# Appendix F – Our Comprehensive Training Program

Our comprehensive training program combines customer relations; operator rules, procedures, and best practices; operator training; passenger assistance/ADA training; call center training; dashboard training; and reporting training. We have graduated over 3,500 operators, dispatchers, customer service personnel, supervisors, and managers through this program. **RideCo's trainers are trusted by Los Angeles Metro, Via Metropolitan Transit, METRO Houston, and Calgary Transit**, among others. Our Project Manager and trainers will ensure that the service flourishes throughout the implementation and operations phases.

Our training program couples video-based lessons with in-person guidance to train vehicle operators on the operator app and how to report technology issues that may arise during service. Operators will be provided with handbooks that explain the use of the app and will be able to assist riders with most questions they might have about the technology.
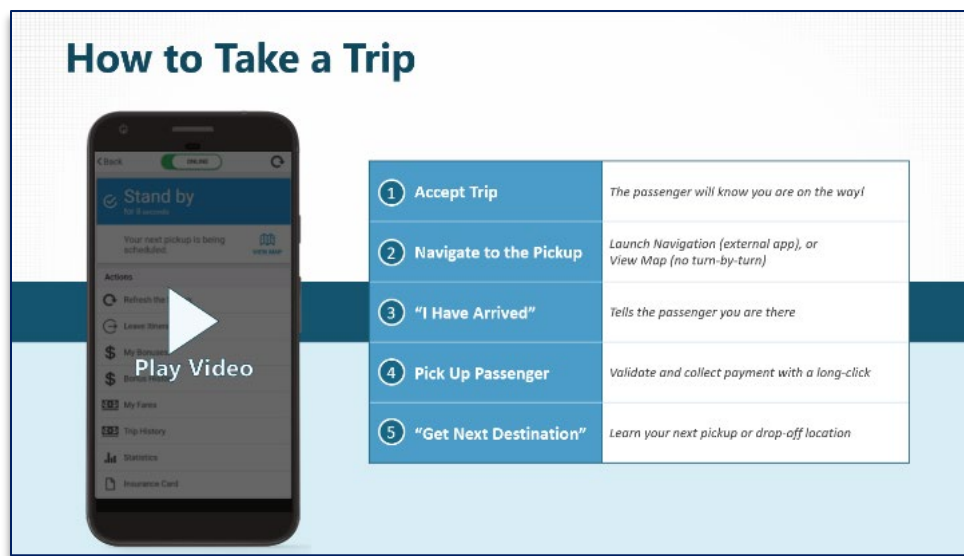


### Customer Service Training

One of the most important components of this training program includes **customer service**. Customer service training simulates situations faced by operators and other customer service personnel while providing service. It provides detailed instruction on handling passengers safely with courtesy and respect. Our customer service training includes:

- Understanding how to handle inquiries and/or complaints in ways that create improved, lasting relationships with passengers.
- Learning to promote positive "chemistry" between employees and patrons/clients by recognizing and responding to the needs of each passenger.
- Learning how to handle doubt, misunderstandings, and objections.
- Acquiring techniques for seeing issues from passengers' perspectives; creating value-adding options for passengers and ensuring passengers recognize the added value they are getting.
- Learning how to gain agreement from passengers

## Operator Training

Our team will create an operator training manual that accounts for the unique features of the City's service. Our training program couples video-based lessons with in-person guidance to train operators on the operator app and how to report technology issues that may arise during service. All operators, dispatchers, and managers will receive a copy of the operator training manual. All new operators will recieve comprehensive classroom training, virtual on-line training, and behind-the-wheel-training with an experienced trainer. Contents of the operator training manual will include detailed lessons on:

- Operator's rules
- Accident/incident policies
- Communications policies
- Farebox policies and procedures
- Fog and inclement weather policy

- Vehicle inspection
- Care and maintenance policy and procedures
- Reporting procedures
- Pertinent forms

## Passenger Assistance/ADA Training

Throughout our training, operators learn how to provide effective customer relations to customers with disabilities. Trainees learn the significance of and challenges to providing service to customers with disabilities. Our training includes a focus on the importance of ADA legislation, how to practice and demonstrate empathy, as well as the obligations of operators under the legislation.

