

Americans with Disabilities Act

ACCESSIBILITY HANDBOOK FOR TRANSIT FACILITIES

J. N. BALOG, D. CHIA, A. N. SCHWARZ, AND R. B. GRIBBONS
US DEPARTMENT OF TRANSPORTATION
1993
PAPERBACK



This handbook will help architects, engineers, and transit system managers understand and follow the Federal Government regulations contained in the Final Rule, 49 CFR Part 37, which describes the requirements for transportation facilities to be accessible to persons with disabilities.

The major areas of accessibility addressed are transit facilities and the ADA, facility site and entrances, interior elements, and waiting and boarding areas. Using the included checklists, anyone can determine where accessible features need to be added or improved.

ADA PARATRANSIT ELIGIBILITY DETERMINATION PROCESS AND MATERIALS

PROJECT ACTION
1995
PAPERBACK



This material describes the Americans with Disabilities Act paratransit eligibility determination process as it has been developed and implemented.

ADA PARATRANSIT ELIGIBILITY TRAINING COURSE

KETRON DIVISION OF THE BIONETICS CORPORATION
PENN TRAIN
1995
WORKSHOP NOTEBOOK



This workshop notebook, from the ADA Paratransit Eligibility Training Course, provides an overview of ADA regulations, a review of applications for paratransit eligibility, and information on attracting paratransit patrons to fixed-route service.



ADA PRIVATE TRANSPORTATION HANDBOOK

INTERNATIONAL TAXICAB & LIVERY ASSOCIATION
PROJECT ACTION
1995
HANDBOOK

Project ACTION (Accessible Community Transportation In Our Nation) is a national research and development program designed to improve access to transportation services for people with disabilities and assist transit providers in implementing the ADA. The *ADA Private Transportation Handbook* outlines ADA rules and covers its unique requirements. The handbook also contains final ADA regulations by the Equal Employment Opportunity Commission, the Department of Justice, and the Department of Transportation as well as Design Standards.



ADA PUBLIC PARTICIPATION HANDBOOK

PROJECT ACTION
US DEPARTMENT OF TRANSPORTATION
1990
HANDBOOK

The public participation requirements of the Americans with Disabilities Act of 1990 are included in this handbook. Outreach, consultation with individuals with disabilities, the opportunity for public comment, plans in accessible formats, public hearing, summary of significant issues raised during the public comment period, the participation process period, and an ongoing mechanism for the participation of individuals with disabilities are some of these requirements. Other important features of a public participation process include: use of the media, surveys of riders and service providers, performance monitoring, and planning the public participation process schedule.



AMERICANS WITH DISABILITIES ACT PARATRANSIT ELIGIBILITY MANUAL

VOLPE NATIONAL TRANSPORTATION SYSTEMS CENTER
US DEPARTMENT OF TRANSPORTATION
1993
BOOK

The *Americans with Disabilities Act Paratransit Eligibility Manual* was prepared to guide transit providers through the development and implementation of the ADA paratransit eligibility determina-

tion processes. The most common questions raised about eligibility are addressed. Experience gained in the first one and a half years of implementation of the paratransit provisions is also summarized. Key issues raised transit providers are included in the text and copies of sample forms and policies are provided in the appendices.

CITY OF NAPA TRANSIT USERS ASSISTANCE PROJECT

**THE CITY OF NAPA
PROJECT ACTION
1995
PAPERBACK**



The Transit Users Assistance Project is a travel training program designed to orient senior citizens and persons with disabilities, who may not be eligible for ADA paratransit service, to the fixed-route bus system.

COMMUNITY TRANSPORTATION FOR PERSONS WITH DISABILITIES

**EASTER SEAL SOCIETY OF SOUTHWEST FLORIDA, INC.
PROJECT ACTION
PAPERBACK**



Community Transportation for Persons with Disabilities is designed to train 70 consumers to make the switch from paratransit and learn to ride regular fixed-route buses. The training materials are produced for replication in any area with a fixed-route system.

