The Center for Transportation Education and Development (CTED) champions and strengthens the role of transportation throughout North America. We do that through applied research, education and consulting services.

CTED brings the resources of the University of Wisconsin-Milwaukee and more than 370 years of experience to transportation practitioners and professionals. For more than 25 years, CTED has built strong working relationships with some of the best and brightest transportation professionals in the country. CTED is recognized as a leader in providing unparalleled professional development workshops for its customers. We invite you to explore the many ways CTED can assist you with your agency's needs.

**Statistics**
- CTED has delivered training and research assistance in all 50 states, Canada, and Puerto Rico.
- Since 2000, CTED training has reached more than 300 agencies with a service area of approximately 84 million individuals.
- CTED has improved the experience of more than 250 million transit riders.
- Municipalities and trade organizations have adopted industry training and performance standards developed by CTED.
- Members of our instructional staff have consulted for transit systems in China, Great Britain, and Israel.

**PARTNERS AND AFFILIATIONS**

“Nearly 20 states have used the Fundamentals of Public Transit course to introduce state DOT staff, local providers and officials to public transportation. Our members call the course PT 101 and that’s just what it is, the basics of transit. The course has been offered across the country, and we expect that there will be a continued need for what this course offers as new staff enter the transit field. AASHTO looks forward to continuing its partnership with UWM to provide quality instruction for our members.”

Rachel Beyerle, MTAP Coordinator
American Association of State Highway and Transportation Officials
Throughout its distinguished history, CTED has been recognized by both practitioners and scholars for a strong commitment to research in all aspects of transit. The connection between transportation studies and the application of sound findings to transit operations can only enhance the efficiency and effectiveness of transit systems and all other transportation modes. To that end, CTED has played a role in teaching new concepts and methods in the actual research and study of these concepts.

Applied Research

Our role in applied research includes the recent development of Internet transit trip planners and the integration of several trip planners to create a one-stop website for travelers across several different transit systems in southeastern Wisconsin.

System Evaluation

Our talented staff has performed numerous system evaluations to assess the efficiency, effectiveness and service area of transit systems. These assessments are similar to traditional management performance audits, but can also include the non-traditional approach of focusing on economic development and job access.

Coordination

CTED can help your agency’s talented and experienced staff use their knowledge to maximize system resources, technology, and improve service coordination.

“The Center for Urban Transportation Research at the University of South Florida has had the good fortune of working with CTED on several occasions to offer transportation training classes in the State of Florida. These classes have been met with great regard and CTED always demonstrated a courteous and professional working relationship.”

Amber Reep, Program Manager
Center for Urban Transportation Research
University of South Florida
State/Federal Compliance

The transportation industry is filled with a number of important rules and regulations governing a wide array of your system’s operations. CTED can provide you with a number of experts who bring a long track record of success in both developing and implementing policies and training programs to ensure compliance with all regulations, such as the Americans with Disabilities Act, Buy America/Build America, and Let Freedom Ride.

Cost Efficiency/Financial Management

In today’s era of uncertain government support and rapidly increasing operations and maintenance costs, the pressure to provide quality, low-cost service to markets of all sizes is at its highest level. Our stellar training staff brings real world experience in managing and advising transit systems of all sizes.

Customer Relations/Outreach

Quality customer service is the hallmark of every transit system. Whether it is maintaining excellent service for individuals with special needs or building your system’s ridership, CTED offers a number of training opportunities to suit your system.

Operational Efficiency

Every system strives to operate at its most efficient level. Whether through the implementation of new technologies, the development of training programs, the negotiation of coordinated service agreements, or the creation of performance standards, CTED can provide invaluable insights into how to maximize your operations.

Safety and Security

In today's world, the safety and security of your passengers and employees is of the utmost importance. In meeting those challenges presented by new homeland security regulations and ever increasing insurance costs, CTED can assist you in providing state-of-the-art training for drivers, dispatchers, and all safety-sensitive employees.

