



New Hampshire RTAP Training Brochure

www.newhampshirertap.com

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Training Provided by:

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Rural Transit Assistance Program (RTAP)

The Rural Transit Assistance Program (49 U.S.C. 5311(b)(3)) (RTAP) provides funding to State Departments of Transportation through the Federal Transit Administration's 49 U.S.C Section 5311 Formula Grants for Other than Urbanized Areas (CFDA 20). Pro- gram funds are to assist in the design and implementation of training and technical assistance projects and other support services tailored to meet the needs of transit operators in nonurbanized areas. In New Hampshire, the RTAP training program is administered by RLS & Associates, Inc. (RLS) under a contract with the New Hampshire Department of Transportation (NHDOT).

The New Hampshire RTAP Program provides driver and managerial training on a number of different subject areas. The RTAP staff is involved in all aspects of training--large or small, local or national--and everything in between and is eager to talk to you about your training needs. The most popular training series is the driver-oriented training classes. There is a minimum class requirement of 10 participants. The training staff will travel to regional training locations to provide the course at no charge to your system.

This booklet contains:

- ◆ Course descriptions and information on NHDOT required RTAP training classes.
- ◆ Instructions for scheduling RTAP training.
- ◆ Course descriptions and information on additional training classes available through RTAP and RLS & Associates, Inc.

New Hampshire RTAP

NHDOT Required Training and Workshops

Training Topic: Defensive Driving

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

Training Topic: Defensive Driving Volunteer Driver Program

Description: Curriculum for this four-hour course is geared toward information needs of professional Volunteer drivers using their own vehicle. Topics include vehicle safety inspection, defensive driving tools, rules of the road, following distance, breaking, merging, rail crossings, hazards, intersection etiquette, passing, etc. The goal of the course is accident prevention.

Training Topic: Emergency Procedures and Evacuations

Description: Emergency preparedness is imperative for all transit operators, and this four- to five-hour course addresses both emergency procedures and evacuations including vehicle preparation, hazardous conditions, securing the vehicle, breakdown procedures, accident procedures, and passenger illness/injury. The course includes a PowerPoint presentation, case studies and a hands-on evacuation practicum. Topics include when to evacuate, evacuating people with special needs, evacuating assistive devices, passenger/ driver safety, and evacuation techniques.

Training Topic: Passenger Assistance Techniques Training (8 hours initial training for new employees)

Description: Passenger assistance training is required by many transportation funding sources and insurance providers. This seven- to eight-hour course includes a video, handouts, a hands-on practicum, and certificate of completion. Training includes both classroom instruction and "hands-on" practice to address ADA regulations and requirements, passenger sensitivity, lift operation, and wheelchair securement.

Training Topic: Passenger Assistance Techniques Training (4 hour Refresher)

Description: Passenger assistance training is required by many transportation funding sources and insurance providers. This four-hour course includes classroom instruction, hands-on practicum, and certificate of completion. It is considered a refresher for veteran drivers who have previously completed the eight-hour PAT course and primarily focuses on lift operations and securement. Participants will learn about and discuss passenger sensitivity, lift operation, and wheelchair securement.

New Hampshire RTAP

Optional Training and Workshops

New Hampshire RTAP can provide the following training topics in addition to the NH DOT required trainings offered. Additional trainings are provided in conjunction with RLS & Associates, Inc. RLS has received national recognition as a source of effective technical assistance and training programs for rural and urban transit system management and employees. These trainings are provided in 2 hour sessions, at no charge to your system. There is a minimum class requirement of 10 participants. Managers are encouraged to use these trainings as part of their driver training plans, the 2 hour trainings can be combined into longer multi-topic training sessions or can be done as individual 2 hour sessions.

Training Topic: Pre-trip Inspection--Preventative Maintenance for Drivers

Description: This two-hour training includes a PowerPoint presentation, vehicle inspection forms, and a hands-on inspection practicum. Topics covered include how to conduct a thorough pre-trip inspection, what problem areas to look for, maintaining the wheelchair lift and securements, the process for reporting deficiencies, establishing service intervals, and monitoring repair history. This module incorporates training materials from the National RTAP's new *"10 Golden Rules of Preventive Maintenance."*

Training Topic: Customer Service/Disability Awareness

Description: This two-hour course focuses on participation to achieve understanding of the different types of disabilities and provides participants with necessary tools to achieve this goal. In addition, this course will assist with communicative language that generates comfort when dealing with customers.

