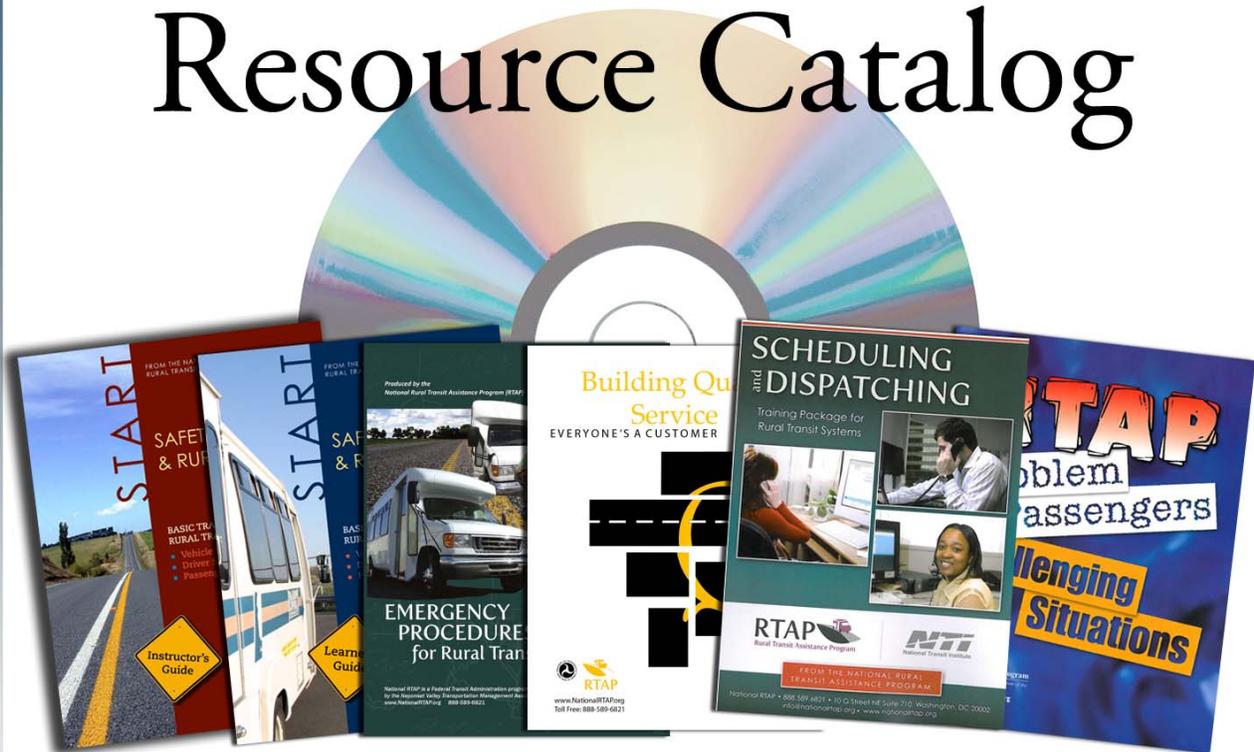


The National RTAP Resource Catalog



Subjects include

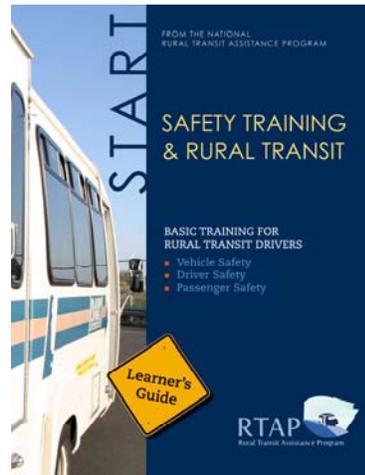
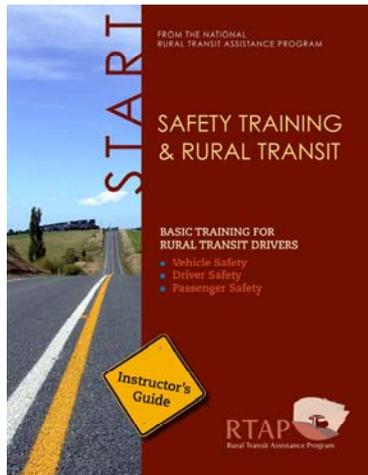
- | | | |
|--|---|---|
| <input type="checkbox"/> Coordination | <input type="checkbox"/> Customer Service | <input type="checkbox"/> Driver Training |
| <input type="checkbox"/> Drug and Alcohol | <input type="checkbox"/> Employment Transportation | <input type="checkbox"/> Environmental Concerns |
| <input type="checkbox"/> Federal Reporting | <input type="checkbox"/> Federal Rules and Regulations | <input type="checkbox"/> Funding |
| <input type="checkbox"/> Health | <input type="checkbox"/> Intelligent Transportation Systems | <input type="checkbox"/> Human Resources |
| <input type="checkbox"/> Marketing | <input type="checkbox"/> Medical Transportation | <input type="checkbox"/> Operations |
| <input type="checkbox"/> Passengers | <input type="checkbox"/> Passengers with Disabilities | <input type="checkbox"/> Planning |
| <input type="checkbox"/> Risk Management | <input type="checkbox"/> Safety and Security | <input type="checkbox"/> Senior Transportation |
| <input type="checkbox"/> Tribal Transit | <input type="checkbox"/> Vehicle Maintenance | <input type="checkbox"/> Volunteers |

Training Modules

