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**DELLIBOVI ANNOUNCES
SIX-POINT PROGRAM
TO TIE TOGETHER
UMTA RURAL AND
SPECIALIZED TRANSIT
PROGRAMS**

At the Community Transportation EXPO '88 held last month in Nashville, UMTA Administrator Alfred A. DelliBovi announced a six-point program to ensure that "UMTA's programs and policies will be fashioned to make it easier for rural and specialized operators to do more with existing dollars."

DelliBovi noted in his speech that rural transit has become increasingly important to UMTA since "we took over management of the Section 18 program in 1983," and that he has taken a personal interest in specialized transit since he took on his role as UMTA Administrator.

"For most rural communities," he said, "transportation programs are literally a lifeline that connects them to more populated areas and the services they provide. It isn't a matter of marketing mass transit as an alternative to other modes. It is, rather, one of meeting an obvious existing need in the most responsive and cost-effective way possible."

The following are the six points of the program:

1. Maintaining an internal working group, chaired by Deputy Administrator Matthew M. Wirgau, to provide a foundation for the coordination of the several rural and specialized programs ongoing within UMTA. The working group will monitor the agency's activities in this area and make recommendations for improved management.
2. Enhancing federal-state participation in the management of Section 18 and 16(b)(2) programs. To promote the smooth implementation of state programs, UMTA is holding its third biennial state programs workshop on August 3rd and 4th in Washington, DC. A major topic of discussion at the workshop will be recent revisions to the circulars for Sections 18 and 16(b)(2), especially with respect to private sector participation and the state's role in equipment management.
3. Continuing support for UMTA's National RTAP Program, which will celebrate its first anniversary on July 1. DelliBovi said, "in the first year, the program has effectively met the program's objectives to provide training and technical assistance and to develop communication networks." In particular, he noted the preparation of the first rural transit training program which can be used in either a self-study format or with an instructor [on substance abuse awareness]; creation of an RTAP National Resource Center, with a national hot line that provides technical assistance and materials to over one hundred rural transit professionals each month; and the establishment of a 15-member advisory board of state officials and rural operators who are helping to guide the direction of the program.

4. Assigning to the Associate Administrator for Budget and Policy responsibility for efforts within UMTA to assist the restoration of intercity bus service to rural areas. One of these efforts is the UMTA-funded "Rural Connector," a public/private venture involving Greyhound and Rural America, that is helping coordinate local rural services with Greyhound intercity bus services.

A second effort is a series of regional seminars sponsored by the U.S. Department of Agriculture and the United Bus Owners of America. These seminars are looking at the problems with and potential solutions to the decline in rural intercity bus services since deregulation of the industry. UMTA has awarded a \$30,000 grant toward the funding of the seminars, and is assisting with the preparations required for each event. The final event will be a national meeting in late August in Omaha.

5. Continuing the progress made to date by the DOT/DHHS Coordinating Committee. In the fall of 1986, an interagency agreement set up a formal mechanism for coordinating the transportation programs of the two departments. Since then, meetings and regional efforts have identified barriers to coordination and ways of overcoming them, some of which have been addressed through administrative changes and are included in the new Section 16(b)(2) and 18 circulars. In support of these activities, UMTA has provided \$100,000 in funding to a consortium of Southeastern states to address coordination issues in their eight-state region.

6. Developing strategies that will attract greater private sector participation as a partner in the provision of rural and specialized services. UMTA has found numerous instances in which private companies and individuals are willing to participate in the financing and operation of public systems, and to give public systems the benefit of their management expertise. In becoming partners, these businesses are also learning from the public sector: for example, in the case of the Rural Connector project, Greyhound Corporation is gaining a detailed knowledge of local markets.

