

Mandatory and optional training classes for job descriptions

Information compiled on September 2, 2009

The Question: Do you have designated mandatory and optional training classes for the following job descriptions? If so, please list them and mark them as being mandatory or optional.

- Communication Center (Dispatcher/Scheduler) and Customer Service Personnel
- Communication Center Supervisor
- Drivers/Operators
- Road Supervisor
- Safety & Training Supervisor
- Operations Manager and Assistant Manager (mid-level training)

Asotin County PTBA says...Not at this time,

Columbia County Public Transportation says...We don't have any optional training for any of our positions. All training is mandatory within our agency.

CUBS says...Other than our new employee safety orientation and reasonable suspicion training, we really don't have anything mandatory, and as you know we don't deal with the communications piece. Other than what you require of your drivers/operators, that's about it.

Grays Harbor Transit says...We have mandatory driver training, the other categories we try to get classes for those when they are available.

Jefferson Transit says...JTA job descriptions do not reach the level of detail of training requirements.

Link Transit says...We have training for Dispatchers, Schedulers and Guest Service Personnel that is mainly on the job training. Lyle would have to discuss the training for Dispatch and Scheduler, Road Sups and Operations Managers. I can address Guest Services. We do not have a Communications Center Supervisor.

Guest Services personnel are trained on the job to learn routes, answer questions, use our software and other technologies. They work on the telephone and in person.

Coach Operators have an extensive list of training which includes CDL, PASS, guest service, etc. Lyle can request that our supervisor in charge of training forward a complete list to you if you wish.

Pacific Transit says...We only have mandatory training for drivers. Pacific Transit can't afford all these other positions, so therefore no other training applies.

Pierce Transit says...Please see the attachment, it is the training program schedule for new operators. It has both the mandated classes (such as federally mandated drug and alcohol training) and optional classes alluded to. However, our philosophy is that all the classes in the training program are required.

For the instructors, I have established a series of courses that are required. All instructors have taken the following required classes to become an instructor:

- 19 classes that make up the requirements for the Safety & Health Specialist certification. (Classes and descriptions can be found on the Evergreen Safety Council website at www.esc.org)
- Defensive driving certification
- First aid/CPR-BBP-AED certification

A couple of optional certifications are the Health & Safety Technician series and Rape Aggression Defense (RAD)

Pullman Transit says...Yes to all

- Communication Center (Dispatcher/Scheduler) and Customer Service Personnel (Optional)
- Communication Center Supervisor (Mandatory)
- Drivers/Operators (Mandatory)
- Road Supervisor (Mandatory)
- Safety & Training Supervisor (Mandatory)
- Operations Manager and Assistant Manager (mid-level training) (Optional)

Skagit Transit says...Communication Center (Dispatcher/Scheduler) and Customer Service Personnel

Trapeze Scheduling Software (Mandatory)

First Aid, CPR, AED (Mandatory)

Communication Center Supervisor

Trapeze Scheduling Software (Mandatory)

First Aid, CPR, AED (Mandatory)

Drivers/Operators

Commercial Drivers License (Mandatory)

Route Training

First Aid, CPR, AED (Mandatory)

Road Supervisor

First Aid, CPR, AED (Mandatory)

Safety & Training Supervisor

Operations Manager and Assistant Manager (mid-level training)

First Line Supervisor
Drug and Alcohol Training (Mandatory)
First Aid, CPR, AED (Mandatory)

Spokane Transit says...With the exception of drivers, STA has limited pre-established training either mandatory or optional. Our turnover in these positions is very limited so training is OJT. Supervisors have a management training course including drug and alcohol. Our drivers have a 7 week initial course and one day annually of “advanced training”. The advanced training varies each year such as customer service, emergency procedures, securements, etc.

