

INTRODUCTION

In California, CalACT, the California Association for Coordinated Transportation, is under contract to Caltrans to implement the Rural Transit Assistance Program, RTAP. Our goal is to make the professional lives of rural transportation providers easier by being the in-state outlet for technical and training materials produced by the National RTAP, and supplementing their program with California-specific technical assistance, management workshops, peer networking and scholarship assistance. This catalog lists Training Modules, Videos, Technical Assistance Resources and Technical Assistance Briefs available through CalACT, and includes an order form for requesting any of these materials. Order forms can be mailed or faxed to CalACT. The materials listed in the catalog are available on a loan basis. In addition to these library resources, California RTAP can offer you:

- Management workshops, addressing general management issues, personnel policies, leadership, motivation and team building.
- Special workshops addressing driver training, vehicle maintenance, emerging federal requirements, safety and other topics.
- Driver Safety Roadeos, where drivers from across California can test their driving skills and compete against other transit organizations.
- Access to other California and national transportation professionals for management, training and technical assistance, on subjects such as accessibility, coordination, vehicle specifications and procurement, service contracting, substance abuse regulations, marketing, passenger assistance techniques, alternative fuels and mobility training.
- Scholarship assistance to reimburse the costs of attendance at conferences, workshops, training courses, seminars and symposiums, and
- RTAP bulletins to keep you up-to-date on RTAP activities

If you know of training resources or materials that are not included in this catalog and would like to suggest they be made available for others, please bring them to our attention.

For more information about the California Rural Transit Assistance Program, write, call or fax your request to:

California Rural Transit Assistance Program	(800) 927-7827
CalACT	(916) 446-8018
1713 J Street, Suite 200	Fax: (916) 446-8021
Sacramento, CA 95814-3033	E-mail: info@calact.org
	Web Address: www.calact.org

Other good sources of training and resource materials that you can access are:

National Rural Transit Assistance Program

(800) 527-8279 www.nationalrtp.org

Community Transportation Association of America (CTAA)

(202) 628-1480 www.ctaa.org

Transit Cooperative Research Program (TCRP)

www.tcrponline.org

Project Action

(202) 347-3066 www.projectaction.org

National Transit Institute

(732) 932-1700 www.ntionline.org

I. Training Module Summary

Module:	BASIC OPERATOR ORIENTATION TRAINING (BOOT)
Components:	1/2" VHS tape, Manager's Guide, and handouts
Audience:	Potential new drivers and new hires
Objectives: requirements.	<ul style="list-style-type: none">• To familiarize potential new drivers with job• To provide initial training for new employees.• To provide an introduction for more extensive training programs.
Group Size:	3 to 6 persons
Length:	90 minutes
Equipment Needed:	TV/VCR and stand, Manager's Guide, handouts, flip chart and markers or blackboard and chalk, heavy object (approx. 10 lbs. or more), blindfolds, canes or walkers, vehicle inspection forms
Suggested Activities:	<ul style="list-style-type: none">• Pre-Trip vehicle inspection• Practice driving session• Passenger Assistance Techniques Course
Author:	Knoxville-Knox County CAC

I. Training Module Summary

Module:	BEHIND THE WHEEL PRE-TRIP INSPECTION & BRAKE TEST
Components:	1/2" VHS tape and Lesson Plan
Audience:	Drivers
Objectives:	<ul style="list-style-type: none">• To assist in describing pre-trip inspection requirements.
Group Size:	Up to 10 persons
Length:	Video-25 minutes
Equipment Needed:	TV/VCR and stand, lesson plan, system pre-trip inspection checklist, system vehicle
Author:	Buckley Video Productions, Inc.

I. Training Module Summary

Module:	BUILDING QUALITY SERVICE-- EVERYONE'S A CUSTOMER
Components:	1/2" VHS tape, Facilitator's Guide, and Participant's Workbook
Audience:	All Employees and Volunteers
Objectives:	<ul style="list-style-type: none">• To understand the basic concepts of quality service in rural transit systems.• To define quality service for their community, and identify their individual role in building quality service.• To understand and apply methods for building quality service for rural transit in their community.
Group Size:	Self-instruction to any size group training
Length:	1 to 2 days
Equipment Needed:	TV/VCR, stand, Facilitator's Guide, Participants' Workbooks, flip cart with markers or black board with chalk
Author:	Federal Transit Administration's Rural Transit Assistance Program

I. Training Module Summary

Module:	COACHING THE TRANSIT BUS DRIVER
Components:	1/2" VHS tape, Instructor's Guide, and Operator's Workbook
Audience:	Experienced transit drivers
Objectives:	<ul style="list-style-type: none">• To provide a defensive driving course for drivers already trained in the basics of handling a transit bus.
Group Size:	Up to 20 persons
Length:	5 hours
Equipment Needed:	TV/VCR and stand, Instructor's Guide, Operator's Workbooks, flip chart with markers or blackboard with chalk
Suggested Activities:	<ul style="list-style-type: none">• Real life driving experiences• TSI Mass Transit Instruction materials and course
Author:	FLI Learning Systems, Inc. Princeton, NJ

I. Training Module Summary

Video:	CDL SKILLS TEST AND ROAD TEST GUIDE
Components:	Two 1/2" VHS tape, and a 32 page guide
Audience:	Drivers preparing for their CDL road test.
Objectives:	<ul style="list-style-type: none">• To improve driver's performance in forward stop, straight line backing, gradual crossover backing, measured right turn, parallel parking and serpentine backing.• To explain examination criteria for scoring applicants.
Length: will vary	Video-25 minutes, actual practice sessions
Equipment Needed:	TV/VCR and stand, vehicles, cones, parking area, practice lots
Suggested Activities:	<ul style="list-style-type: none">• Refresher training• Post accident refresher training• Rodeo practice
Author:	Buckley Productions, Inc.