NATIONAL PROGRAM UPDATE

Since our last report in March, the National Program has:

- > Come close to finishing a second training module on understanding the capabilities and needs of special passengers, which will be useable in either a self-study or instructor-led format. A third module on emergency procedures for the rural transit driver will be started next.
 - > Continued to collect information on training programs and resources to be included in an update of the materials catalogue that was distributed in March.
 - > Completed a report on rural transit training needs, including a review of earlier needs assessments and findings from telephone interviews with state RTAP program administrators. This report will be distributed at UMTA's state programs workshop meeting in early August.
 - > Continued to develop the UMTA RTAP National Resource Center and to provide information and support to over one hundred state officials and local transit operators each month on its toll-free hot line, 800/527-8279.
 - > Entered 15 individuals into a "peer matching bank." These individuals are being used to provide peer-to-peer technical assistance on a range of topics, among them,
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the use of volunteers; funding, marketing and fare development; computerized routing, scheduling, and recordkeeping; coordination; accounting; safety; training program development; special services for tourists; and vehicle procurement. Additional individuals will continue to be screened and added to the peer matching bank. Contact the RTAP hot line for information on how to use or become part of the "best practice" peer network.

> Held two meetings of the RTAP Advisory Board. The Board has established an Editorial Review Committee with oversight responsibilities for RTAP National Program materials, and specifically has increased its role in the review of RTAP training materials.

> Continued to follow the progress of parallel technical assistance and training material development projects to search for complementary activities and to avoid duplication of efforts.

> Continued to promote regional meetings of state DOTs to exchange information and to examine regional coordination strategies. In conjunction, with the Virginia Department of Transportation, AASHTO, and DHHS, the National Program held a day and a half long meeting with the mid-Atlantic states on public transportation technical assistance activities. Other regional meetings are being planned for the fall and winter.

**41 STATES,
2 TERRITORIES OBLIGATE
RTAP FY '87 FUNDS AS OF
JUNE 30, 1988**

As of June 30, 1988, forty-one states and two territories have obligated their FY '87 RTAP funds. This means that 84 percent of the first year funds allocated for the State RTAP Program have been obligated to date. In addition, as the figure below shows, twenty-two states have obligated FY '88 funds.

FIGURE 1

	FY '87	FY '88		FY '87	FY '88
Alabama	x	x	Nebraska*	x	x
Alaska			Nevada		
Amer Samoa			New Hampshire	x	x
Arizona	x		New Jersey		
Arkansas	x		New Mexico		
California	x	x	New York	x	
Colorado	x		North Carolina	x	x
Connecticut	x	x	North Dakota	x	x
Delaware	x		N. Marianas		
Florida	x		Ohio	x	
Guam	x		Oklahoma		
Georgia			Oregon*	x	x
Hawaii			Pennsylvania	x	x
Idaho	x		Puerto Rico	x	
Illinois	x		Rhode Island	x	x
Indiana	x		South Carolina	x	x
Iowa			South Dakota	x	x
Kansas	x	x	Tennessee		
Kentucky	x		Texas	x	

	FY '87	FY '88		FY '87	FY '88
Louisiana	x	x	Utah	x	x
Maine	x		Vermont	x	x
Maryland	x		Virginia	x	
Mass.	x	x	Virgin Islands		
Michigan	x	x	Washington	x	x
Minnesota	x	x	West Virginia	x	x
Mississippi	x		Wisconsin	x	
Missouri	x		Wyoming	x	
Montana	x	x			

* obligated a portion of their state's FY '88 allocation.

NEWS FROM THE STATES

The **Alabama Highway Department** has contracted with the Alabama Transit Association (ATA) to carry out its RTAP program of projects, and has established an RTAP advisory board to guide the allocation of state resources. The program has identified driver training as the top priority for training needs and plans to offer regional workshops on passenger assistance in July. The program also will focus on on-site peer-to-peer technical assistance, and will train peers to effectively disseminate information on their techniques and practices. The ATA is establishing an information clearinghouse to complement these activities. Contact person: Lee Alexander, Executive Director, ATA, 205/324-9166.

In early July, the **Arkansas State Highway and Transportation Department** sponsored seminars on vehicle utilization and marketing for public transit providers. Contact person: James L. Gilbert, Administrator, Public Transportation Section, 501/569-2471.

The **California Department of Transportation** has given a grant to a private, non-profit organization to implement and market an insurance pool for social service agencies in rural parts of the state. It also plans to provide training for operators around the state. Contact person: James D. Conant, Chief of Federal Assistance Branch, Division of Mass Transportation, 916/322-1416.

