ESSENTIAL TRANSIT TRAINING

FEATURING

SUBSTANCE ABUSE MANAGEMENT with Diana Byrnes
RURAL TRANSIT ASSISTANCE PROGRAM with Stephanie Lewis
TRANSIT SAFETY and WORKFORCE DEVELOPMENT with Molly Buffington

CUTR TRANSIT SAFETY AND WORKFORCE DEVELOPMENT

CENTER FOR URBAN TRANSPORTATION RESEARCH

OFFICE OF FREIGHT, LOGISTICS & PASSENGER OPERATIONS

SUBSTANCE ABUSE MANAGEMENT

Diana Byrnes, CSAPA
byrnes@usf.edu
http://sam.cutr.usf.edu/

Session Agenda

- FTA testing rule applicability and oversight authority
- FDOT SAM program overview
- SAM training opportunities:
  - Instructor-led
  - Webinar
  - Self-paced (computer based)
- SAM Resources:
  - Policy templates
  - Implementation aids
  - Triennial review and FTA audit preparation
  - Listserv

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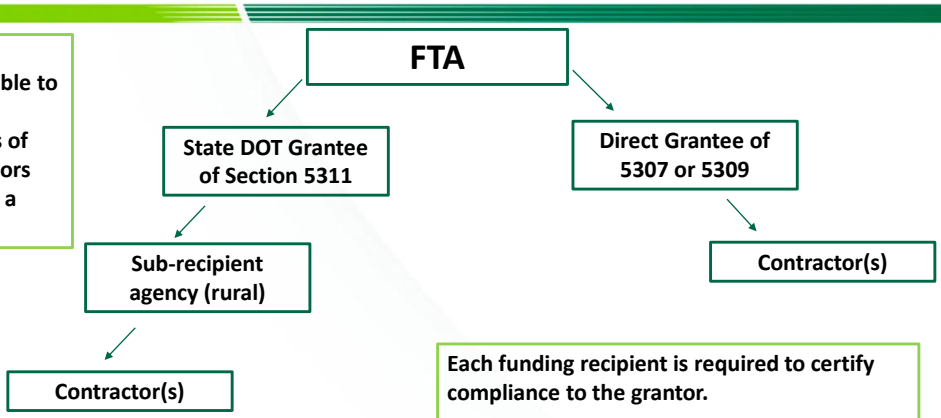
Agency Applicability and Oversight Authority

The FTA drug and alcohol testing rule is only applicable to direct grantees of Section 5307/5309, sub-recipients of Section 5311 and contractors "standing in the shoes" of a grantee or sub-recipient.



Each funding recipient is required to certify compliance to the grantor.

MAP 21 enhanced the FTA's authority to pull funding when deficiencies are found.

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FTA and USDOT Drug & Alcohol Testing Rules

- 49 CFR Part 655 (Transit specific rule)
  - Which transit agency employees are covered
  - Policy and training requirements
  - Thresholds authorizing each reason for testing
- 49 CFR Part 40 (USDOT rule)
  - The procedural rule: how specimens are collected, analyzed, medical review process, violation consequences, etc.

SAM Program Overview

- In 2003, FDOT implemented the Substance Abuse Management Oversight and Technical Assistance program, aka, the "SAM Program"
  - Holistic approach to maintain compliance:
    - Free technical assistance, free training and compliance reviews
    - Originally covered only the state's 5311 sub-recipient agencies
    - Program was broadened in 2010 to offer the technical assistance and training to all transit agencies

SAM Program Overview, Continued

- SAM program also includes the oversight of the state contracted vendor for drug and alcohol testing services
  - RFP will be released this month, a new contract will be in place before the end of the year.
- Requests for technical assistance, training and regulatory guidance can be initiated by transit agencies, district officials and Central Office leadership
- Assistance is available 24/7: Diana Byrnes 813-426-6980

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SAM Training Opportunities- Instructor Led

- Regional training
  - Can be coordinated through the district and/or host agencies
  - Topics can include:
    - Drug and alcohol testing program management training
    - Road supervisor training for post-accident, reasonable suspicion and random testing procedures
  - **On the schedule: Supervisor training <u>Saturday</u> November 16th, 2019 hosted by PSTA for D7 agencies**

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SAM Training Opportunities- Instructor Led, Cont.

- TSI "SAM" course and Reasonable Suspicion-Post Accident Determination seminars
- MOU with CUTR/Diana Byrnes
  - SAM is a 3-day comprehensive training for the Drug and Alcohol Program Manager (DAPM)
  - RSPA is a 4 hour seminar for Road Supervisors and other company officials who play a role in the D&A testing program
  - **On the schedule: Week of February 10th 2020 at CUTR**

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SAM Training Opportunities- Instructor Led, Cont.