WSTIP says ... For the most part FTA limits the amount of mandated training (mostly drug and alcohol and regulation controlled areas). All of the training areas requested in the “Ask” are usually set up and addressed in their agencies policies and procedures. However, WSTIP in our Best Practices Guidelines does recommend all supervisors and managers receive adequate levels of training in their areas of responsibility. The Best Practice Guidelines that relate with the specific questions are as follows:

Transit systems shall have a comprehensive up to date accident prevention/safety program (APP)... The Program shall contain the following standards and provide training and equipment to address risk as necessary:

- Hazard Communications-Worker Right to Know
- Fall protection
- Bloodborne pathogens
- First Aid
- Respirator protection
- Forklift protection
- Hearing conservation
- Confined space
- Lock-out – tag-out
- Eve protection

New operators will receive documented training in the areas of:

- General orientation of role of operator
- Philosophy of transit agency
- Coworker relations (no tolerance policy for discrimination, sexual harassment/misconduct, disrespectful behavior)
- Passenger relations skills, policies
- Child and youth passenger procedures (school services)
- Operator policies, expectations
- Safety program policies
- Defensive driving skills
- Fare policies (if applicable)
- Radio procedures

- Accident/emergency procedures, reporting
- Pre- and post-trip inspections
- Coach and route qualification procedures
- Wheelchair securement procedures
- Security

One the road training will include the following:

- Vehicle operation details
- Defensive driving
- Maneuvering
- Backing procedures
- Route qualification-training

Documented refresher training will be conducted in the following areas not less than every 2 years:

- Defensive driving and bus maneuvering skills
- Wheelchair securement and safe lifting procedures

To specifically address the areas requested in the “Ask” for what resources are available for training, I would recommend TSI’s (Transportation Safety Institute) Supervisor Certification Course Class for specific training in Road Supervision, Safety and Training Supervision, and Operations Management (TSI is next offering that class later this year at one of WSTIP’s properties, Spokane, December 7-11).

To address the Driver Operator training, I would again recommend TSI’s Instructors Course in Bus Operator Training. The course not only instructs trainers how to hone their instruction skills, but they will receive a specific training program to use at their property (we currently have some of our properties using that program for instructing operators). WSTIP will be hosting that class July 12 – 15, 2010 at the Everett Station.

The Communication Center training is usually developed in house due to the individual and varying needs of the property. My suggestion is to follow the input and responses from the “Ask” regarding what other properties provide for their communication center training.



NEW OPERATOR TRAINING PROGRAM

CLASS 01-09

JULY 20, 2009 – AUGUST 21, 2009

TO DISPATCH ON OCTOBER 16, 2009

**VERSION 1
UPDATED 6/9/09**

**INSTRUCTORS REQUIRED: 6
VEHICLES REQUIRED FOR ON ROAD DAYS: 6**

DAY 1
MONDAY, JULY 20, 2009

8:00 a.m. – 8:15 a.m.

John Harkins
Security Specialist

Safety & Training Staff

8:15 a.m. - 10:00 a.m.

Lynne Griffith
CEO

Sam Desue
VP Transportation Services

Dan Dzyacky
Director of Operations

Liz Williams
Fixed Route Operations Manager

TRAINING ROOM 2 (ST. HELENS ROOM)

Employee Badges and Parking Permits

Collect and Photocopy:

DOT Medical Certificate

CDL Permit-Third Party Tester's Form

License

Welcome to Pierce Transit

Class Introductions

10:00 a.m. -10:15 a.m.

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**10:15 a.m. – 11:15 a.m.**

***Liz Williams***  
*Fixed Route Operations Manager*

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| Training Manual<br>Section A |
|------------------------------|

Pierce Transit's Mission Statement

Pierce Transit's Expectations

Trainee's Expectations

Organizational Chart

Staff Commitment

**11:15 a.m. -12:15 p.m.**

~~~~~**LUNCH**~~~~~

12:15 p.m. – 1:30 p.m.

Fred Nelson
Bus Safety & Training Manager

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| Training Manual
Section A |
|------------------------------|

Safety & Training Approach

Training Program Overview

Training Phases

Evaluation Criteria

1:30 p.m. – 1:45 p.m.

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**1:45 p.m. – 4:45 p.m.**

***Jean White***  
*Senior Human Resources Analyst*

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| Training Manual<br>Section B |
|------------------------------|

**DRUG & ALCOHOL**

Pierce Transit's D&A Policy & Procedures

Why D&A Training

Regulatory Requirements

D&A Testing

Effects of D&A Abuse

COURSE CODE: OP NEW HIRE

**DAY 2**  
**TUESDAY, JULY 21, 2009**

**8:00 a.m. – 12:00 p.m.**

***Stephanie Ostmann***

*Employee Relations Coordinator*

***Jerry Heath***

*Fixed Route Assistant Manager*

**TRAINING ROOM 2 (ST. HELENS RM)**

**PREVENTING WORKPLACE**

**HARASSMENT:**

Pierce Transit's Anti-Harassment Policy

What is Workplace Harassment

Responding to Workplace Harassment

Management's Responsibility

**12:00 p.m. - 1:00 p.m.**

~~~~~*LUNCH*~~~~~

1:00 p.m. – 3:00 p.m.

