

**TxDOT Public Transportation Division (PTN)  
Schedule of Training  
July – December 2019**

July 2019					
Event	Dates	Location/Host	Event Provider	Fee	Notes
Determining Conditional Eligibility for ADA Complementary Paratransit	1-31	Pre-Recorded Webinar	Easter Seals	\$25	<a href="https://www.projectaction.com/event/determining-conditional-eligibility/?instance_id=189">https://www.projectaction.com/event/determining-conditional-eligibility/?instance_id=189</a>
Introduction to ADA Complementary Paratransit Management	1-31	Online Course	Easter Seals	\$150	<a href="https://www.projectaction.com/event/introduction-to-ada-complementary-paratransit-management-online-course/?instance_id=156">https://www.projectaction.com/event/introduction-to-ada-complementary-paratransit-management-online-course/?instance_id=156</a>
Introduction to Travel Training Workshop	1-31	Online Course	Easter Seals	\$200	<a href="https://www.projectaction.com/event/introduction-to-travel-training/?instance_id=155">https://www.projectaction.com/event/introduction-to-travel-training/?instance_id=155</a>
Microsoft Excel: Beyond the Basics	11	Conroe, TX	Pryor	\$99	<a href="http://www.pryor.com">www.pryor.com</a>
Excel for the Business Professional	15	Austin, TX	Cloud Training	\$199	<a href="https://cloudtraining.com/index.php?option=com_eventbooking&amp;task=view_event&amp;event_id=692&amp;Itemid=5">https://cloudtraining.com/index.php?option=com_eventbooking&amp;task=view_event&amp;event_id=692&amp;Itemid=5</a>
Microsoft Excel: Beyond the Basics	16	Austin, TX	Pryor	\$99	<a href="http://www.pryor.com">www.pryor.com</a>
Excel to the Max	16-17	Austin, TX	Cloud Training	\$299	<a href="https://cloudtraining.com/index.php?option=com_eventbooking&amp;task=view_event&amp;event_id=693&amp;Itemid=5">https://cloudtraining.com/index.php?option=com_eventbooking&amp;task=view_event&amp;event_id=693&amp;Itemid=5</a>
Microsoft Excel: Beyond the Basics	18	Houston, TX	Pryor	\$99	<a href="http://www.pryor.com">www.pryor.com</a>
TCRP Synthesis 143: Managing the Transit Scheduling Workforce	23	WEBINAR	Rutgers	Free	<a href="https://ce-catalog.rutgers.edu/courseDisplay.cfm?schID=75740">https://ce-catalog.rutgers.edu/courseDisplay.cfm?schID=75740</a>
TxDOT – PTN Semi-Annual Mtgs	23-24	Austin, TX	PTN	Free	<b>NO SCHOLARSHIPS AVAILABLE</b>
Effectively Managing Transit Emergencies	23-26	Fort Worth, TX	TSI	\$65	<a href="https://tsi-dot.csod.com/selfreg/register.aspx?p=tsi-dot&amp;c=rti-80">https://tsi-dot.csod.com/selfreg/register.aspx?p=tsi-dot&amp;c=rti-80</a>
Microsoft Excel: Beyond the Basics	24	San Antonio, TX	Pryor	\$99	<a href="http://www.pryor.com">www.pryor.com</a>
Microsoft Excel: Beyond the Basics	26	Houston, TX	Pryor	\$99	<a href="http://www.pryor.com">www.pryor.com</a>
Project Management Workshop	29	Houston, TX	Pryor	\$149	<a href="http://www.pryor.com">www.pryor.com</a>
Project Management Workshop	30	San Antonio, TX	Pryor	\$149	<a href="http://www.pryor.com">www.pryor.com</a>
Excel to the Max	30-31	Lubbock, TX	Cloud Training	\$279	<a href="https://cloudtraining.com/index.php?option=com_eventbooking&amp;task=view_event&amp;event_id=695&amp;Itemid=5">https://cloudtraining.com/index.php?option=com_eventbooking&amp;task=view_event&amp;event_id=695&amp;Itemid=5</a>
Project Management Workshop	31	Austin, TX	Pryor	\$149	<a href="http://www.pryor.com">www.pryor.com</a>
Safety Assurance	11	WEBINAR	FTA	Varies	<a href="https://www.transit.dot.gov/about/events/webinar-safety-assurance-ptasp">https://www.transit.dot.gov/about/events/webinar-safety-assurance-ptasp</a>