- The FDOT Drug & Alcohol Program Manager Certificate Course
  - Participants must have at least 1 year of experience managing or assisting with their agency's drug and alcohol testing program
  - Course incorporates mixed media: webinars, assignments, computer based training and 2-day classroom session with a final exam
  - FDOT funds the participant's travel for the 2-day class at CUTR and the recognition ceremony for graduates
  - **Registration for Cohort 6 will open in February 2020**

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SAM Training Opportunities- Webinars

- Webinars are offered on variety of topic areas. Topic ideas typically stem from frequently asked questions or compliance concerns that have been gleaned through the triennial review process, but can also be requested from districts and agencies
- All webinars are recorded and can be found on the "SAM" website
- **On the schedule:**
  - **September 25, 2019: Beginner DAPM**
  - **November 14, 2019: Understanding CBD & Hemp**

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SAM Training- "In-house" Training Tools for Agencies

- FTA's Drug Abuse Awareness video released in 2018
  - Satisfies the full 60-minutes of required training that must be provided to ALL safety-sensitive employees
- National RTAP's Reasonable Suspicion Training for Supervisors
  - Self-paced training that meets FTA minimum requirements
  - Can print a certificate after successful completion
- Employee awareness booklets for download and print

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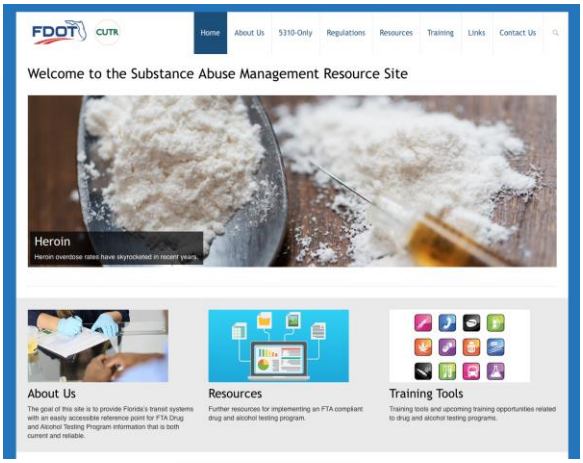
SAM Resources- The FDOT SAM Website

SAM.CUTR.USF.EDU



SAM Website- Implementation Aids

- Substance abuse policy templates
  - FTA-approved (most recent from November 2018)
  - Zero Tolerance and Second Chance versions
- Forms and checklists
  - Post-accident testing documentation form
  - Reasonable suspicion documentation form
  - Testing notification form
  - D&A previous employer background check form

SAM Website- Review/Audit Preparation Tools

- FDOT triennial review and FTA drug and alcohol audit prep:
  - Self-evaluation compliance checklist
  - Collection site monitoring checklist
  - Review items checklist
    - List of SAM items that need to be available during an FDOT triennial review
  - SAM review template
    - Questionnaire document that the reviewer uses when on-site
    - Modeled after the FTA audit questionnaire

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SAM Listserv

- The "SAM Listserv" is an email communication platform designed to facilitate:
  - Sharing of implementation aids with peers
  - Easy outreach to peers for Q&A and sharing best practices
  - Notification of training opportunities, regulatory notices from FTA and DOT and items of interest
  - Dissemination of FTA and FDOT D&A Updates Newsletters
- To join: https://sam.cutr.usf.edu/resources/

CUTR UNIVERSITY OF SOUTH FLORIDA FDOT

Contacts for FDOT's SAM Program

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Transit Safety Programs Manager

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Substance Abuse Program Administrator

CUTR/USF

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813-426-6980

byrnes@cutr.usf.edu

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OFFICE OF FREIGHT, LOGISTICS & PASSENGER OPERATIONS

Rural Transit Assistance Program (RTAP) Center

Stephanie Lewis and Bill Mayer, CUTR

www.floridartap.org

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18

RTAP Staff

Florida Department of Transportation

- Bobby Westbrook, FDOT Project Administrator

Center for Urban Transportation Research

- Stephanie Lewis, CUTR Project Manager
- Bill Mayer
- Roberta Yegidis

Florida RTAP Background

- The RTAP program is administered by FDOT
  - Housed at CUTR since 2003
- RTAP is a program which:
  - Promotes the coordinated delivery of safe, efficient, and effective transit services
  - Provides training and continuing education
  - Delivers technical assistance
  - Offers networking opportunities

Program Objectives

- Promote safe and effective public transportation in small and rural areas
- Foster development of state and local capacity, addressing training and technical assistance
- Improve and expand the quality of information through resources
- Facilitate peer-to-peer self help through the development of local networks of transit professionals

Small and Rural Committee

- FDOT
- CTD
- CUTR
- Nassau County
- The Ride Solution
- Clay COA
- Sarasota County
- Baker County COA
- Suwannee Valley
- St. Johns COA
- JTrans
- Gulf/Franklin Transportation
- Big Bend Transit

Small and Rural Committee

- Meet bi-monthly meeting via conference call
- Want to join?

