Center for Transportation Education and Development

Fleet Management

Passenger Service and Safety: Certification for Trainers

Fundamentals of Public Transit

FTA Triennial Review: Overview and Tips On-line

Systematic Approach to Increasing Transit Ridership

Efficiencies in Paratransit Scheduling and Dispatching

Transit Workplace Behavior Series: Fundamental Principles of Managing Employee Performance

sce-CTED.uwm.edu
Center for Transportation Education and Development

CTED champions and strengthens the role of transportation throughout North America. We have served the public transit community for more than 30 years – utilizing our technical expertise and the resources of the University of Wisconsin-Milwaukee to provide quality training programs and research for transportation professionals.

Advance your career in the industry with CTED professional development workshops at the School of Continuing Education. Select from face-to-face courses at our convenient downtown location and online courses for complete flexibility. Visit sce-CTED.uwm.edu for details.

Fall 2014 Courses

**Fleet Management ONLINE**
Analyze the principles of vehicle operations and maintenance in order to save money and improve service. Learn to identify problems, and then prioritize and solve them using common sense methodologies. Focus on corporate fleet management, shop management, and green garages.

- Online Course Accessible: Mon., Sept. 8-Fri., Oct. 3
- Instructor: John E. Dolce
- Early Bird: $400 (register by Mon., Aug. 12)
- Fee: $500
- CEUs: 1.6
- **Program No. 4890-7544**

**Passenger Service and Safety: Certification for Trainers**
Develop self-confidence as a trainer while learning the basics of passenger assistance. Gain the tools for evaluating and assessing on-the-job performance, which helps maintain and improve the quality of your agency’s transit services. This workshop satisfies standards set by the Americans with Disabilities Act.

- Wed. - Fri., Sept. 10-12
- Instructors: Larry Currie, Mary Lee Spitz
- Early Bird: $625 (register by Aug. 13)
- Fee: $725
- CEUs: 2.0
- **Program No. 4890-7614**

OR

- Wed. - Fri., Nov. 5-7
- Instructors: Robert Schmitt, Mary Lee Spitz
- **Program No. 4890-7554**

SCE  |  Conveniently Located Downtown
Fundamentals of Public Transit  ONLINE
Help new or recently hired staff upgrade their skills and learn best practices in the transportation industry. Seasoned veterans will also obtain updates to a broad spectrum of topics – from marketing, planning and operations to regulations, service benchmarks and the history and benefits of public transportation.

  Online Course Accessible: Mon., Oct. 6-Fri., Oct. 31
  Instructor: Peter Albrecht
  Early Bird: $400 (register by Sept. 8)
  Fee: $500
  CEUs: 1.6
  Program No. 4890-7549

FTA Triennial Review: Overview and Tips On-line  NEW! ONLINE
The Triennial Review (TR) is one of the Federal Transit Administration’s (FTA) management tools for examining grantee performance and adherence to current FTA requirements and policies. This four-week on-line course is designed to provide an overview of the process and only requires 3-4 hours of review time at the participants convenience. The curriculum has been developed by an experienced reviewer who also helped design the current TR training offered annually by the FTA.

  Online Course Accessible: Mon., Oct. 20-Fri., Nov. 14
  Instructors: Randall Pine
  Early Bird: $200 (register by Sept. 22)
  Fee: $300
  CEUs: 1.6
  Program No. 4890-7704

Systematic Approach to Increasing Transit Ridership  ONLINE
Focus your efforts on the most productive ways to get passengers on your service and to keep them riding once they try it. Increased ridership is not just about marketing, but about taking a comprehensive step-by-step approach to service design and delivery. Find your “avatar” – your ideal customer – and learn to build and maintain a strong ridership base.

  Online Course Accessible: Mon., Oct. 27-Fri., Nov. 14
  Instructors: Anita Gulotta-Connelly, Joe Caruso
  Early Bird: $400 (register by Sept. 29)
  Fee: $500
  CEUs: 1.2
  Program No. 4890-7548

Learn more about these and other CTED programs at sce-CTED.uwm.edu.
Efficiencies in Paratransit Scheduling and Dispatching

Improve paratransit operation through efficient scheduling and dispatching methods. Calculate common performance measures and assess how attributes such as service area, policies and driver experience can affect performance. Learn to integrate performance measures from other providers to create your own benchmarks. Analyze the trade-offs associated with improving certain performance measures.

Online Course Accessible: Mon., Nov. 3-Fri., Nov. 21
Instructors: Peter T. Albrecht
Early Bird: $400 (register by Oct. 6)
Fee: $500
CEUs: 1.2
Program No. 4890-7545

Transit Workplace Behavior Series: Fundamental Principles of Managing Employee Performance  📺ONLINE

Anyone challenged with the supervision of subordinates realizes right away that not all employees are motivated in the same manner. Learn the fundamental principles of employee performance, motivation and management, and set up management programs and practices to encourage and systematically maintain improved employee performance across the board.

Online Course Accessible: Mon., Nov. 24-Fri., Dec. 19
Instructor: Randall Pine
Early Bird: $400 (register by Oct. 27)
Fee: $500
CEUs: 1.6
Program No. 4890-7537
General Information

To Register
Online: sce-registration.uwm.edu
Phone: 8am-5pm (Central) M-F
414-227-3200 – Direct
800-222-3623 – Toll Free

Location
Programs will be held at the UWM School of Continuing Education, 161 W. Wisconsin Avenue., 7th Floor. SCE is conveniently located in downtown Milwaukee.

Customized Training
CTED provides on-site professional development seminars and custom designed workshops for transit organizations, state Departments of Transportation, as well as nonprofit and for-profit organizations throughout the U.S. All CTED workshops can be customized to your specifications and delivered straight to your location.

Program Cancellations/Refunds
A full refund is issued to program participants if the School of Continuing Education cancels a program for any reason. Participant withdrawals made at least two weeks (14 days) prior to the start of a program can receive a 100% refund. When a participant withdraws less than two weeks prior to the program start, participants may have their fees transferred one time to any currently available program, otherwise participants will receive a refund minus a 20% administrative fee. For programs with a fee of $35 or less, no refund will be given, if a participant withdraws within two weeks of the start date. Once a program has begun, refunds are no longer issued.

For More Information
Contact Ken Woodall at 414-227-3332 or woodall@uwm.edu.

More SCE Professional Development Opportunities:

- **BUSINESS**
sce-business.uwm.edu

- **BUSINESS PROCESS IMPROVEMENT**
sce-BusinessImprovement.uwm.edu

- **ENGINEERING**
sce-eng.uwm.edu

- **LANGUAGES**
sce-languages.uwm.edu

- **MANAGEMENT DEVELOPMENT**
sce-mgmt.uwm.edu

- **PROJECT MANAGEMENT**
sce-PM.uwm.edu

DON’T FORGET TO USE THESE CODES WHEN REGISTERING
Your Keycode: CTEDF14
Your Message Code: MY-58-14-W