

**Florida Department of
Transportation
Statewide Transit
Training and Technical
Assistance Programs**

November 2001-December 2002

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| 16. Abstract Under Contact with the Florida Department of Transportation (FDOT), the National Center for Transit Research at the Center for Urban Transportation Research located at the University of South Florida was asked to provide short term technical assistance and transit training to Florida's transit agencies. SAMAS 49-20-2-655006-48900700-50-001000 | | 13. Type of Report and Period Covered | |
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ANNUAL PROGRESS REPORT
For the Period of November 1, 2001 through December 31, 2002

Florida Transit Training Program (2002)
Florida Technical Assistance Program (2002)

The following progress report is intended to highlight the significant activities of the Florida Transit Training Program and Florida Technical Assistant Program for the 2002 year. Not all requests received are noted below.

The Florida Statewide Transit Training Program

The Center for Urban Transportation Research has been successful in meeting the objectives set forth in the training objectives outlined in our contract scope of services. The Transit Training program has delivered 13 training sessions in 2002. This was the first year that training sessions were offered regionally and the results were very positive.

To date, the following classes were offered.

January 2002

Land Transit Threat Analysis & Incident Management

Presented by *f/rm Associates*, this program covered current issues, developing trends, and the present options for the emergency planner and manager to consider when handling assets, property and equipment. Case studies of contemporary terrorism and practical activities relating to transit allowed participants to take advantage of proactively develop plans of action before the actual event. A CD was issued to each participant for further review. The class was held at the Center for Urban Transportation Research and there were 12 participants.

February 2002

Technology in Transit

Transit systems have more and more sophisticated technologies to assist them in the management of transit services. From computers to tracking data to cellular and radio communications. This session was designed to give managers an overview of the technologies available to them in transit, to assist them in evaluating which technologies would assist their enterprise and to help them evaluate the cost benefits of implementing

selected technologies. Instructed by Drew DeCantis, there were four vendors were scheduled for displayed demonstrations. The seminar was held at the Center for Urban Transportation Research, there were 12 participants.

May 2002

Training the Trainer: Driver Wellness and Conflict Avoidance (Appendix A)

Instructed by David Cyra and Randall Pine, this two day course for transit trainers addressed the occupational stress of bus drivers and the preventative measures that can be utilized to lessen the problem. Work situations characterized by high and conflicting demands, low autonomy, threats, violence and irregular work hours negatively add to the tasks intrinsic to the job; traffic congestion, problems at peak running times, dealing with inquiries, passengers and federal regulations. The purpose of the overview was to provide crucial survivor skills, adult learning and the approach to needs analysis. A comprehensive course manual full of examples, checklists, models and job aids for future reference was provided. The classes were held at the LaQuinta Inn across from the Center for Urban Transportation Research Tampa, Florida. There were 16 participants.

Managing Transit Emergencies (Appendix B)

K& J Consulting Instructor Jim Tucci taught this informative class. Topics discussed included the "Nature of Transit Emergencies/Disasters", "Emergency Organizations", and "Emergency Management Concepts". This 3 day course gave Transit Emergency Preparedness Plans to each participant. The class was held at the Center for Urban Transportation Research. There were 8 participants.

June 2002

Managing Today's Employee's; The Boomers verses the X'ers (Appendix C)

Dave Cyra of Cyra ETTC taught this class at the FPTA/CUTR Professional Development Workshop. This class was the most popular and well attended class at the conference. This class was so popular we may need to offer again another year.

Bus Collision Prevention/Investigation (Appendix D)

This popular Transportation Safety Institute class provides information taught in several of TSI's Bus Collision Investigation course and is targeted

for management and administrative personnel who do not regularly respond to on-scene collision investigations, but who may become part of the resolution process. This course proved to be a wonderful success. All the available seats were taken. There were 12 students.

· ***The Art of Delegating; Delegating for Results*** (Appendix E)

This class was another popular class at the FPTA/CUTR Professional Development Workshop. Instructed by Dave Cyra, this class explored the art of learning successful delegation.

