH
2 hours

COURSE DESCRIPTION
Call centers are often the gateway to your services for your community, but liaising with customers can also come with challenges. This highly interactive session will focus on tips, techniques, and strategies for responding to customers, and will also discuss managing stress and staying fresh and professional throughout the work day. Tips on aligning call center practices with agency policies will also be shared.

Clean Sober and Safe Training Video, Handbook & CBT

SPONSOR
FDOT

COURSE LENGTH
60 minutes

COURSE DESCRIPTION
The Clean, Sober and Safe video, when supplemented with additional training material, will aid transit agencies in meeting the FTA requirement to provide a minimum of sixty-minutes of training on the effects and consequences of prohibited drug use to all safety-sensitive employees. The video is intended to be used in a classroom-style setting, along with the accompanying handbook. The computer based training (CBT) version is intended for use when self-paced, independent training is needed.

The video, handbook and CBT can be accessed from the FDOT Substance Abuse Management website: http://sam.cutr.usf.edu/products/clean-sober-and-safe/

TARGET AUDIENCE
All safety-sensitive employees
Comprehensive ADA Paratransit Eligibility

SPONSOR
NTI

COURSE LENGTH
2 days

COURSE DESCRIPTION
The course begins with a review of ADA paratransit criteria and then reviews ADA paratransit eligibility requirements. The two-day session presents more detailed information about alternative eligibility determination processes, with a focus on in-person interview and assessment options. It also addresses “difficult” determination issues and presents options for trip-by-trip eligibility determinations. Topics include:

- Overview of ADA Paratransit Eligibility
- Eligibility Considerations
- Alternative Eligibility Determination Process and Materials
- Model In-Person Interview/Assessment Process Developed by Easter Seals Project ACTION
- Making Eligibility Determinations
- Travel Training and Paratransit-To Fixed-Route Feeder Service Considerations

TARGET AUDIENCE:
People who are interested in learning about several in-person interview/assessment tools and approaches to apply them in their systems.
Crime Prevention through Environmental Design (FT00531)

SPONSOR
TSI

COURSE LENGTH
2 days

COURSE DESCRIPTION
Gain an increased knowledge of system security concepts and initiatives. Learn how the three basic Crime Prevention through Environmental Design (CPTED) principles emphasize and enhance industry training by incorporating preventive measures into facilities design and operations planning. Course elements include:

- Review of basic concepts; Advanced assessments of risks and vulnerabilities
- Technology and equipment
- Audit checklists
- Best practices; Strategies
- Architectural design and space management concepts
- Environmental aims through space planning and behavioral concepts
- Crime as it relates to physical environment and law enforcement
- Crime prevention steps; Reducing criminal opportunity
- Principles of Transit Security Design Considerations
- Engineering CPTED into the transportation agency
- Electronic, mechanical, and physical equipment and material needed to enhance security
- Alarm and intrusion systems; Security personnel
- Exercise: informal site audit (PPE required: leather upper, flat sole shoes)
- Pretest and final exam

TARGET AUDIENCE
Curbing Transit Employee Distracted Driving (FT00555) (CBT)

SPONSOR
TSI

COURSE LENGTH
30 minutes

COURSE DESCRIPTION
This is a self-paced, computer based training course is also available to be presented in an instructor-led classroom training. The course was developed to raise awareness to public transportation professionals of the effects of distracted driving, and reduce the risk of distracted driving.

TARGET AUDIENCE
Transit Operators, Transit Supervisors, Risk Managers, Operations Managers, Safety Managers, Transit Operator Trainers, and all other public transportation professionals

Curbing Transit Operator Distracted Driver Training Program

SPONSOR
FDOT

COURSE LENGTH
CBT: 30 minutes | ILT: 60 minutes

COURSE DESCRIPTION
This training course was developed in cooperation with the Florida Department of Transportation and the USDOT’s Transportation Safety Institute (TSI) and produced by the University of South Florida’s (USF) Center for Urban Transportation Research (CUTR). Florida’s transit system may use this training course to train their operators and other key staff on Florida and agency rules, policies and restrictions on the use of wireless technologies while operating a public transit vehicle.

The goal of the “Curbing Transit Operator Distracted Driving Training Course” is to teach public transportation employees about the dangers and consequences of driving distracted. This course examines what distracted driving is, and how it has affected the public transportation industry. In addition, participants learn about their agency’s policies and procedures for non-agency authorized wireless technologies, as well as relevant state laws and regulations.
Disability Etiquette for Transit Operators (CBT)

SPONSOR
FDOT

COURSE LENGTH
35 minutes

COURSE DESCRIPTION
This online computer based training program provides transportation providers with specific etiquette guidelines on the do’s and don’ts for effectively communicating with customers who have disabilities. This important training program provides transit operators with tips, best practices and mock scenarios for successfully communicating with people who have disabilities. The program also stresses the important of superior customer service.

TARGET AUDIENCE
Transit bus operators, supervisors, operations managers, and other transit agency personnel who interact with the public.
Effectively Managing Transit Emergencies (FT00456)

SPONSOR
TSI

COURSE LENGTH
3.5 days

COURSE DESCRIPTION
Participants will learn the importance, purpose, development, and implementation of emergency management preparedness and response planning for transit agencies, as well as an introduction to Safety Management Systems (SMS) principles. Additionally, participants will learn about the role of the transit system in responding to emergency/disaster situations in both the community and transit system and the elements of an effective emergency management program. At the end of this course, participants are better prepared to complete the on-line FEMA training courses (IS-100 (ICS), IS-546 (COOP), and IS-700 (NIMS). Course elements include:

- Introduction to SMS principles
- Nature of emergencies and disasters; emergency management concepts
- Development of an emergency management plan; emergency management training
- Incident command system and coordination of response efforts and resources (NIMS/NRP National Response Plan)
- Procurement/Acquisition procedures for securing emergency response equipment
- Managing media relations
- Pretest, tabletop simulations, group exercises, quizzes, and final exam

TARGET AUDIENCE
Transit safety, operations, maintenance, police, and emergency management personnel, General Managers, Local first-responders (e.g. fire, police, hazmat, medical, and city emergency management personnel), Risk Managers, Security Supervisors, Public Relations Officers, FTA-State Safety Oversight (SSO) personnel, and Emergency Management Planners
Fatigue and Sleep Apnea Awareness for Transit Employees (FT00558)

SPONSOR
TSI

COURSE LENGTH
50 minutes

COURSE DESCRIPTION
This course is designed to inform and guide transit operators and systems regarding the identification and treatment of individuals at high risk for obstructive sleep apnea and other sleep disorders, as well as general concepts about sleep and fatigue.

TARGET AUDIENCE
All transit employees
Fundamentals of Bus Collision Investigation (FT00435)

SPONSOR
TSI

COURSE LENGTH
4.5 days

COURSE DESCRIPTION
Participants will learn about effective tools and techniques relating to data collection, on-scene evidence documentation, damage and debris evidence analysis, witness interview techniques, computation of simple speed estimates, and report writing. Participants will also gain in-depth practical application knowledge of accident reconstruction techniques and the use of mathematical formulas to evaluate contributing factors associated with bus collisions/investigations. This course also includes and introduction to SMS principles, basic collision investigation procedures. Knowledge of high school algebra will greatly assist participants to successfully complete this course. Course elements include:

- Introduction of SMS Principles
- Chain of events in a collision and investigator tools
- Center of mass and evaluating damage and debris
- Interpretation and measurement of marks on the road
- General principles of collision investigation math and use of calculators
- Minimum speed estimates from skid marks and yaw marks
- Interview techniques
- Principles of field sketching
- Photography
- Collision case preparation and presentation workshop
- Outdoor exercise (PPE required: leather upper, flat sole shoes)
- Pretest, quizzes, homework, group presentations, and final exam

TARGET AUDIENCE
Bus Operator Trainers, Collision Investigators, Safety Managers and Supervisors, Operations and Maintenance Managers/Supervisors, Risk Managers, and Local Law Enforcement personnel (traffic/accident investigators)
Handling Transit Customer Complaints

SPONSOR
FDOT

COURSE LENGTH
2 hours

COURSE DESCRIPTION
Tracking and responding to customer complaints can be tedious and non-rewarding for any transit system. This session will help participants define practical objectives for a complaint tracking system and explore more efficient methods for documentation, analysis, customer appeasement, employee accountability and systematic disposition of complaint reports.

