

March 31, 2010 eNews

Putting the Riders' Needs First: Focusing on the Customer

National RTAP presents a webinar hosted by John Martin, CEO of the Southeastern Institute of Research. "How to Identify and Meet Customer Needs" focuses on organizational marketing that satisfies customers' mobility needs. The webinar will be held April 15, 2010 at 1:00 PM EST. For more information, visit <http://www.nationalrtap.org/webinar>.

Come See Us April 20-22, 2010 at the CalACT Spring Conference and EXPO in San Francisco and the 17th Annual Northwest Tribal Transportation Symposium in Portland, OR

National RTAP will be exhibiting at the [CalACT Spring Conference and EXPO](#), which offers sessions on mobility management, technology tools for maintenance, passenger securement, emergency and security planning, and much more. Learn more about tribal transit, asset management, ARRA issues and more at the [17th Annual Northwest Tribal Transportation Symposium](#). Be sure to visit us at our exhibit table.

Don't Miss Out on NTI's NTD - Rural Reporting (State DOTs and Tribes) Training

The NTD – Rural Reporting webinar is intended for the staff at State DOTs and representatives of tribes who are responsible for rural reporting. Sign up for the free webinar, held April 14, 2010 at 2:00 PM EST. [Visit NTI's website](#) for course information and to sign up. Subrecipients, your webinar, NTD - Rural Reporting (Transit Agency Personnel), will be held in June.

What Do You Know About Paratransit Emergency Preparedness and Transit Capacity and Quality of Service?

The Transit Cooperative Research Program (TCRP) has issued a request for proposals to develop a 3rd Edition of the Transit Capacity and Quality of Service Manual that fills gaps in the current manual, and to develop a handbook that provides guidance to paratransit service providers about how to prepare for emergencies. Visit either the [paratransit page](#) or the [transit capacity page](#) for more information.