System Design and Configuration

Every transit system is dependent on well-developed planning skills to ensure that it performs at the highest levels of effectiveness and efficiency. CTED can provide your system with insights as to how comprehensive modeling, Geographic Information Systems, and other technological advances can improve your planning skills and incorporate new innovations.

Customized Training

A customized, onsite professional development solution provides great value for your investment while ensuring your organization’s needs are met through high-quality programming.

Consider the Benefits

Tailor content to meet your unique objectives; maximize convenience by choosing the dates and location; save time with staff spending fewer hours away from work; contain costs by eliminating or reducing travel expenses; build teamwork through group brainstorming and shared learning experiences.

Why Choose CTED?

We will provide you with: high quality, contemporary curriculum; industry-leading instructors with real-world expertise; more than 25 years of experience serving the public transportation industry through customized and public programs; rapid response with expedient program development and delivery; and timely application of cutting-edge innovations and best practices.
Courses

- Efficiencies in Paratransit Scheduling and Dispatching
- Geographic Information Systems in Transit Planning and Operations (online course)
- Geographic Information Systems for Local Government (online course)
- Innovative Transit Marketing Strategies
- Managing and Planning for Rural and Small Urban Systems
- Management Skills for Fixed Route Service
- Mobility Management
- Transit Planning for Fixed Route Service
- Passenger Assistance: Certified Basics for Trainers
- Public Transit 101 (Fundamentals of Transit)
- Technology Standards Development and Implementation
- Train-the-Transit Trainer
- Transit Contracting
- Transit Safety and Security
- Transit Technology Assessment and Application

“We found the Fundamentals of Transit class to be useful for both our new and more experienced staff. Our newer staff members were provided with a wealth of information and the resource materials are comprehensive. The course also served as a good refresher for the more experienced staff. The group exercises on the various transit system scenarios were interactive and challenging.”

Paul Ouderkirk, RTAP Coordinator
New York Department of Transportation
Does Your Company or Agency Desire to:

- Increase ridership?
- Lower operating costs?
- Implement new technologies?
- Apply for Federal, State or Private funding?

CTED offers a unique opportunity for agencies that wish to expand their services through comprehensive planning and implementation that includes support and guidance in the following areas:

- Grant application, preparation and submission
- RFP/RFQ preparation, evaluation and selection
- Project implementation
- Other planning and use studies

Whatever the need, rest assured that the experienced CTED staff will work side by side with your agency to ensure a smooth, cost-effective solution.

“What a great class! Washington State partnered with our neighboring states of Oregon and Idaho to sponsor PT-101. We all had new transit systems, transit systems with managers new to the industry, and our own new employees. UWM did an outstanding job tailoring the course to meet our needs. The information was timely, informative, responsive to the needs of our organizations, and presented in a manner that kept the participants interested and involved. All of the evaluations we received were glowing. I highly recommend this course to anyone who wants an easy-to-understand orientation to the transit industry.”

Barb Savary, Safety & Asset Management Specialist
Washington State Dept. of Transportation
Public Transportation and Commute Options
The Center for Transportation Education and Development looks forward to providing you with innovative solutions to a variety of issues facing every transit system today. From technical assistance, to training, to performing a comprehensive assessment of your system, CTED boasts a distinguished history and list of extensive resources to help you:

- Increase ridership
- Improve the customer experience
- Boost cost efficiency
- Utilize new technologies
- Protect your assets against new and emerging threats

We look forward to working with you in the future as we continue to move forward in transit in the 21st century.

“The program is excellent. The combination of classroom and hands-on training provides for a very effective learning experience. The instructors were outstanding, providing useful techniques that can be applied in real-world situations.”
Jack Tuttle, Manager
Veterans Transportation Services, Waltham, MA
WHERE WE ARE

The Center for Transportation Education and Development is part of the University of Wisconsin-Milwaukee’s School of Continuing Education. The school is located in a 100,000-square-foot, modern education and conference facility, conveniently located in the historic Plankinton Building in beautiful downtown Milwaukee. By offering many of our courses and other services in this state-of-the-art facility, CTED is able to capitalize on the numerous amenities and attractions the city has to offer.