TARGET AUDIENCE
Transit bus supervisors and operations managers, customer service representatives, and other transit agency personnel who interact with the public

How to Conduct an Internal Safety Audit

SPONSOR
FDOT

COURSE LENGTH
2 days

COURSE DESCRIPTION
Performing internal safety audits of your system is critical to ensuring outstanding system safety and advancing the safety management system framework in your agency. This course was developed to provide the structure and the tools required to successfully perform internal safety audits of your bus transit system, address system safety in general, and ensure Florida’s transit agencies’ compliance with Rule Chapter 14-90, Florida Administrative Code. The course covers general safety and security auditing principles (FDOT, USDOT, and FTA requirements), how audits are planned, and carried out. Additionally, participants will participate in hands-on exercises to put theory into practice.

TARGET AUDIENCE
How to Perform a Bus Collision Investigation—A Short Course

SPONSOR
FDOT

COURSE LENGTH
2 days

COURSE DESCRIPTION
How to Perform a Bus Collision Investigation—A Short Course has been developed to provide Florida’s transit agencies with the structure necessary to successfully conduct a bus collision investigation. The chain of events and contributing factors—human and environmental, the evidence analysis, and detailed documentation are critical to conducting a complete investigation of transit bus accidents. This two-day short course has been specifically designed to guide Florida’s transit agencies of all sizes in relevant, standardized ways to conduct a bus collision investigation.

Discussions will include the purpose of safety investigations, working with local law enforcement, FRA/FTA/FDOT roles and requirements, NTSB role and investigative process, notifications—internal & external, and the Incident Command/NIMS. The training will include a series of tabletop exercises with various accident/incident scenarios that serve to draw out organizational and technical aspects of bus incident investigation.

TARGET AUDIENCE
Safety program administrators and developers, safety inspectors and auditors, safety managers and supervisors, risk managers, operations and maintenance supervisors/managers, and safety committee personnel
Instructor’s Course for Transit Trainers (FT00562)

SPONSOR
TSI

COURSE LENGTH
5 days

COURSE DESCRIPTION
Participants will develop presentation skills and learn facilitation methods and adult learning principles for teaching transit and paratransit operators. Participants will become certified to train and order U. S. Department of Transportation (USDOT) certificates for bus/paratransit operators using USDOT official training manuals. Receive TSI course materials to teach vehicle operations, emergency management, and customer relations, and learn how to teach classroom versions of Curbing Transit Employee Distracted Driving and Fatigue and Sleep Apnea Awareness for Transit Employees. Course elements include:

- Teaching in various training environments, and the trainer’s role
- Adult learning principles
- Delivery styles and methods, training aids, and using multimedia equipment
- Facilitation skills, the art of questioning, and managing class participation
- Team teaching, training strategies, the environment, and class configuration
- Role-playing exercises, training presentations, and self-evaluation
- Pretest and final exam

TARGET AUDIENCE
Driver Trainers, Safety Managers, Safety Supervisors, Bus/paratransit Operator Trainers, Training Managers.

Note: This course may offered by TSI or through CUTR via a Memorandum of Understanding with TSI.
Instructor Excellence (FT00535)

SPONSOR
TSI

COURSE LENGTH
4.5 days

COURSE DESCRIPTION
This course is presented by invitation only to transit trainers who have successfully completed the pre-requisite courses specified by the USDOT. Successful completion of this training allows the person to be a TSI associate instructor for classes related to their field of expertise.

TARGET AUDIENCE
Those who have completed the Instructor’s Course (FT00562) and other specific training in their focus areas; by invitation only
Land Transportation Terrorism and Emergency Event Planning

SPONSOR
FDOT

COURSE LENGTH
2 days

COURSE DESCRIPTION
This interactive workshop will share current information and an historical perspective of terrorism, mass injury and direct threat events enabling participants to protect infrastructure, passengers and employees. Topics covered will include but are not limited to:

- Vulnerability Assessment and Preventive Measures
- Mass Casualty Events and Weapons of Mass Destruction
- Contemporary Threats and Case Studies
- Special Event Security Planning
- Incident Management and Unified Command
- Managing the Message

The two-day workshop is a blended delivery including lecture/discussion, video case study presentation and group activities and presentations. Reference sources are based on current data available from federal agencies focused on terrorism prevention, security and vulnerability assessment program development. Some of the agencies referenced are Federal Law Enforcement Training Center, National Transportation Institute, University of Texas/TEEX, Department of Homeland Security, American Public Transportation Association, Emergency Management Institute, and the National Fire Academy.

TARGET AUDIENCE
Transit agency leadership, transit (or local) police, transit agency safety, security, operations, maintenance personnel, and local first responders
Leading as a Mid-Manager in Today’s Public Transportation

**SPONSOR**
NTI

**COURSE LENGTH**
4 hours

**COURSE DESCRIPTION**
This program provides a unique training and educational opportunity for the transit managers and supervisors who hold mid-level positions in transit organizations. This course offering will provide participants with skills necessary to lead, manage, and supervise from the middle of the organization. Topics include:

- Diversity in the workplace
- Characteristics of effective and ineffective leadership
- Effective leadership techniques and methods
- Skills that will help achieve leadership goals
- Characteristics of leadership
- Time management
- Emotional Intelligence, flexibility, and trust

**TARGET AUDIENCE**
Transit manager, supervisors and mid-management of public transit agencies


**SPONSOR**
FDOT

**COURSE LENGTH**
2 days

**COURSE DESCRIPTION**
This instructor-led course provides methods to motivate employees and to avoid conflict between one another and with passengers. It examines the relationship between stress and performance and learn principles of employee behavior, motivation, and management. Upon completion, participants will use what they learned to encourage safe behavior, avoid conflict, build morale, recognize positive performance, administer discipline, and establish management programs and practices.

**TARGET AUDIENCE**
Transit trainers, transit supervisors
National RTAP Safety Training and Rural Transit (START)

**SPONSOR**
National RTAP

**COURSE LENGTH**
2 days

**COURSE DESCRIPTION**
Providing transit services in a safe, secure, and customer-oriented manner demands that bus and van operators (drivers) are well trained and knowledgeable about the equipment they operate, the conditions under which they drive, and the passengers they serve. The National Rural Transit Assistance Program developed START (Safety Training and Rural Transit) as a training tool to help guide operators in these three very important areas of knowledge and skill. The three training modules include: Vehicle Safety, Driver Safety, and Passenger Safety. By the end of this course, learners should be able to:

- Conduct a pre-trip inspection to ensure that their vehicle does not have an obvious safety deficiency
- Operate the vehicle using industry best-practices in safety and security
- Safely load and unload ambulatory and non-ambulatory passengers
- Utilize industry best-practices for managing on-board incidents

**TARGET AUDIENCE**
Transit trainers and others who provide training to public transit bus drivers
Operating an FTA & USDOT Compliant Drug & Alcohol Testing Program

SPONSOR
CUTR

COURSE LENGTH
8 hours

COURSE DESCRIPTION
This full-day course provides a comprehensive review of the necessary components of an FTA compliant drug and alcohol testing program. Identifying which employees are deemed safety-sensitive, policy requirements, training requirements and the testing circumstances will be included topics. We will explore the technical side of testing to include the collection and analysis of specimens as well as the role of the Medical Review Officer and Substance Abuse Professional.

TARGET AUDIENCE
Transit agency Drug and Alcohol Program Managers, Human Resource Personnel, District Officials, Oversight Agents

Organizational Leadership Course

SPONSOR
CUTR

COURSE LENGTH
1–3 days

COURSE DESCRIPTION
CUTR’s Organizational Leadership Course is an abbreviated one-day course (for executive leadership) and an additional two days designed for other transit leadership. Each delivery is individually designed to address management’s alignment with the strategic direction of an organization, the importance of passion to the manager/leader, how to successfully communicate, develop team building and collaboration in the workplace, and encourage employees to be empowered agents of change.

TARGET AUDIENCE
Transit agency senior management, leaders, and mid-level managers/directors
Policies, Procedures, and Work Rules–Best Practices

SPONSOR
CUTR

COURSE LENGTH
2 days

COURSE DESCRIPTION
The Policies, Procedures, and Work Rules-Best Practices training course provides a presentation and discussion of the requirements for the effective development and maintenance of agency policies, procedures, and work rule documents. Participants are provided the tools and insights on the types of documentation that must be developed and maintained by public transit agencies, including the requirements necessary for the maintenance of controlled documents. The primary objective of the course is to increase participants’ skills in designing policies and procedures that are concise, specific, and effective. An additional day with appointments made available for individualized assistance on specific agency policies and procedures.

