

RTAP Curriculum Sub-Committee

November 5, 2020

RTAP CURRICULUM SUB-COMMITTEE

1. Committee

Request & Review Process

Curriculum committee

role & responsibilities

expectations of the committee

guidance for training

threshold or guidance for cost / person

cancellation guidance

RTAP

No ala carte training to agencies

Open enrollment | recording the training

Share the costs with agency (example: Myers Briggs)

Balance of training offered (technical, policy, people skills)

2. TAPTCO driver training review

3. Virtual courses offered by Easterseals

4. Rainbow Rider Request for training

a. Bus and Passenger Safety

Bus safety | Align with Roadeo Committee

b. All things related to Wheelchairs

Various types of wheelchairs (the good, bad and oh my goodness wheelchairs)

How to safely secure the various types of wheelchairs

Recommended wheelchairs to customers such as nursing homes / Sr. Centers, hospitals, etc. and how to coach them to purchase better

c. De-escalation Techniques and Conflict Resolution

RESPONSE from Jen: <https://brucknermediation.com/training-programs/>

Existing agreement between RTAP and Chandler Counseling & Consulting – St.

Cloud <https://StrategicLeadershipConsultants.com>

d. People Styles | Myers Briggs

Review comments

e. Stress Management

f. ADA

additional

5. Transit Service Planning (RLS)

Not scheduled, being developed | Review Ongoing

6. Actions | Next Meeting

SUBCOMMITTEE

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TAPTCO

EASTER SEALS

1. Fundamentals of Transit Management

Fundamentals of Transit Management

Most people who end up as transit directors and supervisors did not start out in life thinking that this was the career path in which they would find themselves. It is easy to feel swamped and unprepared for the overwhelming number of hats that need to be worn, the responsibilities the position brings, and the knowledge required to be successful! This online course provides the fundamental skills of transit management for new transit managers and supervisors, as well as providing experienced managers with the refresher they need to take a step back and review their overall program. The class covers Human Resource Management (including hiring and “stay out of court” termination of poor employees); Financial Management; Operations and Service Design (including changes that need to happen during crisis times like COVID-19); Vehicles and Facilities Management; Title VI, & Civil Rights; ADA – Ask an Expert; and Performance Measurement. A checklist assessment will be provided so you can evaluate your own agency in 7 major areas including: Human Resources; Communications; Finance; Operations; Vehicles & Facility Maintenance; and Emergency Preparedness.

Using the Zoom platform, there will be time available for lively discussion and plenty of opportunity for questions and answers to specific situations relating to your individual agency circumstances. All participants are required to have a web camera and have it on for the duration of the entire class period.

A certificate will be issued upon completion to those who complete the entire course by attending all modules or viewing recordings and taking a quiz for those missed.

Course Instructor: Carol Wright Kenderdine, Easterseals, Washington, DC

Module	Title	Date	Time
1	Human Resource Management Part I		
2	Human Resource Management Part II		
3	Financial Management		
4	Operations & Service Design		
5	Vehicle & Facilities Management		
6	Title VI & Civil Rights		
7	ADA: Ask the Expert		
8	Performance Measurement		

EASTER SEALS

2. Bus Driver Training

Bus Driver Training

When you are on the “front lines” you have to handle many difficult situations. This workshop will prepare you for many of the things you encounter on a day-to-day basis. It includes customer service: dealing with difficult people (and includes difficult work relationships too); de-escalation of tense situations; best practices for communicating with people with disabilities; service animals; ADA reasonable modification (What type of requests are reasonable to accommodate when you are asked to make a change in practice or policy, and what are not!); and a section on frequently asked questions about the ADA (and the answers!!). This class goes well beyond the PASS training that most of you have already had and takes customer service and the ADA to the next level.

Using the Zoom platform, there will be time available for lively discussion and plenty of opportunity for questions and answers to specific situations relating to your individual agency circumstances. All participants are required to have a web camera and have it on for the duration of the entire class period. A certificate will be issued upon completion.

Course Instructor: Carol Wright Kenderdine, Easterseals, Washington, DC

Module	Title	Date	Time
1	Bus Driver Training Part I		
2	Bus Driver Training Part II		

EASTER SEALS

3. Board Training

Board Training: Empowering Your Board to Lead

Agency Director Training

This 2-hour session is for transit managers.