COMPLYING WITH THE AMERICANS WITH DISABILITIES ACT OF 1990

**PENN TRAIN--CGA
PENN TRAIN/CGA
1993
BOOK**



The topics covered in this manual include: understanding the compliance responsibilities for taxicab opportunities, accessible vehicle specifications and acquisition requirements, required operating policies, understanding employment requirements, defining accessible facilities, public paratransit requirements and contracting opportunities.



DO THE LOCAL MOTION WITH ME

**URBITRAN ASSOCIATES, INC.
PROJECT ACTION
1995
PAPERBACK**

This program is designed to offer support to passengers making the transition from paratransit to fixed-route service, help allay his/her fears, and facilitate passenger's first fixed-route bus ride.



FEDERAL REGISTER: TRANSPORTATION FOR INDIVIDUALS WITH DISABILITIES; FINAL RULE

**U.S. DEPARTMENT OF TRANSPORTATION
1991
PAPERBACK**

The Department's final rule contains provisions on the acquisition of accessible vehicles by private and public entities, requirements for complementary paratransit service by public entities operating a fixed-route system, and provision of nondiscriminatory accessible transportation service. The Department is also amending its rule implementing section 504 of the Rehabilitation Act of 1973 in light of the ADA rule.



FINAL REPORT: COMMUTER RAIL ACCESSIBILITY SEPTA & PROJECT ACTION WORKING TOGETHER

**PROJECT ACTION
PAPERBACK**

This final report is the result of a one-year project in which Project ACTION gave the Southeaster Pennsylvania Transportation Agency financial assistance in order to make its commuter rail system accessible and comply with ADA guidelines on making key stations accessible.

A GUIDE FOR TEACHING THE SAFE USE OF THE WMATA SYSTEM TO PERSONS WITH MOBILITY IMPAIRMENTS



**PROJECT ACTION
1995
PAPERBACK**

A Guide For Teaching the Safe Use of the WMATA System to Persons with Mobility Impairments outlines the content and approach recommended for use by trainers in order to provide general knowledge about the use of mass transit systems and specific knowledge about using the WMATA accessible fixed-route system also known as METRO.

GUIDE FOR TRAINING PERSONS WITH DEVELOPMENTAL DISABILITIES ON THE SAFE USE OF METRORAIL, METROBUS, OR OTHER LOCAL FIXED ROUTE BUS SERVICE



**WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
PROJECT ACTION
1995
PAPERBACK**

This report is designed to be a guide for training persons with developmental disabilities on the safe use of the Metrorail, Metrobus, or other local fixed-route bus service

GUIDELINES FOR IMPROVEMENTS TO TRANSIT ACCESSIBILITY FOR PERSONS WITH DISABILITIES



**N. COBURN, C. MARTIN, R. THOMPSON, AND D. NORSTROM
FEDERAL TRANSIT ADMINISTRATION
1992
PAPERBACK**

This report provides information related to the bus and transit rail accessibility needs of persons who are deaf or hard-of-hearing, persons with visual or cognitive impairments, or persons who are semi-ambulatory (having a mobility impairment that does not require a wheelchair). The report addresses needs throughout the entire travel process on a bus or rail transit system from obtaining basic route and schedule information applicable to commuter rail vehicles, intercity rail vehicle, over-the-road buses, and other vehicle systems (ferries, trams, etc.), although these systems are not the primary focus of this work.



HEAR'S TO THE A.D.A.

G. HOUSTON
SELF HELP FOR HARD OF HEARING PEOPLE (SHHH)
VIDEOTAPE

Presents how ADA assists people who are hard of hearing in employment, transit, etc. SHHH is a national organization which preaches self help and how to help each other. Also discusses new listening devices to help deal with day-to-day dealings in the world of the hearing impaired.



