

**TxDOT Public Transportation Division (PTN)
Schedule of Training
October – December 2021**

October 2021					
Event	Dates	Duration	Event Provider	Fee	Notes
Safety & Security Level 2: Module 4	October 13, 2021	2 hours	TxDOT/ RLS & Assoc	Free	Registration Closed
Advanced Financial Management: Module 6	October 14, 2021	1.5 hours	TxDOT/ LSC Transportation Consultants	Free	Registration Closed
Advanced Transit Management Workshop: Module 2	October 15, 2021	4 hours	TxDOT/ Easterseals	Free	Registration Closed
Introduction to Service Planning Express Workshop	October 19, 2021	1.5 hours	TxDOT/ LSC Transportation Consultants	Free	Course Registration Link
Advanced Financial Management: Module 7	October 21, 2021	1.5 hours	TxDOT/ LSC Transportation Consultants	Free	Registration Closed
Advanced Transit Management Workshop: Module 3	October 27, 2021	4 hours	TxDOT/ Easterseals	Free	Registration Closed
Emergency Response to a Pandemic Express Workshop	October 28, 2021	1.5 hours	TxDOT/ WRLDCO	Free	Course Registration Link
Advanced Transit Management Workshop: Module 4	October 29, 2021	4 hours	TxDOT/ Easterseals	Free	Registration Closed

November 2021

Event	Dates	Duration	Event Provider	Fee	Notes
Leadership Applications Mini-Course (2 1.5-hour sessions)	November 1-15, 2021	3 hours total	TxDOT/ MayDay Group	Free	Course Registration Link
Safety & Security Level 2 Workshop (4 2-hour sessions)	November 3 – December 1, 2021, 2021	8 hours total	TxDOT/ RLS & Assoc	Free	Course Registration Link
ADA: Disability Etiquette Workshop	November 5, 2021	2 hours	TxDOT/ Easterseals	Free	Course Registration Link
Technology Procurement Workshop	November 8, 2021	2 hours	TxDOT/ RLS & Assoc	Free	Course Registration Link
Safety & Security Level 2 Workshop: Module 2	November 10, 2021	2 hours	TxDOT/ RLS & Assoc	Free	Registration Closed
Leadership Applications Mini-Course: Part 2	November 15, 2021	1.5 hours	TxDOT/ MayDay Group	Free	Registration Closed
How to Say “No” with Confidence and Tact and Other Holiday Survival Skills Express Workshop	November 16, 2021	1.5 hours total	TxDOT/ KJ Backpack	Free	Course Registration Link
Safety & Security Level 2 Workshop: Module 3	November 17, 2021	2 hours	TxDOT/ RLS & Assoc	Free	Registration Closed
Empowering Your Board to Lead Express Workshop	November 22, 2021	1.5 hours	TxDOT/ Easterseals	Free	Course Registration Link

December 2021

Event	Dates	Duration	Provider	Fee	Register
Safety & Security Level 2 Workshop: Module 4	December 1, 2021	2 hours	TxDOT/ RLS & Assoc	Free	Registration Closed
ADA: Service Animals Express Workshop	December 7, 2021	1.5 hours	TxDOT/ KJBackpack	Free	Course Registration Link
Mobility Management and Community Outreach Express Workshop	December 9, 2021	1.5 hours	TxDOT/ Easterseals	Free	Course Registration Link
Benefits of a Business Plan for Transit Agencies Express Workshop	December 13, 2021	1.5 hours	TxDOT/ Easterseals	Free	Course Registration Link
ADA: Triennial Review Process, Performance Standards, and Findings Express Workshop	December 16, 2021	1.5 hours	TxDOT/ RLS & Assoc	Free	Registration Link Coming Soon

Description of Events

Safety & Security Level 2 Workshop

The Safety and Security Training Level 1 course introduced participants to the basic framework of Safety Management Systems (SMS), FTA's required structure of risk management included in 49 CFR Part 673 Public Transportation Agency Safety Plans (PTASP). The Level 2 course will go into depth on the implementation and update process to ensure your Plan reflects the characteristics of your operation and is properly "tuned" to reduce unnecessary burdens while maintaining a safe work environment for your staff, passengers and the public. The Level 2 series will also review FTA best practice forms and processes to give participants a better idea of the intent of these tools and how to modify the tools to meet the needs of the system.

