Center for Transportation Education and Development

Fall 2012

- Passenger Service and Safety: Certification for Trainers
- Efficiencies in Paratransit Scheduling and Dispatching
- Transit Fleet Management
- Fundamentals of Public Transit

For general information, visit our webpage: sce-cted.uwm.edu
**Transit Training Workshops**

With over 25 years of experience, the Center for Transportation Education has the technical expertise and resources to provide a broad range of transit training opportunities. Our programs focus on formalized professional development opportunities to help you advance within the transit industry.

With so many professional and personal responsibilities, scheduling time for your continuing education can be a challenge. Experience the flexibility and convenience of attending SCE courses.

**Fall 2012 Courses:**

**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. 26-28**
  - Instructors: Peggy Jones, Mary Lee Spitz
  - Fee: $725
  - CEUs: 2.1
  - Program No. 7510-3136
- Or
  - **Mon.-Wed., Nov. 12-14**
  - Instructors: Larry Currie, Mary Lee Spitz,
  - Early Bird: $625 (register by Oct. 15)
  - Fee: $725
  - CEUs: 2.1
  - Program No. 7510-3137

**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.

This 3 week "asynchronous" on-line class is ideal for paratransit employees including reservationists, schedulers, dispatchers and managers, requiring 3-4 hours of log-in time per week at the convenience of the participant.

- **Mon.-Fri., Nov. 26 - Dec. 14**
  - Instructor: Peter T. Albrecht
  - Fee: $650 / Early Bird: $550 (register by Oct. 29)
  - CEUs: 1.4
  - Program No. 7510-Z109

**Transit Fleet Management **

Analyze the principles of vehicle operations and maintenance in order to save money and improve service. This 4 week “asynchronous” on-line class is for beginning or advanced level drivers, trainers and managers, requiring 3-4 hours of log-in time per week at the convenience of the participant.

- **Mon.-Fri., Oct. 8-Nov. 2**
  - Instructor: John E. Dolce
  - Fee: $750
  - CEUs: 1.4
  - Program No. 7510-Z108

**Fundamentals of Public Transit**

Help new or recently hired staff upgrade their skills and learn best practices in the transportation industry. Seasoned veterans will also obtain best practices updates. This 4 week "asynchronous" on-line class is for beginning or advanced level transit professionals, requiring 3-4 hours of log-in time per week at the convenience of the participant.

- **Mon.-Fri., Oct. 22-Nov. 16**
  - Instructor: Peter T. Albrecht
  - Fee: $650
  - CEUs: 1.4
  - Program No. 7510-Z107

**General Information**

**Cancellations and Transfers**

Cancellation and transfer requests made five working days or more prior to the program will not incur a penalty. A $100 administrative fee is charged when notification is received within five working days of the program. Cancellations made after the program begins are subject to the full fee. Substitutions are always accepted.

To transfer, substitute or cancel a registration contact Ken Woodall at 414-227-3332 or woodall@uwm.edu.

**For More Information**

For further details, contact Ken Woodall at 414-227-3332 or email woodall@uwm.edu.

Learn more about these and other CTED programs, visit sce-cted.uwm.edu.

**To Register**

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