Alberto Lara

VP Human Resources

Laura Nakamura

HR Analyst

EMPLOYEE BENEFITS

3:00 p.m. – 4:00 p.m.

Cheryl Roma

Physical Therapist

ERGONOMICS

Injury Prevention, Posture, Seat Fitting Tips

COURSE CODE: OP TRN ERGONOM

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| *REQUIRED READING FOR TOMORROW'S CLASS – Operator's Manual Sections A (Attendance) & C (Appearance Standards) |
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DAY 3
WEDNESDAY, JULY 22, 2009

8:00 a.m. – 1:30 p.m.

TRAINING ROOM 2 (ST. HELENS RM)

Rene Bartlett

Safety & Training Instructor

Krista Sheehy

Safety & Training Instructor

EVERSAFE DRIVING PROGRAM

DEFENSIVE DRIVING

Chapter 1 – Motor Vehicle Crash Statistics

Chapter 2 – Elements of a Motor Vehicle Crash

Chapter 3 - The Vehicle & Equipment

Chapter 4 – The Driver – Are You in Control

Chapter 5 – The Conditions, Environment & Other
Drivers

1:30 p.m. -2:00 p.m.

~~~~~LUNCH~~~~~

2:00 p.m. – 4:30 p.m.

Sue Woodward

Safety & Training Instructor

OPERATOR'S MANUAL

Appearance Standards

Attendance Policy

BASIC DRIVING PRACTICE

DAY 4
THURSDAY, JULY 23, 2009

6:00 a.m. – 7:00 a.m.

TRAINING ROOM 2 (ST. HELEN'S RM)

Mark Veach

Safety & Training Instructor

PROPER MIRROR ADJUSTMENT

7:00 a.m. – 7:15 a.m.

~~~~~*BREAK*~~~~~

7:15 a.m. – 8:30 a.m.

Mark Veach

Safety & Training Instructor

CDL Pre-Trip Inspection

PT Pre-Trip Inspection

8:30 a.m. – 8:45 a.m.

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8:45 a.m. – 2:00 p.m.

Safety & Training Instructors

PT LOT/ON ROAD

VEHICLE FAMILIARIZATION

(LUNCH ON ROAD)

DAY 5
FRIDAY, JULY 24, 2009

6:00 a.m. – 2:00 p.m.
Safety & Training Instructors

ON ROAD TRAINING
(LUNCH ON ROAD)

***REVIEW SECTIONS F & G (Operating Procedures) IN OPERATOR'S MANUAL FOR TOMORROW'S CLASS**

DAY 6
MONDAY, JULY 27, 2009

6:00 a.m. – 8:30 a.m.

TRAINING ROOM 2 (ST. HELENS RM)

Mark Veach

Safety & Training Instructor

Fred Nelson

Bus Safety & Training Manager

FATIGUE AWARENESS

Factors that Affect Fatigue

Circadian Rhythm

Sleep Habits (Two Stages)

Work Schedule

Sleep vs. Performance

8:30 a.m. – 8:45 a.m.

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8:45 a.m. – 1:15 p.m.

Safety & Training Instructors

**ON ROAD TRAINING
(LUNCH ON ROAD)**

1:30 p.m. – 2:00 p.m.

Laura Nakamura

HR Analyst

COLLECT HR PAPERWORK

DAY 7
TUESDAY, JULY 28, 2009

6:00 a.m. – 7:00 a.m.

TRAINING ROOM 2 (ST. HELENS RM)

Keith Lassen
Safety & Training Instructor

Administer Quiz 1

7:00 a.m. – 7:15 a.m.

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7:15 a.m. – 2:00 p.m.

