

TRAINING & DEVELOPMENT

The Arkansas Transit Association (ATA) offers a broad range of training programs to help agencies like yours meet growing transportation needs. Courses are conducted by a qualified and experienced training professional. They are designed to improve employee skills and professionalism, thus increasing your ability to provide efficient, safe and cost-effective service.

ATA, with support from the Arkansas State Highway & Transportation Department, offers transit, paratransit, and community health and human services transportation providers in Arkansas the widest scope of specialized training available. This brochure gives a brief description of our most popular training programs which can be conducted on-site at your agency or at the Arkansas Public Transit Safety and Resource Center. While all training are presented for a minimal material charge, ATA members enjoy a discount.

Let us tailor a training program to your agency's needs. For more information, call Russ Parish, Training Coordinator, at (501) 372-8900.

OUR PURPOSE

The Arkansas Transit Association is a statewide coalition of public agencies and private organizations that promotes and supports safe, efficient public transit and community transportation programs.

A vital part of ATA's mission is to customize training to help every transportation provider meet its specific needs, keep up with ever-changing Federal and State requirements, and develop a staff of seasoned professionals who are proud of their agency and the quality of services it provides.

Arkansas Transit Association's office is located in the Arkansas Public Transit Safety & Resource Center, a state-of-the-art training facility, built by ATA in partnership with the Federal Transit Administration and AHTD.

MEMBERSHIP

Membership in the Arkansas Transit Association provides your organization with a variety of educational options, valuable information, technical support from a dedicated staff, and networking opportunities.

ATA actively represents community transportation providers and advocates issues important to your agency.

Although membership in ATA is not required for participation in our training programs, we welcome new members. A growing and active membership enables us to continue our current training and development efforts, as well as add new programs and services. To join the Association, please contact our office and speak to a member of the staff.

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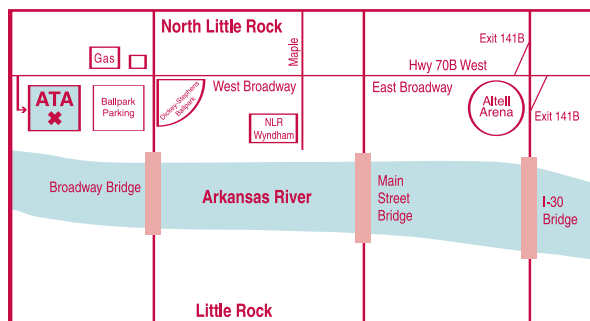
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Training Programs for Safe Passenger Transportation

Arkansas
TRANSIT ASSOCIATION

Provided in cooperation with the
Arkansas State Highway and
Transportation Department
and the
Federal Transit Administration

ATA TRAINING PROGRAMS

Cardiopulmonary Resuscitation (CPR)

Whether the emergency is sudden cardiac arrest or an obstructed airway, your staff should feel confident that they can respond to the situation. This course, designed by the American Heart Association for the lay responder, includes skills to assist adults, children, or both. CPR certification is valid for 2 years.

Child Passenger Safety

The National Highway Traffic Safety Administration (NHTSA) estimates that 90-95% of all child safety seats are installed or used improperly. This compromises the safety of the devices and their occupants. If your agency transports children, you should know the safest ways to do so. This course includes hands-on exercises with infant seats, toddler seats and boosters.

Coaching the Experienced Driver *

Specifically designed for the employee who has been driving for some time, this course reinforces techniques that may have been forgotten over the years and introduces new techniques to help fine-tune collision-prevention skills. This non-lecture style course will present information on

- alcohol, other drugs, and driving.
- driving in commercial areas.
- right-turn procedures.
- safe backing and parking.

Coaching the Van Driver *

This comprehensive training program, developed by the National Safety Council, focuses on driving vans. Using video presentations, written responses and discussion of realistic driving situations, the course topics include

- unique van characteristics.
- following distance and stopping distance.
- night driving and adverse weather and road conditions.
- cell phones, tailgaters and other driving hazards.

