

50 Testimonials

Enclosed are 50 testimonials from customers who are using our Training Courses. We have far more. Just look at these ratings:

- ✓ **32 of the 50 agencies have rated the courses 10 out of 10 – That's 64% of agencies using these courses rate them as perfect!**
- ✓ **15 agencies rate them 9 or higher, that's an additional 30%.**
- ✓ **Only three rate it below a 9, and they still say they are great.**

94% of users rate these training courses 9 out of 10 or higher. Call one, call them all. Our customers are huge supporters.

Transit 2020 Operator Development Course



Paratransit 2020 Operator Development Course



More than 450 agencies and almost every major contractor are using our original course or have upgraded to this new course. Woven throughout is compliance with the new FTA and FMCSA regulations. These testimonials are from customers who are already using this new course and it has only been available since May 2020.

5611 Hudson Drive, Suite 100
Hudson, Ohio 44236

TAPTCO 
TRANSIT AND PARATRANSIT COMPANY

Tel 1 855 963 3900
www.taptco.com



CITY OF HARRISONBURG
**PUBLIC
TRANSPORTATION**

475 EAST WASHINGTON STREET, HARRISONBURG, VA 22802
OFFICE (540) 432-0492 • FAX (540) 432-0495



Anthony Riddle
Harrisonburg Department of Public Transportation
475 E. Washington St.
Harrisonburg, VA 2280

07/07/2020

Mr. Jeff Cassell
President
Transit & Paratransit Company
5611 Hudson Drive, Suite 100
Hudson, OH 44236

Mr. Cassell:

Harrisonburg Department of Public Transportation (HDPT) has been using TATPCO's Transit Operator Development Course as the core of our Transit Training Program since 2016. In that, we're proud to be able to claim our success in producing very safe and efficient Operators for our organization.

The reason I'm reaching out to you today is to complement you and thank you for the production of the new 2020 Transit Operator Development Course. The newly updated course sets the standard for transit training! I've been involved with driver training, either military or on different aspects on the civilian side, for over 20 years and feel confident in saying that this is the most comprehensive driver training programs I've seen. The videos provide down to earth explanations of a given subject while also providing opportunity for relevant discussion and interaction between our trainers and trainees. This, of course, goes hand in hand with the adult learning model. We fully expect to see our already low percentage of preventable accidents to continue to decline. Overall: I would not hesitate to recommend the 2020 Transit Operator Development Course to any other Transit agency.

I would rate it an 11 out of 10.

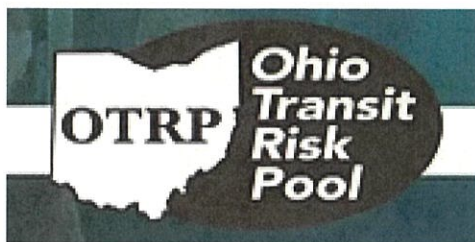
Anthony Riddle
HDPT Safety, & Training Coordinator
(540) 434-2387

**The newly updated course
sets the standard for
transit training.**

**I've been involved with driver training, either military or on
different aspects on the civilian side for over 20 years and feel
confident in saying that this is the most comprehensive driver
training program I've seen.**

I would rate it an 11 out of 10.

May 26th 2020



TAPTCO New 2020 Transit Operator Development Course

The Ohio Transit Risk Pool is providing copies of this updated course to all our members.

It is by far the most professional training course available. It is comprehensive, systematic and every part integrates together to achieve the outcomes we seek. Safe professional transportation.

On a scale of 1 -10, I would rate it a 10.

Kenneth F. Reed, ARM-P, AIC
Director of Risk Management
Ohio Transit Risk Pool

Tel: 937 369 4401

kenr@otrp.org

It is by far the most professional
training course available.
I would rate it a 10

13th July 2020

To: Whoever may be considering buying the new 2020TAPTCO Training Course

Dear sirs.

We recently purchased the new 2020 TAPTCO Operator Development Course and have had the opportunity to review and use the course and I absolutely love it!

We have been using the original TAPTCO course for a number of years and thought that was an excellent training course.

However, this new and updated course is far better in many ways. The course continually focuses on persuading operators to avoid the 18 unsafe behaviors and really explains that when any of these unsafe behaviors are being followed, these are conscious & deliberate unsafe acts and that they can all be avoided. The course also includes all the practices to comply with the new FTA requirements and will make our compliance easy to achieve, at a very high level of compliance.

The quality of narration and filming is first class and really engages with the trainees.

I have no hesitation in recommending this course to all transit agencies.



I absolutely love it!



I have no hesitation in recommending this course to all transit agencies.

Tod Franzen
Operations Manager
tfranzen@gcmetrolink.com
Tel: 309 798 4284.

Rock Island County Metropolitan Mass
Transit
1515 River Drive
Moline, IL 61265

I would like to take a few moments to provide Transit Bus and Paratransit Bus companies an acknowledgement and testimonial for TAPTCO's Transit Operator Development Course. It is the most complete and comprehensive program we have used to train our new bus operators at Jaunt Paratransit in Charlottesville, Virginia. The course outlines every single training aspect that a new bus operator could encounter.

We are in the center of Virginia and have a mix of urban and rural driving experiences. TAPTCO has anticipated all types of driving in all areas of the country to include in their training and demonstration videos.

The presenters are knowledgeable, cordial and provide excellent scenarios and up-to-date examples to enhance the training objectives. Their safety Management System is a comprehensive guide for all drivers to outline unsafe behaviors and their corrective actions to avoid accidents and injury and remove or reduce risks. By providing easy to read and understand guides, sample discussion questions for group interaction, summaries and follow-up questions and quizzes, TAPTCO covers all areas of defensive driving techniques. The course also provides Behind-the-Wheel training guides, driving course setup, maneuvering and performance standards and checklists for easy and simple assessment.

