# 100 Testimonials

Enclosed are 100 testimonials from customers who are using our Training Courses. Just look at these ratings:

- ✓ 65 of the 100 agencies have rated the courses 10 out of 10 That's 65% of agencies using these courses rate them as perfect!
- ✓ A further 27 agencies rate them 9 or higher, that's an additional 27%.
- ✓ Only 8 rate it below a 9, and they still say the courses are outstanding.

92% 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.

2	Agency Name					p	100-11		
2	Harrisonburg Department of Transportation	VA State	<u>Person</u> James	Riddle Person	<u>E Mail</u> james.riddle@harrisonburgva.gov	Out of 10 11	1 10 Rating	Higher 11	or Hig
	Ohio Transit Risk Pool	ОН	Ken	Reed	kenr@otrp.com	10	1	10	1
3	MetroLink	IL	Todd	Franzen	tfranzen@qcmetrolink.com	10	1	10	1
4	aunt	VA	Mike	Sisler	mikes@ridejaunt.org	10	1	10	1
	Washington state Transit Insurance Pool	WA	Christopher	DeVoll	chris@wstip.org	10	1	10	1
	MTM Transit	MO	Tom	Greufe	tom.greufe@gmail.com	10	1	10	1
	Lextran Capital District Transportation Authority/CDTA	KY NY	John Christopher	Givens Rowe	jgivens@lextran.com chrisr@cdta.org	10 10	1	10 10	1
	County of Lebanon/Lebanon Transit	PA	Carl	Pysher	cpysher@lebanontransit.org	10	1	10	1
	Lehigh and Northampton Transportation Authority (LANTA)	PA	Stacey	Kenney	skenney@lantabus-pa.gov	10	1	10	1
	Peterborough Transit	Ontario	Barry	Wakeford	bwakeford@peterborough.ca	10	1	10	1
2	Beaver County Transit Authority	PA	John	Fisher	johnf@bcta.com	10	1	10	1
13	Hernando CountyTransit Management	FL	Joseph	DeGeorge		10	1	10	1
	Twin Cities Area Transportation Authority	MI	Paul	Gillespie	pgillespie@tcatabus.org	10	1	10	1
	Indiana County Transit Authority/IndiGo	PA	Mike	Detwiler	mdetwiler@indigobus.com	9		9	1
	Greater Peoria Mass Transit District (CityLink)	IL TN	Jason	Culberson Brashear	jculberson@ridecitylink.org rbrashear@murfreesborotn.gov	9		9	1
	City of Murfreesboro RATP Dev - Asheville Transit Sytem/OAS	NC	Rus	Byrd	sam.byrd@ratpdev.com	10	1	10	1
	Van Buren Transit	MI	Russell	Schultz	schultzr@vanburencountymi.gov	10	1	10	1
	Southland Transit, Inc.	CA	Joleen	Judd	joleen@southlandtransit.com	9		9	1
	Norwalk Transit	CT	Joseph	Williams	joseph.wiliams@norwalktransit.com	10	1	10	1
2	Valley Metro	TX	Joseph	Rodriguez	jrodriguez@lrgvdc.org	9		9	1
3	County of Lebanon/Lebanon Transit	PA	Carl	Pysher	cpysher@lebanontransit.org	10	1	10	1
	Heart of Iowa Regional Transit Agency HIRTA	IA	Julia	Castillo	jcastillo@ridehirta.com	9		9	1
	Mountain Empire Older Citizens	VA	Mitchell	Elliott	melliot@meoc.org	10	1	10	1
	Rabbittransit/Central PA Transp. Authority	PA	Jen	Zimmerman	jzimmerman@rabbittransit.org	9.5		9.5	1
	AppaiCART	NC DA	Rick	Osborn	trainer@appalcart.com	10	1	10	1
	Ride ATA	PA IA	Valerie	King	vking@atatrans.com	10	1	10 10	1
	MuscaBus Synergize Consulting	KS	Amy Frank	Fortenbacher Ciccarella	afortenbacher@muscatineiowa.gov frankc@synergizeconsulting.com	10	1	10	1
	Synergize Consulting Rocky Mountain Health Care Services	CO	William	Hafling	whafling@rmhcare.org	8.5		10	1
	Erie Metropolitan Transit Authority/The E	PA	Terry	Thomson	tthomson@ride-the-e.com	9		9	1
	Benzie Transportation	MI	Chad	Hollenbeck	chad@benziebus.com	10	1	10	
- +	Schmitty & Sons	MN	Connie	Massengale	cmassengale@eschmittyandsons.com	10	1	10	
	Warren County Transit Authority	PA	Brad	Wilcox	brad.tawcbus@westpa.net	9		9	
	El Paso Mass Transit Department (Sun Metro)	TX	Esteban	Perea	pereaea@elpasotexas.gov	9		9	
	City of Las Cruces/RoadRunner Transit	NM	Connie	Torres	ctorres@las-cruces.org	10	1	10	
	City of Albuquerque Transit/ABQ Ride	NM	Marvin	Burkholder	mburkholder@cabq.gov	10	1	10	
	Black & White Transportation	ОН	Clark	Gross	cgross@bwtransportation.com	10	1	10	-
	Huron Transit/Thumb Area Transit	MI	Ken	Jimkoski	kenjimkoski.tat@gmail.com	10	1	10	
	My Ride Transit	SC	Laurie	Therrien	laurie.therrien@cityofrockhill.com	10	1	10	-
	City Bus Greater Lafayette	IN	Bryan	Walck	bwalck@gocitybus.com	9		9	-
	GO BG Transit Community Action of Southern Kentucky	KY	Hannah	Gray	hgray@casoky.org	9.5	-	9.5	-
	Muskegon Area Transit System	MI VA	Mike Charles	Milligan Koonce	milliganmi@co.muskegon.mi.us ckoonce@petersburg-va.org	10	1	10	
	Petersburg Area Transit New Castle Area Transit Authority	PA	Mark	Courson	mcourson@newcastletransit.org	9.5		9.5	1
	New Orleans Regional Transit Authority	LA	Dionne	Nichols	dnichols@rtaforward.org	10	1	10	
	Fransportation Concepts	CA	Brett	Baum	bbaum@transportation-concepts.com	9		9	
	National Express - Temple Hills CSC#7044	MD	April	Wilkinson	april.wilkinson@nationalexpresstransit.com	8.5			
	West Central Mass Transit	IL	Kevin	Tavender	ssmanagerwcmtd@gmail.com	9.9		9.9	
	City of Longview Transit	TX	Scott	Lewis	slewis@longviewtransit.com	10	1	10	
	National Express - Greensboro CSC #7013	NC	Leslie	Stone	leslie.stone@nationalexpresstransit.com	10	1	10	
	Erie Metropolitan Transit Authority/The E	PA	Dani	Duran	dduran@ride-the-e.com	8			
	RATP Dev - Washington DC/ODC	DC	William	Proctor	william.proctor@ratpdev.com	10	1	10	
	Metropolitam Tulsa Transit Authority	OK	Rebecca	Walner	rwalner@tulsatransit.org	10	1	10	
	Westmoreland County Transit Authority	PA	Scott	Labay	slabay@westmorelandtransit.com	8			
	RATPDEV	TX	Damon	Tofte	damon.toft@ratpdev.com	10	1	10	
	Northeast Iowa Community action	IA	Shannon	Nagel	shannon@neicac.org	8	-	9	-
	Bay Aging/ Bay Transit Altoona Metro Transit (Amtran)	VA PA	James Eric	Wininger Wolf	jwininger@bayaging.org	9		9	-
	RATP Dev-SMAT/OSM	CA	Ken	Smithson	ericwolf@amtran.org ken.smithson@ratpdev.com	10	1	10	+
	Miller Transit	Ontario	John	Kwok	john.kwok@millertransit.ca	8	1	10	
	Department of Public Works American Samoa	Sampa	Cathy	Faoa-Danielson	cathy.faoa-danielson@dpw.as.gov	10	1	10	
	Milwaukee County Transit System	MN	Brian	Kading	bkading@mcts.org	10	1	10	1
	Wheels American Red Cross	KY	Justin	Birdsong	justin.birdsong@redcross.org	10	1	10	1
	Echo AFC Transportation	TX	John	Ferrari	john@echoafc.com	10	1	10	
	COAST (Coopeartive Alliance for Seacoast Transportation)	NH	Michael	Williams	mwilliams@coastbus.org	8			
	Tulsa Transit	ОК	Naaja	Jeffries	njefferies@tulsatransit.org	10	1	10	
	Ark-Tex Council of Governments	AR	Bobby	Williams	bwilliams@atcog.org	10	1	10	
	Macatawa area Express Transportation Authority	MI	Mark	Jones	m.jones@catchamax.org	10	1	10	
	Tompkins Consolidated Area Transit Inc. TCAT	NY	Frank	Howells	fhowells@tcatmail.com	8			
	City of Big Rapids Dial A Ride	MI	Dawn	Fuller	dfuller@cityofbr.org	10	1	10	
_	City of Fredericton	New Brunswick, CA	Darren	Barker	darren.barker@fredericton.ca	10	1	10	
	Elko County	NV	Abby	Wheeler	awheeler@elkocountynv.net	10	1	10	
	Senior Transportation Connection	OH	Ed	Eucker	eeucker@ridestc.org	9		9	-
	City of Amarillo	TX	Scot	Crimmins	scot.crimmins@amarilo.gov	10	1	10	-
	Ann Arbor Area transportation authority Central Ohio Transit Authority	MI	Alvin	Taylor	ataylor@theride.org	10	1	10	-
		OH SC	Aaron Patrick	Taylor Brock	TaylorAL@cota.com	10	1	10	+
	Clemson Area Transit Coast Transit Authority	MS	Jeremy	Clinton	pbrock@cityofclemson.org iclinton@coasttransit.com	10	1	10	-
	University of South Florida	FL	Walton	Mattei	wmattei@usf.edu	9		9	
	GRTC Transit System	VA	Mark	Carter	mark.carter@ridegrtc.com	10	1	10	
	Broome County Transit	NY	Ronald	Hirst	ronald.hirst@broomecounty.us	10	1	10	
	River Valley Transit	PA	Chris	Smih	csmith@ridervt.com	10	1	10	
	Gulf Coast Transit District	TX	Donna	Elliott	delliott@gulfcoasttransitdistrict.com_	10	1	10	
	Santa Cruz Metropolitan Transit District	CA	Leonardo	Pena	Ipena@scmtd.com	9		9	
	Monterey-Salinas Transit District	CA	Jarred	Augusta	jaugusta@mst.org	10	1	10	
	Detroit Transit	MI	Rich	Czeck	Richard Czeck <richard czeck@detroitmi.gov=""></richard>	9		9	
	RATPDEV Prince George County  Kitsan transit	MD WA	Elgin Libby	Dancy Kuehl	elgin.dancy@ratpdev.com libbyk@kitsaptransit.com	10 10	1	10	
	Kitsap transit City of Windsor	Ontario	Ken	Lewis	klew@citywindsor.ca	9	•	9	
	Mountain Line Transit Authority	WV	Nathan	McKinney	mckinney@busride.org	10	1	10	
	RATPDEV Corporate	TX	Blake	Vaughan	blake.vaughan@ratpdev.com	10	1	10	
	East Tennessee Human Resource Agency	TN	Rubie	Mosier	rmoser@ethra.org	10	1	10	
	Beacon Mobility	MA	Kevin	Kilner	kkilner@gobeacon.com	10	1	10	
	Bay Area Transportation Authority	MI	Eric	Falcon	falcone@bata.net	9		9	
	Harbor Transit	MI	Scott	Borg	sborg@harbortransit.org	9		9	
	Barry County Transit	MI	Matt	Funk	mfunk@barrycounty.org	9		9	
	redell County Public Transit	NC	Bruce	Kester	bruce.kester@co.iredell.nc.us	10	1	10	-
	Willimasburgh Area Transit Authority	VA	Karen	Davis	kdavis@goWATA.org	10	1	10	-
)		+					-	-	+
								-	-
	CONCILICION								
	CONCLUSION	Charles Theory				961.4	65	896.4	1
	CONCLUSION Of the 100 testimonials, 65 locations (65%) rated	the course 10 out	of 10 - Perfect!						
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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:

