

**TxDOT Public Transportation Division (PTN)
Schedule of Training
January – May 2020**

January 2020					
Event	Dates	Location/Host	Event Provider	Fee	Notes
ADA Complementary Paratransit Emergency Preparedness	1-31	Pre-Recorded Webinar	Easter Seals	\$25	https://www.projectaction.com/event/emergency-preparedness/?instance_id=199
Taking ADA Complementary Paratransit Service to the Next Level	1-31	Online Course	Easter Seals	\$150	https://www.projectaction.com/event/taking-ada-complementary-paratransit-service-to-the-next-level/?instance_id=177
Transportation and the ADA Course	1-31	Online Course	Easter Seals	\$150	https://www.projectaction.com/event/transportation-and-the-ada-now-available-online/?instance_id=178
Travel Training Data Collection Standards	1-31	Pre-Recorded Webinar	Easter Seals	\$25	https://www.projectaction.com/event/data-collection-standards/?instance_id=197
Transit Industrial Safety Management	6-10	Austin, TX	TSI	\$85	https://tsi-dot.csod.com/LMS/catalog/EventsCalendar.aspx?tab_page_id=-10#m=2&d=01/13/2020
Project Management Workshop	14	Austin, TX	Pryor	\$149	https://www.pryor.com/events/230751/
Excel for the Business Professional-Level 1	14	Brownwood, TX	Cloud Training	\$169	https://www.cloudtraining.com/index.php?option=com_eventbooking&task=view_event&event_id=729&Itemid=5
Excel for the Business Professional-Level 2	15	Brownwood, TX	Cloud Training	\$169	https://www.cloudtraining.com/index.php?option=com_eventbooking&task=view_event&event_id=730&Itemid=5
Project Management Workshop	15	San Antonio, TX	Pryor	\$149	https://www.pryor.com/events/230752/
National Transit Database (Urban Reporting)	15-16	Houston, TX	Rutgers	Varies	https://ce-catalog.rutgers.edu/courseDisplay.cfm?schID=77163
Comprehensive ADA Paratransit Eligibility	21-22	Dallas, TX	Rutgers	\$300	https://ce-catalog.rutgers.edu/courseDisplay.cfm?schID=78118
Dealing with Difficult People	21	San Antonio, TX	Pryor	\$99	https://www.pryor.com/events/230725/
Dealing with Difficult People	22	Austin, TX	Pryor	\$99	https://www.pryor.com/events/230726/
TxDOT-PTN Semiannual Transit Operators Business Meeting	22	Austin, TX	PTN	Free	NO SCHOLARSHIPS AVAILABLE
Dealing with Difficult People	23	Houston, TX	Pryor	\$99	https://www.pryor.com/events/230727/
Microsoft Excel-Beyond the Basics	28	Austin, TX	Pryor	\$99	https://www.pryor.com/events/230764/
National RTAP #Succession2Transit Twitter Chat	28	Online	RTAP	NA	https://www.nationalrtap.org/Technical-Assistance/Peer-Roundtables-and-Chats

February 2020

Event	Dates	Location/Host	Event Provider	Fee	Notes
Taking ADA Complementary Paratransit Service to the Next Level	1-29	Online Course	Easter Seals	\$150	https://www.projectaction.com/event/taking-ada-complementary-paratransit-service-to-the-next-level/?instance_id=177
Transportation and the ADA Course Online Course	1-29	Online Course	Easter Seals	\$150	https://www.projectaction.com/event/transportation-and-the-ada-now-available-online/?instance_id=178
ADA Complementary Paratransit: Responding to Emergencies	1-29	Pre-Recorded Webinar	Easter Seals	\$25	https://www.projectaction.com/event/paratransit-responding-to-emergencies/?instance_id=200
Importance of Data Collection for Travel Training Programs	1-29	Pre-Recorded Webinar	Easter Seals	\$25	https://www.projectaction.com/event/importance-of-data-collection/?instance_id=198
Leadership, Team-Building and Coaching Skills for Managers and Supervisors	4	Austin, TX	Pryor	\$249	https://www.pryor.com/events/231753/
Leadership, Team-Building and Coaching Skills for Managers and Supervisors	5	New Braunfels, TX	Pryor	\$249	https://www.pryor.com/events/231754/
Using Access and Excel to Analyze Data	5-6	Austin, TX	Cloud Training	\$299	https://www.cloudtraining.com/index.php?option=com_eventbooking&task=view_event&event_id=726&Itemid=5
Leadership, Team-Building and Coaching Skills for Managers and Supervisors	12	College Station, TX	Pryor	\$249	https://www.pryor.com/events/231759/
Leadership, Team-Building and Coaching Skills for Managers and Supervisors	13	Temple, TX	Pryor	\$249	https://www.pryor.com/events/231760/
Transitioning to Supervisor	19	San Antonio, TX	Pryor	\$149	https://www.pryor.com/events/231781/
Understanding Financial Statements	19	Fort Worth, TX	Pryor	\$299	https://www.pryor.com/events/231793/
Understanding Financial Statements	20	Denton, TX	Pryor	\$299	https://www.pryor.com/events/231794/
Transitioning to Supervisor	20	Austin, TX	Pryor	\$149	https://www.pryor.com/events/231782/
Understanding Financial Statements	21	Dallas, TX	Pryor	\$299	https://www.pryor.com/events/231795/
Transitioning to Supervisor	21	Houston, TX	Pryor	\$149	https://www.pryor.com/events/231783/
Leadership, Team-Building and Coaching Skills for Managers and Supervisors	27	San Antonio, TX	Pryor	\$249	https://www.pryor.com/events/231752/
Transitioning to Supervisor	27	Houston, TX	Pryor	\$149	https://www.pryor.com/events/231785/
Transitioning to Supervisor	28	New Braunfels, TX	Pryor	\$149	https://www.pryor.com/events/231786/