The **Colorado Department of Highways**, through its RTAP advisory committee, is looking at how it might contract with the Colorado Association of Transportation Agencies to provide driver training and technical assistance. It also plans to develop driver selection guidelines and emergency and accident procedures, under an arrangement with the state agency for the developmentally disabled. Contact person: Tom Mauser, Transportation Specialist, Division of Transportation Development, 303/754-9772.

The **Delaware Transportation Authority** is in the process of contracting with the University of Delaware's Transportation Center to develop a management information system for rural public transportation services. The objectives of the project are to produce a manual which describes the operation of specialized transportation and system efficiency; conduct management seminars for operators on the use of the manual and basic operating concepts of specialized transportation; and enhance the current state performance monitoring system. Contact person: Kenneth S. Bock, Chief of Transportation Plans and Programs, 302/736-4594.

The **Kansas RTAP Program** distributed the third issue of its RTAP newsletter in April. It held workshops in June on the use of sketch planning in marketing; other workshops are planned on grantwriting, driver training, passenger assistance, and wheelchair lift equipment and securements (the latter two will be train-the-trainer workshops and are planned for August). It has initiated a scholarship program to send individuals to attend national conferences. It is developing a series of fact sheets on various topics: the first (on wheelchair lifts) was distributed in May, others are forthcoming on marketing and conducting a microcomputer needs assessment. Contact person: Pat Weaver, University of Kansas Transportation Center, 913/864-5658.

The **Maine Department of Transportation** has contracted with consultants to sponsor three workshops on: vehicle fleet and maintenance management (in April), risk management and safety (in May), and transit marketing (in June). It also has contracted with a firm to assist in establishing standard measurements of service and common reporting requirements. For this research project, it plans to evaluate existing operator accounting practices; identify federal and state reporting requirements; and make recommendations regarding standard measurements for performance monitoring and evaluation. Contact person: Frances C. Everett, Transportation Services Specialist, Public Transportation Division, 207/289-2841.

The **Michigan Department of Transportation** has developed a driver training/train-the-trainer program, which includes video films and an operator's manual, geared to the Michigan scene. It is in the process of developing a sensitivity program, which may include a video and handbook. It will be providing workshops in the areas of safety and risk management, managerial and financial management, preventative maintenance, and passenger relations. Contact person: Jack Hayes, Bus Transit Division, 517/335-2541.

The **Nebraska Department of Roads** displayed training videos prepared by other states and UMTA at its annual transit workshop in April, and is making these materials available for use by the rural transportation systems in Nebraska. It also is providing training in CPR, defensive driving and passenger assistance techniques. Contact person: Wayne Masek, Transportation Planner, 402/479-4369.

The **New Hampshire Department of Transportation** is negotiating a contract with the University of New Hampshire to establish an UMTA Technology Transfer Center, which will conduct training, technical assistance, and research for rural transportation providers in the state. Contact person: Christopher Morgan, Administrator, Public Transportation Bureau, 603/271-2564.

The **North Carolina Department of Transportation** has acquired an intercity coach that will be outfitted as a mobile training facility for drivers and other transit personnel in the state. It also sponsors an apprenticeship program which annually funds up to four one-year positions at state transit properties. The program is designed to provide management training for graduating seniors from four schools in the University of North Carolina system, while providing transit properties with additional staff at minimum cost. Contact person: Peter Albrecht, Public Transportation Division, 919/733-4713.

The **North Dakota State Highway Department** has held five workshops across the state covering passenger assistance techniques, defensive driving, vehicle maintenance and safety, vehicle accidents and evacuation/rescue, and basic management and system skills. It also has provided scholarships for operators to

attend training courses and conferences out of state. Currently, it is developing a rural transit newsletter to be published quarterly. It also has plans to conduct a study on insurance costs of state transit systems and a transportation needs assessment/program evaluation of its Section 18 funded projects. Contact person: Bill Weimer, Public Transit Coordinator, 701/224-2194.

