



# Transit Trainers' Workshop 2018

November 11-13, 2018  
Seattle, WA



**Registration Fee: \$375 – on or before October 1, 2018**  
**\$415 – after October 1, 2018**

**Register online at [www.ntionline.com](http://www.ntionline.com)**



# Schedule of Events

Sunday, November 11	Monday, November 12	Tuesday, November 13
<b>Registration Open</b> 7:30am-4:00pm		
<b>Continental Breakfast</b> 7:30am-8:30am		
<p style="text-align: center;"><b>Pre-Workshop Seminars</b></p> <p>A Look to the Future Workforce: Developing Transit Trainers and Instructors</p> <p style="text-align: center;">Defense from the Seated Position</p> <p>Own the Stage: How to Make Training Memorable, Impactful &amp; Productive</p> <p>Increasing Performance-Based Feedback in On-the-Job Training Programs (AM only)</p> <p style="text-align: center;">NTI Workplace Safety Course (AM only)</p> <p>The Culture Code: Skills that Drive Positive Change (PM only)</p> <p style="text-align: center;">NTI Workplace Safety Course (PM only)</p>	<b>Opening Session</b> 8:30am-9:00am	<b>Concurrent Sessions</b> 8:30am-12:00pm
	<b>Concurrent Sessions</b> 9:00am-10:30am	
	<b>Concurrent Sessions</b> 10:45am-12:15pm	
	<b>Lunch</b> 12:15pm-1:30pm	<b>Awards Luncheon</b> 12:00pm-1:15pm
	<b>Concurrent Sessions</b> 1:30pm-4:30pm	<b>Concurrent Sessions</b> 1:15pm-2:45pm
		<b>Concurrent Sessions</b> 3:00pm-4:30pm
<b>Welcome Reception</b> 5:00pm-6:30pm		<b>Closing Dinner Program</b> 6:00pm-7:30pm

# Welcome!

Join us in the City of Goodwill at the 2018 Transit Trainers' Workshop, November 11-13, 2018! Sharpen your training skills, exchange information and knowledge, and share experiences with your peers from across the country. Workshop sessions and networking opportunities will enable you to explore and compare solutions to common industry and workplace challenges while learning firsthand what works at other agencies. Discover new strategies, tools, and information that will keep you updated on the latest innovations in your field.

Highlights of this year's Workshop include:

## Professional Peer Training

Developed for transit trainers by transit professionals, our Workshop includes a variety of sessions to enhance your skills and knowledge. Explore an array of topics and issues featuring presenters and participants who understand exactly what you face on the job each day. With over 40 sessions to choose from, you'll be sure to take home new skills and identify valuable resources.

## Networking Opportunities

What you learn outside the classroom is as valuable as what you will learn inside. This Workshop provides rare, much-needed opportunities for you to network with colleagues from across the country. Meet experts in the industry and take home new skills, proven models, and valuable resources. Meals and a tour are built into the program to help you relax and enjoy getting to know your peers.

## Host Properties



King County Metro is the 8th largest transit bus agency in the U.S., carrying an average of 395,000 passengers every weekday on 215 routes. Metro employs 2,716 full-time and part-time operators and operates 1,540 buses. It is also contracted to operate and maintain

Sound Transit's Central Link light rail line and eight of the agency's Sound Transit Express bus routes along with the Seattle Streetcar lines owned by the City of Seattle. Metro's services include electric trolleybuses in Seattle, RapidRide enhanced buses on six lines, commuter routes along the regional freeway system, dial-a-ride routes, paratransit services, and overnight buses.



Sound Transit (ST), serves the Seattle metropolitan area in the U.S. state of Washington. It operates light rail service (Link light rail) in Seattle and Tacoma, regional Sounder commuter rail, and Sound Transit Express bus service, as well as managing the regional ORCA fare card system. In 2017, Sound Transit services carried a total of 47 million passengers, including an average of 157,000 riders on weekdays.

# Pre-Workshop Seminars

**Sunday, November 11**  
**8:30am - 4:30pm**

## **A Look to the Future Workforce: Developing Transit Trainers and Instructors**

*Barbara Gannon, GannonConsult, Gloucester, MA*

The transit industry has catalogued the need for a trained and available workforce with a strong focus on recruitment and retention of transit workers. This interactive session focuses on the essential role of transit trainers to ensure a trained and ready transit workforce. Topics covered include the art of instruction, the essential skills, knowledge, and experience needed to prepare the changing workforce, and what the future of our profession might look like.