The newly updated course sets the standard for transit training.

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 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.

would rate it an 11 out of 10.

May 26<sup>th</sup> 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





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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!

Tod Franzen
Operations Manager
tfranzen@qcmetrolink.com

Tel: 309 798 4284.

Rock Island County Metropolitan Mass Transit 1515 River Drive Moline, IL 61265 I have no hesitation in recommending this course to all transit agencies.





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."
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).

### MTM Transit

September 23, 2020

James Blue - General Manager Metro Magazine - <u>jam es.blue@bobit.com</u>
Alex Roman - Editor, Metro Magazine Metro Magazine - <u>alex.roman@bobit.com</u>

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!



# 2 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"
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

"IN it very well! It is easy to follow. It works for all of our training and retraining needs."

retraining needs."

retraining needs."

### HERNANDO COUNTY, FL

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 then 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 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 redback 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
paillespie@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.

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

Tel 724 465 2140 mdetwiler@indigobus.com

"Ilwould rate it a 9 out of 10"
"Great Job, Great Material"



### **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. "I would rate this course 9 out of 10" "They have welcomed new materials" Russ Brashear Asst. Transportation Director City of Murfreesboro

rbrashear@murfreesborotn.gov

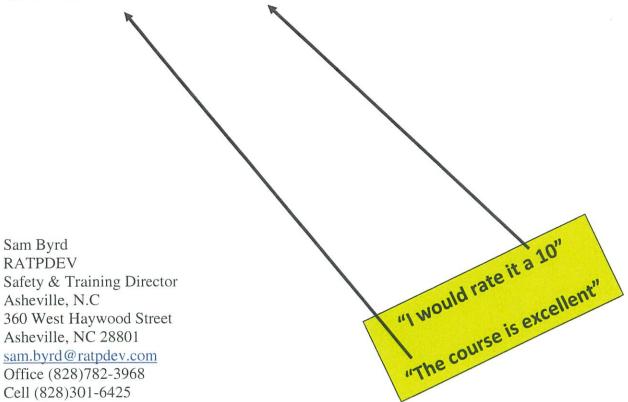
615-893-5210



### **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



### **Van Buren County**

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.

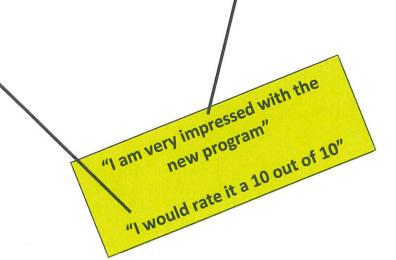
I of course like the flash drive vs dvd. it makes it much easier to target specific training issues. The only thing I miss from the previous program is video length. Knowing the length of a video allowed me to do prep work and other things.