IDENTIFICATION, MARKETING AND TRAINING OF PEOPLE WITH DISABILITIES

HOUSATONIC AREA REGIONAL TRANSIT DISTRICT
PROJECT ACTION
PAPERBACK

The *Identification, Marketing and Training of People with Disabilities* training program consists of classroom/lecture format as well as hands on involvement.



IDENTIFYING PEOPLE WITH DISABILITIES IN THE COMMUNITY AND THEIR TRANSPORTATION NEEDS

PROJECT ACTION
PROJECT ACTION
1993
PAPERBACK

This report explains why information gathering about people with disabilities is important; establishes a steering committee; discusses questions to ask and strategies to use to develop a survey and questionnaire, and conducting the survey.



IMPACT OF ALZHEIMER'S DISEASE

ADVANCED VIDEO SYSTEMS, INC.
ADVANCED VIDEO SYSTEMS, INC.
VIDEOTAPE

Impact of Alzheimer's Disease was designed to assist individuals in understanding what Alzheimer's Disease is and how to assist those who are afflicted with it.

INTEGRATED TRANSIT SERVICE DESIGN -- AN OVERVIEW



L. J. HARMAN AND R. H. THATCHER
PROJECT ACTION
1996
PAPERBACK

This project serves as a model for other transit systems concerning ADA compliance guidelines by developing a multi-modal, integrated transit service.

MAKING COMMUNITY TRANSPORTATION ACCESSIBLE



NATIONAL EASTER SEAL SOCIETY
US DEPARTMENT OF HEALTH AND HUMAN SERVICES
1992
HANDBOOK

Making Community Transportation Accessible explores each section of the Americans with Disabilities Act pertaining to transportation. It provides guidelines and suggestions for implementing specific ADA transportation regulations. The Handbook and guide cover such topics as: vehicle acquisitions and accessibility standards, complementary paratransit service and preparing a paratransit plan, maintenance of accessible features and lift maintenance features, service requirements and transit personnel, training communication systems and aids, facilities and networking, coalition building, and funding resources.

MARKETING A MODAL SWITCH -- FROM METRO + PLUS TO LOCAL MOTION



URBITRAN ASSOCIATES, INC.
PROJECT ACTION
1995
PAPERBACK

This program provides innovative, cost-effective, and replicable information designed to reduce passenger's fears regarding mass transit and to encourage modal switching from Metro+Plus paratransit to Local Motion accessible fixed-route service.



A MOBILITY TRAINING PROJECT

N. NEVADA CENTER FOR INDEPENDENT LIVING AND GRAIN & ASSOCIATES
PROJECT ACTION
1994
PAPERBACK

A Mobility Training Project is the final report of a project that teaches people with disabilities to access lift-equipped fixed-route bus service or paratransit service in the Reno-Sparks area of Nevada.



NATIONAL WORKSHOP ON BUS-WHEELCHAIR ACCESSIBILITY

US DEPARTMENT OF TRANSPORTATION
1986
PAPERBACK

The National Workshop on Bus-Wheelchair Accessibility was held May 7-9, 1986, in Seattle, Washington. The workshop's goal was to provide a forum to establish greater awareness and understanding of the current accessibility issues, to identify and resolve the key problems experienced in providing accessible service, and to develop a workable set of industry guidelines for wheelchair lifts, securement devices and ramps. The workshop was extremely successful in discussing such issues as safety, operation, reliability, maintainability and costs of wheelchair lift systems.



NOBODY IS BURNING WHEELCHAIRS

NATIONAL EASTER SEAL SOCIETY
NATIONAL EASTER SEAL SOCIETY
1992
VIDEOTAPE

This videotape provides an overview of the responsibilities of public and private organizations in complying with the Americans with Disabilities Act. Real-life examples are included.

ON OUR OWN: A PROJECT TO INTRODUCE HIGH SCHOOL STUDENTS WITH PHYSICAL DISABILITIES TO PUBLIC TRANSPORTATION RIDERSHIP IN NEW YORK CITY



NEW YORK EASTER SEAL SOCIETY
PROJECT ACTION
1994
PAPERBACK

This project was designed to train New York City high school students to ride the newly accessible fixed-route bus service to increase ridership of accessible subways and buses.