Small and Rural Committee Objectives

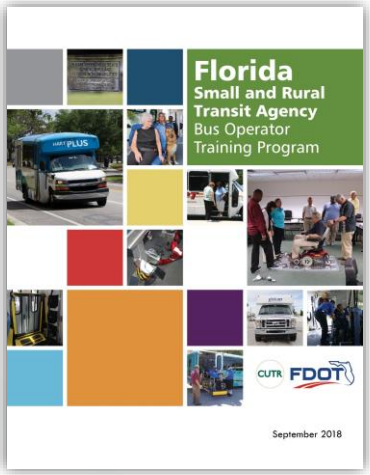
- Understand the trends, needs, and opportunities of small and rural transit agencies
- Review compliance requirements and responsibilities
- Support the priorities relative to safety, security, and operation issues, training, and technical assistance

Website Resources: www.floridartap.org

- Florida Small and Rural Transit Agency Bus Operator Training Program
- New research reports
- National RTAP and TRB webinar recordings
- Sign up for the listserv
- Triple Crown Roadeo resources

Small and Rural Transit Bus Operator Training Program

- Funded by the Florida Department of Transportation through the Florida Rural Technical Assistance Program (RTAP)
- Developed by the Center for Urban Transportation Research
- Emphasis placed on the requirements of Chapter 14-90, FAC
- "5310 Only" agencies must adhere to the requirements of the State Management Plan (SMP)



Small and Rural Transit Bus Operator Training Program (cont'd)

- National RTAP
- Florida Department of Transportation
- Center for Urban Transportation Research
- Federal Transit Administration
- Agency specific policies, procedures, and guidelines

TRAINING RESOURCES

National RTAP–START (Safety Training and Rural Transit)

The National RTAP–START course should be used to address the following sections of the recommended guidelines:

- Safety and Security: Safe Vehicle Operation
- Safety and Security: Defensive Driving
- Customer Service: Role of Transit Operator
- Customer Service: Customer Basics
- Customer Service: Communications
- Regulatory: Americans with Disabilities Act

Course Description

The START program has been designed to train new drivers/operators on community transit safety and security. It is anticipated that these materials can be covered in as little as one day or as many as three, depending upon the skill and experience of the student. It should be noted, however, that this course of study is a journey rather than a destination; regular refresher training and exercises are essential to the safety and security of your transit system.

The three units of this training module are:

- Vehicle Safety
- Driver/Operator Safety
- Passenger Safety

How to Access the Course

Instructor-Led Training: A copy of the course materials (PowerPoints, Instructor's and Participants' Guides) are available in the "START/Instructor-Led Training" sub-folders.

To receive a physical copy of the materials and training DVD, request a copy directly From National RTAP at the link below. The most current version of this training program can be downloaded from: http://nationalrtap.org/Resource-Library/Advanced-Search/fid-105

Computer-Based Training: National RTAP's START Online eLearning Module offers basic safety training for new transit drivers or refresher training for more experienced drivers. This online course enhances and reinforces learning through interactive exercises, scenarios, games, quizzes, and tests.

The modules and videos are provided in separate interactive PDFs. Double click a PDF and it will either play automatically or you will need to click Next on the screen to begin. You can also use the Play, Pause, Forward/Back Arrows, Volume, and Table of Contents buttons in the control bar at the bottom of the PDF.

The Course Outline, Transcript, and Help links in the upper right do not work, but those documents are available in the Resources and Transcripts folders in this folder. You can reopen the PDFs at any time, but they will go back to the beginning – not resume where you left off.

http://nationalrtap.org/Resource-Library/Advanced-Search/fid-778

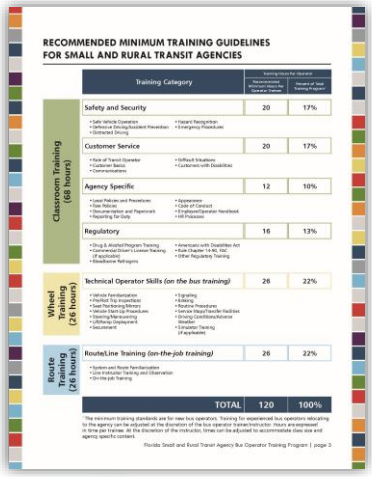
A copy of the course materials (PowerPoints, Instructor's and Participants' Guides) are available in the "START/START Online" sub-folders.

Florida Small and Rural Transit Agency Bus Operator Training Program | page 4

Recommended Minimum Training Guidelines

- Classroom Training: 68 hours
- Behind the Wheel Training: 26 hours
- Route Training: 26 hours
- **TOTAL: 120 HOURS**

The minimum training standards are for new bus operators. Training for experienced bus operators relocating to the agency can be adjusted at the discretion of the bus operator trainer/instructor. Hours are expressed in time per trainee. At the discretion of the instructor, times can be adjusted to accommodate class size and agency specific content.



