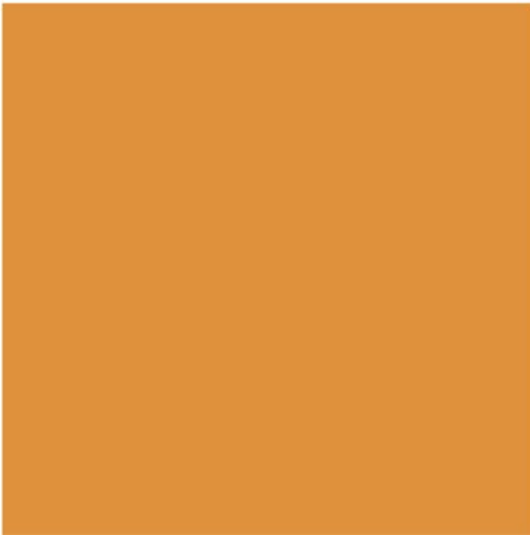




# Florida Small and Rural Transit Agency Bus Operator Training Program



## Acknowledgements

Funded by the Florida Rural Transit Assistance Program (RTAP) through the Florida Department of Transportation, Office of Freight, Logistics and Passenger Operations.

Support provided by: Michael Wright, Florida Department of Transportation Statewide CAP; Elizabeth Stutts, Florida Department of Transportation Grant Programs Administrator; and Robert Westbrook, Florida Department of Transportation Transit Operations Administrator.

Special thanks to the members of the Florida Transit Safety and Operations Network's Small and Rural Committee for their input and guidance.

## Disclaimer

The opinions, findings, and conclusions expressed in this publication are those of the authors who are responsible for the facts and accuracy of the data presented herein. The contents do not necessarily reflect the views and policies of the Florida Department of Transportation. This report does not constitute a standard, specification, or regulation.

# FLORIDA SMALL AND RURAL TRANSIT AGENCY BUS OPERATOR TRAINING PROGRAM

---

## About This Program

The Center for Urban Transportation Research (CUTR) at the University of South Florida was directed by the Florida Department of Transportation (FDOT) to develop a model Bus Operator Training Program for use by Florida's small and rural transit agencies.

As part of the process, CUTR cataloged, reviewed, and summarized the current small bus operator training resources available from sources such as the Transportation Safety Institute (TSI), the National Rural Transit Assistance Program (RTAP), the National Transit Institute (NTI), the Community Transportation Association of America (CTAA), CUTR, and other university training programs, with the intent of identifying appropriate resources and determining their potential application and use in Florida's rural and small transit agencies' bus operator training programs.

Emphasis was placed on the requirements of Rule Chapter 14-90, Florida Administrative Code (FAC) ([www.flrules.org/gateway/ChapterHome.asp?Chapter=14-90](http://www.flrules.org/gateway/ChapterHome.asp?Chapter=14-90)), but the curriculum was developed to also include, but not be limited to ADA regulations, driver orientation, bloodborne pathogens, wireless communication devices, communications (including radio use), customer service, de-escalation, defensive driving, disability etiquette, driving in adverse conditions, drug and alcohol and/or a drug free workplace, fitness for duty, maneuvering a vehicle, operator and passenger seat belt use, pre- and post-trip inspections, safe boarding and alighting of passengers, securement, transit safety and security, vehicle familiarization, vehicle equipment, and other areas determined to be necessary.

It should be noted 5310-only agencies must adhere to the requirements of the State Management Plan (SMP) ([https://fdotwww.blob.core.windows.net/sitefinity/docs/default-source/content/transit/pages/smp20150501.pdf?sfvrsn=947b7373\\_0](https://fdotwww.blob.core.windows.net/sitefinity/docs/default-source/content/transit/pages/smp20150501.pdf?sfvrsn=947b7373_0)). The specific training requirements from the SMP include these topics:

- Vehicle equipment and familiarization
- Vehicle and equipment inspections
- Basic vehicle operations and maneuvering
- Boarding and alighting
- Operation of wheelchair lifts and other special equipment
- Passenger assistance and securement
- Defensive driving
- Distracted driving
- Handling of emergencies
- Wireless communication

Recognizing that agencies have their own specific policies and procedures, the curriculum was developed to allow agency operations and training personnel to insert locally specific training into the content. This locally developed content could include, but not be limited to manifests, route orientation/maneuverings, and communication methods.