· ***Technology in Transit*** (Appendix F)

Transit systems have more and more sophisticated technologies to assist them in the management of transit services, from computers to tracking data to cellular and radio communications. This session was designed to give managers an overview of the technologies available to them in transit, to assist them in evaluating which technologies would assist their enterprise and to help them evaluate the cost benefits of implementing selected technologies. Instructed by Drew DeCandis, four vendors provided display presentations. The seminar was held at the Center for Urban Transportation Research. There were 12 participants.

· ***Emergencies; Planning for, Responding to, & Recovering for the Big One*** (Appendix G)

Presented by *f/rm Associates*, this program presented current issues, developing trends, and the present options for the emergency planner and manager to consider when handling assets, property and equipment. Case studies of contemporary terrorism and practical activities relating to transit allowed participants to take advantage of proactively developed plans of action before the actual event. A CD was issued to each participant for further review. The class was held at the Center for Urban Transportation Research. There were 12 participants.

· ***Commuter Choice Benefits*** (Appendix H)

Offered by the National Transit Institute in cooperation with the Florida Transit Training Program, this brief session addressed potential benefits and cost of implementing Commuter Benefit Programs.

August 2002

Transit Bus System Safety (Appendix I)

New to the industry, this Transportation Safety Institute class was requested by several transit agencies in Florida. A formalized, standardized approach to Bus System Safety concepts and program plans was provided. The course covered the best practices in prevention of passenger incidents and vehicle collisions; behavioral safety concepts, safety awareness and management. Safety audits, checklists, collision data tracking and trend analysis were also addressed. This Transportation Safety Institute class was held at the Center for Urban Transportation Research and was instructed by Steven Dallman. There were 25 participants.

November 2002

Transit Workplace Safety & Security (Appendix J) *System Security Awareness & Incident Management*

The National Transit Institute taught this course designed for employees and supervisors who have direct contact with the public or with the vehicles and facilities used by the public. The course covered skill sets for observing, determining and reporting people and things that are suspicious or out of place. A two-hour add-on course for road supervisors, dispatchers, foremen and other frontline employees was also given. It addressed the fundamental responsibilities of communications, information gathering and analysis, risk identification, decision-making and plan implementation. CUTR hosted this event at the Embassy Suites/USF. There were 44 participants.

December 2002

Effectively Managing Transit Emergencies (Appendix K)

Offered by the Transportation Safety Institute, this provides information on understanding the importance, purpose, development, and implementation of emergency management and how it relates to other safety functions of a transit system. Topics covered are natures of emergencies, emergency management concepts, development of an emergency management plan, incident command station and coordination of response efforts and resources, emergency management

training and acquisition. This class is very popular throughout the country and we are excited to host it in Florida.

Instructors Steven Dallman and James Tucci set up incident command stations to simulate how coordination of response efforts and resources (police, fire, EMT, FBI, etc.), managing media relations, and tabletop simulations could be addressed by the transit agency. Representatives from the CDC and New York City Transit joined in the instruction and simulation. The course was held at the Center for Urban Transportation Research, there were 12 participants.

Communication & Advertising

This year the program's mode of communication has been enhanced to include electronic information transfer. Our mailing lists have grown and are continuously updated. We are utilizing the web to advertise classes have added e-mail advertising to our reputiour. The increased effort in advertising, has led to an excellent attendance rate and established a great communication network. These advertising techniques are very cost effective.

Networks and Partnerships

The Florida Transit Training Program has developed a wonderful relationship with the Department of Transportation's Transportation Safety Institute division of Safety and Security. This relationship has brought many federal certified training sessions to Florida. Additionally, the program has partnered with several national University training centers to offer state wide regional training sessions. The programs relationship with these organizations has also allowed for several peer reviews of proposed national training sessions.

The program, now in existence for 3 years has also developed an extensive network of trainers, including contractors and state/federal trainers. The program has also been able to increase its participant contract database mailing list. Consequently, more transit personnel are contacted of upcoming training sessions and more attend. The trainer network and contact database are two key factors leading to the success of the program.

