EXECUTIVE SUMMARY Committee Action Item 6A Transit Operations

Objective:

To provide a general overview of the Collier Area Transit Operations via a mobile meeting; this meeting will allow member to travel on one of the Collier Area Transit "CAT" buses and to take public transit bus while staff provide an overview of the Operations and Maintenance facility at Radio Road.

Considerations:

At the request of PTAC board member, a mobile meeting was coordinated by Public Transit and Neighborhood Enhancement to provide member with a general overview of the County's daily function of the CAT transit services and it operations. The mobile meeting will include a bus tour from the Government Center Transfer Station to the Operations and Maintenance facility at Radio Road. During this visit staff will provide PTAC members with a walk through of the recent facility improvements including improvement of the front lobby, the newly built fueling station and general landscape improvements. CAT staff will provide updates on the transit fleet maintenance plan and general safety trainings that are required by the county and granting agencies.

These improvements to the Radio Road operations were made possible through various grants awarded to Collier County.

Attachments: 1.Fixed Route Training Outline

2. Para Transit Training Outline

3. Transit Maintenance Inspection Outline

Prepared by: Corine C. Williams, Public Transit Manager

Approved by: Date: 10-16-15

Michelle Arnold, Director

KEOLIS TRANSIT AMERICA PARATRANSIT OPERATOR EDUCATION PROGRAM

DAY ONE (ORIENTATIO	M		CONTRACT CONTRACT	TOTAL
NAME OF CLASS	INSTRUCTION TYPE	LIQUIDS (BAINUITES)	CONTRACT COMPLIANCE	TOTAL
WELCOME, KEOLIS & LOCAL INFORMATION		HOURS (MINUTES)	COMPLIANCE	
	CLS	60	COMPANY	
ITRODUCTION TO PROFESSIONAL DRIVING/CDL REQUIREMENTS	CLS	60	SAFETY AND SECURITY	
FEDERAL REGULATIONS	CLS	30	SAFETY AND SECURITY	
HAZARDS COMMUNICATIONS	CLS	30	REGULATORY	
EMPLOYEE AWARENESS (FTA DRUG AND ALCOHOL TRAINING)	CLS	60	REGULATORY	
PREVENTING HARASSMENT	CLS	30	COMPANY	
BLOODBORNE PATHOGENS	CLS	20	REGULATORY	
FATIGUE MANAGEMENT	CLS	30	SAFETY AND SECURITY	
WELLNESS	CLS	20	COMPANY	
WHISTLEBLOWER	CLS	30	COMPANY	
SAFETY BEST PRACTICES	CLS	90	SAFETY AND SECURITY	
TOTAL (MINUTES) INSTRUCTION	Property and the second	460		
Langua Institution and Institution reads		8 hours (AVERAGE)		
DAYTWO				
INTRODUCTION TO THE BUS	CLS	30	SAFETY AND SECURITY	
PRE TRIP INSPECTIONS/ EMERGENCY EXITS	CLS	30	SAFETY AND SECURITY	
PRE TRIP AND POST TRIP INSPECTIONS/ EMERGENCY EXITS	PDS	60	TECHNICAL OPERATING SKILLS	
PRE TRIP AND POST TRIP INSPECTIONS	OBS		TO A TO COLOR OF THE PROPERTY	
MIRROR ADJUSTMENTS/REFERENCE POINTS		60	TECHNICAL OPERATING SKILLS	_
MIRROR ADJUSTMENTS/REFERENCE POINTS	CLS	30	SAFETY AND SECURITY	_
	PDS	60	TECHNICAL OPERATING SKILLS	
MIRROR ADJUSTMENTS/REFERENCE POINTS	OBS	60	TECHNICAL OPERATING SKILLS	_
LLLC DEFENSIVE DRIVING	CLS	90	SAFETY AND SECURITY	
TOTAL MINUTES INSTRUCTION		420		
		8 HOURS (AVERAGE)		
DAY THREE				
PRE TRIP AND POST TRIP INSPECTION	PDS	30	TECHNICAL OPERATING SKILLS	
PRE TRIP AND POST TRIP INSPECTION	OBS	30	TECHNICAL OPERATING SKILLS	
CLOSED (SKILLS) COURSE	BTW	180	TECHNICAL OPERATING SKILLS	
CLOSED (SKILLS) COURSE	OBS	180		
CLOSED (SKILES) COURSE	OBS	160	TECHNICAL OPERATING SKILLS	
TOTAL MINUTES INSTRUCTION		420		
		8 HOURS (AVERAGE		
DAY FOUR				
PREVENTING DRIVER DISTRACTION	CLS	30	SAFETY AND SECURITY	
FOLLOWING DISTANCE	CLS	30	SAFETY AND SECURITY	
ON THE ROAD (SUBJECTS ABOVE)	BTW	180	TECHNICAL OPERATING SKILLS	
ON THE ROAD (SUBJECTS ABOVE)	OBS	180	TECHNICAL OPERATING SKILLS	
TOTAL MINUTES INSTRUCTION	with the second second	420		
10 IAC IMMOTES INSTRUCTION		8 HOURS (AVERAGE)		
INTERSECTIONS DAY FIVE	CIF	20	CAPETY AND CECUDITY	
	CLS	30	SAFETY AND SECURITY	
RAILROAD CROSSINGS	CLS	30	SAFETY AND SECURITY	
ON THE ROAD (SUBJECTS ABOVE) ON THE ROAD (SUBJECTS ABOVE)	BTW	180	TECHNICAL OPERATING SKILLS	
ON THE NOAD (SUBJECTS ABOVE)	OBS	180	TECHNICAL OPERATING SKILLS	
	Carlotte and the second	420	100 100 100	
TOTAL MINUTES INSTRUCTION				
TOTAL MINUTES INSTRUCTION		8 HOURS (AVERAGE)		