Minimum suggested bus operator core training elements for the Florida Small and Rural Transit Agency Bus Operator Training Program have been identified with recommended length of training to be provided by core topic. Existing training resources will be identified, noting how to access the training material, and how to deliver the training (e.g., instructor-led, computer-based training (CBT), webinars, and etc.).

## Materials and Equipment

White board, computer (with Microsoft PowerPoint), LCD projector, and computer speakers

# RECOMMENDED MINIMUM TRAINING GUIDELINES FOR SMALL AND RURAL TRANSIT AGENCIES

	Training Category	Training Hours Per Operator	
		Recommended Minimum Hours Per Operator Trainee	Percent of Total Training Program <sup>1</sup>
Classroom Training (68 hours)	<b>Safety and Security</b> <ul style="list-style-type: none"> <li>• Safe Vehicle Operation</li> <li>• Defensive Driving/Accident Prevention</li> <li>• Distracted Driving</li> <li>• Hazard Recognition</li> <li>• Emergency Procedures</li> </ul>	20	17%
	<b>Customer Service</b> <ul style="list-style-type: none"> <li>• Role of Transit Operator</li> <li>• Customer Basics</li> <li>• Communications</li> <li>• Difficult Situations</li> <li>• Customers with Disabilities</li> </ul>	20	17%
	<b>Agency Specific</b> <ul style="list-style-type: none"> <li>• Local Policies and Procedures</li> <li>• Fare Policies</li> <li>• Documentation and Paperwork</li> <li>• Reporting for Duty</li> <li>• Appearance</li> <li>• Code of Conduct</li> <li>• Employee/Operator Handbook</li> <li>• HR Processes</li> </ul>	12	10%
	<b>Regulatory</b> <ul style="list-style-type: none"> <li>• Drug &amp; Alcohol Program Training</li> <li>• Commercial Driver's License Training (if applicable)</li> <li>• Bloodborne Pathogens</li> <li>• Americans with Disabilities Act</li> <li>• Rule Chapter 14-90, FAC</li> <li>• Other Regulatory Training</li> </ul>	16	13%
Wheel Training (26 hours)	<b>Technical Operator Skills (<i>on the bus training</i>)</b> <ul style="list-style-type: none"> <li>• Vehicle Familiarization</li> <li>• Pre/Post Trip Inspections</li> <li>• Seat Positioning/Mirrors</li> <li>• Vehicle Start-Up Procedures</li> <li>• Steering/Maneuvering</li> <li>• Lift/Ramp Deployment</li> <li>• Securement</li> <li>• Signaling</li> <li>• Braking</li> <li>• Routine Procedures</li> <li>• Service Stops/Transfer Facilities</li> <li>• Driving Conditions/Adverse Weather</li> <li>• Simulator Training (if applicable)</li> </ul>	26	22%
Route Training (26 hours)	<b>Route/Line Training (<i>on-the-job training</i>)</b> <ul style="list-style-type: none"> <li>• System and Route Familiarization</li> <li>• Line Instructor Training and Observation</li> <li>• On-the-job Training</li> </ul>	26	22%
<b>TOTAL</b>		<b>120</b>	<b>100%</b>

<sup>1</sup> 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.

# 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:

- Customer Service: *Role of Transit Operator*
- Customer Service: *Customer Basics*
- Customer Service: *Communications*
- Regulatory: *Americans with Disabilities Act*

**Note:** The National RTAP START training program addresses the sections *Defensive Driving* and *Safe Vehicle Operation*. These training categories should be covered utilizing the *Florida Small and Rural Transit Agency Defensive Driving Training Program* found on page 5.

### 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>

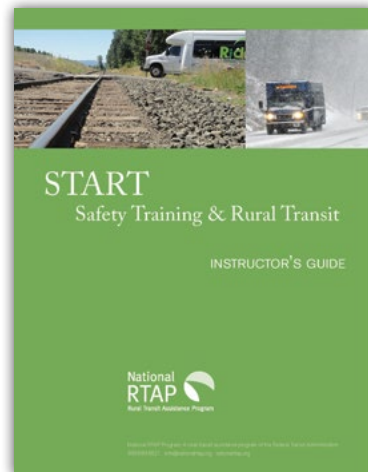
**Computer-Based Training:** National RTAP's START Online eLearning Module offers basic safety training for new transit drivers or refresher training for more experienced drivers. This online course enhances and reinforces learning through interactive exercises, scenarios, games, quizzes, and tests.

