Updated Problem Passengers Training Overview Webinar

July 18, 2018, 2:00-3:00 PM ET
Introductions

• Liz Taylor, Assistant Director, National RTAP

• Neil Rodriguez, Project Manager, National RTAP

• Kyle Brooksher, Vice President, Program Management, Zipline Performance Group
Agenda

• Audience poll
• Problem Passengers training overview
  o Background and vision for the update
  o Updates and enhancements
  o Content overview
  o Training components
• How to access the Problem Passengers training
  o National RTAP Resource Library
  o National RTAP eLearning
• How to get started in National RTAP eLearning
• Questions
Audience Poll

**Question:**
Did you utilize the original Problem Passengers course (for example, took it as a learner or delivered as a facilitator)?

**Answers:**
Yes, No, Not Sure
Problem Passengers: Managing Difficult Passengers & Situations Training Overview
Training Background

• Problem Passengers presents information and techniques to help front-line transit staff:
  1. address disruptive or threatening passenger behavior and defuse the situation; and
  2. manage emergencies and other difficult situations with authority and professionalism.

• Original training from 2002 included a Learner’s Guide and video

• Update project began in 2017
Vision for the Updated Training

Three key areas to improve and update the course:

1. **Content** – addressing new issues, threats and types of service

2. **Instructional design** – making the training as “evergreen” as possible

3. **Delivery** – adding online as an option and expanding facilitator training for classroom instruction
Updates and Enhancements

• Updated content and added sections
  o Assault threats, illegal drugs, passengers under the influence, needle safety, service animals

• New videos
  o Two mentors emphasize the key concepts and debrief the scenarios

• eLearning version of the course
  o Interactive, self-paced training

• Facilitator’s Guide
  o Expanded previous content and developed a narrated PowerPoint
1 - Customer Management Techniques
   Introduction
   Presenting Yourself
   Body Language and Voice
   Ways to Modify Behavior

2 - Managing Disruptive Behavior
   Dealing with Angry Passengers
   Arguments Between Passengers

3 - Handling Refusals
   Refusal to Pay Fare
   Sensitivity to Different Fare Structures
   Handling Securement Refusals
   Common Transit Refusal Policies

4 - Dealing with Threats
   Assault on the Driver
   Passengers Under the Influence*
   Dealing with Illegal Drugs*
   Sexual Harassment
   Harassment: Passenger to Passenger
   Harassment: Passenger to Driver
   Dealing with Weapons
   Passenger with a Gun*
   Safety Options

5 - Dealing with Human Needs Situations
   Personal Hygiene Problems
   Incontinence and Body Fluids
   Needle Safety*
   Seizures
   Dementia and Alzheimer’s Disease
   Passengers with Hearing Disabilities
   Passengers with Visual Disabilities
   Service Animals*

6 - Stress Management & Course Review
   Common Reactions to Stressful Events
   Suggestions for Managing Stress
   Summing it Up

Additional Resources

*New content
Training Package Components

• Learner’s Guide booklet – includes DVD with videos
  o Available to order or download from National RTAP Resource Library
  o For self-paced learning or instructor-led training

• eLearning Course – videos embedded
  o Available on National RTAP eLearning
  o For self-paced learning or a hybrid with instructor-led training

• Facilitator’s Guide – narrated PowerPoint
  o Available in both National RTAP Resource Library and National RTAP eLearning (under Facilitator Resources)
Training Package Components (cont.)

Learner’s Guide

CHAPTER III: HANDLING REFUSALS

Unfortunately, uncooperative passengers are a fact of life for transit drivers. They may feel that the rules should not apply to them, or that they are better suited to perform the task. And if the only thing you need to do is react to their behavior, it will be easier to understand and retain in your memory.

We will now talk about changing the system. Your responsibility is to keep the situation under control. What works well in one situation may not work in another. It is important to realize the variety of customer management techniques, so you can use what works if you face one situation.

