

RTAP Curriculum Subcommittee Meeting Minutes

12/10/2020

Attendees: Mariah Helgeson, Scott Stark, Jennie Rowland, Jeremy Monahan, Berta Hartig

10–11am

1. Introductions & Recap from Last Meeting

Mariah recapped that at the last meeting the group discussed the need for tracks for based on their role within the agency.

2. Review and Provide Feedback on Course Tracks

Mariah requested feedback on the tracks the DRB team identified:

- Leadership + Team-Building, which would include general supervising, team-building and how to be a good manager
- Transit Operations, Regulations, and Compliance for executives and mid-managers
- Dispatchers
- New Transit Operators
- Transit Operators with less than 5 years of experience
- Transit Operators with 5 or more years of experience
- Transit Trainers/train-the-trainer
- System-wide training

Feedback from the three committee members indicated that it is important to have an engaging presenter who makes the class interactive. Jeremy Monahan and Scott Stark both shared that having polls and surveys during the online class was engaging. Jeremy stated he liked the trainer used for an FDA in person training for Drug and Alcohol Compliance, but that he didn't remember who it was other than his name was Joe and he was in Boston, but originally from Minneapolis.

Regarding tracks and topics:

- Jeremy Monahan stated that he liked having training for regulations and compliance. He said that one of the best classes he's participated in was about Drug and Alcohol audits.
- Scott said this list of tracks was a good start and said it can be modified and adjusted as we go. He suggested getting feedback from member agencies if there was a need for breaking the dispatch track into experience levels like the operators.
- Jeremy shared that it is difficult for him to schedule dispatchers and operators for training right now with the pandemic, and that while he said it's important to be engaging and interactive, it is easier to offer pre-recorded trainings that can be taken on demand. He said it is nice to be able to give the employees something they can just sit and watch, like the FTA video, for compliance training and topics that don't include hands-on training.
- Jennie Rowland shared that National RTAP has a good Drug and Alcohol video, too.

Jeremy shared that as Jean Meyer from MnDOT grows in her new compliance position, she will be modernizing a lot of stuff. Mariah shared that Jean's Procurement Survey indicated that a large

number of people expressed interest in a quarterly working group, the second largest group said they wanted more information. Mariah stated she was not sure if RTAP will be responsible for coordinating that.

Berta Hartig shared a summary of the Course Matrix.

- There are over 200 classes available. She said she will share the information in a follow-up email. She looked over the courses to try to compare apples-to-apples so vendors can be selected for trainings.
- There are several courses available for customer service, ADA Awareness, and finance. More follow-up is needed to get pricing for some of the courses to provide an apples-to-apples comparison. DRB will share the matrix with the committee.
- Scott shared that it was broken down appropriately and that agencies could pick which trainings to participate in.
- Two customer service webinars were offered recently by Kelly Shawn at RLS and recorded. Topics on General Dispatcher Customer Service and Communication between Drivers and Dispatchers. Because these were offered recently, Mariah recommended ADA Awareness would be a good place to start.

3. Review Available Courses/Status Update

Mariah led a discussion regarding training formats – live webinars or videos with quizzes.

- She asked what works best – Live webinars that are recorded for others to watch later, or to seek out and/or create short videos and build content to offer agencies and have people take a quiz at the end.
- Jeremy stated he thought it would be good to record the training [to make it available for others after]. He thought it would be a big effort on DRB's part to seek out the videos. He said to seek out subject matter experts and have a live webinar to record. No need to reinvent the wheel if it's already out there.
- Scott agreed that the trainer will want to have ownership of the content. He said that the format where a person could watch a video and take a quiz has merit. He also said that webinars are beneficial.
- Mariah shared that post-training surveys could be sent to participants using RTAP's webinar software. If agencies test trainings and provide feedback that the quality of the webinar was bad or mediocre, we can pivot away from that training. Scott and Jeremy agreed that this is a good approach. We could test the trainings and see what's working in more realtime.
- ADA/Disability Awareness Training was identified as a topic to provide training in early half of 2021. RLS or Easter Seals provide training. Scott said the worst thing that can happen is no one signs up for it. Webinars can be postponed more easily than in-person training.
- The committee also would like to see Customer Service training regarding dealing with difficult people, general conflict resolution and trying to help people deal with difficult situations as possible topics in early 2021.

- The committee discussed the need to have good presenters with fresh content and to have variety with presenters. Some presenters are more engaging than others. The committee discussed Kelly Shawn from RLS's style to be dry and lecture-like. Perhaps the next RLS training could be someone else, or Kelly would conduct a shorter training. There was also discussion about Carol Wright from Easterseals having conducted a lot of the trainings in the past and that it would be nice to have variety. Jeremy asked if the vendors could provide resumes for their trainers. There was discussion about requiring engaging sections in the presentation, such as use of polls during the training.
- DRB will continue the conversation regarding volunteers for audit of shorter online courses at a future meeting.

4. Debrief TAPTCO Webinar

- Mariah reported that TAPTCO webinar she attended on November 5, "How to Comply with the New FTA Regulations as You Instill a Safety Culture into Your Operation," felt more like a sales pitch with about 5 minutes spent on the requirements for public agency safety plans. She shared the recording with Scott for his input. Scott reported he didn't review it yet. Mariah said he didn't need to watch it unless he wanted to, because it was mostly a sales pitch.
- Mariah said we can audit the demo version of their courses. We can try that and see if we can get more useful information to make a decision.

5. Transit Service Planning (RLS)

Mariah shared that Transit Service Planning was scheduled for August and that a PowerPoint that outlined what RLS can provide was shared by Deb Brisk in September. Mariah asked if we should plan for a partial webinar prior to August, and an in-person training in August? The committee discussed this and decided to only plan to move forward with an online virtual version. We can continue the in-person training when we are able to.

6. Actions | Next Meeting

- DRB will send the working document of the Course Matrix. It's not required for anyone to review in detail, but if anyone sees something that pops out, we welcome your feedback.
- DRB will provide a short brief on Disability Awareness options to choose between by the next meeting or via email. This will include resumes of the presenter.
- DRB can deploy and promote online training for early 2021. Will include a post-training survey for participants to measure if they think it's worth it.