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







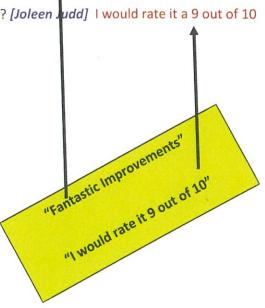
What is your overall opinion of this new course? [Joleen Judd] Fantastic improvements

Do you have any comments on your operators opinion of this course? [loleen 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







To Jeff Cassell

1. What is your overall opinion of the course?

I have to tell you I am very satisfied with the course materials. I recently worked on integrating the materials into our current training program and it was successful. I appreciated the video's I feel elevated out training program to a more professional level. We used plenty of YouTube videos which gave us a feel like being amateur. And now with our malo part of the program being driven by the video content. The video's we still use, and looked like additional content to supplement the program. So, I am very pleased.

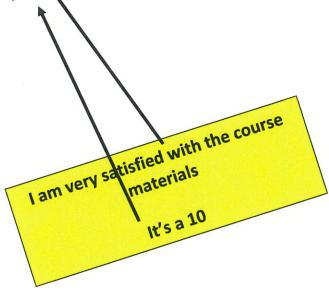
2. On a scale of 1 to 10, (10 being the best) how would you ate the course?

To see it is better than we had before its introduction, it's a

# Joseph Williams Jr. Transit Supervisor Norwalk Transit District

275 Wilson Ave Norwalk, CT 06854 Phone 203 852 0000 Fax 203 299 5166

joseph.williams@norwalktransit.com





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 in clude 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 latisfied 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: <u>jrodriguez@lrgvdc.org</u> "I love the product"

"I rate it a 9 out of 10"

"Connecting the Valley One Ride at a Time"



15th February 2021

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.

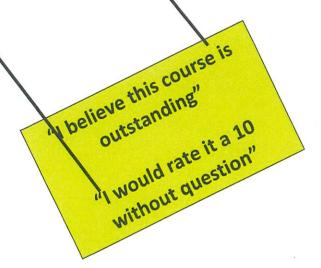
Operators appreciate the format and length of the various topics and don't feel overwhelmed. Operators have actually requested specific topics for their refresher training.

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

cpysher@lebanontransit.org







15<sup>th</sup> 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



15<sup>th</sup> 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 welldesigned 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 10. We are your biggest cheerleaders in the state of We are your piggest cheeneaders 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 I Safety & Training Coordinator Central Pennsylvania Transportation Authority( DBA Rabbitt Transit) 415 Zarfoss Drive I York, PA 17404 717.849.0712,

<u>jzimmererman@rabbittransit.org</u>

TAPTCO has always been spot on with the information as it pertains to our training.

I would rate it a 9.5.





15<sup>th</sup> 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.

# RideATA



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 of "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 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.

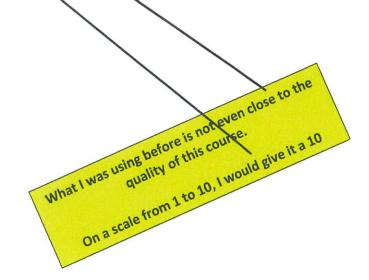
They like the format of watching a video for a bit and then having time to discuss the topic. It has enabled the drivers to express their concerns about safety issues they see on the job. This open communication has been very constructive.

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



### SYNERGIZE CONSULTING, LLC!



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+

Page





22<sup>nd</sup> February 2021

To: TAPTCO

### **Paratransit Training Course**

Good morning Jeff,

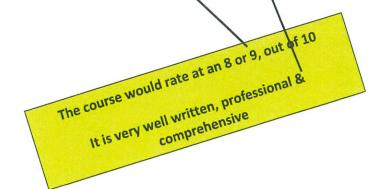
I have ran about 10/15 of our drivers through the TAPTCO course, and they have all have enjoyed the video presentations that were presented. They have commented about how professional and pertinent they were to our work here at Rocky Mountain Health Care Services.

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







To:- TAPTCO

### **Paratransit Operator Development Course**

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

Score is 9 out of 10

Terry Thomson Safety & Security Director

Safety & Security Director Erie Metropolitan Transit Authority 127 E 14<sup>TH</sup> ST ERIE PA 16503

tthompson@ride-the-e.com

Tel 814 454 4012 ext 130



5<sup>th</sup> March 2021

To Transit Agencies

### **TAPTCO Paratransit operator Development Course**

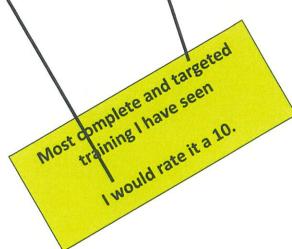
Being in the industry for 14+ years this looks to be the most complete and targeted training I have seen. We only purchased this a short time ago but so far so good!

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



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

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

Direct: 952-985-9592 | Cell: 612-840-3840 | Main: 952-985-7514

www.schmittyandsons.com | www.grayline-mn.com

Employee Owned & Operated Since 2016





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

M overall opinion of the new TAPTCO

program is very positive.

I would rate the new program a 9!





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 10!

t is great training material.

would rate the training material a 10!

Thank you,

**Connie Torres, CCTS** 

Supervisor, Transit Training Coordinator/Transit/City Manger'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

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:

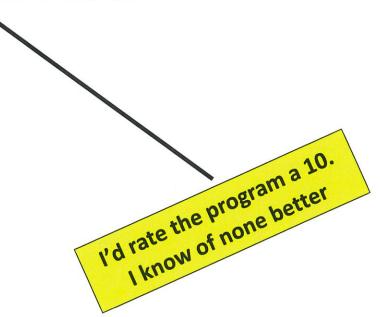
- Our training classes are intermittent, so we're still getting to know the new
  course as well as we did the old one. Early in the "getting to know you"
  phase as we are however, we are very happy we made the investment. The
  updated version is esthetically more pleasing, and the topical content 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





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.

Great Program

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



#### 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 lope 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.



h2

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/SSO
Community Action of Southern Kentucky / GO bg Tensit

Physical address: 304 E 11<sup>th</sup> 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. 19 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 the transit field to take this course a 10



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 9.9

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)!

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@rtaforward.org One Team, One Family

Safety First, Service Always

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



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

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 lafe 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
ssmanagerwcmtd@gmail.com

I would have to say TAPTCO Operator
Training Course would be a 9.9

Very Good! I really like it



I was very impressed with the Operator Training Course.

It is a little pricey, but extremely thorough and very professionally done.

While I rarely give a top score, I believe the product is a 10!

Thank you-

Scott Lewis General Manager City of Longview Transit Longview, TX

scott.lewis@ratpdev.com

ektremely thorough and very
Arofessionally done
I believe the product is a 10!

# national express. | transit

To: Jeff Cassell

# **TAPTCO Operator Development Course**

My overall opinion of the course is a 10. I do not know of another product on the market today that offers the comprehensive training that this course does. My operators have reacted favorably to the updated videos, as have my trainers.

# Leslie L. Stone, CAPP

General Manager 7013 - Piedmont Authority for Regional Transportation Mobile: 336.965.7449

Narth Carlina

My overall opinion of the course is a I do not know of another product on the market today that offers the comprehensive training that this

# **Erie Metropolitan Transit Authority**

# **New TAPTCO 2020 Operator Development Course**

I think you have done an excellent job on the new TAPTCO Operator Development Course. The examples and illustrations are very useful. We especially like the testing at the end of each course. It keeps our operators more interested and encourages them to participate.