It covers:

- Distinguishing between Advisory Boards & Governing Boards
- Board Responsibilities
- Agency Discussion of Policies & Procedures
- Discussion: Term Limits
- Board Member Job Descriptions
- Board Handbooks
- Board Attendance Policies
- Board Skill Sets
- Board Engagement
- Your Responsibilities
- Resources

EASTER SEALS

4. ADA Ask the Expert

ADA Ask the Expert

This 90-minute workshop will provide answers to frequently asked questions as well as provide guidance on COVID-19 and the ADA. Time will be set aside for the participants to ask their own specific questions and have them answered live during the virtual webinar. Ken Thompson is a certified ADA specialist. Kristi McLaughlin who will be providing the program management and serving as the facilitator is also a certified ADA Specialist. You will have an opportunity to have your questions answered by the “best of the best!”

Copies of the PowerPoint will be provided to all participants after the workshop, so you have copies of all the questions and answers for the frequently asked questions.

Logistics: Easterseals will provide an instructor and a facilitator for this workshop. The facilitator will also serve as the workshop production manager/technician. Easterseals will be responsible for the course registration; provision of the Zoom platform; provision of PowerPoints after the workshop has concluded (the answers to the questions are on the PP handouts); and will send out an evaluation to be completed by participants that will be shared with MnDOT at the conclusion of the workshop.

Cost: This 1.5 hour workshop will be \$1,675 for 25 participants and 2 DOT staff.

EASTER SEALS

5. Difficult Decisions: Policies vs. Day-to-Day Practices

Difficult Decisions: Policies vs. Day-to-Day Practices

Carol Wright Kenderdine, Assistant Vice President of Transportation & Mobility, Easterseals, Washington, DC

Transit agencies develop Riders' Guides and key policies for managing their daily operations. We all know that many times we break our own policies by how we operate on a day-to-day basis. One driver does things her way, and another driver does things his way. This workshop covers the importance of matching practices and policies; how to make it work; and what happens when you don't!!

This workshop can be directed to drivers for driver training or to managers for how to work with their drivers to ensure that policies meet practices.

It is a 90-minute workshop that is very interactive.

Logistics: Easterseals will provide an instructor and a production manager/technician for this workshop. Easterseals will be responsible for course registration; provision of the Zoom platform; provision of PowerPoints prior to the workshop for participants to print out for notetaking; and will send out an evaluation to be completed by participants that will be shared with MnDOT at the conclusion of the workshop. The class is limited to 25 participants and 2 DOT staff.

EASTER SEALS

6. Succession Planning & Mentoring

Succession Planning & Mentoring: A Win/Win for Everyone!

This workshop addresses best practices for mentoring; evaluating various approaches to succession planning; encourages discussion of existing plans within an agency; shares best practices that have proven advantageous to small and large systems; helps assist managers to choose processes that will work best within their individual agency; and gives participants a start on establishing a mentoring and succession plan specific for their transit program.

Logistics: This 2-hour workshop consists of many interactive activities to engage the participants. Easterseals will provide an instructor and a production manager/technician for the workshop. Easterseals will be responsible for course registration; provision of the Zoom platform; provision of PowerPoints prior to the workshop for participants to print out for notetaking; and will send out an evaluation to be completed by participants that will be shared with MnDOT at the conclusion of the workshop. The class is limited to 25 participants and 2 DOT staff.

Cost: This 2-hour workshop will be \$2,225.

EASTER SEALS

7. Business Plan Development (FYTSPs)

Business Plan Development (5-Year Business Plan): This online workshop will address the basic elements of a 5-Year business plan including the benefits of having a plan; organizing a transit system's information in a business plan format; and applying planning techniques to evaluate the agency's financial and operating data (as well as its potential for future expansion). Participants will leave the workshop with the basics and a full outline portfolio which will enable them to complete a business plan for their system.

Because this workshop has been moved to an online format, it will be available for only 6 agencies at a time. Each agency is required to have 2 representatives: the Executive Director and the Financial Manager. If agencies want to include additional staff they may do so.