TARGET AUDIENCE
All transit agency personnel in supervisory or management positions who are responsible for the development and maintenance of agency documentation
Preparing for Triennial Reviews

SPONSOR
CUTR

COURSE LENGTH
2 hours

COURSE DESCRIPTION
Getting the news that your transit agency has been scheduled for a triennial review, the Federal Transit Administration’s (FTA) management tool for examining grantee performance and adherence to current FTA requirements, can raise your anxiety levels. This class will demystify the triennial review process, explain its purpose, go over the review categories, and detail helpful management practices to insure an excellent review result. The instructor will provide guidance on how to avoid common review deficiencies, as well as respond to your triennial review questions and concerns.

TARGET AUDIENCE
Transit planners, administrative personnel, and other transit agency personnel who participate in the FTA triennial reviews at their agencies
Procurement for Small and Medium Transit Systems

SPONSOR
NTI

COURSE LENGTH
2 days

COURSE DESCRIPTION
This course provides an overview of transit procurement, emphasizing “best practices” for contract procurements by small and medium transit systems who are recipients of FTA funding. The course provides participants with a framework for examining basic issues pertaining to third-party contracting and introduces minimum standards for individual agency practices as described in the FTA Circular 4220.1F and other relevant federal guidance documents. Specific problem areas that may emerge during the procurement process will be identified and addressed. Circular 4220.1F is referenced throughout the course. This workshop will highlight FTA procurement requirements, examine the procurement processes, and provide an overview of best procurement practice in light of FTA requirements.

TARGET AUDIENCE
Small and medium transit system administrative staff who are involved with third-party procurement and are recipients of FTA funding. State agency representatives, and FTA regional staff will also benefit from this course. Attendance is limited to those transit agencies that are recipients of 5307 funds and operate less than 50 vehicles, or are recipients of 5310 or 5311 funds.
Quality Assurance and Quality Control in Transit

SPONSOR
NTI

COURSE LENGTH
2 days

COURSE DESCRIPTION
To provide an overview of the essential components of quality assurance and quality control in transit agencies. This course will also review and expand upon the FTA’s Quality Management System Guidelines and address the various perspectives for quality relative to capital development, transit operations, maintenance, or vehicle acquisition. Topics include:

- An overview and definition of quality assurance and quality control
- The benefits of implementing a quality management system
- The components that comprise a quality management system
- Strategies to implement quality processes in at least one of the following areas: capital development, operations, management, and vehicle acquisition

TARGET AUDIENCE
Current and new transit professionals that engage in federally funded activities. It will be particularly beneficial for grantees, FTA staff, consultants, contractors, and vendors
REACT - Reasonable Suspicion Drug and Alcohol Testing Decision Refresher Training for FTA Covered Supervisors

SPONSOR
FDOT

COURSE LENGTH
60 minutes

COURSE DESCRIPTION
This REACT computer based training program (CBT) is intended to supplement an employer’s in-house training curriculum for the initial training of supervisors and other agency officials to become authorized to make Reasonable Suspicion drug and alcohol testing determinations in the transit workplace. However, this REACT CBT can be used independently as an annual refresher-training tool for supervisors and other company officials that have completed the initial training in accordance with FTA regulation.

Note: REACT refresher training for supervisors is available as a CBT through the CUTR Learning Management System. To request enrollment in the REACT Refresher CBT, please contact Diana Byrnes at byrnes@cutr.usf.edu.

TARGET AUDIENCE
Transit supervisors and other agency personnel, as provided above
REACT: Supervisor Training Package

**SPONSOR**
FDOT

**COURSE DESCRIPTION**
REACT is a two part supervisor training series that aids transit systems in exceeding the FTA minimum supervisor training requirements delineated in 49 CFR Part 655.14(b). REACT Part 1 addresses Reasonable Suspicion Drug and Alcohol Testing Decision Training and is intended to be delivered in a classroom setting using the REACT Instructor’s Guide and REACT Participant Workbook. REACT Part 2 is a short but informative video that addresses how to determine when an event meets the FTA definition of an “accident” requiring post accident drug and alcohol testing to take place.

**TARGET AUDIENCE**
Transit supervisors

Reasonable Suspicion Training for Supervisors (eLearning)

**SPONSOR**
National RTAP

**COURSE LENGTH**
120 minutes

**COURSE DESCRIPTION**
This Reasonable Suspicion Training for Supervisors video (with trainer/trainee guide, and sample acknowledgement and determination forms) consists of four segments:

- General requirements on reasonable suspicion referrals
- Alcohol abuse in the workplace
- Prohibited drugs in the workplace
- The reasonable suspicion interview
- Interview techniques

**TARGET AUDIENCE**
Transit supervisors and other agency personnel, as provided above
Reasonable Suspicion and Post Accident Testing Determination Training for Supervisors (FT0566)

SPONSOR
TSI

COURSE LENGTH
ILT: 4 hours | CBT: 60 minutes

COURSE DESCRIPTION
This course may be presented as a classroom seminar or CBT. It is designed to educate participants on USDOT/FTA regulations for conducting reasonable suspicion and post-accident drug and alcohol testing (under USDOT/FTA authority). At the end of this seminar, participants will have the knowledge of accountability and authority as it relates to properly trained employer representatives making the determination of when to administer reasonable suspicion and post-accident drug and/or alcohol tests for safety-sensitive employees. This seminar meets and exceeds the FTA training requirements per 49 CFR Part 655.14(b)(2). Course elements include:

- FTA Post-Accident Testing Thresholds and testing scenarios
- Reasonable Suspicion Testing Procedures and common testing errors
- Signs, symptoms, indicators of alcohol misuse, and testing scenarios
- Signs, symptoms, indicators of drug abuse, and testing scenarios
- Physical, behavioral, speech, and performance indicators of probably drug use and alcohol misuse by safety-sensitive employees
- Roles and responsibilities for employer representatives (supervisors, dispatchers, managers, and other employer representatives) called upon to make testing determinations
- Case studies and best practices for effective detection of drug use and alcohol misuse

TARGET AUDIENCE
Transit Operations and Maintenance Supervisors, Road Supervisors, Dispatchers, other transit employer representatives, who may be called upon to make reasonable suspicion and/or post-accident drug/alcohol tester referrals.

Note: This course may be offered by TSI or through CUTR via a Memorandum of Understanding with TSI.
Risk Assessment for Transit Capital Projects

SPONSOR
NTI

COURSE LENGTH
2 days

COURSE DESCRIPTION
The goal of this course is to provide an overview of the risk review process as described by the FTA Oversight Procedure (OP) documents, including in particularly OP-40. Participants will learn the purpose of a risk review, necessary preparations required to undertake a risk assessment, principles of the methods used for risk assessment, and how such assessments are applied to the project management process. This course offers 1.5 CEUs. Topics include:

- FTA’s risk review requirements
- Stages of project development when a risk assessment should be performed
- Types of expertise necessary to conduct a risk assessment
- Identifying risks and mapping them to project components
- Factoring risks
- Risk assessment process, including Beta range factor concepts
- Risk response
- Risk protection, contingency analysis, and primary and secondary risk mitigation
- Implementing and monitoring a Risk Management Plan

The Risk Assessment for Transit Capital Improvements is a comprehensive course, and the following prerequisites are recommended:

- General knowledge of transit systems and common design and construction issues
- Basic understanding of how New Starts transit development occurs within the context of the FTA funding assistance
- Experience with standard project metrics, such as estimating and scheduling

TARGET AUDIENCE
Safety Program Developers, Safety Inspectors, Safety Managers, Human Resource Managers, Field Supervisors, Maintenance Staff, Safety Program Administrators, Safety Auditors, Operations Managers and Supervisors, Maintenance Managers, Safety Committee Personnel, Transit Executive Managers, Risk Managers, Maintenance Supervisors, Corrective Action Personnel, and Safety Oversight Agencies. Also, government managers, contract managers, designers, and builders who are undertaking a transit capital project larger than $300 million. The course is scalable for small and medium projects.
Rule Chapter 14-90, Florida Administrative Code: A Review for You–A Course for Transit Bus Operators

SPONSOR
FDOT

COURSE LENGTH
45 minutes

COURSE DESCRIPTION
This online CBT course offers transit operators an overview of the Equipment and Operational Safety Standards contained within Chapter 14-90, FAC. While Chapter 14-90 is comprehensive, and addresses many safety standards in various areas, this course focuses on those items pertinent to the bus operator. The six modules include:

- Module 1: What is Rule Chapter 14-90, Florida Administrative Code?
- Module 2: Driver Selection, Qualification, and Minimum Driver Training Requirements
- Module 3: Wireless Communication Devices
- Module 4: Operational and Driving Requirements
- Module 5: Operational Safety and Medical Examinations
- Module 6: Pre-Trip Inspections

TARGET AUDIENCE
Florida transit bus operators
SMS Awareness (FT00561) (CBT)

SPONSOR
TSI

COURSE LENGTH
1 hour

COURSE DESCRIPTION
This online course will introduce the participant to Safety Management Systems (SMS), describe the four components of FTA’s SMS Framework, and identify the importance of Employee Safety Reporting Systems to the success of SMS. This course is the mandatory pre-requisite for the SMS Safety Assurance VLT Course.

