



# **DRIVER TRAINING MATERIALS**

## **PRODUCT CATALOG**

TAPTCO has created professional, comprehensive training courses for both Transit and Paratransit operations. These courses have been designed to improve the performance of your drivers.

# TRANSIT 2020 OPERATOR DEVELOPMENT COURSE

DVD's or Thumb Drive: \$7,975  
*Please contact us for online pricing*

The most important practice in a safe quality transit operation is the training of the drivers.

This updated course is comprehensive, systematic and focuses on safe, high quality service which is integrated into every one of the 33 subjects. It will help you meet the FTA operational requirements.

## Group 1: Federal Regulations

1. Introduction to Professional Driving
2. Federal Regulations

## Group 2: Safety & Defensive Driving

3. Safety Best Practices
4. LLLC Defensive Driving
5. Hazard Identification & Mitigation

## Group 3: About the Bus

6. Introduction To The Bus
7. Pre & Post Trip Inspections
8. Mirror Adjustment & Reference Points

## Group 4: Driving Situations

9. Preventing Rear End Collisions
10. Preventing Intersection Accidents
11. Railroad Crossings
12. Pedestrian & Bicycle Awareness
13. Preventing Backing Accidents
14. Merging, Lane Changing & Passing
15. Adverse Driving Conditions
16. Operating Electric Powered Buses

## Group 5: About the Driver

17. Preventing Driver Fatigue
18. Preventing Driver Distractions
19. Hazards Communication
20. Injury Prevention - Slips, Trips & Falls
21. Using Maps & GPS
22. Employee Safety Reporting Program
23. Health & Wellness

## Group 6: About the Passengers

24. Professionalism & Customer Service
25. Conflict & Aggression Management

## Group 7: Americans with Disabilities

26. ADA Compliance & Sensitivity
27. Mobility Devices

## Group 8: Additional Programs

28. Whistleblower
29. Preventing Harassment
30. Drug & Alcohol Awareness
31. Bloodborne Pathogens & Other Infectious Diseases

## Group 9: Emergency & Accident Procedures

32. Emergency Evacuations
33. What To Do In The Event Of An Accident
- 33A. ELDT Supplement

## 34. Final Exam

# COURSE INCLUDES

- ▶ Creating a Safety Culture Guide
- ▶ Classroom Trainer's Guide
- ▶ Behind the Wheel Trainer's Guide
- ▶ Mastery Test
- ▶ Set of 14 Posters
- ▶ PTASP Guide
- ▶ Large Operator Study Guide (For New Drivers)
- ▶ Small Operator Study Guide (For Existing Drivers)
- ▶ Operator Performance Checklist (For New Drivers)
- ▶ Syllabus



### ***Instructional Time***

Classroom	21.1 hrs
Pre-Diving Skills	7 hrs
Observation	22.5 hrs
Behind-the-Wheel	18.5 hrs
Cadetting	40 hrs
Total Time	110.3 hrs

**THE PRINCIPLE  
PRACTICE OF  
LEADERSHIP IS  
TRAINING.**

# PARATRANSIT 2020 OPERATOR DEVELOPMENT COURSE

DVD's or Thumb Drive: \$6,975  
*Please contact us for online pricing*

The most important practice in a safe quality Paratransit operation is the training of the drivers.

This course is comprehensive, systematic and continually focuses on safe, high quality service which is integrated into every one of the 29 subjects.

## Group 1: Introduction

1. Introduction to Professional Driving

## Group 2: Safety & Defensive Driving

2. Safety Best Practices
3. LLLC Defensive Driving
4. Hazard Identification & Mitigation

## Group 3: About the Vehicle

5. Pre & Post Trip Inspections
6. Mirror Adjustment & Reference Points

## Group 4: Driving Situations

7. Preventing Rear End Collisions
8. Preventing Intersection Accidents
9. Railroad Crossings
10. Pedestrian & Bicycle Awareness
11. Preventing Backing Accidents
12. Merging, Lane Changing & Passing
13. Adverse Driving Conditions