PEOPLE ACCESSING COMMUNITY TRANSPORTATION (PACT)



PROJECT ACTION
1995
PAPERBACK

People Accessing Community Transportation is a travel training guide for individuals with physical, psychiatric, or cognitive disabilities accessing lift-equipped fixed-route Americans with Disabilities Act buses.

A PROJECT TO TRAIN YOUNG ADULTS WITH PHYSICAL DISABILITIES FOR PUBLIC TRANSPORTATION RIDERSHIP



NEW YORK EASTER SEAL SOCIETY
PROJECT ACTION
PAPERBACK

A Project to Train Young Adults with Physical Disabilities for Public Transportation Ridership demonstrates how to design and implement a training program that will increase mass transit ridership and decrease dependency on paratransit systems by both young adults and students.



PROJECT ACTION TRANSPORTATION DEMONSTRATION PROJECT 2

THE AUSTIN RESOURCE CENTER FOR INDEPENDENT LIVING, INC.
PROJECT ACTION
PAPERBACK

The primary goal of the Transportation Demonstration Project was to provide training to paratransit passengers with various disabilities on the use of accessible fixed-route service, to conduct an assessment of long term fixed-route use by training participants, and to develop the means to continue transportation training beyond the project period.



PROJECT USE

TARBERT FILM AND VIDEO PRODUCTION
RTA CLEVELAND
1993
VIDEOTAPE

This video shows how RTA in Cleveland is meeting the needs of people with disabilities (specifically passengers who use wheelchairs) on lift-equipped buses. The video addresses attitudes of drivers, passengers, and general public users.



PROVIDING PUBLIC TRANSPORTATION TO EVERYONE

NATIONAL EASTER SEAL SOCIETY
NATIONAL EASTER SEAL SOCIETY
1991
VIDEOTAPE

Providing Public Transportation to Everyone provides an overview of what transportation providers must do to be in complete compliance with the Americans with Disabilities Act.

SCHUYLKILL COUNTY EMPLOYMENT AND CARPOOLING TRAINING PROGRAM



PROJECT STED (SCHUYLKILL TRANSPORTATION FOR EMPLOYMENT)
PROJECT ACTION
1992
PAPERBACK

Schuylkill County Employment and Carpooling Training Program is designed to increase the mobility of the people with disabilities in Schuylkill County and to improve their employment opportunities and address personal needs.

THE STAKEHOLDERS' FORUM: TAKING THE PULSE IN REPRESENTATIVE AMERICAN COMMUNITIES TO MEASURE HOW ADA COMPLIANCE IN PUBLIC TRANSPORTATION IS GOING



R. J. HARTMAN AND E. M. KURTZ
PROJECT ACTION
PAPERBACK

The Stakeholder's Forum takes a qualitative approach, focusing on actual issues that highlight common themes measuring the ADA's progress.

TACTUAL MAPS: ACCESSIBLE INFORMATION FOR TRANSIT USERS WITH DISABILITIES



THE COMPUTER CENTER FOR THE VISUALLY IMPAIRED
PROJECT ACTION
1995
PAPERBACK

The purpose of this project was to develop a replicable model/approach for increasing the quantity and quality of transit information available to and usable by people who are blind, visually impaired, or otherwise disabled.



TALKING SIGNS REMOTE INFRARED SIGNAGE: A GUIDE FOR TRANSIT MANAGERS

W. CRANDAL AND B. L. BENTZEN
PROJECT ACTION
1995
PAPERBACK

Talking Signs Remote Infrared Signage discusses problems encountered by blind travelers in the transit system. The book proposes Talking Signs and Remote Infrared Signs solutions and gives a detailed analysis of the system.