I. Training Module Summary

Module: **EMERGENCY PROCEDURES FOR RURAL TRANSIT DRIVERS**

Components: 1/2" VHS tape, Manager's Guide, Participant's Workbook, written test and audio tapes--(optional)

Audience: Driver, dispatchers, and all transit employees

Objectives: •To provide drivers with information that, combined with system policies, will guide them in incident, accident and emergency decision making.

Group Size: Self-study to 10 persons

Length: 2 to 4 hours

Equipment Needed: TV/VCR and stand, Manager's Guide, Participants' Workbooks, written test , flip chart and markers or chalk board and chalk, vehicle and/or flares, and written system policies.

Suggested Activities:

- See pages 5 to 13 of Manager's Guide
- Pre-trip inspection
- Fire extinguisher exercise
- Emergency triangle/flare placement
- Manual use of lift equipment
- Review contents of first aid kits
- Basic first aid/CPR refresher
- Risk management review from insurance carrier
- Essential Skills for Dispatching module
- Evacuating Elderly And Disabled Passengers from Public Transportation Vehicle
- Emergencies Module

Author: International Support Service, Vienna , VA

I. Training Module Summary

Module:	ESSENTIAL SKILLS FOR DISPATCHING
Components:	1/2" VHS tape, Manager's Guide, Participant's Workbook, and written test
Audience:	Dispatchers and staff who periodically serve as dispatchers
Objectives:	<ul style="list-style-type: none">• To improve the coordination, communication and record keeping skills of personnel involved with dispatching.
Group Size:	1 person to a small group
Length:	3 to 6 hours
Equipment Needed:	TV/VCR and stand, Manager's Guide, Participants' Workbooks, written test, system information including routes, schedules, timetables, policies, service eligibility, fare/fees, hours of service emergency policies, accident/incident report forms and policies, radio codes, and any other appropriate materials.
Suggested Activities:	<ul style="list-style-type: none">• Involve drivers so they gain an understanding of dispatcher's role.• Role-play emergencies and complaints.• Coordinate with specific software or record keeping system used.
Author:	University Research Corporation Bethesda, MD

I. Training Module Summary

Module:	ESSENTIAL SKILLS FOR TRAINERS
Components:	1/2" VHS tape, Facilitator's Handbook, and Participant Workbook
Audience:	Driver trainers
Objectives:	<ul style="list-style-type: none">• To indicate what an effective training session involves.• To understand the special training requirements of adult learners.• To understand how to effectively use role-playing, brainstorming, and discussions.• To learn how to use audio-visual aids effectively.
Group Size:	Small groups with a facilitator or self-study
Length:	1 or 2 days
Equipment Needed:	TV/VCR and stand, Facilitator's Guide, Participants' Workbooks, flip chart with markers or blackboard with chalk
Suggested Activities:	<ul style="list-style-type: none">• Should precede the use of any training modules or exercise.• Excellent annual refresher for trainers.
Author:	University Research Corporation Bethesda, MD

I. Training Module Summary

Module:	EVACUATING ELDERLY AND DISABLED PASSENGERS FROM PUBLIC TRANSPORTATION VEHICLE EMERGENCIES
Components:	1/2" VHS tape, Manager's Guide, and Participant's Workbooks
Audience:	Drivers and dispatchers
Objectives:	<ul style="list-style-type: none">• To familiarize staff with evacuation techniques.• To have drivers perform all the basic evacuation techniques they are physically able to do to ensure that the drivers learn the extent, and limitations, of their own capabilities.
Length:	6 to 8 hours
Group Size:	12 to 16 persons (6 to 8 instructors)
Equipment Needed:	TV/VCR and stand, Manager's Guide, Participant's Workbooks, vehicle seat mounted on platform, webbing cutters, random lengths of transfer board, transfer belt, 9 ft. of soft rope, building steps, bus with rear exit, overhead projector and screen— (Optional)
Suggested Activities:	<ul style="list-style-type: none">• Participants' Handbook could be used for self-study for first half of training• Utilize local fire department, rescue teams, or Red Cross• Passenger Assistance Techniques Course• Emergency Procedures for Rural Transit Drivers module• See pages 2 to 12 in the Manager's Guide
Author:	William Henderson Senior Services of Snohomish County

I. Training Module Summary

Module:	INTRODUCTION TO PREVENTIVE MAINTENANCE
Components:	VHS Tape and 109 page facilitator/individual study workbook
Audience:	Management and operations staff of rural transit agencies.
Objectives:	<ul style="list-style-type: none">• Put safe vehicles on the road• Achieve the best performance at the least cost• Maximize vehicle life
Group Size:	Any size group
Length:	A minimum of one-half day
Equipment Needed:	TV/VCR,
Author:	Federal Transit Administration's Rural Transit Assistance Program

I. Training Module Summary

Module: **PROBLEM PASSENGERS/CHALLENGING SITUATIONS**

Components: One VHS tape and 51 page workbook/facilitator guide.