I would highly recommend this course, not only for new bus operators, but also for re-training purposes for experienced operators. On a scale of 1 to 10, 10 being the best, I give it a 10.

**I would highly recommend this
course**

Mike Sisler, Safety & Training Manager
Jaunt Paratransit Bus Services
104 Keystone Place
Charlottesville, VA 22902
Tel 434 296 3184
mikes@ridejaunt.org

**On a scale of 1 to 10,
10 being the best,
I give it a 10.**



May 26th 2020

TAPTCO New 2020 Transit Operator Development Course

I have participated in creating this improved course and reviewed it in detail. It really is a drastic improvement from the original course created eight years ago.

The fact that it also helps agencies comply with the new FTA requirements is a huge bonus. I would not hesitate in recommending it to all transit systems.

On a scale of 1 to 10, I would rate it a 10.

"drastic improvement"

**"I would not hesitate in recommending it to all transit systems."
I would rate it a 10.**

Chris DeVoll, TSSP, CSSO Transit Risk Consultant for the Risk Management Specialist for Washington State Transit Insurance Pool. Tel 360 786 1632

chris@wstip.org

Chris is also a Senior Associate Instructor for the Transportation Safety Institute (TSI).

September 23, 2020

James Blue - General Manager Metro Magazine - james.blue@bobit.com

Alex Roman - Editor, Metro Magazine Metro Magazine - alex.roman@bobit.com

Dear Sirs:

We recently purchased the new TAPTCO 2020 Transit Operator Development Course. We are so impressed, we would like to share our opinion with the industry, hence this letter.

We had been using the original TAPTCO training course for bus operator training and expected the upgrade to be just that, an upgrade with some enhancements to the original program and not much better. However, the new course is far better and greatly exceeded our expectations. To our knowledge, there is no other training material that comes close to this new course and we believe it can help our industry to a higher level of safety.

I have personally presented this training to our operators and the reception has been outstanding. In fact, just one program -*Safety Best Practices* is the best training program for eliminating accidents I have seen in the last 20 years.

I have never provided any endorsement letter like this ever before, but feel this course is outstanding. Others in the industry should consider using this training course to improve the performance of all our operators. On a scale of 1 to 10, this exceeds a 10!

The transit company I work for, MTM Transit, operates approximately 900 vehicles in nine states.

Sincerely yours,



Tom Greufe
Director of Safety Administration

Safety Best Practices is the best training program for eliminating accidents I have seen in the last 20 years.

This course is outstanding

This exceeds a 10!



Lextran



I rate this new course a 10 out of 10

John Givens

Director of Risk Management

Lextran, Lexington, Kentucky

Tel: 859 244 2033

E-Mail: jgivens@lextran.com



My rating is a 10 out of 10

Chris Rowe, Supervisor of Safety & Training

Capital Transportation, Albany, New York

Tel #: 518 437 5254

E-Mail: chrisr@cdta.org



New TAPTCO 2020 Transit Operator Development Course

The course is outstanding. It is comprehensive, well produced and provides a complete curriculum for agencies including the new SMS requirements. The printed study guide for trainees is an easy format to follow with quizzes at the end of each section. I personally appreciate the Performance Checklist to document the training.

On a scale of 1 to 10, 10 being the best how would you rate this new course?

I would rate it a 10

Carl Pysher
Lebanon Transit
200 Willow St, Lebanon, PA 17046

Tel: 717 274 3664

E-Mail: cpysher@lebanontransit.org

"The course is
outstanding"
"I would rate it a 10"



Transit 2020 Operator Development Course

I have been working with the new course for a few months now. I really like that different presenters have been used for the programs. It isn't the same people presenting all of the topics. The information is great and it is straight forward and doesn't minimize the importance of the topics. I like the real-life accidents that are showcased.

It is simple to move through the information on the flash drive and the program is very user friendly.

I would like to have seen a spare flash drive included in the package. It may be my personal control issues, but I am so worried that the only flash drive may get lost or damaged.

I would definitely give the new TAPTCO Program a solid 10! Great Job!

Stacey Kenney
Safety, Security & Training Coordinator
LANTA
1060 Lehigh Street
Allentown, PA 18103
610-435-4517 ext. 145
Cell 484-619-4007
skenney@lantabus-pa.gov





Good morning Jeff,

Thank you for the opportunity to reflect on the TAPTCO training program. I really like the program, in fact I've recommended it to a colleague Kerri Hele, for her program in Lindsay Ontario.

I use many sessions for our new recruits and depending on the theme, there are sessions I use for refresher training with our existing drivers.

I rate the course at a 10!

One request would be to put a time counter on the video progress bar. We recently purchased the new version of the program and I'm not in tune with how long each session is yet. Some of the new sessions are longer than the previous version.

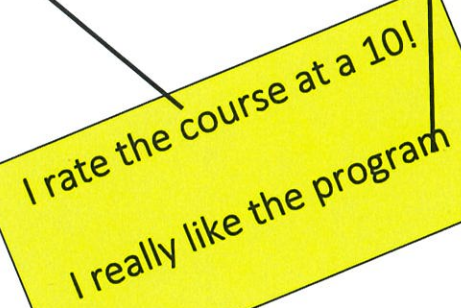
Thanks for a quality program

Barry

Barry Wakeford

Supervisor; Safety and Training
City of Peterborough Transit
(705)-745-0525 Ext # 2879

BWakeford@peterborough.ca



I rate the course at a 10!
I really like the program

I wanted to let you know that I am the new Safety Supervisor here at BCTA and John sent this to me to fill out. I have used it for the new drivers and like it very well! It is easy to follow. It works for all of our training and retraining needs.

I have watched both sets of videos and like the layout of the new set. It flows better and is broken up better also to help with conversation with new drivers.

