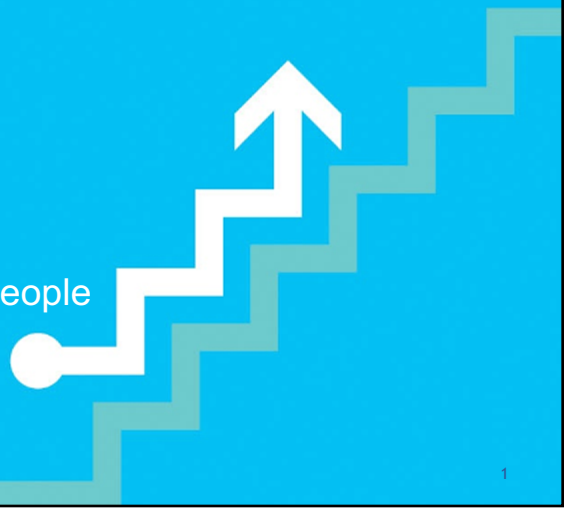


Module 06:

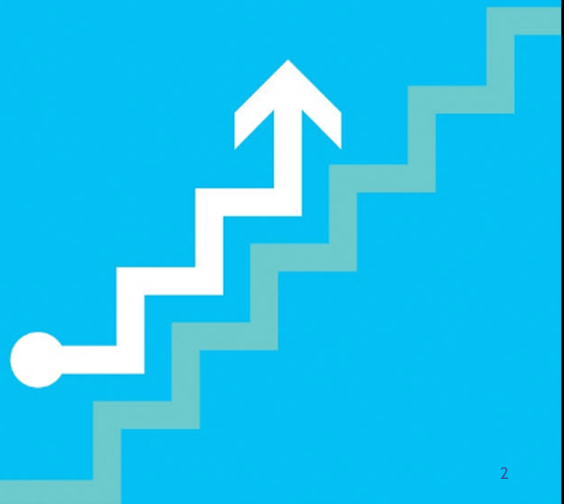
Working with Tools, Technology, and People



1

1

Working With Information



2

2

Objectives

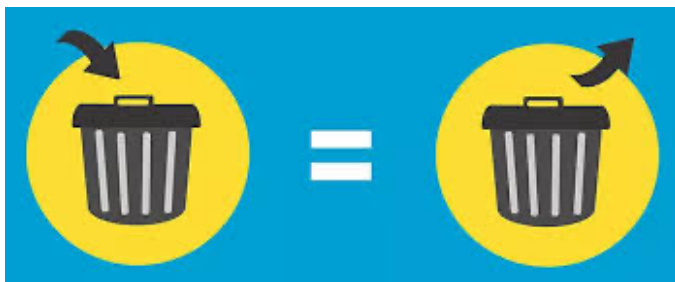
- ▶ Provide reasons for the importance of complete and correct information in public transportation
- ▶ Describe why being to locate, interpret, and use information contained in graphics is important
- ▶ Describe types of graphics typically used in the transportation workplace
- ▶ Identify typical methods for locating information in documents
- ▶ List and use common methods for ensuring documents have complete and correct information

3

3

Garbage In, Garbage Out

- ▶ How many of you have heard this before?



4

4

Information Importance

- ▶ In public transportation/transit agencies, missing, incorrect (erroneous) information can:
 - ▶ Cause safety issues
 - ▶ Reduce efficiency, increase costs
 - ▶ Impact service quality

