

RTAP Curriculum Subcommittee Notes

1/7/2021, 10–11am

GoToMeeting

Present: Alan Herrmann, Jeremy Monahan, Noel Shughart, Scott Stark, Mariah Helgeson and Berta Hartig

1) Introductions & Recap from Last Meeting

- a) Mariah Helgeson provided a recap of the last meeting on December 10, 2020. She reminded the group that at the last meeting the sub-committee:
 - i) Reviewed and approved the proposed course tracks.
 - ii) Reviewed a broad overview of all available courses.
 - iii) Decided to move forward with Disability Awareness/ADA and Transit Service Planning webinars for 2021.
 - iv) Requested resumes for webinar trainers. (RLS resumes were sent to the subcommittee the day of the meeting and DRB will add joint review of these to the next meeting.)
 - v) Resolved to require trainers to include interactive elements (surveys/polls/audience engagement) in all trainings going forward.
 - vi) Resolved to test new free online trainings and do post-training surveys to evaluate quality and adjust as needed.
- b) Mariah asked if anything was missing. Alan Herrmann said it looked good. Jeremy Monahan stated that he missed the last Advisory Committee meeting and asked if their items were discussed. Mariah said it was recapped. Alan affirmed this. The group did not recall additional discussion at the advisory committee meeting beyond review of the above items.

2) Review and Provide Feedback on Disability Awareness/ADA/Customer Service Options

- a) Berta Hartig presented the ADA/Disabilities Awareness course options, which were also emailed to the group prior to the meeting. There are five options from three providers. The NTI options would need to be requested through MnDOT to be free. At the time of the meeting, no online NTI courses were scheduled. Two of the options, provided by RLS and Easterseals, seemed to fit more closely with the subcommittee's interest in an awareness training, vs compliance and regulations. The Easterseals option would be presented by Ken Thompson and Kristie McLaughlin and DRB can request resumes.
- b) The subcommittee discussed other options. Alan asked if DTH (Day Training and Habilitation) services would be able to present about disabilities and suggested it might be free. He said his agency in Shakopee had a DTH representative walk through each of the different disabilities and it was more of an awareness-like training. Berta stated they could investigate that. Mariah said that there are 5310 agencies and in our network that may be able to train on this. She asked the group if they were thinking of a peer-to-peer presentation with best practices, a panel or presentation. Alan said it could be either. He cited examples of the type of information that would be helpful for those who work

with people with disabilities, such as how to approach a person who is blind, or how to work with someone who will just scream on the bus.

- c) Mariah shared that last March there were several Easterseals ADA Etiquette workshops scheduled for around the state. Only one was held, and the others were postponed or canceled due to COVID. She said Carol Wright provided the training and that it was a good curriculum that provided transit-specific information for how to best serve people with different disabilities. She speculated that the Ask the Expert course may be like the ADA Etiquette workshop. She said it could be also be beneficial to have experts from different disability and advocacy groups present and shared Deb Brisk's idea to reach out to the National Autism Center in Duluth to present on that topic. She suggested that we could host a series of workshops addressing different disabilities. Jeremy supported this idea. Scott shared that Josh Sachs attended the ADA Etiquette training and recalled that he found it useful. There seemed to be agreement from the group to proceed with Easterseals.
- d) Jeremy started a discussion about the class limitations Easterseals had for their virtual courses. He wondered if it was a remnant of in-person training thinking. Berta speculated that perhaps it is difficult to keep a larger group engaged. Jeremy shared the ideas that a larger group could still be broken into smaller groups and just not summarize when they get together. He also said that while the regulation part of training is dry and hard, it is also important because people are misinformed about ADA rules, and get DOT and DOJ rules mixed up. He said he thought all of the courses had merit and that none stood out as "the one." Mariah addressed the question of class size and shared her understanding of Easterseals' online course philosophy: Class size is limited for business reasons as well as to ensure the class is more interactive and not overwhelming to manage. Jeremy said he does not think waiting lists are justified for online classes because of the number of no shows. Mariah said there is usually a 10-15% attrition rate for RTAP webinars. DRB will follow up with Easterseals to ask for flexibility on class limits.
- e) Mariah asked if anyone attended the RLS training webinar on Title II and ADA in May 2020. She said there is a recording available and asked if there is need for follow-up or if we can rely on the video for those who need that training. No one recalled attending this training.
- f) Scott reported that he attended a training led by Kristi McLaughlin. He remembered conversations revolved around having an annual training on the ADA to cover what has changed, as well as providing a general overview of the major components to those who are new, and to provide the opportunity to ask questions for things that weren't covered in the presentation.
- g) Scott also said he thought getting feedback directly from those who work with people with disabilities as well as from the customers/people who have the disabilities is beneficial for personnel to hear. Anything that can be combined in this manner would be a benefit for everyone.
- h) There was some conversation around holding multiple webinars with the same content at different times. Mariah said that all webinars will be required to be recorded. The group agreed that if webinars are recorded there would be no need to have multiple.