Audience: Drivers and other personnel dealing directly with the public

Objectives:

- To help drivers and other personnel deal directly with the public in recognizing, averting, and controlling disruptive behaviors.

Group Size: Any size

Length: 1-1/2 days with trainer or individual self study.

Equipment Needed: TV/VCR and stand

Author: National Rural Transit Assistance Program (RTAP)

For more information, contact Beth Denniston or Matt Grizzard at (202) 408-9541

I. Training Module Summary

Module: **REASONABLE SUSPICION REFERRAL FOR DRUG AND ALCOHOL TESTING TRAINING PROGRAM FOR TRANSIT SUPERVISORS**

Components: One VHS tape and Leaders' Guide

Audience: Front-line Supervisors

Objective:

- To meet the DOT supervisor training requirements

Group Size: Any size

Length: 3 hours

Equipment Needed: TV/VCR and stand, Leaders Guide, handouts, flip chart with markers or blackboard with chalk, alcohol and drug policies and procedures, reporting forms

Author: Federal Transit Administration

I. Training Module Summary

Module:	SAFE TRANSPORT OF THE PUBLIC UNDER THE AMERICANS WITH DISABILITIES ACT
Components:	1/2" VHS tape and Discussion Guide
Audience:	Rural transit drivers, who are at the forefront of implementation of ADA requirements.
Objectives:	<ul style="list-style-type: none">• To provide drivers and other transit staff with an overview of the basic tenets of the ADA.
Group Size:	Up to 20 persons
Length:	Approximately 3 hours
Equipment Needed:	TV/VCR and stand, Discussion Guide, a flip chart with markers
Suggested Activities:	<ul style="list-style-type: none">• Passenger Assistance Techniques Course• Real life driving experiences
Author:	University Research Corporation Bethesda, Maryland

I. Training Module Summary

Module: **SPECIAL TRANSIT AND RURAL TRANSIT SAFETY (STARTS)**

Components: 1/2" VHS or 35 mm slides and audio tapes, Administrator's Guide, and Driver's Safety Manual

Audience: Drivers

Group Size: Self-instruction to a large group

Length: 1 to 8 hours

Objectives:

- To present recommended procedures for conducting pre-trip vehicle inspections.
- To recommend procedures for dealing with passengers with special needs.
- To present procedures for defensive, safe driving.
- To stress professionalism, common sense and safe transportation to drivers.

Equipment Needed: TV/VCR and stand or slide projector, slides, carousel, audio cassette tape player, screen, Administrator's Guide, Drivers Safety manuals, flip chart with markers or blackboard with chalk, vehicle inspection forms, vehicles

Suggested Activities:

- Passenger Assistance Techniques Course.
- Can be used for initial or refresher training.
- Includes sample tests, forms and suggestions for presentations.

Author: Transportation Safety Institute

I. Training Module Summary

Module:	TRADING PLACES: ASSISTING PASSENGERS WITH SPECIAL NEEDS
Components:	1/2" VHS tape, Facilitator's Guide, and Participants' Workbook
Audience:	All Employees
Objectives:	<ul style="list-style-type: none">• To advise employees of the obstacles confronting many elderly and disabled passengers/customers• To provide tips to the employees so these customers/passengers may feel safe and comfortable.
Group Size:	Self-instruction to any group size
Length:	1 day workshop
Equipment Needed:	TV/VCR and stand, Facilitator's Guide, Participants' Workbook, flip chart with markers or black board with chalk--(optional)
Author:	Federal Transit Administration's Rural Transit Assistance Program

I. Training Module Summary

Module:	TRANSPORTING PASSENGERS WITH SPECIAL NEEDS
Component:	1/2" VHS tape, Instructor's Guide, and Response Book
Audience:	Novice, experienced drivers and dispatchers
Objectives:	<ul style="list-style-type: none">• To provide drivers and dispatchers with information for transporting elderly and disabled persons on fixed route and demand response systems.
Group Size:	Up to 20 persons
Length:	6 to 8 hours
Equipment Needed:	TV/VCR and stand, Instructor's Guide, Response Books, flip chart with markers or blackboard with chalk, vehicle with lift and/or ramp.
Suggested Activities:	<ul style="list-style-type: none">• Understanding the Capabilities & Needs of Special Passengers• Passenger Assistance Techniques course
Author:	FLI Learning Systems, Inc. Princeton, NJ

I. Training Module Summary

Module:	UNDERSTANDING THE CAPABILITIES AND NEEDS OF SPECIAL PASSENGERS
Components:	1/2" VHS tape, Manager's Guide, Participant's Workbook, written test, and audio tapes--(optional)
Audience:	Drivers and dispatchers
Objectives:	<ul style="list-style-type: none">• To provide accurate information about disabilities.• To increase the sensitivity of drivers toward elderly and disabled passengers.
Group Size:	Self-study or groups up to 25 persons
Length	3 to 8 hours
Equipment Needed:	TV/VCR and stand, Manager's Guide, Participant's Workbooks, written test, flip chart with markers or blackboard with chalk, canes, walkers, crutches, leg immobilizers, ear plugs, blindfolds, splints, vision kits, cassette tape player—(optional).
Suggested Activities:	<ul style="list-style-type: none">• Drivers role-playing as disabled passengers for the entire day, or a few hours.• Augment with speakers from health/social service organizations, such as United Cerebral Palsy, Office on Aging, Easter Seals, or Multiple Sclerosis.• Passenger Assistance Techniques Course
Author:	International Support Services, Inc. Vienna, VA