*Safety & Training Instructors*

**ON ROAD TRAINING**  
**(LUNCH ON ROAD)**

**\*REQUIRED READING FOR THE NEXT CLASS: Operator's Manual Section I (Radio Procedures)**

**DAY 8**  
**WEDNESDAY, JULY 29, 2009**

6:00 a.m. – 7:30 a.m.

TRAINING ROOM 2 (ST. HELENS RM)

***Rick Drescher***  
*Safety & Training Instructor*

**REPORTING FORMS:**  
Accident Reports  
OJI Reports  
Incident Reports  
Performance Evaluations  
Observation Reports  
Accident Kits  
Security Incident Reports

7:30 a.m. – 7:45 a.m.

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7:45 a.m. – 9:40 a.m.

TRAINING ROOM 2 (ST. HELENS RM)

Ray Hawkins
Communications Center Assistant Manager

RADIO PROCEDURES
Trax (CAD/AVL)

9:45 a.m. – 12:15 p.m.

TRAINING ROOM 2 (ST. HELENS RM)

Rick Drescher
Safety & Training Instructor

“START TRAINING” Program
Customer Service and Internal Relations
The Operator’s Role in Public Transit
Rules, Guidelines & Exceptions
Conflict Avoidance

12:15 p.m.- 12:45 p.m.

~~~~~**LUNCH**~~~~~

(Report to St Helens Room at 12:45)

12:45 p.m. – 2:30 p.m.

***Sue Woodward***  
*Safety & Training Instructor*

**Tour of Buildings 4 & 5**  
**Keys**

COURSE CODE: OP AGEN SECURI  
COURSE CODE: OP TRN “START”  
COURSE CODE: OP TRN RADIO

**DAY 9**  
**THURSDAY, JULY 30, 2009**

**8:00 a.m. – 12:00 p.m.**

**TRAINING ROOM 2 (ST. HELENS RM)**

***Stephanie Ostmann***  
*Employee Relations Coordinator*

***Sue Woodward***  
*Safety & Training Instructor*

**ACCESSIBILITY**  
Myths, Stereotypes & Realities of Disabilities  
Using the System  
Making Our Service Accessible  
Employment Issues

**12:00 p.m. – 12:30 p.m.**

**~~~~~LUNCH~~~~~**

**12:30 p.m. – 4:30 p.m.**

**TRAINING ROOM 2 (ST. HELENS RM)**

***Sue Woodward***  
*Safety & Training Instructor*

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| Training Manual<br>Section M |
|------------------------------|

**ACCESSIBILITY:**  
Accessibility Boarding Policy  
ADA Requirements  
Who Can Use the Lift  
Mobility Device Aids  
Communication  
Emergency Evacuation  
General Information  
ADA Booklets - Handouts

**DAY 10**  
**FRIDAY, JULY 31, 2009**

**6:00 a.m. – 7:00 a.m.**

**TRAINING ROOM 2 (ST. HELENS RM)**

***Rick Drescher***  
*Safety & Training Instructor*

**MSDS – The “Right to Know” Law**  
**Fire Extinguisher – How to Use**

***Sue Woodward***  
*Safety & Training Instructor*

**7:00 a.m. – 7:15 a.m.**

**~~~~~BREAK~~~~~**

**7:15 a.m. – 2:00 p.m.**  
***Safety & Training Instructors***

**ON ROAD TRAINING**  
**(LUNCH ON ROAD)**

**DAY 11**  
**MONDAY, AUGUST 3, 2009**

6:00 a.m. – 12:00 p.m.  
*Safety & Training Instructors*

**ON ROAD TRAINING**  
**(LUNCH ON ROAD)**

12:00 p.m. – 2:00 p.m.

**TRAINING ROOM 2 (ST. HELENS RM)**

***Joe Larson***  
*Risk Manager*

**RISK MANAGEMENT:**  
Pierce Transit Employee/Safety & Health  
Handbook

***Saada Gegoux***  
*Claims Administrator*

Workplace Injury Information  
Worker's Compensation Filing Information

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| Training Manual<br>Section K |
|------------------------------|

**DAY 12**  
**TUESDAY, AUGUST 4, 2009**

6:00 a.m. – 2:00 p.m.  
*Safety & Training Instructors*

**ON ROAD TRAINING**  
**(LUNCH ON ROAD)**

DAY 13  
WEDNESDAY, AUGUST 5, 2009

6:00 a.m. – 11:00 a.m.

TRAINING ROOM 2 (ST. HELENS RM)

***Rene Bartlett***

*Safety & Training Instructor*

**FIRST AID/CPR Part 1**

11:00 a.m. – 11:30 a.m.