TARGET AUDIENCE
Safety Managers/Supervisors of Operations and Maintenance, Risk Managers
SMS Principles for Transit (FT00564)

SPONSOR
TSI

COURSE LENGTH
2.5 days

COURSE DESCRIPTION
This course includes an introduction to principles and 4 key pillars of SMS: policy, risk, assurance, and promotion. Building upon traditional transit system safety, participants will learn about the SMS framework which includes executive leadership and accountability for safety, creating a positive safety culture, preventive risk analysis, and building an employee non-punitive safety reporting program. At the end of this course, participants will have a greater awareness of critical safety practices which are available through SMS integration with transit system safety including practical applications and exercises to begin SMS implementation. Course elements include:

- Introduction to SMS
- SMS Framework
- Evolution in Safety Thinking
- Safety Management Policy
- Safety Risk Management
- Safety Assurance
- Safety Promotion
- Employee Safety Reporting System
- Getting Started with SMS Implementation
- Pretest, quizzes, group exercises, and final exam

TARGET AUDIENCE
SMS Safety Assurance (FT00561)

SPONSOR
TSI

COURSE LENGTH
2 hours

COURSE DESCRIPTION
This virtual live training course has a pre-requisite (SMS Awareness), and is designed to examine the Safety Assurance (SA) component within a SMS and discuss the (3) key sub-components and essential SA activities and tools necessary to verify the effectiveness of safety risk mitigations and that no new safety risks have been introduced through implementation of the mitigations or changes. Course elements include:

♦ FTA SMS Framework
♦ Safety Assurance activities and tools
♦ The relationship between Safety Risk Management (SRM) and Safety Assurance (SA)
♦ Current SRM/SA activities and tools, as well as the gaps that exist
♦ Safety Performance Monitoring and Measurement
♦ Practical Drift
♦ Management of Change
♦ Continuous Improvement
♦ Online Pretest and online Final Exam

TARGET AUDIENCE
Federal personnel and their contractor support who conduct safety audits and examinations of public transportation systems, State Safety Oversight Agency (SSOA) personnel and their contractor support who conduct safety audits and examinations of public transportation systems, and rail transit agency employees who are directly responsible for safety oversight. Additionally, this course is recommended to bus and rail transit Safety Managers and Supervisors, Operations and Maintenance Managers/Supervisors, Operator Trainers, Risk Managers, Senior Transit Directors/Administrators, Collision Investigators, Internal Safety Auditors, Human Resource Managers, Board of Directors and City Council Members with transit agency oversight.
Stepping into Supervision

SPONSOR
FDOT

COURSE LENGTH
2 hours

COURSE DESCRIPTION
The job requirements of the supervisor reach far beyond rules enforcement. How a supervisor reacts to everyday challenges can have both short-term consequences and long-term effects. This interactive session will help identify both obvious and hidden job barriers. Additionally, the session will discuss research that has helped to identify stresses in the workplace.

TARGET AUDIENCE
Transit bus supervisors and operations managers, maintenance personnel, and other transit agency personnel who interact in group settings.
Substance Abuse Awareness Training for Safety-Sensitive Employees

SPONSOR
National RTAP

COURSE LENGTH
2 60-minute modules

COURSE DESCRIPTION
This on-line course has two modules. The first is untimed and provides an overview of the course navigation, information about the FTA substance abuse program and general awareness education about the dangers of alcohol misuse on the individual’s health, work, and personal life, as well as signs and symptoms of an alcohol problem. The second module on prohibited drugs will be timed, and includes five sections. The module MUST take a minimum of ONE HOUR to complete to receive credit for the course. Your knowledge will be tested after each of the prohibited drug discussions with a series of questions. Your knowledge will not be tested after the alcohol section. You will only be tested following each of the five prohibited drug sections. DO NOT RUSH. Take your time to ensure your understanding. The average time to complete the program is 90 minutes. The course includes audio and closed captioning.
Substance Abuse Management and Program Compliance (FT00465)

SPONSOR
TSI

COURSE LENGTH
3 days

COURSE DESCRIPTION
Participants will gain knowledge on how to evaluate and self-assess their agency’s substance abuse program and compliance with FTA regulations and industry best-practices. The course involves lecture, videos, Q&A sessions with expert instructors, and peer information sharing. This course promotes a better understanding of FTA substance abuse compliance regulations and their application to transit agency policies and procedures of this course. The Reasonable Suspicion and Post Accident Testing Determination may be conducted in conjunction with this training. Course elements include:

- Legislative-regulatory requirements for 49 CFR Part 655 and 49 CFR Part 40
- Categories of safety-sensitive testing types: pre-employment, reasonable suspicion, post-accident, random, return to duty, follow-up, checklist review, and action plan
- Testing procedures
- Urine specimen collection procedures
- Medical Review Officer (MRO) procedures
- Drug testing laboratory regulations and procedures
- Procedures for Substance Abuse Profession (SAP) referrals
- Contractor and service agent oversight, checklist review, and action plan
- Recordkeeping requirements, reporting procedures, and confidentiality/information disclosure procedures
- The FTA audit process and common deficiencies found by auditors
- Training requirements, safety-sensitive employees, supervisors’ reasonable suspicion
- FTA voluntary Prescription (Rx) and Over-the-Counter (OTC) program updates
- General review of transit agency minimum policy content requirements
- Instructor-led Q&A and group discussions, pretest, and final exam

TARGET AUDIENCE

Note: This course may offered by TSI or through CUTR via a Memorandum of Understanding with TSI.
Supervisor Training in Post-Accident Drug & Alcohol Testing Decision-Making

SPONSOR
CUTR

COURSE LENGTH
1 hour

COURSE DESCRIPTION
This one-hour training outlines the FTA thresholds that must be met to authorize drug and alcohol testing following an event. The testing time table and documentation of the testing decision-making process are included topics.

TARGET AUDIENCE
Transit agency supervisors, transit Drug and Alcohol Program Managers, Safety Officers, Transit Trainers

Supervisor Training in Reasonable Suspicion Testing Referrals

SPONSOR
CUTR

COURSE LENGTH
2.5 hours
Note: This course meets FTA 655.14 (b)(2)

COURSE DESCRIPTION
This 2.5 hour seminar includes training on the signs and symptoms of probable prohibited drug use and possible alcohol misuse as well as a discussion on best practices for approaching an employee whom you believe may be impaired.

TARGET AUDIENCE
Transit agency supervisors, Transit Drug and Alcohol Program Managers, Safety Officers, Transit Trainers
Tips on Supervising Your Supervisor/Manager

SPONSOR
FDOT

COURSE LENGTH
2 hours

COURSE DESCRIPTION
Organizational charts define formal working relationships and delineate lines of authority. Far more complex is how tasks are accomplished and who gets the credit - or blame. This session will help participants recognize approach techniques that tend to maximize the opportunity for subordinates to implement ideas that can lead to change.

