

National RTAP



Rural Transit Assistance Program

eNews

December 8, 2011. National RTAP is a program of the Federal Transit Administration dedicated to creating rural and Tribal transit solutions through technical assistance, partner collaboration and FREE training materials.

National RTAP Announces the Release of a Free Web Application, Resource Library

National RTAP in the Cloud's free *Resource Library* is a web-based application (web app) that allows users to search, order and download National RTAP's free products directly from the National RTAP website. Through National RTAP in the Cloud, this web app also can be installed on the website of any transit agency or state DOT and be used to upload, share and manage resources. This new web app creates an interconnected online library with instant access to hundreds of free training materials![Click here to learn more.](#)

FTA is Holding a Webinar for Veterans Transportation Grantees

Save the date for an informational webinar to be held on December 15, 2011, from 2-4 p.m. EST for Veterans Transportation grantees. More information is forthcoming on [FTA's website here.](#)

Transportation Secretary LaHood Announces \$15 Million for FTA's Tribal Transit Program

Transportation Secretary Ray LaHood announced \$15 million to help American Indian and Alaska Native tribal governments invest in public transit to help improve access to employment centers and promote economic development on tribal lands. Funding will provide grants to tribes in 25 states for 67 separate projects. The projects will focus on maintaining existing transit operations during the economic downturn and enhancing services for seniors and people with disabilities. In addition, some grants will be used to plan or launch new bus, van and commuter service in rural communities that have never been served by public transit before. For more information, [please click here.](#)

Passenger Service and Safety (PASS) by CTAA is Now Available Online

The Community Transportation Association of America (CTAA) is excited to announce PASS Basic, the online alternative to its passenger assistance training. Six audio/visual modules will prepare your drivers to attend the hands-on aspect of PASS training and attain full PASS driver certification. The PASS driver certification program ensures that community transportation drivers have current expertise in passenger assistance techniques and sensitivity skills appropriate for serving persons with disabilities. Access the PASS [virtual classroom here.](#)

Grant Opportunity: Enhancing Older Adult Mobility Through Person-Centered Mobility Management

The National Center on Senior Transportation (NCST) is soliciting proposals for senior transportation projects that demonstrate innovative and effective solutions to enhance the mobility of older adults. Funding may be used to create comprehensive mobility management systems, increase mobility in urban and rural areas, and improve public transit access for older persons. Grants of \$50,000 or less will be awarded for up to 12 months, including at least two awards in rural areas. [Click here for more](#)

[information.](#)

Save the Date for the FTA / National RTAP / NTTA Creating Partnerships for Rural Transit Solutions Training/Technical Assistance Conference & Rodeo 2012!

The conference and rodeo will take place March 18-21, 2012 at the Radisson Fort McDowell Resort in Scottsdale, Arizona. The conference agenda will be coming soon and will be posted on www.nationalrtap.org. Visit the website or call 888-589-6821 for updates.

Order National RTAP's Customer Driven Service

Customer Driven Service is a training module that focuses on teaching transit staff that interact with customers the importance of customer service, as well as providing them with the tools and training they need to provide excellent customer service regardless of the situation or who the customer may be. The free, newly revised module contains a Learner's Guide, a Self-paced eLearning Course Disc, an Instructor's Guide, a disc with videos and a trainer's PowerPoint presentation. Email info@nationalrtap.org or call 888-589-6821 to order.

Product Spotlight: National RTAP's Scheduling and Dispatching Training Package for Rural Transit Systems

Scheduling and Dispatching is a free module that identifies the core competencies needed to be a successful rural transit system scheduler or dispatcher, and prides practical knowledge and skills to enhance job performance. The training program has been designed as a general education program utilizing a multi-faceted, multimedia approach applicable for new employees, those requiring or requesting refresher training, and other agency personnel who may be required to perform scheduler or dispatcher duties. The module comes with a workbook and interactive CD. Email info@nationalrtap.org, call 888-589-6821 or visit www.NationalRTAP.org to order.

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