
Application Package for Professional Certification

to become a

***Certified Safety and
Security Officer***

Overview, Instructions and Application Form

3rd Edition - 2015

CTAA's Certified Safety and Security Officer program:

A Resource for States and Communities

What is this program?

In its essence, this is a protocol for on-site assessments by Certified Safety and Security Officers of their respective transit systems preparedness in the critical components and core elements of the Federal Transit Administration's Bus Safety and Security Program.

The Mission!

The mission of this Certified Safety and Security Officer Program is to assist in improving the professional preparedness of public and community transportation personnel and to maximize their ability to provide safe and secure transit service.

This mission is undertaken through preparing personnel to:

- ❖ Perform an assessment of existing operations
- ❖ Identify system strengths
- ❖ Identify areas for improvement, and
- ❖ Develop safety, security and emergency preparedness programs

The values of this program are reflected in its commitment to:

- ❖ Providing non-judgmental, confidential feedback
- ❖ Giving positive reinforcement where appropriate, and
- ❖ Being constructive, and not punitive, in nature

The program is designed to help personnel build the transportation organization, enhance the professionalism of its internal team, safely serve its customers, fulfill its responsibilities in assisting in community emergency preparedness, identify internal safety and security strength and weaknesses, and reduce system exposure to liability.

How does it work?

Having qualified as a Certified Safety and Security Officer, the CSSO through a structured series of interviews and examinations, conducts an in-house review of the eight critical areas at the core of the CSSO training program, to determine the safety, security and emergency preparedness of the transit organization.

What are the Eight Critical Areas?

- ❖ Leadership and Administration
- ❖ Transit Operations
- ❖ Maintenance and Technology
- ❖ Personnel Management
- ❖ Training and Development
- ❖ Safety Initiatives
- ❖ Security Initiatives
- ❖ Emergency Preparedness

The CSSO will then share his or her documentation and written observations with the organization (or its sponsoring agency), and submit a summary report to our offices for review by the CTAA accreditation panel.

A Master Reviewer of the Safety and Security program will then conduct an on-site assessment and assuming all eight areas meet the program's benchmarks; CTAA then issues the organization a Safety and Security Certificate of Accreditation, valid for three years.

Should the organization not meet the benchmarks in one or more areas, the CSSO will help the organization determine what actions will help it attain the necessary degree of performance. If additional technical assistance is advised, one of the program's Master Reviewers will help the transit organization locate appropriate assistance.

Who are the Certified Safety and Security Officers (CSSO) and how are they qualified?

The CSSO personnel are critical to the success and integrity of this safety and security program. What is essential is that the reviewers are fully qualified and certified through a rigorous process modeled after the existing professional credentials that CTAA has designed for the community transit industry.

The potential CSSO must meet the criteria outlined by the CSSO application, attend the two day CSSO training workshop, and pass all sections of the qualifying examination. They can be transit system personnel, state employees, association staff members, third party contractors, or otherwise linked to the public and community transportation network. What is essential is that the CSSO is fully qualified and certified through a rigorous process.

This process is modeled after the existing professional credentials CTAA has designed for the transit network in its PASS (Passenger Service and Safety), CCTM (Certified Community Transit Manager), CTPA (Certified Transit Programs Administrator), CCTS (Certified Community Transit Supervisor) , PDS (Professional Dispatching and Scheduling) and VMMI (Vehicle Maintenance Management and Inspection) programs; more information available at www.ctaa.org/training

Specifically, to become a CSSO, an individual must satisfy the following criteria:

1. The CSSO applicant must currently be employed in a position where he or she is responsible for ongoing work in at least six of the eight critical areas of the Certified Safety and Security Officer Program;
2. The CSSO applicant must have a certain amount of professional occupational experience;
3. The CSSO applicant must provide a letter of endorsement from a supervisor or where applicable a representative of the organization's governing body;
4. The CSSO applicant must satisfactorily complete CTAA's CSSO applicant training workshop and pass all portions of a Certified Safety and Security Officer qualifying examination.

What is the required training?