I. Training Module Summary

Module:	VEHICLE OPERATOR TRAINING
Components:	VHS Tape, Trainer Outline & Student Objectives; Presentation Script; Trainee Handout; Slide Carousel
Audience:	Drivers
Objectives:	<ul style="list-style-type: none">• To identify drivers' responsibilities• To prepare drivers for what to expect on the job• To handle difficult people properly• To familiarize drivers with the rights of clients• To prepare drivers to handle first aid, seizures and emergencies
Group Size:	Any Size
Length:	One day
Equipment Needed:	Slide Projector, TV/VCR and stand, handouts
Author:	San Diego Regional Center

I. Training Module Summary

Module:	WHEELCHAIR LIFT MAINTENANCE
Components:	1/2" VHS tape, and handbook
Audience:	Drivers
Objectives:	<ul style="list-style-type: none">• To provide guidelines for general maintenance procedures for accessibility equipment such as lifts, ramps and wheelchair securement.• Preventive maintenance• Troubleshooting and Repairs
Group Size:	Any size groups
Length:	1-day Workshop
Equipment Needed:	TV/VCR and stand, handbook
Author:	U.S. Department of Transportation Federal Transit Administration

II. Educational Video Summary

Video	ALCOHOL AND DRUG TEST COLLECTION PROCEDURES, DRUG FREE WORKPLACE SIGNS AND SYMPTOMS
Components:	1/2" VHS tape
Audience:	Drivers, dispatchers, and all safety sensitive employees
Objectives:	<ul style="list-style-type: none">• To show with supervision and safety sensitive employees how drug and alcohol collections are performed.• To demonstrate some workplace behavior that could prompt a reasonable suspicion test.
Length:	20 minutes
Suggested Activities:	<ul style="list-style-type: none">• Contact Barbara George of BART at (510) 464-6205 for additional material, including the entire drug and alcohol employee orientation package.
Author:	Bay Area Transit District (BART)

II. Educational Video Summary

Video:	BUS DRIVER AWARENESS OF HIDDEN DISABILITIES
Components:	1/2" VHS tape and short pre/post test
Audience:	Driver trainers, drivers, and dispatchers
Objectives:	<ul style="list-style-type: none">• To improve driver's sensitivity to passengers who are deaf, who have seizures, or who are experiencing dementia.
Length:	Video 30 minutes
Suggested Activities:	<ul style="list-style-type: none">• Understanding the Capabilities and Needs of Special Passengers training module• Passenger Assistance Techniques training course
Author:	Hiram G. Andrews Center, Capital Area Transit, Harrisbury and Cambria County Transit Authority, Pennsylvania
<u>Note:</u>	<i>The videos were shot on location on full size transit busses. The video includes both a medical and practical explanation of disabilities and re-creations of how a driver should react when dealing with persons who may have these disabilities.</i>

II. Educational Video Summary

Video:	ELIGIBILITY-YOUR RIDE TO GREATER FREEDOM
Components:	1/2" VHS tape
Audience:	Potential ADA and fixed route riders
Objectives:	To acquaint riders with the ADA eligibility application process for the Citizen's Are, transit system in Las Vegas, Nevada. This tape can serve as a model for explaining the ADA paratransit eligibility process for your system. It briefly describes the accessibility features of fixed route transit, and the eligibility notification, appeals and reservation processes for paratransit. It explains the differences between unconditional, conditional and not ADA eligibility.
Author:	Regional Transportation Commission
Availability:	Regional Transportation Commission Goodwyn Production Group 2626 S. Rainbow #200 Las Vegas, NV 89102 (707) 368-2260

II. Educational Video Summary

Video:	FIRE/LIFE SAFETY
Components:	1/2" VHS tape
Audience:	Drivers, fire departments, and rescue squads
Objectives:	<ul style="list-style-type: none">• To emphasize the limited time available for vehicle evacuation.• To demonstrate the complexities of conducting accident simulations.
Length:	Video 30 minutes
Suggested Activities:	<ul style="list-style-type: none">• Emergency Procedures for Rural Transit Drivers Training Module• Evacuating Elderly and Disabled Passengers from Public Transportation Vehicle Emergencies Training Module• Transportation Safety Institute Mass Transit Instructor Training and Orientation course• Fire extinguisher exercise
Author:	Transportation Safety Institute Oklahoma City, OK

II. Educational Video Summary

Videos:	NOBODY IS BURNING WHEELCHAIRS PROVIDING PUBLIC TRANSPORTATION TO EVERYONE
Components:	1/2" VHS tape
Audience:	General public, Board of Directors, and transit staff
Objectives:	<p><u>Nobody is Burning Wheelchairs:</u></p> <ul style="list-style-type: none">• To emphasize the importance of seeing people with disabilities as people.• To ease the transition for disabled Americans as they join the mainstream of society.• To examine attitudes toward the disabled in an humorous, yet educational, tone. <p><u>Providing Pubic Transportation to Everyone:</u></p> <ul style="list-style-type: none">• To help public transportation providers comply with the mandates of ADA.• To explain why accessible public transportation is a concern for everyone.• To describe the transportation provisions of ADA.
Length:	Videos are approximately 15 minutes each.
Suggested Activities:	<ul style="list-style-type: none">• Understanding the Capabilities and Needs of Special Passengers Training Module• Board meeting and/or retreats• Public information events
Author:	National Easter Seal Society Chicago, IL