~~~~~LUNCH~~~~~

11:30 a.m. – 2:30 p.m.

Jeff Backes

Safety & Training Instructor

FIRST AID/CPR Part 2

AED

BLOODBORNE PATHOGEN

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| Training Manual
Section N |
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COURSE CODE: OP TRN FA/CPR 8

COURSE CODE: OP TRN BBP 1

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| *REQUIRED READING FOR TOMORROW'S CLASS: Operator's Manual Section H (Fares) |
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DAY 14
THURSDAY, AUGUST 6, 2009

6:00 a.m. – 9:00 a.m.

TRAINING ROOM 2 (ST. HELENS RM)

Rick Drescher

Safety & Training Instructor

FARE STRUCTURE

Sue Woodward

Safety & Training Instructor

Rene Bartlett

Safety & Training Instructor

9:00 a.m. – 9:15 a.m.

~~~~~**BREAK**~~~~~

9:15 a.m. – 2:00 p.m.

*Safety & Training Instructors*

**ON ROAD TRAINING  
(LUNCH ON ROAD)**

DAY 15  
FRIDAY, AUGUST 7, 2009

6:00 a.m. – 8:30 a.m.

*Keith Lassen*

*Safety & Training Instructor*

TRAINING ROOM 2 (ST. HELENS RM)

ORCA (Smart Card)

Fare Box

*Sue Woodward*

*Safety & Training Instructor*

*Rene Bartlett*

*Safety & Training Instructor*

8:30 a.m. – 8:45 a.m.

~~~~~*BREAK*~~~~~

8:45 a.m. – 2:00 p.m.

Safety & Training Instructors

ON ROAD TRAINING
(LUNCH ON ROAD)

DAY 16
MONDAY, AUGUST 10, 2009

6:00 a.m. – 2:00 p.m.
Safety & Training Instructors

ON ROAD TRAINING
(LUNCH ON ROAD)

***REQUIRED READING FOR THE NEXT CLASS: Seattle Express Service Operating Procedures, Section S**

DAY 17
TUESDAY, AUGUST 11, 2009

6:00 a.m. – 7:00 a.m.

TRAINING ROOM 2 (ST. HELENS RM)

Keith Lassen
Safety & Training Instructor

**SEATTLE EXPRESS SERVICE
OPERATING PROCEDURES**

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| Training Manual
Section S |
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7:00 a.m. – 7:15 a.m.

~~~~~**BREAK**~~~~~

**7:15 a.m. – 2:00 p.m.**  
***Safety & Training Instructors***

**ON ROAD TRAINING  
(LUNCH ON ROAD)**

**DAY 18**  
**WEDNESDAY, AUGUST 12, 2009**

**6:00 a.m. – 8:00 a.m.**

**TRAINING ROOM 2 (ST. HELENS RM)**

***Mark Veach***  
*Safety & Training Instructor*

**INTRODUCTION TO THE SCHEDULE  
BOOK**

***Jeff Backes***  
*Safety & Training Instructor*

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| Training Manual<br>Section O |
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**8:00 a.m. – 8:15 a.m.**

**~~~~~BREAK~~~~~**

**8:15 a.m. – 2:00 p.m.**  
***Safety & Training Instructors***

**ON ROAD TRAINING  
(LUNCH ON ROAD)**

**DAY 19**  
**THURSDAY, AUGUST 13, 2009**

**8:30 a.m. – 10:00 a.m.**

**TRAINING ROOM 2 (ST. HELENS RM)**

***Earl Fowlkes***

*Assistant Manager- Dispatch*

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| Training Manual<br>Section F & H |
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**DISPATCH EXPECTATIONS**

Reports & Days Off/HASTUS/Dispatch

Agency Phone Numbers

Request for Time Off/Sick/Late Board Policy

Probationary Sick/Late Policy

Return from Sick Procedures/Declining Work  
Policy

**10:00 a.m. – 10:15 a.m.**

**~~~~~BREAK~~~~~**

**10:15 a.m. – 4:15 p.m.**

***Rene Bartlett***

*Safety & Training Instructor*

***Jeff Backes***

*Safety & Training Instructor*

***Deputy Dan Hacker***

*Pierce County Sheriff Dept.*

**SELF DEFENSE FROM THE  
SEATED POSITION**

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| Training Manual<br>Section J |
|------------------------------|

**DAY 20**  
**FRIDAY, AUGUST 14, 2009**

**6:00 a.m. – 7:15 a.m.**

***Keith Lassen***

*Safety & Training Instructor*

**TRAINING ROOM 2 (ST HELENS RM)**

**Administer Quiz 2**

**7:15 a.m. – 7:30 a.m.**

