

BULLETIN

October 1991

Volume 5, Number 3

RTAP NATIONAL PROGRAM UPDATE

RTAP Train-the-Trainer Workshop

The Second Annual UMTA RTAP National Train-the Trainer Workshop will be held in San Diego (CA) on December 8-10, 1991. This two-and-one-half-day "Essential Skills for Trainers" workshop attracted 41 attendees last year representing 22 states; the participant evaluations rated the effectiveness of the overall workshop as good to excellent. The workshop provides information on how to improve training skills and how to effectively use RTAP National Program training packages. The registration fee is only \$25 but the workshop is limited to the first 50 registrants. For more information contact Jake Roberts at University Research Corporation, 301/951-3275.

New Board Members

UMTA has appointed seven new members to serve on its RTAP National Program Review Board. They are:

Susan Bell, Program Manager, Massachusetts Executive Office
of Transportation and Construction

C. Jean Bennett, Associate Senior Manager, Mississippi
Department of Economic and Community Development

Jim Gilbert, Administrator, Public Transportation Section,
Arkansas State Highway and Transportation Department

David Knight, Transit Systems Manager, Sonoma County (CA)
Transit

David Marsh, Executive Director, Capital Area Rural
Transportation System, Austin, Texas

Lyle Peterson, Director, Office of Special Services, New Jersey
Transit Corporation

William Williams, President, Raleigh (NC) Transportation
Services

(continued)

Resource Center News

Nathalie Oliver has been hired to be the Senior Project Manager for the RTAP National Resource Center. Ms. Oliver most recently has been a trainer and curriculum developer and before that a manager of a county-wide paratransit system for seniors and persons with disabilities in San Luis Obispo, California. The Resource Center plans to add additional personnel to meet the growing numbers of calls to the RTAP Hotline and to expand the hotline's hours of operation to run from 8:00 a.m. to 8:00 p.m. Eastern Standard Time. It also plans to add a TDD to make the hotline accessible to the hearing impaired.

Upcoming Products

The RTAP National Program is in the final stages of completing an RTAP promotional kit, which will contain a videotape on RTAP and special print promotional materials. The kit is being designed for use by state DOTs and transit associations to educate their rural transit operators about RTAP. The program is also completing a training package called "Essential Skills for Trainers," which is being designed to help individuals improve their training skills and increase their confidence as trainers. Finally, profiles on UMTA's Section 18 and 16(b)(2) programs and a technical assistance brief on system performance evaluation are close to being finished.

Other products in the pipeline are a training module on risk management and technical assistance briefs on developing an in-house training program and establishing personnel policies.

NEWS FROM THE STATES

In 1991 the **California RTAP Program** has conducted training events for managers in marketing (122 participants), in the foundations of transit management (61 participants), and on existing training resources (55 participants). For drivers, it has conducted two driver training workshops (33 participants) and plans a Transportation Safety Institute instructor course (for late November/December). It continues to develop a database (over 1,449 entries), respond to requests for information (loaned over 130 materials), make peer-to-peer matches, provide scholarships (over 51), and publish bulletins and newsletters. Contact person: Pete Spaulding, RTAP Coordinator, California Association for Coordinated Transportation, 916/451-8470.

The highlight of Delaware's RTAP program is its annual statewide Paratransit Safety Rodeo. For the third year, the **Delaware Administration for Specialized Transportation** is hosting the rodeo involving rural public and

paratransit operators. This year's roadeo will also feature training on commercial driver's licensing requirements. Delaware also uses its RTAP funds to sponsor supervisory and management personnel to attend regional and national training programs. Contact person: Kenneth S. Bock, Administrator, 302/739-3278.

The scholarship component of the **Michigan RTAP Program** continues to grow. Transit operators and staff are benefitting from training opportunities in areas relating to more effective management techniques. It has issued an RFP to produce a risk management manual for transit operators and plans to get a transit management program underway at Central Michigan University in 1992. Contact person: Jack Hayes, RTAP Coordinator, Michigan Department of Transportation, 517/373-2090.

The **Nebraska Department of Roads** has contracted with the Nebraska Association of Transit Providers for an association director to provide RTAP services in the state. Twenty regional lending libraries have been established to distribute the RTAP National Program training materials. The program also covers the expenses for managers and drivers to attend in-state courses in CPR, defensive driving, passenger assistance techniques and commercial driver's licensing, and supplies scholarships for transit operators to attend national conferences. A statewide transit workshop is held each year. Contact person: Wayne Masek, Transportation Planner, 402/479-4369.

The **North Carolina RTAP Program** holds at least eight RTAP train-the-trainer workshops annually through the Transportation Institute of North Carolina A&T State University. Each workshop is free and covers a specific RTAP module or another topic of interest. In coordination with the North Carolina Division of Aging, it has developed a network of certified trainers to educate vehicle operators in safe passenger assistance techniques. The state's Public Transit Employee Development Center, called THE BUS, is a full-size intercity motorcoach converted into a combination skills diagnostic center and training facility that travels around the state providing vision and blood pressure testing; driver skill analysis using simulators; computer-based training for commercial driver license applicants; and instructor-led training in defensive driving, passenger relations, CPR first aid and other topics. Contact person: Peter Albrecht, Technical Assistance Consultant, 919/733-4713.