RECOMMENDED MINIMUM TRAINING GUIDELINES FOR SMALL AND RURAL TRANSIT AGENCIES

	Training Category	Recommended Minimum Bus Operator Training	Percent of Total Training Program
Classroom Training (68 hours)	Safety and Security • Safe Vehicle Operation • Defensive Driving/Accident Prevention • Distracted Driving • Hazard Recognition • Emergency Procedures	20	17%
	Customer Service • Role of Transit Operator • Customer Needs • Communications • Difficult Situations • Customers with Disabilities	20	17%
	Agency Specific • Local Policies and Procedures • Fare Policies • Documentation and Paperwork • Reporting for Duty • Appearance • Code of Conduct • Employee/Operator Handbook • HR Processes	12	10%
	Regulatory • Drug & Alcohol Program Training • Commercial Driver's License Training • Fatigue Management • Bloodborne Pathogens • Americans with Disabilities Act • Rule Chapter 14-90, FAC • Other Regulatory Training	16	13%
Wheel Training (26 hours)	Technical Operator Skills *(on the bus training)* • Vehicle Familiarization • Pre/Post Trip Inspections • Vehicle Maintenance • Vehicle Starting Procedures • Steering/Maneuvering • Lift/Ramp Deployment • Securement • Signaling • Braking • Rotation Procedures • Service Stops/Transfer Facilities • Driving Conditions/Adverse Weather • Simulator Training (If Applicable)	26	22%
Route Training (26 hours)	Route/Line Training *(on-the-job training)* • System and Route Familiarization • Line Instructor Training and Observation • On-the-job Training	26	22%
	TOTAL	120	100%

The minimum training standards are for new bus operators. Training for experienced bus operators relocating to the agency can be adjusted at the discretion of the bus operator trainer/instructor. Hours are expressed in time per trainee. At the discretion of the instructor, times can be adjusted to accommodate class size and agency specific content.

Florida Small and Rural Transit Agency Bus Operator Training Program | page 3

What's Included?

- List of training resources
- Course summary
- How to access the course:
  - Instructor led training and computer-based training
  - Download the most current version and request a physical copy of the National RTAP course materials
- Agency specific policies and procedures
- Additional training resources

Quarterly RTAP Bulletin

- Released 4 times a year
- Featured sections
  - SPOTLIGHT – since 2008 (41 individuals)
  - "Gold Star" Moment – ***NEW***
  - FDOT Triennial Compliance Review – ***NEW***
- What's New?

RTAP
BULLETIN
FLORIDA RURAL TRANSIT ASSISTANCE PROGRAM
ADA Paratransit Gets On-Demand Option in Pinellas County
PSTA

"Gold Star" Moment

We are looking for your "Gold Star" moments where an employee went above and beyond, exceeded customer expectations, training successes, or other stories that highlight the great work throughout Florida's rural transit community.

We are interested in sharing your:

- Agency news
- Best practices
- Success stories

Upcoming Training Opportunities

Florida Small and Rural Transit Agency Bus Operator Training Program (Train-the-Trainer)

- October 15, 2019: St Johns County COA, St. Augustine
- November 12, 2019: FDOT D1, Bartow
- TBD – FDOT District 4

How to Perform a Bus Collision Investigation – A Short Course

- TBD – FDOT District 4

Upcoming Webinar: TBD

Grant Writing Techniques and Tricks of the Trade

Technical writing and grantsmanship are essential professional skills that assist public transportation agencies in successfully competing for discretionary funding. Presenters will review the do's and don'ts of effective technical writing and demonstrate how to achieve clear and concisely written grant applications and proposals. Proposal preparation will also be reviewed and discussed, through the examination of a sample grant process.

Please note that the focus of this session is to learn HOW to write an effective grant, not WHERE to find funding.

Small and Rural Transit Agencies Roundtable

- Tuesday @ 3:45-5:00pm in Harmony Room
  - General program updates
  - RTAP sponsored training and training needs
  - Rural Transit Day
  - Challenges associated with summer weather
  - Bring your questions, stories, and issues

Adapting Resources for Small and Rural Agencies

- Wednesday @ 3:45-5:00pm in Celebration A
  - Electronic mobile device policy
  - Onboarding and employee files procedures
  - Passengers in mobility devices
  - Accident and incident reports

Contact RTAP

Stephanie Lewis, M.Ed.

Florida RTAP Project Manager

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(813) 974-1123

www.floridartap.org

OFFICE OF FREIGHT, LOGISTICS & PASSENGER OPERATIONS

TRANSIT SAFETY and WORKFORCE DEVELOPMENT PROGRAMS

Molly Buffington, CUTR
www.cutr.usf.edu

CUTR UNIVERSITY OF SOUTH FLORIDA FDOT

CUTR FDOT TRANSIT SAFETY and WORKFORCE DEVELOPMENT PROGRAMS UNIVERSITY OF SOUTH FLORIDA

When we examine the multiple topics relevant to **safe operations and compliance requirements** for a transit agency, we find that

"ALL ROADS LEAD TO TRANSIT TRAINING"

ESSENTIAL TRAINING NEEDS

Under guidance of the **Florida Department of Transportation**, our state is leading the way to meet the demands of the ever changing transit industry by offering a wide range of training, from the small rural agencies to the largest transit systems.

CUTR UNIVERSITY OF SOUTH FLORIDA FDOT

ESSENTIAL TRAINING NEEDS

Training **improves performance, reduces accidents -**
and creates a better environment for **excellent customer service**.