Can be ordered from www.NationalRTAP.org, info@nationalrtap.org or 888-589-6821

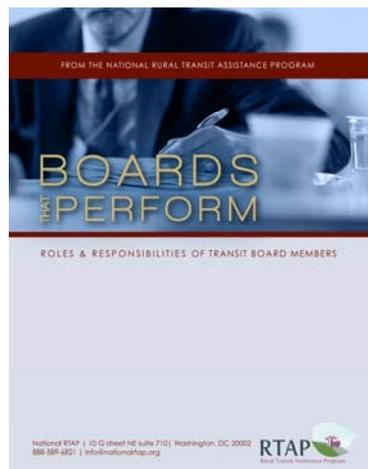
START Instructor's and Learner's Guides

Offers basic, introductory information for training new drivers and provides visual demonstrations. Consists of three training sections: Vehicle Safety Inspections, Driver Sensitivity and Passenger Relations, and Defensive and Safe Driving Procedures. Accompanied by CD.



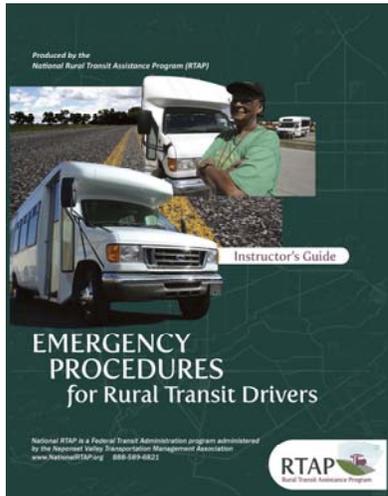
Boards that Perform

Examines ten key roles and responsibilities for board members and provides guidance regarding holding effective board meetings, developing committee and advisory group structures, and dividing responsibilities between board, management and staff. Accompanied by CD.



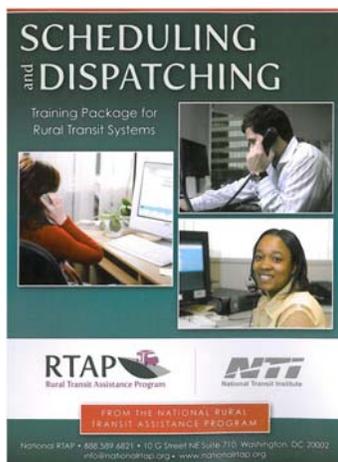
Emergency Procedures for Rural Transit Drivers Learner's Guide and Instructor's Guide

The role of a transit driver in an emergency can be critical to saving lives and protecting property. Because of the nature of the job, drivers are often the first on the scene of accidents and incidents. That's why it is important to be trained in emergency procedures. This training, combined with you experience and expertise, will help you remain calm, clearheaded and be able to respond effectively during emergencies. Accompanied by a DVD, PowerPoint Presentation, and interactive CD.



