



ASK Transit

Inquiry on Operator Training Videos

Information compiled on March 11, 2010.

The Question: Do you use any videos or DVDs in your operator training program? If so, what are the titles and the producers? Do you have favorite companies where you feel the videos/DVDs are good quality and reasonably priced?

Asotin County says ...We have a limited supply of DVDs, most are manufactures training material through Braun. We have the Operational Video and Public use Wheelchair Lifts. WSTIP Transit Operator Body Mechanics and Injury Prevention video would round out our list of training material.

Ben Franklin says ...Yes, Ben Franklin Transit use the following video/DVD programs in our operator training:

- Smart Driving+ - Produced by National Transit Institute/Rutgers
- Have a Nice Day - Produced by National Transit Institute/Rutgers
- A "Crash" Course (video)- Coastal
- Warning Signs - NTI/Rutgers
- The Mark - NTI/Rutgers
- Driven to Distraction - Coastal
- DDC 4 - National Safety Council
- It's Your Choice - Smith System, Inc
- Road Rage - Washington Traffic Safety Commission
- The Critical Point - Smith System, Inc
- A VideoGuide to (Dis)ability Awareness - Program Development Association
- The Ten Commandments - ?

Clallam Transit says ...We use different videos/DVDs for all phases of training.

For new Operator training we typically use "Smart Driving"-NTI

Portions of "Start"-ERGO Metrics Video Training System

"Trucks and Bicycles Sharing the Road"-American Trucking Associations

"Transit Operator Body Mechanics and Injury Prevention"-WSTIP/Kitsap Transit

Portions of "Have a Nice Day"-NTI

Portions of Bus Operator Training-TSI

"PASS" Passenger Service and Safety-Community Transportation Association

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All new employees "Clean, Sober and Safe" An Employee Drug Awareness Training Video-CUTR University of South Florida

I have also borrowed videos from the Training Coalition and really liked the "Outstanding Customer Service: Hospitality Training"-Brad Worthley

Power Point presentations: "Infectious Disease Awareness"; "Violence in the Workplace"; "Harassment Prevention" all NTI.

"System Security Awareness for Transit Employees"-NTI

We use other videos; this is what we use most often.

Community Transit says... My favorite is a video about reporting incidents called "No Injury, No Accident". I also like a hearing conservation video called "The Hearing Video".

If the agency is in Washington State, they can borrow videos from Labor and Industries free of charge at <http://www.lni.wa.gov/Safety/TrainTools/Videos/Library/default.asp>

Grays Harbor Transit says...Our videos are, Transporting Passengers with Special Needs from FLI Learning Systems www.flilearning.com ; Eversafe Driving from Evergreen Safety Council. We also use PASS Training and NTI Bus Operator Training. I also have some Bloodborne Pathogen and Walking & Working Surfaces from Clarity Multimedia. I use the START Program also.

Some of them I do the whole class and others I integrate different parts.

As far as cost, many of my programs came from "Train the Trainer" classes, (which are very reasonably priced through the Training Coalition). Those classes are by far the best value.

Intercity Transit says... We use videos in our Harassment Prevention training as well as our Passenger Service and Safety training.

Ergometrics (see <http://ergometrics.org/start.cfm>)

- The best operator customer service video I've ever seen was produced locally by a Lynwood company called Ergometrics and is titled, "START Training." I used portions of this video during our new operator training.

Kantola Productions (see <http://www.kantola.com/index.aspx>)

- For our Harassment Prevention for **Frontline Employees** training, we use segments of a video titled, "Sexual Harassment: A Commonsense Approach." They have a manager version and a frontline employee version. You can learn more about it at by clicking [here](#).
- For our Harassment Prevention for **Supervisors** training, we use the video above and another titled, "Harassment & Diversity: Respecting Differences." You can learn more by clicking [here](#).