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 Defensive Driving Training Program

The Florida RTAP *Florida Small and Rural Transit Agency Defensive Driving Training Program* should be used to address the following sections of the recommended guidelines:

- Safety and Security: *Defensive Driving*
- Safety and Security: *Safe Vehicle Operation*

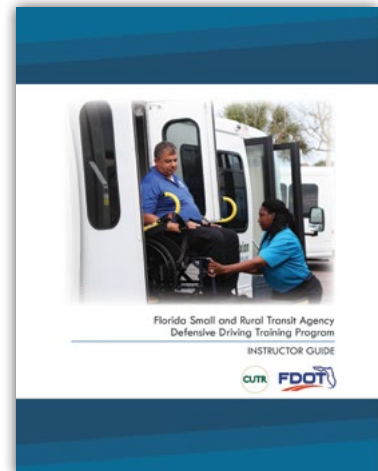
### Course Description:

This Florida Small and Rural Transit Agency Defensive Driving Training Program was developed in partnership with the Florida Department of Transportation and the Florida Rural Transit Assistance Program (RTAP) and produced by the University of South Florida's (USF) Center for Urban Transportation Research (CUTR).

The goal of the Florida Small and Rural Transit Agency Defensive Driving course is to teach public transportation employees about the importance of defensive driving because it can help decrease traffic violations, lower the risk of collisions or incidents, reduce costs associated with vehicle repair and replacement, and increase alertness to identify other drivers who may be distracted. Recognizing that agencies have their own specific policies and procedures, the curriculum allows agency personnel to insert locally specific training into the content.

### How to Access the Course

Instructor-Led Training: A copy of the course materials (Instructor's and Participants' Guide, and PowerPoints) are available in the "Defensive Driving" sub-folder. The most current version of this training program can be downloaded from: [www.floridartap.org/training/florida-small-and-rural-transit-agency-defensive-driving-training-program/](http://www.floridartap.org/training/florida-small-and-rural-transit-agency-defensive-driving-training-program/)



## National RTAP—Emergency Procedures for Rural Transit Drivers

The National RTAP—*Emergency Procedures for Rural Transit Drivers* course should be used to address the following sections of the recommended guidelines:

- Safety and Security: *Hazard Recognition*
- Safety and Security: *Emergency Procedures*
- Regulatory: *Bloodborne Pathogens*

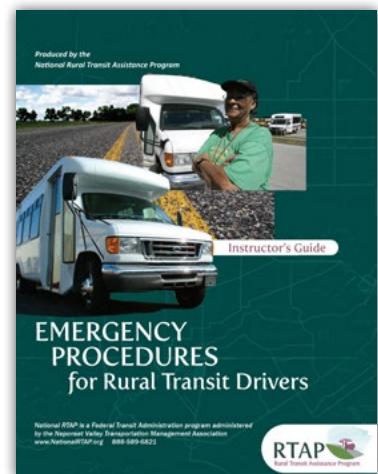
### Course Description

The National RTAP—*Emergency Procedures for Rural Transit Drivers Learner's Training Module* aids in providing emergency training to transit drivers and staff members. Focus is given to properly responding to incidents, accidents, problem passengers, acts of nature, and other emergencies.

### How to Access the Course

**Instructor-Led Training:** A copy of the course materials (Instructor's and Participants' Guides, videos, and PowerPoints) are available in the "Emergency Procedures" sub-folder.

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=262>



## Rule Chapter 14-90, Florida Administrative Code: A Review for You – A Course for Bus Transit Drivers

The *Rule Chapter 14-90, Florida Administrative Code: A Review for You – A Course for Bus Transit Drivers* course should be used to address the following sections of the recommended guidelines:

- Regulatory: *Rule Chapter 14-90, Florida Administrative Code*

### Course Description

*Rule Chapter 14-90, Florida Administrative Code: A Review for You – A Course for Bus Transit Drivers* CBT course was developed through a grant from and under the direction of the Florida Department of Transportation's Office of Freight, Logistics, and Passenger Operations – Transit Office and was produced by the Center for Urban Transportation Research at the University of South Florida.