In that chapter, we’ll look at ways to encourage passengers to pay for fares, use safety equipment, and get to the vehicle.

REFUSAL TO PAY FARE

The driver needs to make a reasonable attempt to collect the fare. Sometimes only a reasonable attempt is appropriate, because in some cases, trying to push a person out of the vehicle is not appropriate. You may have to take your personal beliefs to the court, and they may take your personal beliefs as well.

Always keep in mind that the passengers come first. A regular passenger may come up and say, “I can’t pay for this. I can’t stand in the vehicle. I can’t get on the vehicle.” This person doesn’t want to continue on the vehicle and gives them instead a ticket.

If the passenger is allowed, the situation is very different. While you may not have what has caused the passengers to be upset, precious the passengers for their feelings, you will become a helper. Again, policy permitting, you may simplify the same turns out to be an “unlike what you have to do to handle right now. Why don’t you write up the difference next time you ride?”

To make sure you’re not indicating that it’s OK to keep paying the ticket.

CHAPTER 5, EXERCISE 1: PERSONAL HYGIENE

List four ways to deal with a hygiene problem.

1. ...
2. ...
3. ...
4. ...

CHAPTER 5, EXERCISE 3: SEIZURES

List four ways to deal with a passenger having a seizure.

1. ...
2. ...
3. ...
4. ...

CHAPTER 5, EXERCISE 2: INCONTINENCE

List four ways to deal with a passenger who has incontinence issues.

1. ...
2. ...
3. ...
4. ...

CHAPTER 5, EXERCISE 4: HEARING AND VISUAL DISABILITIES

Describe how you would handle the following situations.

1. An elderly passenger with a hearing disability is confused about the fare and asks for help.

2. A passenger is sitting in a wheelchair with a visual disability and asks for help with the fare.
Training Package Components (cont.)

eLearning Course

Module 1: Introduction and Customer Management Techniques

Problem Passengers

You are the authority figure

Module 5: Dealing with Human Needs Situations

Personal Hygiene Problems

- Treats passengers with respect
- Offers a choice
- Helps find longer-term solution

Module 5: Dealing with Human Needs Situations

Situation

Seizures
Service Animals
Dementia
Needle Safety
Visual Disability

Action

- Dispose of items in a proper container
- Avoid sudden loud noises
- Ask what special training has been completed
- Keep information short and clear
- Place a soft object under the person's head

RESET UNDO SUBMIT
Facilitator’s Guide

Training Package Components (cont.)

Introduction

Training Adult Learners

Knowing how adult learners understand and retain information is important to becoming a good facilitator:

- Make it clear why information is important
- Involve as many senses as possible
- Set up the environment to minimize distractions
- Help learning through your and other’s experiences
- Show that you care about their success, feelings and needs

Customer Management Techniques

Problem Passengers

Chapter 1 Key Points

As you teach Chapter 1, here are the key points your students need to understand for each section:

- "Presenting Yourself" – The driver is the authority figure on the vehicle, and drivers need to present themselves as such.
- "Body Language and Voice" – The non-verbal cues drivers give are the first step in keeping passengers happy and calm.
- "Ways to Modify Behavior" – Angry, upset or otherwise difficult passengers often can be persuaded to calm down simply by using one or more of the techniques listed.