News Video Clips

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- I ordered a news video clip from a TV station in Los Angeles that illustrates some of the issues surrounding accessibility on fixed route buses. It aired on KABC Eyewitness News on May 26-27, 2009 and is titled, "MTA Accused of Denying Disabled Passengers Equal Access." I ordered the video through a 3rd party vendor called LA NEWS CLIPS and their number is 323-962-2029.
- I ordered a news video clip from King 5 regarding the Metro Bus Tunnel incident recently and am planning to use it in our upcoming Security Awareness training. It aired on KING 5 News on February 9, 2010 and is sensitively titled, "Tunnel Beating." I ordered this video through a 3rd party vendor called Allen's PCB-Broadcast Monitoring. Their web site is <http://www.allenspcb.com> and phone number is 206-622-8312.

Jefferson Transit says....we are in the process of completely updating our training program. All of the video's we have are out-of-date and the information would be of no value as we are no longer going to use them. We are hoping to model our new training program on a combination the 'Best Practices' from WSTIP and TSI Bus Operator Training.

Link Transit says... Some of the video's/DVD/Training material I use:

START: *Transit Personnel Video Testing & Training System* by ERGO Metrics

TSI: Bus Operator Training

Q-Straint

PASS (Passenger Service & Safety Certification)

Effects of Drugs & Alcohol On The Human Body by Comdata Transceiver Network

Driver Risk Index by *Advanced Driving Skills Institute 04*"

Minus Ten by *Advanced Driving Skills Institute 95*"

Mason Transit says... We use the videos and DVDs that come with the programs we use. At this time I have been looking for some videos but have not seen ones that we are reasonable or fit what we are looking for.

Pacific Transit says... We haven't used any videos or DVDs for a long time.

Pierce Transit says...Developmentally Disabled Council – Thanks, you made my day.

Eversafe Driving Program – Program has a DVD that has a number of topics that are covered (Defensive Driving)

The Science of Sleep – Produced by 60 Minutes (Part of our Fatigue Awareness Program)

Start Program - Produced by Ergo Metrics. Deals with Customer Service, Internal Relations, The operators role in public transit and conflict resolution. (Also is used in the hiring process)

Distracted Driving – Transit

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First Aid/CPR – Medic First Aid. Also has a number of topics covered related to first aid. (Fall protection, CPR, BBP etc.)

FTA drug and alcohol program videos.

System Security Awareness – NTI produced.

Pullman Transit says... We have been using videos put together by Coastal. The Titles from coastal that I am currently using are: Driven to distraction, Fire Extinguishers Your pass to safety, Bloodborne Pathogens just the facts, Drug and Alcohol testing your rights and responsibilities. The Coastal videos run about \$500 each. Then I use the START series Transit Personnel video testing and training system by ergometrics. For now this is all I have been using but I would be interested in acquiring a good videos on just driving. I have not seen any good ones yet.

Spokane Transit says...Regarding DVDs, we have recently purchased products from two sources with decent products, many more are online. The two agencies we bought from have DVD workbook combos with quiz's in the back. They also include PowerPoint presentations on the disc if you choose to use them.

1. National Safety Compliance: Reasonable pricing and some decent products.
2. Coastal (www.coastal.com): Expensive with decent products. Also be prepared for continuous hard selling if you don't shut them down early. They have a sales staff that routinely calls on you unless you tell them to stop.

I would also encourage you to take a look at this link:

http://www.usmra.com/repository/search_category.asp?category=Machine+Guarding

The link will take you to a Training Material Repository; it has a lot of cool stuff including complete PPPs. Lots of pics and videos that can be added to presentations. Most if not all is related to safety training topics.

Valley Transit says... We use the Transportation Safety Institute and the PASS training program videos.

Whatcom Transit says...Numerous disability-related videos from Program Development Associates: www.DisabilityTraining.com

General transit safety & security from NTI: www.ntionline.com

Bloodborne Pathogen video from Summit Training Source: www.safetyontheweb.com

WSTIP says...Visit our video loan library on our website at <http://www.wsttc.org/vlibrary.htm>

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