The video has been updated to include techniques to reduce the risk of rollover and information on fatigue awareness.

Drug and Alcohol Awareness for Safety Sensitive Employees

Drug use and alcohol abuse in the transportation workplace affects the safety of everyone. This training covers the signs and effects of drug and alcohol abuse and the procedures for alcohol and controlled substance testing. The course meets the USDOT/FTA regulations for safety sensitive employees.

Drug and Alcohol Training for Supervisors

Enable front-line supervisors and other employees responsible for making "fitness for duty" determinations to make fair and reliable reasonable cause drug and alcohol testing referrals. Course meets USDOT regulations for supervisory training.

Emergency Procedures for Rural Transit Drivers

This guide helps drivers anticipate, prepare for, and respond to unexpected events that can happen to any driver. Drivers learn

- vehicle and mental preparation.
- hazardous weather conditions.
- securing the vehicle.
- breakdown and accident procedures.
- handling on-board accidents and injuries.

Evacuating Elderly and Disabled Passengers from Vehicle Emergencies

Enable drivers and staff to respond quickly and efficiently to vehicle emergencies that require evacuations of mobility-impaired passengers. Participants will discuss how to create evacuation plans.

First Aid in the Workplace

Prepare employees to recognize on-the-job emergencies and provide the appropriate assistance for injuries and illnesses such as burns, cuts, diabetic episodes and seizures. This training can also include a course in Adult CPR. First Aid certification is valid for 3 years.

Infectious Disease Awareness & Prevention

This course, intended for transportation employees and others who work directly with the public and maintenance employees who are responsible for cleaning and servicing vehicles, uses lecture, visual aids, participant interaction and learning activities to teach participants

- to identify types of diseases to which they may be exposed.
- how these illnesses are most often spread.
- how to protect themselves and others from contracting these diseases.
- proper methods for disposal of infectious materials and decontamination of contaminated areas.

Passenger Assistance

All passengers deserve respect, dignity, and a safe and comfortable ride. Good customer relations are key to this goal. Using video presentations, operator handbooks designed by Project Action/Easter Seals, discussion, and hands-on techniques, participants will gain the knowledge and confidence to assist passengers with special needs. Best practice skills for securing wheelchairs in vehicles are included.

Special Transit and Rural Transit Safety *

Stressing professionalism, common sense, and safe transportation, this course is an excellent basic defensive driving course. The class will cover

- Vehicle Safety Inspection (Pre-Trip Inspection).
- Driver Sensitivity and Passenger Relations.
- Defensive and Safe Driving Procedures.

This course can include an on-the-road skills test with each participant.

Stress Management for Transit Employees

Help employees cope with the pressures related to transit operations. Productivity and efficiency increase as stress diminishes. This course teaches stress relief techniques.

Transporting Passengers with Special Needs *

Participants will learn practical skills for aiding older and disabled passengers and will develop a greater awareness of these passengers' special needs. During this course, created by the National Safety Council, operators will learn defensive driving skills and

- effective communication skills.
- safe handling of passengers with wheelchairs.
- assisting passengers in and out of the vehicle.
- securing passengers within the vehicle.

Understanding the Capabilities and Needs of Persons with Disabilities

Learn how to better meet the transportation needs of passengers who have disabilities such as visual and hearing impairment, Alzheimer's disease, seizure disorders, cognitive disabilities, and limited mobility, or conditions related to the aging process.

Violence in the Transit Workplace

Designed by the National Transit Institute, this course responds to a need for frontline employees and supervisors to prevent, respond to, and recover from workplace violence incidents, whether they be threats of a physical attack or intimidating behavior by customers, co-workers and others. Provide your transit employees with the skills and knowledge to

- recognize and define workplace violence.
- identify agency and personal security measures for preventing workplace violence.
- develop strategies for dealing with "different," "difficult," and "dangerous" people.
- understand the importance of recovering from workplace violence.

* -- Defensive Driving Course (DDC) approved by the Arkansas Department of Finance and Administration, Office of Driver Services.