Training can change staff behavior – building self confidence and the ability to take pride in roles and responsibilities – molding us into transit professionals **and changing the culture of your agency.**

CUTR UNIVERSITY OF SOUTH FLORIDA FDOT

ESSENTIAL TRAINING NEEDS

You don't have to reinvent the wheel….

FDOT has partnered with CUTR for nearly **25 years** to develop innovative training for the transit professional through online computer-based training and instructor-led classroom training courses for Florida's public transit agencies.

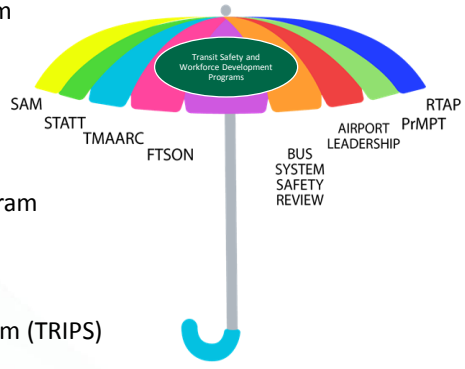
CUTR CENTER FOR URBAN TRANSPORTATION RESEARCH

CUTR | UNIVERSITY OF SOUTH FLORIDA | FDOT

ESSENTIAL TRAINING NEEDS

Transit Safety and Workforce Development Programs include:

- Florida Statewide Technical Assistance and Transit Training Program
  - *Florida Transit Operator Trainer Training Program*
- Substance Abuse Program Oversight and Technical Assistance
  - *Drug and Alcohol Program Manager Certificate Program*
- Florida Transit Safety & Operations Network
- Bus Safety Oversight Program
- Preventative Maintenance Planning and Technical Assistance Program
- Florida Rural Transit Assistance Program
- Transit Maintenance Analysis and Resource Center
  - *Certified Transit Technician Education Program*
- Florida Transit, Research, Inspection, Procurement Services Program (TRIPS)
- Transit Managers' Certificate Program
- Florida Airport Leadership Program



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ESSENTIAL TRAINING NEEDS

Training topics offered thru CUTR

- ADA and Paratransit
- Audit Preparation
- Building Diversity Skills
- Bus Collision Investigation (Fundamentals and Advanced)
- Customer Service
- Conflict Avoidance and Stress Management
- Crime Prevention Environmental Design
- Dispatch
- Distracted Driving
- Emergency Management and Preparedness
- Fatigue Awareness
- Leadership (Mid- and Upper Level)
- Maintenance / Certified Transit Technician
- Procurement
- Reasonable Suspicion Determination
- Rule Chapter 14-90, Florida Administrative Code
- Substance Abuse Program Compliance Management
- Safety Management Systems (SMS)
- Supervisor Certification
- System Safety
- System Security
- Transit Industrial Safety Management
- Transit Instructor (Train-the-trainer)
- Transit Rail
- Transit Threat and Vulnerability Assessment
- Triennial Reviews
- and many others

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CERTIFICATE PROGRAMS

In addition to regular Transit Training courses, CUTR facilitates several FDOT Certificate Programs

- Drug and Alcohol Program Management Certification Program
- Certified Transit Maintenance Technician Program
- Transit Manager Certificate Program
- ADA Complimentary Paratransit Manager Certification
- Airport Leadership Program
- Transit Leadership Development Program
- Florida Transit Operator Trainer Training Certificate Program

FDOT

FLORIDA TRANSIT OPERATOR TRAINER TRAINING CERTIFICATE PROGRAM

RICHARD McKINNEY

has satisfied the requirements for the

FLORIDA TRANSIT OPERATOR TRAINER TRAINING CERTIFICATE PROGRAM

presented on the seventh day of June, two thousand and sixteen by the Florida Department of Transportation and the Center for Urban Transportation Research at the University of South Florida

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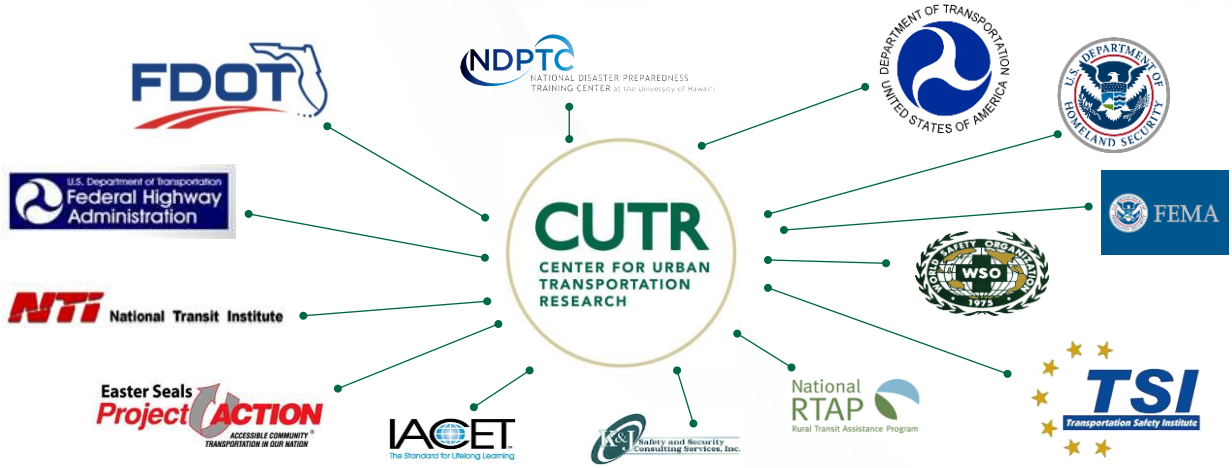
PARTNERS OF FLORIDA'S TRANSIT TRAINING