During the in-vehicle training phase, operators will learn how to assist customers with various disabilities, including customers who use wheelchairs or other mobility devices. Operators will be also be taught how to safely deploy the lifts/ramps on service vehicles and to report all lift malfunctions when they are discovered. Vehicles with inoperable lifts will not be placed into revenue service, and do not re-enter service until every accessibility defect has been repaired and signed off on by a maintenance manager.

## Backend Dashboard and Reporting Training

**RideCo will also provide training to the trainers** who will be responsible for training for the service's dispatchers and City relevant city staff. This training includes modules on how to use our Passenger Mobile Application and Operator Mobile Application, and how to access and utilize our backend dashboards. All relevant staff who will be directly involved in the day to day operations of the system will undergo twelve (12) hours of instruction on call center training, dashboard suite training, and Zendesk customer ticketing portal training. However, RideCo is willing to provide additional training upon request.

Our Project Manager Rebecca Kundrik will monitor on an ongoing basis the frequency of accidents, passenger complaints, and feedback from our team in consideration of our ongoing training review process. Rebecca will coordinate retraining for any aspect of the service, including vehicle and dashboard-related roles. This retraining can be delivered both in person and virtually as required. We will ensure that our team is fully trained and ready to deliver holdup the incredibly high standards that the City has for customer service.

## Our Comprehensive Training Modules

| Module | Description | Lessons | Format |
|---|---|---|---|
| **Customer Relations Module** | Instructs operators, dispatchers, call center personnel, and supervisors on positive customer service techniques | • Introduction<br>• Attitude and habits<br>• On-boarding alighting (for operators)<br>• Conflict resolution<br>• Young customers<br>• Elderly customers<br>• Customers with disabilities | • In-class training<br>• Additional virtual follow-up sessions as required |
| **Vehicle Operator Module** | Instructs operators how to deliver safe and consistent vehicle operation while using the RideCo platform | • Introduction<br>• Operator procedures<br>• Accident/incident procedures<br>• Communications procedures<br>• Farebox procedures<br>• Inclement weather driving safety and procedures<br>• Maintenance and daily vehicle inspection procedures<br>• Reporting procedures<br>• American's with Disability Act<br>• Virus mitigation practices<br>• Route training<br>• Starting an itinerary<br>• Picking up a passenger<br>• Dropping off a passenger<br>• Navigation<br>• Cancelled rides<br>• Going online and offline<br>• Exiting an itinerary<br>• Operator profiles | • In-class training<br>• On-the-road training[1] |

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[1] There is a minimum of 24-hours on-road training. This component of the driver module includes a combination of fake passengers and test passengers to simulate real-world conditions.

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| **Call Center Module** | Teaches call center personnel, supervisors, and managers how to assist passengers with customer service in booking and tracking passenger rides | • Introduction<br>• Customer service<br>• Logging in as a customer<br>• Booking a ride<br>• Reviewing existing bookings<br>• Tracking a ride<br>• Cancelling a ride<br>• Editing an existing booking | • In-class training<br>• Additional virtual follow-up sessions as required |
| **Dashboard Module** | Teaches dispatchers, supervisors, managers, and relevant City staff how to use the RideCo backend dashboards | • Introduction<br>• Overview<br>• Tracking itineraries<br>• Tracking rides<br>• Tracking users<br>• Statistics<br>• Exporting data<br>• User groups<br>• Vehicle providers<br>• Zendesk ticket portal | • In-class training<br>• Additional virtual follow-up sessions as required[2] |
| **Reporting Module** | Teaches City administrators how to understand and interpret RideCo's data reporting capabilities | • Introduction<br>• Reading KPI reports<br>• Utilizing data | • In-class or virtual training<br>• Additional virtual follow-up sessions as required |

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[2] This training module is created to match the specific needs of the transit agency and can be subdivided into different training sessions for different agency personnel if beneficial. This will be determined in consultation with City of San Marcos staff.