Module	Title	Date	Time
1	Overview & Purpose of the Business Plan		
2	Transportation Agency Organization, Governance, Mission		
3	Description of Current Services, Operations, Vehicles & Facilities 3 year lookback of statistics		
4	Goals, Objectives & Performance Measures		
5	Performance Measures, continued		
6	Market & Demographics for Public Transportation; Other Providers in Area; Coordination/Collaboration; Gaps & Overlaps; Future Service Options		
7	Past 3 Years Operating & Capital Budget; Current Year Operating & Capital Budget; Projected Next Year Operating & Capital Budget		
8	Five-Year Operating & Capital Budget		
9	Summary/Plan Recommendations & Updating of Plan in Future Years	TBD	

EASTER SEALS

8. Recruiting & Retaining Good Employees

Recruiting and Retaining Good Employees

We can't offer great service if we don't have great employees to depend on to provide that service to our customers. Many of us live in areas where it is difficult to find employees to fill our openings, and when we do, we are not always happy with the results. We also need to compete in many markets with other employers who can pay higher wages than our agencies can afford. So how can we recruit and retain good employees that will be engaged in their work and want to stay with our agency? This workshop will provide strategies for employee recruitment and best practices in retaining our best employees over the long run.

This workshop is directed toward transit agency manager and supervisors. It is a 90-minute workshop that is very interactive.

Logistics: Easterseals will provide an instructor and a production manager/technician for this workshop. Easterseals will be responsible for course registration; provision of the Zoom platform; provision of PowerPoints prior to the workshop for participants to print out for notetaking; and will send out an evaluation to be completed by participants that will be shared with MnDOT at the conclusion of the workshop. The class is limited to 25 participants and 2 DOT staff.

Cost: This 1.5 hour workshop will be \$1,675.

This workshop was recently done for Alabama DOT.

EASTER SEALS

9. Advanced Transit Management

Advanced Transit Management

This 6-module virtual, online course is designed for seasoned managers looking for new and improved approaches to managing their transit programs. It is a follow-up course to the Fundamentals of Transit Management. This course will challenge you to rethink some of the principles you thought you already knew. It will help you look at things from a number of different perspectives and provide you with hands-on activities and take-home resources that will enable you to implement what you learn in your own agency.

Modules for Advanced Transit Management include:

- Human Resources – Retaining Good Employees; Resolving Workplace Conflict (i.e., Managing Employee Conflict; Managing Difficult Employees; etc.); Succession Planning
- Financial Management – Evaluating Financial Capacity and Decision-Making
- Strategic Management – Benefits of Strategic Management; Process; Links to Stakeholders
- Advanced Service Planning -- Service Deployment; Technology Needs; Service Effectiveness & Efficiency; Setting Fares; Service Monitoring; and Best Practices
- Emergency Management – Planning; Execution; Recovery; and Reintegration
- Leadership Skills and Development

Using the Zoom platform, there will be time available for lively discussion and plenty of opportunity for questions and answers to specific situations relating to your individual agency circumstances. All participants are required to have a web camera and have it on for the duration of the entire class period. A certificate will be issued upon completion to those who complete the entire course by attending all modules or viewing recordings and taking a quiz for those missed.

This workshop includes scenario-based exercises, valuable group discussions; hands-on training; best practices; and resources.

EASTER SEALS

10. Mergers & Consolidations

Mergers and Consolidations: Serving the Transportation Needs of the Region

Small urban and rural transportation agencies, originally designed to serve a single community or county, are finding hard limits of jurisdictional boundaries to be a barrier to mobility. As a result, transit managers are exploring various cooperative processes to eliminate this barrier. This workshop will discuss approaches to serving the transportation needs of a region through various levels of agreements between transit properties operating within that region. These include memoranda of understanding, joint collaborative projects, mergers, and consolidations. We will discuss pros and cons of mergers and consolidations and how to choose which path of collaboration best meets the needs of your customers and your agencies.

Logistics: This 2-hour workshop consists of many interactive activities to engage the participants. Easterseals will provide an instructor and a production manager/technician for the workshop. Easterseals will be responsible for course registration; provision of the Zoom platform; provision of PowerPoints prior to the workshop for participants to print out for notetaking; and will send out an evaluation to be completed by participants that will be shared with MnDOT at the conclusion of the workshop. The class is limited to 25 participants and 2 DOT staff.