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ESSENTIAL TRAINING NEEDS

HOW DO WE SELECT TRAINING TOPICS?

1. Recognize the **State and Federal safety laws and requirements**
2. **We listen to you**…what are the most important safety and training issues facing your agency?
3. How can we provide you with **technical assistance**?

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ESSENTIAL TRAINING NEEDS

So when your agency needs technical assistance or transit training…

who should you call?

CUTR
CENTER FOR URBAN TRANSPORTATION RESEARCH

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ESSENTIAL TRAINING NEEDS

CUTR TRANSIT SAFETY AND WORKFORCE DEVELOPMENT

CUTR provides relevant training and educational opportunities for Florida's transit professionals….

Operations, System Safety, Security, ADA, Rural Transit, and Maintenance

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ESSENTIAL TRAINING NEEDS

We offer specialized, focused training on transit dispatch, emergency management, bus collision investigation, substance abuse program management compliance, transit procurement, risk management, and preparing for the transit safety compliance audit.

All training is designed to specifically meet the needs of Florida's transit industry - its policies, regulations and safety best practices.

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ESSENTIAL TRAINING NEEDS

The training calendar is fluid, with frequent additions.
Check any of the program websites for upcoming training courses:

- Safety & Operations: www.floridatsn.org
- Rural Transit: http://floridartap.org/
- Substance Abuse Programs: http://sam.cutr.usf.edu/
- Maintenance: http://tmaarc.org/
- Learning Management System: www.transportationlearning.org

Join the listserv to receive monthly emails regarding training events, workshops, and conferences

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ESSENTIAL TRAINING NEEDS

There are different types of delivery to meet your agency's training needs:

- **COMPUTER BASED TRAINING (CBT)**
  - Online, computer-based learning is easy
  - At home or at work
  - Self-paced *and* cost effective
  - Learner can revisit the material for a reinforcement refresher
  - Available anytime, anywhere...just a click away!

ESSENTIAL TRAINING NEEDS

- **INSTRUCTOR-LED CLASSROOM TRAINING (ILT)**
  - Subject matter specific
  - Presented in a 'learning environment'
  - Interaction/dialog with instructor
  - Peer-to-peer interaction
  - Networking
  - Finding common ground solutions on agency issues
  - Designed to address the complexities, intricacies, and challenges facing transit agencies in today's world

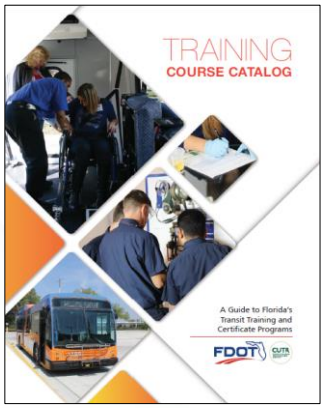
ESSENTIAL TRAINING NEEDS

- **INSTRUCTOR-LED CLASSROOM TRAINING has two ways to be delivered:**
  - **Direct Delivery**
    - Where participants learn a subject matter
    - Courses typically include exercises
      - Table-top, breakout groups, onsite 'mock-audits' and outdoor investigation settings
  - **Train-the-Trainer**
    - Where participants learn a subject matter ***and*** simultaneously learn how to teach others
    - Train-the-Trainer provides feelings of satisfaction and fulfillment to the learner
    - Train-the-Trainer models teach leadership skills to employees
    - Trainees typically learn faster and retain the information better

ESSENTIAL TRAINING NEEDS

FDOT CUTR
Training Course Catalog

A Guide to Florida's Transit Training Courses and Certificate Programs

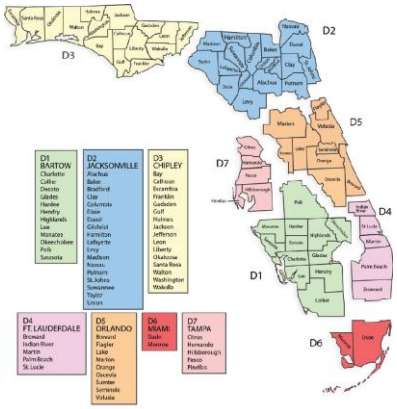


BRINGING TRAINING TO YOU

Our mission is to provide state of the art transit training to Florida's public transportation industry.

And… we can bring the training to you!