## August 2019

Event	Dates	Location/Host	Event Provider	Fee	Notes
Implementing Conditional Eligibility for ADA Complementary Paratransit Trip-by-Trip	1-31	WEBINAR	Easter Seals	\$25	<a href="https://easterseals.wufoo.com/forms/zpdmx6e1ejvdfp/">https://easterseals.wufoo.com/forms/zpdmx6e1ejvdfp/</a>
Introduction to ADA Complementary Paratransit Management	1-31	Online Course	Easter Seals	\$150	<a href="https://www.projectaction.com/event/introduction-to-ada-complementary-paratransit-management-online-course/?instance_id=156">https://www.projectaction.com/event/introduction-to-ada-complementary-paratransit-management-online-course/?instance_id=156</a>
Implementing Conditional Eligibility for ADA Complementary Paratransit Trip-by-Trip	1-31	Pre-Recorded Webinar	Easter Seals	\$25	<a href="https://www.projectaction.com/event/implementing-conditional-eligibility-for-ada-complementary-paratransit-trip-by-trip/?instance_id=190">https://www.projectaction.com/event/implementing-conditional-eligibility-for-ada-complementary-paratransit-trip-by-trip/?instance_id=190</a>
Introduction to Travel Training Workshop	1-31	Online Course	Easter Seals	\$200	<a href="https://www.projectaction.com/event/introduction-to-travel-training/?instance_id=155">https://www.projectaction.com/event/introduction-to-travel-training/?instance_id=155</a>
Best Practices in Travel Training Assessments	1-31	Pre-Recorded Webinar	Easter Seals	\$25	<a href="https://www.projectaction.com/event/best-practices-in-travel-training-assessments/?instance_id=192">https://www.projectaction.com/event/best-practices-in-travel-training-assessments/?instance_id=192</a>
Effective Communication with People with Disabilities	1	Live Webinar	Easter Seals	\$25	<a href="https://www.projectaction.com/event/effective-communication/?instance_id=215">https://www.projectaction.com/event/effective-communication/?instance_id=215</a>
Project Management Workshop	1	Conroe, TX	Pryor	\$149	<a href="http://www.pryor.com">www.pryor.com</a>
Project Management Workshop	2	Houston, TX	Pryor	\$149	<a href="http://www.pryor.com">www.pryor.com</a>
Transitioning to Supervisor	5	Houston, TX	Pryor	\$199	<a href="http://www.pryor.com">www.pryor.com</a>
PowerPoint: Creating Powerful Presentations	12	Lubbock, TX	Cloud Training	\$199	<a href="https://cloudtraining.com/index.php?option=com_eventbooking&amp;task=view_event&amp;event_id=696&amp;Itemid=5">https://cloudtraining.com/index.php?option=com_eventbooking&amp;task=view_event&amp;event_id=696&amp;Itemid=5</a>
Leadership, Team-Building and Coaching Skills for Managers and Supervisors	13	Houston, TX	Pryor	\$249	<a href="http://www.pryor.com">www.pryor.com</a>
Microsoft Word – Beyond the Basics	13	Lubbock, TX	Cloud Training	\$199	<a href="https://cloudtraining.com/index.php?option=com_eventbooking&amp;task=view_event&amp;event_id=697&amp;Itemid=5">https://cloudtraining.com/index.php?option=com_eventbooking&amp;task=view_event&amp;event_id=697&amp;Itemid=5</a>
Leadership, Team-Building and Coaching Skills for Managers and Supervisors	14	College Station, TX	Pryor	\$249	<a href="http://www.pryor.com">www.pryor.com</a>
Excel for the Business Professional	14	Lubbock, TX	Cloud Training	\$199	<a href="https://cloudtraining.com/index.php?option=com_eventbooking&amp;task=view_event&amp;event_id=698&amp;Itemid=5">https://cloudtraining.com/index.php?option=com_eventbooking&amp;task=view_event&amp;event_id=698&amp;Itemid=5</a>
Leadership, Team-Building and Coaching Skills for Managers and Supervisors	15	Temple, TX	Pryor	\$249	<a href="http://www.pryor.com">www.pryor.com</a>
Transitioning to Supervisor	19	San Antonio, TX	Pryor	\$199	<a href="http://www.pryor.com">www.pryor.com</a>
Transitioning to Supervisor	20	Austin, TX	Pryor	\$199	<a href="http://www.pryor.com">www.pryor.com</a>
Managing Multiple Priorities, Projects and Deadlines	20	Houston, TX	Pryor	\$149	<a href="http://www.pryor.com">www.pryor.com</a>
Transitioning to Supervisor	21	Conroe, TX	Pryor	\$199	<a href="http://www.pryor.com">www.pryor.com</a>
Managing Multiple Priorities, Projects and Deadlines	21	Austin, TX	Pryor	\$149	<a href="http://www.pryor.com">www.pryor.com</a>
Managing Emotions Under Pressure	21	Victoria, TX	Pryor	\$149	<a href="http://www.pryor.com">www.pryor.com</a>
Transitioning to Supervisor	22	Houston, TX	Pryor	\$199	<a href="http://www.pryor.com">www.pryor.com</a>
Managing Multiple Priorities, Projects and Deadlines	22	New Braunfels, TX	Pryor	\$149	<a href="http://www.pryor.com">www.pryor.com</a>