Training Topic: Dealing With Difficult People

Description: Providing excellent service can be challenging when transit employees are confronted with difficult situations. This two-hour training is appropriate for all staff and utilizes hand-outs and a PowerPoint presentation. Specific topics include behavior styles, responding to difficult behaviors, active listening, and problem solving. Note: This Module incorporates training materials from the new National RTAP module, *“Problem Passengers: Challenging Situations.”*

Training Topic: Safety and Security - Overview

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

Each of these preceding courses may be requested through the New Hampshire RTAP website, www.newhampshirertap.com on the ‘contact us’ page. Or, contact Terri Paige at tpaige@rlsandassoc.com (603)731-5196.



Additional Training Topics

- ◆ Americans with Disabilities Act
- ◆ Contract Rate Development
- ◆ Cost Allocation
- ◆ Emergency Management
- ◆ Fare Analysis
- ◆ Financial Management Guidelines
- ◆ GIS Applications
- ◆ Human Services Coordination
- ◆ Passenger Assistance Techniques
- ◆ Personnel Supervision and Management
- ◆ Private Sector Contracting
- ◆ Safety and Security
- ◆ Risk Management
- ◆ Reasonable Suspicion
- ◆ Service Planning
- ◆ Substance Abuse Management
- ◆ Third Party Administrators
- ◆ Vehicle Maintenance
- ◆ Vehicle Selection

New Hampshire RTAP can provide additional training topics in addition to the trainings offered above. Additional trainings are provided in conjunction with RLS & Associates, Inc. and may be subject to additional charges.

RLS has received national recognition as a source of effective technical assistance and training programs for rural and urban transit system management and employees. Training topics include, but are not limited to:

Training Topic: Americans with Disabilities Act (ADA) – The Act and the Regulations

Description: A series of short workshops are conducted independently or as a two-day class which cover the range of the ADA's requirements, including the implications of the ADA on demand response transportation service providers including human service agencies, coordinated transportation services, and public transit service providers, as well as the on-going requirements of providing complementary paratransit services.

Training Topic: Americans with Disabilities (ADA): Implementation of the ADA in Public Transportation

Description: This is an in-depth regulatory look at ADA from the public transportation perspective and a presentation of the steps necessary to achieving and maintaining ADA compliance. This course can be taught in one- or two-day classes.

Training Topic: Board Member Roles and Responsibilities

Description: This workshop is designed to educate transit board members in their roles and responsibilities relative to the transit system. Specific areas of emphasis include board oversight responsibilities, system monitoring techniques, and the relationship between the transit manager and the transit board. Because many board members have commitments which preclude their attendance during regular business hours, this course is often taught in the evenings or on weekends, in 2 to 8 hour classes, as needed.

Training Topic: Compliance with the FMCSA Interstate Transportation Regulations

Description: This course is based on significant research of the FMCSA and its resulting regulations governing the provision of interstate transportation and its impact on public transportation. Each session is 4-6 hours and provides a history of the FMCSA and the provision of interstate transportation as part of a public transportation system, the issues faced by public transit systems in the provision of interstate transportation, and the guidelines for achieving and maintaining compliance with the regulations.

Training Topic: Coordination Planning for FTA Programs to meet MAP-21 Requirements

Description: In August of 2005, Congress passed the Safe, Accountable, Flexible, Efficient, Transportation, Equity Act: A Legacy for Users (SAFETEA-LU), reauthorizing the surface transportation act. As part of this reauthorization, grantees under the Elderly Individuals and Individuals with Disabilities (Section 5310), Job Access and Reverse Commute (JARC) (Section 5316), and New Freedom Initiative (Section 5317) grant programs must meet certain requirements in order to receive funding for fiscal 2007 (October 1, 2006) and beyond. One of the SAFETEA-LU requirements was that projects from the programs listed above must be part of a "*locally developed Coordinated Public Transit-Human Services Transportation Plan,*" to be developed through a process that includes representatives of public, private, and non-profit transportation services, human services providers, and the general public. In October 2012, the Moving Ahead for Progress in the 21st Century (MAP-21) legislation consolidated the Section 5317 Program with the Section 5310 Program, and incorporated Section 5316 eligible activities as part of the Section 5311 Program. However, MAP-21 retained the SAFETEA-LU requirements that stipulated projects selected for 5310, 5317, and 5316 funding must be included in a locally developed, coordinated public transit-human services transportation plan. This one-day workshop provides an overview of the legislation, the requirements, and the steps necessary to achieve compliance and maintain FTA funding for these programs.