The **Texas RTAP Program** conducts weekly training sessions to help drivers prepare for their commercial driver's license. Since May, approximately 300 drivers from across the state have taken advantage of this opportunity. The Amalgamated Transit Union training kit is given to each participant. It has also hosted a one-and-a-half-day workshop on agency reporting conflicts and has contracted with the University of Wisconsin Extension for two operations planning seminars. The program advertises free copies of all RTAP National Program materials to its operators. To date close to 500

training packages have been distributed. It continues to provide passenger assistance training on an ongoing basis, to publish a quarterly newsletter and periodic bulletins, to provide scholarships for operators to attend state and national conferences, and to develop a statewide peer-to-peer catalogue. Contact person: Karen Dunlap, RTAP Program Manager, Texas Department of Transportation, 512/483-3663.

This year the **Utah RTAP program** is putting on five rural area management courses, conducting local project program audits, providing ongoing financial analysis of 16(b)(2) projects, and granting scholarships for local managers to attend training events. Contact person: Lowell Elmer, Transportation Planner, Utah Department of Transportation, 801/965-4134.

The **Vermont Agency of Transportation** has an agreement with the Vermont Public Transportation Association to provide training and technical assistance to transit providers throughout the state. Initiatives currently underway include the development of a computer software package to increase the efficiency and effectiveness of transit providers statewide; development of a pool of trainers for drivers and direct supervisory personnel; and management training for private, public and human services providers. A task force to examine the barriers and incentives to coordination and cooperation in the human services and public transportation areas is also proposed. Contact person: Linda Eldredge, Transportation Program Manager, 802/828-2702.

The **West Virginia Division of Public Transit** awarded scholarships to thirteen transit systems and seventeen 16(b)(2) agencies for administrators or their staff to attend workshops, conferences, and training sessions. The Division has contracted with a CPA firm to provide financial technical assistance to its rural properties. The firm is assisting the operators in setting up a uniform system of accounts and is providing computer technical assistance. Contact person: Cindy E. Fish, Grant Coordinator, 304/348-0428.

This summer/fall the **Wisconsin RTAP Program** conducted workshops on productivity and supervisory skills and on safety and risk management, and held a session during its annual rural and paratransit providers conference on ADA. It has produced a driver training video on "Transporting the Alzheimer's Passenger" (available for viewing during the 10th National Conference on Rural Public Transportation in the resource room). The program has also published a transit resource directory featuring over 400 manuals and videos available for loan through the its RTAP information clearinghouse located at the University of Wisconsin Extension. It also continues to provide scholarships (over 100 this year), publish its quarterly newsletter, loan training videos through its district offices, and assist its passenger assistance sensitivity skills trainers support group (consists of 30 trainers throughout the state). Contact person: Ron Morse, Section 18 Program Manager, Wisconsin Department of Transportation, 608/266-9637.

**FROM THE
RESOURCE
CORNER**

"Public Transit in Michigan/Handbook for Governing Boards," produced by the Michigan DOT. This handbook was developed to enable transit board members to gain insights concerning their roles and responsibilities. It provides a brief history of public transit in Michigan, statistical information, material on types of transit services and funding, a chapter on the various responsibilities of transit boards, and a glossary of transit terms. Designed to provide transit agency managers with an effective method of informing new board members regarding the scope of Michigan's public transit program. For more information, contact Kip Grimes at 517/335-2525.

"Building More Strategies for Success," produced by the South Carolina Department of Highways and Public Transportation. A workshop designed for governing board members and transportation managers. It includes a workshop program and materials for sessions on effective public speaking, surviving a financial audit, and developing marketing strategies to increase community support. Contact the UMTA RTAP National Resource Center at 800-527-8279 for a copy.

"Governing Board Training," produced by the South Carolina Department of Highways and Public Transportation. A workshop with materials on roles of the board/management, financial management, performance measurement, and evaluating management and staff performance. Contact the UMTA RTAP National Resource Center at 800-527-8279 for a copy.

"Succeeding with Volunteer Transportation," by Dennis Studebaker. This book describes how to recruit and manage volunteer drivers and includes the experiences of eight successful volunteer transportation programs around the country. Provides information on how to start a program, recruitment suggestions, and material on management. How to work with volunteers and safety issues including screening, training and insuring volunteer drivers are covered. Copies can be purchased from the Nonprofit's Risk Management and Insurance Institute, 1731 Connecticut Avenue, NW, Suite 200, Washington, DC 20009. The cost is \$9.95 per copy.

"Transporting the Alzheimer's Passenger," produced by the Wisconsin DOT in conjunction with the University of Wisconsin Extension. This training video addresses the issues, concerns and problems drivers face in transporting a person with Alzheimer's disease. It is 12 minutes in length and simulates an actual trip with an Alzheimer's patient. Covers communication and safety techniques. For copies contact Pam Parins (University of Wisconsin) at 414/229-4890 or Ron Morse (Wisconsin DOT) at 608/266-9637.

"Operator Training for Wheelchair Lift-Equipped Vans," produced by the North Carolina DOT. This video demonstrates how to load, deploy, and tie down a wheelchair passenger on a typical wheelchair lift-equipped vehicle. It is available free of charge. Contact Peter Albrecht at NCDOT, 919/733-4713.