## **Defense from the Seated Position**

*Rene Barlett & Krista Sheehy, Pierce Transit, Lakewood, WA*

How do I protect myself when de-escalation techniques fail? What tactics can I use to help protect myself from harm? Navigate these questions and others through the “dos” and “don’ts” of self-defense and the physical tactics available to defend yourself from the seated position. This class is a combination of informational lecture as well as student participation with hands-on striking.

## **Own the Stage: How to Make Training Memorable, Impactful & Productive**

*William Parsons & Sarah Parsons, Roadworthy Communication, Dayton, OH*

This interactive session is designed for trainers and will focus on the practical skills they can use to design and deliver trainings that are educational, empowering, and entertaining in all areas of transit. Trainers will explore how to design courses for maximum learning in minimum time, how to truly connect with the learner utilizing a variety of interactive learning methods, and how to present in a passionate, engaging, and impactful regardless of the topic.

**Sunday, November 11**  
**8:30am - 12:00pm**

## **Increasing Performance-Based Feedback in On-the-Job Training Programs: From Checklists to Performance Evaluation Forms**

*Joel Kosanke & Trent Bartholomew, Amtrak, Philadelphia, PA*

This interactive session allows participants to assess a typical on-the-job training (OTJ) evaluation feedback checklist using problem-based scenarios, role playing, and an example of a performance-based evaluation form. Participants will also discuss challenges faced when providing performance-based feedback in OTJ training programs, practice using an OTJ performance-based evaluation form and an OTJ checklist, and evaluate the efficacy of an OTJ performance-based evaluation form.

## **NTI Workplace Safety Course**

*To be announced*

**Sunday, November 11**  
**1:00pm - 4:30pm**

## **The Culture Code: Skills that Drive Positive Change**

*Jill Hough, Small Urban and Rural Transit Center, Fargo, ND*

Organizations are formed to achieve certain goals and objectives. Public transit agencies are formed to provide mobility to choice and otherwise dependent riders. Work culture is important in order to bring out the best in employees in all organizations. This session will cover three key skills that generate cohesion and cooperation and explain how diverse groups learn to function with a single mind within an organization. Specific strategies include what triggers learning, sparks collaboration, builds trust, and drives positive change to help build an excellent transit agency work culture.

## **NTI Workplace Safety Course**

*To be announced*

# Concurrent Sessions

**Monday, November 12**

**9:00am - 10:30am**

## **Integrating Simulation Training into Existing Bus and Rail Programs**

*Nigel Lindsey-King, FAAC Inc., Ann Arbor, MI*

Aimed at existing simulator users, properties in the process of purchasing a simulator, and properties who are considering adding simulation to their training programs, this session will introduce how simulation training can be integrated into a transit property's existing bus and rail operations training programs. Upon completion of the session, participants will be able to identify which training programs will benefit from simulation training; position simulator training days within an existing program; identify the content to include in simulation training exercises; and understand and apply best practices to their simulation training programs.

## **Developing a Meaningful Maintenance Training Program**

*Lou Doll & John Roberts, San Mateo County Transit District, San Carlos, CA*

This session highlights the difficulty one agency had in finding qualified mechanics in the Silicon Valley area and discusses their recruiting methods and training program. Participants will receive an insider's look at San Mateo's in-training program, consisting of 13 classes for new hires and promoted utility workers, their methods of record-keeping and post-class progress reports. It will also delve into their joint Labor-Management Committee and explain how it is responsible for scheduling the classes according to the shop's needs, reviewing the training matrix to ensure the mechanics complete all the classes, and any OTJ training needed.

## **Electronic Route Qualification**

*Joe Downing & Harold Lemmon, King County Metro Transit Seattle, WA*

How do you teach new transit operators how to drive over 220 routes? This session will walk participants through the process that King County Metro Transit used to develop a tool that assists transit operators to learn and qualify on routes using their cell phone, tablet, or computer. Utilizing GoPro cameras, a learning management system, and editing software, Metro Transit has developed a robust learning tool for transit operators. Participants will leave this session with the workflow to set up their own Electronic Route Qualification system from start to finish.

