



## 2 the Point Training

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### Introductory Webinar

June 26, 2013



U.S. Department of Transportation  
Federal Transit Administration

# Background

- Suggestion by National RTAP Review Board members
- Condensed training material for use outside of classroom setting
  - Reinforce key concepts
  - Flexible delivery options
- Low-tech approach, initially

# Agenda

- What is 2 the Point Training?
- What topics are covered?
- How can I access the cards?
- How can I use the cards?
- How can I track the training?

# Topic Areas

- ADA and Sensitivity
- Bloodborne Pathogens
- Customer Service
- Defensive Driving
- Distracted Driving
- Drugs and Alcohol
- Emergency Management
- Passenger Safety
- Transporting Non-Ambulatory Passengers



Photo credit: Richard Hargarten, Island Transit, WA

# Content Cards

## Defensive Driving

### Issue One: En-route Inspection



Throughout the course of the day, do periodic walk-arounds of your vehicle and observe the following:

#### Looking for trouble

1. Oil gauges and all warning lights
2. Loss of electrical power
3. Smoke/steam from dash or hood
4. Excessive oil consumption or leaks
5. Exterior light operation
6. Tires/rims/lug nuts

#### Listening for trouble

1. Sharp knock when increasing speed
2. Light knock when engine idles
3. Clicking or tapping sound
4. Loud exhaust or engine backfiring
5. Hissing from engine
6. Squealing or grinding from brakes

L-L-S-F

#### Smelling trouble

1. Fuel odor
2. Burning rubber or oil
3. Hot brakes or electrical wires
4. Exhaust fumes

1. Excess wheel/tr
2. Low or
3. Pulling
4. Steering

\*\*Information taken directly from National RTAP's Emergency Procedures for Rural Transit L

## Defensive Driving

### Quiz One: En-route Inspection

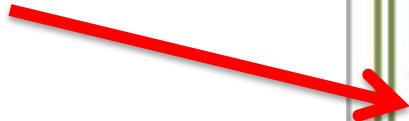


Please answer the following questions:

1. Throughout the day, you should do periodic walk-arounds of your vehicle.  
True or False (circle one)
2. According to the training, L-L-S-F stands for "Looking, Listening, Smelling and Finding trouble."  
True or False (circle one)
3. Hot brakes or electrical wires are two aspects of the vehicle that will smell when there is trouble.  
True or False (circle one)

Trainee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_



# Accessing the Cards

The screenshot shows the National RTAP website interface. At the top left is the logo for National RTAP (Rural Transit Assistance Program). To the right of the logo are three buttons: 'Click to Chat with a specialist' (with a person icon), 'Click to Email a specialist' (with an email icon), and '888-589-6821 To speak with a specialist' (with a phone icon). Below these is a 'Cloud Sign Up' button and a 'Login' button. A navigation bar contains the following items: Home, State, Partners, Legislative, Tribal, Peer Network, Web Apps, 2 the Point Training, About Us, and Conference 2012. A red arrow points from the 'Click to Chat' button to the 'Web Apps' menu item. Below the navigation bar is a search bar labeled 'Resource Library' with a search button and links for 'Advanced Search' and 'How to Search, Download and Order'. Below the search bar are four main content cards: 'Welcome to National RTAP' (with a globe icon), 'Rural Transit Database' (with a hard drive icon), 'Watch Our Tap into RTAP Video' (with a video camera icon), and 'National RTAP Webinars' (with an icon of people at a computer). At the bottom are four smaller cards: 'der' (partially visible), 'GTFS Builder' (with text about creating and managing GTFS data), 'Crossing Great Divides' (with text about a guide to elder mobility resources and solutions in Indian Country, and logos for NCST and National RTAP), and 'Customer Driven Service' (with a signal icon).

# Accessing the Cards



Resource Library

Search

[Advanced Search](#)

[How to Search, Download and Order](#)

ADA and Sensitivity

Bloodborne Pathogens

Customer Service

Defensive Driving

Distracted Driving

Drugs and Alcohol

Emergency Management

Passenger Safety

Transporting Non-Ambulatory

Passengers



## 2 the Point Training

Welcome to 2 the Point Training! These training cards have been designed to be quick refresher trainings for drivers that can be reviewed in the break room, while parked and waiting for a passenger to finish an appointment, or at the beginning of the day before beginning a route. Each card has training information on the front and a set of questions on the back. After the driver finishes reviewing the information, he/she can answer the short quiz. There is space at the bottom of the card for both the driver and his/her supervisor's signature.

