



# PennTRAIN

Pennsylvania Training, Resource, and Information Network

## **Certified Community Transit Manager (CCTM) and Certified Transit Program Administrator (CTPA) Examination Preparatory Workshop**

March 5 to 6, 2019 at COLTS Transit Center, 30 Lackawanna Avenue, Scranton, PA 18503

---

The best community transit managers in the country have the initials "CCTM" after their name. They have proven their excellence by becoming recognized as Certified Community Transit Managers. CCTM status marks the greatest performance and highest efficiency in the community transportation industry; it is proof of the ability to manage a comprehensive and dynamic community transportation system.

For those state agency personnel who work in our industry, CTPA certification affords states' highest caliber public servants with recognition for their knowledge and accomplishments in working with public and community transportation grants programs.

This two-day course reviews all the management skills covered in the respective CCTM and CTPA examinations.

### **Training Agenda**

#### **Tuesday, March 5, 2019 – 8 AM to 5 PM**

##### Service Planning and System Development:

- Transit System Service Design and Configuration
- Transit System Role in the Community
- Responding to Change
- Translating Organizational Purpose and Mission into Measurable, Performance-Driven Management of your Transit Organization.

##### Budgeting and Financial Management:

- Credit: Lines of Credit, Secured and Unsecured Debt
- Long Term Finance: Capital Projects and Replacement of Capital Assets
- Financial Security: Cyber security, Fraud Control, Cash Management
- Funding Streams
- Relating Local Economics to your Transit Financial Goals
- Performance Management and Measurement
- Annual Audits as a Management Tool

##### Transportation Operations Management:

- Policies and Procedures
- Safety and Risk Management
- Customer Service
- Operational Performance Management and Measurement
- Ensuring Accessibility to Persons with Disabilities



# PennTRAIN

Pennsylvania Training, Resource, and Information Network

## Certified Community Transit Manager (CCTM) and Certified Transit Program Administrator (CTPA) Examination Preparatory Workshop

March 5 to 6, 2019 at COLTS Transit Center, 30 Lackawanna Avenue, Scranton, PA 18503

---

### Wednesday, March 6, 2019 – 8 AM to 4:30 PM

#### Human Resource Management:

- Personnel Management
- Compliance with Applicable Laws and Regulations
- Professional Development and Training for Your Staff
- Utilizing Volunteers in your Organization
- Addressing conflict and issues in the workplace

#### Procurement and Contract Management:

- Determining the need
- Developing specifications
- Determining the procurement mechanism and (if appropriate), the pool of qualified prospective vendors or suppliers
- Issuing and carrying out the solicitation
- Selecting the vendor or supplier
- Executing a contract or comparable procurement document
- Abiding by the terms of the contract - monitoring the contractor as appropriate
- Accepting the goods or services the contractor provides in accordance with your specifications
- Closing out the contract

#### Organizational Leadership:

- Board Roles and Responsibilities
- Advisory Committees
- Organizational Mission and Purpose
- Advocacy and Engagement with Elected Leaders and Stakeholders

Participants who wish to pursue certification will be required to submit the CCTM and CTPA application form for approval at least two weeks prior to taking the certification examination.

**Presented by:** Community Transportation Association of America (CTAA) c/o Chris Zeilinger

**Cost:** \$190. PPTA [cancellation policy](#) applies.

**Meals:** A light breakfast, lunch, and breaks will be provided both days. Please inform Sara Bowden at [sara@ppta.net](mailto:sara@ppta.net) of any dietary restrictions at least one week in advance.



# PennTRAIN

Pennsylvania Training, Resource, and Information Network

## Certified Community Transit Manager (CCTM) and Certified Transit Program Administrator (CTPA) Examination Preparatory Workshop

March 5 to 6, 2019 at COLTS Transit Center, 30 Lackawanna Avenue, Scranton, PA 18503

**Lodging:** [Hilton Scranton](#), 100 Adams Avenue, Scranton, PA 18503

Room block is available for the nights of March 4 & 5, 2018 at the government rate of \$94/night plus taxes. [Click here to book online](#) or call 570-343-3000 (ask for PPTA block). Rooms will be released on February 18, 2019 (or when sold out).

**Parking:** Free, on-site parking is available at the COLTS Transit Center. For those staying overnight at the Hilton Scranton, prevailing City of Scranton parking rates in the Medallion Garage will apply, which is currently \$9.95 per vehicle per night.

**Attire:** Casual. Because it can be a challenge to keep the meeting room at a temperature that accommodates everyone, we recommend bringing a sweater or jacket to stay comfortable.

**Maximum Class Size:** 20

### Attendee Registration:

Submit to Sara Bowden, PennTRAIN Program Coordinator

Email: [sara@ppta.net](mailto:sara@ppta.net) Fax: 717-234-7176 Mail: 115 Pine Street, Harrisburg, PA 17101

Organization Name: \_\_\_\_\_

Attendee Name: \_\_\_\_\_

Attendee Title: \_\_\_\_\_

Attendee Email Address: \_\_\_\_\_

Attendee Phone Number: \_\_\_\_\_

Organization Contact Name: \_\_\_\_\_

Organization Contact Email Address: \_\_\_\_\_

**Method of Payment:** Please invoice me OR Check enclosed # \_\_\_\_\_