As cited above, one of the criteria for becoming a CSSO is the completion of a CTAA Certified Safety and Security Officer training course. This is a two-day class, in which CSSO candidates are oriented to the elements and mechanisms of the program, and are trained in how to identify and address all the benchmarks in the program's eight critical areas. After the two days of training are completed, the candidates then must sit for the comprehensive Certified Safety and Security Officer examination, which is approximately three hours in duration.

The training agenda is as follows:

Day 1

- ❖ Introduction
- ❖ Leadership and Administration
- ❖ Transit Operations
- ❖ Maintenance and Technology
- ❖ Personnel Management
- ❖ Training and Development

Day 2

- ❖ Safety Initiatives
- ❖ Security Initiatives
- ❖ Emergency Procedures
- ❖ Test Preparation and Administration

Note that the subject areas in these two days of training are focused on benchmarks and assessments in those topics. These are not overviews of the subject areas themselves, as there simply would not be time to explain how a transit organization needs to carry out all these areas. Our expectation is that qualified participants in these classes already have a thorough understanding of the managerial and supervisory aspects of the topics, as verified in the CSSO application process. Therefore, our training in this course revolves more around questions of, "What are we looking for, and how do we measure it?"

General Benchmarks for Safety, Security and Emergency Preparedness

Excellence:

- ❖ Are there appropriate plans, policies, or procedures addressing safety, security and emergency preparedness?
- ❖ Are there identified individuals who have responsibility for safety, security and emergency preparedness, and who possesses the appropriate knowledge, skills and abilities to oversee these areas?
- ❖ At a minimum, are all safety sensitive employees and their supervisors aware of the safety, security and emergency preparedness plans, policies and procedures?
- ❖ Have all the appropriate employees been trained to proficiency in carrying out their safety, security and emergency preparedness functions?
- ❖ Are safety, security and emergency preparedness procedures and protocols being followed by employees on a regular and consistent basis?

Who maintains the program's quality and integrity?

There are three levels of oversight and program management to the Certified Safety and Security Officer program. Day to day management and operation of the program is the responsibility of CTAA's Professional Development Services staff, specifically including Len Cahill and Stephanie Smith. Resource development and Certified Safety and Security training functions are carried out by our team of Master Reviewers, currently made up of Michael Noel and Joseph Seitz. Professional standards and quality assurance are the province of CTAA's independent National Certification Council.

Contact

Len Cahill

Director

Professional Development Services

202.415.9653 or 800.891.0590 x 705

training@ctaa.org

Examination Requirements

All applicants must pass the certification examination. 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.

This examination is comprised of multiple choice and true or false questions in the eight critical areas. A passing score for the full examination consists of a passing score in each of the eight areas.

When are examinations given, and what is the application deadline?

Examinations to become a Certified Safety and Security Officer (CSSO) are offered each year at CTAA's Community Transportation EXPO. To qualify to take the test 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. Please visit the training calendar at www.ctaa.org/expo

How do I apply to take the examination?

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

- ❖ a completed application,
- ❖ a letter of endorsement from a supervisor or governing body

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 eight sections to the exam, each of which contains multiple choice and true or false questions. In order to be certified as a CSSO, the applicant must receive a passing score. The applicant must score at least 70% correct in each of the eight sections.

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 eight 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 eight categories.

Fees

Is there an application or examination fee?

Fees are included in registration cost unless otherwise specified. This includes a re-take of test sections not passed on the first attempt. If the applicant does not pass the

exam after the re-take, he or she must repeat the application process and again attend the certification workshop.

Re-certification

What are the requirements for maintaining certification?

The CSSO must be employed in a transit or transit-related managerial position. In addition, the CSSO must attend at least 20 hours of instruction within the three-year certification period in safety and security related subjects.

What are the requirements for re-certification?

The original certification as a CSSO 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 6 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.

Further Information

For questions, please contact CTAA's Certified Safety and Security Program at:
1341 G Street N.W.
10th Floor, Washington, DC 20005.
Telephone Len Cahill: 202.415.9653 or via email at training@ctaa.org

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.

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 Caryn Souza at 202.294.6527 to find out the full details of membership and to receive a membership application or online at www.ctaa.org/membership

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.