*This program is meant to be an interim refresher course only and more detailed trainings should take place periodically.*

### How to download and print the training cards:

The left-hand toolbar lists each training topic area (to view the subtopics for each section, scroll to the bottom of this page). Clicking on a link will open the pdf file of that section's cards. Each page contains two training cards, and we recommend that you print the document double-sided so the quizzes appear on the back of the content cards. You can print the document on plain printer paper, cut each page in half along the dotted line, and distribute to drivers (you can also laminate them for durability or hole punch the corner and use a binder ring to keep all of the cards in one section together). You can also print the document on Avery product #8317 (when printing, select "tall" as the orientation). This Avery product is cardstock with a perforated line down the middle so you can easily separate the two cards.

If you are unable to download the cards, you can request a hard copy from National RTAP. National RTAP will provide one copy of each set of cards, printed double-sided on standard printer paper. To request the cards, please email [info@nationalrtap.org](mailto:info@nationalrtap.org)

### How to use this training:

## Suggest a Topic

Didn't see what you needed? Suggest a new topic here!

[Click here to suggest your topic.](#)

# Accessing the Cards

## Distracted Driving

Issue One: What is a Distraction?

Distracted driving is any activity that could divert a person's attention away from the primary task of driving. The three types of distractions are manual (taking your hands off the wheel), visual (taking your eyes off the road), and cognitive (taking your mind off driving). All distractions endanger driver, passenger, and bystander safety.

Examples of distractions include:

- Texting
- Using a cell phone or smart phone
- Eating and drinking
- Talking to passengers
- Grooming
- Reading, including maps
- Using a navigation system
- Watching a video
- Adjusting a radio, CD player, or MP3 player

Make sure you are also aware of your company's policies regarding communication devices.

\*\*Information and image taken directly from National Highway Traffic Safety Administration and US DOT's Distraction.gov website



**ONE TEXT OR CALL COULD  
WRECK  
IT ALL**

## Distracted Driving


Quiz One: What is a Distraction?

Please answer the following questions:

- Reading a map is not distracted driving because it gives the driver helpful information.  
True or False (circle one)
- Distractions endanger the following people (choose one):  
(a) the driver  
(b) the passengers  
(c) bystanders  
(d) all of the above
- Talking to passengers is never considered a distraction for drivers because the passengers are customers.  
True or False (circle one)

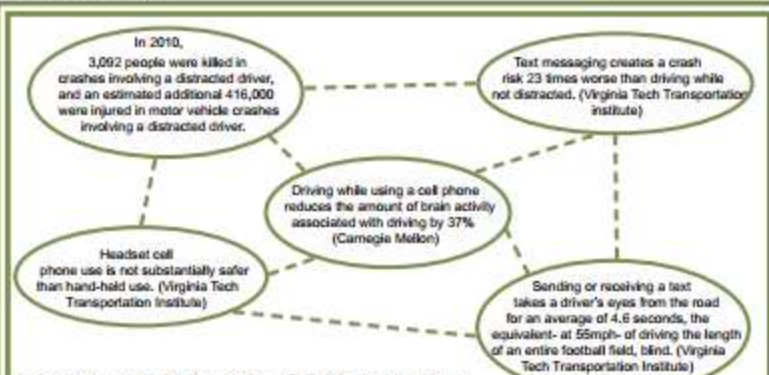
Trainee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_




## Distracted Driving

Issue Two: Get the Facts



\*\*Information taken directly from National Highway Traffic Safety Administration and US DOT's Distraction.gov website



## Distracted Driving


Quiz Two: Get the Facts

Please answer the following questions:

- According to the training, headset cell phone use is substantially safer than hand-held use.  
True or False (circle one)
- If you send or receive a text while driving, it takes your eyes off the road for how long (choose one)?  
a) 55 seconds  
b) 4.6 seconds  
c) 10 seconds  
d) a half a minute
- In 2010, how many people were killed in crashes involving distracted drivers?  
a) less than 3,000 people  
b) more than 4,000 people  
c) between 3,000 and 4,000 people

Trainee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_





# Printing Tips

- Print documents double-sided
- There is a line down the middle to denote where one card ends and the next begins
- Avery product 8317 is cardstock that has a perforation in the middle of the page