## Group 5: About the Driver

14. Preventing Driver Fatigue
15. Preventing Driver Distractions
16. Drug & Alcohol Awareness
17. Bloodborne Pathogens & Other Infectious Diseases
18. Wayfinding
19. Hazardous Materials
20. Employee Safety Reporting Program

## Group 6: About the Passengers

21. Professionalism & Customer Service
22. Conflict & Aggression Management
23. Duty of Care

## Group 7: Americans with Disabilities

24. ADA Compliance & Sensitivity
25. Assisting Customers with Mobility Challenges
26. Mobility Devices
27. Types of Service

## Group 8: Emergency & Accident Procedures

28. Emergency Evacuations
29. What To Do In The Event Of An Accident
- 29A. ELDT Supplement

## **30. Final Exam**

# COURSE INCLUDES

- ▶ Creating a Safety Culture
- ▶ Classroom Trainer's Guide
- ▶ Behind the Wheel Trainer's Guide
- ▶ Mastery Test
- ▶ Set of 14 Posters
- ▶ PTASP Guide
- ▶ Large Operator Study Guide (For New Drivers)
- ▶ Small Operator Study Guide (For Existing Drivers)
- ▶ Operator Performance Checklist (For New Drivers)
- ▶ Syllabus



### ***Instructional Time***

Classroom	18.5 hrs
Pre-Driving Skills	6.5 hrs
Observation	21.5 hrs
Behind-the-Wheel	19.5 hrs
Total Time	68.5 hrs

THE QUALITY OF  
YOUR TRAINING IS THE  
BASIS OF EVERYTHING  
ELSE YOU DO.

# SAFETY LEADERSHIP

DVD's or Thumb Drive: \$2,500  
*Please contact us for online pricing*

The course explains why people have accidents and how leaders can prevent them from happening. Leaders establish and maintain norms, the accepted way of behaving in any situation. By creating safety norms, leaders are able to influence the behavior of their employees to achieve better results.

Every manager and supervisor will benefit from this course.

The course covers these five areas:

- Accidents and Why People Have Them
- Understanding Human Behavior
- Leadership Principles
- Leadership Techniques
- Behavior-Based Safety

## COURSE INCLUDES

The Driver Training Course is a complete professional bus driver curriculum. Using a blended approach to adult learning, the course includes:

- ▶ Guide To Create The Safest NORMS
- ▶ Study Guide



### **Instructional Time**

Opening Preview	21 min
Accidents and Why People Have Them	57 min
Understanding Human Behavior	60 min
Leadership Principals	45 min
Leadership Techniques	51 min
Behavior-Based Safety	16 min
Final Exam	10 min
Total Time	260 min

# TRAINER CERTIFICATION PROCESS

DVD's or Thumb Drive: \$2,000  
*Please contact us for online pricing*

Trainers play a vital role in your overall success. But, great operators don't always make the best trainers.

Training requires different skills.

The Trainer Certification Process is a complete toolkit that helps you interview, test, promote and prepare your best candidates to become professional driver trainers.

The course covers these three areas:

- Learning Basics
- Coaching the Adult Learner
- How to Train a Professional Operator

## COURSE INCLUDES

This course includes instructions on understanding the hard and soft skills of trainees and explains the many techniques to teach knowledge and skills. The course also explains the challenges of trying to change the trainees soft skills – their Values, Motivations & Personality.

- ▶ Manager Guide to Trainer Selection & Development
- ▶ The Trainer Selection Process
- ▶ Minimum Qualifications
- ▶ Written Exams
- ▶ Skills Proficiency Assessments
- ▶ Structural Interviews



### **Instructional Time**

Introduction & Behavioral Interviewing	80 min
Learning Basics	32 min
Coaching the Adult Learner	38 min
How to Train New Operators	39 min
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Total Time	189 min

# BUS GARAGE SAFETY TOOLKIT/ OSHA COMPLIANCE

DVD's or Thumb Drive: \$2,000  
*Please contact us for online pricing*

The OSHA Compliance Toolkit is a single source management tool designed specifically for transit and paratransit operations. Used properly it will help managers quickly and easily achieve compliance with OSHA regulations in the least amount of time and with the least amount of effort.