5

Locating and Interpreting Information - Graphics

Mode Local Examples	Right-of-Way	Corridor/Station Area Land Use Intensity ¹						Capacity ²		Distance		Cost ³	
		Households per Acre		Employees per Acre				Passengers per Vehicle	Corridor (passengers per hour per direction)	Station/Stop Spacing (average)	Passenger Trip Length (average)	Capital Cost	Operating Cost (per passenger mile)
Commuter Rail VRE MARC	Dedicated	<1 - Stafford County 13 - Silver Spring	2-4	>4	<1 - Stafford County 140 - L'Enfant Plaza	N/A (Typically residential or Park-and-Ride)	N/A (Varies by corridor and terminal stations)	90-190 seated	2,500 - 40,000	2 - 10 miles	24 miles	\$ - \$\$\$ • \$5 - \$100 million per mile • \$33 million per 8-car train with locomotive	¢ \$0.30 - \$0.50
Heavy Rail Metrorail	Dedicated	1 - Branch Ave Metro 27 - Columbia Heights Metro	12-18	>18	1 - Addison Rd Metro 350 - Farragut West Metro	25-35	>35	65-75 seated 100-120 total (Metrorail)	25,000 (Metrorail)	0.5 - 1 mile	5 miles	\$ - \$\$\$ • \$100 - \$600 million per mile • \$80 - \$300 million per station • \$22 million per 8-car train	¢ \$0.30 - \$0.50
Light Rail Purple Line (Planned)	Dedicated/Shared	6 - Purple Line Corridor	3-7	>7	12 - Purple Line Corridor	8-18	>18	40-80 seated 180 total	3,600	0.75 - 1.5 miles	5 miles	\$ - \$\$\$ • \$50 - \$150 million per mile (includes vehicles)	¢ \$0.40 - \$0.80
Modern Streetcar Columbia Pike Streetcar (planned) DC Streetcar (under construction)	Dedicated/Shared	13 - Columbia Pike 19 - H St NE	3-6	>6	30 - Columbia Pike 50 - H St NE	5-15	>15	30-50 seated 120 total	1,200	0.5 mile	4 miles	\$ • \$30 - \$80 million per mile (includes vehicles)	¢ \$0.50 - \$0.85
Commuter Bus MTA Commuter Bus PRRC OmniRide Loudoun County Transit Private Operators	Dedicated/Shared	N/A (Long distance point-to-point service)						45-65 seated	100 - 1,000	Varied; Stops Clustered at Route Start and End	20 - 60 miles	\$ • \$500K - \$600K per vehicle	¢ Dependent on operator
Bus Rapid Transit Corridor Cities Transitway (planned) CCPY Transitway (under construction)	Dedicated	2 - Corridor Cities Transitway 11 - CCPY Transitway	3-6	>6	8 - Corridor Cities Transitway 44 - CCPY Transitway	8-18	>18	40-60 seated 90 total	900	0.5 mile	5 miles	\$ • \$5 - \$30 million per mile • \$500K - \$800K per vehicle	¢ \$0.40 - \$0.60
Enhanced Bus Metrobus MetroExtra Priority Corridor Network (planned)	Shared	3 - various suburban PCN lines 26 - 16th St NW line	3-6	>6	3 - various suburban PCN lines 108 - 16th St NW line	8-18	>18	40-45 seated 60 total	600	0.25 - 0.5 mile	4 miles	\$ • \$250K - \$2 million per mile • \$400K - \$750K per vehicle	¢ \$0.40 - \$0.65

6

Everyday Abbreviations

- ▶ State abbreviations - CA for California
- ▶ Personal Titles – Mr., Mrs., Dr.
- ▶ Address Elements – St., Dr., Ave., Blvd.
- ▶ Months – Jan., Feb., Mar., Apr., Jun., Jul., Aug., Sep., Oct., Nov., Dec.
- ▶ Days of Week – Mon., Tu/Tue/Tues., Wed., Th/Thu/Thur/Thurs, Fri., Sat., Sun.

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Workplace Abbreviations

Time	
Sec	Second(s)
Hr/Hrs	Hour / Hours
Min	Minute
Mo	Month
Yr	Year

Temperature	
F	Degrees Fahrenheit
C	Degrees Centigrade/Celsius

Weight	
lb(s)	Pound(s)
oz	Ounce(s)
mg	Milligram(s)
g	Gram(s)
kg	Kilogram(s)

Speed	
mph	miles per hour
kph	kilometers per hour
kn	Knots (nautical mph)

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Workplace Abbreviations

Measurement	
ft	Foot/feet
in	Inch(es)
mm	Millimeter(s)
cm	Centimeter(s)
m	Meter(s)
km	Kilometer(s)
yd	Yard(s)
mi	Mile(s)
psi	Pounds per square inch

Volume Capacity

Tsp / t	Teaspoon(s)
Tbs / tbsp / T	Tablespoon(s)
c	Cup(s)
qt	Quart(s)
ml	Milliliter(s)
l	Liter(s)
pt	Pint(s)
gal	Gallon(s)
qty	Quantity
ea	Each
doz	Dozen