TARGET AUDIENCE
Transit bus supervisors and operations managers, maintenance personnel, and other transit agency personnel who interact in group settings
Transit Asset Management Implementation for Tier II Providers and Sponsors

SPONSOR
NTI

COURSE LENGTH
4 hours

COURSE DESCRIPTION
This course provides an overview of and implementation guidance for Tier II providers intending to comply with the Transit Asset Management (TAM) Final Rule (49 CFR 625). Tier II providers are defined as federal transit funding recipients that own, operate, or manage one hundred or fewer vehicles in revenue service during peak regular service across all non-rail fixed route modes or in any one non-fixed route mode, sub recipients under the 5311 Rural Area Formula Program, or any American Indian tribe.

The TAM course is intended to provide participants with:

- A common understanding of transit asset management and what it means for Small Providers
- An understanding of the requirements of the Final Rule on TAM(49 CFR 625) for Tier II providers
- An overview of the benefits of a transit asset management plan and how it can be used to improve decision-making
- Regarding the management of assets throughout their lifecycle
- An understanding of how to develop a transit asset management plan and how to use the plan template to support their process

TARGET AUDIENCE
Mid- and senior-level managers from TAM Plan sponsoring agencies, who will be responsible for the implementation of the TAM Final Rule within their agencies
Transit Asset Management Training: Calculating Performance Measures and Setting Targets

SPONSOR
TSI

COURSE LENGTH
CBT: 6 modules

COURSE DESCRIPTION
In this online training course on transit asset management (TAM), you will learn how to measure the performance of your agency’s transit assets and use those performance measures to set effective and achievable targets. You will also learn how to report performance measures and associated asset condition targets to the National Transit Database or NTD. The course also provides guidance on categorizing which transit assets must have their condition assessed and the correct methods to assessing asset condition, by asset category. Additionally, you will learn how to measure the performance of each asset category using individual asset condition information, set targets for future asset condition, and what information to report to National Transit Database or NTD. This course is presented in six modules:

- Introduction to Performance Measurement
- Using Performance Measures to Set Targets
- Assessing Asset Condition for Equipment and Rolling Stock
- Assessing Asset Condition for Facilities
- Assessing Asset Condition for Infrastructure (Optional)
- Reporting and other next steps

TARGET AUDIENCE
Recipients and sub-recipients of FTA funds who are required to submit TAM plans
Transit Bus System Safety (FT00533)

SPONSOR
TSI

COURSE LENGTH
4.5 days

COURSE DESCRIPTION
Participants will study the four pillars of SMS and how SMS and System Safety work together to help create a safer working environment. Discover how the application of engineering and management principles, criteria and techniques can help to lower safety risk to acceptable levels. Participants will explore the concepts of safety climate, safety risk management, the hazard reduction matrix as well as the hazard reduction precedence. Course elements include:

- SMS
- Core system safety elements; enhanced system safety elements suggested by the FTA
- Safety climate and the impact on safety performance
- Consequences of accidents and incidents
- Heinrich Ratio
- System safety; System safety as a management discipline
- Management and engineering principles; Hazard identification and resolution
- Components of the system safety management process
- Roles and activities for the safety unit and safety committee
- Employee selection criteria
- Vehicles, facilities, equipment and systems
- Human resources
- Americans with Disabilities Act (ADA)
- Safety and security activities
- Threat and vulnerability analyses
- Emergency/All-hazards management
- Exercise: informal site audit (PPE required: leather upper, flat sole shoes)
- Pretest, quiz, and final exam

TARGET AUDIENCE
Transit Dispatch and Supervisor Training

SPONSOR
FDOT

COURSE LENGTH
2 days

COURSE DESCRIPTION
This course is offered to assist transit dispatchers and other professionals within the transit industry to understand the importance, pressures and challenges dispatchers and other first line transportation supervisors experience on a daily basis. The course is a presentation and discussion of the skills and qualities required, such as leadership, communication, multi-tasking, documentation, technology, emergency management and other areas of day-to-day activities that may provide participants the ability to grow within public transit.

TARGET AUDIENCE
Dispatchers, dispatch trainees, safety managers, maintenance foremen and management, HR, finance, customer service, and trainers

Transit Emergencies: Validating Local Preparedness

SPONSOR
FDOT

COURSE LENGTH
2–3 days

COURSE DESCRIPTION
This unique course will cover the elements of prudent emergency preparedness planning for transit operations, with specific focus on validating any such planning through targeted exercises. A broad spectrum of risk evaluation, incident response, crisis management and mitigation, and resuming / continuing operations will be presented. Specifically the course will focus on Threat Assessment & Risk Management, FDOT Emergency Management Strategy, Mitigation and Response Planning, Communication and Organizational Structure, Employee and Management Training Modules, Exercises and Plan Validation, Incident Response, Evaluation and After Action, and Preparedness Funding.

TARGET AUDIENCE
Transit agency safety, security, operations, maintenance personnel, and local first responders
Transit Industrial Safety Management (FT00457)

SPONSOR
TSI

COURSE LENGTH
4.5 days

COURSE DESCRIPTION
This course is designed to educate participants on how to develop, implement, and maintain an industrial safety management program following OSHA principles and guidelines for transit employees, equipment, and facilities. Participants will learn about SMS principles, human behavior factors, proactive policies and procedures, identification of hazards and unsafe practices, hazard controls and resolution, documentation, employee training requirements, and management of a workplace safety program.

A 30-hour (general industry) OSHA compliance certification is offered to all participants who successfully complete the course. Course elements include:

- Introduction to SMS Principles
- Introduction to occupational health, the Occupational Safety and Health Act
- Recordkeeping
- Accident/incident investigation
- Hazardous materials (HAZMAT), hazardous communications (HAZCOM)
- Fire protection
- Blood borne pathogens
- Lock-out/tag-out
- Walking and working surfaces, slips, trips, and falls
- Electrical
- Safeguarding machinery
- Welding and brazing
- Hand and power tools
- Materials handling
- Confined spaces
- Personal protective equipment and respirators
- Fatigue
- Emergency plans and evacuation
- Loss control
- Ergonomics
- Flammable and combustible liquids
- Industrial hygiene
- Preparation for site inspection and audit guidelines
- Field exercise: informal site audit (PPE required: ANSI/American National Standards approved safety shoes)
- Pretest, homework, group audit presentations, and final exam

TARGET AUDIENCE
Safety Program Administrators and Developers, Safety Inspectors and Auditors, Safety Managers and Supervisors, Risk Managers, Operations and Maintenance Supervisors/Managers, Safety Committee personnel, and FTA-State Safety Oversight (SSO) personnel
Transit Rail Incident Investigation (FT00544)

SPONSOR
TSI

COURSE LENGTH
4.5 days

COURSE DESCRIPTION
This course provides participants with the knowledge and skills to successfully investigate various types of transit incidents and comply with the requirements of State Safety Oversight Rule 40 CFR Part 659. This will be achieved utilizing the systems approach to incident investigation used by the National Transportation Safety Board. Examples are drawn from light rail, commuter rail, and heavy rail operations. The course will assist participants to better understand how the investigation process shall be used to prevent rail transit incidents and allow for successful implementation of corrective actions plans.

Course elements include:

- Rail system elements overview (including track, signals, power, communications and supervisory control and data acquisition systems, and rail vehicles)
- Systems approach to incident investigation, types of investigations, purpose of investigations
- Implementing the investigation, investigation tools, managing and organizing the investigation, evidence collection
- Collecting incident information on-site and off-site
- Recommendations, types of incidents, identification, evaluation, follow-up
- Photography, planning, and techniques
- Interview techniques, identification and arrangement, factors that affect witness statements, interview questions
- Human factors, behavior, health and medical, training, job and task evaluation, equipment design/ergonomics, environment, internal/external records and documentation
- Report writing, purpose and use of accident reports, report outline, preparation of draft and final reports
- Collision investigations, types of rail operations, types of collisions
- Derailment investigations, examples of derailments, derailment causes (track, track structure, rail defects, vehicles, lateral to vertical ratio), determining the original point of derailment, on-site investigation, off-site investigation
- Grade crossing collision investigation
- Train handling
- Case studies
- Field exercises (derailment simulation, track measurements, and track and rail vehicle nomenclature
  (PPE required: steel-toed safety shoes or boots)
- Pretest, case studies, homework, group presentations, final exam

TARGET AUDIENCE
Transit Rail Nomenclature (FT00569)