Working in the shop involves many hazards that can injure or even kill an employee.

OSHA requires that all reasonable steps be taken to protect the employees working in the shop and can take action to enforce compliance with their safety requirements. This may involve substantial fines and even stronger actions, such as jail time or closure.

This course includes an easy to follow process guide that allows you to document all training and actions provided. It takes six hours each year to be in compliance.

The course covers these areas:

## For Maintenance

- Emergency Response Plan
- Lockout/Tagout
- Hazards Communication
- Lifts, Pits, Jacks and Stands
- Fire Protection
- Rails, Stairs and Ladders
- Signage
- Slips, Trips and Falls
- Diesel Exhaust
- Electrical Hazards
- Hand Tools
- Machine Guarding
- Fuel Islands
- PPE
- Emergency Eyewash
- Confined Spaces
- First Aid and Blood-borne Pathogens
- Forklift Safety
- Multi-Piece/Single Rim Wheels
- Spray Finishing
- Welding
- Fall Protection
- Storage



# For Drivers

- ☒ Lockout/Tagout
- ☒ Blood-borne Pathogens
- ☒ Hazards Communication

## COURSE INCLUDES

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### For Maintenance

- ☒ How to Use This Toolkit Manual
- ☒ Compliance Process Guide with Checklists & Action Plans
- ☒ Safety Meeting Facilitator's Guide
- ☒ Annual Planner Wall Calendar

### For Drivers

- ☒ Safety Meeting Facilitator's Guide for Drivers



#### Maintenance Instructional Time

Manager's Introduction	10 min	Fuel Islands	3 min
Emergency Response Plan	6 min	PPE	14 min
Lockout/Tagout	11 min	Emergency Eyewash	3 min
Hazards Communication	16 min	Confined Spaces	4 min
Lifts, Pits, Jacks & Stands	11 min	First Aid & Blood Borne Pathogens	12 min
Fire Protection	6 min	Forklift Safety	8 min
Rails, Stairs & Ladders	5 min	Multi-Piece/Single Rim Wheels	13 min
Signage	4 min	Spray Finishing	9 min
Slips, Trips & Falls	7 min	Welding	6 min
Diesel Exhaust	4 min	Total Time	170 min
Electrical Hazards	6 min		
Hand Tools	6 min		
Machine Guarding	6 min		

#### Driver Instructional Time

Lockout/Tagout	5 min
Hazard Communication	13 min
Blood Borne Pathogens	7 min
Total Time	25 min

# CDL WRITTEN TEST TRAINING COURSE

DVD's or Thumb Drive: \$2,000  
*Please contact us for online pricing*

Passing the CDL written test is very difficult. If interested applicants are left to do this on their own, we lose thousands of potentially great bus drivers. Using this course, either the hard copy or online, we can make the learning easier and more interesting to reduce driver shortages.

Turning applicants into qualified bus drivers is always a challenge. Many great applicants are lost due to the difficulty of passing the CDL written test. This new course has made the training far easier to understand and will increase the success in applicants passing the test the first time.

Practice tests can be taken on a computer to simulate the actual process at the DMV and make the trainee more comfortable.

**The course covers these areas:**

- Rules & Regulations
- General Knowledge Driving Safety
- Transporting Cargo Safely
- Transporting Passengers
- Air Brakes
- Practice Tests

## COURSE INCLUDES

- ▶ Classroom Trainer's Guide
- ▶ Driver's Study Guide
- ▶ Practice Tests Booklet containing 11 tests with over 400 questions



***Instructional Time***

Rules & Regulations	25 min
General Knowledge Part 1	70 min
General Knowledge Part 2	70 min
Transporting Cargo Safely	20 min
Transporting Passengers	20 min
Air Brakes	50 min
Practice Tests	90 min
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Total Time	345 min





5611 Hudson Drive, Suite 100  
Hudson, OH 44236



[www.taptco.com](http://www.taptco.com)



855-963-3900