Managing Multiple Priorities, Projects and Deadlines	23	San Antonio, TX	Pryor	\$149	<a href="http://www.pryor.com">www.pryor.com</a>
Leadership, Team-Building and Coaching Skills for Managers and Supervisors	26	Houston, TX	Pryor	\$249	<a href="http://www.pryor.com">www.pryor.com</a>
Managing Emotions Under Pressure	26	Austin, TX	Pryor	\$149	<a href="http://www.pryor.com">www.pryor.com</a>
Leadership, Team-Building and Coaching Skills for Managers and Supervisors	27	Austin, TX	Pryor	\$249	<a href="http://www.pryor.com">www.pryor.com</a>
Managing Emotions Under Pressure	27	Houston, TX	Pryor	\$149	<a href="http://www.pryor.com">www.pryor.com</a>
Leadership, Team-Building and Coaching Skills for Managers and Supervisors	28	San Antonio, TX	Pryor	\$249	<a href="http://www.pryor.com">www.pryor.com</a>

## September 2019

Event	Dates	Location/Host	Event Provider	Fee	Notes
10 Steps to Starting a Travel Training Program	5	Live Webinar	Easter Seals	\$25	<a href="https://www.projectaction.com/event/10-steps-to-starting-a-travel-training-program/?instance_id=214">https://www.projectaction.com/event/10-steps-to-starting-a-travel-training-program/?instance_id=214</a>
Advanced Microsoft Excel-Macros, PivotTables, Charts and More	9	Houston, TX	Pryor	\$199	<a href="http://www.pryor.com">www.pryor.com</a>
Advanced Microsoft Excel-Macros, PivotTables, Charts and More	10	The Woodlands, TX	Pryor	\$199	<a href="http://www.pryor.com">www.pryor.com</a>
Advanced Microsoft Excel-Macros, PivotTables, Charts and More	11	Victoria, TX	Pryor	\$199	<a href="http://www.pryor.com">www.pryor.com</a>
Advanced Microsoft Excel-Macros, PivotTables, Charts and More	16	San Antonio, TX	Pryor	\$199	<a href="http://www.pryor.com">www.pryor.com</a>
Advanced Microsoft Excel-Macros, PivotTables, Charts and More	17	New Braunfels, TX	Pryor	\$199	<a href="http://www.pryor.com">www.pryor.com</a>
A Crash Course for the First-Time Manager or Supervisor	18	Houston, TX	Pryor	\$99	<a href="http://www.pryor.com">www.pryor.com</a>
Advanced Microsoft Excel-Macros, PivotTables, Charts and More	18	Austin, TX	Pryor	\$199	<a href="http://www.pryor.com">www.pryor.com</a>
A Crash Course for the First-Time Manager or Supervisor	19	Conroe, TX	Pryor	\$99	<a href="http://www.pryor.com">www.pryor.com</a>
Advanced Microsoft Excel-Macros, PivotTables, Charts and More	19	Temple, TX	Pryor	\$199	<a href="http://www.pryor.com">www.pryor.com</a>
A Crash Course for the First-Time Manager or Supervisor	20	Austin, TX	Pryor	\$99	<a href="http://www.pryor.com">www.pryor.com</a>
Advanced Microsoft Excel-Macros, PivotTables, Charts and More	20	Houston, TX	Pryor	\$199	<a href="http://www.pryor.com">www.pryor.com</a>
Dealing with Difficult People	24	Houston, TX	Pryor	\$149	<a href="http://www.pryor.com">www.pryor.com</a>
A Crash Course for the First-Time Manager or Supervisor	24	San Antonio, TX	Pryor	\$99	<a href="http://www.pryor.com">www.pryor.com</a>
Dealing with Difficult People	25	Austin, TX	Pryor	\$149	<a href="http://www.pryor.com">www.pryor.com</a>
A Crash Course for the First-Time Manager or Supervisor	25	Houston, TX	Pryor	\$99	<a href="http://www.pryor.com">www.pryor.com</a>
Dealing with Difficult People	26	San Antonio, TX	Pryor	\$149	<a href="http://www.pryor.com">www.pryor.com</a>