On a scale of 1 to 10, 10 being the best how would you rate this new course?

I would rate it a 10. I thought it was well done.

Thank You

Christy Kendra
Safety Supervisor
Beaver County Transit Authority
200 West Washington Street
Rochester, PA 15074
Phone: (724) 728-4255

E-Mail ChristyK@bcta.com

"like it very well! It is easy to follow. It works for all of our training and retraining needs."
"I would rate it a 10"

To: Jeff Cassell

What is your overall opinion of this new course?

- I have used many other courses over my years in the industry and have found this to be at the top. Our operators and dispatchers appreciate not seeing the old videos that are still out there. I do believe this is making our staff better educated and prepared for the many circumstances that take place while performing their duties.

On a scale of 1 to 10, 10 being the best how would you rate the course?

- 10 for the reasons stated above.

Respectfully,

Joseph DeGeorge
General Manager

O - (352) 754-4444
C - (270) 791-6464

Hernando County Transit Management Inc.
700 Aeriform Drive
Brooksville, FL 34601
hernandocounty.us
ratpdevusa.com

I have used many other courses over my years in the industry and have found this to be at the top.
Rated a 10 for the reasons stated above

Hi Jeff:

Well first of all congratulations to you as the one who led the creation of the course, well done. Although we have not implemented the course yet to our drivers and dispatchers because of the restrictions on meetings of groups of people in enclosed spaces, I have reviewed most of the sections and all of the written material. The whole package is just really well conceived and produced, and I think it's going to be a worthwhile investment and a great benefit to our drivers.

The one issue that I had was in determining which of the two courses, the regular or the paratransit, would be appropriate for our drivers. We are a small urban 5307 agency so we do run fixed routes, however much of our business is door-to-door, demand response, dial-a-ride type service. We also use the smaller cutaway shuttle type buses. We purchased the regular package, because the Paratransit version was still in final development and not available. Although much of the material is common to both, I sort of wish I would be able to access the courses that cover Paratransit type services using the smaller buses.

Having said that, I would rate the course a 10...and look forward to hearing the feedback from our drivers once we've actually implemented the courses.

Paul Gillespie

*Executive Director
Twin Cities Area Transportation Authority (TCATA)
275 East Wall Street
Benton Harbor, Michigan 49023
(269) 927-2268
pgillespie@tcatabus.org*

I would rate the course a 10
a worthwhile investment and a
great benefit to our drivers.



TAPTCO 2020 Transit Operator Development Course

Great Material, much like the 2010 version. I'm happy to see updated version once in a while. Great Job

I would rate it a 9 out of 10. Only thing missing the ability to print out questions after course is done.

Love the questions during the course, great idea. Now if I can print out test questions then I have a record to put in there file showing test they took.

Like I said before Great Job, Great Material, got to keep up with times.

**"I would rate it a 9 out of 10"
"Great Job, Great Material"**

Mike Detwiler
Indiana County Transit Authority
1657 Saltsburg Avenue
Indiana, PA 15701

Tel 724 465 2140
mdetwiler@indigobus.com



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TAPTCO 2020 Transit Operator Training Course

Since Covid-19, I haven't been able to run a training class through the entire set. However, I have used some of the courses for post-accident retraining, refresher training, and safety meetings. ***The ones that I have seen so far have been well done.***

No comments yet from operators on the courses. The few that I have been able to run through I have received positive feedback from though.

For course improvement, it wouldn't hurt to have some people that instruct with these modules preview them first to check for issues or errors. I have noticed a few spelling errors, or some procedural errors with some videos. For example, in Section 26, ADA Compliance and Sensitivity, the word "poor" is misspelled as "pour", or rather, used as the wrong type of poor. (see attached photo)

I would rate it a 9.

Jason V. Culberson
Director of Safety & Training
Greater Peoria Mass Transit District/CityLink
2105 N.E. Jefferson St.
Peoria, IL. 61603
Office: 309.679.8128
jculberson@ridecitylink.org

***"The ones I have seen so far
have been well done."
"I would rate it a 9"***



TAPTCO 2020 Transit operator Development Course

This course provides a small system like ours with a professional safety and training package that otherwise is difficult to do with limited personnel and resources.

Our Operators were used to the very old and outdated materials we were using. They have welcomed these new materials.

I would rate this course 9 out of 10.

The only improvement is perhaps the actors could appear a little more realistic, less cheesy.

Russ Brashear
Asst. Transportation Director
City of Murfreesboro
rbrashear@murfreesborotn.gov
615-893-5210

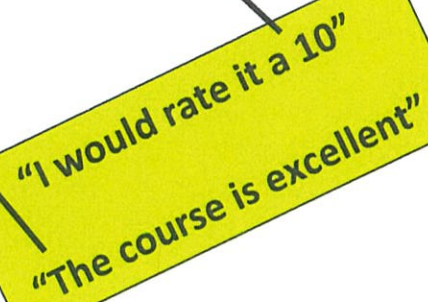
"I would rate this course 9 out of 10"
"They have welcomed new materials"

TAPTCO Transit 2020 Operator Development Course

I am the Training and Safety Manager here at ART. The updated version seems to be more in line with today's happenings and keep the classes attention at a higher level. It works well for those who have never been in the transit industry.

The course is excellent and I would rate it a 10

Sam Byrd
RATPDEV
Safety & Training Director
Asheville, N.C
360 West Haywood Street
Asheville, NC 28801
sam.byrd@ratpdev.com
Office (828)782-3968
Cell (828)301-6425



"I would rate it a 10"
"The course is excellent"

Van Buren County

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I have reviewed the entire course although I haven't used to in training yet. I am very impressed with the new program.

It's more in depth than the previous program and up to date. The new program seems to offer many more solutions to driving problems and includes more relevant topics.

