

MAKING CONNECTIONS, MAKING A DIFFERENCE



• **Making Connections 2024**

• The National Transit Workforce Conference

• November 11 – 13, 2024 • Baltimore, MD •



Safety Briefing

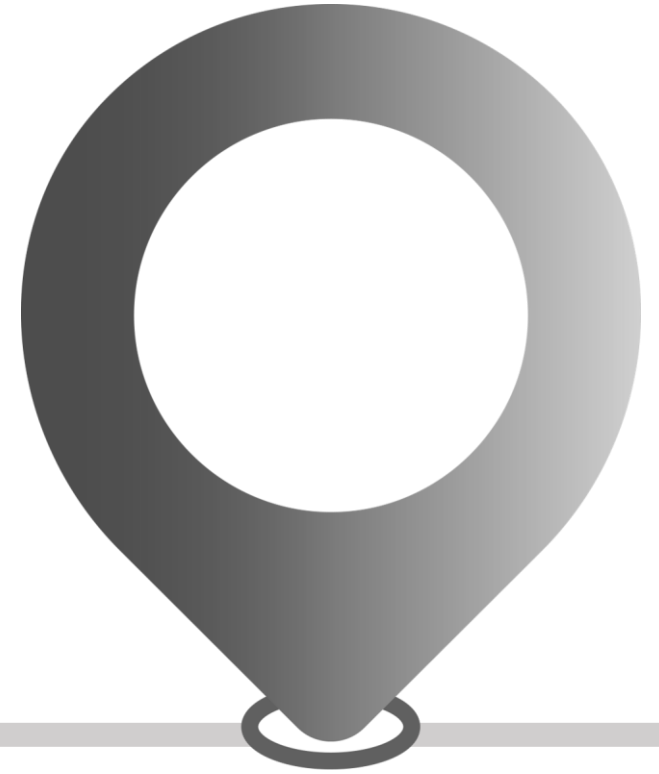
- Note your location: Hilton Baltimore Inner Harbor, Floor 2.
- Identify your nearest exits.
- Automated system will alert attendees if we need to evacuate the building.
 - Use stairs, not elevators. Anyone unable to use the stairs will be assisted by fire department at the stairwell.
 - Our assembly point is Northwest Warehouse, 333 West Camden Street, just behind the Sports Legend Museum and adjacent to the ballpark.
- In the event of medical emergency, call 911 from a cell phone (if no cell phone, use house phone). Security (443-683-8801) will also assist. Hotel has qualified staff to perform first aid and operate CPR.
- To report emergencies to the hotel, dial 65 on a house phone.



Conflict Resolution and De-escalation – Models for Operator Training

Maurice Beard

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General Directive 24-1: Required Actions Regarding Assaults on Transit Workers

Transit agencies subject to the FTA's Public Transportation Agency Safety Plans (PTASP) must conduct a safety risk assessment, identify safety risk mitigations or strategies, and provide information to the FTA on how they are assessing, mitigating, and monitoring the safety risks associated with assaults on transit workers.

- Conduct a Safety Risk Assessment
- Identify Safety Risk Mitigations
- Submit Required Information to FTA

What are the most challenging parts of an operator's role?



Constant concentration on your duties

Work/Life Balance

Report times

Fares Traffic

Spitting

Split shifts

Assaults On Operators

Leader

Making Route Connections

Listener

Passenger Issues

Verbal

Mental fatigue

Being an Operator

Schedules Physical



Key Factors Relating to Conflict Resolution and De-Escalation

Operators face different difficult challenges daily. How they react to passenger's issues can jeopardize their own safety.

Operators must understand their own triggers to help them successfully navigate situations

Let's discuss the Operator's role in De-Escalation



Conflict Resolution and De-Escalation Panel

Charleston Area Regional Transportation Authority (CARTA, SC)

Tricia Prince: Senior Manager of Service and Integrity

**Lakecha Strickland: President, Amalgamated Transit Union
Local 1212**

Central Ohio Transit Authority (COTA, Columbus)

Melissa Thomas: Senior Manager of Service and Integrity

Valley Transit Authority (VTA)

Lisa Rae Vickery: Deputy Director of Operations Development

Amalgamated Transit Union International

**Jamaine Gibson: Director of Apprenticeship and
Workforce Development**



Thank you!

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