



Application Package for Professional Certification

to become a

***Certified Safety and
Security Officer (CSSO)***

Application Form

4th Edition – February 2019



CTAA's Certified Safety and Security Officer (CSSO) Certification Program



What is this program?

In its essence, this is a protocol for either a comprehensive certification exam or on-site assessment by the CSSO of their respective transit systems preparedness in the critical components and core elements of the Federal Transit Administration's Bus Safety and Security Program.

What is the mission of the CSSO program?

The mission of the CSSO 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 On-Site Safety Assessment of existing operations OR take the CSSO Certification exam
- ❖ Identify system strengths
- ❖ Identify areas for improvement, and
- ❖ Develop safety, security and emergency preparedness programs

What is the purpose of the program?

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 strengths and weaknesses, and reduce system exposure to liability.

If my organization chooses to complete the On-Site Safety Assessment, how does it work?

Having qualified as a CSSO, through a structured series of interviews and examinations the CSSO conducts an in-house review of the nine 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 critical areas of knowledge required to be a CSSO?

There are nine critical areas:

- ❖ Leadership and Management
- ❖ Operations

- ❖ Vehicles and Maintenance
- ❖ Facilities and Maintenance
- ❖ Personnel
- ❖ Training
- ❖ Organizational Safety
- ❖ Organizational Security
- ❖ Community Emergency Response Preparedness

The CSSO will either take a certification exam covering the nine critical areas **OR** Conduct the On-Site Safety Assessment to share their documentation and written observations with the organization (or its sponsoring agency), and submit a summary report to CTAA offices. Should the organization not meet the benchmarks in one or more of the critical areas, the CSSO will help the organization determine what actions will help it attain the necessary degree of performance.

Who are the CSSO's and how are they qualified?

The CSSO personnel are critical to the success and integrity of this safety and security program. The potential CSSO must complete the CSSO application and attend the two day CSSO training workshop. At the completion of the two days of training, the candidates must either, sit for the comprehensive CSSO certification exam or complete the On-Site Assessment Checklist and submit the checklist to CTAA within 90 days of completing the CSSO course.

Who can apply for the CSSO program?

An applicant 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.

What is the required training?

The two-day class orients the CSSO to the elements and mechanisms of the program which addresses all of the benchmarks in the program's nine critical areas. Please 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 outlined. 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 Training and Certification staff. Resource development and Certified Safety and Security training functions utilize the expertise of our team of Master Reviewers, Michael Noel and Joseph Seitz. Professional standards and quality assurance are the province of CTAA's independent National Certification Council.

Examination Requirements

If you choose this option, the exam is a proctored test at the conclusion of the two-day course. Alternate formats of the exam will be available for persons with disabilities who provide notification prior to the appropriate application deadline.

The exam comprises a combination of 80 multiple choice and true/false questions. The passing score is an overall grade of 70%.

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

Examinations to become a CSSO are offered each year at CTAA's Community Transportation EXPO and are sponsored locally by transit agencies, state associations and state department of transportation.

How will I know if I passed the exam?

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.

If an applicant fails any of the nine critical areas, they must re-take the failed section(s) within 18 months of the date the original exam was taken. Each time the exam is given, it may contain different questions within the same nine categories.

What is the On-Site Safety Assessment?

This requires the CSSO to use the On-Site Safety Assessment Checklist to conduct an internal review process that covers the nine critical areas. This includes examining each issue within the critical area and providing specific comments to determine if within each critical area the defined topic has been completed, continues to be a work in progress or is not applicable.

The on-site assessment must be completed and submitted within 90 days of completing the CSSO course. Failure to complete the On-Site Safety Assessment within the 90 day window will be considered an incomplete certification process. This means that the

person will not receive the CSSO certification should this occur. Additionally, the person does not have the option to complete the certification exam in place of the On-Site Assessment checklist should they fail to complete the on-site assessment in the allotted time.

How long is the certification valid?

The certification is valid for **three years**.

Fees

Is there an application or examination fee?

Those fees are included as part of the CSSO course.

Re-certification

What are the requirements for re-certification?

Recertification is valid for a period of **three years** and is renewable for a **\$75** fee by:

1. **Completing a re-certification application.**
2. Documentation of completion of an On-Site Safety Assessment Checklist

OR

Completion of the CSSO re-certification exam

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 us at:

CTAA

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