*The Level 1 course is suggested, but not required, as a per-requisite to the Level 2 course.

Marketing Your Transit Program Express Workshop

Current riders, family members, caregivers or even future riders, visit your website and social media platforms for service information before even calling to schedule a ride. This is why it is so important to maintain your front-facing web materials and social media to clearly communicate the services being provided and easily understood. If the information presented is difficult to understand, those riders could choose not to ride your bus. This Express Workshop will get you started on the right path to communicating and presenting the services offered. The presenter will offer industry insights and showcase the tools available for transit agencies.

Bus Driver Training Workshop

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.

ADA: Making Your Materials Accessible Express Workshop

Developing materials usable by people with disabilities can be challenging as each person has his/her own individual needs and requirements. This session will review the general needs of people with different types of disabilities regarding print and electronic materials and will provide tips to make materials more user-friendly for people with disabilities, focusing on people with low vision and intellectual disabilities.

Technology Procurement

This session will focus on the use of Federal funds in the procurement of transit technology and on basic federal requirements and the unique elements that distinguish the procurement of technology. The workshop will address pre-procurement planning, recommended procurement schedule, development of the technical scope of work, creating a proposal evaluation committee, proposal review and evaluation methods, conduct of interviews and product demonstrations, negotiating terms of the contract, payment schedules, avoidance of “industry” contracts, and testing and acceptance of the product.

A Practical Look at Leading through Crisis and Change Express Workshop

Let us help you diagnose resistance to change in your organization and develop a thorough plan for instituting upcoming change. Already in the midst of upheaval? This training brings diagnostic tools, leaving you and your organization better equipped to manage the current situation and move forward.

Advanced Financial Management Level 2

This course builds on the Level 1 course and provides more in-depth training in the areas of strategic planning, cost allocation plans, determining contract rates to provide service, and monitoring performance to evaluate success. The training will include development of

cost allocation plans and build on use of cost allocation models for specific applications, particularly related to establishing contract reimbursement rates for service and how to integrate financial management with strategic planning. Upon completion of the course, participants will be able to develop a cost allocation plan, determine reimbursement rates to provide service, and integrate financial management with development of a strategic plan.

Procurement Workshop

This workshop will cover the fundamental rules for conducting FTA-funded procurements. Specifically, we will examine the requirements associated with each threshold of procurement (i.e., micro-purchase, small purchase, formal purchase), non-competitive procurements, joint and “piggyback” procurements, rolling stock procurement and disposition, and procurement of design and construction services. Further, we will discuss the causes of common procurement findings arising from FTA audits, as well as what agencies can do to achieve compliance in these areas.

The FTA Procurement Essentials training is a two-part program designed to guide grant recipients through the complex and dynamic regulatory landscape of FTA-funded purchasing. In the first module, the training will provide an interactive overview of critical procurement guidance and resources available to assist grant recipients, including FTA’s Circular 4220.1F, Best Practices Procurement & Lessons Learned Manual, and Contractors Manual, as well as National RTAP’s ProcurementPRO. The first module will also illustrate the requirements applicable to various procurement sizes and types, including micro purchases, simplified acquisitions (also known as small purchases), formal purchases, non-competitive procurements (i.e., sole source and single bid procurements), joint and “piggyback” procurements, and rolling stock purchases.

The training program’s second module will begin with the demonstration of an RLS-developed tool that grant recipients can use to easily generate a customized procurement policy document addressing FTA requirements. The second module will then provide an overview of newer developments in procurement compliance that all grant recipients should be aware of, including increases to the Federal procurement thresholds, and phased increases to the domestic content required under Buy America.

The second module will conclude with an analysis of common procurement deficiencies as well as what grant recipients can do to avoid them. Procurement has consistently been the compliance topic with the highest number of findings in FTA Triennial and State Management Reviews. While procurement was just one of 21 possible topics examined during FTA’s 2019 review cycle, it was home to one fifth of all findings issued. The most common of these findings related to recipients not performing an independent cost estimate before receiving bids or proposals, not performing a cost or price analysis after receiving bids but prior to awarding a contract, and not including the applicable FTA-required third-party contract clauses. This segment of the training module will demonstrate tools and techniques that can be used to proactively address the root causes of these common compliance deficiencies.

