

CCTM: The Measure of Community Transit Excellence

The best community transportation managers in the country have the initials “CCTM” after their name. They have proven their excellence by becoming recognized as Certified Community Transit Managers. CCTM status marks the greatest performance and highest efficiency in the community transportation industry; it is proof of the ability to manage a comprehensive and dynamic community transportation system.

To become a CCTM, a person must submit an application documenting their experience and accomplishments, and must pass a comprehensive written examination. The examination addresses five knowledge areas: (1) human resources management, (2) financial management, (3) operations management, (4) transit development, and (5) procurement and contracting.

CCTM Eligibility

Before taking the certification examination, a person must meet certain eligibility criteria. These include demonstrating that the applicant has:

- served in a managerial or supervisory capacity at an organization providing community transit services, either at the time of application or within the five years immediately preceding the application date; and
- completed forty hours’ training covering at least four of the five examination topic areas within the four years immediately preceding the application date (except for CCTM applicants with more than five years’ experience, who may document 20 hours’ training in three areas and detailed on-the-job experience in two other areas).

Professional references must be provided and appropriate fees paid before the applicant may take the CCTM examination. It costs \$250 to apply for CCTM status, of which \$75 is a non-refundable application fee. For CTAA members, this cost is reduced to \$200, of which \$40 is a non-refundable application fee. The application and examination fee are waived for all those attending the CCTM two day preparatory workshop.

Maintaining CCTM Status

Once granted, a person’s CCTM status lasts for three years. At the end of three years, a CCTM must apply for recertification. No examination is necessary. However, the CCTM must continue to be employed in a transit or transit-related managerial position, and must have completed at least 20 hours of continuing education covering 4 of the knowledge areas during the three years of CCTM status.

Preparing for the CTAA Management Certification Test: A CCTM Study Course

CTAA offers a two-day training class, *Preparing for the CTAA Management Certification Test*. While not a prerequisite to the CCTM examination, many people have found this course to be an invaluable preparation for the exam. This course reviews all the management skills covered in the CCTM exam, and is taught by one of CTAA's skilled trainers. Examinations to become a Certified Community Transit Manager (CCTM) are offered several times each year at a variety of locations, including the CTAA annual Expo. For information, please go to www.ctaa.org/expo

CTAA can work with state departments of transportation, transit associations, or other organizations to bring this training to a location where a CCTM exam is scheduled to be administered, or to any other location where there is sufficient demand.

Training Outline - Preparing for the CTAA Management Certification Test

Human Resource Management

1. Personnel Policy
2. Substance Abuse Program
3. Performance Management
4. Team Building
5. Driver Training

Financial Management

1. Funding Resources
2. Cash Management
3. Risk Management
4. Performance Measurement

Operation Management

1. ADA
2. Maintenance Management
3. System Safety
4. Service Design
5. Crisis Management

Transit Development

1. Capital Improvement
2. System Planning
3. Marketing and Advocacy

Procurement and Contracting

1. Dispute Resolution
2. Bid Solicitation
3. Service Contracting
4. Vehicle Procurement
5. Grant Management

To schedule a study course, receive a CCTM application package, or for any other information on the CCTM program, contact Stephanie Smith 202.415.0220 or training@ctaa.org

Application Package for
Professional Certification

to become a

***Certified Community
Transit Manager***

**Overview
Instructions
Application and Reference Forms**

Ninth Edition – 2015

What is CTAA?

The Community Transportation Association of America (CTAA) is a national, professional membership association of organizations and individuals committed to improving mobility for all people.

CTAA conducts research, provides technical assistance, offers educational programs, and serves as an advocate in order to make coordinated community transportation services available, affordable, and accessible.

CTAA offers leadership, support, information, and technical assistance to a network of more than 5,000 community transportation agencies that transport 15 million Americans each year. Our members include transit operators, human service agencies, consultants, industry suppliers and state officials.

CTAA represents its members in both the legislative and regulatory arenas. The association actively shares its views with members of Congress and Federal officials on a variety of issues affecting the interests of users and providers of community transit services. It fights for adequate funding and sensible government regulation. CTAA is community transit's voice in Washington.

An elected board of directors oversees the association's operation. In addition, CTAA's 50-member national delegate council coordinates activities on the state level and provides input on CTAA policies. Besides serving on the board and delegate council, members have an opportunity to work on committees and have a say in the issues that concern them most.