## **Getting More Done with Less: Using Time and Project Management Tools to Improve Productivity**

*Barbara Andres, City of Santa Monica's Big Blue Bus Santa Monica, CA*

Whether you're managing your own workload, a project, or a team, this session offers principles, shortcuts, and tools to get more done with fewer resources using time management and project management methodology. This is particularly relevant at a time when many agencies are experiencing ridership, revenue, and funding challenges while struggling to keep up with or embrace disruptive technologies. This session offers resources for transit professionals to get better organized and get more done using time management and project management principles and applications.

## **Leveraging Technology**

*Larry Delgado, Pierce Transit, Lakewood, WA*

Pierce Transit utilizes technology to increase e-learning satisfaction, knowledge retention, and capture measurable impact on performance with Articulate 360, an interactive learning platform that can be used seamlessly across multiple devices. Aimed at design, training/learning and development leads, this session will allow participants to view a demonstration of Articulate and discover its capabilities, learn about the development and publishing of a course from scratch, and review current trends in using Power Point.

# Concurrent Sessions

**Monday, November 12**  
**9:00am - 10:30am *continued***

## **The Perfect Storm**

*Mary Sparda, CARTA, Chattanooga, TN*

This session features examples of public transportation safety disasters, how they happened, the indicators that were missed, and discussions on what can be done to prevent future incidents. Participants will learn how to improve the climate of safety within their organization through in-house programs that employees acknowledge through tracking incentives and mitigation. All information provided in class will be available on a thumb drive.

**Monday, November 12**  
**10:45am - 12:15pm**

## **Being Resourceful: Understanding the Industry Tools that Exist to Help You!**

*Jeff Hiott, APTA, Washington, DC*

While ongoing training of the workforce is a foregone conclusion, new ideas can be formed as a direct result of training and development. Are you incorporating best practices and the latest research into your content? A robust training and development program ensures that employees have a consistent experience and background knowledge. The consistency is particularly relevant when you are training for new technologies, more efficient operations, and increased maintenance efficiencies. This session will show participants the available tools and resources that represent consensus-based industry best practices to use and enrich their trainings.

## **Creating Assessment Strategies**

*Jeneane Moore, Rochelle O'Brien & Gabriel Villarreal, Amtrak Philadelphia, PA*

Figuring out how to test employees in a manner that is fair and effective is a critical skill for anyone working in the world of training and safety, yet it is not always easy. Assessment is a huge topic that often contains some amount of controversy. Participants in this session will become familiar with the best practices for creating exams, explore different types of assessments, discuss the advantages and disadvantages of each, and determine how to value their effectiveness and link them to business outcomes.

## **Creating Concise and Effective Learning Objectives: The First Step to Successful Training**

*Trent Bartholomew & Matt Suksi, Amtrak, Philadelphia, PA*

Learning objectives are a critical part of any training or course. As Instructional Designers, we want to design with the end in mind. Aligning assessments with course expectations is much easier when you have written concise, measurable learning objectives from the beginning. Clear learning objectives will state what the learner will be able to do at the end of the training session. This is a critical component in training and development programs, especially in any safety-related field. The session will focus on sharing best practices when writing learning objectives, and demonstrate how to craft more effective learning objectives through the use of scenarios and hands-on learning activities.

## **Personal Kanban**

*Samantha Einarson, Pierce Transit, Lakewood, WA*

Feeling like there are too many projects and tasks to track easily? Struggling with prioritizing your work? Want a way to make your work load transparent to others? Lean has a tool for you! Lean uses a visual management system called Kanban boards that solves these challenges. Kanban boards allow you to track your projects and tasks, show areas where assistance is needed, and decrease the amount of stress you feel by creating a one-stop-shop for all your duties.

# Concurrent Sessions

## **Sleepiness in Seattle: The Impact of Sleepiness in the Transit Workplace**

*Carl Pysher, Lebanon Transit,  
Lebanon PA & Maria Church, TransNet, Blue Bell, PA*

The statistics are staggering. According to the National Sleep Foundation's 2005 Sleep in America poll, 60% of adult drivers - about 168 million people - say they have driven a vehicle while feeling drowsy in the past year, and more than one-third, (37% or 103 million people), have actually fallen asleep at the wheel. This session reveals the reality of sleepiness in transit, not only your drivers, but everyone in your agency. Participants will examine the causes of sleepiness, sleepiness vs. fatigue, and more, and leave with an eye-opening understanding of the issue and ideas to help make drivers and staff more productive and safe!

