

FRONTLINE TRAINING CONFERENCE

AUGUST 8 – 12, 2018

THURSDAY

7AM - 10AM Registration
9AM – 4PM PCTrans Intensive & RouteMatch Intensive Sessions
4PM Free Time – Dinner on own
6PM – 8PM Hospitality Social, sponsored by RouteMatch

FRIDAY

6:15AM – 5PM Registration
7AM – 8:30AM Welcome Breakfast

FRIDAY HALF DAY SESSIONS

9:00AM-11:50AM CPR/First Aid
1:30PM-4:10PM CPR/First Aid
1:30PM-4:10PM Safety and Self Defense for Transit Drivers

FRIDAY FULL DAY SESSIONS

9AM – 4PM RouteMatch Intensive ALL DAY
9AM – 4PM PCTrans Intensive ALL DAY
9AM – 4PM MDOT 101 (Audience: Directors/Operations Mgrs) ALL DAY
9AM – 4PM Pre-Trip Inspections
9AM – 4PM Troubleshooting Propane Fueling Systems
9AM-4PM Passenger Assistance Training (PASS) ****Must Attend both Fri/Sat for Certification**

Friday Sessions

9AM – 10:20AM OSHA – Recognizing Safety Issues
Minimizing Safety Risks
Dealing with ADA Issues and Disabled Passengers
Title VI/Limited English Proficiency
Preparing for your Triennial Review (Audience: Operations/Maintenance Staff)

BREAK

10:30AM-11:50AM OSHA – Paperwork & Reporting (Audience: Operations/Maintenance Staff)
Recipient Rights
Best Attitude for Customer Service
The Public Is Watching
Human Trafficking

LUNCH

1:30PM-2:40PM Recipient Rights
Best Attitude for Customer Service
The Public Is Watching
Human Trafficking
Defensive Driving

BREAK

2:50PM-4:10PM Minimizing Safety Risks
Dealing with ADA Issues and Disabled Passengers
Title VI/Limited English Proficiency
Recipient Rights

4:30PM-5:30PM Vendor Reception/Social Hour

SATURDAY

6:15AM – 5PM Registration
7AM – 8:30AM Breakfast

SATURDAY HALF DAY SESSIONS

9:00AM-11:50AM CPR/First Aid
9:00AM-11:50AM Safety and Self Defense for Transit Drivers
1:30PM-4:10PM CPR/First Aid
1:30PM-4:10PM Safety and Self Defense for Transit Employees

SATURDAY FULL DAY SESSIONS

9AM – 4PM Pre-Trip Inspections
9AM – 4PM Troubleshooting Electrical Problems
9AM – 4PM Passenger Assistance Training (PASS) ****Must Attend Both Fri/Sat for Certification**

Saturday Sessions

9AM – 10:20AM The Public is Watching
Minimizing Safety Risks
Dealing with ADA Issues and Disabled Passengers
Title VI/Limited English Proficiency
Preparing for your Triennial Review (Audience: Operations/Maintenance Staff)

BREAK

10:30AM-11:50AM Recipient Rights
Best Attitude for Customer Service
Human Trafficking
Defensive Driving
Troubleshooting Dual Fuel Systems (Operations/Maintenance Staff only)

LUNCH

1:30PM-2:40PM Recipient Rights
Best Attitude for Customer Service
The Public Is Watching
Human Trafficking
Defensive Driving

BREAK

2:50PM-4:10PM Minimizing Safety Risks
Dealing with ADA Issues and Disabled Passengers
Title VI/Limited English Proficiency
Recipient Rights

5:30PM-7:30PM Farewell Dinner, Awards and Drawings