

Class Dates & Location:

Week 1: TBD

Location TBD

Week 2: TBD

Location TBD

For More Information, Contact:

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SWTA TRANSIT & PARATRANSIT MANAGEMENT & LEADERSHIP CERTIFICATE PROGRAM



SWTA • PO Box 60475 • Fort Worth, TX 76115 • 817.295.3663

SWTA is again presenting a unique training opportunity to its members. The Course focuses on the importance of developing management and leadership skills for the 21st century in an urban or rural/community/tribal environment.

The program has been tailored to the specific needs of the transit, paratransit and community transportation industry, providing interaction among peers, intensive classroom study and practical application for transit professionals.

Participants will attend 2, five day sessions of in-classroom instruction (total of 10 days). Each day is taught by a highly experienced transit CEO/GM, who focuses on a particular aspect of transit management. (topics listed below). A three week break is taken between the two in-class sessions to allow participants to use leadership skills and classroom knowledge acquired within their agency. During this time, small group discussion will take place online to further enhance learning and interaction among peers.

The certificate program qualifies as a prerequisite to the Certified Community Transit Manager (CCTM) certification exam of the Community Transportation Association of America (CTAA).



SWTA's Certificate Program Schedule

Week 1:

- Course 1: Overview of Transit and Paratransit Today
- Course 2: Managing the Regulatory & Policy Environment
- Course 3: Budgeting and Financial Management
- Course 4: Risk Management, Safety & Security
- Course 5: Negotiations & Ethics in Transit

3-week BREAK - Includes online group exercises and interaction

Week 2:

- Course 6: Marketing and Customer Service
- Course 7: Enhancing Leadership Effectiveness
- Course 8: Managing the Operation Effectively
- Course 9: Human Resources Management
- Course 10: Managing Service Quality

*All ten courses
\$ 2275 per person (members) and \$2475 (non-members)
Space is limited to 24 participants.
Call now to reserve your spot.*

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