

Center for Transportation Education and Development

Spring 2009

***Efficiencies in Paratransit
Scheduling and Dispatching***

Mar. 30-31

***Passenger Assistance:
Certification for Trainers***

May 11-13

Fundamentals of Public Transit

May 19-20

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Message code: NV-14-08-W



School of Continuing Education
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***Passenger Assistance:
Certification for Trainers***

Fundamentals of Public Transit

***Efficiencies in Paratransit
Scheduling and Dispatching***



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Passenger Assistance: Certification for Trainers

The Passenger Assistance workshop was created in 1990 with the purpose of providing a meaningful training experience that enhances individual knowledge, skills, and competencies in passenger assistance. Throughout the years, CTED has worked to revise the curriculum to embrace new ideas while maintaining the core values and instructional approach of the workshop. This workshop satisfies standards set by the Americans with Disabilities Act. Participants simultaneously develop self-confidence as trainers, while learning the basics of passenger assistance. After completing our course, drivers and trainers possess tools for evaluating and assessing on-the-job performance, which help to maintain or improve the quality of your agency's transit services.

Who should attend?

Beginning or advanced level drivers, trainers or managers

This workshop includes:

- Competency-based on-the-job skill assessment tools and methods
- Lift operations, wheelchair securement, and passenger restraint systems (including manufacturers' instructions and warranty procedures)
- Instruction on designing training programs that set measurable proficiencies
- Communication strategies for a range of cognitive and motor behaviors
- Techniques for assisting ambulatory persons with disabilities into and out of vehicles
- Assistance training for persons who use a wheelchair or other mobility device
- Basic body mechanics overview
- Sensitivity training covering disability awareness, cultural diversity, and learning styles

Mon.-Wed., May 11-13, 2009

8:30am-4:30pm

Fee: \$725

Early Bird Discount: (Register before Apr. 13 and save \$50)

CEUs: 2.1

Program No. 7510-3055

Fundamentals of Public Transit

This two-day course, designed in partnership with the Multi-State Transportation Assistance Program (MTAP), takes a broad approach to several topics in public transportation. Many new or recently hired public transportation staff may have little or no public transportation background, experience, or education. This course addresses these concerns and upgrades the skills of more seasoned staff.

Who should attend?

Beginning or advanced level public transportation professionals

This workshop includes:

- Public transit origins and its importance
- Benefits of public transit
- Public transit funding
- Identification of public transit users
- Operations and maintenance overview
- Planning process and requirements
- Aspects of managing a transit system
- Marketing public transportation
- Multimodalism and innovations
- Importance of the Americans with Disabilities Act

Tue.-Wed., May 19-20, 2009

8:30am-4:30pm

Fee: \$650

Early Bird Discount: Register before Apr. 21 and save \$50

Program No: 7510-3065

General Information

To Register

Register online at sce-registration.uwm.edu, or call 414-227-3200 or 800-222-3623.

For More Information

For further details, contact Ken Woodall at 414-227-3332 or email woodall@uwm.edu.

Visit sce-cted.uwm.edu and learn more about other CTED programs

Efficiencies in Paratransit Scheduling and Dispatching

Improve paratransit operation through more efficient scheduling and dispatching methods. Learn how to calculate common performance measures and how they can assist in gauging an agency's efficiency. Focus on how system attributes, such as service area, policies, and driver experience, can affect performance. Discuss how to appropriately select, integrate and use performance measures from other providers to create benchmarks in their systems. Obtain practical advice on how to identify and handle the trade-offs associated with improving certain performance measures.

Who should attend?

Paratransit industry employees, including reservationists, schedulers, or dispatchers and managers

This workshop includes:

- An overview of the history and evolution of demand-responsive transit (DRT), paratransit, and fixed-route transit systems
- Basics of demand-responsive transit service and service design
- Policies and procedures associated with delivery of service
- Costs and revenues associated with paratransit service
- Americans with Disabilities Act impact on scheduling and dispatching
- Strengths and weaknesses of various scheduling and dispatching operations
- Defining and calculation of common performance measures and their applications
- Cost saving measures

Mon.-Tue., Mar. 30-31, 2009

8:30am-4:30pm

Fee: \$650

Early Bird Discount: (Register before Mar. 2 and save \$50)

Program No. 7510-3054

RTAP Scholarships

Your state RTAP (Rural Transportation Assistance Program) administrator may provide scholarships for our courses. Contact Ken Woodall for more information at 414-227-3322 or woodall@uwm.edu.