## **Strategies for Reducing Complaints by People with Disabilities**

*Jess Segovia, Navigator Mobility Consulting  
Santa Clarita, CA*

This session provides a comprehensive approach to reducing public transit complaints filed by people with disabilities. Participants will discuss the importance of effective complaint intake processes, proper categorization of complaints, effective complaint investigation processes, and recommendations for responding to the complainant. Additionally, the importance of accountability and reporting, as well as the role of secret shopper programs in service quality oversight will be highlighted.

**Monday, November 12**

**1:30pm - 4:30pm**

## **Catch 'Em Doing Something Right!**

*Cathy Reen, Houston METRO, Houston, TX*

Positive praise, feedback, and coaching are important skills for trainers, not just for managers and supervisors. In today's work environment, employees are often told what they do wrong, and what to do differently to improve, but research shows that reinforcing positive performance and behaviors, and building on employees' strengths, improves productivity. Continual praise rather than continual write-ups or improvement plans ensures that

employees will feel valued and become engaged in their jobs and agency. This session provides participants with the skills and strategies for delivering regular, positive feedback and coaching which is critical for optimal performance.

## **DACUM - A Job Analysis to End Analysis Paralysis**

*Robert Morais & Joel Kosanke, Amtrak,  
Philadelphia, PA*

Have you ever struggled to define what specific training your employees need? Have you ever just sent your employees to mandatory compliance training hoping that's enough? Develop a Curriculum (DACUM), is a job analysis process used to help identify the duties and tasks associated with a specific job, as well as define the knowledge, skills, behaviors, and equipment required to perform that job. In this session, participants will learn what DACUM is, why it's an important first step in training and curriculum development, how DACUM compares to other job analysis techniques, and how to apply the DACUM process to help organizations better define job-specific training needs.

## **How to Lead with Purpose**

*Crystal Engram, Greater Bridgeport Transit Authority  
Bridgeport, CT*

In this session, participants will focus on purposeful leading, a process that helps training staff to create a culture of trust where boundaries, based on competence, integrity, concern about others, and the sharing of common objectives, are understood. Boundaries are established for all employees, from front line staff to management, and will place emphasis on sexual harassment issues, workplace investigations, knowing what to do when the government comes calling, and learning ways to foster a more inclusive respectable environment.

# Concurrent Sessions

**Monday, November 12**

**1:30pm - 4:30pm *continued***

## **Get in the Boat - Creating an Organization of Equity and Inclusion**

*Anita Whitfield, King County Metro Transit, Tukwila, WA*

King County Metro Transit is building an organization that is equitable for all. This journey has challenged them to evaluate whether or not those within the organization with privilege are allies of the oppressed or are they rowing alongside people of color and Native Americans. The EEO/Diversity and Inclusion Manager at King County Metro will take participants on a journey of breaking down barriers and instilling a shared sense of responsibility for promoting equity and social justice. Participants will leave the session understanding that playing it safe as an ally will not result in equity, but that embracing a social justice framework of getting in the boat will lead them to freedom for all.

## **Grow Your Ridership by Welcoming Older Adults**

*Karen Alexander, NJTIP, Rutgers University, New Brunswick, NJ*

As America's fastest growing demographic group, older adults could be an increasing segment of transit riders. Over 20% of people age 65+ no longer drive—transit could help sustain older adults' mobility and independence. Based on research and best practice examples, this intermediate-level, interactive session will address elder-friendly marketing/outreach, service design/delivery, training, and customer information. Mobility is key to healthy aging—but to get on the bus (or train, light rail, trolley, etc.) older riders need to feel welcomed! Participants will learn strategies for attracting transit riders of all ages.

## **The Transportation Supervisors Guide to the Universe**

*Raymond Wampler, University of California, San Diego Transit, La Jolla, CA*

This course is a fast paced, humorous, and insightful look into a few of the challenges faced by transit supervisors in the day-to-day management of their staff. Broken into three distinct topics, this session will help participants build a strong foundation for dealing with some of the more challenging aspects of employee management. Topics include: the root causes of conflict in the workplace and strategies to effectively alleviate the tension among conflicted employees; which methods of communication, and personal communication style, factor in to employee motivation; and some of the pitfalls to avoid when engaging in employee motivation.