CTAA publishes the digital *Community Transportation and Rail* magazines, sponsors the annual Community Transit EXPO, and provides a myriad of other technical assistance and training opportunities.

Who may join CTAA -- and how?

Anyone with ties to the community transit field may join the association. Categories of membership are as follows:

- ❖ Local Partner
- ❖ Community Transportation Provider
- ❖ State or National Partner
- ❖ Supplier
- ❖ Exhibitor
- ❖ Full-time Student
- ❖ Individual

By joining CTAA, you strengthen both your services and the future of the community transportation industry.

To become a CTAA member, call (202) 294-6527 or visit www.ctaa.org/membership for full membership details.

What is Certification?

Certification is a process whereby an individual is evaluated in order to determine their mastery of a specific body of knowledge.

Professional certification provides personal satisfaction for attaining a recognized level of achievement within one's profession. It means commitment to the requirements of the job and participation in additional training to exemplify the dedication to do the best possible job in the community transportation field. Certification means **success**.

The objectives of CTAA's certification program are to:

1. Raise the standards of the profession
2. Reward individuals who have obtained expertise
3. Increase chances for professional mobility
4. Reduce uncertainties in staff selection
5. Help assure organizational goal attainment
6. Improve the provision of transit services
7. Encourage self-improvement

The three requirements for certification are:

- experience
- education and professional development, and
- a passing score on a written examination.

Experience Requirements

What are the experience requirements for certification?

In order to be considered for certification, an individual must currently be engaged in the provision of transit services at the managerial or supervisory level, or have been engaged in the provision of those services within the past five years. The duties of an individual seeking certification should include the planning and directing of most of the following:

- Personnel functions
- Operations
- Grants writing
- Finance
- Marketing and public relations
- Fleet maintenance
- Passenger safety
- Procurement and contracting

Employment that qualifies an individual for certification includes:

- Executive Director of an agency that has transportation as its primary purpose
- General Manager of a public or specialized transit system
- Manager of a private transit company
- Transit manager, director, or coordinator within an agency whose primary purpose **is not** transit
- Any other position that allows the individual seeking certification to perform all, or most, of the duties described above.

Education and Professional Development Requirements

An applicant for certification must document an on-going program of professional development by attending training sessions, seminars, and conferences. These sessions can be sponsored by state departments of transportation, state transit associations, national transit associations, or colleges and universities.

The training, seminars, or conferences must be in the following areas:

- ❖ **Human Resource Management:** labor relations, volunteers, employee policy development, supervision techniques, training.
- ❖ **Financial Management:** grant writing, proposal writing, financial statements, cash management, budgeting, risk management, fare policies, cost allocation techniques, protective controls, and payroll procedures.
- ❖ **Operations Management:** statistics, evaluations, scheduling, policies and procedures, crisis (incident) management, maintenance management, legal issues, knowledge of equipment.
- ❖ **Transit Development:** funding sources, fund raising, marketing, public relations, historical background, transit terminology, capital development, contracting (selling) services.
- ❖ **Procurement and Contracting:** services procurement, equipment, real property.

Applicants with fewer than five years of experience must have completed at least 40 hours of training in four of the five areas listed above within the last 4 years.

Applicants with five years of experience or more may document the education/professional development requirement listed above, **or** they may document at least 20 hours of training, within the last four years, in three of the categories and submit a detailed description of experience in two additional categories to satisfy this requirement.

Examination Requirements

All applicants must pass the certification examination. The exam consists of the following:

1. Objective questions covering each of the five knowledge areas, and
2. Five essays, one in each of the knowledge areas that require analysis of problems faced by community transportation professionals.

The exam is a three-hour, proctored test. Alternate formats of the exam will be available for persons with disabilities who provide notification prior to the appropriate application deadline.

A passing score for the full examination consists of a passing score in each of the five knowledge areas.

When are examinations given and what is the application deadline?

Examinations to become a Certified Community Transit Manager (CCTM) are offered each year at CTAA's Community Transit EXPO. To qualify to take the test at EXPO, applicants must apply by the designated deadline. Additional examinations will be offered at regional sites as advertised, with application deadlines approximately one month prior to the examination date.

How do I apply to take the examination?