II. Educational Video Summary

Video: **SWEDISH SERVICE ROUTES: "THE BEST SOLUTION EVER"**

Components: 1/2" VHS tape and short brochure

Audience: Planners, transit managers, board members and advisory committees

Objectives:

- To describe the concept of service routes.
- To detail the steps involved in planning service routes.
- To describe the benefits that service routes provide to the transit system and it's community

Length: Video-20 minutes

Suggested Activities:

- Public advisory committee meetings
- ADA advisory committee meetings
- Short range transit plan development

Author: Dr. Agneta Stahl
Lund Institute of Technology
Department of Traffic Planning and Engineering, Lund, Sweden

II. Educational Video Summary

Video:	UNIVERSAL PRECAUTIONS FOR THE SPECIAL NEEDS BUS
Components:	1/2" VHS tape
Audience:	Drivers, maintenance personnel, and dispatchers
Objectives:	<ul style="list-style-type: none">• To familiarize personnel with diseases that contain blood borne pathogens, including HIV, CMV, hepatitis A and B, and other less serious illnesses such as colds and flu.• To visually demonstrate proper techniques for cleaning up and disposing of bodily fluid spills in order to reduce the risk of transmission
Length:	Video-10 minutes
Suggested Activities and Support Materials:	<ul style="list-style-type: none">• Pre-trip vehicle inspection• Understanding the Needs and Capabilities of Special Passengers training module.• California RTAP Bulletin July 1992 "Transit and Bio-Hazard Kits"• "Transporting AIDS/HIV+Pasengers" prepared by Ersking Walther & Patrisha Pias
Author:	AMS Distributors

II. Educational Video Summary

Video:	WELCOME ABOARD: BUS OPERATORS GUIDE TO ASSISTING PERSON WITH DISABILITIES
Components:	1/2" VHS tape
Audience:	Drivers
Objectives:	<ul style="list-style-type: none">• To describe the reliance of persons with disabilities upon bus service.• To provide general information on Golden Gate Transit policies regarding accessible equipment, attendants, and assistance to be provided in boarding and securing wheel chair passengers.• To provide suggestions for providing assistance to persons with other disabilities, including speech, vision and hearing impairments.
Length:	Video-20 minutes
Suggested Activities:	<ul style="list-style-type: none">• SamTrans Empathy Training• Bus Driver Awareness of Hidden Disabilities• Understanding the Needs and Capabilities of Special Passengers• Useful for reviewing your own policies of familiarizing drivers with needs of disable persons.
Author:	Golden Gate Transit

II. Educational Video Summary

Video:	WHEELCHAIR MANAGEMENT
Components:	1/2" VHS tape
Audience:	Driver trainers, drivers, and dispatchers
Objectives:	<ul style="list-style-type: none">• To describe the operating features of common wheelchairs.• To demonstrate the basic principles of wheelchair management.• To demonstrate the proper techniques for negotiation.
Length:	Video-30 minutes
Suggested Activities:	<ul style="list-style-type: none">• Understanding the Capabilities and Needs of Special Passengers Training Module• Passenger Assistance Techniques training course
Author:	Transportation Management Associates Fort Worth, TX

III. Product Summary

Manufacturer/Suppliers: The Braun Corp.

Title: L211/L911 ARS SERIES LIFT

Components: 1/2" VHS tape

Product: • Video describes the features of the L211/L911 ARS Lift Series.

Length: Video-5 minutes

Source: Braun Corp.
Sales Office
P.O. Box 310
Winnnamee, IN 46996
1-800-THE-LIFT

III. Product Summary

Manufacturer/Supplier: The Braun Corp.

**Title: MAINTENANCE & LUBRICATION OF L200 ARS
SERIES ULTRA & L900 ARS SERIES
COMMERCIAL WHEELCHAIR LIFTS**

Components: 1/2" VHS tape

Product:

- Describes preventive maintenance procedures
- Describes PM schedule lift checks

Length: Video-5 minutes

Source: Braun Corp.
Sales Office
Po Box 310
Winnamae, IN 46996
1-(800) -THE-LIFT

III. Product Summary

Manufacturer/Suppliers: Kinedyne

Title: SAFE AND SECURE

Components: 1/2" VHS tape

Product: Training Program that uses application to Kinedyne mobility aid securement of occupant restraint system.

Consist of:

- Lecture
- Video
- Interactive curriculum
- Hands-on operation maximizes retention of information

Length: Video-20 minutes

Source: Kinedyne Training Program
1996 Kinedyne Corp.

III. Product Summary

Manufacture/Supplier: SportWorks

Title: BICYCLE BUS RACK

Components: 1/2" VHS tape

Product:

- All sizes of bikes can be accommodated
- Minimal loading time (7.4 seconds), clear instructions
- Unloads quickly
- Can go through bus washes

Length: Video approximately 6 minutes

Source: SportWorks
Woodinville WA
(209) 483-7000

III. Product Summary

Manufacturer/Supplier: Q' Straint

Title: A DRIVERS EDUCATION TO THE Q'STRAIT SYSTEM

Components: 1/2" VHS tape and Brochure

Product: • Describes and demonstrates the Q' Straint restraint system.