This CBT course offers bus transit drivers an overview of the Equipment and Operational Safety Standards contained within Rule Chapter 14-90, FAC. While Chapter 14-90 is comprehensive, and addresses many safety standards in various areas, this course focuses on those items pertinent to the bus transit driver, including:

- Module 1: What is Rule Chapter 14-90, Florida Administrative Code?
- Module 2: Driver Selection, Qualification, and Minimum Driver Training Requirements
- Module 3: Wireless Communication Devices
- Module 4: Operational and Driving Requirements
- Module 5: Operational Safety and Medical Examinations
- Module 6: Pre-Trip Inspections

### How to Access the Course

**Computer-Based Training:** This course may be accessed directly from Transportation Learning. For instructions on how to access the content from Transportation Learning a copy of the instructions are available in the "eLearning" sub-folder. The most current version of the training flyer can be downloaded from: <https://ftson.org/training/>



## Curbing Transit Operator Distracted Driving

The *Curbing Transit Operator Distracted Driving* course should be used to address the following sections of the recommended guidelines:

- Safety and Security: *Distracted Driving*

### Course Description

This training course was developed in cooperation with the Florida Department of Transportation and the USDOT's Transportation Safety Institute (TSI) and produced by the University of South Florida's (USF) Center for Urban Transportation Research (CUTR). Florida's transit systems may use this training course to train their operators and other key staff on Florida and agency rules, policies and restrictions on the use of wireless technologies while operating a public transit vehicle.



The goal of the "Curbing Transit Operator Distracted Driving Training Course" is to teach public transportation employees about the dangers and consequences of driving distracted. This course examines what distracted driving is, and how it has affected the public transportation industry. In addition, participants learn about their agency's policies and procedures for non-agency authorized wireless technologies, as well as relevant state laws and regulations.

### Training Materials

This training program may be customized to include agency specific policies and procedures, as well as state laws and regulations. There have been place holders inserted into the PowerPoint presentation to allow an instructor to insert their agency's policies and procedures. It is critical for instructors to thoroughly review each element of their agency's policy on wireless devices and for participants to clearly understand the policy. This course will examine what distracted driving is, and how it has affected the public transportation industry.

### How to Access the Course

**Instructor-Led Training:** A copy of the course materials (PowerPoint Presentation, Instructor's and Participants' Guides) are available in the "Distracted Driving" sub-folder. The most current version of this training program can be downloaded from: <https://ftson.org/distracteddriving/florida.html>

**Computer-Based Training:** The 30-minute FDOT Curbing Transit Operator Distracted Driving Computer Based Training (CBT) offers transit trainers and operators a self-paced, online training program on the dangers and consequences of driving distracted, by using several modes of media including video, photography, and narration. Successful completion of the CBT is required for all transit operator trainers who plan of teaching the classroom version of the FDOT Curbing Transit Operator Distracted Driving CBT.

A copy of the instructions for creating an account in the Transportation Learning are available in the "Distracted Driving" sub-folder.



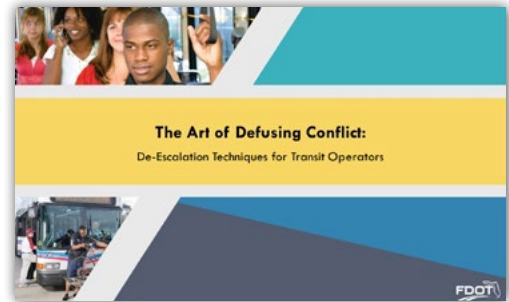
## The Art of Defusing Conflict: De-escalation Techniques for Transit Operators

The *The Art of Defusing Conflict: De-escalation Techniques for Transit Operators* course should be used to address the following sections of the recommended guidelines:

- Customer Service: *Difficult Situations*

### Course Description

The goal of the *The Art of Defusing Conflict: De-Escalation Techniques for Transit Operators* course is to teach public transportation employees about techniques to defuse stressful passenger situations. In addition, participants will learn about their agency specific rules, policies, and restrictions; and how best to handle difficult situations while operating a public transit vehicle.



### Training Materials

This training program may be customized to include agency specific policies and procedures. The instructor can modify the place holders in the PowerPoint Presentation with their agency's policies and procedures. It is critical for instructors to thoroughly review each element of their agency's policy on fare evasion, angry and upset passengers, and rude behavior and for participants to clearly understand the policy.