I of course like the flash drive vs dvd. it makes it much easier to target specific training issues. The only thing I miss from the previous program is video length. Knowing the length of a video allowed me to do prep work and other things.

That is my only suggestion.

I would rate it a 10 out of 10.

Russell Schultz
Van Buren Transit
219 E. Paw Paw St.,
Suite 201
Paw, Paw, MI 49079

schultzr@vbco.org
269 427 7377

"I am very impressed with the new program"
"I would rate it a 10 out of 10"



What is your overall opinion of this new course? [Joleen Judd] Fantastic improvements

Do you have any comments on your operators opinion of this course? [Joleen Judd] My operators love the new material

On a scale of 1 to 10, 10 being the best how would you rate it? [Joleen Judd] I would rate it a 9 out of 10

Joleen Judd
Director of Safety & training
Southland Transit, Inc.
3650 Rockwell Avenue
El Monte, CA 91731

joleen@southlandtransit.com
626 258 1310





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1. What is your overall opinion of this new course?

Thank you for a great course. The great scenarios present a lot of opportunities to enhance the training atmosphere. The structure of the material provide a lot of opportunities to ask questions and talk about real life examples which all made for a really enjoyable and informative course." "This has more than met my expectations." "A wonderfully practical course - both personally and professionally"

2. Do you have any comments on your operators opinion of this course?

The driver response was that TAPTCO was raising the bar with the updated training material

3. On a scale of 1 to 10, 10 being the best how would you rate it?

I would rate the course an 8

4. Can you suggest any ways we could improve this course?

Examples ADA Scenario with Reasonable Accommodation which went into effect July 2015



Frazier Watts

Transit Training & Safety Supervisor | City of Gardena GTrans

13999 S. Western Ave | Gardena CA | 90249

Phone 310.965.8878 | fax 310.538.1989 | fwatts@gardenabus.com

Website: RideGTrans.com

"Thank you for a great course"

"This has more than met my expectations." "A wonderfully practical course - both personally and professionally"



My name is Jose Rodriguez (Trainer for LRGVDC-Valley Metro) and I'm sending this to provide feedback on the new TAPTCO Transit Operator Development Course. Overall, I love the product and I'm happy providing this information to you.

We recently bought the 2020 TAPTCO Course and it has been a great asset for LRGVDC-Valley Metro.

1. **What is your overall opinion of this new course?**

As a trainer, I found the TAPTCO new course engaging because of the following reasons:

- Discussion sections at the end of every topic are challenging and engaging.
- The topics are short, and it helps to retain the attention span of the trainees
- Customer service training is well developed in this new course (please include more tips to develop Customer Service skills for Bus operators)
- Drug and alcohol sections are well developed
- Bloodborne Pathogens section is well developed
- Conflict and Aggression Management section is well developed
- Employee Safety Reporting Program section is well developed

2. **Do you have any comments on your operator's opinion of this course?**

All trainees that have been trained with the help of the new TAPTCO course are satisfied with the content.

3. **On a scale of 1 to 10, 10 being the best how would you rate it?**

9 out of 10

4. **Can you suggest any ways we could improve this course?**

Include team-building activities or games to engage trainees and more tips or training to improve customer service skills for bus operators.

Jose Rodriguez

Program Supervisor II

LRGVDC-Valley Metro

510 S. Pleasantview Dr.

Weslaco, TX 78596

Phone: 956-969-5761 ext. 304

Email: jrodriguez@lrgvdc.org

"Connecting the Valley One Ride at a Time"

"I love the product"
"I rate it a 9 out of 10"

15th February 2021



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Jeff Cassell
Transit & Paratransit Company
5611 Hudson Drive
Hudson, Ohio 44236

Dear Jeff

TAPTCO 2020 Paratransit Operator Development Course

I believe this course is outstanding! The course provides a complete curriculum, well thought out and with professionally produced videos and printed materials. With the quality of the study guide, students are able to understand objectives and outcomes, participate in discussions and successfully complete the quizzes at the end of each topic. In addition, the Performance Checklist illustrates the student's progress with their skills 'Behind the Wheel'. The Performance Checklist also allows me to document their training and keep it all together in one place.

Operators appreciate the format and length of the various topics and don't feel overwhelmed. Operators have actually requested specific topics for their refresher training.

I would rate it a 10 without question.

Prior to using the TAPTCO courses, we had to use multiple sources to accomplish the same task. Having everything you need together in one package has saved a lot of time and has improved the overall quality of training.

Carl Pysher
Manager of Safety & Training
Lebanon Transit
200 Willow St.
Lebanon, PA 17046
717.274.3664

cpysheer@lebanontransit.org

"I believe this course is outstanding"
"I would rate it a 10 without question"



15th February 2021

TAPTCO Paratransit Training Course

The course is great. Very informative about the safety concerns and offered solution-based skills.

Made viewers very aware of how incidents can be prevented in the first place.

The quality of production was good and I thought switching up the presenters kept each chapter fresh.

I feel like I learned a lot, especially since I started with minimal Paratransit knowledge.

I would rate it a 9 out of 10.

I think TAPTCO has provided us a very efficient and organized way to train our operators with this updated course.

Julia Castillo

Executive Director

Heart of Iowa Regional Transit Agency

2824 104th St,

Urbandale, IA 50322,

515-309-9281

jcastillo@ridehirta.com

**The course is great
I would rate it a 9 out of 10**



15th February 2021

Jeff we are very pleased with the new course it has been a great help to our agency. We are a small agency located in the southwestern part of Virginia and being able to travel across the state for training opportunities was a challenge.

The content is excellent and our operators have found it easy to understand it is always more relevant when they can correlate the training with the vehicles they drive every day.

We would definitely give this course a 10 and we are your biggest cheerleaders in the State of Virginia, when the topic comes up about training.