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More Workplace Abbreviations

Etc - and so forth
 Avg - average
 Inv - invoice
 NA - not applicable
 FYI - for your information
 EOD - end of day
 EOM - end of month
 COB - close of business
 ETA - estimated time of arrival
 RSVP - please respond
 ASAP - as soon as possible

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Abbreviations in Transportation

ADT - average daily traffic
AFC - automatic fare collection
AFV - alternative-fuel vehicles
AMPD - average miles driven per day
CAA - Clean Air Act
CFF - Clean fuel fleet
ETD - estimated time of departure
FTE - full-time equivalent
FY - fiscal year
HDDV - heavy-duty diesel vehicle
HM - hazardous materials
I&M - inspection and maintenance
JIT - just-in-time
OSS - out of service

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Formation of Abbreviations

- ▶ First and last letter of a word - yd (yard)
- ▶ First letter or two (sometimes) three letters of word - mi (mile)
- ▶ First letter of each word - mph (mile per hour)

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Acronyms

- ▶ Any workplace - FYI (for your information) and ATTN (attention)
- ▶ Specific workplace or occupation - APTA (American Public Transportation Administration) and NOX (Nitrogen Oxides)
- ▶ Formed from letters of multiple words
- ▶ Typically first letter of each word (not always though)
- ▶ Acronym is usually pronounced as a word

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Tables and Charts

- ▶ Title - Read the title first, it indicates what information is included in the table
- ▶ Headings and Subheadings - Read these second, they indicate what information is located in the rows and columns

R-134 Temperature Pressure Chart		
Ambient Temperature °F/°C	Low Pressure Gauge	High Pressure Gauge
65°F (18°C)	25-35 psi / 172-241 kPa	135-155 psi / 931-1069 kPa
70°F (21°C)	35-40 psi / 241-276 kPa	145-160 psi / 1000-1103 kPa
75°F (24°C)	35-45 psi / 241-310 kPa	150-170 psi / 1034-1172 kPa
80°F (27°C)	40-50 psi / 276-345 kPa	175-210 psi / 1207-1448 kPa
85°F (29°C)	45-55 psi / 310-379 kPa	225-250 psi / 1551-1724 kPa
90°F (32°C)	45-55 psi / 310-379 kPa	250-270 psi / 1724-1862 kPa
95°F (35°C)	50-55 psi / 345-379 kPa	275-300 psi / 1896-2068 kPa
100°F (38°C)	50-55 psi / 345-379 kPa	315-325 psi / 2172-2241 kPa
105°F (41°C)	50-55 psi / 345-379 kPa	330-335 psi / 2275-2310 kPa
110°F (43°C)	50-55 psi / 345-379 kPa	340-345 psi / 2344-2379 kPa

Ambient Temp is the Outside Atmospheric Temperature

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Icons, Signs, and Symbols

Name the following icons, symbols and signs commonly found in the workplace.



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Information in Documents

- ▶ Use your finger or a ruler to follow rows or columns in a table.
- ▶ Use headings to find information quickly.
- ▶ Look for visual cues such as font size, bolded or highlighted text that may emphasize important information.
- ▶ Look for characters or symbols which may provide special instructions (e.g. asterisks).
- ▶ Write legibly and stay within the allocated spaces.
- ▶ Scan documents several times to ensure the information you have entered is complete and accurate.

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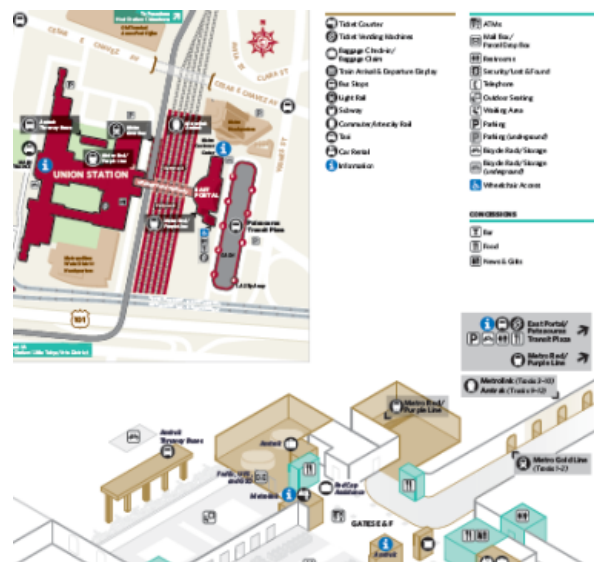
Information in Documents

- ▶ Complete documents in the recommended order.
- ▶ Read instructions first and completely.
- ▶ Read labels and headings carefully before entering information.
- ▶ Identify common shapes and colors to help understand signs and symbols (e.g. diamond represents warnings; red represents danger or stop).
- ▶ Ask questions if you do not understand what you see on a sign, display or document.