Emergency Preparedness Workshop

Rural Transit Drivers face many challenges while performing their safety-sensitive duties each day. Emergency preparedness training equips them to protect their passengers and agency assets as well as themselves.

During this 2 part webinar series, we will discuss and consider best safe practices and procedures to meet these everyday challenges.

Topics will include:

- Emergency types
- Importance of vehicle inspections
- Vehicle familiarization
- Emergency equipment
- Preparedness partners
- Overall operator wellness

Intersection of Transit and Human Trafficking: Updates and New Ideas Express Workshop

Human traffickers are using resources within the transportation sector to move their victims. Transportation is also a way out for survivors. How can we use our transportation assets for good? This session will feature three new projects that reveal how the transportation sector is doing their part to impact victims and survivors of human trafficking. We will present research-based data, survivor-informed messaging, and practical ideas you can use to help end modern day slavery.

Advanced Transit Management Online Course

This 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.

The six modules for Advanced Transit Management include:

- Human Resources – Stay Out of Court Hiring; Retaining Good Employees; Stay Out of Court Policies and Procedures (i.e., Discrimination; Exempt vs. Non-exempt Employees; Alternate Work Periods; Comp Time, etc.); Performance Appraisals; Resolving Workplace Conflict (i.e., Managing Employee Conflict; Managing Difficult Employees; etc.)
- Financial Management – Evaluating Financial Capacity and Decision-Making
- Strategic Management (4 mini-modules) – Benefits of Strategic Management; Process; Links to Stakeholders, Budget, Service Deployment, Performance Measurement, and Organizational Development; and Best Practices
- Emergency Management – Planning; Execution; Recovery; and Reintegration
- Leadership Skills and Development

Introduction to Service Planning Express Workshop

This webinar provides an introduction to techniques and tools for planning public transit with an emphasis on service planning in rural areas and small cities. Types of service are explained with applications for each type of service. Discussion of service types will include the more traditional forms of public transportation with a comparison of emerging modes of service delivery including microtransit and partnerships with Transportation Network Companies. Data needs and analysis techniques are explained with an interactive discussion of service planning examples and considerations for selecting the appropriate service type.

Leadership Applications: Engaging Others Through Dignity and Respect Workshop

There are many valuable frameworks for leadership but often trainings fall short in application. This series Leadership Applications bring leadership training from theory to practice by focusing on engaging others.

This interactive workshop will begin with the individual and move to the organizational perspective. Attendees will be taught to identify between technical and adaptive problem solving as pertains to various leadership challenges. Instruction and interactive discussions will help to inform the concepts of honoring the dignity of others. This two-part workshop allows participants to move beyond symptoms of conflict and difficult interactions by telling their stories, recognizing their own strengths, vulnerabilities and triggers, building empathy as a foundation for improved customer service and employee engagement. Participants are encouraged to bring their own leadership challenge to the training.

Disability Etiquette: Providing Excellent Customer Services for Older Adults and People with Disabilities Workshop

Get onboard with assisting older adults and people with disabilities! These best practices explain how to best serve older adults and passengers with disabilities. This webinar addresses the basic rules of safety, customer service and understanding a variety of conditions that make communications difficult with older adults and individuals who have disabilities such as hearing impairments; visual disabilities; traumatic brain injuries or strokes; those who are difficult to understand intellectual disabilities; people with autism; passengers with service animals; individuals with hidden disabilities and much more. It covers effective communications, person-first language, and provides specific guidance for assisting people with disabilities; By following these tips, you and the passengers will have a great trip.

Board Member Development: Empowering Your Board to Lead Express Workshop

This training examines the Transit Board Member's charge to oversee a safe, cost-effective, and customer-friendly public transportation system. Along with the privilege of serving as a Board Member come very serious roles and responsibilities involving safety issues, legal concerns, stewardship of public funds, and public advocacy. The course will examine key roles and responsibilities for Board Members and will provide guidance on how to carry these out in the context of public transit. The course will also explore the division of responsibility between the Board, the Executive Director/General Manager and the agency staff.

Service Animals Express Workshop

It's time to take a look at your service animal policy. This interactive session will include a brief overview of ADA requirements for public transportation and a look at what Texas law requires for service animals and why. Participants will learn of many different tasks performed by service animals and gain confidence in identifying service animals. Participants will also learn promising practices from their peers.