Training Topic: Cost Allocation - Intensive

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

Training Topic: Cost Allocation - Overview

Description: Similar to the Cost Allocation – Intensive course, this 2-4 hour training introduces participants to the concepts of budgeting, costing, and pricing and how each should be used. An important component of this training program is also the explanation of “fully allocated costs” and how to use the results of cost allocation to price transit services. This course is equally important for human service and coordinated transportation systems and has also been modified and presented to “purchasers” of transportation service to provide education on the difference between a contract rate and the typical transit fare.

Training Topic: Desktop Mapping Fundamentals

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

Training Topic: Driver Stress/Fatigue

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

Training Topic: Drug and Alcohol – Compliance Review Training

Description: This two-day training is geared to transit systems and State DOT representatives responsible for FTA drug and alcohol regulation oversight to help systems organize and prepare for an FTA compliance review.

Training Topic: Drug and Alcohol – Prescription and Over-the-Counter (Rx/OTC) Medications

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

Training Topic: Drug and Alcohol - Reasonable Suspicion - Overview

Description: This three- to four-hour PowerPoint presentation details the supervisor's requirements to make reasonable suspicion referrals as mandated under the Federal Transit Administration's mandated drug and alcohol testing program for public transit operators. In accordance with 49 CFR Part 655 and Part 40, supervisors are instructed on the FTA's rule for making reasonable suspicion referrals and proper documentation of those referrals. Topics include long term/short term indicators, definition of reasonable suspicion, signs, symptoms, behaviors and the documentation and referral process.

Training Topic: Drug and Alcohol - Substance Abuse Awareness

Description: This two-day training session focuses on the tools transit managers and supervisors can employ to detect substance abuse in the workplace. Lecture, small group discussion, case studies, and role plays are used.

Training Topic: Drug and Alcohol - Substance Abuse Management

Description: This training can be customized to fit a transit system's training needs but is generally conducted in 2- to 3-day sessions to provide an overview of the FTA Drug and Alcohol testing program. This course covers such topics as policy development and implementation, drug and alcohol testing procedures, procurement of testing services, employer/supervisor training, and record keeping among others. This training is also designed to keep transit managers up-to-date and knowledgeable about current compliance issues and the FTA audit process.

Training Topic: Drug and Alcohol: Third Party Administration

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

Training Topic: Drug and Alcohol – Update of FTA Regulatory Changes in Observed Collections

Description: This 1-1/2 to 2-day training provides the latest changes in FTA's Drug and Alcohol regulations pertaining to observed collections and is presented for transit managers, supervisors, and third party administrators.

Training Topic: Elements of Contracting

Description: Contract service for some public transit systems is the "bread and butter" of its local revenue. This very detailed and hands-on course is typically taught over four days and covers the fundamentals of contracting. The first three days center on key issues to successful contracting from the purchaser's perspective. The final day targets the needs of the providers of service. Course

attendees learn why and when to contract services, who should be involved in the contracting process, how to apply evaluation criteria, advantages and disadvantages of the various procurement methods, and what makes a good contract. The course can be broken down into modules and taught during a series of workshops over a designated period of time, if desired.

Training Topic: Elements of a Successful Proposal

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

Training Topic: Establishing and Negotiating Contract Rates

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

Training Topic: Establishing “Fair” Fares

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

Training Topic: Financial Management

Description: Using the AASHTO/MTAP Financial Guidelines curriculum as a basis, rural transit managers and other personnel are educated in the areas of developing goals and objectives, performance evaluation, budgeting and reporting, strategic planning, transportation reviews, transportation costs, the budget process, cost

allocation, cash management, financial reporting, and performance evaluation. The course is typically taught over a 2-1/2 day period.