Application Instructions

General Information

1. Carefully read all information in this booklet.
2. Complete the application form- *Type or print legibly in ink.*
3. Prepare documentation for individual sections in accordance with instructions.
4. Provide a letter from your employer endorsing your goal of becoming a Certified Safety and Security Officer and your systems commitment to safety and security.
5. Forward a hard copy of the application (no faxes) to:

Certified Safety and Security Officer Program
c/o CTAA
1341 G Street, N.W., 10th Floor
Washington D.C. 20005

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

Step-by-step Instructions

Section I -- Personal Information

Fill in all the requested information.

Section II --Occupational Safety and Security Experience

The first box 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. Outline the percentage of work time you would estimate is spent in the eight critical areas of the Federal Transit Administration's Bus Safety and Security Program. For the three areas you would normally spend the most time, provide a brief description of your duties and give specific examples.

Section III -- Educational Background

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 paper.*

Section IV -- Professional Affiliations

List the organizations (transit-related and otherwise) to which you currently belong, indicate the years you have belonged to this organization (e.g., 2008-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. Online application available at:

Quick Checklist -- What You Need To Do

- ❖ Complete the application form.
- ❖ Attach all requested documentation to your application form.
- ❖ Send applications to be received at least two weeks prior to the workshop and examination
- ❖ Direct all questions to:

***Certified Safety and Security Program c/o CTAA
(202) 415.9653 or via email at training@ctaa.org***

CERTIFIED SAFETY AND SECURITY OFFICER PROGRAM APPLICATION

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 NO: _____

FAX NO: _____

E-MAIL: _____

DO YOU HAVE A CURRENT CCTM or CTPA CERTIFICATION? Yes___ No___

**SECTION II – OCCUPATIONAL SAFETY AND SECURITY EXPERIENCE:
PLEASE COMPLETE PARTS 1 AND 2**

CURRENT EMPLOYER	ADDRESS
DATE OF EMPLOYMENT: to:	TITLE
SUPERVISOR'S NAME	SUPERVISOR'S PHONE NUMBER

PART 1:

DESCRIPTION OF EXPERIENCE INDICATE THE PERCENTAGE OF TIME SPENT IN THE FOLLOWING AREAS (TOTAL NOT TO EXCEED 100%)

Leadership and Administration %
 Management Commitment
 Mission, Values, and Strategies
 Organizational Structure, Employee Relations
 Contractor Oversight

Transit Operations %
 Service Design and Delivery, Vehicle Procurement
 Operational Policies and Procedures, Scheduling,
 Dispatching and Communications
 Passenger Relations and Standards

Maintenance and Technology %
 Maintenance Planning, Maintenance Procedures
 Maintenance Documentation
 Hazardous Materials Program
 Equipment and Technology

Personnel Management %
 Personnel Policies and Procedures
 Recruitment and Selection
 Performance Monitoring, Drug and Alcohol Program
 Workplace Wellness Programs

Training and Development %
 Training Management
 Driver Training
 Agency-wide Training
 Training Documentation

Safety Initiatives %
 Safety Plans, Hazard Identification and Reduction
 Accident and Incident Handling, Insurance, Facility Safety
 Safety Data Acquisition and Analysis

Security Initiatives %
 Security Plans, Threat and Vulnerability Assessment
 Fare Handling Security, Facility Security
 Security Awareness and Response
 Security Data Acquisition and Analysis

Emergency Preparedness %
 Emergency Planning
 Incident Management
 Coordination with First Responders
 Drills Simulations and Exercises

PART 2:

For the three areas in which you currently spend the most time, please provide a brief description of your duties and give specific examples

SECTION III – EDUCATIONAL BACKGROUND

Report other certification(s) here.

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

SECTION V – PROFESSIONAL AFFILIATIONS

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

Organization/Association	Year(s)	Office Held

SECTION VI – APPLICANT’S SIGNATURE

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

SIGNATURE OF APPLICANT: _____ DATE: _____

Mail Application to:
Community Safety and Security Officer Certification Program
c/o CTAA
1341 G Street, N.W., 10th Floor
Washington, D.C. 20005