The Oregon Department of Transportation is collecting and distributing training resources, scheduling workshops to improve public relations skills and driver expertise, and expanding its lending library. In October, it is co-sponsoring the Oregon Transportation Providers Conference, which will offer numerous training workshops for rural managers. It is developing a network of local trainers, whose travel and training costs to make presentations at RTAP workshops will be covered. It is planning to publish a directory of Oregon transportation providers and services and to produce a "core" driver training program that can be customized for individual system use. Contact person: Joni Reid, RTAP Program Coordinator, 503/963-1706 (or 378-8201).

The Puerto Rico Department of Transportation and Public Works plans to provide scholarships for its Section 18 and planning staff to attend seminars and workshops. It also plans to research and inventory private bus operators in rural areas and to develop technical assistance materials to aid both municipal and state entities involved in the management, administration and/or monitoring of Section 18 projects. Contact person: Haydee Anton, Assistant Secretary for Planning, 809/723-3760.

The South Carolina Department of Highways and Public Transportation utilizes a mobile driver's training laboratory to render on-going driver training assistance to operators of various local agencies and transportation authorities statewide. Fully equipped as a classroom, the vehicle is driven around the state to assist trainers in the implementation of numerous driver training programs. Since 1983, more than 6,000 drivers have been trained with two on-board simulators testing their abilities in signaling, steering, acceleration, braking, speed control and transmission use. Contact person: Arlene Prince, Transportation Planner, 803/737-1280.

The Virginia Department of Transportation has sponsored three meetings to promote peer networking among transportation providers in the state. It has awarded scholarships to transit directors to attend a transportation management workshop out of state, and is arranging with the University of Wisconsin Extension to hold its "Rural Transit Management Workshop" in Virginia in September. It also is working with its local community college to develop two driver training modules (one on vehicle inspection and driving techniques, a second on emergency and evacuation procedures and attitudinal training) and a preventive maintenance program that can be adapted to individual systems. Contact person: Kathy W. Anderson, Principal Public Transportation Engineer, 804/786-5756.

The Washington State Department of Transportation recently awarded a contract to a private consulting firm to provide on-site training and technical assistance to transit and paratransit staff around the state. Topics to be covered are: accounting, marketing, microcomputers, personnel management, and vehicle specifications. The twelfth annual Washington State Transportation Conference is upcoming in September and will include public transportation workshops and equipment and service displays for the Pacific Northwest. Contact person: Bernard Koontz, Public Transportation Office, 206/586-2400.

**VDOT HOSTS REGIONAL
MEETING**

On May 2nd and 3rd, the Virginia Department of Transportation hosted a day and a half long meeting on public transportation technical assistance for the eight-state Mid-Atlantic region, including North Carolina, Pennsylvania, Maryland, West Virginia, Delaware, Tennessee, Kentucky and Virginia. Other participants were UMTA, AASHTO, and DHHS. The meeting had three primary components: (1) reports on national-level activities; (2) a roundtable discussion on state-level activities and areas for coordination; and (3) a workshop on training materials recently released through the National Program. Included in the national-level reports were descriptions of RTAP, AASHTO's new Multi-State Technical Assistance Program (MTAP), and UMTA/DHHS coordination efforts to date.

The meeting allowed states the opportunity to exchange information on successful technical assistance strategies, and to identify areas where they can help one another. A clear need was for regular information on upcoming state-sponsored workshops and conferences that neighbor states can then advertise to their operators. The meeting also allowed states to familiarize themselves with the training materials coming out of the National Program. States felt that the workshop part of the meeting opened up new options for disseminating the training materials to their operators and gave them an understanding for the philosophy behind the creation of the materials.

Other regions are planning similar meetings to the one held in Virginia: the Plains states in September, the West Coast states in October, the Upper Midwest states in November/December, and the Southwest states in January. For more regular contact, states might want to explore telephone conferencing as an efficient and cost-effective way to exchange information on upcoming events.

