

## From Our Customers

*“Experts were on hand to give food for thought and action, but I feel your zeal and optimism were the catalyst for it all.”*

*“The speakers were terrific! They combined laughter with learning and shared so many interesting suggestions and so much valuable information that I couldn’t wait to bring them back to my co-workers.”*

*“Being a trainer, I found most helpful the material on dealing with different types of drivers and their behaviors.”*

*“I have never experienced anything like the trust walk. It really opened my eyes and heart to the obstructions of every day life that a blind person or a person in a wheel chair faces.”*

*“The seminars are simply fantastic.”*

*“PennTRAIN courses are always informative with a friendly atmosphere.”*

*“The best series of seminars I ever attended. Most relevant, interesting, and useful.”*

*“I have often said that customer service is a lost art. This is quite possibly the most important course in the series.”*

**Transit  
SCORE**

*Raising the bar in transit training*

## What Participants Can Expect to Get From TransitSCORE

—Up-to-date information in the seven topic areas that will be useful back home

—Valuable information-sharing from interaction with peers in the courses and from instructors

—An opportunity to ask those important questions of the expert instructors

—Increase the professional development of your career in transit

—Develop skills and confidence as a trainer

—Hire better drivers

—Improve customer service

—Improve employee morale

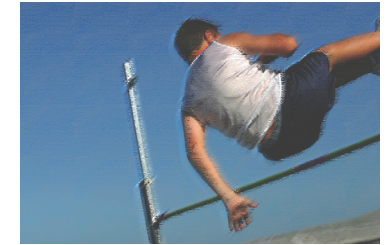
—Deal with conflict and stress with ease

—Prepare and defend your agency from future litigation

—Improve safety and awareness and ability to handle emergency situations

—Improve system safety and security

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## A New Name

TransitSCORE is the new name for PennSCORE. We changed the name to reflect a broader interest in transit training throughout the Mid-Atlantic region. TransitSCORE is still the award-winning, quality program people in transit have come to expect.

## Customers and Mission

Aimed at trainers and potential trainers in both urban and rural public transportation systems, the TransitSCORE courses teach the skills and deliver the information needed by van and bus operators to provide Safe, Courteous, On-time, Reliable, Excellent service. By also developing skills in recruiting and training, the workshops encourage participants to enhance or institute recruiting and training programs at their own systems.

## TransitSCORE Approach

Developers kept four things in mind as they designed the TransitSCORE program. The program would be:

- User-Oriented
- Flexible
- Comprehensive
- High Quality

To assure a user-oriented program, developers asked experienced transit professionals to evaluate all material. To assure a flexible program, they designed courses to have value to public transportation systems, regardless of size. To form a comprehensive program, they addressed all important aspects of a driver’s job, from customer service to safety and personal health. To form a quality program, they designed hands-on learning experiences. Evaluation and assessment of participants by program instructors, and of courses by participants, help assure high quality training experiences.

## Core Courses

### ***Hiring Great Drivers (1/2 Day)***

Developing a professional bus and van operator begins with hiring the right people. This course covers all aspects of how to promote, advertise, interview and test to insure hiring individuals most likely to become great operators.

### ***Advanced Passenger Assistance (2 1/2 Days)***

With the passage of the Americans with Disabilities Act (ADA) in 1990, the role and responsibility of transit operators changed dramatically. Both fixed route and paratransit operators must be “trained to proficiency” as stated in the Civil Rights provisions of the ADA. Bus and van operators must be sensitive and competent when assisting persons with disabilities. This very intense hands-on training will prepare the trainer to assist front-line personnel in their understanding, skills and confidence when assisting persons with disabilities. They will learn how to handle very complex and demanding responsibilities with sensitivity and proficiency.

### ***Conflict Avoidance (1 1/2 Days)***

The professional operator works in a very stressful environment. Keeping a schedule, dealing with demanding customers, handling traffic, weather and conflict can easily lead the operator down a road of poor eating, sleeping and self destructive behaviors. Conflict between Operators, customers and co-workers result from a lack of understanding the often predictable behaviors related to stress. This course will provide awareness of the art and science of how to manage performance, stay in control, reduce stress and develop positive life skills for a healthier, happier and more productive employee. *Instructor: Randy Pine*

### ***Advanced Defensive Driving (2 Days)***

Preventing accidents regardless of the actions of others is the classic definition for defensive driving. This course takes a comprehensive view of the many elements and challenges faced each day by transit operators to drive defensively regardless of weather, traffic, pedestrians and actions of others. By using materials developed by the National Safety Council (NSC), instructors are taught how to coach bus and van operators.

### ***Safety/Security/Evacuation (3 Days)***

Safety and security are job #1 within the transit environment. How to train operators to think safety and be prepared to handle small and large crises is critical within our litigious society. Post 9/11 has everyone in transit aware that front-line personnel must be on the lookout for suspicious people, activities, packages, devices and substances throughout the day. Transit’s role within the community’s emergency management structure as first responders to any and all hazards will be covered as well as hands-on vehicle evacuation.

### ***Quality Customer Service (1 1/2 Days)***

Transit simplified is a relationship between front-line personnel (Drivers, Dispatchers, Reservationists, Receptionists, Phone Operators, etc.) and customers. How well these “moments of truth” happen largely determine the success and image of the transit organization. This course will provide insight into all aspects of internal and external customer service.

### ***The Professional Trainer (2 Days)***

The ultimate success of TransitSCORE will be measured not by who attends the individual train the trainer courses, but who gets trained back at home. Following a philosophy of “It’s not what you teach, but what they learn,” this course will provide attendees with confidence, skills, materials, curriculum and training resources that will be used by the Trainer once they return to their transit property. Attendees will practice the actual development and delivery of training during this course.

## TransitSCORE Support

TransitSCORE is a cooperative effort of the departments of transportation in Pennsylvania, Maryland, Virginia and New York. However, participants from other states are welcome to enroll in the program on a space available basis.



## Participation

Participants may take one or a combination of the courses. Some transportation systems may want one person to complete the entire program to become a master trainer. Other systems may want several people to complete different courses. A small system may want one of its people to complete one or two courses. Participants are supplied with training materials and aids when they complete a course.

## Registration

To enroll in TransitSCORE courses call Cindy Conaway at PennTRAIN **1-800-847-0333** for further information on registration, courses, and schedule. Visit the PennTRAIN web site, [www.penntrain.net](http://www.penntrain.net), for more information.