**Tuesday, November 13**

**8:30am - 12:00pm**

## **Competencies 101 - Finding Them, Validating Them, and Using Them to Drive Performance**

*Michelle Lutz & Laurie Wilson, Amtrak, Philadelphia, PA*

In this hands-on session, participants will create and implement a competency framework for a job category within their respective organizations (e.g., supervisors/managers, mechanics, maintenance of way workers, trainers, etc.). Participants will journey through the process of: identifying necessary competencies for a job category; validating / confirming competencies with subject matter experts; rating the knowledge/skills of current employees against validated competencies to identify gaps; establishing a development pathway for current employees to fill identified gaps; and creating a matrix for potential new employees comparing their knowledge/skills to the required job competencies.

# Concurrent Sessions

## **eXperience Marks the Spot: Mapping Out Active Learning**

*Geisha Ester & Kelley Anderson, Chicago Transit Authority, Chicago, IL*

Whether you quote an ancient philosopher—"I hear and I forget. I see and I remember. I do and I understand" (Confucius)—or a modern genius—"The only source of knowledge is experience" (Albert Einstein)—the key insight is the value of doing in learning. Tight timelines and limited resources challenge knowledge delivery in training. Optimal learning in multi-level training initiatives throughout the organization can be insured by incorporating experience, observation, conceptualization and experimentation. Rooted in Kolb's Experiential Learning Theory, this session will navigate the design and impactful facilitation of active learning and provide opportunities for participants to demonstrate understanding through fun and engaging exercises.

## **Facilitation Skills for Classroom Instructors**

*Carri Brezonick, Joni Torrey & Ray Mason, King County Metro Transit, Tukwila, WA*

Aimed at trainers who struggle to involve and engage students in active learning, this session showcases three highly effective facilitator tools: Socratic questioning, brainstorming, and nominal group activities. Participants will practice these tools and leave this session understanding how to engage students and ask and answer questions to stimulate critical thinking and to draw out ideas and underlying presumptions.

## **Gaining Respect for Your Training Program**

*Amri Joyner, Transportation Learning Center, Silver Springs, MD*

Geared towards trainers at small or mid-size agencies that feel their training department gets no respect at all, this session offers help demonstrating to agency

leadership that training should be a priority for employees and therefore for the business of providing safe, reliable public transit. Participants will gain tips on how to align training to their agency's priorities—a sure way to gain attention (and respect!) for any training program, including ways to assess learning needs that are aligned with agency business goals; engage subject matter experts; evaluate the delivered training; and, most importantly, communicate evaluation results effectively.

## **Getting Things Done - When You Have Too Much To Do!**

*Cathy Reen, Houston METRO, Houston, TX*

Are you always busy, but not as productive as you'd like to be? Do you start your day with good intentions and finish your day further behind? Time management and organizational skills are essential for professional success in any industry, especially transit. Anyone able to successfully implement time management strategies can control their workload rather than spend each day in a frenzy of activity reacting to crisis after crisis - stress declines and productivity soars! This session covers strategies and crucial skill sets such as prioritization, delegation skills, organization tools, and crisis management.

## **Uncomfortable Topics: Sexual Harassment, Human Trafficking, Me Too, and Other Taboo Topics**

*Kristen Joyner, SWTA, Ft. Worth, TX*

In this session participants will learn how to research, find resources, and courageously tackle important topics that make the audience and/or the presenter feel uncomfortable but are necessary for liability, safety and social responsibility of a transit agency.

# Concurrent Sessions

**Tuesday, November 13**

**1:15pm - 2:45pm**

## **Implementing a Results Driven Simulator Program**

*Robert Raheb, FAAC Inc., Miller Place, NY*

The goal of any driver training program is to help the driver develop good judgment in assessing road conditions and develop the necessary skills required to safely and effectively negotiate the vehicle in all types of weather and traffic conditions. This session will discuss the various components needed to make a successful driver training program by introducing the student to the training concepts of knowledge, skills, and judgment. Participants will discover how improving their current driver training program can measurably increase driver awareness and forward thinking that will help to reduce payouts in vehicle repairs, law suits, and medical benefits while increasing positive public perception.