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Information in Documents - Union Station Activity



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Completing and Submitting Forms

- ▶ Make sure you have the right form.
- ▶ Read the entire form before doing anything.
- ▶ Read instructions completely before starting.
- ▶ Read each question fully, before providing an answer.
- ▶ Always have two or more forms. Do a practice run(s) on your spare form.
- ▶ Copy the information on the practice form onto the real form,

APPLICATION FOR EMPLOYMENT

We consider applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, or any other legally protected status.

(PLEASE PRINT)

Position(s) Applied For: _____ Date of Application: _____

How Did You Learn About Us?

☐ Advertisement ☐ Relative ☐ Inquiry

☐ Employment Agency ☐ Friend ☐ Other _____

Last Name: _____ First Name: _____ Middle Name: _____

Address: _____ Number: _____ Street: _____ City: _____ State: _____ Zip Code: _____

Telephone Number(s): _____ Social Security Number: _____

Best time to contact you at home is: _____ am/pm

If you are under 18 years of age, can you provide required proof of your eligibility to work? ☐ Yes ☐ No

Have you ever filed an application with us before? ☐ Yes ☐ No

If Yes, give date: _____

Have you ever been employed with us before? ☐ Yes ☐ No

If Yes, give date: _____

Do any of your friends or relatives, other than spouse, work here? ☐ Yes ☐ No

Are you currently employed? ☐ Yes ☐ No

May we contact your present employer? ☐ Yes ☐ No

Are you prevented from lawfully becoming employed in this country because of Visa or Immigration Status? ☐ Yes ☐ No

Proof of citizenship or immigration status will be required upon employment.

Date available for work: ____/____/____ What is your desired salary range? _____

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Completing and Submitting Forms

- ▶ Paper forms – use black or blue ink
- ▶ Use BLOCKLETTERS
- ▶ Check to see you have answered every question
- ▶ If any question/item does not concern you or apply, write/type 'not applicable' or 'N/A' in the space provided.
- ▶ Make sure all required attachments are included.
- ▶ Check who to send the form to and when it is due. Be sure to send the completed form to the correct person before it is due.
- ▶ Keep for your records (in case it is lost or if you may use the information again)

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Completing and Submitting Form Activity

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Working with Technology

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Objectives

- Name common workplace technologies that are used on a daily basis
- Name essential technology skills everyone is expected to have in the workplace
- Identify common technology terms
- Complete and submit an online form using multiple entry formats (text, check-boxes, radio buttons, sliders, drop-down menus, etc.
- Self-assess one's own technology skills and select 2 (if needed) to learn or develop

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Common Workplace Technology

Regardless of the position at a transportation agency, every employee uses these common workplace technologies

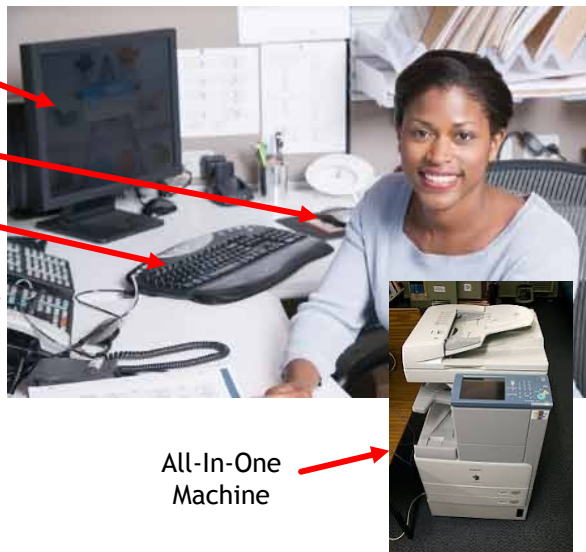
Computer

Mouse

Keyboard

Phone

All-In-One Machine



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Common Workplace Technology

► DIY

- Training usually isn't provided for existing phones and copiers, scanners, printers
- Each works differently but functions are similar
- Learning to use them is a transferrable skill