**OTHER UMTA-FUNDED
TRAINING MATERIAL
DEVELOPMENT PROJECTS
UNDERWAY IN RURAL
TRANSIT**

To respond to the need for rural transit training resources, UMTA has funded a number of material development projects in addition to those that are being produced with National Program funds. These include:

> Special Transit and Rural Transit Safety (or STARTS). This project is being conducted by the Transportation Safety Institute (TSI) in Oklahoma City and involves the development of three driver training modules: (1) vehicle safety inspection, (2) driver sensitivity and passenger relations, and (3) defensive and safe driving procedures. The modules will consist of slides, audiotapes and a videotape. A guide to assist state DOTs in the reproduction and dissemination of the STARTS materials will accompany the modules. TSI also puts on a number of workshops dealing with safety; some of these subsidize participant's travel and per diem expenses. Contact Robert Lower at 405/686-2614 for a schedule of its workshops on safety.

> A Rural and Small Transit Manager's Workshop. This project is being conducted by Dynatrend, Inc. Its objective is to update the old FHWA workshop of the same name. Core topics of the new workshop will be organizational development, strategic planning, and management reviews; risk management and insurance; substance abuse; safety and emergency procedures; contracting and coordinating services with emphasis on the private sector; and productivity improvements. The workshop is being pilot tested in Columbia (MO) in late August. The final workshop materials (including a student's workbook, an instructor's manual and visual aids) will be made

available to state DOTs after the pilot test. State DOTs can then use their state RTAP funds to contract with Dynatrend or another organization to conduct the workshop.

> Development of a Self-Instructional Equipment Maintenance Management Training Package for Rural Transit Systems. This project is being conducted by the University of Kansas Transportation Center. There will be two basic components to the package: (1) a self-instructional tutorial for implementing a manual equipment maintenance management program, and (2) a microcomputer software-based maintenance management program.

While these material development efforts are being funded outside of the National Program, UMTA intends to use the dissemination mechanism which it set up for the distribution of the first RTAP National Program module to get these materials out to the states and operators.

UMTA RESOURCES AT YOUR FINGERTIPS

UMTA has established a number of technical assistance programs to help improve the delivery of rural and specialized transportation services. Some of these programs provide direct access to information and assistance. In particular, to obtain:

- > Information and assistance on any issue in rural and specialized transportation, call the UMTA RTAP hot line at its toll-free number, 800/527-8279.
- > Specialized information on how to use the private sector in the planning, financing and provision of public transit services, call UMTA's Public Private Transportation Network or PPTN at 703/525-PPTN.
- > Specialized assistance on microcomputer applications for transit and paratransit systems, call the TIME Support Center at 615/322-3683.
- > Specialized assistance on developing a standard accounting system for use by coordinated rural or human service transportation programs, both to meet local management needs and state financial reporting requirements, call the Transportation Accounting Consortium (TAC) at 517/373-8059.

UMTA NOTICE OF PROPOSED RULEMAKING ON DRUG USE IN TRANSIT

On June 29, Secretary of Transportation Jim Burnley announced a notice of proposed rulemaking (NPRM) for the control of drug use in mass transportation operations. The proposed rule would require a recipient of federal transit funding under Sections 3, 9, or 18 of the Urban Mass Transportation Act of 1964, as amended, to certify that it has established a comprehensive anti-drug program, that would, among other things, be required to mandate chemical testing for the use of drugs by those in certain sensitive safety positions and include an employee assistance program.

The proposed rule puts forth standard requirements for all recipients of federal funds under Sections 3, 9, and 18 and makes no special provisions for small operators. UMTA is inviting written comments on the proposed rule; these will be taken into account in the final rulemaking process. UMTA states in its NPRM that it realizes that

small operators may find some of its proposed requirements difficult to achieve, and is particularly interested in comments on ways in which the objectives of the proposed rule can be achieved through procedures or programs without the need for detailed regulatory requirements. Comments are invited on specific issues in the NPRM, some of which are aimed at small operators. For example, one question posed is: "Should the rule permit transit systems, especially the small ones, to use a third party to set up and maintain their drug testing program?" Also invited are "comments as to what methods might be used to facilitate the inclusion of small entities in the program and whether all small entities should be required to develop and implement a drug abatement program. Commentors who believe that the proposed rule should not cover small entities, either in whole or in part, should explain the basis for their views and describe how they would define small entity for this purpose."

For the complete version of the NPRM, see the July 8, 1988 Federal Register. Written comments are due by September 6, 1988. Public hearings will be held in Washington, DC, New York, Chicago and Los Angeles.

