

Training Professional of the Year Award

The Training Professional of the Year Award recognizes the exceptional contribution and sustained impact of a transit training professional on his or her organization and the industry.



The 2007 Training Professional of the Year Award goes to:

Mr. Larry Rolf
Supervisor of Instructors
Metro Transit in Minneapolis, MN

Mr. Rolf brings 32 years of experience to his current position at Metro Transit. Through his "Just the Fax" newsletter of driving tips and frequently asked questions, implementation of innovative technology, and requirement that all instructors receive certification in Smith System's Five Safety Keys, Mr. Rolf has always ensured that training is a priority at Metro Transit.

Beginning in 2001, Mr. Rolf teamed up with a new 25-member instructor team and instruction manager to launch a new training curriculum during a huge hiring campaign. That year, the training effort produced over 300 newly qualified operators for Metro Transit. Mr. Rolf worked with management, instructors, garage staff, and trainees again and again over the next six years to consistently qualify over 400 new employees each year.

A regular attendee and frequent presenter of the NTI Transit Trainers' Workshop and the Minnesota Public Transit's annual conference, Mr. Rolf makes it a priority to stay at the forefront of training trends and practices. He participates in the annual supervisory training for Metro Transit managers and supervisors, and in "Journey to Management Success" given by the Metropolitan Council for management employees.

Mr. Rolf often says, with regards to reaching his official retirement age, "I work here now because I choose to, not because I have to." This vested interest and passion is what makes Mr. Larry Rolf a deserving recipient of this award, and one who is truly dedicated to the advancement of exceptional training.

Nominees

Larry Rolf
Supervisor of Instructors
Metro Transit
Minneapolis, MN

WINNER

Sybil Ford
Training Coordinator
Mass Transportation Authority
Flint, MI

Sue Coffin
Specialized Transportation Trainer
Salem Area Mass Transit District
Salem, OR

Kristine Barrett
Director of Transportation
Dakota Area Resources and Transportation (DARTS)
St. Paul, MN

Rosie Garza
Safety & Training Coordinator
City of Brownsville - Brownsville Urban System
Brownsville, TX

Bonnie Nielsen
Western Community Action Transit
Marshall, MN

Steven Rasmussen
Transit Team Leader, ADA Compliance Officer and Minnesota
RTAP Transit Trainer
Western Community Action Transit
Marshall, MN

Paul Earnshaw
Safety & Training Supervisor
RTC/RIDE
Reno, NV

Ronald Kevin Lindsey
Sergeant
Dallas Area Rapid Transit Police Department
Dallas, TX

Michael Radbill
Practice Leader National Construction Consulting
Urban Engineers, Inc.
Philadelphia, PA

Deborah Swingley
Executive Director
Montana Council on Developmental Disabilities
Helena, MT



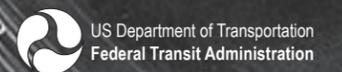
TRANSIT TRAINERS' WORKSHOP

Minneapolis, Minnesota | October 21-24, 2007

Achievements in
Achievements in Transit Training Awards
Transit Training

The National Transit Institute is pleased to sponsor the 2007 Achievements in Transit Training Awards. The awards highlight the important role of training in the successful performance of a transit organization.

In addition to the recognition these recipients receive today, their accomplishments will be the focus of press releases distributed to local and industry publications and a letter to their senior management.



Model Program Award

The Model Program Award recognizes training initiatives that apply innovative concepts to meet a specific agency objective. Nominations can range from a single, narrowly focused program to a multifaceted, organization-wide effort.



The 2007 Model Program Award goes to:

**C-VAN Division
GRTC Transit System
Richmond, VA**

C-VAN, or the “Welfare to Work” program, consists of a fleet of vans, operating policies, professional operators, and administrators who help to produce a dependable transportation system for those who find themselves reentering the workplace. The program also assists those who need transportation for their children to attend a child care or day care facility. C-VAN is available at no cost for those participating in the Virginia Initiative for Employment not Welfare division of the local Department of Social Services 24 hours per day, every day of the week.

