

CAT Optional Work Session- CAT Bus Training Content Development Meeting |  
 Tuesday, February 7, 2023 | 2:00 p.m. - 3:00 p.m. | virtual meeting – Webex

We will be meeting to create/plan the content CAT would like communicated in Bus Operator Training. The TriMet Training department is eager to re-engage CAT in their frequent new operator and re-certification sessions. We will be added to the content for their ADA training day, with 30 minutes allocated for communication from CAT.

**Attendees:**

Jan Campbell, Dave Daley, Leon Chavarria, Annadiana Johnson, Kathryn Woods, Eileen Collins, Claudia Robertson, Keith Edwards

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Send Bus Operator SOPs to group (Customer Service & ADA with links to the others)

Electronic Copies of SOPs– Dave, Jan, Kathryn, Anna,

Paper Copies of SOPs – Claudia, Leon

Send Slide Deck for ADA Training

Reviewed Slide Deck – all 86 slides.

**Dave Daley:** Separate in operator procedures from customer service guide.

**Annadiana Johnson:** Language throughout the slide deck is disrespectful and needs to be updated

Eileen will take a first pass at the edits

Jan, Leon, Anna, Kris, have all attended bus operator trainings and have experience with the role.

Eileen to provide a framework for the panel presentation: What do we want them to present? Like the TriMet-ABLE Employee Resource Group presentation; Eileen provide structure.

**Annadiana Johnson** – the behavior we are seeing from operators is counter to everything we are seeing in this training. Only about 60% ask if you want securement. Sign me up for in-person classes, I will make that trip.

**Kathryn Woods:** we used to be actively involved with Bus Operator training. It is so helpful to get them the whole piece of the human interaction with riders with disabilities. I hope that they are

**Keith Edwards:** mine is a follow-up to Anna's what kind of follow-up is there when an operator goes into service? What is our monitoring system to ensure our operators are up to snuff?

**Kathryn Woods**– SIP flags for ADA violations. What is the re-training?

**Jan Campbell**– we used to have the community be secret shoppers.

**Dave Daley**– do they use line instructors to provide orientation when an operator is doing a route for the first time?

**April Fixed Route Sub-Committee Agenda**– Fixed route operators going from training into service, then and remedial training if SIPs, annual recertification, who trains on route specifics, securement training, etc.

**Next Steps:**

Bus Operator SOP manual – send to CAT (Customer Service and ADA SOPs Involved in Training

Bring these to the Fixed Route sub-committee and see if there are ad hocs that need to be deeper dived. Kick this back to fixed route sub-committee.