~~~~~**BREAK**~~~~~

7:30 a.m. – 11:00 a.m.

Jeff Backes

Safety & Training Instructor

Rene Bartlett

Safety & Training Instructor

**SYSTEM SECURITY AWARENESS
FOR TRANSIT EMPLOYEES**

What is System Security

Terrorist Weapons

Security Measures

Threat & Incident Priorities

Always Remember Pierce Transit

Operational Procedures

Bomb Threat Procedures

11:00 a.m. – 2:00 p.m.

Safety & Training Instructors

**ON ROAD TRAINING
(LUNCH ON ROAD)**

DAY 21
MONDAY, AUGUST 17, 2009

6:00 a.m. – 2:00 p.m.
Safety & Training Instructors

ON ROAD TRAINING
(LUNCH ON ROAD)

Day 22
TUESDAY, AUGUST 18, 2009

6:00 a.m. – 1:00 p.m.

Safety & Training Instructors

**ON ROAD TRAINING
(LUNCH ON ROAD)**

1:00 p.m. – 2:00 p.m.

Laural Curry

Service Support Assistant Manager

TRAINING ROOM 2 (ST. HELENS RM)

ROLE OF THE SERVICE SUPERVISOR

Day 23
WEDNESDAY, AUGUST 19, 2009

6:00 a.m. – 7:00 a.m.

Keith Lassen

Safety & Training Instructor

TRAINING ROOM 2 (ST. HELENS RM)

Administer Quiz 3

7:00 a.m. – 7:15 a.m.

~~~~~*BREAK*~~~~~

7:15 a.m. – 2:00 p.m.

*Safety & Training Instructors*

ON ROAD TRAINING  
(LUNCH ON ROAD)

DAY 24  
THURSDAY, AUGUST 20, 2009

6:00 a.m. – 8:00 a.m.

TRAINING ROOM 2 (ST. HELENS RM)

**Mark Veach**  
*Safety & Training Instructor*

**ROUTE TRAINING WITH SENIOR  
OPERATORS**

Senior Operator Routes  
Training Schedule  
Mentors

**Jeff Backes**  
*Safety & Training Instructor*

8:00 a.m. – 8:15 a.m.

~~~~~**BREAK**~~~~~

8:15 a.m. – 2:00 p.m.
Safety & Training Instructors

**ON ROAD TRAINING
(LUNCH ON ROAD)**

DAY 25
FRIDAY, AUGUST 21, 2009

6:00 a.m. – 8:30 a.m.

TRAINING ROOM 2 (ST. HELENS RM)

Keith Lassen
Safety & Training Instructor

Administer Final Quiz

Class Pictures
Safety Orientation
Class Evaluation

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| Training Manual
Section P |
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8:30 a.m. – 8:45 a.m.

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8:45 a.m. – 1:30 p.m.

ON ROAD TRAINING

Safety & Training Instructors

1:30 p.m. – 2:00 p.m.

TRAINING ROOM 2 (ST. HELENS RM)

Lynne Griffith
Chief Executive Officer
Sam Desue
VP Transportation Services

CLASS FAREWELL

Dan Dzyacky
Director of Operations
Liz Williams
Fixed Route Operations Manager
Fred Nelson
Bus Safety & Training Manager
Safety & Training Instructors

COURSE CODE: OP TRN SAF ORIEN