SPONSOR
TSI

COURSE LENGTH
2 hours, 35 minutes

COURSE DESCRIPTION
This e-Learning offering covers the basic terminology and components used in rail transit systems. Topics include rail transit modes, vehicles, track and special track work, traction power, signal systems, rail grade crossings, and operations control center/vehicle maintenance facility. This course is designed for State Safety Oversight employees and contractors, personnel responsible for safety oversight at rail transit systems, FTA employees, researchers, and all public transit system personnel who are new to rail or have a general interest in understanding rail terminology.
Transit Rail System Safety (FT00543)

SPONSOR
TSI

COURSE LENGTH
4.5 days

COURSE DESCRIPTION
Learn basic rail system safety and safety management systems (SMS) principles, as well as the required elements of MAP-21 rule making and the State Safety Oversight Rule 49 CFR Part 659. Study hazard analysis and its implementation throughout the system life cycle, from planning and design, through construction, implementation of revenue service, and disposition. Explore system safety in the acquisition and operations phases, safety certification program, certifiable items list, security, and emergency response. Course elements include:

- Safety Management Systems (SMS)
- Program management
- Program standard development
- Oversight of rail transit agency internal safety and security reviews
- Oversight agency safety and security review
- Incident notification
- Investigations
- Corrective Action Plans
- Agency Safety Plan: administrative, hazards/modifications/certification, data analysis/investigations, emergency management, management of the ASP, regulatory requirements, and procurement
- Pretest, classroom exercises, final exam

TARGET AUDIENCE
Transit Safety and Security Audit Course (FT00567)

**SPONSOR**
TSI

**COURSE LENGTH**
3 days

**COURSE DESCRIPTION**
Discover what makes an effective audit. Prepare for and conduct a simulated safety audit of operational processes to verify safety performance. Evaluate the effectiveness of and conformance to safety risk controls. Learn the expectations for planning and conducting audits, reporting audit results and maintaining records. Course elements include:

- The System Safety and Security Audit (definition, terminology, purpose and scope of audit, professionalism)
- The audit process
- Scope of the audit
- Scheduling
- Notification
- Document requests and reviews
- Audit checklists
- Interviews
- Verification
- Findings and recommendations
- The audit report and presentation
- Corrective Action Plans
- Follow-up and tracking
- The audit cycle
- The audit program
- Auditing success
- Pretest, exercises, final exam

**TARGET AUDIENCE**
Transit Agency Internal Auditing Personnel, Transit Safety Managers, Transit Industrial Safety Compliance Officers, Transit Employees who may be called upon to perform or participate in audits/safety assurance, State Safety Oversight Personnel, and FTA employees and Contractors
Transit Supervisor’s Certification Course (FT00545)

SPONSOR
TSI

COURSE LENGTH
4.5 days

COURSE DESCRIPTION
Participants will develop new supervisory skills by learning the fundamental and regulatory responsibilities of supervisors. Discover the four “S’s” of supervision; safety, security, service and schedule. Course elements include:

- Fundamentals of supervision
- Communication
- Delegation
- Performance evaluations
- Customer service
- Ethics in the workplace
- Americans with Disabilities Act
- Equal Employment Opportunity
- Family Medical Leave Act
- Prevention of sexual harassment
- Reasonable suspicion
- Scheduling and dispatch
- Emergency management
- Vehicle troubleshooting
- Discipline and grievance procedures
- Tabletop exercises
- Pretest, quiz, and final exam

TARGET AUDIENCE
New Supervisors, Veteran Supervisors, Potential Supervisors, Operations Managers, Safety Managers, and Risk Managers
Transit System Security (FT00432)

SPONSOR
TSI

COURSE LENGTH
4.5 days

COURSE DESCRIPTION
Participants will develop an increased knowledge of Transit System Security and how it relates to Safety Management Systems (SMS). Participants will gain new resources to reduce crime and improve customer and employee security. Participants will learn how to use a uniform format for developing and implementing security policies and procedures through a SSP with crime prevention as the major component. Included are basic security terms, the eight steps in the threat and vulnerability identification, and resolution process. Course elements include:

♦ Introduction to system security
♦ Why transit security
♦ Transit security countermeasures
♦ Development of a SSP and security policies and procedures
♦ Threat and Vulnerability Assessment
♦ Procurement and security activities
♦ Security force establishment
♦ Problem oriented/problem solving security
♦ Managing the media
♦ Crime prevention
♦ Selling security to management and the public
♦ Group exercises: Security issues and TVA/Security Assessment
♦ (PPE required: leather upper, flat sole shoes)
♦ Pretest, quiz, and final exam

TARGET AUDIENCE
Transit Threat and Vulnerability Assessment Course

SPONSOR
FDOT

COURSE LENGTH
2–3 days

COURSE DESCRIPTION
This course provides an introduction to the FTA’s Threat and Vulnerability Assessment (TVA) eight-step methodology process. A TVA provides an analytical process to consider the likelihood that a specific threat will endanger the transit system, its patrons, or its employees. It identifies activities to be performed to reduce the risk of an attack and mitigate its consequences if an event takes place using a combination of quantitative and qualitative techniques to identify security requirements, including historical analysis of past events, intelligence assessments, physical surveys, and expert evaluation.

A TVA is the foundation of a transit agency’s System Security Plan (SSP), the Safety and Security Certification Program (SSPP), and a key requirement for the DHS Land Security Transit Security Grant Program (TSGP). This course provides transit agency safety, security, operations and maintenance personnel with the knowledge of what a TVA is, and the tools to conduct a thorough TVA at their agency.

TARGET AUDIENCE
Transit agency safety, security, operations, and maintenance personnel
Travel Training: The Key to Independence and Paratransit Cost Savings

SPONSOR
Easterseals Project Action Consulting

COURSE LENGTH
2 hours

COURSE DESCRIPTION
Travel training uses proven methods to help individuals learn how to use fixed-route public transportation safely and independently, which increases their independence, travel options and mobility while also reducing reliance on paratransit services. This session will address the many benefits of travel training, how to begin or enhance a travel training program, how to specifically quantify the financial benefits of travel training, and the many professional development opportunities available for travel trainers and support staff. Travel training helps reduce costs, create options, and increase independence for those who need it the most.

TARGET AUDIENCE
Transit training
Understanding ADA

SPONSOR
NTI

COURSE LENGTH
4 hours

COURSE DESCRIPTION
The goal of this course is to teach transit professionals the legal background of ADA and paratransit requirements. Topics include:

- ADA legal requirements that apply to public and private transportation related entities
- 14 service provisions documented in 49 CFR Part 37, Subpart G
- Requirements to determine if a public or private entity must provide complementary paratransit service
- Criteria for complementary paratransit service
- Requirements for existing and new transportation facilities
- Compliance and enforcement responsibilities of FTA, DOT, and DOJ
- Responsibilities and compliance procedures for public and private entities
- Enforcement and investigation processes, including hearings, decisions, and notices

TARGET AUDIENCE
People who work at a transit agency or provide transit service, those who manage or operate paratransit services, and Federal, State, and local representatives who work with the ADA community. It is recommended that you complete this course before attending other ADA-related courses.
Other Training Opportunities

FDOT SMALL AND RURAL TRANSIT BUS OPERATOR TRAINING PROGRAM

CUTR was directed by FDOT to develop a model Bus Operator Training Program for use by Florida’s small and rural transit agencies. Emphasis was placed on the requirements of Rule Chapter 14-90, Florida Administrative Code (FAC) (www.flrules.org/gateway/ChapterHome.asp?Chapter=14-90). The curriculum was developed to also include, but not be limited to ADA regulations, driver orientation, bloodborne pathogens, wireless communication devices, communications (including radio use), customer service, de-escalation, defensive driving, disability etiquette, driving in adverse conditions, drug and alcohol and/or a drug free workplace, fitness for duty, maneuvering a vehicle, operator and passenger seat belt use, pre- and post-trip inspections, safe boarding and alighting of passengers, securement, transit safety and security, vehicle familiarization, vehicle equipment, and other areas determined to be necessary.