### How to Access the Course

**Instructor-Led Training:** A copy of the course materials (PowerPoint Presentation, Instructor's and Participants' Guides) are available in the "De-escalation" sub-folder. The most current version of this training program can be downloaded from: <https://ftson.org/the-art-of-defusing-conflict/>

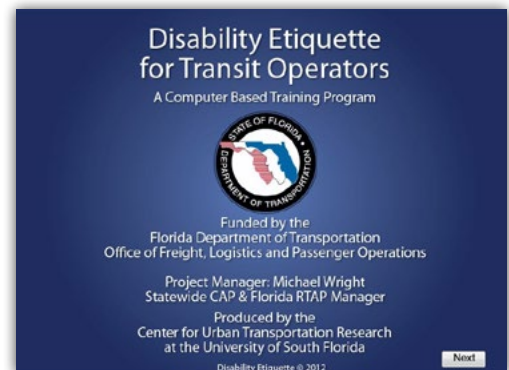
## Disability Etiquette for Transit Operators

The *Disability Etiquette for Transit Operators* course should be used to address the following sections of the recommended guidelines:

- Customer Service: *Customers with Disabilities*

### Course Description

This training will provide transit operators with basic tips, skills and techniques to improve their ability to interact with persons with disabilities in an understanding and effective manner. The learning objectives for transit operators include gaining general knowledge about the Americans with Disabilities Act (ADA), an understanding of the vital importance of mobility for persons with disabilities, and receiving guidelines for communicating effectively with persons with disabilities.



### How to Access the Course

**Instructor-Led Training:** A copy of the course material is available for viewing in the "Disability Etiquette" folder. Double click a PDF and it will either play automatically or you will need to click Next on the screen to begin.

**Computer-Based Training:** A copy of the instructions for creating an account in the Transportation Learning are available in the "Disability Etiquette" sub-folder. The most current version of the training flyer can be downloaded from: <https://www.floridartap.org/docs/dereginformation.pdf>

# DRUG & ALCOHOL TRAINING REQUIRED FOR BUS OPERATORS

Minimum training requirements will vary from agency-to-agency based on which regulations are applicable. Utilize the table below to identify the minimum training needed at your agency.

Type of Agency	Sub-recipients of 5311 funding (FTA covered)	Agencies that have received only 5310 funds (no other FTA funds) and operate CDL-required vehicles	Agencies that have received only 5310 funds and DO NOT operate vehicles that require a CDL
<b>Federal Regulation</b>	FTA Rule: 49 CFR Part 655.14	FMCSA Rule: 49 CFR Part 382.601	No federal mandate.
<b>Drug &amp; Alcohol Training Required for Bus Operators</b>	All safety-sensitive employees must receive a minimum of 60 minutes of training on the effects and consequences of prohibited (illicit) drug use. No alcohol awareness is required. If alcohol awareness is included in the training, the training must first meet the minimum drug awareness training (60 minutes).	Operators of CDL-required vehicles must receive information concerning the effects of alcohol and controlled substances use on an individual's health, work, and personal life; signs and symptoms of an alcohol or a controlled substances problem and available methods of intervening when an alcohol or a controlled substances problem is suspected, including confrontation.	No federal requirement.
<b>Compliant Training Tools</b>	FTA Drug Abuse Awareness Video  National RTAP–Substance Abuse Awareness Training  FDOT's Drug and Alcohol Testing Program Manual for FTA Covered Employees <i>(Note: This manual does not meet the full 60-minute training requirement.)</i>	FMCSA Policy Template: Policy template prepared by CUTR which includes information material for drivers of CDL-required vehicles.  National RTAP–Substance Abuse Awareness Training  FTA Drug Abuse Awareness Video	Not applicable at this time.
<b>Supplemental Resources</b>	<ul style="list-style-type: none"> <li>• <a href="http://www.drugabuse.gov">www.drugabuse.gov</a></li> <li>• <a href="http://www.samhsa.gov">www.samhsa.gov</a></li> <li>• <a href="http://www.streetdrugs.org">www.streetdrugs.org</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="http://www.drugabuse.gov">www.drugabuse.gov</a></li> <li>• <a href="http://www.samhsa.gov">www.samhsa.gov</a></li> <li>• <a href="http://www.streetdrugs.org">www.streetdrugs.org</a></li> </ul>	

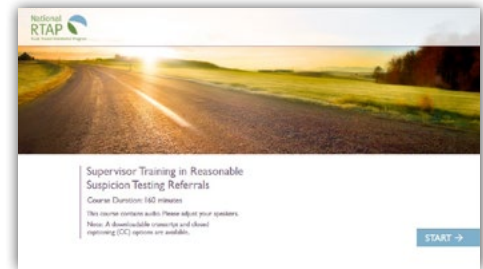
# National RTAP–Substance Abuse Awareness Training for Employees

## Course Description

The FTA drug and alcohol testing regulation (§655.14(b)) requires a minimum of sixty (60) minutes of training for all safety-sensitive employees on the effects and consequences of prohibited drug use on personal health, safety, and the work environment.