Training Topic: Financial Management – Intensive

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

Training Topic: FTA Transit Funding Programs, Regulations, and Requirements

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

Training Topic: FTA Charter Guidelines

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

Training Topic: GIS Technology and Desktop Mapping

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

Training Topic: Innovative Services and Market-Based Planning

Description: This 1-1/2 day workshop covers a variety of transportation options and invites participants to “think outside the box” of their usual menu of services. Through lecture, small group discussion, and case studies, participants will learn the similarities and differences between fixed route, deviated fixed routes, demand response, and service routes and how to design their service with their customers in mind.

Training Topic: Management and Productivity Skills (MAPS)

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

Training Topic: [The] Many Faces of Rideshare

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

Training Topic: New Transit Manager Training

Description: Transit manager turnover is a real phenomenon in today’s world. And, especially in rural and small urban systems, new managers rarely come “transit trained.” Even in promotional situations where the new manager may have already been employed at the transit system, it should not be assumed that this person will be knowledgeable in all aspects of transit and the myriad of local, state, and federal regulations that he or she will face. This 5-

day training (scheduled as 3 initial days with 2 follow up sessions) is an intensive basic training and varies from the Transit Management Training course in that it is conducted one-on-one or in a small (3-5 individuals) group situation to focus on individual needs and pace the training accordingly. Individual action and/or education and training plans will be developed. The features of this training also include accountability and personal encouragement afforded by the individual attention, continued instructor follow-up via telephone and e-mail, and follow-up sessions scheduled as needed.

Training Topic: Policies and Procedures

Description: Standardized policies and procedures are not only beneficial to a transit system, they are crucial to ensuring that service is provided consistently and that employees and customers alike are treated fairly. This 2- to 8-hour training course provides an overview of an example policies and procedures handbook, the range of policies that can and should be addressed (e.g., customer complaints, accident and incident policies, fare handling, etc.) examples and best practices and, in some cases, templates, for various policies.

Training Topic: Productivity and Supervisory Skills (PASS)

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

Training Topic: Risk Management

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

Training Topic: Roadeo Prep

Description: This four- to eight-hour class is designed to help driv-

ers prepare for the State and National Roadeo. In addition, this course acts as an excellent driver training for testing and improving drivers' skills and knowledge in the four areas of competition, including the pre-trip inspection, wheelchair securement, the driving course, and a written test.

Training Topic: Safety and Security - Intensive

Description: This one- to two-day training addresses accident investigation, emergency management, system safety and security programs, and FTA's transit threat level response guidelines. Model safety and security policies are provided as well as sample forms and best practices.

Training Topic: Scheduling & Dispatching

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

Training Topic: Title VI of the Civil Rights Act of 1964

Description: Title VI of the Title VI, 42 U.S.C. § 2000d et seq., was enacted as part of the landmark Civil Rights Act of 1964. It prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. This 1 to 1-1/2 day course covers the overall Title VI requirements, including Equal Employment Opportunities (EEO), Disadvantaged Business Enterprises (DBE), Limited English Proficiency (LEP), and Americans with Disabilities (ADA) requirements as they relate to the provision of public transportation services. Note that the ADA, because of its complexity, is covered only broadly in this course, but is addressed individually in other courses (Americans with Disabilities Act (ADA) – The Act and the Regulations and Americans with Disabilities Act (ADA) – Implementation of the ADA in Public Transportation described previously in this brochure). This course can also be taught in modules to address any one or more particular area, if desired.

Training Topic: Transit Management Training

Description: This 2-1/2 day workshop is designed to train new and existing transit managers in the areas of manager survival skills, planning goals and objectives, administration and program budgets, working with a Board of Directors, effective communication, hiring, delegatory responsibility, and policy development. This is also an excellent course for other transit employees to promote transition and cross-training.

Training Topic: Transit Planning and Service Evaluation

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

Training Topic: Understanding Performance Measures

Description: Measuring and evaluating performance is critical to a transit system's "health" both financially and operationally. In addition to providing a tool to identify performance problems and service implications, it allows a system to evaluate its progress towards established goals and objectives and serves as a basis for decision making. A number of courses touch on performance measures, but this course focuses solely on this topic and can be customized to meet a transit system's specific needs, from a 1-2 hour general overview to a one-half to full day session that includes hands-on exercises for establishing performance measures.

Contact Terri Paige, RLS & Associates, Inc., to discuss any of these training topics at tpaige@rlsandassoc.com.



If you would like additional information please contact:

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