It should be noted that while small agencies funded with FTA Section 5310 grant funds follow a portion of Chapter 14-90, the “5310 Only” agencies must adhere to the requirements of the State Management Plan (SMP) (www.fdot.gov/transit/Pages/SMP20150501.pdf). The specific training requirements from the SMP include these topics:

- Vehicle equipment and familiarization
- Vehicle and equipment inspections
- Basic vehicle operations and maneuvering
- Boarding and alighting
- Operation of wheelchair lifts and other special equipment
- Passenger assistance and securement
- Defensive driving
- Distracted driving
- Handling of emergencies
- Wireless communication

Recognizing that agencies have their own specific policies and procedures, the curriculum was developed to allow agency operations and training personnel to insert locally specific training into the content. This locally developed content could include, but not be limited to manifests, route orientation/maneuverings, and communication methods. Minimum suggested bus operator core training elements for the Florida Small and Rural Transit Agency Bus Operator Training Program have been identified with recommended length of training to be provided by core topic. Existing training resources will be identified, noting how to access the training material, and how to deliver the training (e.g., instructor-led, computer-based training (CBT), webinars, and etc.).

These courses are designed for: all small and rural transit agencies
NATIONAL RTAP

National RTAP eLearning allows learners to take self-guided, online courses at their own pace and on their own schedule. The typical end user will be transit management and staff, such as drivers, maintenance personnel, and dispatchers, who can access trainings via personal computers or mobile devices. Learners can revisit the material at any time for a refresher or to reinforce learning. Visit http://www.nationalrtap.org/Training/National-RTAP-eLearning for these on-line training topics:

- Substance Abuse Awareness Training for Safety Sensitive Employees
- Training Videos - Wheelchair Securement and Lifts
- START Online - Safety Training and Rural Transit
- Top Shops: Emergency Management in Vehicle Maintenance Facilities
- 2 the Point Training
- Emergency Procedures for Rural Transit Drivers
- Problem Passengers, Challenging Situations
- FTA 101: An Introduction to the Federal Transit Administration
- Americans with Disabilities Act (ADA) Guidance
- Title VI Program Requirements for FTA Grantees
- Reasonable Suspicion Training for Supervisors
- Bus Roadeo Toolkit

These e-courses are designed for: all transit agency personnel according to the area of interest

FLORIDA RURAL TRANSIT ASSISTANCE PROGRAM

The Florida Rural Transit Assistance Program (RTAP) provides training and technical assistance primarily to rural public transportation agencies and transportation service providers throughout the state. Under contract to the FDOT, CUTR has managed Florida RTAP since 2002. The Florida RTAP Center provides training, continuing education, and technical assistance on all levels to the rural transit providers, through on-site programs, distance on-line programs, and regular webinars. The Center also maintains a web-site, RTAP-listserv, and produces a quarterly newsletter. The Florida RTAP Center is held up as one of the premier state RTAP programs by FTA.

EASTER SEALS PROJECT ACTION CONSULTING

CUTR is the certifying body for Easter Seals Project Action Consulting (ESPAC) Certified Travel Trainer program. The program provides new and veteran travel trainers with a Certified Travel Trainer credential. The program focuses on preparing professional travel trainers with skills that include knowledge of human development and behavior, an understanding of transportation systems and services, and ability to teach the concepts of interaction with both the natural and built environment along paths of travel. The curriculum includes a series of foundational and elective courses, completion of 60 credits within two years of beginning the program, and passing an online test to verify skills and knowledge in travel training.
USDOT Transportation Safety Institute Certificate Program

TRANSIT SAFETY AND SECURITY PROGRAM (TSSP) CERTIFICATE

The USDOT Transportation Safety Institute (TSI) is responsible for managing and administering the Transit Safety and Security Program (TSSP). This certificate program recognizes the rail and bus transportation safety and security professionals who have successfully completed the required course work and core competencies to earn a TSSP Certificate of Completion. CUTR works closely with TSI to bring the required curriculum to Florida, allowing access to the TSSP certification to our state.

A transit professional that successfully completes the four (4) required courses within a consecutive three (3) year timeframe is eligible to apply. The Certificate of Completion indicates that the individual has a broad-based knowledge of the safety and security principles applicable to transit system safety, operations, and management. Certificate holders are provided the necessary information to develop and implement system safety, security, and emergency management program plans. The certificate is awarded upon successful completion of the following courses. Individuals can choose either path or both.

Courses do not need to be completed in any specific order.

NOTE: Individuals who receive the USDOT Transit Safety and Security Program Certificate (TSSP) have met the course requirements for the World Safety Organization (WSO) certification. To obtain WSO certification, applications for membership and certification must be submitted according to WSO Membership and Certification policy.
FLORIDA TRANSIT OPERATOR TRAINER TRAINING PROGRAM

The Florida Transit Operator Trainer Training Program was developed by the FDOT Office of Freight, Logistics and Passenger Operations. Through FDOT’s insight and innovation, the program provided standardized state and federal curriculum training to Florida’s transit operator trainers. The program has grown to include a voluntary statewide transit operator trainer certificate program. More than

This program works closely with the USDOT and TSI to develop and offer relevant transit operator training. Over 200 Florida transit trainers are currently enrolled in the program and more than 100 transit trainers have completed the required courses and have successfully graduated with their state certificate of completion.

This program serves to provide training for Florida’s public transit operator trainers through a state approved certificate and training curriculum. There are six courses which have been designated as requirements for successful certificate completion:

- Instructor’s Course for Transit Trainers (TSI FT00562)
- Fatigue Awareness and Sleep Apnea Awareness for Transit Employees (TSI FT00588)
- Curbing Transit Employee Distracted Driving (TSI FT00555)
- Curbing Transit Operator Distracted Driving (FDOT)
- Rule Chapter 14-90, Florida Administrative Code: A Review for You – A Course for Bus Transit Drivers

CERTIFIED TRANSIT TECHNICIAN PROGRAM (CTTP)

The Certified Transit Technician Program (CTTP) delivers technical training in a variety of subject areas specific to transit vehicle maintenance. The curriculum has been approved by the Florida Department of Education (FDOE), and those who complete the program will earn Post-Secondary Adult Vocational (PSAV) certification and an Automotive Service Excellence (ASE) Master Certification in transit vehicle maintenance. The program comprises classroom and hands-on training to ensure that training is both realistic and current. Students who desire to continue their education can receive up to 33 credit hours towards an Associate in Applied Science (AAS) degree at participating community colleges. This training program uses the following cutting edge instructional methodologies to deliver an unprecedented distance learning experience.

- Virtual Hands-On Training (VHOT) – This concept allows students to do real-time troubleshooting over the Internet while miles away at their worksite. Students from remote locations make actual repairs to equipment that is located at a distant facility. A defect is strategically inserted into a bus, and all parties login using Internet based software. The instructor starts the troubleshooting software and hands the remote control over to the student, who is at his/her worksite location. The instructor monitors the student and acts as his/her assistant, connecting cables, starting the bus, etc. A mobile web camera is also used, enabling the student to view connections, pins, and other components. When the repair is made by the assistant, the student clears the code and the bus is repaired. This element of the program is cutting-edge distance learning and allows the instructor to monitor troubleshooting techniques, hands-on, on-the-job training (OJT) performance, decision making, and parts selection.
3D Modeling – The methodology developed under this concept in partnership with a software development firm creates a 3D model distance learning structure that is computer based and student driven. This technique is used in conjunction with and separate from the classroom portion of instruction. Testing after instruction is built into the training module and can be set to advance the student through the module based on correct answers or redirect the student for additional instruction before progressing further. A comprehensive assessment strategy is used to continuously monitor program performance. Reviews, assessments, and comparisons involving performance measurement and operating indicators evaluate four phases of the program: classroom/hands-on instruction, curriculum, instructor performance, and on-the-job training.

Course content developed for the Certified Transit Technician Program includes:

- Transit Equipment Preventive Maintenance
- Transit Basic Electrical Systems
- Transit Wheelchair Lift/Ramp
- Transit Diesel Engine Preventive Maintenance
- Transit Steering and Suspension
- Transit Hydraulics
- Transit Diesel Electrical and Diesel Engine Electronics
- Transit Drivetrain
- Transit Intermediate Electrical Systems
- Transit Brakes/Air System
- Transit Alternative Fuel/Power Systems
- Transit Advanced Electrical Systems
- Transit Heating and Air-Conditioning
- Transmission Diagnosis, Rebuild and Repair
- Diesel Engine Diagnosis, Rebuild and Repair

TRANSIT MANAGER CERTIFICATE PROGRAM (TMCP)

The Transit Manager Certificate Program (TMCP), sponsored by the FDOT, administered by CUTR and offered through the University of South Florida’s (USF) University College (UC), prepares Florida’s public transportation managers for the challenges they face. Participants in this professional development certificate program experience skill and leadership building sessions and have the opportunity to expand their network of transit colleagues. The TMCP provides the tools and resources necessary for solving today’s public transportation challenges. TMCP offers tracks for operations, maintenance or administration personnel. A specialized seminar series provides participants distinctive and specific training in each of the three tracks from industry experts. The seminars challenge participants with real-world issues and ideas.