## October 2019

Event	Dates	Location/Host	Event Provider	Fee	Notes
ADA Complementary Paratransit Appeals Process Requirements	1-31	Pre-Recorded Webinar	Easter Seals	\$25	<a href="https://www.projectaction.com/event/appeals-process-requirements/?instance_id=193">https://www.projectaction.com/event/appeals-process-requirements/?instance_id=193</a>
ADA Complementary Paratransit Management Essentials	1-31	Online Course	Easter Seals	\$150	<a href="https://www.projectaction.com/event/ada-complementary-paratransit-management-essentials/?instance_id=174">https://www.projectaction.com/event/ada-complementary-paratransit-management-essentials/?instance_id=174</a>

Microsoft Excel: Beyond the Basics	1	Austin, TX	Pryor	\$99	<a href="http://www.pryor.com">www.pryor.com</a>
Microsoft Excel: Beyond the Basics	3	Houston, TX	Pryor	\$99	<a href="http://www.pryor.com">www.pryor.com</a>
Effective Transportation Policy Development	3	Live Webinar	Easter Seals	\$25	<a href="https://www.projectaction.com/event/effective-transportation-policy-development/?instance_id=213">https://www.projectaction.com/event/effective-transportation-policy-development/?instance_id=213</a>
APTA Annual Meeting	13-16	New York, NY	CTAA	Varies	<a href="https://www.apta.com/conferences-events/transform/">https://www.apta.com/conferences-events/transform/</a> <b>NO SCHOLARSHIPS AVAILABLE</b>
Microsoft Excel: Beyond the Basics	16	San Antonio, TX	Pryor	\$99	<a href="http://www.pryor.com">www.pryor.com</a>
Oklahoma State Driving Championships and Training Conference	22-25	Tulsa, OK	CTAA	Varies	<a href="https://events.r20.constantcontact.com/register/eventReg?oeidk=a07egc48dw40889cc3f&amp;oseq=&amp;c=&amp;ch=">https://events.r20.constantcontact.com/register/eventReg?oeidk=a07egc48dw40889cc3f&amp;oseq=&amp;c=&amp;ch=</a> <b>NO SCHOLARSHIPS AVAILABLE</b>
How to Supervise People	22	Houston, TX	Pryor	\$99	<a href="http://www.pryor.com">www.pryor.com</a>
How to Deliver Exceptional Customer Service	22	San Antonio, TX	Pryor	\$199	<a href="http://www.pryor.com">www.pryor.com</a>
How to Supervise People	23	Conroe, TX	Pryor	\$99	<a href="http://www.pryor.com">www.pryor.com</a>
How to Deliver Exceptional Customer Service	23	Austin, TX	Pryor	\$199	<a href="http://www.pryor.com">www.pryor.com</a>
How to Supervise People	24	Killeen, TX	Pryor	\$99	<a href="http://www.pryor.com">www.pryor.com</a>
How to Deliver Exceptional Customer Service	24	Houston, TX	Pryor	\$199	<a href="http://www.pryor.com">www.pryor.com</a>
How to Supervise People	25	San Antonio, TX	Pryor	\$99	<a href="http://www.pryor.com">www.pryor.com</a>
Microsoft Excel: Beyond the Basics	29	Killeen, TX	Pryor	\$99	<a href="http://www.pryor.com">www.pryor.com</a>
How to Supervise People	30	Waco, TX	Pryor	\$99	<a href="http://www.pryor.com">www.pryor.com</a>
Microsoft Excel: Beyond the Basics	31	New Braunfels, TX	Pryor	\$99	<a href="http://www.pryor.com">www.pryor.com</a>
How to Supervise People	31	Austin, TX	Pryor	\$99	<a href="http://www.pryor.com">www.pryor.com</a>