- i) Mariah asked what is the best way to get the information to drivers? Is it better to show the recording, or would handouts be better? Scott said it is difficult to get drivers in for training and that the recording would be good. Because Metro Bus is operating a reduced schedule, they have the ability to bring groups in for 2-4 hours right now. Alan said thought a brochure/handout about the Dos and Don'ts for ADA would be helpful. Mariah stated DRB could create that based on the previous ADA webinar.

- j) Mariah summarized next steps:
 - i) DRB to follow up with Easterseals regarding if they can be flexible in the design of the training to have an overview how to best interact with certain types of passengers and to be able to get feedback on ADA and ask questions about what is and is not acceptable.
 - ii) DRB to identify possible people and/or organizations to present as a panel or peer-to-peer best practices exchange, including reaching out Proact and MRCI and 5310 agencies that have expertise in that.
 - iii) DRB to create resource materials about the Dos and Don'ts of ADA based on previous webinar.

- k) Additional discussion:
 - i) Alan mentioned an advocate who can give a passenger's perception by the name of Kim. Noel Shughart clarified that the individual Alan is referring to is likely Kim Pettman who provides a certain perspective. He said if you are looking to have someone who can recognize the shortcomings of the infrastructure, she would be someone who can articulate that. He recommended that if she were to be invited to present to give her a time limit.
 - ii) Mariah asked for input on the timing of webinars, adding that Fridays are best to be avoided and that Mondays are not preferable, but sometimes are used. Scott recommended providing the option of morning and afternoons for the same training and considering two different days. Jeremy agreed with this idea for when a recording is not possible.
 - iii) Mariah said there are 8-10 recordings of topics that have been presented. She asked if it would be beneficial to just pull the highlights and create handouts? Scott and Jeremy stated that they think it is better for people to watch the whole recording because the message may be lost if it is cut. They said that handouts/cheat-sheets are helpful.
 - iv) Mariah asked the subcommittee if the way the courses were presented today to the subcommittee was a good format. Consensus was that it was. Scott said that it works to focus on one topic and if there is a smaller topic, to do two topics.
 - v) Mariah encouraged members to share ideas for particular courses when they have them and DRB will present options at the next meeting.

3) Review CTAA CSSO and PASS Registrations

- a) Mariah reported
 - i) 14 people registered for the CSSO and PASS certification courses, maybe a 15th.

- ii) DRB will confirm with Caryn Souza that CTAA is following up with the participants with more information. Scott reported that he did not receive any follow up from CTAA regarding a confirmation of registration, nor the required pre-course work.
- iii) Survey results were positive from the last training, but there was still some feedback to improve things to be shared with CTAA.
- iv) CTAA/Joe Seitz is working on an online Maltreatment Train the Trainer course and that nothing is scheduled yet.
- v) PASS Train the Trainer is being offered online and participation has been good. This is helpful because there are drivers who need to complete the in-person wheelchair securement portion of their PASS training. Those agencies who have someone certified to provide PASS Training, can complete this portion of the training for their staff because RTAP is not able to provide any in-person training until June 2021.