March 2020

Event	Dates	Location/Host	Event Provider	Fee	Notes
A Crash Course for the First-Time Manager or Supervisor	5	College Station, TX	Pryor	\$99	https://www.pryor.com/events/232856/
Fundamentals of Project Management	17-18	San Antonio, TX	Pryor	\$349	https://www.pryor.com/events/232867/
Fundamentals of Project Management	19-20	Houston, TX	Pryor	\$349	https://www.pryor.com/events/232868/
National Transit Database: 2019 Safety and Security Non-Rail Mode Reporting	20	Webinar	Rutgers	Varies	https://ce-catalog.rutgers.edu/courseDisplay.cfm?schID=77398
Fundamentals of Project Management	23-24	Houston, TX	Pryor	\$349	https://www.pryor.com/events/232865/
Fundamentals of Project Management	25-26	Austin, TX			
SMS Principles for Transit	25-27	San Antonio, TX	TSI	\$60	https://tsi-dot.csod.com/LMS/catalog/EventsCalendar.aspx?tab_page_id=-10#m=2&d=03/13/2020
National Transit Database: 2019 Safety and Security Non-Rail Mode Reporting	26	Webinar	Rutgers	Varies	https://ce-catalog.rutgers.edu/courseDisplay.cfm?schID=77399
Microsoft Excel Basics	31	Houston, TX	Pryor	\$79	https://www.pryor.com/events/234240/

April 2020

Event	Dates	Location/Host	Event Provider	Fee	Notes
Microsoft Excel Beyond-the Basics	1	Houston, TX	Pryor	\$99	https://www.pryor.com/events/234250/
Microsoft Excel Basics	2	Austin, TX	Pryor	\$79	https://www.pryor.com/events/234241/
Microsoft Excel-Beyond the Basics	3	Austin, TX	Pryor	\$99	https://www.pryor.com/training-seminars/
Managing Multiple Priorities, Projects and Deadlines	6	Houston, TX	Pryor	\$149	https://www.pryor.com/events/234213/
Managing Multiple Priorities, Projects and Deadlines	7	Austin, TX	Pryor	\$149	https://www.pryor.com/events/234214/
Microsoft Excel Basics	8	San Antonio, TX	Pryor	\$79	https://www.pryor.com/events/234247/
Managing Multiple Priorities, Projects and Deadlines	8	College Station, TX	Pryor	\$149	https://www.pryor.com/events/234215/
Microsoft Excel-Beyond the Basics	9	San Antonio, TX	Pryor	\$99	https://www.pryor.com/events/234257/
Managing Multiple Priorities, Projects and Deadlines	9	Houston, TX	Pryor	\$149	https://www.pryor.com/events/234216/
PowerPoint – From Boring to Wow!	13	Austin, TX	Cloud Training	\$199	https://www.cloudtraining.com/index.php?option=com_eventbooking&task=view_event&event_id=723&Itemid=5
Excel Dashboards using Charts and PivotTables	16	Austin, TX	Cloud Training	\$199	https://www.cloudtraining.com/index.php?option=com_eventbooking&task=view_event&event_id=737&Itemid=5
Microsoft Excel-Beyond the Basics	21	The Woodlands,	Pryor	\$99	https://www.pryor.com/events/234254/

		TX			
Microsoft Excel-Beyond the Basics	29	Houston, TX	Pryor	\$99	https://www.pryor.com/events/234258/
Microsoft Excel Basics	30	College Station, TX	Pryor	\$79	https://www.pryor.com/events/234249/
Managing Multiple Priorities, Projects and Deadlines	30	San Antonio, TX	Pryor	\$149	https://www.pryor.com/events/234211/