This Substance Abuse Awareness Training addresses the signs and symptoms that may indicate drug use. Upon completion, users are awarded a certificate in their name with a time stamp showing the duration it took to complete the module (minimum of 60 minutes). The average time to complete the program is 90 minutes.

The typical end user will be transit staff and management, such as drivers, maintenance personnel, dispatchers, and managers, who will access the online training via personal computers or tablet devices.



## How to Access the Course

The National RTAP eLearning portal, or learning management system (LMS), is the newest addition to National RTAP’s training resources, hosting self-guided, online courses on topics like emergency management, general refresher training, and problem passengers. More trainings will continue to be added over time, both National RTAP courses and links to outside trainings and resources. Learner progress and scores can be tracked and documented by managers in the LMS. If you have questions about National RTAP eLearning, please contact [elearning@nationalrtap.org](mailto:elearning@nationalrtap.org).

A copy of the instructions for creating an account in the National RTAP LMS are available in the "eLearning" sub-folder. *NOTE: This eLearning system works independent of Transportation Learning.*

## FTA Drug Abuse Awareness Video

### Resource Description

This video describes the effects and consequences of prohibited drug use on personal health, safety, and the work environment, and on the signs and symptoms that may indicate prohibited drug use. This video meets the 60-minute training requirements of Section 655.14(b)(1) for covered employees.

### How to Access the Resource

<https://transit-safety.fta.dot.gov/DrugAndAlcohol/Tools/DrugAwarenessVideo/>



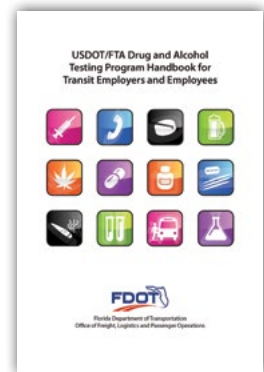
## USDOT/FTA Drug and Alcohol Testing Program Handbook for Transit Employers and Employees

This publication provides explains the history of the drug and alcohol testing regulations and the testing circumstances under which safety-sensitive employees are subject to. Includes a discussion on the specimen collection process, consequences of refusing to test, as well as facts about each of the five DOT prohibited drugs and alcohol.

**Note:** This manual does not meet the full 60-minute training requirement.

### How to Access the Resource

A copy of the handbook is available in the "Drug and Alcohol" folder. The most current version is available for download <https://sam.cutr.usf.edu/product-details/drug-and-alcohol-testing-program-manual-for-fta-covered-employees/>



### FMCSA Policy Template

The FMCSA regulation outlines the information that all covered employees must be provided about the requirements of the drug and alcohol testing program [see 49 CFR Part 382.601]. To assist Florida's 5310-only agencies in implementing a compliant policy, FDOT developed a Zero Tolerance policy template which agencies can easily adopt and disseminate to their CDL drivers.

### How to Access the Resource

A copy of the policy template is available on the 5310-only page of the Florida Substance Abuse Management Resource Site: <https://sam.cutr.usf.edu/5310-only/>

# AGENCY SPECIFIC POLICIES, PROCEDURES, AND GUIDELINES

---

Each individual agency needs to ensure compliance with local, state, and federal requirements as outlined in the State Management Plan, specifically the Transportation Operating Procedure (TOP) for 5310 only agencies and Rule Chapter 14-90, FAC for others. Agency specific policies, procedures, and guidelines will be used to address the following sections of the recommended guidelines:

## Agency Specific:

- Local Policies and Procedures
- Fare Policies
- Documentation and Paperwork
- Reporting for Duty
- Appearance
- Code of Conduct
- Employee/Operator Handbook
- HR Processes

## Regulatory:

- Commercial Driver's License Training (if applicable)
- Other Regulatory Training

