

Agency Name
Transit Policies and Procedures

Subject	Employee Training Requirements
Section	Training
Effective Date	
Approved By	
Approval Date	

Purpose

Ensure that all employees receive the initial and ongoing training needed to perform their job duties.

Procedure

Develop a list of required training courses for each job classification and make arrangements to offer each training topic in-house or through a third party. All completed training shall be documented in the employee personnel files. For each training course completed, the following information shall be documented:

- Employee name
- Course title
- Instructor name and credentials
- Course agenda
- Completion certificate (if applicable)
- Date of training
- Date of refresher courses (if applicable)

Training for All Employees

All employees should receive thorough training on the Policy Manual as it pertains to their respective job descriptions. The following topics should be covered during new hire orientation:

- Agency Information
 - Mission Statement
 - Goals, Objectives, and Performance Measures
 - Service Area
 - Service Hours
 - Americans with Disabilities Act Policy
 - Title VI Program
 - Emergency Preparedness Plan
 - Communication of Changes
- Personnel Policies & Procedures
 - Job Description
 - Code of Ethics

- Confidentiality
- Licenses and Certifications
- Agency Identification Badges
- Employee Dress Code and Appearance
- Employee Conduct on Vehicles
- Vehicle Out of Service Policy
- Personal Use of Agency Vehicles
- Internet, Electronic Mail, and Online Services Use
- Cellular Phone Usage
- Leave, Absenteeism, and Tardiness
- Worker's Compensation, Benefits, and Overtime
- Incentive Pay
- Drug and Alcohol Policy
- Sexual Harassment Policy
- Performance Reviews
- Disciplinary/Grievance Procedures
- Complaint/Dispute Procedures
- Employee Suggestions, Comments, or Concerns
- Employee Recognition and Awards
- Safety
 - Agency Safety Plan
 - Accident/Incident Policy
 - Injury on the Job
 - First Aid and CPR
 - Bloodborne Pathogens Protection
- Outreach
 - Brochures
 - Participation in Community Events
- Other Federal and State Requirements

Dispatcher Training

- Dispatch Procedures
- Radio Communications
- Fare Structure
- Tickets
- Fare Reconciliation
- Scheduling
- Trip Cancellation
- Trip Denials
- Standing Orders / Subscription Trips
- Contract Service
- Office and Paperwork Requirements

Driver Training

- Driver's Log/Manifest
- Radio Communications

This policy or procedure is intended to be used as an example. It should be customized to each transit agency. Review by a legal expert is recommended.

- Fare Collection
- Tips/Gifts from Passengers
- Vehicle Operations
 - Agency Vehicle Familiarization
 - On the Road Training
 - Defensive Driving
 - Special Driving Conditions
 - Proper procedures for entering and exiting interstates
 - Training on safe negotiation of all types of intersections
 - Requirements at railroad crossings
 - Lift Procedures
- Customer Service Policies
 - Passenger Relations
 - Boarding and Disembarking Passengers
 - Pick Up Window / Wait Time Policy
 - No-show Policy
 - Flag Stop Policy
 - Prohibited Passenger Activities
 - Restricted Items on Vehicles
 - Parcels on Vehicles
 - Transporting Children
 - Service Animals
 - Transporting Pets
 - Passenger Assistance
 - Personal Care Attendants
- Safety
 - Seatbelt Policy
 - Wheelchair and Mobility Device Securement
 - Child Safety Seats
 - Portable Oxygen Breathing Aid Securement
 - Vehicle Evacuation
 - Safety Reflectors
 - Fire Extinguishers
 - Disruptive/Abusive Passengers
 - Inclement Weather Conditions
- Maintenance Procedures
 - Pre-Trip Inspections
 - Preventative Maintenance
 - Corrective Maintenance / Repairs
 - Road Calls / Vehicle Breakdowns
 - Fueling
 - Vehicle Cleaning

All employees shall participate in annual refresher courses.

Responsibilities

The Transit Director is responsible for ensuring that all employees receive the proper training and refresher courses for their respective job descriptions. The Transit Director is also responsible for keeping accurate records of all completed training.