Phone



All-In-One Machine



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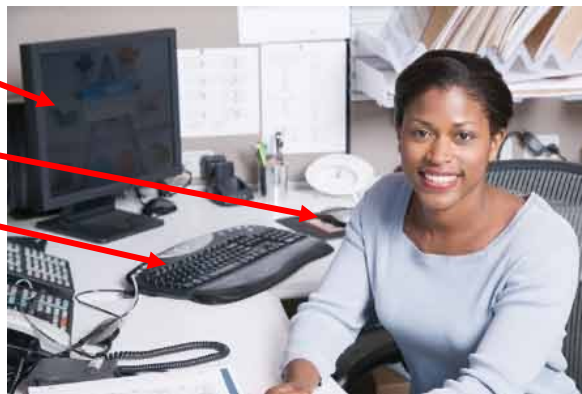
Common Workplace Technology

These technologies work together and there are skills every worker needs to have

Computer

Mouse

Keyboard



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Essential Technology Skills



- ▶ How to use a mouse, trackpad
- ▶ How to use a keyboard, including common shortcuts
- ▶ How to open applications (computer programs)
- ▶ How to create and save documents
- ▶ Storage
- ▶ Email
- ▶ Internet - Intranet

With today's online application processes, you'll also need to have these skills to just apply for a job at a transit agency



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Essential Technology Skills - Mouse, Trackpad

- ▶ **ESSENTIAL:**
 - How to use a mouse (trackpad on laptops)
 - Move
 - Left Click
 - Right Click
 - Scroll



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Essential Technology Skills - Keyboard

▶ ESSENTIAL:

- How to use a keyboard



▶ INTERMEDIATE:

- Keyboard short-cuts
- Copy: CTRL + C
Paste: CTRL + V
Cut: CTRL + X
Undo: CTRL + Z
Redo: CTRL + Y



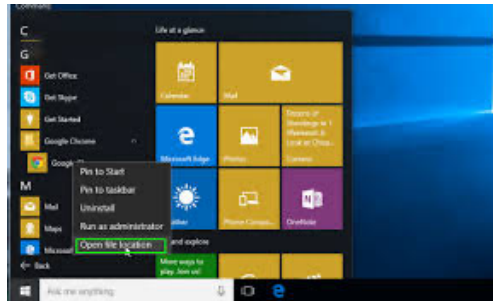
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Essential Technology Skills - Applications

▶ ESSENTIAL:

- How to open applications (computer programs)



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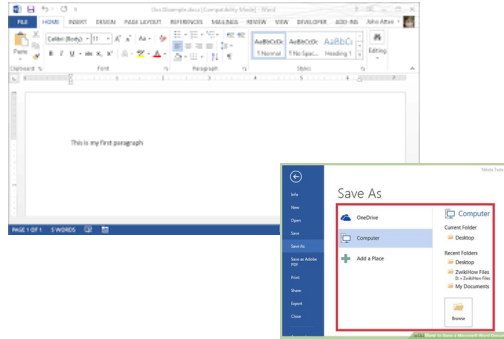
Essential Technology Skills - Create and Save Documents

► ESSENTIAL:

- How to create and save documents using pull down boxes and menus

► INTERMEDIATE:

- Word Processing Applications
- Microsoft Word



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Essential Technology Skills - Storage

► ESSENTIAL:

- External Storage

► INTERMEDIATE:

- Cloud Storage



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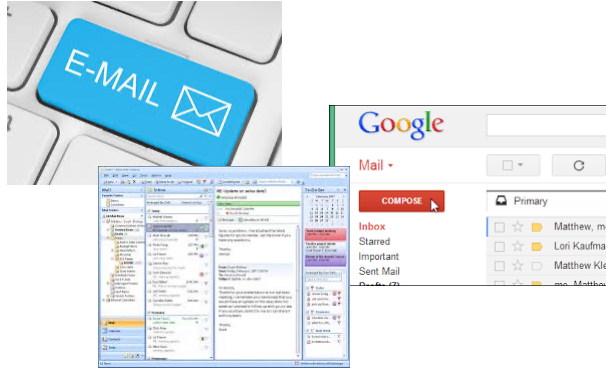
Essential Technology Skills - Email