To take the examination, you must submit by the appropriate deadline:

- ❖ a completed application,
- ❖ two letters of reference, and
- ❖ the appropriate application and examination fees.

The CTAA National Certification Council will evaluate your application and will notify you of your eligibility to take the examination.

How will I know if I passed the exam?

There are five sections to the exam, each of which contains objective questions and an essay. Each section takes approximately 30 minutes to complete. In order to be certified as a CCTM, the applicant must receive a passing score in **each** of the five areas.

Members of CTAA's National Certification Council will score the examinations. Examinees will be notified within 90 days as to whether they have passed the exam.

Applicants who pass none or only some of the five sections will be required to re-take the sections they did not pass; re-takes must take place within 18 months of the date the original exam is taken. The examination fee covers one re-take per applicant. Each time the examination is given, it may contain different questions within the same five categories.

Fees

The fee schedule for the Community Transit Manager Certification Program is as follows:

	CTAA Members	Non-members
Application fee (non-refundable)	\$ 40	\$ 75
Examination fee	\$160	\$175
Total Fee	\$200	\$250

The ex-

amination fee allows each applicant to take the full examination once and, if necessary, to re-take (once) the sections not passed on the first attempt. If the applicant does not pass the exam after the re-take, he or she must re-apply and re-submit the appropriate fees. The application fee is non-refundable; the examination fee will be refunded if the National Certification Council determines that the applicant does not qualify to take the exam.

Checks should be made payable to "CTAA Certification Program" and sent along with the application form to:

Community Transit Manager Certification Program
c/o CTAA
1341 G Street, N.W., 10th Floor
Washington, D.C. 20005

CTAA also accepts Visa and Mastercard

Re-certification

What are the requirements for maintaining certification?

The CCTM must be employed in a transit or transit-related managerial position. In addition, the CCTM must attend at least 20 hours of instruction within the three-year certification period, covering 3 of the certification subject areas.

What are the requirements for re-certification?

The original certification as a CCTM is valid for a period of **three years**. Certification is renewable at that time for a \$75 fee by:

1. **Filing a re-certification application.** The re-certification applicant must verify continued employment in a qualifying position or employment in a related occupation that keeps the applicant informed about issues and developments in the community transit field.
Failure to submit a recertification application at the end of the three-year certification period may result in a loss of certification status.
2. **Documenting continuing education.** The re-certification applicant must have attended at least 20 hours of instruction covering 3 of the certification subject areas.

Recognition

What recognition will I receive for becoming certified?

Besides the personal satisfaction of achieving certification, each individual will receive a certificate acknowledging the successful completion of the certification requirements. When certified individuals present programs or instruct workshops at CTAA-sponsored events, their certification status will be recognized. CTAA will verify your certification with prospective employers when you request it.

In addition, the certified manager's name, certification status, and pertinent data will be included in a "Register of Certified Community Transit Managers" publication, which will be available upon request to individuals responsible for recruiting professional talent in the community transportation field.

Further Information

For questions, please contact CTAA's Community Transit Manager Certification Program, 1341 G Street N.W., 10th Floor, Washington, DC 20005 and 202.415.9653 and training@ctaa.org

Application Instructions

General Information

1. Carefully read all information in this booklet.
2. Complete the application form, making sure to check either "A" or "B" at the beginning of the form. *Type or print legibly in ink.*
3. Prepare documentation for individual sections in accordance with instructions below.
4. Provide professional references using the reference forms included with the application. Though not necessary, it is a nice gesture to provide a stamped, addressed (to CTAA) envelope to the reference person along with the form, to make it easy for the person to send the completed form. Follow up to be certain the references have been completed and mailed in time to be received by the appropriate deadline.
5. Send (faxes NOT acceptable) the application, documentation or attachments, and the application **AND** examination fees (check or credit card) to:

Please note that all information provided in this application is subject to verification.

Community Transit Manager Certification Program
c/o CTAA
1341 G Street, N.W., 10th Floor
Washington D.C. 20005

Step-by-step Instructions

Section I -- Personal Information -- page 15

Fill in all the requested information.