Before your training, ours was piecemeal and all over the place now, we have all we need in one well-designed course. This is not the only reason but since we began training, our drivers with the other course we purchased from you our drivers have won the State Bus Rodeo four years in a row.

Mitch Elliott Transit Director

Mountain Empire Older Citizens, Inc.

1501 Third Avenue East

Big Stone Gap, VA 2421

melliot@meoc.org

Tel: 276 523 7433

We would definitely give this course a 10.
We are your biggest cheerleaders in the State of Virginia, when the topic comes up about training.

15th February 2021

TAPTCO Paratransit Operator Development Training Course

We have used the TAPTCO training programs now for almost 6 years. Transit bus operator and paratransit operator, along with CDL and Garage safety toolkit.

TAPTCO has always been spot on with the information as it pertains to our training program and it is a valuable resource for our agency both in terms of classroom training, and one on one driver training.

The ease of use of the thumb drives now makes it quick for us to set up a driver for some remedial training on one of our training computers.

In all honesty, we didn't have a structured training program. We used you tube videos, videos from the Q-Straint and any Powerpoints that we were provided at trainings from NTI or FTA We still use some of those, but mainly rely on TAPTCO for the majority of our trainings.

On a scale of 1 to 10, 10 being the best I would rate it a 9.5.

Jen Zimmerman | Safety & Training Coordinator
Central Pennsylvania Transportation Authority(DBA Rabbitt Transit)
415 Zarfoss Drive | York, PA 17404
717.849.0712,

jjimmererman@rabbittransit.org

TAPTCO has always been spot on with the information
as it pertains to our training.
I would rate it a 9.5.

15th February 2021

Jeff Cassell, President
Transit & Paratransit Company
5611 Hudson Drive
Hudson Ohio 44236

TAPTCO Paratransit Operator Development Training Course

This Course is the best one out there. We looked in many different ways for around 4 months before we came back to talking to TAPTCO.

As a Trainer of a Bus & paratransit Co, we needed something that would work for all around training in both fields. So we decided to go with TAPTCO the price was great.

But the customer service after the sale is top notched I couldn't ask for anything more.

In my book, this TAPTCO course is a 10

We purchased in December 2020 and we will be a customer for many years to come.

Thank you,
Rick Osborne, Trainer
AppalCART
305 Hwy 105 Bypass - Boone, NC 28607
828-297-1300 x110
Trainer@AppalCART.com

This Course is the best one out there.
Customer service after the sale is top notched
In my book, this TAPTCO course is a 10 .

16th February 2021

Jeff Cassell
Transit & Paratransit Company
5611 Hudson Drive
Hudson
Ohio 44236

Paratransit Training Course - TAPTCO

We are very pleased with the new TAPTCO Course; our operators get a lot out of this course. They have commented that they feel all the information is relevant in the job we are asking them to do each and every day. I would give this course a "10" on the rating scale and we now use it for all of our training (new employees, remedial training if employee has a vehicle accident, etc). I feel this program was very well done.

Before TAPTCO we had supervisors at each of our locations doing training with employees. So, as you can imagine the training wasn't consistent and wasn't always timely. Now, we set them down with the TAPTCO courses as soon as they are hired and then we can follow up with any in-person training that needs to follow.

It is great to have a training program specifically designed for paratransit!

Valerie King
Human Resource Manager
Area Transportation Authority of North Central Pennsylvania
44 Transportation center
Johnsonburg
PA 15845-2102
Tel 814 965 2111

vking@atatrans.com

We are very pleased with the new
TAPTCO Course
I would give this course a "10"



17th February 2021

To: TAPTCO

Paratransit Training Course

I have just started using this course. I have done the Safety Best Practices with about half of my staff so far.

They were not really looking forward to a 90 minute class, but so far all have only had positive comments. My staff appreciates that the course is specific for transit drivers.

They like the format of watching a video for a bit and then having time to discuss the topic. It has enabled the drivers to express their concerns about safety issues they see on the job. This open communication has been very constructive.

On a scale from 1 to 10, I would give it a 10 based on this first training.

What I was using before is not even close to the quality of this course. I feel like I am presenting a professional training to my staff and not random trainings from various sources pierced together.

Amy Fortenbacher
Transit Supervisor
City of Muscatine – MuscaBus
215 sycamore St.
Muscatine, IA 52716
563-263-8152

afortenbacher@muscatineiowa.gov

What I was using before is not even close to the quality of this course.
On a scale from 1 to 10, I would give it a 10

SYNERGIZE CONSULTING, LLC!

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15th February 2021

Jeff Cassell
Transit & Paratransit Company
5611 Hudson Drive
Hudson, Ohio 44236

Dear Jeff

You asked me to critique the new TAPTCO 2020 Paratransit Operator Development Course. I have now had a chance to watch most of the programs and examine all the supporting guides and other materials.

Quite honestly, it is outstanding. I was very familiar with the original TAPTCO Paratransit course as we used this exclusively when I was the director of safety at SCR Medical Transportation. SCR operate around 500 paratransit vehicles in the Chicago suburbs. After leaving SCR, I have developed, and began operating Synergize Consulting LLC. Working with many different types of paratransit companies and helping them establish their safety training programs, I have worked with companies to implement the TAPTCO program around the country.

The new course takes the training to a whole new level. I love the way the course is built around the Safety Management System and how simple and straightforward it is for operators to understand how they need to operate to remove or reduce risk.

I recommend your course to all the operations I consult with and they are all very pleased once they see the quality of the course.

You asked me to rate on a scale of 1 to 10, I rate it a 10+. The new programs you have added on Types of Service, Duty of Care and Assisting Customers with Mobility Challenges were really needed in Paratransit operations. Great work and I have no doubt TAPTCO will help make our industry operate at a safer higher level of service.

I would recommend your course to all paratransit operations!