Cost: This 2-hour workshop will be \$2,225.

EASTER SEALS

11. Diversity in the Workplace & Riding your Bus

Diversity in the Workplace and Riding Your Bus: Teaching Tolerance

Today, more than ever, we are reminded that Diversity is an important topic to address. What does diversity in America mean for transit operations? What challenges lie ahead in the majority-minority population shift? How will the "aging tsunami" affect the demand for transit? The U.S. Census reports that 1 out of every 10 counties in the U.S. now has populations described as "majority-minority." Further, estimates are that an additional 218 counties have reached the "tipping point" toward becoming majority-minority in the next few years. In these areas, various groups of minorities will, in total, exceed the number of white people also living there. Projections are that gradually, this shift will continue and by 2042, the population of the entire nation will fit this description. What challenges, if any, will this present for transit providers?

Compounding this shift is the dramatic "aging tsunami." While many elderly people have multiple disabilities that require accommodation, many current and future passengers are younger people with disabilities who in the past were not employed, did not travel, or lived in distant institutions or larger cities. These individuals collectively often rely on public transit to meet their mobility needs.

In this specifically designed virtual workshop, practical instruction and participatory exercises will be provided to acquaint transit providers with information regarding: the implications of the majority-minority shift; the aging society; people with disabilities; awareness of hidden disabilities; language barrier issues; responsiveness to cultural differences; and minority community outreach.

Logistics: This 2-hour workshop consists of many interactive activities to engage the participants. Easterseals will provide an instructor and a production manager/technician for the workshop. Easterseals will be responsible for course registration; provision of the Zoom platform; provision of PowerPoints prior to the workshop for participants to print out for notetaking; and will send out an evaluation to be completed by participants that will be shared with MnDOT at the conclusion of the workshop. The class is limited to 25 participants and 2 DOT staff.

Cost: This 2-hour workshop will be \$2,225.

EASTER SEALS

12. Hearing All Voices

Hearing All Voices - Engaging the Full Community in the Transportation Planning Process

Successful transportation planning stems from building a group of stakeholders who reflect the make-up of the community and who represent those who need or choose to use rural public and intercity transportation. Rural and human service transportation providers are in a unique position to take a lead role in building an inclusive and effective group of people to provide needed input into the development of a human service transportation coordination plan that will truly address the needs of the community. Some seats at the table are easy to fill by simply inviting those who hold professional roles that affect transportation planning. However, seats intended to represent riders, such as people with disabilities and older adults, can be more of a challenge to fill. This training will focus on promising outreach strategies from across the country designed to bring the voice of people with disabilities and older adults into the planning process. Engaging these riders will help planning professionals, public officials, and citizens make informed choices about accessible transportation and how to meet the needs of riders who depend on this service.

Logistics: This 2-hour workshop consists of many interactive activities to engage the participants. Easterseals will provide an instructor and a production manager/technician for the workshop. Easterseals will be responsible for course registration; provision of the Zoom platform; provision of PowerPoints prior to the workshop for participants to print out for notetaking; and will send out an evaluation to be completed by participants that will be shared with MnDOT at the conclusion of the workshop. The class is limited to 25 participants and 2 DOT staff.

Cost: This 2-hour workshop will be \$2,225.

EASTER SEALS

13. Dealing with Difficult Employees

Dealing with Difficult Employees

We all have employees who whether right or wrong drive us to distraction with their whining, demands on our time, or inability to get along with their co-workers. Still, as the director of the team, it is our responsibility to not only treat everyone fairly, but manage the behaviors of those who fail to meet our expectations. This workshop will give you coping skills for working with difficult people and methods to improve their behavior and performance on the job.

Logistics: Easterseals will provide an instructor and a production manager/technician for this workshop. Easterseals will be responsible for course registration; provision of the Zoom platform; provision of PowerPoints prior to the workshop for participants to print out for notetaking; and will send out an evaluation to be completed by participants that will be shared with MnDOT at the conclusion of the workshop. The class is limited to 25 participants and 2 DOT staff.

Cost: This 1.5 hour workshop will be \$1,675.