TALKING SIGNS SYSTEM: GUIDE FOR TRAINERS

B. L. BENTZEN AND L. MYERS
PROJECT ACTION
1995
PAPERBACK

The Talking Signs system allows people who cannot read signs to hear, through a transmitter, the kinds of information that are on print signs.



TEACHING THE SAFE USE OF THE WMATA SYSTEM TO BLIND AND VISUALLY-IMPAIRED PERSONS

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
PROJECT ACTION
1995
PAPERBACK

This report provides a solid foundation for using accessible mass transit and the WMATA fixed-route system (Metrorail, Metrobus and other services)



TEACHING THE SAFE USE OF THE WMATA SYSTEM TO PERSONS WITH MOBILITY IMPAIRMENTS

PROJECT ACTION
1995
PAPERBACK

This course gives participants important information about the safe use of the WMATA fixed-route system, Metrorail and Metrobus as well as other local fixed-route services.

TEAMING UP FOR ACTION

THE EASTER SEAL SOCIETY OF CENTRAL CONNECTICUT
PROJECT ACTION
PAPERBACK



The purpose of this program is targeting and offering solutions concerning accessibility and service of disabled school students and enhancing transit personnel awareness.

TECHNOLOGY, SERVICE PLANNING, AND REGULATIONS

PROJECT ACTION
PROJECT ACTION
1993
PAPERBACK



This report provides an overview of applicable ADA requirements. Particular attention is given to technology and accessibility issues and establishing a steering committee.

THE TEN COMMANDMENTS OF COMMUNICATING WITH PEOPLE WITH DISABILITIES

T. HARRINGTON
IRENE WARD & ASSOCIATES
1994
VIDEOTAPE



United Cerebral Palsy Associations, Inc. (UCPA) version of *The Ten Commandments* was created as a guide for communicating with people with disabilities.

TRAINING CONSUMERS WITH DISABILITIES

PROJECT ACTION
PROJECT ACTION
1993
PAPERBACK



Training Consumers with Disabilities examines the role of consumer training in the transition process, consumer rights, and responsibilities under the ADA, provides training techniques and a checklist of training basics for all consumer training programs, and assesses the effectiveness of consumer training.



TRAINING OF TRANSIT USERS WITH DISABILITIES AS DRIVER TRAINERS

**CERENIO MANAGEMENT GROUP
PROJECT ACTION
1992
PAPERBACK**

This program is designed to train people with disabilities as sensitivity and mobility trainers that train transit personnel on fixed-route and paratransit systems.



TRAINING PROJECT FOR PEOPLE WITH DISABILITIES

**SAN ANTONIO INDEPENDENT LIVING SERVICES, INC.
PROJECT ACTION
1992
PAPERBACK**

Tips on how to use fixed-route bus service are offered in this consumer handbook.



TRAINING TRANSIT PERSONNEL

**PROJECT ACTION
PROJECT ACTION
1993
PAPERBACK**

Training Transit Personnel addresses ADA requirements, involving disabled persons in the training process, developing transit personnel training programs, improving transit personnel sensitivity, and evaluating the program.



TRANSIT TRAINING FOR PEOPLE WITH DISABILITIES

**EASTER SEAL SOCIETY OF UTAH, INC.
PROJECT ACTION
1992
PAPERBACK**

This training program was developed to train consumers with disabilities to access fixed-route services in the Salt Lake City area.

TRANSPORTATION OMBUDSMAN PROJECT (TOP)

PROTECTION AND ADVOCACY, INC.
PROJECT ACTION
PAPERBACK



Transportation Ombudsman Project informs people with disabilities of their rights to insist that transit providers comply with the ADA. It focus on utilizing nonadversarial dispute resolution methods of solving problems.

A UNIVERSAL SECUREMENT/RESTRAINT SYSTEM FOR WHEELED MOBILITY AIDS ON PUBLIC TRANSPORTATION VEHICLES

K.M. HUNTER-ZAWORSKI RESEARCH INSTITUTE
PROJECT ACTION
1992
PAPERBACK



This project designed a “universal” securement system for wheeled mobility aids that will work with all mobility aids in “common use” on public transportation vehicles.

