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# BULLETIN

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## **CLYMER TRANSMITS BOARD MEMBER TRAINING PACKAGE TO STATES**

UMTA Administrator Brian W. Clymer has transmitted a new UMTA RTAP National Program training package to state DOTs for dissemination to their rural operators. The new training package, entitled "Roles and Responsibilities of Transit Board Members," is designed to be used as part of the orientation process for new board members of rural transit systems. It can also be useful for experienced board members who want to become more effective in their roles.

Like other training packages that have been produced by the National Program, this one can be used either as self-instructional material or in an actual training session. The package's interactive materials -- videotape, board member's handbook and facilitator's handbook -- focus on the roles and responsibilities of transit board members. They are divided into the following seven units:

1. Rural Transit: Looking at Services Nationwide
2. Effective Boards: Finding What Works
3. Boards and Planning: Looking Ahead
4. Boards and Personnel: Making the Human Connection
5. Boards and Finance: Finding and Managing the Money
6. Boards and Community Involvement: Taking a Stand in the Community
7. Personal Planning: Finding Your Place on the Board

The videotape is 35 minutes long and features a number of scenarios involving a transit board; a narrator introduces key points. The board member's handbook includes exercises that are designed to help the board member find out specifics about his or her transit system, and the facilitator's handbook suggests ways that the facilitator or manager can structure training for board members.

*To obtain additional copies of the training package or to inquire about having a trainer lead a day's workshop on board member training, contact the UMTA RTAP National Resource Center at 800-527-8279.*

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**NATIONAL  
PROGRAM  
RELEASES  
BENCHMARK  
STATE STUDY**

The UMTA RTAP National Program has released a new report, entitled "National Trends in the Urban Mass Transportation Administration's State Rural Transit Assistance Programs: The Benchmark Report." The report, which is being sent to all state DOTs, provides a snapshot of the UMTA RTAP state programs and is a benchmark for future analyses of UMTA RTAP. Its contents are based on information collected through a survey of the UMTA RTAP state programs, and should assist states in information exchange on RTAP state activities and provide some initial information to UMTA and the Congress on the benefits and effectiveness of RTAP. Highlights of each of the 50 state programs are included.

The report found that the largest emerging benefits of RTAP are:

- o An increase in the skill levels and professionalism of rural transit system employees through increased training and technical assistance, especially in the area of safety.
- o An improvement in the capacity of states to address the training and technical assistance needs of their rural operators, and to respond to new federal regulations in the areas of commercial motor vehicle licensing and drug testing.
- o An improvement in the functioning and useful life of rural transit system vehicles through an increased focus on procedures for vehicle procurement, vehicle inspection and inventory, and vehicle maintenance and repair.
- o A reduction in the cost of insurance for rural transit systems through increased driver training and creation of statewide risk purchase groups.
- o A heightened support for the coordination of public, private, specialized and human service transportation services through increased creation of state-level coordinating councils, training in private sector initiatives, and rural connector service.
- o An improvement in the overall effectiveness of rural transit systems through increased operations and management training, peer-to-peer exchanges, automation of management information systems, and peer performance reviews.

*For additional copies of the state report, contact the UMTA RTAP National Resource Center at 800-527-8279.*

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**RTAP NEWS FROM  
MASSACHUSETTS**

The Massachusetts Executive Office of Transportation and Construction reports that the Cape Cod Regional Transit Authority has received an RTAP grant to develop a driver training program geared towards the needs of paratransit systems. Topics to be covered in the driver training program include stress management, substance abuse awareness, defensive driving, passenger sensitivity, passenger assistance techniques, and emergency accident procedures. The Massachusetts RTAP program also is developing a peer assistance program and planning two workshops on dispatching and insurance/risk management. The RTAP scholarship program continues to award scholarships to individuals, affording them the opportunity to attend a host of conferences and training events. Other activities include a transit newsletter, an operations report and a computerized vehicle fleet inventory.

*Contact Person: Susan Bell, Program Manager, 617/973-7024.*

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**NEW TRAINING  
RESOURCES  
CATALOG  
AVAILABLE**

The UMTA RTAP National Program has produced the third edition of the "Training Resources Catalog for Rural and Specialized Transit Systems." The catalog provides the latest information on training packages, audiovisual materials, and publications that are useful to rural transit audiences. Materials included in the catalog range from driver training to management and vehicle maintenance. Each entry in the catalog includes a description of the material, the publication date, the cost, and information on how the material can be obtained. All state DOTs are being sent copies of the training catalog.

*Additional copies of the catalog are available through the UMTA RTAP National Resource Center at 800-527-8279.*

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**"HOW TO"  
TRAINING  
PACKAGE ON  
VEHICLE  
EVACUATION NOW  
AVAILABLE**

A training package called "Evacuating Elderly and Disabled Passengers from Public Transportation Vehicle Emergencies" has been completed by Senior Services of Snohomish County, Everett, Washington. The UMTA-funded package, which has been transmitted to all state DOTs, consists of a participant's handbook (74 pages), a trainer's handbook (42 pages) and a video training film of approximately 50 minutes in length.

The package deals with training drivers and other transit personnel on the "what, when, and how" of evacuating transit passengers with mobility problems in an emergency. Included are sections on precautions, body mechanics and evacuation techniques.

*For additional copies, contact Bill Henderson, Senior Services, 3404 111th Place SW, Everett, WA 98204, 206/366-1112.*

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**NEW PUBLIC-  
PRIVATE  
PARTNERSHIPS  
RESOURCE**

Every public transit system faces the same challenge: to provide maximum service for their passengers while containing costs and staying within fixed budgets. The UMTA RTAP and PPTN (Public Private Transportation Network) projects have released a new technical assistance resource to help deal with this challenge, called "Public-Private Partnerships in Rural Transit."

The technical assistance resource is designed to introduce public, private and non-profit transportation professionals to some of the issues involved in developing partnerships. The kit helps participants identify needs and resources, and recognize the potential for reduced costs and improved services.

Featured in the resource are three successful public-private partnerships in rural transit. The programs are located in Isabella County, Michigan; Monmouth County, New Jersey; and Lancaster County, Pennsylvania. Each of the programs has a unique population and uses a distinct approach to working with other service carriers in their community.

The resource includes group exercises to give participants the opportunity to think through some of the issues involved in designing these ventures, and an Action Plan to give them the opportunity to plan partnerships in their own community.

The technical assistance kit includes a 30-minute videotape, facilitator's guide and participant materials. The resource is most effective when it is used in a facilitated session, for example as part of a local seminar or included in a state department of transportation-led workshop. However, individuals or groups could watch the videotape on their own and, using the workbook materials, gain an understanding of the subject matter. The total time required for a facilitated session including viewing the videotape and completing the exercises is about 3-1/2 to 4 hours.

*To obtain a copy of this public-private partnerships resource or to inquire about experienced facilitators and technical experts familiar with the three case studies, contact the UMTA RTAP National Resource Center at 800-527-8279.*

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