Problem Passengers

Chapter 2 Overview

<table>
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<tr>
<th>Sections</th>
<th>Videos</th>
<th>Key Points</th>
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<tr>
<td>Dealing with Angry Passengers</td>
<td>Passenger Angry Because of Late Arriving (2:08)</td>
<td>Drivers must stay calm and professional. It can be helpful to acknowledge the passengers frustration and to provide an explanation, if appropriate. If the driver offers a solution, they must be able and willing to follow through on their promises.</td>
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<tr>
<td>Argument Between Passengers</td>
<td>Argument Between Passengers (5:06) Argument Escalating Toward Driver (1:31)</td>
<td>Any argument on the vehicle must be dealt with quickly and professionally. Drivers should start by issuing a directive to end the argument, and then present a clear, winnable choice if the passengers continue to argue.</td>
</tr>
</tbody>
</table>
| "Ask Your Supervisor" Questions | - In what circumstances are drivers allowed to keep the vehicle stopped because of passenger behavior?  
  - If the vehicle is frequently late to a stop because of scheduling issues, what is the proper protocol for try to change the unrealistic schedule? | Exercises
  1. Have students break into groups and role-play the video scenarios.
  2. After all students have gone through the scenarios once, ask them to act them out again, but this time the person playing the passenger should continue to escalate the situation.
How to Access the Problem Passengers Training
Go to [nationalrtap.org](http://nationalrtap.org), click on Resource Library, type in Problem Passengers and click Keyword Search.

Direct Links:
Problem Passengers: Managing Difficult Passengers & Situations

Learner's Guide

Problem Passengers: Managing Difficult Passengers & Situations portrays many of the challenging situations front line rural transit staff may face, such as angry passengers, fare refusals, passengers under the influence, sexual advances, weapons on the vehicle, offensive acts, passengers with dementia, and more. The training explains appropriate driver responses for each of these situations.

The course also covers customer management and behavior modification techniques, as well as ways drivers present themselves to set a positive tone and maintain authority to help prevent situations from escalating. With these techniques, drivers will be prepared to handle any situation that comes their way.

Problem Passengers was updated in June 2018 (former title: Problem Passengers: Challenging Situations). Both the booklet and accompanying video were updated and an eLearning version was developed. The course now contains content on illegal drugs and service animals. The video can be viewed as 13 clips or as one longer video, and is available on the DVD (for use on a computer or TV) included with the Learner’s Guide or on our YouTube Channel. The video includes new scenarios and two mentors to discuss the scenarios.

The eLearning version is available on the National RTAP eLearning portal. If you have questions about registering or setting up a learning team, visit our eLearning page or email elearning@nationalrtap.org.

The eLearning course contains six learning modules, plus a final exam. The videos are within the modules and each module ends with exercises or a brief quiz. The eLearning course should take between 1.5 to 2 hours to complete. Learners must complete all modules before they can take the final exam. To pass the exam, learners must answer 75% of the questions correctly, but they have unlimited attempts. They must complete all modules and pass the exam in order to download a Certificate of Completion.

The eLearning course is also available on a DVD as a collection of self-launching PDFs, not requiring Internet or an eLearning account. The content is the same, but scores cannot be tracked in the eLearning system. This DVD is shipped upon request: please email info@nationalrtap.org with your name, organization, phone, and address if interested.

Finally, there is a new narrated Facilitator’s PowerPoint to help prepare instructors to deliver the course, available for download or view it in National RTAP eLearning under Facilitator Resources. That folder also includes a blank Certificate of Completion for in-person training, requiring an instructor or supervisor’s signature.

Permalink: http://nationalrtap.org/Resource-Library/Advanced-Search/?id-110

- Click Go to Link to get to eLearning course
- Click Download for Learner’s Guide PDF
- Click Add to Cart order physical copies
• Order up to 100 Learner’s Guides at one time.

• All National RTAP Resources are free and ship free.

• If you have any questions or difficulty finding, downloading or ordering a resource, contact us:
  o Call 888-589-6821 or chat on our website, weekdays 9am-5pm ET
  o Email info@nationalrtap.org any time
Welcome to National RTAP eLearning!

Register or Login at elearning.nationalrtap.org.

Go to My Courses and click Open next to Problem Passengers.