May 2020

Event	Dates	Location/Host	Event Provider	Fee	Notes
Microsoft Excel-Beyond the Basics	1	College Station, TX	Pryor	\$99	https://www.pryor.com/events/234259/
Managing Multiple Priorities, Projects and Deadlines	1	Houston, TX	Pryor	\$149	https://www.pryor.com/events/234212/
International Bus Rodeo	15-19	San Antonio, TX	APTA	Varies	NO SCHOLARSHIPS AVAILABLE https://www.apta.com/conferences-events/future-meetings/
Mobility Conference (APTA's Enhanced Bus & Paratransit Conference)	17-20	San Antonio, TX	APTA	Varies	NO SCHOLARSHIPS AVAILABLE https://www.apta.com/conferences-events/future-meetings/

ONLINE

Event	Dates	Location/Host	Event Provider	Fee	Notes
2 the Point - Passenger Safety	NA	NA	RTAP	Free Downloadable Cards	http://www.nationalrtap.org/Resource-Center/Advanced-Search/fid/505
2 the Point – Customer Service	NA	NA	RTAP	Free Downloadable Cards	http://nationalrtap.org/Resource-Library/Advanced-Search/fid=500
Effective Techniques for Dealing with Difficult Customers	NA	Pre-Recorded Webinar	Pryor	\$99	https://www.pryor.com/training-webinars/effective-techniques-for-dealing-with-difficult-customers/

Description of Events

A Crash Course for the First-Time Manager or Supervisor: Make your move into your new supervisor position smoother and more successful. Attend this one-day training seminar and gain all the skills and insights you need to lead with confidence and conviction.

ADA Complementary Paratransit: Responding to Emergencies: Topics include coordination with other agencies, methods of communication, emergency communication, locating and assisting people with disabilities, what to do with pets and service animals and other considerations.

Comprehensive ADA Paratransit Eligibility: The course begins with a review of ADA paratransit criteria and then reviews ADA paratransit eligibility requirements. The two-day session presents more detailed information about alternative eligibility determination processes, with a focus on in-person interview and assessment options. It also addresses "difficult" determination issues and presents options for trip-by-trip eligibility determinations.

Dealing with Difficult People: Never again fall victim to those who love to make life miserable for the rest of us. This training gives you concrete techniques for dealing with difficult people in the workplace and at home. It provides specific strategies for getting adversaries to cooperate ... bullies to back off ... wallflowers to

open up ... chronic complainers to quiet down. Knowing how to deal with difficult people at work will allow you to approach your job with more enjoyment and your coworkers with greater confidence.

Effective Techniques for Dealing with Difficult Customers: With the tips and techniques provided in this powerful program, you can learn what it takes to provide the kind of superior, memorable service that results in satisfied, loyal customers — the kind who support your business, purchase your products and services and recommend your organization to others!

Excel for Business Professional Level 1: This class is designed for the beginner who wants to learn how to create basic formulas. Have you been using a spreadsheet that someone else designed but you don't know how they created the formulas?

Excel for Business Professional Level 2: This class is designed for the intermediate Excel user. The focus of this class is more intermediate Excel formulas. We will learn decision-making formulas such as IF statements and VLOOKUPS. We will also look at text functions like CONCATENATE, LEFT and RIGHT. This class will introduce new Microsoft Office features like Flash Fill. The afternoon will focus on Excel's database (list) features like sorting, filtering, Table and PivotTables.

Excel Dashboards using Charts and PivotTables: The goal of this class is to learn how to use charts, PivotTables and other Excel features to create management reports called Dashboards. The class will begin with learning how to create and modify charts. Once you have modified the charts we will create chart templates to make creating future charts faster. We will also look at the new Sparkline feature in Excel.

Fundamentals of Project Management: Project managers wear more hats than almost anyone. They're planners, schedulers, and big-picture thinkers. Project managers must be team builders, coaches, and motivators. They need to know how to negotiate for more time, more resources, and fewer changes. They've got to be smart risk takers, turn-on-a-dime decision makers, and communicators extraordinaire.

Importance of Data Collection for Travel Training Programs: In addition to learning about a variety of tools and methods for collecting travel instruction data, learners will be taught specific outcomes to track at multiple intervals when working with trainees, and what can be done with that information to enhance training programs.

Leadership, Team Building and Coaching Skills for Managers and Supervisors: This team-building seminar will teach you step-by-step, how to produce a manager's "game plan" to ensure you'll reach your goals and objectives. Plus, find out how to maximize every employee's abilities ... and uncover strengths and talents you never knew existed!

Managing Multiple Priorities, Projects and Deadlines: Set aside just one day, and you'll be able to manage multiple demands and priorities, get more done in less time, keep on top of numerous projects and deadlines, and eliminate pressure and stress from your work day. *If you're too busy to attend, enroll today!* For you, this seminar is truly a top priority!