Length: Video-12 minutes

Source: Q'Straint
4248 Ridge Lea Rd.
Buffalo NY 14226
(716) 831-9959

III. Product Summary

Manufacturer/Supplier: RICON

Title: 5-SERIES TRANSIT LIFT OPERATIONAL VIDEO

Components: 1/2" VHS tape and Brochure

Product: • Describes types of operational pre -trip inspection techniques.

Length: Video-16 minutes

Source: RICON
(800) 322-2884

III. Product Summary

Manufacturer/Supplier: RICON

Title: SAFETY ZONE

Components: 1/2" VHS tape and Brochure

Product::

- Describes the S-series wheelchair lift.
- Describes Canadian 409 requirements.

Length: Video approximately 4 minutes

Source: RICON
(800) 322-2884

III. Product Summary

Manufacturer/Supplies: RICON

**Title: OPERATIONS AND MAINTENANCE OF
ACTIVAN TX**

Components: 1/2 VHS tape and Brochure

Product: • Condensed review of the operations manual

Length: Video-25 minutes

Source: RICON
(800) 322-2884

IV. Technical Assistance Resource

Module:	BUILDING A SAFER WORKPLACE, OSHA BLOODBORNE PATHOGENS STANDARD EXPOSURE CONTROL PLAN AND TRAINING
Components:	1/2" VHS tape, Administrator's Handbook, Exposure Control Plan, Employee Training Workbook, and computer disk of sample compliance forms
Audience:	Administrators, drivers, and mechanics
Objectives:	<ul style="list-style-type: none">• To detail OSHA standards and illustrated safety procedures for handling potentially contaminated materials• To provide step by step guidelines for administration and implementation• To provide basic training materials and sample record keeping forms
Group Size:	Small groups
Length:	Video-30 minutes. Planned development and employee training varies
Equipment Needed:	TV/VCR, PC computer, Administrators Handbook, Exposure Control Plan, Employee Training Workbook
Suggested Activities:	<ul style="list-style-type: none">• Managing Bloodborne Pathogens, Guidelines for Transit
Author:	Spectrum Center for Educational and Behavioral Development, Inc.

IV. Technical Assistance Resource

Module: **MANAGING BLOODBORNE PATHOGENS: GUIDELINES FOR TRANSIT MANAGERS**

Components: "Managing Bloodborne Pathogens: Guidelines for Transit Managers," report: 1/2" VHS tape, "Your Ticket to Safety" brochure, Bloodborne pathogens Guide to Compliance, and Reprint of Title 8 California Code of Regulations, Section 5193.

Audience: Transit managers, drivers, and maintenance personnel

Objectives:

- To familiarize personnel with diseases that contain blood borne pathogens, including HIV, CMV, hepatitis A and B, and other less serious illnesses such as colds and flu.
- To visually demonstrated proper techniques for cleaning up and disposing of bodily fluid spills in order to reduce the risk of transmission.
- To determine if an exposure control plan must be prepared under Cal OSHA requirements.

Group Size: 6 to 20 persons

Length: Video-15 minutes

Equipment Needed: TV/VCR and stand

Suggested Activities:

- Pre-trip vehicle inspections
- Emergency Procedure for Rural Transit Drivers
- First Aid or CPR and training or refreshers.

Author: This Resource has been assembled from materials provided by: Iowa Department of Transportation, Erskine Walther Consultancy, and Cal OSHA.

IV. Technical Assistance Resource

Module:	PARATRANSIT PROFESSIONAL DISPATCHING & SCHEDULING
Components:	PDA manual
Audience:	Administration and System Managers
Objectives:	<ul style="list-style-type: none">• To promote productivity• To gain control of as much of the system as possible.• To understand the many factors of productivity.• How to hire productive employees.• Know your service design capacity--learn more productive designs
Group Size:	Self-instruction
Author:	Community Transportation Association of America, Washington, DC

IV. Technical Assistance Resource

Module:	PUBLIC-PRIVATE PARTNERSHIPS IN RURAL TRANSIT
Components:	1/2" VHS tape, Manager's Guide, and participant's materials
Audience:	Public, private and non-profit transportation professionals, interested in understanding and exploring transportation partnerships.
Objectives:	<ul style="list-style-type: none">• To provide a basic understanding of the characteristics of public-private partnerships in rural transportation, and how the public and private sectors can work together to meet common goals.• To describe the benefits of such partnerships in rural areas.• To identify community resource for implementing partnerships.
Group Size:	10 to 25 persons
Length:	3 1/2 hours
Equipment Needed:	TV/VCR and stand, Manager's Guide, participants' materials, flip chart with markers or blackboard with chalk, overhead projector and screen—(optional).
Suggested Activities:	<ul style="list-style-type: none">• CTSA/RTPA Meetings• Planning Committee Meetings• ADA Implementation Meetings• Board Retreat
Author:	Federal Transportation Administration

VI. Technical Assistance Resource

Module:	RISK MANAGEMENT FOR RURAL TRANSIT SYSTEMS
Components:	1/2" VHS tape, Training Guide and Resource Handbook
Audience:	Rural transit managers, board members, and staff
Objectives:	<ul style="list-style-type: none">• To introduce managers to a step-by-step process for identifying risks, analyzing risk management strategies and selecting appropriate risk control and risk financing measures.
Group Size:	Self-study or small groups
Length:	Approximately 6 hour workshop
Equipment Needed:	TV/VCR and stand, Training Guide, Resource Handbook, a flip chart with magic markers and an overhead projector. If you don't have an overhead projector, have copies of the transparencies ready to distribute to participants. If copies are not available, have a flip chart prepared or copy the text onto the flip chart.
Suggested Activities:	<ul style="list-style-type: none">• Board retreat• Risk management review
Author:	University Research Corporation Bethesda, MD