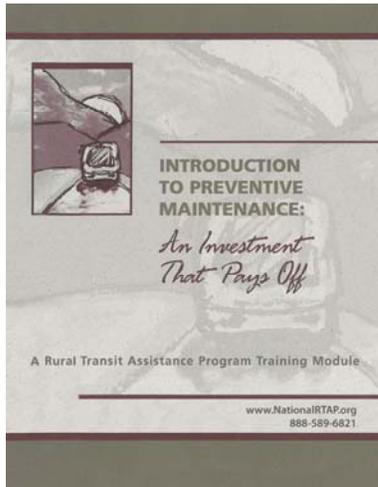
Scheduling and Dispatching

Schedulers and dispatchers play a vital role in rural transportation: interacting with customers, drivers, and co-workers, and reflecting the company values to the public. This module identifies the core competencies needed to be a successful rural transit system scheduler or dispatcher, and provides practical knowledge and skills to enhance job performance. Accompanied by CD.



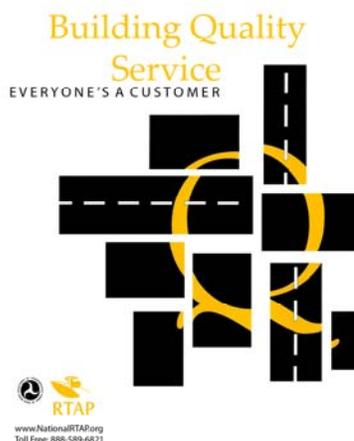
Introduction to Preventive Maintenance: An Investment that Pays Off

Preventive maintenance underpins a transit agency's safety, reliability and quality of service. As one of the most important activities an agency undertakes, it requires the highest possible level of teamwork. This training module is designed to help develop the combination of teamwork and skills that an effective and mission-supporting preventive maintenance program demands. Accompanied by DVD.



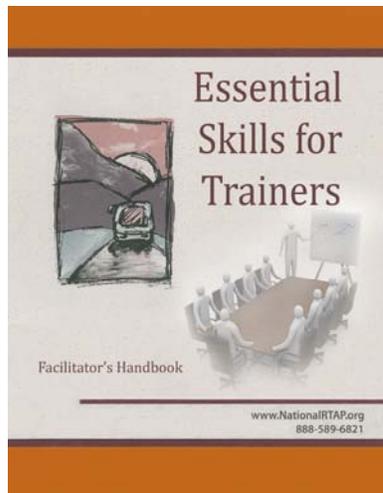
Building Quality Service—Everyone's a Customer

The quality process is a never ending journey as community transit systems strive to fulfill ever more demanding and expanding customer needs and deal with decreased funding, tougher competition and changing technology. This module reinforces quality customer service and innovative marketing strategies. Accompanied by DVD.



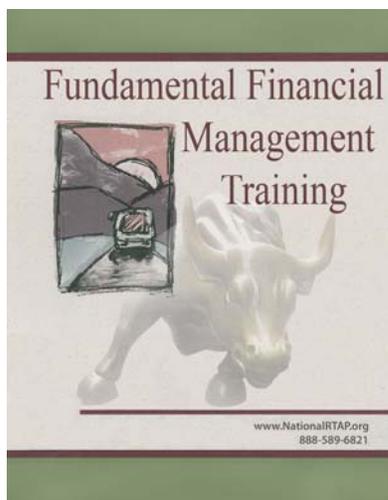
Essential Skills for Trainers—Facilitator’s and Participant’s Handbooks

This course is designed for experienced trainers as well as rural transit staff members who have training responsibilities. It explores what effective training is, and the principles and strategies that good trainers follow and use. Includes DVD.