PEDESTRIAN AWARENESS				
	CLS	30	SAFETY AND SECURITY	
PREVENTING BACKING ACCIDENTS	CLS	30	SAFETY AND SECURITY	
ON THE ROAD, SAFE DRIVING SKILLS	BTW	180	TECHNICAL OPERATING SKILLS	
ON THE ROAD, SAFE DRIVING SKILLS	OBS	180	TECHNICAL OPERATING SKILLS	
TOTAL MINUTES INSTRUCTION		420		
		8 HOURS (AVAERAGE)		
DAYCTURA				
DAY SEVEN	01.0	T		
MERGING, LANE CHANGING AND PASSING	CLS	30	SAFETY AND SECURITY	
SPECIAL DRVING CONDITIONS	CLS	30	SAFETY AND SECURITY	
ON THE ROAD, SAFE DRIVING SKILLS ON THE ROAD, SAFE DRIVING SKILLS	BTW	180	TECHNICAL OPERATING SKILLS	_
ON THE ROAD, SAFE DRIVING SKILLS	OBS	180	TECHNICAL OPERATING SKILLS	
TOTAL MINUTES INSTRUCTION		420		
TO FACINITYO ILS 1145 (NOCTION		8 HOURS (AVERAGE)		
		6 HOURS (AVERAGE)		
DAY EIGHT				
MERGING, LANE CHANGING AND PASSING	CLS	70	CAFETY AND SECURITY	
SPECIAL DRVING CONDITIONS	CLS	30 30	SAFETY AND SECURITY	
ON THE ROAD, SAFE DRIVING SKILLS	BTW	180	SAFETY AND SECURITY	
ON THE ROAD, SAFE DRIVING SKILLS			TECHNICAL OPERATING SKILLS	
Sent the north of the Driving Skills	OBS	180	TECHNICAL OPERATING SKILLS	
TOTAL MINUTES INSTRUCTION	FIRST STATE OF	420	7.25.00	
		8 HOURS (AVERAGE)		
		- Hoons (HVEIMGE)		
DAY NINE				
AMERICANS WITH DISABILITIES ACT OF 1990	CLS	120	REGULATORY	
EFFECTIVELY COMMUNICATING W/PASSENGERS WITH DISABILITIES	CLS	90	CUSTOMER SERVICE	
PASSENGER ASSISTANCE TECHNIQUES	CLS	240		
QUIZ ON ALL MODULES	CLS	30	CUSTOMER SERVICE	
QUE ON ALL MODULES	CLS	30	CUSTOMER SERVICE	
TOTAL MINUTES INSTRUCTION		480		
permeasure secure management		8 HOURS (AVERAGE)		8
		The state of the s		-+
DAY TEN				
KEOLIS SENSITIVITY AND EMPATHY TRAINING (ADA FIELD DAY)	PDS	480	TECHNICAL OPERATING SKILLS	
		100	TECHNICAE OF ENATING SKILES	
TOTAL MINUTES INSTRUCTION		480		
		8 HOURS (AVERAGE)		8
DAY ELEVEN				