## **Post Collision Assessment... How Effective Is Yours?**

*Louis Maiello, Transit Training Solutions (TTS), Ann Arbor, MI*

Despite the influx of collision avoidance surface transit technologies, bus collisions still do and will continue to occur. As transit professionals, what can be done to minimize re-occurrences? Are operators being given the most effective "fix", or the equivalent of a rubber stamp "ok" to justify returning to passenger service? Sample collision types will be used to discuss measures required to minimize collisions, causes for repeats of particular collision types, and how to implement a simple but effective post collision assessment formula. Participants involved in bus collision response/reporting, post-collision assessment and re-training of bus operators will benefit from this session.

## **Reduce Accident Costs / On the Job Injury Costs**

*Elizabeth Suchsland, Votran, South Daytona, FL*

This training session covers Votran's success in the development and implementation of programs that resulted in lower accident rates, lower accident costs, and success in lowering our Workers Compensation MOD rate. Participants will learn about Votran's development of a Transit Trainer Ambassador program and its success in the areas of safety, training and retention.

## **SMS Principles**

*Gerrit Van De Blankevoort, Sound Transit, Seattle, WA*

This session offers an introduction to SMS, its major components, and a rationale for FTA's adoption of the SMS framework. Participants will leave this session with an understanding of the historical approach to safety management, the components and sub-components of the SMS Framework, the general similarities/differences between SMS and Part 659 for rail transit and best practices for bus transit, the essential contents of a safety management policy, and integration with public safety and emergency management.

## **Sound Transit's Management Excellence Program Overview**

*Tito Harris, Sound Transit, Seattle, WA*

Aimed at learning and development professionals who are interested in leadership development, this session describes the experiences and successes of Sound Transit's Management Excellence Program (MEP), now in its 5th year. Participants will gain an understanding of what the MEP is, how it works, and what made the agency decide to create this program internally. Also discussed will be the future of the program, how improvements are implemented, and lessons learned so far.

# Concurrent Sessions

## Video Production and Editing

*Joe Downing, King County Metro Transit, Seattle, WA*  
Lights! Camera! Action! Training videos, route videos, promo videos, and tutorial videos— King County Metro Transit uses video production in a variety of formats to communicate, educate, and train bus operations staff. Participants will learn the basics of video production using simple software tools, cameras, and production tips as well as the tricks that will result in amazing videos using cell phones, free downloads, DSLRs and Adobe Premiere Pro.

**Tuesday, November 13**

**3:00pm - 4:30pm**

## 6S For Success

*Samantha Einarson, Pierce Transit, Lakewood, WA*  
Have you struggled with finding files on your computer? Do you want to learn a tried-and-true way to organize your work area? Lean offers a road map for cleaning out the clutter and standardizing that which remains. Participants will learn about the six steps of Lean organization and discover ways to use this tool at work, while expanding their knowledge of Lean.

## Bus Maintenance Apprenticeships: The Time is Now!

*John Schiavone, Transportation Technical Training, Deep River, CT; and panel members*  
The combination of advancing bus technology and retiring baby-boomer technicians has increased the need for agencies to provide their own comprehensive training. Implementing a Bus Maintenance Apprenticeship Program is an effective way to provide that training and prepare the next generation of technicians for their vast duties. This session will review how the Bus Maintenance Apprenticeship Framework, now approved by the Department of Labor, can assist with apprenticeship implementation through a structured application of on-the-job learning and related instructions, and show how agencies have implemented their own registered bus maintenance apprenticeships.

## How to WOW Your Audience: Giving a Great Presentation

*Rob Lynch, Small Urban and Rural Transit Center, Fargo, ND*

Some psychologists say we fear public speaking more than death. A great presentation and practiced speaking abilities can help overcome those fears. This session will discuss preparation tips and techniques that will help you build a comprehensive outline, polish up your lackluster PowerPoint, examine gamification, and guide your on-stage persona in a positive direction. Transit professionals of all experience levels will pick up some nuggets to better engage their audience.