► ESSENTIAL:

- Create and send Email messages

► INTERMEDIATE:

- Email Applications
- Microsoft Outlook
- Gmail
- Using Other Functions



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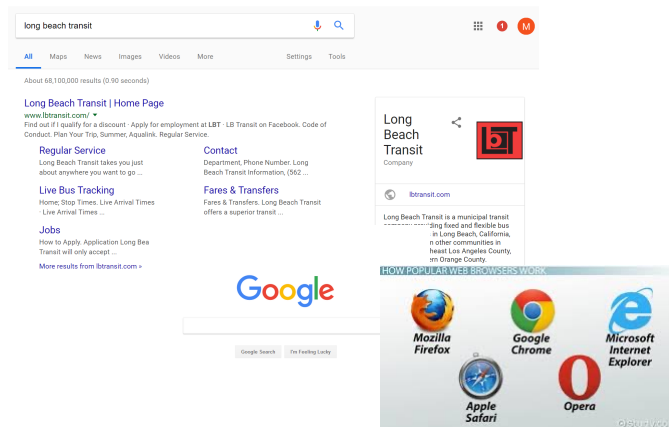
Essential Technology Skills - Internet, Intranet

► ESSENTIAL:

- Locating information on Internet
- Browser
- Intranet

► INTERMEDIATE:

- Download files



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Common Technology Terminology

- ▶ Knowing common technology terminology – like what we've just used
 - Files
 - Applications, Programs
 - Browsers
 - Storage
 - Word processing
 - Etc.

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Activity - Your Workplace Technology Skills

- ▶ Assess your own technology skills?
- ▶ Do you have the essential skills needed in the workplace?
- ▶ Do you have more intermediate and advanced skills, these are skills you should highlight when applying for positions, on your resume?

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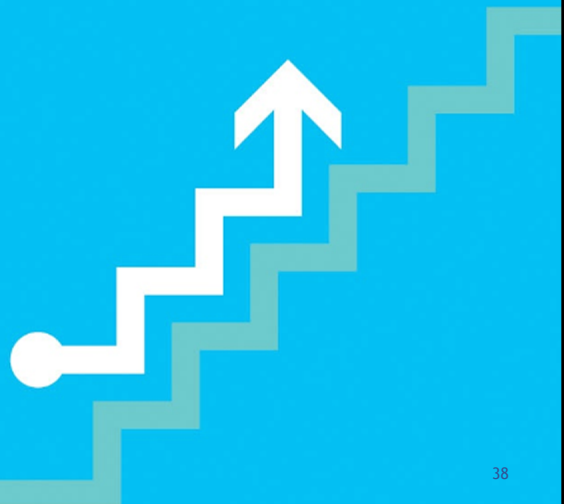
Activity - Completing and Submitting Online Form

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Working with People

Diversity, Equity, Inclusion



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Learning Objectives

- ▶ Identify the terms diversity, culture, equity, and inclusiveness
- ▶ Describe how diversity applies to intergenerational differences
- ▶ Identify barriers to diversity
- ▶ Identify ways to support diversity, equity, and inclusivity
- ▶ Describe how inclusivity applies to LGBT+
- ▶ Describe why diversity, equity, and inclusion is important in public transportation agencies

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What is Diversity?

- ▶ **Differences** among people

- ▶ Dimensions of diversity:

Gender	Religious beliefs	Race
Marital status	Ethnicity	Parental status
Age	Education	Physical ability
Mental ability	Income	Sexual orientation
Occupation	Language	Veteran Status
Values	Customs	Disability
Geographic location	Communication Style	Work/thinking Style
Philosophical perspective		



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Facts

- ▶ By 2020, more than ½ of the nation's children (under 18) are expected to be part of a minority race or ethnic group
- ▶ By 2044 the U.S. will be a minority-majority
- ▶ By 2050, 1 in 5 people living in the US will be Hispanic
- ▶ There are currently 4 generations in the workplace; soon to be 5
- ▶ Disabilities affect 20% of all Americans
- ▶ Women earn the majority of college degrees awarded in the United States
- ▶ There are an estimated 9 million LGBT individuals in the U.S.
- ▶ 1 in 5 workers have experienced discrimination or unfair treatment at work
- ▶ < 50% of employees who experience discrimination will stay

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Since diversity is about differences among people, it can only exist in the relationship of one person to another. An individual is not diverse...they are unique.