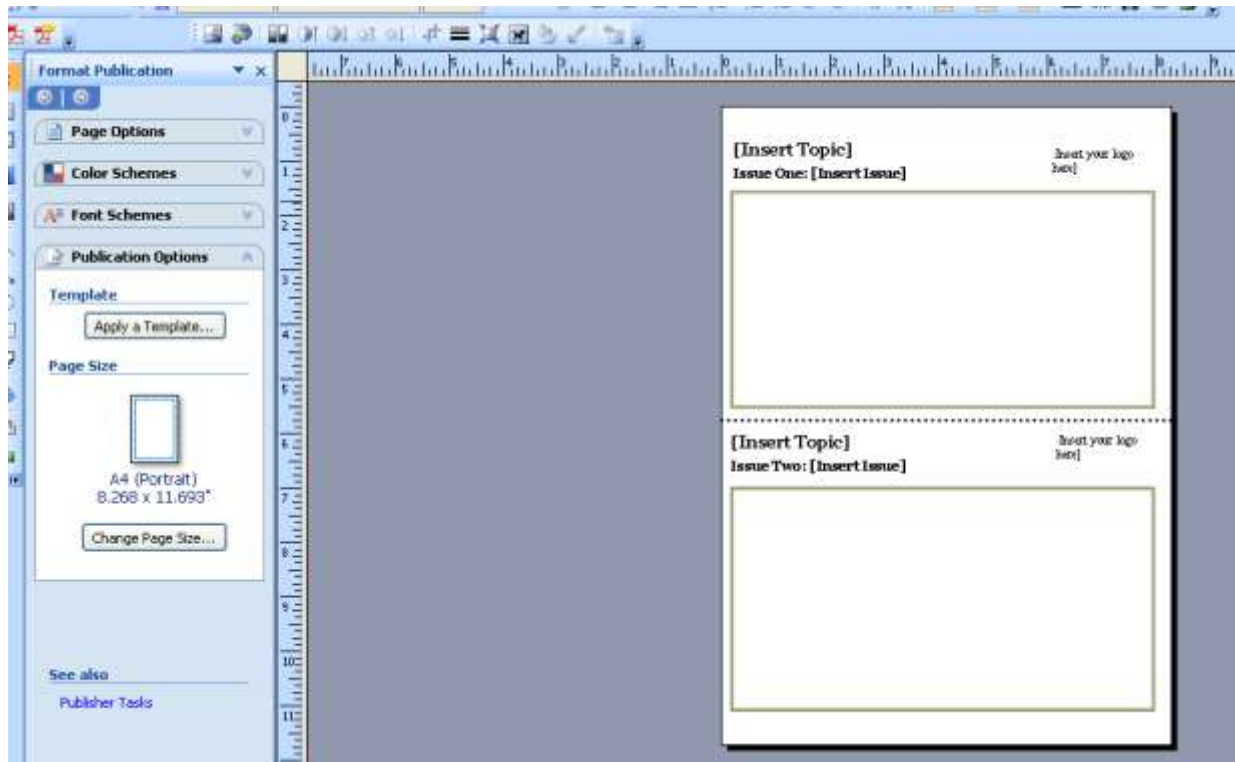
\*\* If you are unable to print the cards, National RTAP will send you one copy of each set of cards printed double-sided on standard printer paper.

# Options for Using the Cards

- Incorporate into safety meetings
- Review in break room or while waiting on the vehicle
- Hand out a different card once a week (74 cards)
- Print full pages, laminate and put them in binders
- Have the drivers read through one section at a time, in sequential order
- Hand out the cards based on problems as they arise

# Creating Your Own Cards

Use the Microsoft Office Publisher template to create cards based on your agency's policies



# Tracking the Training

	A	B	C	D	E	F	G
1	<b>2 the Point Training Managers' Tracking Sheet</b>						
2				[Insert Driver A]	[Insert Driver B]	[Insert Driver C]	[Insert Driver D]
3							
4	<a href="#">ADA and</a>	Issue One- General Guidelines		[date completed]	[date completed]	[date completed]	[date completed]
5	<a href="#">Sensitivity</a>	Issue Two- Customers with Hearing Impairments					
6		Issue Three- Customers with Vision Disabilities					
7		Issue Four- Customers Who Use Service Animals					
8		Issue Five- Customers Who Use Wheelchairs					
9							
10	<a href="#">Bloodborne</a>	Issue One- Bloodborne Pathogens and the Workplace					
11	<a href="#">Pathogens</a>	Issue Two- Cleanup procedures					
12		Issue Three- Removing Soiled Gloves					
13		Issue Four- Reporting Procedures					
14		Issue Five- General Tips					
15							
16	<a href="#">Customer</a>	Issue One- Who is the Customer?					
17	<a href="#">Service</a>	Issue Two- Transit Customers' Needs					
18		Issue Three- Steps in Quality Customer Service					
19		Issue Four- Who is Responsible for Morale?					
20		Issue Five- Responding to Customer Complaints					
21		Issue Six- Dealing with Difficult Passengers					
22							
23	<a href="#">Defensive</a>	Issue One- En-route Inspection					
24	<a href="#">Driving</a>	Issue Two- Personal Preparedness- Risk Factors					
25		Issue Three- I.P.D.E. Driving Method					
26		Issue Four- Unintentional Skids					

# Requesting New Topics

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# Questions



# Contact Us

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U.S. Department of Transportation  
Federal Transit Administration