IV. Technical Assistance Resource

Module:	ROLES AND RESPONSIBILITIES OF TRANSIT BOARD MEMBERS
Components:	1/2" VHS tape, Facilitator's Guide, and Participants' Workbooks
Audience:	Board members of transit organizations, or human service agencies with transportation programs.
Objectives:	<ul style="list-style-type: none">• To familiarize new board members with their responsibilities.• To help existing board members become more cohesive, focussed and effective in their roles.
Group Size:	Self-study or small groups
Length:	4 to 8 hour workshop
Equipment Needed:	TV/VCR and stand, Facilitator's Guide, Workbooks, flip chart with markers or blackboard with chalk, Annual Report (current and previous year), financial statement (current and previous year), description of transits services, Board Roster and brief biographical sketches, Board Policies, description of Board Committees, organization chart, Strategic Plan, and any other relevant documents.
Suggested Activities:	<ul style="list-style-type: none">• Public-Private Partnerships in Rural Transit module• Strategic Plan development• Risk Management review• Board Retreat
Author:	University Research Corporation Bethesda, MD

IV. Technical Assistance Resource

Module:	SAFETY PLANNING INFORMATION DIRECTED TO EMERGENCY RESPONSE (SPIDER)
Components:	Resources manual
Audience:	Safety Planning Team and safety responsible employees
Objectives:	<ul style="list-style-type: none">• To present Information on important transportation safety issues.• To assist the small transit and Paratransit operator in developing a comprehensive passenger, vehicle and facility safety program.
Group Size:	Varies with property size
Length:	Varies with status of existing plan.
Equipment Needed:	Resource manual, overhead projector-- (optional).
Suggested Activities:	<ul style="list-style-type: none">• Emergency Procedures for Rural Transit Drivers module• Evacuation of Elderly and Disabled Passengers from Public Transportation Vehicle Emergencies module• Strategic Plan development• Risk Management Plan development
Author:	John N. Balog Ketron, Inc. 350 Technology Drive Malvern, PA 19355 (215) 648-9000

IV. Technical Assistance Resource

Module:	SERVING PASSENGERS WITH COGNITIVE DISABILITIES
Components:	"Serving Passengers with Cognitive Disabilities" a comprehensive training manual
Audience:	Current bus operators or initial training for new operators.
Objectives:	<ul style="list-style-type: none">• To enable operators to be aware of people with cognitive disabilities.• To enable operators to communicate effectively.• To enable operators to respond to perceived need for help by asking the person how you can help.• To enable operators to serve the person by acting on the request, if possible or appropriate.• To enable operators to show caring and understanding.• To enable operators to remain calm, capable, confident, and in control.
Group Size:	3 to 6 persons
Length:	Two, three and five hour modules.
Equipment Needed:	Overhead projector, screen, flip chart with markers, and masking tape
Suggested Activities:	<ul style="list-style-type: none">• Program can be supplemented with video materials.
Author:	This Resource has been developed by the ARC, a national organization on mental retardation.

IV. Technical Assistance Resource

Module:	TRANSPORTATION COORDINATION- MAKING IT WORK FOR YOU
Components:	1/2" VHS tape, and a 96 page workbook
Audience:	Public, private and non-profit transportation professionals, interested in understanding coordination and exploring transportation partnerships. Also state and local transit decision makers and health and human service agency transportation coordinators.
Objectives:	<ul style="list-style-type: none">• To summarize the benefits and approaches to coordination.• To describe basic approaches to coordination, and provide examples of various start-up coordination efforts.
Group Size:	Up to 20 people
Length:	Video-20 minutes. If possible, one and a half days should be devoted to thoroughly completing and discussing the workbook exercises.
Equipment Needed:	TV/VCR and stand, workbook, and a inventory of transit providers and consumer needs.
Suggested Activities:	<ul style="list-style-type: none">• Community action plans• CTSA Meetings• Planning Committee Meetings• Board Retreat
Author:	The Kamber Group for the Federal Transit Administration

IV. Technical Assistance Resources

Module:	TRANSFER
Components:	Transfer Training Manual
Audience:	Persons with disabilities that wish to become sensitivity and mobility trainers.
Objectives:	<ul style="list-style-type: none">• Provides step by step lesson plans and exercises to train disabled persons to become sensitivity and mobility trainers.
Group Size:	Any size
Length:	Varies with number of participants and level of disability. Up to 80 hours.
Equipment Needed:	To implement the Transfer Program, Blind folds, special vision kits to diminish visual clarity, walkers, wheelchairs and other assertive devices are necessary.
Suggested Activities:	<ul style="list-style-type: none">• Program can be supplemented with video materials.
Author:	Carenio Management Group

V. Technical Assistance Briefs

These briefs are four to eight pages long, providing important concise information in the particular subject area. The Community Association of America provides the briefs. There is no charge for the briefs and they are yours to keep.