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What is Culture?

- ▶ Culture is learned beliefs, traditions, principles, and guides for behavior that are shared among members of a particular group
- ▶ Includes: shared language, legends and myths; communication; styles; and ideas and thinking patterns (“truths”)
- ▶ Culture serves as a roadmap for perceiving and interacting
- ▶ Culture determines our behavior and attitudes
- ▶ No one is culture-free
- ▶ Most cultural rules are never written
- ▶ We interpret other people’s behavior through our own culture - **culture plays a big influence in our lives**

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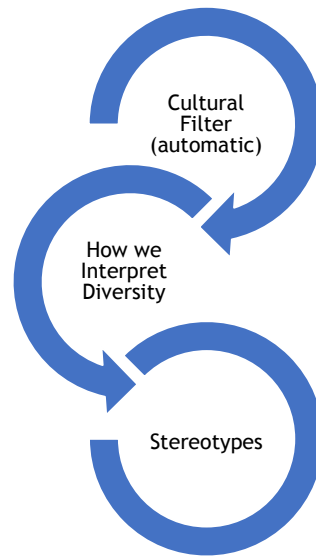
What if you Awoke as Part of a Different Culture?

- | | |
|--|--|
| <ul style="list-style-type: none">▶ What would change with your new culture/group?<ul style="list-style-type: none">• The friends you associate with• The social activities you enjoy• The foods you prefer• The religion you practice• The clothing you wear• The neighborhood you live in• The job/position you hold• The vehicle you drive• The music you enjoy• The language(s) you speak• Your name | <ul style="list-style-type: none">▶ What parts of your life would remain the same?▶ What other parts of your life would change? |
|--|--|

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Diversity, Culture, Stereotypes



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Cross-Cultural Communication Impediments

Communication is filtered through our cultural perspective, which may lead to:

- ▶ **Irrational Assumptions:** beliefs that are founded on baseless ideas or theories, often skewed by bias
- ▶ **Misunderstanding:** unintentionally or intentionally use the wrong words or because we don't understand what is being said to us
- ▶ **Prejudice:** a bias in favor of or against something
- ▶ **Fear:** is counterproductive, especially fear of people and ideas that are different from our own

*"Just as a child is born without fear,
so it is born without prejudice.
Prejudice, like fear, is acquired."
Marie Killea*

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Barriers to Diversity

- ▶ Ethnocentricity
- ▶ Resistance to change
- ▶ Comfort and trust in “likeness”
- ▶ Difficult to share “power”

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What Can you Do to Support Diversity?

- ▶ Recognize differences as diversity rather than inappropriate ideas, attitudes, values, or behavior
- ▶ Respect the benefits of diverse values and behaviors
- ▶ Accept that each culture finds some values and behaviors more important than others
- ▶ Understand the effect that historic distrust has on present-day interactions
- ▶ Have a clear sense of your individual culture

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What Can you Do to Support Diversity?

- ▶ Recognize your own ethnocentricity
- ▶ Understand how the culture, of where you work, live, etc., affects those whose culture is different
- ▶ Recognize similarities that are shared across the “human culture,” regardless of the differences that exist among individual cultures and groups
- ▶ Learn about cultural difference
- ▶ Take personal responsibility for the way you respond to difference

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What Can you Do to Support Diversity?