Mobility Management and Community Outreach Express Workshop

Current riders, community providers, caregivers or even future riders may struggle to understand how your transit service works, or simply how to ride the bus. This is why it is so important to maintain clear communication of the services being provided and its easily understood to your riders. Mobility Management and Community Outreach are pivotal to the success of your transit agency, and to build valuable connections in the community. Mobility Management can provide that additional assistance for people with disabilities and older adults who cannot safely access transportation on their own, but also providing training and education to community providers. This Express Workshop will get you started on the right path to communicating and presenting the services offered. The presenter will offer industry insights and showcase the tools available for transit agencies.

Emergency Response to a Pandemic Express Workshop

The COVID-19 pandemic has provided transit agencies with some harsh lessons and experience in the effects of pandemic and major health safety catastrophes. One such lesson is that while most transit systems may have strong and well-developed emergency response and management programs, meeting the needs of a pandemic can be altogether different. Unlike emergencies that involve vehicle crashes, fires, natural disasters, or active shooters, the COVID-19 coronavirus was nothing like those emergencies. Add to the fact, that facts themselves and clear infectious disease guidance were not readily available in the early months of the pandemic for transit agencies to effectively plan and respond to this unseen threat.

This session will focus on transit management and operational lessons learned from COVID-19; the failure of the transit industry to be better prepared, even with TRB written pandemic guidance already available since 2014 for transit providers; the strategies and risk controls implemented by the providers; transit health safety planning for the next pandemic or epidemic; and what is next. The session will also include the latest news on the delta variant, FTA's latest masking policy, and what transit agencies are doing to regain ridership and require employees to be vaccinated.

How to Say “No” with Confidence and Tact and Other Holiday Survival Skills Express Workshop

Do you often end up in an uncomfortable or messy situation which could have been totally avoided if you'd just said, “No”? Learning to say no is about making choices that are important to you. Doing it with confidence and tact will lead to greater respect within your organization and your family. This Express Workshop will get to the heart of why we don't like to say no, strategies to overcome and how to effectively communicate to keep relationships intact and tasks getting completed – just not by you.

Benefits of a Business Plan Workshop

You might be wondering...*“Why does our transit system need a business plan?”* You may be thinking, *“We are just a small agency...this is a **nice to have** not a **need to have**.”* or *“We are just way too busy to tackle something like this right now.”*

Have you ever applied for a grant or wished you had a “shovel ready project” in your back pocket for when some additional funding opportunities came along? Do you have a plan for recovery Post COVID-19 that doesn't include just going back to the “way we were”? Do you have a plan for expansion? Is your agency a candidate for becoming a part of a consolidation or a merger? Are you having trouble filling driver or other staffing positions?

A Business Plan is a living document for your agency that prepares you for all of this and much more. Planning often takes a “back seat” to the realities of on-the-spot day-to-day problem solving and decision-making. Putting off planning often puts you in a difficult position down the road, when a lack of planning can have serious consequences for your agency.

A Business Plan helps you to have an organized, well-thought-out way to think about your organization, its services and its future. It gives your agency an effective tool to communicate with funders, legislators, employees, city and county government officials, and other stakeholders. It helps answer questions like:

- Will our agency be around in five years?
- Will we be providing the same services at the same level that we are now?
- Will we be prepared for the next big sudden, natural or man-made situation that turns us and our operations upside down (e.g., COVID-19 and the pandemic)?
- Are we prepared for reduced ridership to continue?
- Can we pivot to change what we do and how we do it moving forward?
- What should we be doing and what could we be doing better?
- What are our priorities?
- Where are we now, where do we want to be, and how will we get there?

This webinar will address the elements of a 5-year business plan; the benefits of having a plan; how to organize your agency’s information into a business plan format; and what needs to be evaluated in order to prepare your agency for success: financially, operationally, and for sustainability.

Target Audience: Transit Managers; Transit Accounting Staff/Business Managers responsible for transit programs; Transit Board Chairs; TxDOT PTCs

ADA: Triennial Review Process, Performance Standards, and Findings Express Workshop

This session will discuss issues facing today’s transit systems as they operate ADA-compliant services across a range of service modes. Topics will include implementing a compliant ADA complaint policy; evaluating and making reasonable modification requests and monitoring service equivalency in demand response services; and developing, implementing, and monitoring complaint ADA service policies. While providing practical advice, this session will ensure service policies comply with U.S. DOT ADA regulations.