Frank Ciccarella
Synergize Consulting, LLC
738 S. Magnolia Street
Gardner, KS, 66030
frankc@synergizeconsulting.solutions
www.synergizeconsulting.solutions
708-972-2846

**Quite honestly, it is outstanding.
I rate it a 10+**

22nd February 2021

To: TAPTCO

Paratransit Training Course

Good morning Jeff,

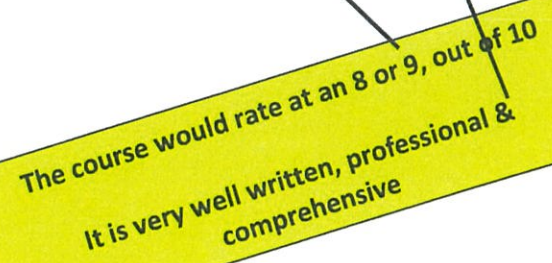
I have ran about 10/15 of our drivers through the TAPTCO course, and they have all have enjoyed the video presentations that were presented. They have commented about how professional and pertinent they were to our work here at Rocky Mountain Health Care Services.

They have really been receptive to the ideas presented in the Safety Management System and have agreed to follow the LLLC daily. We have an electronic manifest that we are implementing for our drivers and part of logging on the system is to repeat to themselves to " follow the LLLC , do it right the first time every time" when they start their route daily.

We do have a driver that is hearing impaired and wondered if the course had a closed caption capability, but I did not see one. Many of our drivers that took the course and quizzes, felt that some of the questions and answers did not fit with the training materials. The questions or answer choices were misleading or confusing to some of the class participants.

I honestly believe that the course would rate at an 8 or 9, out of 10, It is very well written, professional, comprehensive, and matches very closely with what we do here at Rocky Mountain. We are in the process of training all staff that use a company vehicle (facilities, procurement, and maintenance) with the TAPTCO training . We thank you for providing us the opportunity to comment and if you have any specific question please let me know.

Thank you
William Hafling
Rocky Mountain Health Care Services
2502 E. Pikes Peak Avenue, Suite 100
Colorado Springs, CO 80909
719-623-1170
whafling@rmhcare.org



The course would rate at an 8 or 9, out of 10
It is very well written, professional &
comprehensive



To:- TAPTCO

Paratransit Operator Development Course

Total program is very well written. Trainers enjoy teaching using this format .

Score is 9 out of 10

Total program is very well written
Score is 9 out of 10

TERRY THOMSON
Safety & Security Director
Erie Metropolitan Transit Authority
127 E 14TH ST
ERIE PA 16503

tthompson@ride-the-e.com

Tel 814 454 4012 ext 130



5th March 2021

To Transit Agencies

TAPTCO Paratransit operator Development Course

Being in the industry for 14+ years this looks to be the most complete and targeted training I have seen. We only purchased this a short time ago but so far so good!

On a scale of 1 to 10, 10 being the best I would rate it a 10.

Again, at this point there is no comparison to the materials we used before. This training program is complete

Chad Hollenbeck
Operations Manager
Benzie Bus
14150 US Hwy. 31
Beulah, MI

(231) 251-9001
chad@benziebus.com

Most complete and targeted
training I have seen
I would rate it a 10.

Thanks Jeff for asking my opinion.

I thought the new operator development training course was excellent

It is much improved over the old course.

TAPTCO still provides the best training information. Thank you! It's a 10!

I thought the new operator development
training course was excellent.
Thank you! It's a 10!

Connie Massengale, Project Manager - MVTA

Schmitt & Sons | 3600 Blackhawk Road | Eagan, MN 55122-1266

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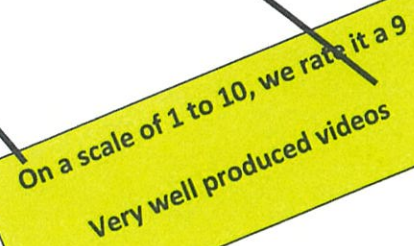
5th February 2021

Re TAPTCO

Paratransit Operator Development Course

1. Very well produced videos. The printed material is a little overwhelming when first looked at, but it came together nicely with a little time looking it over.
2. We used a video in a driver meeting with several people. The driver comments were aimed toward the subject matter. We have not yet used it in a one on one situation.
3. On a scale of 1 to 10, we rate it a 9
4. Better audio and video quality than most others we have used. More up to date. Held the driver's attention more than some of the other sources we have used.

Brad Wilcox
Program Assistant
Transit Authority of Warren County
42 Clark Street, Warren, PA
Phone: 814-723-1874
Cell: 814-688-0531
brad.tawcbus@westpa.net



On a scale of 1 to 10, we rate it a 9
Very well produced videos



Greetings Jeff;

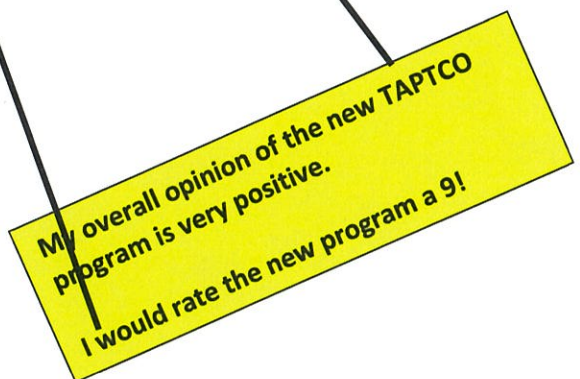
1. My overall opinion of the new TAPTCO program is very positive. I have been training operators with TAPTCO since 2014 when I arrived at Sun Metro. We used the prior version and then purchased the new program last year. Thank you for updating the program to include SMS principals in compliance with federal regulations.
2. On a scale of 1 to 10, I would rate the new program a 9!