The Florida Transit Training Program has been working in cooperation with the FPTA/CUTR Professional Development Workshop to provide vital transit oriented training. The Program, working in conjunction with the Workshop has allowed Florida's transit agencies to take advantage of multiple training opportunities in one trip. This partnership has been a very cost effective mode of offering multiple training.

Contract Training Organizations

David Cyra, P.E. Principal
W313 S7767 Edna Court
Mukwonago, WI 53149

Drew Decandis
The DeCandis Group, LLC, Transportation Consulting, Management and
Technology
409 Triple Crown Land
Whitlock Farms
Jacksonville, Florida 32259

FRM Associates
F.R. Montes De Oca. Jr.
PO BOX 547661
Orlando, Florida 32854

K&J Consulting Services
James Tucci, CSP, P.E.
11551 Haven Wood Road
Pensacola, Florida 32514

National Transit Institute, Rutgers, The State University of New Jersey
120 Albany Street, Suite 705
New Brunswick, NJ 08901-2163

Transportation Safety Institute
PO BOX 25082, DTI 80
Oklahoma City, OK 73125-9967

Florida Statewide Technical Assistance Program

- ***Palm Tran – Assisting in the procurement process for a “Creative Agency” February 2002***

CUTR provided assistance in reviewing proposals for private firms that would serve as the “creative agents” for PalmTran. CUTR reviewed the written proposals including the companies’ qualifications, personnel, and experience in promoting public transportation. CUTR also met with Palm Tran staff to help rate each of the proposals received in anticipation of scheduling interviews with the short listed companies. However, it was clear that the companies that submitted proposals were not as strong as other companies in the marketplace. In addition, it was determined that the weak response from companies was attributed to issues with the Request for Proposals. All proposals were rejected and it was determined that a new RFP process would be conducted. PalmTran is still in the process of restructuring the RFP.

- ***Lakeland Area Mass Transit District (LAMTD) – AVL/GPS Acquisition Review, February 2002***

CUTR staff members provided LAMTD some suggestions related to the purchase and deployment of an AVL/GPS system for LAMTD. Correspondence related to this item is attached.

- ***Jacksonville Transit Agency (JTA) - questions related to the purchase of used paratransit vehicles with federal funds, March 2002***

JTA requested CUTR to provide guidance on federal regulations related to the acquisition of used paratransit vehicles with federal funds. CUTR staff provided FTA Circular and federal statutory references related to purchasing exceptions from private entities to JTA in an effort to provide some direction. While our interpretation indicated that there would be restrictions, it was suggested that JTA contact the FTA Region 4 Office in Atlanta to confirm our interpretation.

- ***Gainesville Regional Transit System Public Forums, discussing the results of the Comprehensive Operational Analysis and how it relates to the City of Gainesville’s long range plan and the MTPO’s 2020 Long Range Transportation Plan.***

Rob Gregg, CUTR’s project manager facilitated these public forums. Gainesville RTS split the cost of the project with the Technical Assistance Program.

· **Polk County Transportation System (PCTS)** – questions related to the transport of oxygen tanks for Winter Haven Hospital, September 2002

PCTS asked for guidance in responding to a request from Winter Haven Hospital to transport oxygen canisters for them. CUTR staff reviewed federal transit law and found no prohibitions and also performed a telephone survey with a number of transit agencies to review any concerns and considerations that need to be made in determining whether or not PCTS should consider providing this service.

Overall, most systems did not consider this service to be within their purview. In addition, there were safety considerations that needed to be considered particularly for individuals who are transported. PCTS determined that it was not in their best interest to provide this service to Winter Haven Hospital.

· **Highlands County Transit Operations Plan – October 2002**

CUTR was asked by FDOT District 1 to assist Highlands County with the development of a Transit Operations Plan for the County. The kick off meeting for the project was held on Wednesday, December 18, 2002 in Highlands County. The project committee includes representatives from FDOT District 1, the Central Florida Regional Planning Council, and ATC, Inc.