## November 2019

Event	Dates	Location/Host	Event Provider	Fee	Notes
ADA Complementary Paratransit Management Essentials	1-30	Online Course	Easter Seals	\$150	<a href="https://www.projectaction.com/event/ada-complementary-paratransit-management-essentials/?instance_id=174">https://www.projectaction.com/event/ada-complementary-paratransit-management-essentials/?instance_id=174</a>
Leadership, Team-Building and Coaching Skills for Managers and Supervisors	4	Houston, TX	Pryor	\$249	<a href="http://www.pryor.com">www.pryor.com</a>
Leadership, Team-Building and Coaching Skills for Managers and Supervisors	5	Austin, TX	Pryor	\$249	<a href="http://www.pryor.com">www.pryor.com</a>
Understanding Financial Statements	5	San Antonio, TX	Pryor	\$249	<a href="http://www.pryor.com">www.pryor.com</a>
Leadership, Team-Building and Coaching Skills for Managers and Supervisors	6	San Antonio, TX	Pryor	\$249	<a href="http://www.pryor.com">www.pryor.com</a>
Understanding Financial Statements	6	New Braunfels, TX	Pryor	\$249	<a href="http://www.pryor.com">www.pryor.com</a>
Performance Measures in Transportation	7	Live Webinar	Easter Seals	\$25	<a href="https://www.projectaction.com/event/performance-measures-in-transportation/?instance_id=211">https://www.projectaction.com/event/performance-measures-in-transportation/?instance_id=211</a>

Leadership, Team-Building and Coaching Skills for Managers and Supervisors	7	Houston, TX	Pryor	\$249	<a href="http://www.pryor.com">www.pryor.com</a>
Understanding Financial Statements	7	Conroe, TX	Pryor	\$249	<a href="http://www.pryor.com">www.pryor.com</a>
Understanding Financial Statements	13	Houston, TX	Pryor	\$249	<a href="http://www.pryor.com">www.pryor.com</a>
Understanding Financial Statements	14	Austin, TX	Pryor	\$249	<a href="http://www.pryor.com">www.pryor.com</a>
Transitioning to Supervisor	18	San Antonio, TX	Pryor	\$199	<a href="http://www.pryor.com">www.pryor.com</a>
Transitioning to Supervisor	19	Austin, TX	Pryor	\$199	<a href="http://www.pryor.com">www.pryor.com</a>
Louisiana Public Transportation Association	20-22	New Orleans, LA	CTAA	Varies	<a href="http://www.lptaonline.org/">http://www.lptaonline.org/</a> NO SCHOLARSHIPS AVAILABLE
Transitioning to Supervisor	20	Killeen, TX	Pryor	\$199	<a href="http://www.pryor.com">www.pryor.com</a>
Transitioning to Supervisor	21	Waco, TX	Pryor	\$199	<a href="http://www.pryor.com">www.pryor.com</a>
Transitioning to Supervisor	22	Houston, TX	Pryor	\$199	<a href="http://www.pryor.com">www.pryor.com</a>

### December 2019

Event	Dates	Location/Host	Event Provider	Fee	Notes
Transportation ADA Q&A	5	Live Webinar	Easter Seals	\$25	<a href="https://www.projectaction.com/event/transportation-ada-qa/?instance_id=212">https://www.projectaction.com/event/transportation-ada-qa/?instance_id=212</a>