For more information and help with National RTAP eLearning, go to: nationalrtap.org/Training/National-RTAP-eLearning or email elearning@nationalrtap.org
Course Resources:
- Learner’s Guide PDF
- Video clips
- Links to additional resources

Facilitator Resources:
- Facilitator’s Guide PPT
- Blank Certificate of Completion

National RTAP eLearning (cont.)
National RTAP YouTube Channel

Videos also available as a playlist on the National RTAP YouTube Channel:

https://www.youtube.com/watch?v=MxaHFRGC9-E&list=PLG9jfv0OiiRFmSlk4Ip6JWV-MEZYPlqV9
Getting Started with National RTAP eLearning
eLearning Overview

- Intro to eLearning and the Accord LMS platform
- Creating a Learning Team: Agency Request Form
- Login and Homepage
- Catalog/My Courses
- Problem Passengers: Managing Difficult Passengers & Situations (2018)
  - Course Folder and Modules
  - Transcripts
  - Certificate of Completion
- Questions?
Log in – existing users

Welcome to National RTAP eLearning!

National RTAP eLearning is a portal to online training for rural and tribal transit operators and state program managers. Learners can take self-guided courses and access other materials, and managers can obtain reports to document employee training.

Available courses, videos and resources include:
- Problem Passengers: Managing Difficult Passengers & Situations (NEW)
Agency Request Form

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Agency Request Form - adding your team

Dear Agency/Organization Management:

Please use this form to add your agency/organization as a learning team to National RTAP eLearning. Required fields are marked with a red asterisk. Click Submit at the very bottom of the page once you have finished.

Once you submit the form, you will be contacted within approximately 2 business days with your own account information and your team’s Access Code, so you can start adding learners to your team.

Please read the Team Admin Getting Started Guide for more detailed information about this process and the other admin functions of the LMS. If you have any questions, please email elearning@nationalrtap.org.

First Name:*  
Last Name:*  
Email Address:*  
Job Title:*  
Organization/Team Name:*  
Street Address 1:*  
Street Address 2:  
City:*  
State:*  
Postal Code:*  
Country: <Not Specified>  
Telephone:*  
Website:  
Approximately how many learners will need access to the system?:*  
Is the organization part of a federally funded organization?: Yes No
Log in

National RTAP
Rural Transit Assistance Program

Home    Agency Request

Username:  nrodriguez
Password:  

Login  Cancel

Remember Login

Register  Reset Password
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To order free hard-copies of the booklet and DVD, visit the National RTAP Resource Library or email info@nationalrtap.org.

We wish to thank and acknowledge the contributions of the following in the development of this updated training course:

- National RTAP Review Board 2017-2018
- Transit Agencies for providing locations for the video: Via Mobility Services, Boulder, Colorado and Chikasaw Nation Transportation Services Program, Ada, Oklahoma

In addition, information was drawn from the following resources:

- Federal Transit Administration
- Transportation Safety Institute
- Robbie Sarris, RLS & Associates, Inc.

This updated training and its related products were created by a team of consultants, in collaboration with National RTAP staff, including:

- Product Development: Zipline Performance Group
- Video / DVD Production: MedCenterNetwork, Aurora, Colorado and Grapevine Media, Oklahoma City, Oklahoma
- Subject Matter Experts: Gary Hegland, GTH Transit Advisory Kary Hughes, South West Transit Association (SWTA)
Course Folder

National RTAP
Rural Transit Assistance Program

My Courses ➤ Problem Passengers: Managing Difficult Passengers ...

Start: Sat 29 Oct 2016

Problem Passengers: Managing Difficult Passengers & Situations portrays many of the challenging situations front-line rural transit staff may face, such as angry passengers, fare refusals, passengers under the influence, sexual advances, weapons on the v...
### Learner Transcript

![National RTAP Rural Transit Assistance Program](image)

**User Name**: nrodriguez

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Certificate of Completion

This certificate acknowledges that

Neil Rodriguez

has successfully completed the National Rural Transit Assistance Program’s Online Course


30 April 2018

Date
Questions?
Thank You!

Recording and slides will be posted at nationalrtap.org/webinars within one week. Transcripts can be made available upon request.