



May 11, 2010

eNEWS

### **Check Out National RTAP's Updated Website Design**

With streaming videos, highlighted products and breaking legislative and transit news, the newly updated National RTAP website is online and ready for your questions, comments and orders. Please visit [www.nationalrtap.org](http://www.nationalrtap.org) now.

### **National RTAP is Going to Long Beach, California!**

- The CTAA EXPO is just over a week away! National RTAP will be debuting our brand new product, "How to Buy a Vehicle." Visit our exhibit for free copies.
- Tribes should make plans to attend the Nations in Transit: Tribal Transit Conference May 24<sup>th</sup> and 25<sup>th</sup>. National RTAP is still offering scholarships to attend. Contact us at [info@nationalrtap.org](mailto:info@nationalrtap.org) to see if your tribe qualifies. We also will be taking part in the Tribal Technical Assistance and Resources Panel on Tuesday, May 25 at 2:45 p.m.
- National RTAP staff will be taking part in the panel Show Me the Money: Creative Funding Strategies, on Thursday, May 27<sup>th</sup> at 9:00 a.m.
- National RTAP is hosting the State RTAP Managers' Breakfast on Thursday, May 27<sup>th</sup> at 7:30 a.m. We will be announcing the winner of our annual video awards, and answering your questions.

### **"Customer Service in Transit: A Strategic Imperative" is Available Now**

National RTAP's new technical brief "Customer Service in Transit: A Strategic Imperative" can be [read here](#). The brief explains why a customer service perspective is more important than ever in the transit industry, and outlines the best practices of a modern day customer service program.

### **New Chair Appointments for the National RTAP Board**

National RTAP is pleased to announce our new Chair, Emma Featherman-Sam, and new Vice Chair, Bill Telovsky. Emma is a Transit Coordinator for the Oglala Sioux Tribe DOT and Oglala Sioux Transit in Pine Ridge, SD. She began working on rural transit issues when she became employed by Oglala DOT in 2004, and developed the Pine

Ridge Indian Reservation transit system. Bill serves as an Intermodal Transportation Specialist with the New York State DOT's Public Transportation Bureau. Since joining NYSDOT in 1994, he has worked in program and project management, finance, emergency management and training/technical assistance areas. [Click here for more information.](#)

### **National RTAP Announces New Executive Director**

National RTAP is pleased to announce our new Executive Director, Patricia Monahan. Patti Monahan joins National RTAP from TranSystems Corporation, where she was a Senior Transportation Planner. Prior to her position with TranSystems, Patti was Program Manager at the Massachusetts Department of Transportation (MassDOT), where she administered federal and state capital and operating assistance programs, and Section 5311, and oversaw the state's RTAP program. Read more about Patti Monahan on [www.nationalrtap.org](http://www.nationalrtap.org).

For more information, please visit, [www.NationalRTAP.org](http://www.NationalRTAP.org)