Current briefs available are:

1. Using Volunteers in Transportation
2. Vehicle Procurement
3. Special Policies for Special Passengers
4. Alternative Fuels
5. Performance Evaluation for Rural Transit Systems
6. Developing a Transit System Personnel Policy
7. Training and Development: Excellence in Community Transportation
8. Risk Management for Rural Transit Systems
9. Making a Transit System Accessible
10. Innovative Funding Strategies: Public and Private
11. Intercity Bus Transportation: New Opportunities
12. Rural Transit Service Design & Scheduling
13. Managing System Safety for Rural Transit
14. American Indian Transportation: Issues & Successful Models
15. How to Write an FTA Drug & Alcohol Policy
16. Advocating for Your Transit System
17. Belt Tightening: How to Survive in Lean Times
18. Rural Transit Performance Measurement
19. Complying with Federal Regulations: A Primer for Rural Transit Providers
20. Complying with FTA DBE Requirements
21. Getting Started – Creating a Vision & Strategy for Community Transit
22. Developing, Designing, & Delivering Community Transportation Services

**RTAP Training Modules, Videos, and Technical
Assistance Materials
Request Form**

I. Training Modules

- Basic Operator Orientation Training (BOOT)
- Behind the Wheel Pre-Trip Inspection & Brake Test
- Building Quality Service (BQS)
- Coaching the Transit Bus Drivers (NSC)
- Commercial Drivers License (CDL): Skills Test & Road Test Guide
- Emergency Procedures for Rural Transit Drivers
- Essential Skills for Dispatching
- Essential Skills for Trainers
- Evacuation Elderly & Disabled Passengers from
Public Transportation Vehicle Emergencies
- Introduction to Preventive Maintenance
- Problem Passengers/Challenging Situations
- Reasonable Suspicion Referral for Drug & Alcohol
Testing Training Program for Transit Supervisors
- Safe Transport of the Public under the ADA
- Special Transit & Rural Transit Safety (STARTS)
- Trading Places: Assisting Passengers with Special Needs
- Transporting Passengers with Special Needs (NSC)
- Understanding the Capabilities and Needs of Special Passengers
- Vehicle Operator Training
- Wheel Chair Lift Maintenance

II. Educational Video Summaries

- Alcohol Testing & Drug Collection Test Procedures,
Drug Free Workplace Signs & Symptoms
- Bus Drivers Awareness of Hidden Disabilities
- Eligibility-Your Ride to Greater Freedom
- Fire/Life Safety Exercises
- Nobody is Burning Wheelchairs/Providing Public Transportation
to Everyone
- Swedish Service Routes, "The Best Solution Ever"
- Universal Precautions for the Special Needs Bus
- Welcome Aboard
- Wheelchair Management

III. Product Video Summaries

- ___ The Braun Corp.: L211/L911 ARS Lift Series
- ___ The Braun Corp.: Maintenance & Lubrication of L200 ARS Ultra & L900 ARS Series Commercial Wheelchair Lift
- ___ Kinedyne: Safe and Secure
- ___ SportWorks: Bicycle Bus Rack
- ___ Q'Straint: A Drivers Education To The Q'Straint System
- ___ Ricon: 5-Series Transit Lift Operational Video
- ___ Ricon: Safety Zone
- ___ Ricon: Operations and Maintenance of Activan TX

IV. Technical Assistance Resources

- ___ Building a Safer Workplace, OSHA Bloodborne Pathogens Standard Exposure Control Plan and Training
- ___ Managing Bloodborne Pathogens: Guidelines for Transit Managers
- ___ Paratransit: Professional Dispatching & Scheduling
- ___ Public/Private Partnerships in Rural Transit Managers
- ___ Risk Management for Rural Transit Systems
- ___ Roles & Responsibilities for Transit Board Members
- ___ Safety Planning Information Directed to Emergency Response (SPIDER)
- ___ Serving Passengers with Cognitive Disabilities
- ___ Transportation Coordination- Making It Work For You
- ___ Transfer: A Training Manual to Support Accessible Transit Systems for Persons with Disabilities

V. Technical Assistance Briefs

- ___ #1 Using Volunteers in Transportation
- ___ #2 Vehicle Procurement
- ___ #3 Special Policies Special Passengers
- ___ #4 Alternative Fuels
- ___ #5 Performance Evaluation for Rural Transit Systems
- ___ #6 Developing a Transit System Personnel Policy
- ___ #7 Training and Development: Excellence in Community Transportation
- ___ #8 Risk Management for Rural Transit Systems
- ___ #9 Making a Transit System Accessibly
- ___ #10 Innovative Funding Strategies: New Opportunities for Rural America

- ___ #11 Intercity Bus Transportation: New Opportunities for Rural America
- ___ #12 Rural Transit Service Design and Scheduling
- ___ #13 Managing System Safety for Rural Transit
- ___ #14 American Indian Transportation: Issues and Successful Models
- ___ #15 How to Write and FTA Drug & Alcohol Policy
- ___ #16 Advocating for Your Transit System
- ___ #17 Belt Tightening: How to Survive in Lean Times
- ___ #18 Rural Transit Performance Measurement
- ___ #19 Complying with Federal Regulations: A primer for Rural Transit Providers
- ___ #20 Complying with FTA DBE Requirements
- ___ #21 Getting Started – Creating a Vision & Strategy for Community Transit
- ___ #22 Developing, Designing, and Delivering Community Transportation Services