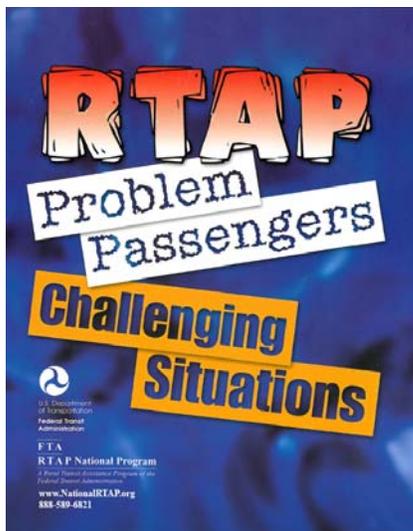
Fundamental Financial Management Training for Rural and Small Urban Public Transportation Providers

Rural and small urban transportation operators face financial challenges brought on by numerous issues, including, but not necessarily limited to: limited staffing, lack of specific staff training, turnover in staffing, and operating in complex, multi-purpose organizations supported by multiple Federal funding programs, all with unique program management requirements. The primary objective of this training session is to provide instruction on the fundamentals of financial management concerning use of Federal funds under the Section 5311 program.



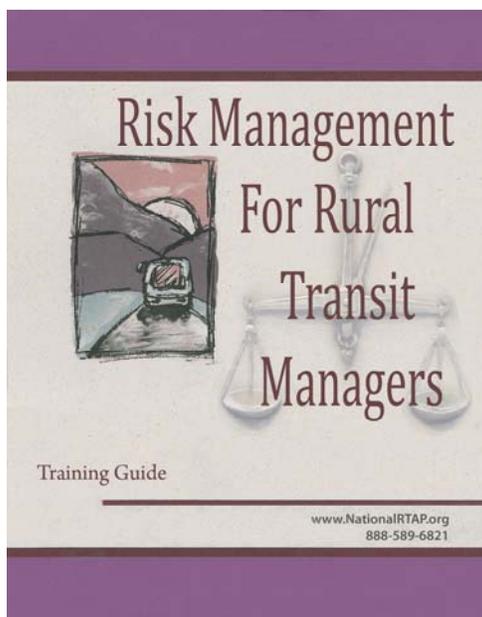
Problem Passengers, Challenging Situations

Portrays the difficult situations rural transit providers may face, such as verbal abuse, sexual advances, dementia, incontinence, fare refusal, offensive odors, weapons and seizures, and discusses appropriate driver response. Accompanied by DVD.



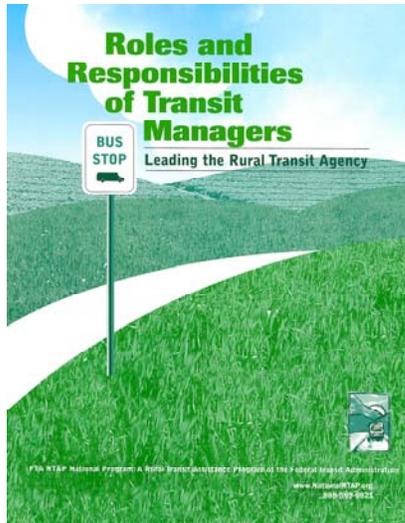
Risk Management for Rural Transit Systems—Resource Handbook and Training Guide

Helps rural transit managers, board members and staff understand the basics of risk management and to help them establish a risk management program for their system.



Roles and Responsibilities of Transit Managers—Leading the Rural Transit Agency

Helps managers achieve more cooperation, stronger teamwork, better attitudes and effective results. The videos cover leadership values, hiring, training and retaining employees, and efficient operations. Accompanied by three CDs.



Transportation Coordination—A Guide to Making it Work For You

This training module is designed for transit managers and policymakers interested in heightened efficiency and improved cost effectiveness of transit service delivery. State or local decision makers and potential health and human agency partners will learn the definition of coordination, the three basic approaches to coordination, and who and what needs to be considered to get started or expand existing efforts.



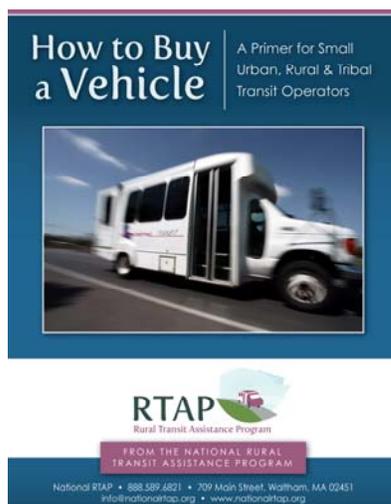
Threat and Vulnerability Toolkit

This kit guides rural transit managers through the process of setting priorities for safety, security and emergency preparedness. The Threat and Vulnerability Toolkit is a 2-CD toolkit.