EASTER SEALS

Summary

Number	Easterseals Course	Duration	Cost (virtual)	Cost (on-site)	Max Participants	Certificate
1	Fundamentals of Transit Management	8 - 2 hour sessions, one session per week.	\$6,500	\$5,500	25 + 2 DOT participants	Yes
2	Bus Driver Training	2 - 1/2 day sessions, four hours long, variability in delivery	\$4,000	\$3,500	25 + 2 DOT participants	Yes
3	Board Training (Staff)	2 hours	\$1,675		27	
	Board Training (Board members)	4 hours	\$2,225		26	
4	ADA - Ask the Expert	90 Minutes	\$1,675		25 + 2 DOT participants	
5	Difficult Decisions: Policies vs. Day-to-Day Practices	90 Minutes	\$1,675		25 + 2 DOT participants	
6	Succession Planning & Mentoring	2 hours	\$2,225		25 + 2 DOT participants	
7	Business Plan Development (5-Year Business Plan):	9 sessions - 2 hours each	\$20,000		6 agencies	
8	Recruiting and Retaining Good employees	1.5 hours	\$1,675		25 + 2 DOT participants	
9	Advanced Transit Management	6 - 2 hour sessions	\$6,500	\$5,500	25 + 2 DOT participants	Yes
10	Mergers and Consolitation	2 hours	\$2,225		25 + 2 DOT participants	
11	Diversity in the workplace	2 hours	\$2,225		25 + 2 DOT participants	
12	Engaging in the Community	2 hours	\$2,225		25 + 2 DOT participants	
13	Dealing with Difficult Employees	1.5 hours	\$1,675		25 + 2 DOT participants	

Agency Request

a. Bus and Passenger Safety

Bus safety | Align with Rodeo Committee

b. All things related to Wheelchairs

Various types of wheelchairs (the good, bad and oh my goodness wheelchairs)

How to safely secure the various types of wheelchairs

Recommended wheelchairs to customers such as nursing homes / Sr. Centers, hospitals, etc. and how to coach them to purchase better

c. De-escalation Techniques and Conflict Resolution

RESPONSE from Jen: <https://brucknermediation.com/training-programs/>

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d. People Styles | Myers Briggs

Review comments

e. Stress Management

f. ADA

additional

Myers-Briggs Training (Rainbow Rider)

Myers Briggs & Team Building

Vendor: Richard Chandler (St. Cloud)

Request from Rainbow Transit – to have team building exercise.

Action -deployed to 13 indiv. the Myers Briggs tool (paid by Rainbow Rider) – Appx. \$85 / tool
 -Two sessions with Richard with the team (smaller groups) (cost \$500 / session)

Review Comments from participants

1. Richard's training was very informative, not so much for myself because I knew my personality, but more along the lines of how to interact with other personalities. I really, really like the enhancing your styles as a tool to try to better my interactions with others.
2. The workshop was informative, educational, and enjoyable. It was very helpful with learning how to work with other personalities. I would recommend this workshop!
3. I found this class to be informative and got everyone in the room involved with interactions. Thanks!
4. I really enjoyed this assessment! Richard did a fantastic job!
5. Kinda fun
6. I think Richard was very engaging and was easy to listen to. He was very knowledgeable in the terms of Myers-Briggs. He was able to give a lot of helpful insight to each of the categories!
7. A really good start to the course, but because of the delay with one participant, the rest felt very rushed.
8. The outlines of graphs are very helpful. I enjoyed the entire program!
9. I thought it was a great learning experience for myself and to learn about others. It showed me what I need to improve on and work on. It also showed me why some of my co-workers have different opinions.
10. I was so fun getting more insight about my co-workers and getting to reflect more on myself to know how I can have better relationships with them!

Request to Curriculum committee

- 1 – announce on RTAP website that this is available to other transit agencies
- 2 – okay with splitting the cost of tool vs. workshop with the agency

Background

- 1 – max. amount for Richard (vendor) is \$10,000. Agreement in place between DRB and Richard
- 2 – originally approved by Harinee

Myers-Briggs Training (Rainbow Rider)

Request to Curriculum committee

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- 2 – okay with splitting the cost of tool vs. workshop with the agency

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Training Being Developed

5. Transit Service Planning (RLS)

Not scheduled, being developed | Review Ongoing

Action Items (Summary) & Next Meeting

Action
Items

Next
Meeting