

# National RTAP



Rural Transit Assistance Program

eNews

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July 21, 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.

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### **Customer Driven Service Product Overview Webinar on July 22, 2011**

Join National RTAP for a FREE Webinar on Friday, July 22 at 2:30 pm Eastern / 1:30 pm Central / 12:30 pm Mountain / 11:30 am Pacific to discuss Customer Driven Service. Transit customer service expert Michael Noel will provide an overview of each unit in the training module, discuss how this module complements other transit modules, and share strategies on how 5311 providers can leverage this module to deliver world class customer service.

[Click here to register.](#)

### **Save the Date--National RTAP / FTA / NTTA Training and 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](http://www.nationalrtap.org). Visit the website or call 888-589-6821 for updates.

### **Final Reminder to Register for 14th Biennial FTA-AASHTO-APTA-CTAA State Programs and State Partnerships Meeting**

The final deadline to register online for this meeting is coming up Friday, July 22. After this date you will not be able to register online and will have to do so on site for the meeting. [Please click here](#) for more information and to register.

### **Register Now for NCST's Ride or Relocate? Transportation and Housing Options for Senior Adults Webinar**

On August 3 at 2 pm Eastern, the National Center on Senior Transportation, the Small Urban & Rural Transit Center, the Community Transportation Association of America, and the Community Transportation Assistance Program will co-sponsor the webinar Ride or Relocate? Transportation and Housing Options for Senior Adults. The webinar will be of particular interest to public transit operators, aging services providers, home and community based service organizations, home health agencies, rural economic development offices, older adults, and adult children with aging parents. [Click here to register.](#)

### **FTA Announces List of Forthcoming Competitive Funding Opportunities for FY 2011**

FTA has [announced a list](#) and provided a coordinated schedule for Fiscal Year 2011's competitive funding opportunities, to help public transit agencies better manage their resources, set priorities, develop strong proposals and lay the groundwork to implement funded projects. [Please click here](#) to download the Dear Colleague Letter, with the coordinated schedule.

### **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](mailto:info@nationalrtap.org) or call 888-589-6821 to order.

### **National RTAP Recently Released Website Builder**

Our website templates have all of the features you need to build and manage a great looking website--all designed via familiar web-based tools--no programming or HTML knowledge is needed. Create pages using text, images, links and even add video to your site. [Click here to see more](#), including a how-to video to help you get started.

### **Order National RTAP's Emergency Procedures for Rural Transit Drivers Training Module**

The *Emergency Procedures* module offers the most current training on preparedness for hazards and threats that transit operators may encounter. The free 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](mailto:info@nationalrtap.org) or call 888-589-6821 to order.

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