KEOLIS "THINKING LIKE A PASSENGER"	CLS	30	CUSTOMER SERVICE	
CONFLICT/AGGRESSION MANAGEMENT	CLS	60	CUSTOMER SERVICE	
ACCIDENT AND EMERGENCY PROCEDURES	CLS	30	SAFETY AND SECURITY	
COLLIER COUNTY OPERATOR HANDBOOK CURRICULUM*	CLS		COLLIER AREA SPECIFIC	
GENERAL RULES AND REGULATIONS		40	COLLIER AREA SPECIFC	
SAFETY EXPECTATIONS		20	COLLIER AREA SPECIFIC	
GENERAL CODE OF CONDUCT		40	COLLIER AREA SPECIFIC	
CUSTOMER RELATIONS		20	COLLIER AREA SPECIFIC	
GENERAL OPERATIONAL DUTIES		120	COLLIER AREA SPECIFIC	
FARE POLICIES/LOST ARTICLES		40	COLLIER AREA SPECIFIC	
PROPER RADIO USE		40	COLLIER AREA SPECIFIC	
DOCUMENTATION/PAPERWORK		20	COLLIER AREA SPECIFIC	
SCHEDULING AND ROUTING		50	COLLIER AREA SPECIFIC	
TOTAL MINUTES INSTRUCTION		480		
		8 HOURS (AVERAGE)		8
DAY TWELVE				
ROUTE TRAINING (PARATRANSIT)	CDT		ROUTE/LINE TRAINING	
TOTAL HOURS INSTRUCTION	militar (15%) bedinger	8 HOURS		8
DAY THIRTEEN				
ROUTE TRAINING (PARATRANSIT)	CDT	480	ROUTE/LINE TRAINING	
TOTAL HOURS INSTRUCTION	Control of the party	8 HOURS		8
DAY FOURTEEN			ROUTE/LINE TRAINING	
DAY FOURTEEN ROUTE TRAINING (PARATRANSIT)	CDT	480	ROUTE/EINE TRAINING	
ROUTE TRAINING (PARATRANSIT)	CDT	480	ROOTE/EINE TRAINING	
ROUTE TRAINING (PARATRANSIT) TOTAL HOURS INSTRUCTION	CDT	480 8 HOURS	ROOTE/LINE TRAINING	8
ROUTE TRAINING (PARATRANSIT) TOTAL HOURS INSTRUCTION DAY FIFTEEN	CDT		NOOTE/EINE TAAINING	8
ROUTE TRAINING (PARATRANSIT) TOTAL HOURS INSTRUCTION DAY FIFTEEN FIRST AID/CPR CERTIFICATION TRAINING	CDT		REQUIRED BY CONTRACT	8
ROUTE TRAINING (PARATRANSIT) TOTAL HOURS INSTRUCTION DAY FIFTEEN	CDT	8 HOURS		
ROUTE TRAINING (PARATRANSIT) TOTAL HOURS INSTRUCTION DAY FIFTEEN FIRST AID/CPR CERTIFICATION TRAINING	CDT	8 HOURS 480		
ROUTE TRAINING (PARATRANSIT) TOTAL HOURS INSTRUCTION DAY FIFTEEN FIRST AID/CPR CERTIFICATION TRAINING	CDT	8 HOURS 480		8