UNDERSTANDING AND COMMUNICATING

NURSEMINARS, INC.
NURSEMINARS, INC.
1991
VIDEOTAPE



This three-videotape series provides practical suggestions for working and living with individuals who suffer from symptoms of schizophrenia, hallucinations, and mania.



BOARD/STAFF WORKSHOP

**AREA TRANSPORTATION AUTHORITY
AREA TRANSPORTATION AUTHORITY
1990
HANDBOOK**

Board/Staff Workshop contains a collection of information on various topics that can assist the board member in performing his/her job more effectively. It provides the transit board member with the basic information needed to understand the management and operation of public transportation systems. With the information contained in this handbook, the board member can quickly become familiar with transit terminology, the role of Board members and transit system staff, transit service policy, transit financing, and other areas of importance.



MUNICIPAL AUTHORITIES IN PENNSYLVANIA

**PENNSYLVANIA DEPARTMENT OF COMMUNITY AFFAIRS
COMMONWEALTH OF PENNSYLVANIA
1994
PAPERBACK**

This report covers topics such as the nature and purpose of authorities, creating and dissolving authorities, the board, and operations and finances.



THE PENNSYLVANIA TRANSIT BOARD HANDBOOK

**PENN TRAIN
THE PENNSYLVANIA RURAL TRANSIT ASSISTANCE PROGRAM
HANDBOOK**

The Pennsylvania Transit Board Handbook assists new and existing members of local transit boards in carrying out their duties and responsibilities. The handbook contains a collection of information on various topics that can assist the board member in performing his/her job more effectively. With the information contained in this handbook, the board member can quickly become familiar with transit terminology, the role of board members and transit system staff, transit service policy, transit financing, and other areas of importance.

ROLES AND RESPONSIBILITIES OF TRANSIT BOARD MEMBERS

US DEPARTMENT OF TRANSPORTATION
 US DEPARTMENT OF TRANSPORTATION
 1991
 MULTI-FORMAT



This training package can be used to orientate new or experienced board members of rural transit systems. It covers the roles and responsibilities of transit board members and discusses planning, personnel, finances, community involvement, the overall characteristics of a successful board, and how to find one's niche on the board. *The Board Member's Handbook* contains exercises that will help board members learn key facts about their transit system. *The Facilitator's Handbook* suggests ways to structure the training sessions. These materials can be used for self-study or to facilitate group discussions.

ROLES AND RESPONSIBILITIES OF TRANSIT BOARD MEMBERS

PENN TRAIN
 PENN TRAIN
 1994
 WORKSHOP NOTEBOOK



This workshop material covers topics such as the board member's roles and responsibilities, board/manager relations, developing/monitoring/evaluating agency goals, funding issues and a board member's commitment to an organization.

THE SOUTH CAROLINA TRANSIT BOARD HANDBOOK

TRANSPORTATION ASSOCIATION OF SOUTH CAROLINA
 TRANSPORTATION ASSOCIATION OF SOUTH CAROLINA
 PAPERBACK



The South Carolina Transit Board Handbook contains a collection of information that can assist the board member in performing his/her job more effectively. It is designed to provide the transit board member with the basic information needed to understand the management and operation of public transportation systems. With the information contained in this handbook, the Board member can quickly become familiar with transit terminology, the role of Board members and transit system staff, transit service policy, transit financing, and other areas of importance.

Computer Technology



GETTING ACQUAINTED WITH YOUR COMPUTER

LEARN PC
CAREER TRACK PUBLICATIONS
1993
VIDEOTAPE

This two-volume videotape set consists of Volume I: A General Introduction for PC beginners and Volume II: Hardware and Software basics for beginners. These two tapes are valuable for individuals just beginning to use a personal computer.