The rating would be an 8 for two reasons;

- a. The operators enjoyed the Mirror Adjustment & Reference Points exercise. We wish that you could incorporate more activity's like that in the series.
- b. It would be helpful if the videos had a time added to the bottom. This would make it more convenient for arranging breaks and planning when time is limited.

#### Dani Duran

Grants & Planning Manager, Erie Metropolitan Transit Authority

Office: (814) 454-4012 x129 Work Cell: (814) 823-2993

Email: <u>dduran@ride-the-e.com</u> Website: <u>www.ride-the-e.com</u>

Address: 127 E 14th St, Erie, PA 16503

"I think you have done an TAPTCO the new TAPTCO excellent job on the new TAPTCO."

Operator Development Course."

"I would rate it an 8"



What is your overall opinion of this new course?

The new Operator Development Training Course is very detailed and easy to present. After speaking with Instructors they really like the slight adjustments to the curriculum without taking away the critical content.

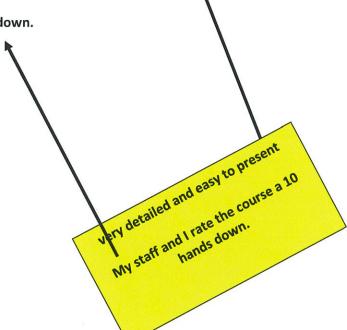
On a scale of 1 to 10, 10 being the best how would you rate the course?

My staff and I rate the course a 10 hands down.

William S. Proctor II General Manager RATP Dev|DC Circulator

Office (202) 991-5455 (ext. 829) Cell (202) 330-2763 Eastern Time Zone william.proctor@ratpdev.com

1710 17th Street N.E. Washington, DC 20002





Jeff:

What is your overall opinion of the course?

Great easy to follow and easy to teach. You are able to add live scenarios to the subject were needed without going off track.

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

Thank you,

# Rebecca Walner | CFO

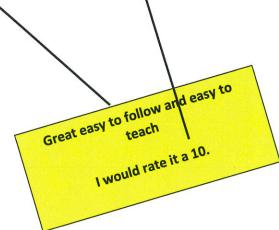
Metropolitan Tulsa Transit Authority
510 S. Rockford Ave., Tulsa, OK 74120

Ofc: 918-699-0270

Cell:539-235-8863

Fax: 918-582-5209

Email:rwalner@tulsatransit.org







# **TAPTCO 2020 Transit Operator Development Course**

Overall opinion: Very good, but having technical issues with USB version.

Video segments frequently launch to silent player with black screen and progress bar on bottom indicating that the video is playing. Have to quit player, relaunch the video, "resume where you left off" to get the video to play. Have to repeat the process each time it changes chapters of the video within the module.

Scale of 1-10: 8, due to buggy player.

I've used the older version of SBSCO DVDs as well and this is a very nice upgrade.

Scott A. Labay, CDS
Safety and Training Manager

Westmoreland County Transit Authority Go Westmoreland

203 Avenue B

Youngwood, PA 15697 Office: (724) 838-0700 x154

Fax: (724) 268-4168 Cell: (724) 961-6416 Scale of 1-10: 8, due to buggy
player.

This is a very nice upgrade.

Note: Advised Scott to use the free video playing program VLC and this removed all the issues he was having.



### What is your overall opinion of this new course?

We really like the course. It seems to really encapsulate the SMS training and well as assist us in standardizing our training platform across many different operating environments.

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

At this point, I would say it's a 10. Our local teams really like it. If I hear any negative feedback, I will always let you know as I am sure we are wanting continued improvements when needed.

Damon Tofte Region Safety Director - East Region

(940) 447-2011

RATP Dev USA 3800 Sandshell Drive, Suite 180 Ft.Worth, TX, 76137 We really like the course



What is your overall opinion of this new course?

Very Good – easy to do.

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

#### Shannon Nagel

**Operations Manager** Northeast Iowa Community Action

Email: <u>shannon@neicac.org</u> Phone: 563.387.4920 | Fax: 563.382.4681

Cell: 563.380.7166

Very Good - easy to do. How would you rate the course - 9



#### Good morning,

We actually just finished our second new-driver training course using the new TAPTCO paratransit materials last week...

I think the course was good. It has been years since I used TAPTCO (at a previous job/location), but obviously I remembered it working well with my recommendation to buy it for my new position/agency. I think the order information is presented mostly flows well, and if nothing else, it acts as a good guideline to keep me on track when I want to get too far into diversions from my own experience ©

I also appreciate a refreshed course every few years, because it's easier to check out as a student when videos are obviously 15 years old. It's nice to have materials that don't feature flip phones and out-of-business stores in the background (I actually thought about this because in one of the videos a bus drives by Aldi... so it's obvious the footage isn't too old.)

I don't remember the previous versions of TAPCTO well enough to know if there have been large changes to the content and important concepts in the program, so I can't comment if there were important differences.

I'd rate TAPTCO paratransit an 8 out of 10. I'd recommend it to other trainers/agencies looking for a training course to supplement with their own materials.

I'd rate TAPTCO paratransit an 8 out of 10

I'd recommend it to other trainers/agencies

James Wininger

SafetyManager (804) 693-6977 ext. 1012 (757) 470-7983 (cell) jwininger@bayaging.org 5959 Fiddlers Green Road Gloucester, VA 23061



# **TAPTCO Testimonial from Amtran Trainers**

We as a Group have been using the 2011 TAPTCO Operators Trianing Guide as our primary source for new drivers and also remedial training. We switched to the New Version this year. Tim Koontz has been a trainer at Amtran almost 2 years, Scott Shiffler has been a trainer for 7 years and Drew Holton 6 years. So collectively we have used your Product for 15 years.

Tim Koontz likes the more current visual examples. He also finds the drivers in the current format more relatable. He also finds the Classroom Trainers Guide a better aid. He rates the 2020 TAPTCO Development Course at 8 out of 10.

Scott Shiffler agrees with Tim that the examples are more current. The scenarios are also more realistic. He also loves that it is digital not off a DVD. Our DVD's were wearing out and with all new computers not having DVD drives, it was a need change. Scott Rates the new course at 9 out of 10.

Drew Holton likes the incorporation of the Safety Management System. The 18 hazards Identified with 18 Mitigations next to them is perfect for monthly reminders. I like the added green arrows and green circles on the Reference Point Section making it more interactive than before. The new Behind-The-Trainers Guide has been done well. One change that I didn't like was the omission of "Of a Daughter is Lost." The father explaining about the death of his daughter made an impact on my trainees and myself. Overall, I like the new version and will push to continue using as our primary source of training. I rate it 8 out of 10.

Eric Wolf, General Manager AMTRAN, 3301 Fifth Avenue, Altoona, PA, 16602

(814) 944-4074, EricWolf@amtran.org Tim Koontz rates the 2020 Course at 8 out of 10
Scott Rates the new course at 9 out of 10.
Drew Holton rates it 8 out of 10



To: Jeff Cassell

What is your overall opinion of this new course?

Terrific course, and ensures compliance with latest SMS requirements.

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

10 (and appreciate the updated thumb drive to resolve the Flash Player end of life issue).

Ken Smithson RATPDEV Santa Maria, CA

805 928 5624 xt 3222

ken.smithson@ratpdev.com

Terrific course

Rate it a 10



Overall, TAPTCO is a great training course especially for transit. It is a very strong, well-built training program in the area of defensive driving. It would be terrific if the modules related to the other key element "customer service / professionalism" is expanded to be more in-depth such as attitude related to driving and customer service and scenarios of dealing with difficult, dangerous customers etc.