Section II -- Professional Development -- pages 16-18

List all of the transit-related workshops or conferences you have attended within the past three years. Be sure to list the professional development item under one of the five content areas on the application form. If a workshop or conference covered more than one category, list it in the category you believe is most relevant. Include the title of the conference or workshop, the name of the organization that sponsored it, the number of hours it took, and the date(s) on which it took place. *If you need more space, please attach an additional piece of paper.*

Section III -- Employment History -- pages 19 and 20

- Important Note: Employment is defined as work that is paid OR for which you volunteer. We value volunteer experience!**

The first box on page 5 is for information about your current employment. Be sure to include agency name and address, the dates you have been employed, and the name, title, and telephone number of your supervisor. Include your position title and a brief description of your duties and responsibilities.

There are two additional boxes for similar information about previous employers; please list the most recent one first. *If you need more space for other prior employment within the last ten years, please provide the same categories of information on an additional piece of paper.*

Section IV -- Educational Background -- page 20

Complete the requested information about your formal education. If you are currently certified under any other program or organization, list the certification(s) under "Graduate." *If you need more space, please attach an additional piece of paper.*

Section V -- Professional Affiliations -- page 21

List the organizations (transit-related and otherwise) to which you currently belong, indicate the years you have belonged to this organization (e.g., 2001-present), and signify any offices you have held within that organization. If possible document your membership by attaching a copy of your card indicating current membership status. If possible, please include written documentation of any office you hold within each organization. *If you need more space, please attach an additional piece of paper.*

Sign the application form!

The National Certification Council **must** have an original signature (not a copy) in order to process your application.

Quick Checklist -- What You Need To Do

Community Transit Manager Certification Program

- Ask two people if they are willing to complete professional reference forms in support of your application.
- Fill out page 1 of the two reference forms and give pages 1 and 2 to your reference persons.
- Complete the application form.
- Attach all requested documentation and fees to your application form.
- To take the Certification exam at our annual conference this June 1-5, 2015 in Tampa Bay, Florida please send the completed application to CTAA no later than May 13th. Application and examination fees are included in the registration fees for the conference.
- Direct all questions to:

***Community Transit Manager Certification Program
c/o CTAA
Len Cahill at (202) 415.9653; Stephanie Smith at (202) 415.0220
or training@ctaa.org***

COMMUNITY TRANSIT MANAGER'S CERTIFICATION PROGRAM APPLICATION

CHOOSE ONE:

- Plan "A" for managers with fewer than 5 years of experience
- Plan "B" for managers with 5 years of experience or more

DATE OF THIS APPLICATION: _____

LOCATION OF TRAINING: _____

DATES OF TRAINING: _____

Information provided in this application will be verified

SECTION I – PERSONAL INFORMATION

APPLICANT'S NAME: _____

AGENCY: _____

BUSINESS ADDRESS: _____

BUSINESS PHONE: _____

FAX NO: _____

E-MAIL: _____

HOME PHONE NO: _____

*LAST FOUR DIGITS OF SOCIAL SEC. NO: _____

**For identification purposes only*

Plan "A" applicants must have at least 40 hours of training covering four of the five areas, within the past four years.

Plan "B" applicants must have at least 20 hours, within the past four years, covering three areas and submit a description of experience in two other areas.

SECTION II – PROFESSIONAL DEVELOPMENT

List transit related workshops and conferences you have attended within the last four years.
Attach additional sheets if needed.

1 - HUMAN RESOURCE MANAGEMENT – includes labor relations, volunteer management, employee policy development and supervision of employees.

Title	Sponsoring Organization	Hours	Dates(s)

2 - FINANCIAL MANAGEMENT – includes grant writing, financial and cash management, budgeting, risk management, fare policies, cost allocation, protective controls and payroll procedures.

Title	Sponsoring Organization	Hours	Dates(s)

SECTION II – PROFESSIONAL DEVELOPMENT (cont.)

List transit related workshops and conferences you have attended within the last four years.
Attach additional sheets if needed.

3 - OPERATION MANAGEMENT – includes developing operation procedures, evaluating operating tiveness and efficiency, scheduling, training, crises management maintenance manager and equipment management.

Title	Sponsoring Organization	Hours	Dates(s)

4 - TRANSIT MANAGEMENT – includes knowledge of funding sources, fund raising, marketing and public relationship, knowledge of transit’s historical background and transit terminology, capital development and marketing.

Title	Sponsoring Organization	Hours	Dates(s)

SECTION II – PROFESSIONAL DEVELOPMENT (cont.)