How to Buy a Vehicle

Procuring vehicles can be a complex and confusing process with a variety of procurement requirements and regulations associated with transit funding sources. How to Buy a Vehicle provides information on funding opportunities, strategies for vehicle acquisition, information on acquisition procedures for different states, links to further information sources, and contact information for each state.



Public and Private Partnerships in Rural Transit Systems

This disc provides examples of partnering with neighboring organizations to extend mobility, expand marketing and provide further funding.



Tap Into RTAP

This disc offers a helpful glance at what National RTAP provides—free training modules, technical assistance, a peer-to-peer program, research and more.



ProcurementPRO

This fully online web app is designed to give tribes, non-profits, municipalities and transportation agencies information and best practices regarding federal procurement requirements and processes when utilizing federal funds.



Maltreatment Awareness—Learner’s Guide, Self-Learner’s Guide and Instructor’s Guide

Discusses how to determine who is vulnerable, and how to recognize, report and prevent accusations of maltreatment. Available online only.



Technical Briefs

Can be downloaded at www.NationalRTAP.org

Seasonal and H1N1 Flu Guidance

American Indian Transportation: Issues and Successful Models

Insurance and Risk Management

Vehicle Procurement

Emergency Procedures for Rural Transit Drivers: The Latest Safety/Security Training Module

Working with Volunteers

Applying Good Business Practices: Hiring, Training and Evaluating Employees

Managing System Safety for Rural Transit

Operating the Rural Transit Agency

Risk Management for Rural Transit Systems—Technical Brief

Writing a Coordinated Human Service Transportation Plan

Mobile Driver Training Simulators

The Benefits of Electronic Grants Management Systems

Developing and Maintaining a Transit System Personnel Policy

Tools for Rural Transit Systems: Google Transit

Volunteers in Transportation: Some Issues to Consider

Vehicle Maintenance: Reducing the Cost of Fuel Consumption

Healthy Habits

Federal Motor Carrier Safety Administration Regulations and Interlining Transportation for Rural

Developing Effective Policies and Procedures

Understanding DOT's Disadvantaged Business Enterprise (DBE) Program

Contracting with Private Providers

Advocating for Your Transit System

Broadband Access and Rural Transit: Bringing Online Resources to Rural Communities

Responding to Transit Incidents

Leading the Rural Transit Agency—Technical Brief

FTA Transit Bus Safety and Security Program: Providing Technical Assistance to Rural Transit Systems

The Dawning of a New Era in Transit: Major Trends

The Dawning of a New Era in Transit: Ten Strategic Imperatives

Customer Service in Transit: How to Identify and Meet Customer Needs

Exceptional Customer Service Across Generations: How to Harness the Power of Generational Dynamics

Transit's Role in Emergency Response

Getting Started: Creating a Vision and Strategy for Community Transit

Developing, Designing and Delivering Community Transportation Services

Measure and Report Your Impacts: How to Assess Your Impact and Tell Your Story

Make Business Part of Rural Transit's Business Technical Brief

Drug and Alcohol Testing DOT and FTA Compliance Technical Brief

Roles and Responsibilities of Transit Board Members: Board Member Responsibilities

Advisory versus Governing Boards

Roles and Responsibilities of Transit Board Members: What Every Board Member Should Know

Performance Evaluation for Rural Transit Systems

Incident/Injury Report Form

Incident Recovery

Emergency Information Dissemination

Emergency Response Checklist—During Normal Operating Hours

Emergency Response Checklist—After Normal Operating Hours

The HIPAA Rule's Effect on Rural Transit Agencies

Webinar Handouts: How to Conduct an Investigation of Misconduct

Termination Checklist

Webinar Q&A Transcript: How to Conduct an Investigation of Misconduct

Exceptional Customer Service Across Generations Webinar Powerpoint

Putting the Rider's Needs First: How to Identify and Meet Customer Needs Webinar Powerpoint

Make Business Part of Rural Transit's Business PowerPoint