KEOLIS TRANSIT AMERICA FIXED ROUTE OPERATOR EDUCATION PROGRAM

		100 C		
DAY ONE	1		CONTRACT COMPLIANCE	TOTAL TIN
NAME OF CLASS	INSTRUCTION TYPE	HOURS (MINUTES)	COMPLIANCE	
WELCOME, KEOLIS & LOCAL INFORMATION	CLS	60	COMPANY	
TRODUCTION TO PROFESSIONAL DRIVING/CDL REQUIREMENTS	CLS	60	SAFETY AND SECURITY	
FEDERAL REGULATIONS	CLS	30	SAFETY AND SECURITY	
HAZARDS COMMUNICATIONS	CLS	30	REGULATORY	
MPLOYEE AWARENESS (FTA DRUG AND ALCOHOL TRAINING)	CLS	60	REGULATORY	
PREVENTING HARASSMENT	CLS	30	COMPANY	
BLOODBORNE PATHOGENS	CLS	20	REGULATORY	
FATIGUE MANAGEMENT	CLS	30	SAFETY AND SECURITY	
WELLNESS	CLS	20	COMPANY	
WHISTLEBLOWER	CLS	30	COMPANY	
SAFETY BEST PRACTICES	CLS	90	SAFETY AND SECURITY	
TOTAL (MINUTES) INSTRUCTION		,		
TOTAL (MINUTES) INSTRUCTION		460		
		8 hours (AVERAGE)		
DAY TWO			7	1
INTRODUCTION TO THE BUS	CLS	30	SAFETY AND SECURITY	
PRE TRIP INSPECTIONS/ EMERGENCY EXITS	CLS	30	SAFETY AND SECURITY	
PRE TRIP AND POST TRIP INSPECTIONS/ EMERGENCY EXITS	PDS	60	TECHNICAL OPERATING SKILLS	
PRE TRIP AND POST TRIP INSPECTIONS	OBS	60	TECHNICAL OPERATING SKILLS	
MIRROR ADJUSTMENTS/REFERENCE POINTS	CLS	30	SAFETY AND SECURITY	
MIRROR ADJUSTMENTS/REFERENCE POINTS	PDS	60	TECHNICAL OPERATING SKILLS	+
MIRROR ADJUSTMENTS/REFERENCE POINTS	OBS	60	TECHNICAL OPERATING SKILLS	
LLLC DEFENSIVE DRIVING	CLS	90	SAFETY AND SECURITY	
	CES	30	SAFETT AND SECURITY	
TOTAL MINUTES INSTRUCTION		420		
		8 HOURS (AVERAGE)		
DAY THREE				
PRE TRIP AND POST TRIP INSPECTION	PDS	30		
PRE TRIP AND POST TRIP INSPECTION	OBS	30	TECHNICAL OPERATING SKILLS	
CLOSED (SKILLS) COURSE	BTW	180	TECHNICAL OPERATING SKILLS	
CLOSED (SKILLS) COURSE	OBS		TECHNICAL OPERATING SKILLS	
SESSED (SKILLS) COOKSE	OBS	180	TECHNICAL OPERATING SKILLS	_
TOTAL MINUTES INSTRUCTION	S BA DAY OF BUILDING	420	and the first of t	
And the second s		8 HOURS (AVERAGE		-
		O HOUNS PAVENAGE		
DAY FOUR				
PREVENTING DRIVER DISTRACTION	CLS	30	SAFETY AND SECURITY	
FOLLOWING DISTANCE	CLS	30	SAFETY AND SECURITY	
ON THE ROAD (SUBJECTS ABOVE)	BTW	180	TECHNICAL OPERATING SKILLS	
ON THE ROAD (SUBJECTS ABOVE)	OBS	180	TECHNICAL OPERATING SKILLS	
TOTAL MINUTES INSTRUCTION	The state of the s			
TOTAL WING TES INSTRUCTION	CHARLES THE THE TANK	420		
		8 HOURS (AVERAGE)		
DAY FIVE				1
INTERSECTIONS	CLS	30	SAFETY AND SECURITY	-
RAILROAD CROSSINGS	CLS	30	SAFETY AND SECURITY	-
ON THE ROAD (SUBJECTS ABOVE)	BTW	180	TECHNICAL OPERATING SKILLS	+
ON THE ROAD (SUBJECTS ABOVE)	OBS	180	TECHNICAL OPERATING SKILLS	-
TOTAL MINUTES INSTRUCTION				
TOTAL WIND TES INSTRUCTION	ALL DESCRIPTION OF THE PARTY OF	420		
		8 HOURS (AVERAGE)		