## METRO's Leadership Development Program - Next Steps: Ongoing Enhancements for Sustainability

*Cathy Reen, Houston METRO, Houston, TX*

At the last TTW in Nashville, a presenter shared the history and content of the METRO's Leadership Development Program, now in its seventh year. As the program evolves, METRO's Organization Development (OD) group updates the content and case studies, adds assessments, and finds learning opportunities outside traditional classroom experiences. As the number of program graduates grows, OD is creating ways to sustain ongoing learning and continue to keep the graduates engaged in their development. This session will provide a brief overview of the Leadership Development Program and detail the enhancements and continuing learning opportunities being implemented by METRO.

# Concurrent Sessions

**Tuesday, November 13**

**3:00pm - 4:30pm *continued***

## **Now You Want a What? - Learning Management System (LMS)**

*Delores Jenkins, Metropolitan Transit Authority of Harris County, Houston, TX*

Using a Learning Management System (LMS) is quintessential in a training environment to boost your Agency's learning programs, and it can enhance the learning experience from organized content to ease of tracking progress and performance. While a LMS promises to improve the learner's experience and provide more efficient administration of activities, implementing a system is costly. Planning is key to maximize system use and avoid unnecessary costs to fix mistakes. This session will share challenges, opportunities, and successes of LMS implementation at Houston METRO. Participants will learn best practices and action steps to avoid the pitfalls of implementation.

## **Safety & Training Roundtable: Best Practices and Solutions**

*Carl Pysher, Lebanon Transit Lebanon PA & Maria Church, TransNet, Blue Bell, PA*

As transit trainers, we have all encountered challenges in any number of areas, including hiring, training, driver retention, accident prevention, safety and more. Seize this opportunity to bring your challenge to a group of peers and to learn from others' experiences on what works and what doesn't work. Moderated by facilitators with more than 30 years of transit knowledge this is a unique opportunity to share your own trials, difficulties, and conundrums, and offer solutions, suggestions and ideas. Participation is required!



# Session Request Form

**Please select the session you would like to attend for each time period. This information will be used to assign training space at the workshop.**

**PLEASE MAKE AND KEEP A COPY OF THIS FORM FOR YOUR RECORDS.**

## Sunday, November 11

### Pre-Workshop Seminars 8:30am - 4:30pm

- |  |  |
|--|--|
| <input type="checkbox"/> A Look to the Future Workforce: Developing Transit Trainers and Instructors     | <input type="checkbox"/> NTI Workplace Safety Course (AM only)                         |
| <input type="checkbox"/> Defense from the Seated Position  | <input type="checkbox"/> The Culture Code: Skills that Drive Positive Change (PM only) |
| <input type="checkbox"/> Own the Stage: How to Make Training Memorable, Impactful & Productive           | <input type="checkbox"/> NTI Workplace Safety Course (PM only)                         |
| <input type="checkbox"/> Increasing Performance-Based Feedback in On-the-Job Training Programs (AM only) |  |

### Welcome Reception 5:00pm - 6:30pm

- Will Attend  
 Will Not Attend

## Monday, November 12

### Concurrent Sessions 9:00am - 10:30am

- |  |   |
|--|---|
| <input type="checkbox"/> Integrating Simulation Training into Existing Bus and Rail Programs | <input type="checkbox"/> Getting More Done with Less: Using Time & Project Management Tools to Improve Productivity |
| <input type="checkbox"/> Developing a Meaningful Maintenance Training Program                | <input type="checkbox"/> Leveraging Technology  |
| <input type="checkbox"/> Electronic Route Qualification                                      | <input type="checkbox"/> The Perfect Storm  |

### Concurrent Sessions 10:45am - 12:15pm

- |  |   |
|--|---|
| <input type="checkbox"/> Being Resourceful: Understanding the Industry Tools that Exist to Help You!               | <input type="checkbox"/> Personal Kanban  |
| <input type="checkbox"/> Creating Assessment Strategies  | <input type="checkbox"/> Sleepiness in Seattle: The Impact of Sleepiness in the Transit Workplace |
| <input type="checkbox"/> Creating Concise and Effective Learning Objectives: The First Step to Successful Training | <input type="checkbox"/> Strategies for Reducing Complaints by People with Disabilities           |