List transit related workshops and conferences you have attended within the last four years.
Attach additional sheets if needed.

5 – PROCUREMENT AND CONTRACTING – includes knowledge of procedures in procuring services, equipment and real property.

Title	Sponsoring Organization	Hours	Dates(s)

SECTION III – EMPLOYMENT HISTORY

Provide employment information for the past ten years.

Attach additional documentation (if required)

CURRENT EMPLOYER Name, Address, Telephone	Dates Employed (month/year)	Name and Title of immediate Supervisor
	From:	
	To:	Supervisor's Current Tel. # ()
Position Title:		
Description of Duties and Responsibilities:		
PREVIOUS EMPLOYER Name, Address, Telephone	Dates Employed (month/year)	Name and Title of immediate Supervisor
	From:	
	To:	Supervisor's Current Tel. # ()
Position Title:		
Description of Duties and Responsibilities:		

PREVIOUS EMPLOYER Name, Address, Telephone	Dates Employed (month/year)	Name and Title of immediate Supervisor
	From:	
	To:	Supervisor's Current Tel. # ()

Position Title:

Description of Duties and Responsibilities:

SECTION IV – EDUCATIONAL BACKGROUND
Report other certification(s) here.

Undergraduate College/Universities/Courses	City/State	Years Completed	Degree(s)
Graduate	City/State	Years Completed	Degree(s)

SECTION III – EMPLOYMENT HISTORY (cont.)

Provide employment information for the past ten years.

Attach additional documentation (if required)

SECTION V – PROFESSIONAL AFFILIATIONS

List current membership in local, state, and national professional organization.

Attach required documentation.

Organization/Association	Year(s)	Office Held

By signing this form, the applicant affirms that all statements and documentations contained herein are true and made without any intent to deceive.

SIGNATURE OF APPLICANT: _____ DATE: _____

The fee schedule for the Community Transit Manager Certification Program is as follows:

CTAA	Members	Non-members
Application fee (non-refundable)	\$ 40	\$ 75
Examination fee	\$160	\$175
Total Fee	\$200	\$250

Method of Payment:

- Check
- VISA/MC # _____ Exp. Date: ____ / ____
- Bill my agency

Please make check payable to Community Transportation Association of America or CTAA - reference CCTM application fee

**Request for
Professional Reference**
*for certification as a
Certified Community Transit Manager*

Instructions for the Applicant:

1. Provide the following information.

Your Name: _____

Company: _____

Street Address: _____

City/State/Zip: _____

Telephone Number: _____

E-mail: _____

2. Provide a copy of this form to each of the two references shown on your Community Transit Manager Certification Program Application.
3. Ask both individuals to complete the information requested on the second page of this form.
4. Ask both individuals to mail the form directly to CTAA. Do not request any information from these individuals concerning this reference, except to ascertain that they have completed and mailed the reference letters. **Delays in receiving the two reference forms will delay the application process.**

I, the Applicant, agree to the reference procedure and respect the terms of confidentiality herein contained.

Signature of Applicant: _____

Date: _____

Professional Reference

The applicant for certification named on the reverse side of this form is requesting that you provide information to the National Certification Council of the Community Transportation Association of America. Please take the time to complete and return this form to us. **The information provided will be held in confidence.** The Certification Council thanks you for your prompt assistance in helping us complete the professional qualifications review of this applicant. ***Please type or print legibly in ink.***

CTAA National Certification Council
1341 G Street, N.W. 10th Floor
Washington D.C. 20005

I have personal knowledge of the applicant and his/her ability in a professional transportation role. Yes No

Is the applicant effective in the professional role? Yes No

Does the applicant work well with others? Yes No

Certification is a recognition of professional achievement. Do you believe the applicant should be granted certification in the field of community transportation? Yes No

How do you know the applicant? _____

For how long have you known the applicant? _____

Please comment on the applicant's managerial experience, expertise, competence, and accomplishments in the community transportation field.

Applicants name (Please Print) _____

Form completed by: _____

Position/Title: _____

Company: _____

Street Address: _____

City/State/Zip: _____ Telephone No: _____ E-mail: _____

Request for
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for certification as a
Certified Community Transit Manager

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City/State/Zip: _____ Telephone No: _____ E-mail: _____