I would rate it an 8



#### John Kwok

Training Supervisor – Miller Transit Limited 8050 Woodbine Avenue, Markham, ON L3R 2N8

Office: 905-475-1367 x 5510

Cell: 416-678-7356 Fax: 905-475-6560

www.millertransit.ca john.kwok@millertransit.ca



Thanks for your email, my responses are below:

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

I am on the last week of my third course using the Paratransit Operator Development Course. I am still navigating through but so far the materials have really hit home for our old drivers. It has really helped them to identify hazard and ways to mitigate. I think the concept of unsafe and safe behaviors and its affects is presented well.

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

I rate it a scale of 10

Cathy Faoa-Danielson
Department of Public Works American samoa

DPW Transit Manager 684-782-8581

cathy.faoa-danielson@dpw.as.gov

Materials have really hit home for our old drivers.





Thanks for your email, my responses are below:

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

As a past customer, I think the content of the course is great, which was why we purchased the updated version. I am currently working the new program into our training program and am anxiously awaiting the supplemental information to cover all the ELDT requirements. I believe Donna mentioned that would be available latter this month.

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

The course is a 10

**Brian Kading** 

Manager of Training
Milwaukee County Transit System
(414)937-3227 <a href="mailto:lbkading@mcts.org">lbkading@mcts.org</a>

I think the content of the course is great.

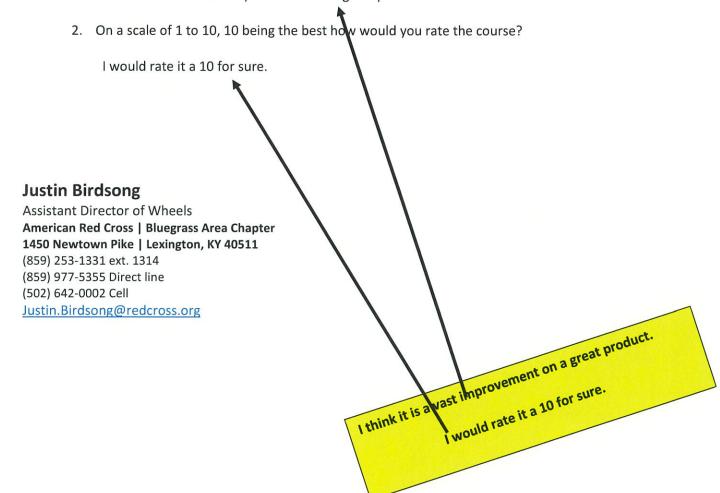
The course is a 10



Thanks for your email, my responses are below:

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

We are very pleased with the new TAPTCO Paratransit course. It is essential in our classroom training portion of our new hire onboarding process. We are also incorporating a refresher course training for existing employees. The sessions are informative and relevant and cover all aspects of the Paratransit driver responsibilities. We previously used the older version of the TAPTCO Paratransit course and the new version builds on the original and improves with updated content and video quality. The interactive piece is far superior too. I think it is a vast improvement on a great product.





Thanks for your email, my responses are below:

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

Love it, easy to use, quick go to courses or just like the simplicity of the ability to go through the entire thing with no complications.

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

I would rate the course a 10. hove it, easy to use I would rate the course a 10. John Ferrari

ECHO AFC Transportation

O 15734 Aldine Westfield Rd. Houston, TX 77032

**P** 713-988-LIMO (5466)

**F** 281-661-1140\_

People Powered...Safety Driven!!!



Thanks for your email, my responses are below:

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

Our overall opinion of the course is positive. We appreciate the detail the topics go into, and the emphasis on safety. In most cases the course aligns with our policies and procedures, and there are only a few places where we need to correct the information for what is relevant to our staff. I wish the course could be both detailed, but also more concise. It takes a lot of time to work through, which can be a challenge. However, I don't know where I would edit. We like that the 2020 course presents as a bit more professional and less "hokie" than the previous course in style, not that It was bad either.

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

I would rank the course an 8.

Michael Williams
Director of Operations
Cooperative Alliance for Seacoast Transportation
42 Sumner Drive

Dover, NH 03820 Phone: 603-743-5777 x101

Fax: 603-516-0592 mwilliams@coastbus.org

www.coastbus.org

Our overall pointon of the course is positive
I would rank the course an 8



As requested:

Overall I'm really enjoying using the TAPTCO system. The trainers say it is easy to use and I haven't received ANY complaints.

I would definitely rate TAPTCO a 10.

Thank you for reaching out and checking in.

Thank you,

Naaja Jefferies Director of Transportation Metropolitan Tulsa Transit Authority

918-982-MTTA (6882)

TULSA TRANSIT

www.tulsatransit.org

Overall I'm really enjoying using the

I would definitely rate TAPTCO a 10.



To: Jeff Cassell

# **TAPTCO Training Course**

First of all, I would like to say that your training course is one of the best! What you see is what you get, which makes your training program above the rest. I have spent countless hours in training rooms listening to the instructors repeating the same thing over and over again, and you find yourself nodding, dropping your pen. Your competitive training keeps the induvial alive and looking forward to the following video. The information is formative and on time. You are definitely a ten on the scale with  $\mu$ s here at ATCOG.

I want to Thank you once again for the presentation before purchasing this course and the course itself. I wish you had a little more on rural transit than the fixed route. Anyway, if you can come up with some good rural transit training, I would like to purchase that as well. in the meantime. Thank you for all you do and stay safe out there.

Your training course is one of the best!

You are definitely a ten on the scale with us here at ATCOG.

Bobby Willimas
Ark-Tex Council of Governments
bwilliams@atcog.org





To: Jeff Cassell

# **TAPTCO Operator Development Course**

In my opinion, as someone who has both taken as well as taught the course, I find it very well structured, inclusive of the practical knowledge needed by a transit driver, and the finest "all-in-one" resource available for transit bus training. I'd very highly recommend it for any agency looking for thorough training tool.

I rate it a "10" out of 10!

#### Mark Jones

Safety & Training Coordinator m.jones@catchamax.org

**Macatawa Area Express Transportation Authority** 

11660 Greenway Dr Holland, MI 49424 PH: 616-355-1010

vd very highly recommend it for any agoncy looking for thorough training

I rate it a "10" out of 10!



To: Jeff Cassell

Thank you for the kind offer for critiquing your program, I would be glad to do this free of charge. I am impressed with the structure of the program and the "flow" of the training material(s) as the method definitely keeps the attention of the participants AND requires the instructor to also be engaged. The materials are "fresh and up to date" which is enjoyable as opposed to trying to teach a class referencing antiquated vehicles, practices and procedures.

I think that enabling a "Lead Person" at any property the opportunity to have access to the online materials is a good idea but the inability to access the materials to demonstrate it to others was a bit embarrassing for myself. I tried to advocate BOTH the Driver Trainer course and the Train the Trainer course to my superiors only to met with the access being listed as being an inactive account. I think that this might be an option for some training opportunities but a demonstration can really help sell an idea to those that sign the checks.

On a scale of 1-10 I would give the program a definite solid 8 overall. We still have some minor issues with our CD's that Maureen is working with us to correct (Kudos to her as she is a wonderful asset for you and your organization)! We are hopeful to trade them for the training on a flash drive for easier application in the training areas.