### ONLINE

Event	Dates	Location/Host	Event Provider	Fee	Notes
PASS Basic Program	Any	Online	CTAA	\$50	<a href="https://elearning.ctaa.org/">https://elearning.ctaa.org/</a>
PASS Basic Recertification Program	Any	Online	CTAA	\$25	<a href="https://elearning.ctaa.org/">https://elearning.ctaa.org/</a>

## Description of Events

**10 Steps to Starting a Travel Training Program:** This course will provide the steps essential to developing a successful travel training program. With rising costs of demand responsive transportation options including ADA Complementary Paratransit and medical transportation, training on how to use the fixed-route bus or rail option (almost always less-expensive, as well as more convenient and spontaneous) is in increasing demand. Easter Seals Project Action Consulting staff will provide you, your agency and/or your community a step-by-step process to starting a travel training program that will increase the choices for independent travel of those with disabilities in your community. In addition, the creation of the travel training program will assist in allowing persons with disabilities to travel on the least restrictive (and most often, least expensive) transit option, thus offering the highest level of independent mobility for people with disabilities. A bonus result is that this solution can also save your agency/community funds and allow for additional services to be provided elsewhere.

**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 Appeals Process Requirements:** This course addresses the requirements under the ADA with regards to paratransit appeals, including eligibility decisions, no shows, and suspensions. Topics to be covered include what decisions carry the right of the applicant/passenger to appeal, separation of function, who should determine appeals, length of time to make an appeal determination, if and when presumptive eligibility goes into effect, and requirements on how the applicant/passenger should be notified of the final decision of the appeal. Connection information and the webinar presentation will be emailed to registered participants the day before the webinar. Participation can be achieved by connecting to the webinar room or by connecting by phone and following along with the emailed presentation. Closed captioning will be provided for those in the webinar room.

**ADA Complementary Paratransit Management Essentials:** This course will address key elements related to relationship building with passengers, the public and governing boards. Content highlights customer service management, effective communication, public engagement strategies, building effective relationships with

governing bodies and policy development, amendment and implementation. The course is self-study with no scheduled meeting times. All homework assignments must be submitted on or prior to the end date of the course.

**Advanced EXCEL, Macros & More:** This class is for advanced EXCEL users that would like to expand their knowledge in the area of macros and other EXCEL topics.

**Best Practices in Travel Training Assessments:** This course addresses the role of the assessment as the foundation in one-on-one travel instruction, as well as the methods that travel trainers can use to respectfully and thoroughly assess a prospective trainee's skills and independent travel goals and needs. Learners will become versed in how to develop and enhance intake and assessment forms and will practice multiple trainee assessment strategies. This webinar also addresses the importance of developing assessments that thoughtfully consider topics such as community safety and fears related to travel training, path of travel barriers, disability information and trip planning.

**Determining Conditional Eligibility for ADA Complementary Paratransit:** This course addresses the very complex assessment of a person's ADA eligibility when the applicant is functionally able to take the fixed route for some of his trips. Topics to be covered include developing a better understanding of disabilities and functional abilities; determining eligibility for persons with vision impairment; guidance for conducting in-person interviews and obtaining follow-up information from professionals; guidance for conducting physical functional assessments; and best practices in making "difficult" eligibility decisions.

**Effective Communication with People with Disabilities:** This course will not only cover the ADA requirements for transportation agencies for effective communication with people with disabilities, but also tips and suggestions for enabling and ensuring effective communication with people with disabilities.

**Effective Managing Transit Emergencies:** This course will provide the participant with information on understanding the necessity, purpose, development, and implementation of emergency management and how it relates to the other safety functions of a transit system. Participants will learn how to better understand the emergency management concept and the role of the transit system in responding to emergency/disaster situations in both the community and transit system. The course provides information related to acquisition and operational phases of a transit system life cycle. Participants will be prepared to understand the elements of an effective emergency management program and how interaction of these elements affects the management of the emergency situations, as well as, the roles and responsibilities of internal transit agency personnel and external stakeholders (e.g. fire, police, EMS, etc.) The course structure includes training related to the U.S. National Response Framework (NRF), National Incident Management System (NIMS), and Incident Command System (ICS). The course concludes with an Advanced Table-Top Exercise (TTX) involving the class participants and utilizing the Homeland Security Exercise and Evaluation Program (HSEEP) format.

