

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:

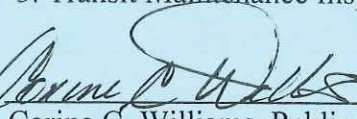
At the request of PTAC board member, a mobile meeting was coordinated by Public Transit and Neighborhood Enhancement to provide member with a general overview of the County's daily function of the CAT transit services and it operations. The mobile meeting will include a bus tour from the Government Center 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.

Recommendation: N/A

- Attachments:**
- 1.Fixed Route Training Outline
 2. Para Transit Training Outline
 3. Transit Maintenance Inspection Outline

Prepared by:




Corine C. Williams, Public Transit Manager

Date:

10/16/15

Approved by:



Michelle Arnold, Director

Date:

10-16-15

KEOLIS TRANSIT AMERICA PARATRANSIT OPERATOR EDUCATION PROGRAM

DAY ONE (ORIENTATION)			CONTRACT COMPLIANCE	TOTAL TIME
NAME OF CLASS	INSTRUCTION TYPE	HOURS (MINUTES)	COMPLIANCE	
WELCOME, KEOLIS & LOCAL INFORMATION	CLS	60	COMPANY	
INTRODUCTION 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		460		
		8 hours (AVERAGE)		8
DAY TWO				
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	
TOTAL MINUTES INSTRUCTION		420		
		8 HOURS (AVERAGE)		8
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	TECHNICAL OPERATING SKILLS	
TOTAL MINUTES INSTRUCTION		420		
		8 HOURS (AVERAGE)		8
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		420		
		8 HOURS (AVERAGE)		8
DAY FIVE				
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		420		
		8 HOURS (AVERAGE)		8
DAY SIX				

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 (AVERAGE)		8
DAY SEVEN				
MERGING, LANE CHANGING AND PASSING	CLS	30	SAFETY AND SECURITY	
SPECIAL DRIVING 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	TECHNICAL OPERATING SKILLS	
TOTAL MINUTES INSTRUCTION		420		
		8 HOURS (AVERAGE)		8
DAY EIGHT				
MERGING, LANE CHANGING AND PASSING	CLS	30	SAFETY AND SECURITY	
SPECIAL DRIVING 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	TECHNICAL OPERATING SKILLS	
TOTAL MINUTES INSTRUCTION		420		
		8 HOURS (AVERAGE)		8
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	CUSTOMER SERVICE	
QUIZ ON ALL MODULES	CLS	30	CUSTOMER SERVICE	
TOTAL MINUTES INSTRUCTION		480		
		8 HOURS (AVERAGE)		8
DAY TEN				
KEOLIS SENSITIVITY AND EMPATHY TRAINING (ADA FIELD DAY)	PDS	480	TECHNICAL OPERATING SKILLS	
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 SPECIFIC	
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		8 HOURS		8
DAY THIRTEEN				
ROUTE TRAINING (PARATRANSIT)	CDT	480	ROUTE/LINE TRAINING	
TOTAL HOURS INSTRUCTION		8 HOURS		8
DAY FOURTEEN				
ROUTE TRAINING (PARATRANSIT)	CDT	480	ROUTE/LINE TRAINING	
TOTAL HOURS INSTRUCTION		8 HOURS		8
DAY FIFTEEN				
FIRST AID/CPR CERTIFICATION TRAINING		480	REQUIRED BY CONTRACT	
TOTAL HOURS INSTRUCTION		8 HOURS		8
TOTAL HOURS INSTRUCTION				120

KEOLIS TRANSIT AMERICA FIXED ROUTE OPERATOR EDUCATION PROGRAM

DAY ONE			CONTRACT COMPLIANCE	TOTAL TIME
NAME OF CLASS	INSTRUCTION TYPE	HOURS (MINUTES)	COMPLIANCE	
WELCOME, KEOLIS & LOCAL INFORMATION	CLS	60	COMPANY	
INTRODUCTION 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		460		
		8 hours (AVERAGE)		8
DAY TWO				
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	
LLC DEFENSIVE DRIVING	CLS	90	SAFETY AND SECURITY	
TOTAL MINUTES INSTRUCTION		420		
		8 HOURS (AVERAGE)		8
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	TECHNICAL OPERATING SKILLS	
TOTAL MINUTES INSTRUCTION		420		
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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	
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TOTAL MINUTES INSTRUCTION		420		
		8 HOURS (AVERAGE)		8
DAY SIX				

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		8 HOURS (AVERAGE)		8
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SPECIAL DRIVING CONDITIONS	CLS	30	SAFETY AND SECURITY	
ON THE ROAD, SAFE DRIVING SKILLS	BTW	180	TECHNICAL OPERATING SKILLS	
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DAY EIGHT				
AMERICANS WITH DISABILITIES ACT OF 1990	CLS	120	REGULATORY	
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QUIZ ON ALL MODULES	CLS	30	CUSTOMER SERVICE	
TOTAL MINUTES INSTRUCTION		480		
		8 HOURS (AVERAGE)		8
DAY NINE				
KEOLIS SENSITIVITY AND EMPATHY TRAINING (ADA FIELD DAY)	PDS	480	TECHNICAL OPERATING SKILLS	
TOTAL MINUTES INSTRUCTION		480		
		8 HOURS (AVERAGE)		8
DAY TEN				
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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 ELEVEN				
ROUTE/LINE TRAINING (FIXED ROUTE)	CDT	480	ROUTE/LINE TRAINING	
TOTAL HOURS INSTRUCTION		8		8
		480		
DAY TWELVE				
ROUTE TRAINING (FIXED ROUTE)	CDT	480	ROUTE/LINE TRAINING	
TOTAL HOURS INSTRUCTION		8 HOURS		8
		480		
DAY THIRTEEN				
ROUTE TRAINING (FIXED ROUTE)	CDT	480	ROUTE/LINE TRAINING	
TOTAL HOURS INSTRUCTION		8 HOURS		8
DAY FOURTEEN				
ROUTE TRAINING (FIXED ROUTE)	CDT	480	ROUTE/ LINE TRAINING	
TOTAL HOURS INSTRUCTION		8 HOURS		8
DAY FIFTEEN				
FIRST AID/CPR CERTIFICATION TRAINING		480	REQUIRED BY CONTRACT	
TOTAL HOURS INSTRUCTION		8 HOURS		8
TOTAL HOURS INSTRUCTION				120

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
- Tires and Wheels
- 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:

- Brakes
- 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
- License Plates / Registration / Operators Manual
- Air Conditioning Systems Check