In my personal opinion, I feel that some more proof reading and corrections need to be addressed. There are a few errors in need of correction as some items were placed within the wrong chapters of the presentation. Please rest assured that this is expected and again I am sure will be corrected, this again is just an oversight from my perspective (I have compiled a list should you want to look at what I noticed?).

Our organization is on the second full class utilizing your training materials and we are basing our training on the TAPTCO presentation as part of the foundation of learning for not only the newly hired folks but also re-trainings and are hopeful to train the entire staff with these materials. From my perspective this approach gives training any operator the chance to be the same, trained with consistently and gives the opportunity of referencing the training to the employees via course materials provided. We also plan to utilize portions of this training to meet/exceed the expectations of the February 2022 E.L.D.T. program implementation by the F.M.C.S.A. I am currently compiling the information to send for acceptance to the F.M.C.S.A. for their acceptance and certification for the organization.

I think that with all the training needed today in our industry that the TAPTCO company might want to consider some additions to their presentation such as:

- New York State 19-A training and regulatory guidance for New York Companies
- Attempting to be able to utilize the Drug & Alcohol portion to meet the criteria set forth in the regulatory guidance (Certificate of Completion for filing)
- The electric bus portion is relatively new and could possibly be a bit more descriptive in definition but remain somewhat neutral in the application on the manufacturers of the vehicles as we have so many?

Each portion could offer an opportunity to be certified in that specific area via offering a certificate of completion jointly endorsed with both the TAPTCO logo and the agency logo (TAPTCO/TCAT Training Certification for example)? This could demonstrate the completion and allow that to be filed in the event of a re-training needed for correction of a deficiency?

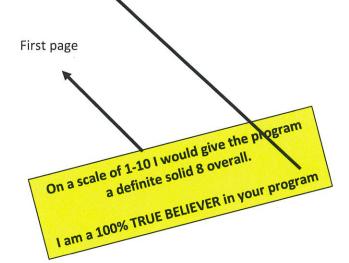
- Your expansion might consider referencing safety practices such as "Squaring Turns" in the reference materials (Some examples portray a "sweeping turn" as opposed to a "Square Turn")
- I think the Instructor should be a "Certified TAPTCO Instructor" to give the program more of a professional, validated and endorsed position.

I am sure that there are many more suggestions that can be made but please don't take these ideas negatively as I am a 100% TRUE BELIEVER in your program and the biggest advocate for it's continued application at our facility. There also mentioned my position on the acceptance of this training to many others that I network with in our industry.

Jeff; I hope that I have answered all the inquires without boring you to death? Again please remember that I am a truly an advocate for this material and presentation style as it does the job and does it well in my opinion. If I can help you in any way whatsoever please by all means reach out and I will try to do my very best to help you and the goal of training others to be safe and professional operators in such an unforgiving atmosphere. I am still looking into the Train the Trainer certification and hope to have an answer soon for TAPTCO.

Frank Howells TCAT Safety, Training and Compliance Supervisor (607)-277-9388, Ext. 332 (607)-262-4443 Cellphone fhowells@tcatmail.com

Tomkins Consolidated Area Transit Tomkins, New York.





We have just started using it, and so far we have noticed how thorough it is on each item.

I would rate the training material overall a 10, so glad we had the opportunity to purchase it.

Thank You,

Pawn Fuller, DART Supervisor City of Big Rapids Dial-A-Ride 201 N. Bronson Ave Big Rapids, MI 49307 231-796-8675

dfuller@cityofbr.org

how thorough it is on each item.

I would rate the training material
overall a 10



Hey Donna,

I just want to pass along how happy my trainers are with your product. You folks thought of everything!!

Wow!! Is all I can say.

I can't to hear what the operators think of it.

I would certainly rate it a 10.

Thanks/Merci,

Darren Barker Supervisor / Superviseur Transit & Parking Services / Trasport en commun et Services de stationnement City of Fredericton / ville de Fredericton New Brunswick, Canada

506 460 2200

Darren.Barker@Fredericton.ca



To: TAPTCO

In answer to your two questions:

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

I really like the updated format of the  $\underline{\textbf{n}} \underline{\textbf{e}} \underline{\textbf{w}}$  course.

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

I rate it a 10. I have been using these courses for years

## Abigail (Abby) Wheeler

Transit Coordinator, Elko County

Phone: (775) 748-0359 Dispatch: (775) 777-1428 Email: awheeler@elkocountynv.net

1750 Manzanita Lane, Suite 2

Elko, NV 89801

www.elkocountynv.net

I really like the updated format of the new course.

I rate it a 10



I like the program and give it a 9 (nothing is ever perfect). The topics covered are probably the most important as far as reminders but stuthfully, I could put the drivers through the whole "new driver" course as a refresher if I had the resources. Good stuff, easy to follow and I like the knowledge tests.

Ed Eucker Director of Operations Senior Transportation Connection Office 216-267-3645 Cell 440-429-7807

eeucker@ridestc.org

I like the program and give it a 9

Good stuff, easy to follow and I like the knowledge tests



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

We have been using your program for a few years now and when the new guidelines and you updated the course, we have enjoyed the teachings and we plan on continuing our relationship with TAPTCO. The new course was a nice upgrade from the previous program looped in more about SMS.

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

10 is the rating I would give because the program has really helped us with teaching and learning new topics to discuss and keep our staff and community safe.

## **Scot Crimmins**

Operations Safety and Training Supervisor City of Amarillo, Transit Department (806) 378-6843 <a href="mailto:scot.crimmins@amarillo.gov">scot.crimmins@amarillo.gov</a>





The program has been tremendous for us. It has allowed us to have a controlled structure, and I'm even hearing the operators recite the Triple L C phrase. I have suggested your course to other professionals in the industry.

I would rate the course a perfect 10 in my book!

Alvin Taylor
Ann Arbor Area Transportation Authority
ATaylor@theride.org
734 973 6500

2700 S. Industrial Highway Ann arbor, MI 48104 The program has been tremendous for us

I would rate the coursed a perfect

10 in my book!

# **COTA**

Thanks for reaching out Jeff.

I absolutely love the TAPTCO curriculum\_

Historically, my organization has used TAPTCO as a supplement to other primary training content for years, however, as I have recently taken over out training department, I find that your program is a one-stop-shop. Everything we need to meet the FMCSA's requirements is included in your content.

The videos are interactive and provoke important dialog between students and instructors. And you provide all of the necessary classroom materials that we need at a reasonable price. It is for these reasons that I have decided to gradually implement TAPTCO as our primary training program! Hopefully we will transition completely by the beginning of 2023.

Great stuff, thank you!

I rate it a 10.

Pabsolutely love the TAPTCO curriculum.

## AARON L. TAYLOR

Transportation Training Manager, Learning & Development

**Central Ohio Transit Authority** 

**P:** 614-308-4455 **C:** 614-989-6525 **COTA**.com

Follow COTA: LinkedIn | Facebook | Twitter | Instagram

Taylor AL @ cota. com



Here are the answers to your two questions::

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

I find it to be very informational and something to follow.

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

I would rate this as a 9. Nothing to really work on, but everything can be reevaluated from time to time.

Always watching out for you, \*\*Ratrick \*\*Orock\*\*

Patrick Brock Safety and Training Coordinator Clemson Area Transit West Lane Clemson,SC 29631

Ofc - (864)654-2287 Fax - (864)653-2066 pbrock@cityofclemson.org I would rate this a 9

200



To: Jeff Cassell

## **TAPTCO Operator Development Course**

In my opinion this is the best training program on the market for training new operators. The trainees I teach thoroughly enjoy each of the topics. I know a lot of time was invested in putting this program together and I applaud you and your staff for a job well done.