## Transit Operator Skills:

- Vehicle Familiarization
- Pre/Post Trip Inspections
- Seat Positioning/Mirrors
- Vehicle Start-Up Procedures
- Steering/Maneuvering
- Lift/Ramp Deployment
- Signaling
- Braking
- Routine Procedures
- Service Stops/Transfer Facilities
- Driving Conditions/Adverse Weather
- Securement

## Route/Line Training:

- System and Route Familiarization
- Lead Driver/Supervisor Training and Observation
- On the Job Training



# ADDITIONAL TRAINING RESOURCES

## National RTAP–2 The Point Training

The *2 the Point Training* for rural and public transportation drivers consists of a series of training cards that have been designed to be quick refresher trainings for transportation drivers that can be reviewed in the break room, while parked and waiting for a passenger to finish an appointment, or at the beginning of the day before beginning a route. Each card has training information on the front and a set of questions on the back. After the driver finishes reviewing the information, he/she can answer the short quiz. There is space at the bottom of the card for both the driver's and his/her supervisor's signature.

This program is meant to be an interim refresher course only and more detailed trainings should take place periodically.

### How to Use This Training

These training cards are designed so that each card can stand alone or be completed in a series, allowing your students move at a pace and style that suits their training needs. They can be completed sequentially within a topic area or the student can pull out particular cards to refresh problem areas as they arise. The trainer can also create a schedule for reviewing the cards, such as giving a new card to drivers on the same day each week (2 the Point Tuesday!). This refresher training program was created to be flexible so that the material can be used by each system to create a program that addresses its particular training needs. Visit the National RTAP website to learn more about the training cards: <http://nationalrtap.org/Training/2-the-Point-Training>



### Topic Areas and Content Cards

- ADA and Sensitivity
- Bloodborne Pathogens
- Customer Service
- Defensive Driving
- Distracted Driving
- Drugs and Alcohol
- Emergency Management
- Passenger Safety
- Transporting Non-Ambulatory Passengers

### How to Access the Training Cards

A copy of the 2 the Point training cards are available in the "2 the Point" sub-folder. The most current version of this training program can be downloaded from: <http://nationalrtap.org/Resource-Library/Advanced-Search/fid=460>

## National RTAP–Bloodborne Pathogens

Dealing with emergency situations that involve the possible spread of bloodborne pathogens can be scary. Fortunately, there are a lot of resources to help train drivers and other transit system personnel about the proper ways to handle these types of emergencies.

<http://nationalrtap.org/Resource-Library/Topic-Guides/Bloodborne-Pathogens>

## National RTAP–Seasonal Flu: Information and Resources

Produced by National RTAP, Seasonal Flu: Information and Resources provides resources to help your transit agency and passengers minimize the effects of this year’s flu season through knowledge and planning. This Technical Brief was released in 2012 and updated in 2018.

<http://nationalrtap.org/Resource-Library/Advanced-Search/fid=375>

## National RTAP–Wheelchair Securement

While wheelchair securement practices are based heavily on the type of equipment used and the manufacturer, there are some common best practices. This section also contains guidance about securement of other mobility devices, such as scooters.

<http://nationalrtap.org/Resource-Library/Topic-Guides/Wheelchair-Securement>

## National RTAP–Americans with Disabilities Act (ADA)

Transit agencies are required to comply with the Americans with Disabilities Act. The resources in this topic guide provide information to ensure compliance with the law.

<http://nationalrtap.org/Resource-Library/Topic-Guides/ADA>

## National RTAP Technical Brief–Healthy Habits: Reducing Stress and Fatigue and Increasing your Energy

This National RTAP Technical Brief, Healthy Habits, outlines reasons why transit operators might feel tired or worn down and not really know why they feel that way. It is suggested that if the operator is constantly on the go and have a very busy work day, they may be feeling stressed or fatigued. This brief focuses on maintaining energy through healthy habits and will help them feel better and be more active and alert.

<http://nationalrtap.org/Resource-Library/Advanced-Search/fid=97>

## National RTAP Technical Brief–Oversized Wheeled Mobility Devices

Produced by National RTAP, Oversized Wheeled Mobility Devices is a Technical Brief that evaluates some of the issues related to transporting oversized wheelchairs and other mobility devices, and some of the best practices and recommendations for safely securing and transporting oversized mobility devices. It includes a list of helpful resources.