7		· ·		
PEDESTRIAN AWARENESS	CLS	30	SAFETY AND SECURITY	
PREVENTING BACKING ACCIDENTS	CLS	30	SAFETY AND SECURITY	
ON THE ROAD, SAFE DRIVING SKILLS	BTW	180	TECHNICAL OPERATING SKILLS	
ON THE ROAD, SAFE DRIVING SKILLS	OBS	180	TECHNICAL OPERATING SKILLS	
TOTAL MINUTES INSTRUCTION		470		_
TOTAL WINGTES INSTRUCTION		8 HOURS (AVAERAGE)		
		8 HOORS (AVAERAGE)		
DAY SEVEN				
MERGING, LANE CHANGING AND PASSING	CLS	30	SAFETY AND SECURITY	
SPECIAL DRVING CONDITIONS	CLS	30	SAFETY AND SECURITY	
ON THE ROAD, SAFE DRIVING SKILLS	BTW	180	TECHNICAL OPERATING SKILLS	
ON THE ROAD, SAFE DRIVING SKILLS	OBS	180		
TOTAL MINUTES INSTRUCTION		420		
		8 HOURS (AVERAGE)		
DAVEIGHT				
AMERICANS WITH DISABILITIES ACT OF 1990	CI C		100000000000000000000000000000000000000	
EFFECTIVELY COMMUNICATING W/PASSENGERS WITH DISABILITIES	CLS	120	REGULATORY	
PASSENGER ASSISTANCE TECHNIQUES	CLS	90	CUSTOMER SERVICE	
QUIZ ON ALL MODULES	CLS	240	CUSTOMER SERVICE	
QUIE ON ALE MODULES	CLS	30	CUSTOMER SERVICE	
TOTAL MINUTES INSTRUCTION	A LONG	480		
11/2000-0-10/2009		8 HOURS (AVERAGE)		
				_
DAY NINE				
KEOLIS SENSITIVITY AND EMPATHY TRAINING (ADA FIELD DAY)	PDS	480	TECHNICAL OPERATING SKILLS	
TOTAL MINUTES INSTRUCTION	Heritage Harris	480		
		8 HOURS (AVERAGE)		
DAY TEN				
KEOLIS "THINKING LIKE A PASSENGER"	CLS	30	CUSTOMER SERVICE	
CONFLICT/AGGRESSION MANAGEMENT	CLS	60	CUSTOMER SERVICE	
ACCIDENT AND EMERGENCY PROCEDURES COLLIER COUNTY OPERATOR HANDBOOK CURRICULUM*	CLS	30	SAFETY AND SECURITY	
GENERAL RULES AND REGULATIONS	CLS		COLLIER AREA SPECIFIC	
SAFETY EXPECTATIONS		40	COLLIER AREA SPECIFC	
GENERAL CODE OF CONDUCT		20 40	COLLIER AREA SPECIFIC	
CUSTOMER RELATIONS		20	COLLIER AREA SPECIFIC	_
GENERAL OPERATIONAL DUTIES		120	COLLIER AREA SPECIFIC COLLIER AREA SPECIFIC	
FARE POLICIES/LOST ARTICLES		40	COLLIER AREA SPECIFIC	_
PROPER RADIO USE		40	COLLIER AREA SPECIFIC	
DOCUMENTATION/PAPERWORK		20	COLLIER AREA SPECIFIC	
SCHEDULING AND ROUTING		50	COLLIER AREA SPECIFIC	-
TOTAL MINUTES INSTRUCTION		480		
		8 HOURS (AVERAGE)		
DAY ELEVEN				
ROUTE/LINE TRAINING (FIXED ROUTE)	CDT	480	ROUTE/LINE TRAINING	
TOTAL HOURS INSTRUCTION		8		
DAY TWELVE		480		
ROUTE TRAINING (FIXED ROUTE)	CDT	400		
TOTAL HOURS INSTRUCTION	CDI	480	ROUTE/LINE TRAINING	
TO THE HOURS INSTRUCTION		8 HOURS		
DAY THIRTEEN		480		-
ROUTE TRAINING (FIXED ROUTE)	CDT	480	ROUTE/LINE TRAINING	-
	ATTENDED TO	8 HOURS	ROOTE/LINE TRAINING	
TOTAL HOURS INSTRUCTION				_
TOTAL HOURS INSTRUCTION				_
DAY FOURTEEN				
DAY FOURTEEN ROUTE TRAINING (FIXED ROUTE)	CDT	480	ROUTE/ LINE TRAINING	
DAY FOURTEEN	CDT	480 8 HOURS	ROUTE/ LINE TRAINING	+
ROUTE TRAINING (FIXED ROUTE) TOTAL HOURS INSTRUCTION	CDT		ROUTE/ LINE TRAINING	
ROUTE TRAINING (FIXED ROUTE) TOTAL HOURS INSTRUCTION DAY FIFTEEN	CDT		ROUTE/ LINE TRAINING	
ROUTE TRAINING (FIXED ROUTE) TOTAL HOURS INSTRUCTION DAY FIFTEEN FIRST AID/CPR CERTIFICATION TRAINING	CDT	8 HOURS	ROUTE/ LINE TRAINING REQUIRED BY CONTRACT	
ROUTE TRAINING (FIXED ROUTE) TOTAL HOURS INSTRUCTION DAY FIFTEEN	CDT	8 HOURS		
ROUTE TRAINING (FIXED ROUTE) TOTAL HOURS INSTRUCTION DAY FIFTEEN FIRST AID/CPR CERTIFICATION TRAINING	CDT	8 HOURS		