I would rate this program a 10 out of 10.

Jeremy Clinton
Training Supervisor
Coast Transit Authority

Tel 228-896-8080

333 DeBuys Road, Gulfport, MS 39507

jclinton@coasttransit.com

This is the best training program on the market.

I would rate this program a 10 out of 10

Here are the answers to your two questions:

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

The updated videos are more eye-catching which keep the attention of the students. Very informative.

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

I would rate it a 9

Kind regards, **Walton Mattei** 

Assistant Manager, Transportation Parking & Transportation Services University of South Florida Tampa campus 813-974-9071

wnattei Qustiedu

Very Informative I would rate it a 9



Good day to you Mr. Cassell, it was a pleasure hearing from you and thank you for soliciting feedback on the Driver Training Course.

I would like to start by saying that the course is extremely informative and makes life so much easier for organizations to meet the newest requirements set out by the FTA. I had the pleasure of becoming a part of my Transit organization in 1995 when there was very little information produced if any that would help with Training new and existing Bus Operators. I became a part of the Training Department for GRTC Richmond during the transition period and TAPTCO was one of the first training providers I became familiar with. We used several independent videos and slowly developed our program and I watched it get better and better. But it wasn't until we obtained your first complete kit that we realized how far the industry had come.

The materials are easy to follow and always up to date with an atmosphere that is constantly changing and in need of fresh material to keep trainees both engaged and safe.

I love the new kit and the fact that right away it meets the new guidelines up and beyond. The Implementation video link you sent does a nice job of breaking down the course and emphasizing the objective in a way that helps me as a Trainer know what direction to follow that will help me get maximum results out of the content. It nicely breaks down how to approach new employees versus veterans in an effort to reach both according to their knowledge and experience differences. Having used your materials before, I was very confident about having our organization purchase the newest version knowing it would allow us to provide the best training available in the industry.

I would rate your product a 10 out of 10 because I've experienced both sides of the fence. I've had to make up my own curriculum and I've used your product. It has everything you need and then some if you want to present a course that is interactive as well as enjoyable without boring your student to death. In a nut shell, it's a great program and I'm happy to have it. Lastly, it says a lot for any organization to have it's President reach out to ensure sustomer satisfaction. Thank you!

Sincerely,
Mark A. Carter; Safety & Training Manager
GRTC Transit Richmond, Va.
mark.carter@ridegrtc.com

H's a great program and I am happy to have it

I would rate your product 10 out of 10

To: Jeff Cassell

I answer your questions as follows:

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

> I think this is beneficial. I appreciated section 9 which talks about focusing on one of the safety behaviors and to leave it our agency ways to drill this develop a safety culture.

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

I rate it a 10

Ronald G Hirst **Broome County Transit** 413 Old Mill Road Vestal, NY 1385

Tel:

Ronald.Hirst@BroomeCounty.US

Think this is beneficial rate it a 10



I answer your two questions, as follow:

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

This course is excellent how it incorporates all aspects of SMS throughout the program.

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

I would rate it a 10.

Chris Smith
Operations Supervisor/
Safety & Security Officer
River Valley Transit
1500 W3rd ST
Williamsport, PA 17701
570-326-2500
570-279-8434
csmith@ridervt.com

This course is excellent

I would rate it a 10



Thank you for reaching out to me on the ODTC we purchased.

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

I have been in transit for almost 20 years. I went through TAPTCO training with an earlier version of this course. I must say that this new version is so much better. We really enjoyed it. The operators were very interactive during the course. It was very easy to navigate and really kept the interest of everyone watching. The humor used in the course made everyone laugh.

It was very good at getting the operators to remember what was taught. They all scored high on the test. They were also impressed. The operators said it was the best training course they had ever been through, and that says a lot!

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

I would rate this course as a 10+ and will recommend it to anyone in the transportation industry.

Donna J. Elliott
Safety & Training Manager
Gulf Coast Transit
1415 33<sup>rd</sup> Street North
Texas City, TX 77590
409-359-7890 GC Office
979-487-2310 BC Office
800-266-2320 Main Line
delliott@gulfcoasttransitdistrict.com

The operators said it was the best training course they had ever training course they had says a lot! een through, and that says a lot!

I would rate this course as a 10+



My name is Leonardo Pena and I'm the Safety and Training Coordinator for Santa Cruz Metropolitan Transit District, below is my opinion regarding your questions:

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

It's great. I am pleased with the material that I have reviewed and used so far. It is presented in a fashion that is easy to understand and be presented. I can tell the program was developed by experienced transit professionals.

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

I would rate it a 9

## Leonardo Peña

Safety and Training Coordinator

Lpena@scmtd.com

Santa Cruz Metropolitan Transit District
1200 River St.

Santa Cruz, CA 95060

831-425-8951 Ext.3123

I would rate it a 9



## In answer to your questions below:

- Overall, MST training staff is extremely happy with the TAPTCO materials. We have been using it
  to provide initial operator training and annual update training for existing operators. Our
  operators have given us a lot of positive feedback after review topics such as LLLC Defensive
  Driving, Safety Best practices, Intersections, Pedestrian & Bicycle awareness, etc.
- 2. We would rate the course as 10. Especially considering how easy it has been for us to transition and comply with the new ELDT rule.

Thank you for your consideration, everyone at TAPTCO has been extremely heigful.

Jarred Augusta
Interim Safety/Training Officer
Monterey-Salinas Transit District
jaugusta@mst.org
Tel 831 899 2558

Extremely happy with the TAPTCO materials

We would rate the course as 10

1. What is your overall opinion of the course?

I love the course.

2. On a scale of 1 to 10, how would you rate t his course:

9 out of 10.

Richard Czeck
Detroit Department of Transportation
535 Griswold Street Suite 111
Detroit, MI 48226

Tel: 313 268 3676

Richard.Czeck@detroitmi.gov

Viove the Course
9 out of 10



May we please ask you to answer just two questions:

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

I believe the new course is a great option that helps guide the implementation of the safety curriculum. It easy and well laid out.

2. On a scale of 1 to 10, 10 being the best how would you rate the course compared to any alternate training course available?

I would rate the course as a 10.

Elgin Dancy **RATPDEV Prince George County** 1301 McCormick Drive, MD 20774

elgin.dancy@ratpdev.com Tel 202 704 6022

It is easy and well laid out I would rate the course as a 10



We always appreciate customer feedback and I am wondering if you would answer the following two questions:

- 1. What is your overall opinion of this updated course?
- I was afraid that I would need to design the supplemental curriculum myself and figure out how to implement it. So TAPTCO saved me a lot of time!
- As for the redesigned course overall the tone is more serious and we have implemented our SMS surrounding the 18 behaviors presented in Hazard Identification and Mitigation. We do post-accident coaching and near miss coaching based on the 18 behaviors.
- We feel confident that by presenting the TAPTCO modules we are in compliance with not only FMCSA's new ELDT standards, but also the standards for the State of Washington.
- 2. On a scale of 1 to 10, 10 being the best, how would you rate the course compared to any alternate training course available?
- I haven't done much research on any other training courses because yours is so comprehensive! It fits our needs, and we didn't need to start from scratch even when the new regulations went into effect.

• 10!

