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Transit Challenges. Practical Solutions.

Human Resources

Report 199
Transit Technical Training, Volume 1: Guide to Applying Best Practices and Sharing Resources, Volume 2: Guide to Overcoming Barriers to Implementing Best and Innovative Training

This report is a two-volume set that presents guidance on technical training programs and the implementation of those for transportation agencies. The report's second volume provides public transportation agencies with best practices, strategies, and resources to assist with the implementation of effective and innovative training programs and techniques for frontline employees.

Report 194
Knowledge Management Resource to Support Strategic Workforce Development for Transit Agencies

This guidebook explores the importance of knowledge management (KM), which is an organization's process for collecting, storing, and sharing organizational information and knowledge, and provides guidance on implementing KM strategies in transit agencies. In addition, the guidance includes action plans for developing particular aspects of KM, analysis of KM strategies at several transit agencies, and a catalog of KM technology tools and resources.

Report 193
Tools and Strategies for Eliminating Assaults against Transit Operators, Volume 1: Research Overview; Volume 2: User Guide

This report provides the materials and methodology used to produce potential countermeasures and strategies to prevent or mitigate assaults against transit operators. It also documents the materials used to develop Volume 2: User Guide. The User Guide includes an operator assault risk management toolbox developed to support transit agencies in their efforts to prevent, mitigate, and respond to assaults against operators. The User Guide also provides transit agencies with guidance in the use and deployment of the vulnerability self-assessment tool and the route-based risk calculator and includes supportive checklists, guidelines, and methodologies.

Report 185
Bus Operator Workstation Design for Improving Occupational Health and Safety

This report provides guidance to transit agencies and bus manufacturers as they integrate emerging technologies into current procurement practices and improve bus operator workstation design across the transit industry.

Report 162
Building a Sustainable Workforce in the Public Transportation Industry - A Systems Approach

This report provides a guidebook that addresses contemporary issues in workforce development, retention, and attraction, and public transportation image management. The guidebook provides practical tools to transit agencies on a variety of workforce issues.

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