4) Review Transit Service Planning

- a) Mariah reported that there have been conversations with MnDOT regarding Transit Service Planning Training and asked for feedback from the subcommittee. She shared the history: RLS developed a presentation for in-person training pre-COVID. This content was shared with MnDOT planners who had a lot of feedback for topics to be covered. Instead of working with RLS for the webinars, RTAP will be working with A.T. Stoddard, a consultant who worked on some of the 5-year plans. Mariah shared that RTAP may provide a series of webinars regarding this topic rather than cover it all in one session.
- b) Noel provided more background from MnDOT. He said that when he and Lisa Raduenz thought the content needed to be updated for a post-COVID world. He said the focus needs to be to build service to build demand and transit planning now requires more outside the box and creative solutions. Noel also shared that RLS didn't seem to take the needs of MN transit into account and tried to cover too much. He shared that RLS is a great firm for east coast and upper Midwest transit, but that MN transit was more similar to the west coast, so he believed that training providers with a west coast or Midwest background would be preferable. He also thought the proposed training did not provide workable samples to guide agencies.
- c) Mariah concluded that the new presentation would feature a more customized approach for MN with interactive training. After the training is conducted, RTAP can provide RLS with new feedback and ask them to revise what they had for the future in-person workshop.
- d) Subcommittee feedback: Alan said it is important to look at the marketing side of things not just building service. He said agencies need to understand the post-COVID customer. Jeremy shared that it would be helpful to have something to help re-think long-term plans in the post-COVID world. Mariah said that we could ask for feedback on this as well at the next advisory committee meeting and incorporate any additional feedback from the subcommittee.

5) Review Course Needs Survey

- a) Berta walked through the survey with the subcommittee. The survey will gauge interest of the courses known to be available on a Likert scale to be able to prioritize. It will use

logic so that participants will only see what is relevant to them. She reviewed the different sections of people and clarified that a person may be presented several sections, based on how they identify their responsibilities. The goal is to make the survey as easy to take as possible, without overwhelming the participant.

- b) Jeremy asked if they answer they only are a dispatcher, will they only see dispatcher, and if they pick multiple options they will see more? He also asked if a valid email was needed. Berta and Mariah confirmed his understanding and said the goal is to make the survey as easy as possible to take. It will be anonymous without email addresses and will be mobile friendly.
- c) Noel asked who would be given the survey — 5310 people or just transit. Mariah said it would be open to everyone eligible for RTAP training: 5311s, 5307s, and 5310s. DRB will add a question to the survey to identify the type of agency someone belongs to.
- d) Berta asked the group if there is value in knowing how long they have worked in transit when they take the survey, and if the categories of roles included the draft were appropriate? The subcommittee affirmed that they were appropriate and thorough and recommended ranges for years of service.

6) Opportunities/Needs/Feedback?

- a) Mariah asked if there was anything else to be placed on the radar? Jeremy asked if the video for the procurement presentation and recording was still available and to send it to Randy Jahnke from Wadena. Mariah said it is permanently archived on the website in the Webinars and Training Materials section and accessible to anyone who logs in and she can send Randy the link after the meeting.
- b) Noel informed the group that he was filling in as program unit supervisor for Michael Johnson. Michael is on a mobility working on drones for the next 6 months.

7) Actions | Next Meeting

- a) DRB to
 - i) Research other ADA awareness options from organizations and advocates of people with disabilities
 - ii) Create a Do's and Don'ts reference sheet from previous recording on ADA
 - iii) Follow-up with Caryn at CTAA regarding communication to course participants for upcoming CTAA certification courses
 - iv) Send Procurement training link to Randy Jahnke at Wadena County Friendly Rider
 - v) Follow-up with Easterseals for
 - (1) Trainer resumes
 - (2) Flexibility in class limits for online training
 - (3) Format/content for online training to have ADA Etiquette
- b) Scott Stark to report Josh Sach's experience from the ADA Etiquette training he attended last year
- c) Next meeting: February 4, 2021, 10–11am, GoToMeeting