



eNews

July 2, 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 is Pleased to Introduce 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.

Customer Driven Service Product Overview Webinar on July 22, 2011

Join National RTAP for a FREE Webinar on Friday, July 22, 2011, 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.](#)

Webcast on Administrative Flexibility for State, Local and Tribal Governments

Join Secretary LaHood and other senior officials for a webinar titled "Beyond Efficiency: Better Results for State, Local, and Tribal Governments" on July 13 at 2:30 PM EDT to discuss current efforts to improve administrative flexibility for state, local and tribal governments. [Please click here to register](#) for the webinar.

TIGER Discretionary Grants Interim Notice

DOT announced the availability of \$526.944 million in TIGER Discretionary Grants. Projects will be selected based on their ability to contribute to the long-term economic competitiveness of the nation, improve the condition of existing transportation facilities and systems, improve energy efficiency and reduce greenhouse gas emissions, improve the safety of U.S. transportation facilities and improve the quality of living and working environments of communities through increased transportation choices and connections. [Click here more information.](#)

Secretary LaHood Announces \$101.4 Million to Promote Innovative Clean-Fuel Technologies

Transit providers will be able to compete for a share of \$101.4 million in federal funding by proposing innovative projects that create 'green' jobs, promote the use of clean fuels and cut our nation's dependence on oil. For a list of all discretionary funding programs, [please click here.](#)

Order National RTAP's Crossing Great Divides

Crossing Great Divides, A Guide to Elder Mobility Resources and Solutions in Indian Country was created in close partnership with the National Center on Senior Transportation (NCST), and identifies innovative approaches and resources for improving transportation services for elders living on reservations or other Indian lands throughout the United States. [Click here to download](#) this new resource; or email 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 or call 888-589-6821 to order.

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