We actively seek transit agencies to host a training class at your agency. CUTR will do the work, if you will provide the training location.



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HOST A TRAINING AT YOUR AGENCY

If You Would Like to Host A Training at Your Agency

We welcome Florida's transit agencies to host a training at their property. We will coordinate the logistical items, secure a subject matter expert trainer, advertise the class and manage the registration.

You will need to provide:

- A classroom for 20 +/- participants
- A storage room for the training materials (provided by CUTR)
- Onsite host to assist the training team, as needed
  - Building access
  - Room setup
  - Administrative assistance
  - Complimentary coffee and water, if possible

We hope you will consider hosting a training in your area.

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CURRENT TRAINING CALENDAR

October 15, 2019: Florida Small and Rural Transit Agency Bus Operator Training Program (Train-the-Trainer), *St. Johns County Council on Aging, St. Augustine*

November 19-20, 2019: Managing For Performance – Safety, Customer Service, Conflict and Work Ethic: A Guide for Transit Operator Trainers, *CUTR*

November 12, 2019: Florida Small and Rural Transit Agency Bus Operator Training Program (Train-the-Trainer), *FDOT District 1, Bartow*

December 9-13, 2019: Instructors Course for Transit Trainers, *LYNX Orlando*

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UPCOMING TSI COURSES 2019-2020

- **Substance Abuse Program Management and Compliance (FT00465)** - February 11-13, 2020
- **Reasonable Suspicion and Post-Accident Testing Determination Seminar (FT00566)** - February 14, 2020
- **Fundamentals of Bus Collision Investigation (FT00435)** - January 27-31, 2020
- **Crime Prevention through Environmental Design (FT00531)** - February 24-25, 2020
- **Transit System Security: Design Review (FT00532)** – February 26-28, 2020
- **Transit Supervisor Certification (FT00545)** - February 3-7, 2020
- **Transit Bus System Safety (FT00543)** - March 30-April 3, 2020
- **Transit Industrial Safety Management (FT00457)** April 6-10, 2020
- **SMS Principles for Transit (FT00564)** - July 8-10, 2020
- **Effectively Managing Transit Emergencies (FT00456)** – July 20-23, 2020

TSI Transportation Safety Institute

CUTR UNIVERSITY OF SOUTH FLORIDA FDOT

Florida Transit Safety and Operations Network (FTSON)

We would like to encourage you to join the Florida Transit Safety and Operations Network listserv.

FTSON brings together transit Safety and Operations professionals and others within Florida's transit systems who are committed to public transit safety.

Visit the FTSON website at https://ftson.org to see how the Network is working for you!

Providing resources and a platform for discussion of safety and operational challenges, opportunities, and initiatives impacting Florida's public transportation providers.

TSWD SESSIONS at the Conference

- **PTASP – Public Transportation Agency Safety Plans**
  - Tuesday @ 2:00 – 3:15pm
  - Celebration B
- **RTAP – Small and Rural Transit Agencies Roundtable**
  - Tuesday @ 3:45 - 5:00pm
  - Harmony Room
- **Assault Awareness and Prevention for Transit Operators (Train-the-Trainer)**
  - Wednesday @ 10:00am – 12:00pm
  - St. Cloud Room
- **Adapting Resources for Small and Rural Agencies**
  - Wednesday @ 3:45 – 5:00pm
  - Celebration A

ESSENTIAL TRAINING NEEDS

Contact us!

CUTR
CENTER FOR URBAN TRANSPORTATION RESEARCH

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.

Please contact **Juan Battle** battle1@cutr.usf.edu or **Molly Buffington** buffington@cutr.usf.edu at the USF Center for Urban Transportation Research, or your **FDOT District Office** representative regarding transit training opportunities.

THANK YOU!

We express our sincere gratitude to the Florida Department of Transportation's Office of Freight, Logistics and Passengers Operations for making trainings available to Florida's transit agencies

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.

ESSENTIAL TRAINING NEEDS

Certified Transit Technician

CENTER FOR URBAN TRANSPORTATION RESEARCH

Certified Transit Technician

- **What is the CTT Program?**

The CTT program is a State of Florida Post-Secondary Adult Vocational (PSAV) educational program consisting of three separate curricula, Transit Technician 1, 2 and 3. One PSAV will be awarded after successful completion of each phase.

Certified Transit Technician

- **How did the program originate?**

The CTT program was developed in cooperation with the Florida Transit Maintenance Consortium (FTMC), the Florida Department of Transportation (FDOT), the USF Center for Urban Transportation Research (CUTR), Hillsborough Community College (HCC) and technicians and trainers from various transit properties throughout the state.

CUTR UNIVERSITY OF SOUTH FLORIDA

Certified Transit Technician

- **What does the program train?**

The CTT program covers subject areas that are specific to transit vehicle maintenance.