- ▶ Make continued and sincere attempts to understand the world from others’ points of view
- ▶ Recognize and respect others and their individuality
- ▶ Think before you speak and be sensitive to others
- ▶ Talk about your differences and ask tactful questions about how people want to be treated
- ▶ Eliminate stereotypes and generalizations
- ▶ Show more patience when working and interacting with people who have different ideas and learning and working styles than you

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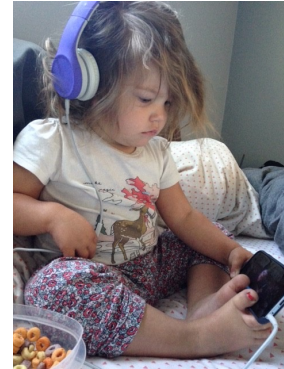
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Activity: Learning About Differences – Multigenerational

Talking a different language

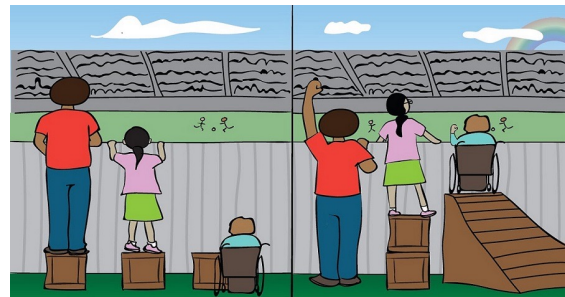
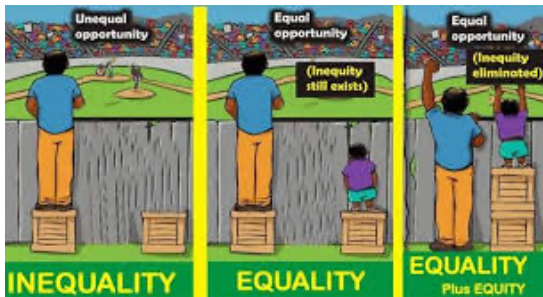
Formative experiences	Maturists (pre-1945) Wartime rationing Rock'n'roll Nuclear families Defined gender roles - particularly for women	Baby boomers (1945-1960) Cold War 'Swinging Sixties' Moon landings Youth culture Woodstock Family-orientated	Generation X (1961-1980) Fall of Berlin Wall Reagan/Gorbachev/ Thatcherism Live Aid Early mobile technology Divorce rate rises	Generation Y (1981-1995) 9/11 terrorists attacks Social media Invasion of Iraq Reality TV Google Earth	Generation Z (Born after 1995) Economic downturn Global warming Mobile devices Cloud computing Wiki-leaks
Attitude toward career	Jobs for life	Organisational - careers are defined by employees	"Portfolio" careers - loyal to profession, not to employer	Digital entrepreneurs - work "with" organisations	Multitaskers - will move seamlessly between organisations and "pop-up" businesses
Signature product	Automobile	Television	Personal computer	Tablet/smartphone	Google glass, 3-D printing
Communication media	Formal letter	Telephone	E-mail and text message	Text or social media	Hand-held communication devices
Preference when making financial decisions	Face-to-face meetings	Face-to-face ideally but increasingly will go online	Online - would prefer face-to-face if time permitting	Face-to-face	Solutions will be digitally crowd-sourced

Source: ihumanmedia.com



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Equity



Equity is based on the Principle of Fairness

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Inclusion

- ▶ Creating an environment where everyone feels welcome, respected, supported, and valued
- ▶ And inclusive group is, by definition, diverse. A diverse group isn't always inclusive.



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Example - LBGT+ Inclusion

- ▶ Creating an inclusive and safe workplace for LBGT+ co-workers
- ▶ Familiarize yourself with sexual orientation and gender identity definitions to fully understand the spectrum
- ▶ Simply using the correct terms can go a long way toward making LBGT+ co-workers feel respected



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Inclusive Environments

- ▶ An inclusive environment creates conditions that are open and allow for effective communication
- ▶ An inclusive environment creates conditions that ensure respect
- ▶ An inclusive environment engages in conversations to promote understanding and valuing differences
- ▶ An inclusive environment provides accommodations with the goal of truly enabling full participation and benefit

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Why Diversity, Equity, and Inclusion is Important in Public Transportation Agencies

- ▶ Morality and social justice
- ▶ Economics
- ▶ Customer relations and service
- ▶ Diverse teams lead to better outcomes
- ▶ Our community and country is becoming increasingly diverse

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It's all about FAIRness

- ▶ Feedback/communication promotes understanding, reduces conflict
- ▶ Assist others, support one another - we are all in this together!
- ▶ Inclusion should be practiced, empower one another
- ▶ Respect is non-negotiable

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“When we feel a sense of belonging it is not because we are the same as everyone else, but because we have been accepted as we are.”



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