Perea, Esteban A.
El Paso Mass Transit Department (Sun Metro)

El Paso, Texas

915 533 1220

PereaEA@elpasotexas.gov



Good afternoon Jeff,

This is the second time we purchase training materials from your company. It is great training material. I would rate the training material a 10!

Thank you,

It is great training material.
I would rate the training material a 10!

Connie Torres, CCTS

Supervisor, Transit Training

Coordinator/Transit/City Manager's Office

Direct: 575-541-2669 Main: 575-541-2500 Cell: 575-520-1077 ctorres@las-cruces.org

Mr. Cassell,

We have been using the TAPTCO course regularly for each new class. I never tire of seeing the same videos.

They are very professionally done and are great for holding one's attention. Overall it is the perfect training module for preparing our drivers and developing professionalism in them. It is the best training we have been able to offer at this point.

On a scale of 1 to 10, I rate it an easy 10! Thank you for your following up with us. Looking forward to using this material for a long time to come!

Marvin K. Burkholder
Training Specialist
City of Albuquerque Transit Department
mburkholder@cabq.gov

505 764-8933

On a scale of 1 to 10, I rate it an easy 10!
Overall it is the perfect training module

My answers to your questions are as follows:

1. Our training classes are intermittent, so we're still getting to know the new course as well as we did the old one. Early in the "getting to know you" phase as we are however, we are very happy we made the investment. The updated version is esthetically more pleasing, and the topical content is presented in a logical, well thought out manner.
2. I'd rate the program a 10. I know of none better.

Thanks for asking!

Clark Gross
Chief Operating Officer
Black & white Transportation
4665 W Bancroft St
Toledo, OH 43615

P: 419-536-3722 x9
M: 419-392-5947
bwtransportation.com

**I'd rate the program a 10.
I know of none better**



To: Jeff Cassell
TAPTCO

Thanks Jeff, this is a Great program

On a scale of 1 to 10, 10 being the best how would you rate the course? I would rate it a 10.

Ken Jimkoski
THUMB AREA TRANSIT
1513 Bad Axe Road
Bad Axe, Michigan 48413

Phone: (800)-322-1125 or (989)-269-2121

kenjimkoski.tat@gmail.com

Great Program
I would rate it a 10

Good Morning Jeff,

My name is Laurie Therrien. I am the Operations Supervisor for My Ride Transit Service in Rock Hill, SC

We recently purchased the TAPTCO on-line course. We have had the TAPTCO Development Course since 2019, but recently purchase the on-line version.

I find that it is much more user friendly than the hard drive course. I am able to let the Employees do the video training on their own time as well as during work hours.

I am also going through the whole course myself and the option to print the certificates and see your score is an added incentive for the drivers. (They want to get all of them).

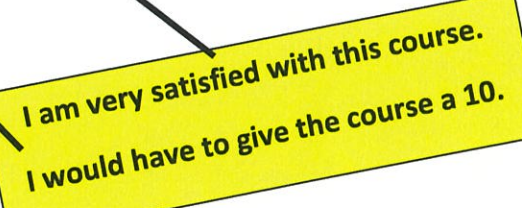
Overall I am very satisfied with this course. The speakers keep you engaged.

I would have to give the course a 10.

Thank You for reaching out and we hope to continue using TAPTCO for a long time.

Laurie Therrien
Operations Supervisor
My Ride Transit Service

Laurie.Therrien@cityofrockhill.com



**I am very satisfied with this course.
I would have to give the course a 10.**



Jeff,

Thanks for your email, my responses are below:

1. What is your overall opinion of this new course?

Having used the previous course that we were very pleased with; we've found this updated edition to be even better than the original! The updated production and refreshed approach is an improvement. The incorporation of the PTASP requirements is incredibly helpful and greatly appreciated.

2. On a scale of 1 to 10, 10 being the best how would you rate the course?

I'd rate the course at a solid 9 out of 10. We are very pleased with the course, its improvements, and the delivery methodology. We prefer to present the material in a slightly different order than what is outlined in the rubric, but finding training material that you can comfortably rate at a 9 out of 10 is as close to perfect as we've seen or heard of!

Bryan Walck | Safety and Human Resources Administrator
CityBus | (p) (765) 420-2954 | (f) (765) 742-4729
1250 Canal Rd., Lafayette, IN 47904 (location address)
P.O. Box 588, Lafayette, IN 47902 (mailing address)
bwalck@gocitybus.com | www.gocitybus.com

as close to perfect as we've seen or heard of!
I'd rate the course at a solid 9 out of 10

What is your overall opinion of this new course?

The course is comprehensive and full of great information! The quizzes, posters, and guides that accompany the DVDs are helpful learning tools during driver training. This is a serious upgrade from the old VHS tapes we were using for training. Our Route Manager said that the DVD on Securing Mobility Devices was very informative.

On a scale of 1 to 10, 10 being the best how would you rate the course?

I would rate it a solid 9/10. The only thing missing for us is a section on Driver Road Rage with other vehicles, not just passengers on the bus.

Hannah Gray

Transit Grant & Compliance Coordinator/CSSO

Community Action of Southern Kentucky / GO bg Transit

Physical address: 304 E 11th Ave., Bowling Green, KY 42101

Mailing address: 921 Beauty Ave., Bowling Green, KY 42101

www.casoky.org

Phone: 270.782.3164, x313

Fax: 270.782.3190

The course is comprehensive and full of great information!
I would rate it a solid 9/10.

Good morning Jeff

Thanks for reaching out to us. I can tell you that overall, from the comments from the drivers, the program was well-received and appropriate. There doesn't ever seem to be appreciation for covering basic information, but it seems there is always one person who will admit they didn't know something simple, or that there would now be an expectation that management would hold drivers accountable for everything. (drivers are a unique breed)

The ADA portion was extremely beneficial in driving home the concept that drivers should treat everyone with respect and courtesy, not just those who they think have a disability because they can see proof of it by a wheelchair, walker, cane, or service animal. Many didn't understand that cognitive issues create barriers to using the system just as much as being blind; which is why we call out major stops and intersections.