- ***Tech 1***—includes Preventive Maintenance, Basic Electrical System, Wheelchair Lift/Ramp, Diesel Engine Preventive Maintenance, and Steering and Suspension.
- ***Tech 2***—includes Hydraulics, Diesel Electrical and Diesel Engine Electronics, Drive-Train, Intermediate Electrical System, and Brakes/Air System.
- ***Tech 3***—includes Alternative Fuels System; Advanced Electrical System; Heating and Air-Conditioning; Transmission Diagnosis, Rebuild and Repair; and Diesel Engine Diagnosis, Rebuild and Repair.

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Certified Transit Technician

- **How many hours are involved?**

Tech 1 and Tech 2 are 620 hours each. Tech 3 is 680 hours. Total of 1920 hours.

- **How is the program taught?**

The curriculum is delivered through a combination of classroom instruction and on-the-job training

- **Who teaches the program?**

Classroom instruction is conducted by trained instructors based on a curriculum developed to meet the outcomes presented in the separate modules. On-the-job training is performed by the student and verified by the Maintenance Manager/Director at the student's transit property.

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Certified Transit Technician

- **Where are the classes conducted?**

The classroom instruction will be conducted at one of FDOT's Regional Training Facilities or at any transit property that meets certain instructional and facility criteria. On-the-job training will be conducted at the student's transit property.

- **Who runs the CTT program?**

Administration and instructional responsibilities are shared by CUTR and the Community College.

Registration is handled online through the Community College and TMAARC websites.

CUTR UNIVERSITY OF SOUTH FLORIDA

Certified Transit Technician

- **What is the cost of tuition?**

There currently is no cost for qualifying technicians.

FDOT provides funding to help administer the program.

Enrollment in the CTT Program is limited to current transit employees.

Certified Transit Technician

- **What certification is offered?**

Upon completion of the 15 modules that comprise the three tracks, students will be awarded three PSAV certificates from HCC. One PSAV certificate for each Transit Tech 1, 2 and 3.

It is also possible to become Master Transit ASE certified and FTMC certified as you progress through the CTT program.

Certified Transit Technician

- **What certification is offered?**

Qualified transit technicians may apply to participating community colleges in Florida and request articulation of the certificate. When approved, up to 33 credit hours may be granted toward fulfillment of the requirements for an A.S. Industrial Management degree.

CUTR UNIVERSITY OF SOUTH FLORIDA

Certified Transit Technician

- **CTT Transit Properties**

Cohort I	Cohort II	Cohort III
Daytona	Fort Myers	Fort Myers
Gainesville	Gainesville	Gainesville
Lakeland	Jacksonville	Jacksonville
Miami Dade	Lakeland	Lakeland
Ocala	Pinellas	Miami Dade
Pinellas	Sarasota	Panama City
Sarasota	West Palm Beach	Pinellas

CUTR UNIVERSITY OF SOUTH FLORIDA

Certified Transit Technician

- **CTT Transit Properties**

Cohort IV	Cohort V	Cohort VI
Fort Myers	Daytona	Daytona
Hernando	Hernando County	Fort Myers
Jacksonville	Jacksonville	Hernando County
Lakeland	Miami Dade	Key West
Miami Dade	Pinellas	Pinellas
Pinellas	West Palm Beach	
West Palm Beach		

CUTR UNIVERSITY OF SOUTH FLORIDA

Certified Transit Technician

- **Certified Transit Technician Stats**

Total CTT classes conducted to date: **73**

- **Class Averages:**
  - Cohort I: **76%** Technicians: **9**
  - Cohort II: **81%** Technicians: **13**
  - Cohort III: **85%** Technicians: **11**
  - Cohort VI: **84%** Technicians: **13**

- Certified Transit Technicians that have been promoted to supervisor: **12**

CUTR UNIVERSITY OF SOUTH FLORIDA

Certified Transit Technician

- **Certified Transit Technician ASE Certifications**

CTT Transit ASE Certifications: **204**

Automobile Technicians	182,228
Maintenance/Light Repair Technicians	22,112
Medium/Heavy Truck Technicians	31,914
Compressed Natural Gas Technicians	1,568
Transit Bus Technicians	**3,533**
School Bus Technicians	4,273

ASE Statistics Spring 2019

CUTR UNIVERSITY OF SOUTH FLORIDA

Certified Transit Technician

- **Master Automotive Service Excellence**

CTT Master Transit ASE Certifications: **15**

Master Automobile Technicians	67,962
Master Medium/Heavy Truck Technicians	10,309
Master Medium/Heavy Vehicle Technicians	1,074
Master Truck Equipment Technicians	1,125
Master Transit Bus Technicians	**955**
Master School Bus Technicians	1,485

ASE Statistics Spring 2019

CUTR UNIVERSITY OF SOUTH FLORIDA

Certified Transit Technician

- **Florida Public Transportation Association Bus Technician Of the Year (TOY)**

Certified Transit Technicians nominated for TOY: **18**

Technicians that have won Technician Of the Year: **4**

2013 Tom Clayton	Sarasota
2014 James Steinbauer	Lakeland
2016 Bobby Farris	Pinellas
2019 Jeffery Underhill	Pinellas

Certified Transit Technician

Questions

Certified Transit Technician

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