CAT/FDOT Preventative Maintenance Standards (PM)

The following components must be checked during an "A" inspection (6,000 Miles):

Interior Inspection:

- Fire Extinguisher (s)/ First Aid Kit / Safety Triangles
- All Seats / Seat Belts
- Doors / Hinges / Latches/Emergency Exits
- Interlock System
- Flooring /Headliner / Side Panels /Grab Rails
- Mirrors
- Interior Lights
- Exterior Lights / Horn
- Warning system
- Starter System / Back-up Alarm
- Air System Check
- Windshield / Windshield Wipers / Washers / Blades
- Windows
- Comfort System

Exterior Inspection:

- Exterior Body and Components
- <u>Tires and Wheels</u>
- Access Doors

Service and Operation Inspection

- Engine and Oil Filter
- Ball Joints / Steering / Drive Line (Lubricate)
- Battery
- Cooling System
- Air Cleaner / Filters
- Belts / Hoses / Wiring
- Under Hood / Exhaust System
- Service and Parking Brakes
- Accelerator/ Brake Pedal

CAT/FDOT Preventative Maintenance Standards (PM)

The following components must be checked during a "B" inspection (12,000 Miles), in addition to the components that are checked during an "A" inspection:

- <u>Brakes</u>
- Operational Check
- Transmission

The following components must be checked during a "C" inspection (24,000 Miles), in addition to the components that are checked during an "A" and "B" inspection:

- Wheel Bearings / Driveshaft
- Shocks / Springs
- Rear Differential
- Fuel Tank
- Engine Tune-Up
- Cooling System
- Change Transmission Fluid and Filter

Accessories

- Wheel Chair Lift and Accessories
- <u>License Plates / Registration / Operators Manual</u>
- Air Conditioning Systems Check