Utilizing the power of a learning management system (LMS), CUTR and UC register certificate participants; manage courses, track progress and performance, issue certificates and maintain an open line of communication with participants and instructors. The program’s contemporary delivery methodology, along with dedicated faculty, offer a certificate program that is relevant and accessible to today’s busy public transportation professional.
DRUG AND ALCOHOL TESTING PROGRAM MANAGER CERTIFICATE PROGRAM
The Drug and Alcohol Program Management (DAPM) Certification Program is designed specifically for Florida’s transit agencies’ Designated Employer Representatives (DERs) – those who manage the implementation of drug and alcohol regulatory compliance programs, are responsible for mitigating the risks associated with substance abuse within their transit systems and who play a vital role in overall transit system safety within their organizations. Graduates of this program will have a thorough understanding of FTA’s prohibited substances testing program regulations, the ability to accurately evaluate their transit agency’s level of compliance and implement corrective measures where areas of concern exist. This course is accomplished over a period of approximately 6-8 months using webinars, CBTs and classroom-style training. Applications for enrollment are released by CUTR in September of each year. To learn more about the course visit the FDOT Substance Abuse Management website: http://sam.cutr.usf.edu/training/fdot-transit-datpmcp/

ADA COMPLEMENTARY PARATRANSIT MANAGER CERTIFICATION
ADA Complementary Paratransit Manager Certification CUTR is the certifying body for Easter Seals Project Action Consulting (ESPAC) ADA Complementary Paratransit Manager Certification program. The curriculum includes a series of foundational and elective courses, completion of 60 credits within two years of beginning the program, and passing an online test to verify skills and knowledge in ADA complementary paratransit management.

FLORIDA PUBLIC TRANSPORTATION ASSOCIATION TRANSIT LEADERSHIP DEVELOPMENT PROGRAM
The Florida Public Transportation Association Transit Leadership Development Program is a partnership between FPTA, the FDOT, and CUTR. This three-and-a-half day program is designed to build the capacity and effectiveness of emerging and existing public transit leaders in Florida. The course includes a 360-degree assessment and covers five leadership dimensions, including leadership fundamentals, competencies, engagement and application. Participants are provided with knowledge and skills that can be applied immediately to circumstances at their agencies and helps them acquire the tools and techniques allowing them to focus their energy on the leadership challenges they face. The program expands self-awareness and helps participants design a developmental roadmap to guide their leadership journey.
AIRPORT LEADERSHIP PROGRAM

The Airport Leadership Program is sponsored by the Florida Airports Council and FDOT. The Airport Leadership Development Program was developed to increase the number and effectiveness of emerging and existing aviation leaders in Florida. The course curriculum incorporates a 360-feedback survey to help participants understand their strengths, weaknesses, and areas for improvement. Course material addresses five leadership dimensions facing modern airport leaders: strategic thinking, developing culture, self-management, communication, and relationship building. Within these five leadership dimensions, the following topics are addressed:

- Personal Leadership Brand
- Leadership Styles
- The Leadership Journey
- Leadership Passages
- Followership
- Communication Styles
- Conflict Management
- Critical Thinking
- Decision Making
- Building a Business Case
- Negotiation
- Developing Culture
- Relationship Building
- Strategy Execution
- Change Management

Participants who complete the program are awarded a certificate from the University of South Florida.
Transit Safety and Workforce Development Program Policies & Procedures

The Florida Department of Transportation’s transit training programs, administered by the University of South Florida’s Center for Urban Transportation Research (CUTR), are designed to enhance skills and professional development of Florida’s public transportation employees and to promote career enhancement and advancement. The following policies and procedures have been established to support the purpose of Florida Department of Transportation’s (FDOT) transit training programs.

REGISTRATION

- Transit training courses are available at no cost and are open to Florida’s public agency employees who:
  - a. Are current employees of a Florida public agency
  - b. Have received approval from their supervisor or manager (employer) to participate in the training course
  - c. Have not previously attended the training course being offered

- Registrations will be limited to the course capacity
- Registrations will be processed/approved on a first come basis
- Registrations will initially be limited to two people per agency. Additional registrants from the same transit agency will be placed on a waiting list
- Space permitting non-transit agency transit personnel, private consultants, and out of state public transportation personnel may register for training courses subject to the following conditions:
  - a. These individuals must pay a non-refundable $100-$200 (depending on the length of the course) registration fee per attendee in advance to attend the courses
  - b. Florida’s public transportation professional’s registrations will receive priority for available spaces
  - c. These individuals will be placed on a waiting list and notified of approved attendance two weeks prior to the training course

LATE CANCELLATIONS/NO SHOWS

- All registrants unable to attend the training must notify CUTR a minimum of three (3) business days prior to the course
- Individuals cancelling within this time frame, will be permitted to designate a substitute attendee from their organization
- Cancellations of less than three business days will be determined to be “late cancellations”
- Registrants that do not cancel and do not attend the training course will be determined to be a “no show”
- Individuals will be permitted to incur two “late cancellations” and/or one “no show” in any 12 month period
- Individuals incurring more “late cancellations” and/or “no shows” than detailed above will not be permitted to register for a guaranteed seat for training courses for a 12 month period following the latest infraction
- Such individuals can register for the waiting lists and will be permitted to attend if space is available
EQUAL OPPORTUNITY/EQUAL ACCESS INSTITUTION

The University of South Florida is an Equal Opportunity/Equal Access institution

- For disability accommodations, registrants must notify the training assistant associated with the course a minimum of ten (10) working days in advance to the training session
- CUTR will make every effort to address reasonable accommodations

PROCEDURES

1. All registrants must submit a registration request form for each training course. Individual registration forms are required for each person for each course
2. Registrations must be approved by the employee’s agency supervisor/manager.
3. Registration forms must be submitted on or before the specified deadline
4. Registration will be reviewed and processed by CUTR in a timely manner
5. Registrants will receive an electronic email confirmation of their acceptance and status – regular or waiting list
6. Only registrants who receive an electronic confirmation will be permitted to attend the training course
7. Any person failing to follow the training course registration process will not be permitted to attend or participate in the training course
8. Any person without receipt of the electronic confirmation will not be permitted to attend or participate in the training course
Request to Host a Training Class at Your Agency

We welcome Florida’s transit agencies to host a training at their property. There are a few logistical items and requirements for your agency as a training host. Prior to the class, we will exchange point of contact information so that all parties are kept in the loop for the course logistics to be ‘in place’.

Your agency will need to provide a secure room to store training materials when they arrive to your agency a few days prior to the training. CUTR will let you know how many boxes are being shipped to you. We ask that you count the number of boxes received and notify CUTR immediately at (813) 974-7810 (even if on the weekend), if you do not receive all the boxes.

The course instructors will need access to the training room on the day before your class begins. We will need a designated contact for access to the classroom and the training materials that have been shipped in advance.

Your agency will need to provide a non-smoking classroom for all days of the course, with a seating capacity to accommodate 20 participants and the instructors. The room should be free from outside noise and distractions, and have the flexibility to be darkened for use of audio-visual equipment. No monitors or observers are allowed in the classroom. On occasion, a small break-out room may be required for group exercises.

Other items needed will include:

- A diagram of the room set-up (classroom, U-shape, PODs) will be provided. We request the training room be set up accordingly.
- An easel with pads of paper, or a whiteboard with appropriate markers
- Access to a photocopier
- Access to beverage/snack vending machines. (If your agency can provide bottled water and complimentary coffee, it would be appreciated, but not required.)

Your agency will be provided additional seats for the class you are hosting. These employees will need to register for the class. If additional seats are needed by your agency, please notify Molly Buffington buffington@cutr.usf.edu.

Logistical information with directions to the training site (physical address, building number, classroom name, etc.), a list of recommended hotels close to the training site, and any other special instructions regarding parking, check-in/security, etc. will be forwarded to the class registrants.

CUTR will be responsible for all information, advertising and registrations for the class. In fact, we do all the behind the scenes work for the training.
Who We are and What We Do?

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