Microsoft Excel Beyond the Basics: It's frustrating to know what Excel can do, but not understand the techniques to accomplish it. In one day, you will learn not only the formulas, database techniques, and macro commands that make work go faster, but you will also learn the tips and keystroke commands the pros rely on to make data more useful and worksheets easier to manipulate.

National RTAP #Succession2Transit Twitter Chat: How can transit organizations develop an effective succession plan while still meeting the demands of the job? How can organizations prepare leaders for tomorrow's challenges? What are the essential things to do in succession planning – even if you can't do everything you'd like to do?

National Transit Database (Urban Reporting): This course is intended for transit professionals whose responsibilities include some or all of the following related to the National Transit Database (NTD): reporting, statistical compilation, or other financial duties and activities. This is an introductory level course. The content is geared for people with little or no experience using the NTD reporting system.

National Transit Database: 2019 Safety and Security Non-Rail Mode Reporting: This webinar will provide guidance for reporting non-rail mode data to the National Transit Database (NTD) Safety & Security Reporting module. Non-rail modes include Motorbus (MB), Demand Response (DR), Aerial Tramway (TR),

Ferryboat (FB), Bus Rapid Transit (RB), Commuter Bus (CB), Demand Taxi (DT), Jitney (JT), Publico (PB), Trolleybus (TB), and Vanpool (VP). This session will provide detailed steps for navigating the Safety & Security Report package, the reporting timeline, generating, editing and completing all reports/forms and an overview of available reports.

PowerPoint from Boring to Wow!: This class will help you learn how to create professional, attractive and engaging PowerPoint presentations. Learn how to work with the master slides to keep a consistent look for your slides. Work with animations, transitions, and SmartArt to help keep the audience's attention and interest.

Project Management Workshop: At this seminar, you'll learn expert techniques for building successful project teams, creating efficient plans and implementing effective tracking measures to ensure your projects come in on deadline and on budget. In one fast-paced, well-designed day, we'll cover all the essential elements of project management. We'll provide practical information to not only help you save time, but also increase the success of your projects

SMS Principles for Transit: This course includes an introduction to the principles and 4 components of a Safety Management System (SMS): Safety Policy, Safety Risk, Safety Assurance, and Safety Promotion. Building upon traditional transit system safety, participants will learn about FTA's SMS framework which includes executive leadership and accountability for safety, creating a positive safety culture, preventive risk analysis, and building an effective employee safety reporting program. At the end of this course, participants will have a greater awareness of critical safety practices which are available through SMS integration with transit system safety, including practical applications and exercises to begin SMS implementation.

Taking ADA Complementary Paratransit Service to the Next Level: This online training course is designed for ADA complementary paratransit managers who are ready to improve the service offered to their customers by taking paratransit service to the next level. As an advanced level course, it will not cover basic requirements of running a paratransit system. Course content highlights using performance measures to improve service, going above and beyond the ADA, social media, training strategies for preparing your staff, strategic management and leadership skills.

Transit Industrial Safety Management: This course is designed to educate participants on how to develop, implement, and maintain an industrial safety management program following OSHA principles and guidelines for transit employees, equipment, and facilities. Participants learn about proactive policies and procedures, identification of hazards and unsafe practices, hazard controls and resolution, documentation, employee training requirements, and management of a workplace safety program. A 30-hour (general industry) OSHA compliance certification is offered to all participants who successfully complete the course.

Transitioning to Supervisor: This course offers new supervisors the education to successfully adjust to the changing expectations of your boss, peers and subordinates.

Transportation and the ADA Course: Have you ever wondered how many companions are allowed to ride with a complementary paratransit eligible passenger? Or how much assistance a bus operator is required to provide to a passenger with a disability in boarding the bus? Or how many service animals a person with a disability can bring on a fixed route bus? If you have had these question or other ADA related questions accessible transportation, then this workshop is for you. This online course will cover regulatory requirements for fixed-route, ADA complementary paratransit, and demand responsive transportation. Instructors will also distinguish between what is a regulatory requirement and what are best practices in customer service.

Travel Training Data Collection Standards: *Travel Training Data Collection Standards* addresses the foundation of data and data collection. The session covers what is data and data collection, methods and standards used for data collection and types of data analytics as appropriate for use in travel training programs.

Understanding Financial Statements: Make sense of complex financial documents and discover what they really mean — no prior knowledge of finance or accounting is required

Using Access and Excel to Analyze Data: This class is designed for the beginner Access user who wants to learn Access. The Excel portion of the class is for the intermediate Excel user. In this class, we will learn about relational databases. We will look at how to create and relate tables, build Access queries and learn how to Manage Data in Excel with Tables and PivotTables. We will also take a brief look at how to work with Power Query and Power Pivot. And, finally, we will learn to export and import data from Access to Excel.