<http://nationalrtap.org/Resource-Library/Advanced-Search/fid=759>

## National RTAP Technical Brief–Incident Management: Responding to Transit Incidents

Incident Management is a planned and coordinated program process to prepare, respond to, and resolve transit incidents. Since dispatchers, schedulers, and operators are the communications hub of a transit agency, it is imperative that they learn how to respond to transit incidents.

This National RTAP Technical Brief, Incident Management: Responding to Transit Incidents, outlines some of the challenges that arise during an incident. It also lists key players and their roles in managing an incident, identifies immediate actions that can be taken to control an incident, and discusses procedures to aid in the response to incidents.

<http://nationalrtap.org/Resource-Library/Advanced-Search/fid=126>

## National RTAP Technical Brief—Plain Language for Rural Transit: Writing for Readability and Clarity

Writing so all people understand is important for safety and operations. It is also the law. National RTAP's Plain Language for Rural Transit: Writing for Readability and Clarity Technical Brief explains Plain Language writing and how you can use it to make your writing simpler and better. The brief is also written in plain language to serve as a model.

<http://nationalrtap.org/Resource-Library/Advanced-Search/?fid=958>

## COVID-19 Safety Guidance for Frontline Transit Employees

This training was sponsored by NJ Transit, in collaboration with the NJ Council on Special Transportation, and was recorded on September 11, 2020 by Michael Noel of Noel Training & Consulting LLC.

<https://www.nationalrtap.org/Training/National-RTAP-eLearning>

## Customer Service for Rural and Tribal Transit Providers Training

Small Urban and Rural Center on Mobility's (SURCOM) Customer Service for Rural and Tribal Transit Providers Module is an interactive, self-paced course designed to assist rural and tribal transit managers, drivers, and frontline staff in delivering great customer service to the communities where they operate.

### How to Access the Course

The National RTAP eLearning portal, or learning management system (LMS), is the newest addition to National RTAP's training resources, hosting self-guided, online courses on topics like emergency management, general refresher training, and problem passengers. More trainings will continue to be added over time, both National RTAP courses and links to outside trainings and resources. Learner progress and scores can be tracked and documented by managers in the LMS. If you have questions about National RTAP eLearning, please contact [elearning@nationalrtap.org](mailto:elearning@nationalrtap.org).

A copy of the instructions for creating an account in the National RTAP LMS are available in the "eLearning" sub-folder. *NOTE: This eLearning system works independent of Transportation Learning.*

## Transit and Human Trafficking

Busing on the Lookout's (BOTL) Transit and Human Trafficking training course is available on the National RTAP eLearning platform. As members of the bus industry are uniquely positioned to provide an extra set of eyes and ears for law enforcement, this training helps them learn the signs of trafficking and how to help. The course contains a documentary video, a red flags video and resources for transit drivers. Learners can take an assessment and receive a certificate of completion.

### How to Access the Course

The National RTAP eLearning portal, or learning management system (LMS), is the newest addition to National RTAP's training resources, hosting self-guided, online courses on topics like emergency management, general refresher training, and problem passengers. More trainings will continue to be added over time, both National RTAP courses and links to outside trainings and resources. Learner progress and scores can be tracked and documented by managers in the LMS. If you have questions about National RTAP eLearning, please contact [elearning@nationalrtap.org](mailto:elearning@nationalrtap.org).

A copy of the instructions for creating an account in the National RTAP LMS are available in the "eLearning" sub-folder. *NOTE: This eLearning system works independent of Transportation Learning.*



## Understanding Passengers Who Have Experienced Trauma

“Understanding Passengers Who Have Experienced Trauma” was created for public transportation, NEMT, specialized transportation, and other drivers who interact with the general public on a daily basis. Its purpose is to educate drivers on the impacts that past traumatic events can have on individuals and how those impacts may play out in a transportation setting.

The course introduces these key concepts:

- “Trauma-informed service” or providing transportation services in a way that does not add to the trauma a rider may have previously experienced, and engaging in de-escalation strategies that may emerge with a trauma-impacted rider
- “Triggers” or things that a trauma-impacted rider may experience using transportation that may lead to unexpected reactions by the rider
- “Felt safety” or the set of circumstances that can help a trauma-impacted rider feel safe

### How to Access this Course

The course is available for enrollment on the Community Transportation Association of America learning management system. *NOTE: This eLearning system works independent of Transportation Learning.*

<https://ctaa-training-and-certification.myshopify.com/products/understanding-passengers-who-have-experienced-trauma>