As to your two questions:

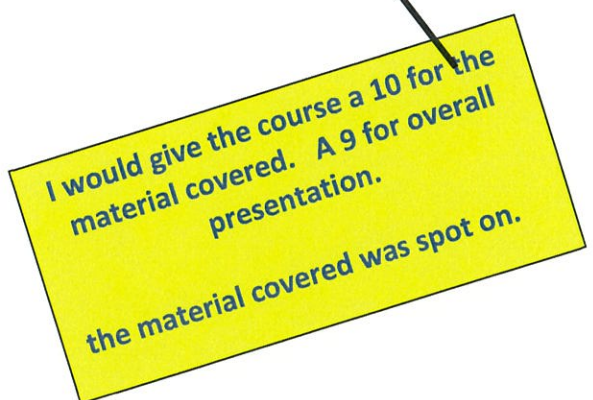
1. The course was appropriate and the material covered was spot on. The course is broken up so that continued refresher training can be covered in shorter group training segments, or for individuals who exhibit a deficiency in a certain area.
2. On a scale, I would give the course a 10 for the material covered. A 9 for overall presentation.

Speaking for myself, I enjoy a classroom setting and the ability to explain why things are done a certain way, or listen to new ways that have been successful.

TAPTCO did a great job with this course. Thank you for it.

Mike Milligan
Muskegon area Transit System
Herman Ivory Terminal
351 Morris Street
Muskegon, MI 49440

MilliganMi@co.muskegon.mi.us



I would give the course a 10 for the material covered. A 9 for overall presentation.
the material covered was spot on.



1. What is your overall opinion of this new course?

I recommend any and everyone in the transit field to take this course in order to learn and be exposed to the information that is present within this course.

2. I rate this course a 10. It covers all possibilities for unsafe behavior, and ensuring corrective action.

Charles L. Koonce Jr., WSO, CSE
Director of Mass Transit
100 W. Washington Street
Petersburg, Virginia 23803
804-733-2450

ckoonce@petersburg-va.org

I recommend any and everyone in
the transit field to take this course
I rate this course a 10



46

My Safety Manager is extremely pleased with the new course offerings.

Rate it is a 9.5 (Nobodys perfect, LOL) My team really likes the program.

Thanks

David A. Richards – General Manager
New Castle Area Transit Authority
311 Mahoning Avenue
New Castle, PA. 16102
(724) 654-3130
drichards@newcastletransit.org

Rate it is a 9.5
extremely pleased with the
new course

What is your overall opinion of this new course?

The new course enhances transit training for both bus and paratransit operators. The new course also allows the trainers to reinforce the standards in a more comprehensive way.

On a scale of 1 to 10, 10 being the best how would you rate the course?

On a scale of 1-10, I give the course a rating of 10 (hands down)!

I give the course a rating of
10 (hands down)!

Dr. Dionne D. Nichols

Manager of Operations Training
New Orleans Regional Transit Authority
2817 Canal Street · New Orleans, LA 70119
office: 504.827.8320
dnichols@rtafortward.org

One Team, One Family

Safety First, Service Always



48

To: Brett Baum, Transportation Concepts

May we please ask you to answer just two questions:

What is your overall opinion of this new course? *It's great.*

Covers all the parts needed to make a successful, qualified bus operator.

On a scale of 1 to 10, 10 being the best how would you rate the course?

I would rate it a 9

Brett Baum
Director of Operations
Transportation Concepts
1521 Kingsdale Ave
Redondo Beach, CA 90278
(310) 864-7814
bbaum@transportation-concepts.com

I would rate it a 9
Covers all the parts needed
to make a successful,
qualified bus operator.

Good Morning,

We really enjoy the new TAPTCO course. We have been using the previous set and it was a little dated as time went on, although we enjoyed the people. It's great that we were able to purchase the flash drive, we had a lot of issues with the disks getting worn then having to ship them back to get a replacement delayed us from starting a new class from time to time.

We would probably rate the course a 8.5, since there is always room for improvement.

Thank you,

April Wilkinson
Safety Manager
National Express Transit
CSC #7044
Office: (301) 423-5017
Cell: (571) 585-1424

awilkinson@diamondtransportation.us

We really enjoy the new TAPTCO course.

We would probably rate the course a 8.5, since there is always room for improvement.



Good afternoon Mr. Cassell,

My overall opinion of the TAPTCO Training course is; Very Good! I really like it and have noticed great improvement with my drivers that have completed the course. The only thing I would change a little bit more is the wheelchair securement training. You have updated from the older version but it needs a little more detail on the actual securement.

To me the operator is in the riders "personal space" But overall it is great!!! We use the LMS version. One other thing is I wish there is an easier way to do the LMS version in a group setting. We don't always have a group to train but we do sometimes, plus I would like to just do certain parts of the course for our veteran drivers and for safety meetings.

I(have a phone interview tomorrow with a company that is interested in your training Maureen had emailed me to see if I would talk with the potential client about your training.

On a scale of 1-10 I would have to say TAPTCO Operator Training Course would be a 9.9 (just shy of a 10)

We have 3 other offices that I would like to put the large blue SMS poster and the "No Safe Behaviors Beyond this Point" posters in.

Maureen and Donna are Great!! I really like working with them!

Please feel free to contact me if you need assistance on trainings.

Kevin Tavender
West Central Mass Transit District
Safety and Security Manager
1120 W. Walnut Jacksonville, IL. 62650
217-245-2900
ssmanagerwcmt@gmail.com

I would have to say TAPTCO Operator
Training Course would be a 9.9
Very Good! I really like it