Because C-VAN is constantly monitored, it is a very organic program that changes as the needs of the customers and employees change. In order to assist in identifying these needs, ride-alongs are conducted as many as five times per week, and road observations take place about six times per week. In lieu of traditional disciplinary action, C-VAN has implemented a counseling program, wherein the participants are not negatively affected if they fix or change their problematic behavior. As a result of this constant desire to improve the experiences of both employees and customers, C-VAN recently celebrated a six month period without preventable or non-preventable accidents.

This program has not only proven to be a success in and of itself, but it has effectively enriched the communities it serves. The quality of life for many people has improved since the barrier of finding affordable and reliable transportation has been lifted. Additionally, over \$23 million has been saved on welfare and social service spending due to C-VAN's contribution in minimizing unemployment in central Virginia. The C-VAN program therefore not only supplies central Virginia with a needed service, but carries out that service in a professional way that allows for the growth of the entire community.

Nominees

Safety First

Safety, Risk & Training Department
North County Transit District
Oceanside, CA

CARTA Care-A-Van Staffing Plan

CARTA Care-A-Van Paratransit Transportation Service
Chattanooga, TN

Welfare to Work Program

C-VAN
GRTC Transit System
Richmond, VA

WINNER

Security Sub-Committee

Ohio Public Transit Association
Columbus, OH

Southern California Regional Transit Training Consortium (SCR TTC)

Long Beach, CA

Achieving the Best Customer Service

Paratransit Division
Capital Metropolitan Transportation Authority
Austin, TX

Passenger Service and Safety (PASS) Training Program

South Dakota Department of Transportation
Pierre, SD

Abuse Prevention Driver Training Class

Minnesota Rural Transit Assistance Program
St. Paul, MN

Texas Public Transportation Performance Reporting

Texas Transportation Institute
Houston, TX

RFTA Bus Buddies/Ambassadors

Roaring Fork Transportation Authority
Aspen, CO

Transit Technical Assistance and Training Programs

Center for Urban Transportation Research (CUTR)
Tampa, FL

Champions Award

The Champions Award honors a transit agency head or executive-level manager whose advocacy, commitment, and actions affirm and promote workplace learning values.



The 2007 Champion's Award goes to:

**Ms. Betsy Voss
former Director of Training and Staff Development
Capital District Transportation Authority
Albany, NY**

Ms. Voss retired earlier this year after 28 years of training leadership at the CDTA. As early as 1978, when she began at the company as an administrative assistant, Ms. Voss made training her priority. What was, at that time, merely teaching bus operators how to drive a bus, has developed under her leadership into an extensive training program. The new programs reached well beyond the limited training that was originally offered, and by the end of her career, Ms. Voss had coordinated or conducted over 3,700 training programs ranging from disability awareness and diversity training to e-learning and safety programs.

Ms. Voss realized that training did not end at the conclusion of a course in the classroom. For this reason, she established the Leadership Group at CTDA, which served to foster professional development among middle level managers. The Group consists of about fifteen self-selected professional staff members who take on projects to promote team building among all employees. Among the many successful events that this group facilitates is the “Employees in Motion” initiative, which allows employees to follow prepared itineraries and evaluate the quality of service provided, and make suggestions for the growth and betterment of services.

Most importantly, Ms. Voss' leadership has transformed “training” into “professional development” at an agency that once had no budget or department for training; now it has both. The training department controls a budget of \$686,000, and employs a staff of seven. Ms. Voss is honored for her professional and volunteer successes in the area of training, but will be remembered by her coworkers as she enters retirement for her friendly attitude and willingness to help others.

Nominees

Harold Jennissen

Transit Director
Rainbow Rider Transit Board
Lowry, MN

Michael Frisch

Transportation Manager
Tri-Valley Heartland Express Bus
Crookston, MN

Sarah Siwek

Sarah J. Siwek & Associates
Los Angeles, CA

Betsy Voss

Director of Training and Staff Development (retired)
Capital District Transportation Authority
Albany, NY

WINNER