Libby Kuehl < <a href="mailto:libbyk@KitsapTransit.com">libbyk@KitsapTransit.com</a>
Kitsap Transit
60 Washington Avenue, Suite 200, Bremerton, WA 98337
Tel 360 478 5493

We do post-accident coaching and 18

Ne do post-accident coaching based on the 18

Rated 10!



To Ken Lew City of Windsor

May we please ask you to answer just two questions:

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

I enjoy the new course. The old one was also good but the new version is more current and polished. Good choice of actor diversity and age range.

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

Well I am not sure anything is a 10 but I would give it a strong 9

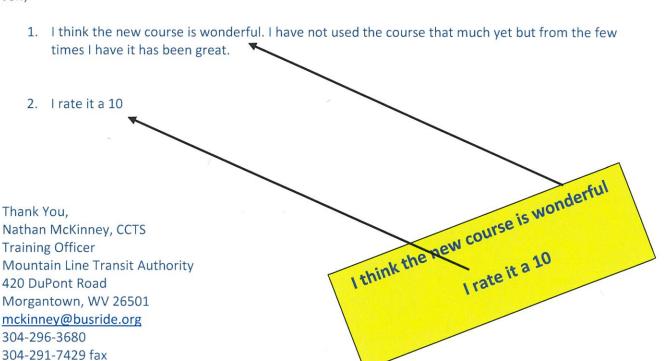
Thnx, Ken Lew

City of Windsor 3700 N. Service Road East, Windsor, Ontario N8W 5X2 Tel 519 944 4141

klew@citywindsor.ca

I would give it a strong 9

Jeff,





Jeff, those two questions are very easy to answer.

1. What is your overall opinion of the courses? It is outstanding.

2. On a scale of 1 to 10, 10 being the best, what would you rate this training course compared to any other driver training course available? **It's a 10** 

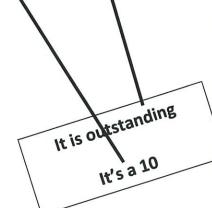
Sincerely,

**Blake Vaughan** 

SVP of Safety RATPDEV 3800 Sandshell Drive, Suite 180, Fort Worth, TX 76137.

Mobile: (213) 494-6579

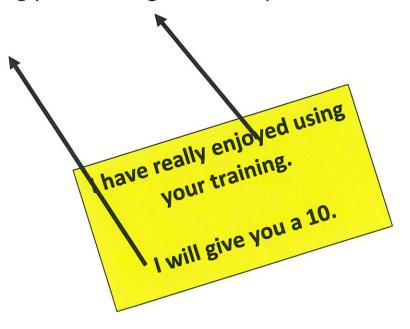
blake.vaughan@ratpdev.com ratpdevusa.com



To Donna Pinto TAPTCO

I have really enjoyed using your training. It makes you think. I

will give you a 10.



Rubie Mosier
East Tennessee Human Resource Agency
9111 Cross Park drive, Suite D100
Knoxville, TN 37923

rmoser@ethra.org

423 519 9238



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

Dear Jeff

In reply to your two questions, I advise as follows:

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

My personal opinion of the SBSC/TAPTCO programs is they are the most comprehensive commercial passenger driver training that is available in an off the shelf format today. Leveraging adult learning concepts, participant workbooks and facilitation tools and tips, the program positions the trainees to receive a consistent program with consistent delivery from different trainers. The classroom videos, discussions and participant guide prepare the learner for the experience they will receive from the behind the wheel segments.

Perhaps more important than the program is the SBSC/TAPTCO staff, and the support you will receive from them. From opening discussion through product delivery, the staff is first class. The team at SBSC/TAPTCO position themselves as your partner and will help guide you through the integration of this program into your organization.

#### 2. On a scale of 1 to 10, how would you rate this course?

Compared to other commercial passenger transportation driver training programs currently on the market, SBSC/TAPTCO receives a 10 from me!

Kevin Kilner | Chief Safety Officer Beacon Mobility 2 Willow Street Southborough, MA 01745

Cell 312.218.2608 kkilner@gobeacon.com

Most comprehensive commercial that is passenger driver training that is available available

Receives a 10 from me

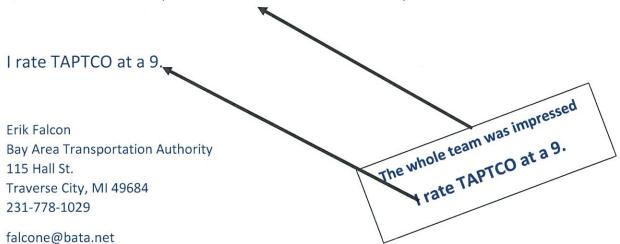


Thank you for asking the questions.

TAPTCO has been an improvement to our training program. Previously we had different drivers trained by different trainers.

Their understanding of safety and the safety culture all differed. Now with TAPTCO we have common terminology, best practices, and a unified safety culture.

The whole team was impressed with the content and delivery of the online lessons.





Here is Harbor Transit's Answers to the following Questions:

1. What is your overall opinion of this course?

The Training Course is very in-depth and through. The Videos are very well done, and engage the trainee throughout the training. TAPTCO has done a very nice job covering the FTA Requirements along with creating a product that is easy to implement and for trainees to understand.

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

Harbor Transit Rates the Course as a (9). We highly recommend this course.

Thank you,

Scott Borg Transportation Director

## **Harbor Transit**

440 N Ferry Street Grand Haven, MI 49417

(616) 842-3220 ext 5

sborg@harbortransit.org

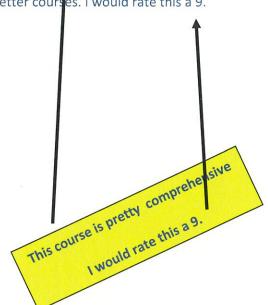




I have done drivers training in the past, and this course is pretty comprehensive. I have taught some of your curriculum and our drivers seem to respond to it. Well it rates right up there with other training info, I would have to say that I do think is one of the better courses. I would rate this a 9.

Matt Funk
Barry County Transit
1216 W. State St.
Hastings, MI 49058
mfunk@barrycounty.org

Tel: 269 948 8098



1. What is your overall opinion of our training course?

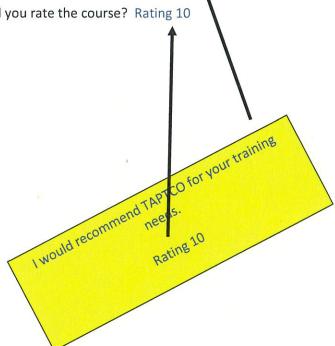
The TAPTCO training course meets all of the requirements for all of our training needs. The staff has been fantastic to work with in so many ways. I would recommend TAPTCO for your training needs.

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

Bruce Kester Iredell county Area Public Transit 26111 Ebony Circle Statesville, NC 28625

Tel 704 929 3839

bruce.kester@co.iredell.nc.us







To TAPTCO

## **TAPTCO Operator Development Course**

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

I enjoy your Taptco Course, the video helps with Training and gets the Operator thinking. Here at WATA we use your Course for new operators, retraining for existing operators, and apply parts of the Course depending on my agenda for WATA's safety meetings. Taptco Course also help WATA stay in compliance with the FTA regulations.

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

I rate the course 10.

Karen Davis | Operations Director
Williamsburg Area Transit Authority
7239 Pocahontas Trail, Williamsburg, VA 23185
Email kdavis@goWATA org. Tol. (757) 220 0633 W

Email kdavis@goWATA.org Tel (757) 220-0633 Web www.goWATA.org

I enjby your Taptco Course
I rate the course 10.