**Effective Transportation Policy Development:** This course will offer a step-by-step process for developing and amending policies to strengthen and support the vision and mission of the program. It will also include sample policies for hot topics in fixed-route and ADA complementary paratransit service.

**Excel for Business Professional:** 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 to the Max:** This course is designed for intermediate to advanced users. You will understand absolute references, create and use named ranges, work with multiple pages in a workbook, use advanced formulas, and much more.

**How to Deliver Exceptional Customer Service:** Developed and presented by customer service experts, this seminar teaches ways to work easily with others and create a more pleasant environment. We've drawn from what is working in companies all across America. In this workshop, you'll learn ways to communicate, how to keep your composure under stress, and much more.

**How to Supervise People:** This course offers training for Supervisors that is power-packed with fresh ideas to motivate you and your team.

**Implementing Conditional Eligibility for ADA Complementary Paratransit Trip by Trip:** *Implementing Conditional Eligibility for ADA Complementary Paratransit* will address how to schedule trips based on a person's conditional eligibility for ADA Complementary Paratransit. Once the determination has been made that a person can ride fixed-route transit for some, but not all, of his/her trips and conditions are placed on his eligibility to take ADA Complementary Paratransit, then the

complex process of implementing these eligibility conditions begins. Topics in this session will include tracking riders' conditions analyzing individual trips, determining eligibility for conditions that regularly change (i.e. weather-related occurrences), and best practices in implementing conditional eligibility.

**Introduction to ADA Complementary Paratransit Management:** This online training course is designed for ADA complementary paratransit managers who are new to the field. Content highlights the history of the disability movement, paratransit eligibility, human resource management, key considerations in paratransit operations, and the basics in financial management that all paratransit managers need to know. The course is self-study with no scheduled meeting times. All homework assignments must be submitted prior to the end date of the course.

**Introduction to Travel Training Workshop:** This is a comprehensive online course with hands-on field activities. Participants will receive a workbook and access to a collection of useful electronic resources ready to use once they complete the course. The course consists of ten modules and covers strategies for training on rail systems and in rural communities in addition to the traditional fixed-route bus material.

**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 Emotions Under Pressure:** Achieving what you want in life means doing what it takes ... not just now and then ... not just when you feel like it ... but *every day*. It takes learning self-discipline and emotional control. And that's why so many people have found this seminar to be so powerful.

**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 formulas, database techniques, and macro commands that make work go faster, but you will also learn tips and keystroke commands the pros rely on to make data more useful and worksheets easier to manipulate.

**Microsoft Word Beyond the Basics:** This class is designed to help students increase their knowledge and speed and learn shortcuts and tips that will help them not only in Word but also in other Microsoft products. Using Quick Parts can help you in Outlook. Learning how and why to use styles will help you in Excel.

**PASS:** The (PASS) Driver Certification Program ensures that community transportation drivers have current expertise in passenger assistance techniques and sensitivity skills appropriate for serving persons with disabilities.

**Performance Measures in Transportation:** Recording performance measures is not only a required task for transit providers to provide to funders, but can and should be used to improve transportation service. Performance Measures in Transportation will address the characteristics of effective performance measurement, the purpose of performance measurement, sample performance measures, prioritizing performance measures, reporting, measuring service effectiveness, and integrating performance measures into decision making.

**PowerPoint: Creating Powerful Presentations:** This class is designed for the user who wants to learn how to create effective PowerPoint presentations. Do you want to learn tips and tricks that will help you when you are working in PowerPoint?

**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

**TCRP Synthesis 143: Managing the Transit Scheduling Workforce:** This webinar presents the findings of *TCRP Synthesis 143: Managing the Transit Scheduling Workforce*. Transit schedules provide the blueprint for fixed-route transit — they affect operating and capital costs, safety, customer satisfaction, and operator well-being and health.

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

**Transportation ADA Q&A:** Easter Seals Project Action has been providing training and technical assistance on accessible transportation since 1988. Join this session to find the answers from ESPA staff, both Certified ADA Coordinators, on your biggest transportation and the ADA questions. Questions will be taken on both fixed-route and ADA Complementary paratransit service. Register today for Transportation *ADA Q&A*, submit your questions when you register, and be able to ask additional questions during the live session.

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