### Concurrent Sessions 1:30pm - 4:30pm

- |   |   |
|---|---|
| <input type="checkbox"/> Catch 'Em Doing Something Right!                                   | <input type="checkbox"/> Grow Your Ridership by Welcoming Older Adults        |
| <input type="checkbox"/> DACUM - A Job Analysis to End Analysis Paralysis                   | <input type="checkbox"/> The Transportation Supervisors Guide to the Universe |
| <input type="checkbox"/> How to Lead with Purpose   |   |
| <input type="checkbox"/> Get in the Boat - Creating an Organization of Equity and Inclusion |   |

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## Tuesday, November 13

### Concurrent Sessions

#### 8:30am - 12:00pm

- Competencies 101 - Finding Them, Validating Them, and Using Them to Drive Performance
- eXperience Marks the Spot: Mapping Out Active Learning
- Facilitation Skills for Classroom Instructors

- Gaining Respect for Your Training Program
- Getting Things Done - When You Have Too Much To Do!
- Uncomfortable Topics: Sexual Harassment, Human Trafficking, Me Too, and Other Taboo Topics

### Tuesday Morning (time TBA)

- Host Property Tour

### Concurrent Sessions

#### 1:15pm - 2:45pm

- Implementing a Results Driven Simulator Program
- Post Collision Assessment... How Effective Is Yours?
- Reduce Accident Costs / On the Job Injury Costs
- SMS Principles

- Sound Transit's Management Excellence Program Overview
- Video Production and Editing

### Concurrent Sessions

#### 3:00pm - 4:30pm

- 6S For Success
- Bus Maintenance Apprenticeships: The Time is Now!
- How to WOW You Audience: Giving a Great Presentation
- METRO's Leadership Development Program - Next Steps: Ongoing Enhancements for Sustainability

- Now You Want a What? - Learning Management System (LMS)
- Safety & Training Roundtable: Best Practices and Solutions

### Closing Dinner

#### 6:00pm - 7:30pm

- Will Attend
- Will Not Attend

# Transit Trainers' Workshop

**TTW 2018, November 11-13, 2018**

## Location

**Hyatt Olive 8  
1635 8th Ave.  
Seattle, WA 98101**

NTI has negotiated the Federal GSA/IRS rate for Seattle that will be effective as of October 1, 2018 per night single or double plus tax. **For planning purposes, the current GSA/IRS rate is \$179 per night, however you can expect this rate to increase given costs in Seattle.** The rate will still be lower than normal Seattle conference hotel rates. Participants are responsible for making their own travel and hotel arrangements. To make your room reservation, please call the Hyatt Olive 8 at 1-866-238-4218 or visit: <https://book.passkey.com/go/NTI2018>. Please mention NTI's Transit Trainers' Workshop for the discounted Federal GSA/IRS rate. **All hotel reservations must be made by October 19, 2018.** After that date, available sleeping rooms are not guaranteed.

## Transportation

### From Sea-Tac Airport:

Follow signs I-5 Northbound. Continue on I-5 North for 14 miles. Exit from the left lane at Seneca Street. Right on Sixth Avenue. Right on Pike Street. Left on Eighth Avenue. Continue forward through Pine Street. Hyatt at Olive 8's entrance is the second driveway on the left.

### Parking at the Hotel

The Hyatt at Olive 8 offers easy valet parking in downtown Seattle with in and out privileges so you can come and go as you please. Located in the heart of downtown, the hotel is easily accessible to many activities, attractions and recreation hot spots. Park, explore, and relax knowing your wheels are taken care of at one of the safest Seattle, Washington hotels.

### Valet Parking:

\$55.00 per night inclusive of tax (in/out privileges included)

### Shuttle

Shuttle Express: From Sea-Tac Airport, shuttle departs from Level 3 of Parking Garage, center curb.

Cost: \$19.99 per person one way, or round trip for \$36 per person. Kids 17 and under ride free, one for each adult. Call 425-981-7000

Taxi Cab rates roughly \$46.00 each way

## Workshop Attire

Casual business attire is appropriate for all workshop sessions and events. In the month of November the average daytime temperature in Seattle is 51° with a nighttime low of 41°.

For more information visit our website at [www.ntionline.com](http://www.ntionline.com) or contact:

[nti\\_ttw@nti.rutgers.edu](mailto:nti_ttw@nti.rutgers.edu)