PENNSYLVANIA RURAL PUBLIC TRANSIT ELECTRONIC BULLETIN BOARD

THE PENNSYLVANIA TRANSPORTATION INSTITUTE
PENNSYLVANIA DEPARTMENT OF TRANSPORTATION
1995
HANDBOOK

This manual is a step-by-step guide to using the Pennsylvania Rural Transit Bulletin Board System (BBS). This manual covers what the bulletin board service is, what it was designed for, and how to use it.



SOFTWARE IN TRANSIT HANDBOOK

STATISTICS AND INFORMATION SYSTEMS DIVISION
AMERICAN PUBLIC TRANSIT ASSOCIATION
1993
HANDBOOK

In December 1992, a survey was conducted to update the American Public Transit Association (APTA) publication, *Automation in Public Transportation*. The requested data included the purpose of the software, the developer, agencies using the software, operating environments, and a brief summary of the software features and functions. This publication summarizes the responses received by APTA through the end of 1993. A detailed description of the software's features are included along with an index of software names and an index that groups the software by purpose.

UNDERSTANDING PC NETWORKS

M-USA VIDEO
1989
VIDEOTAPE



Understanding PC Networks is aimed at the novice who wants to get started in the world of personal computers networks. It explains the origins of networks, the components that make up a personal computer network system and how it can be used in your office group.

Understanding PC Networks shows you the how's and why's of personal computer network systems. M-USA's innovative training method covers the basics in an easy-to-understand, colorful and relaxed approach that makes learning enjoyable.

Driver Training



ACCIDENT FACTS

NATIONAL SAFETY COUNCIL
NATIONAL SAFETY COUNCIL
1996
BOOK

Accident Facts began in 1921 as an 11-page booklet that presented statistics on injuries in public places. Although some of the circumstances associated with unintentional injuries have changed since 1921, it is clear that many of the risks Americans face in 1996 are the same as those we faced earlier in the century—traffic accidents, falls, drownings, and fires and burns. This annual statistical report on unintentional injuries and their characteristics and costs also includes work injuries and illness incidence rates and fleet accident rates.



ADVANCE DRIVING SKILLS QUIZ

J. K. WEAVER
ADVANCED DRIVING SKILLS INSTITUTE
1989
MULTI-FORMAT

The *Advanced Driving Skills Quiz* gives drivers an opportunity to assess their driving knowledge and skills. Essentially, the quiz is a video-oriented, fifty-question true/false test that presents drivers with traffic situations and conditions pertaining to driver and traffic knowledge, vehicle control and procedures, traffic perceptual skills, driving risk control, driver and traffic exposure, and driving environment.



ANATOMY OF A FIRE/LIFE SAFETY TRAINING SEMINAR

U.S. DEPARTMENT OF TRANSPORTATION
T.S.I.
1994
VIDEOTAPE

This video demonstrates fire/life safety for emergency personnel. A simulated airplane crash that involves a bus accident and emergency personnel's response is included.

ATU-COMMERCIAL DRIVER'S LICENSE (CDL) STUDY PROGRAM

THE KUSHER GROUP
US DEPARTMENT OF TRANSPORTATION
1990
MULTI-FORMAT



This training package contains the information drivers and mechanics will need to prepare for the written part of the Commercial Driver's License (CDL) exam and the special endorsements required by the US Commercial Motor Vehicle Safety Act of 1986. The information is taken from the Federally-approved manual that all States must use as the basis for their exams. The program prepares employees for the following exams: general knowledge, passenger endorsement, air brake endorsement, and combination vehicle endorsement. The training package includes three study workbooks with practice tests. A videotape reviews legislative and testing requirements and summarizes the material in the study booklet. A 45-minute audio cassette tape summarizing substantive information in the manuals is also included.

BARBARA LEIGH: ONE PASSENGER'S PERSPECTIVE

P. J. PARINS AND K. GABRIEL
UNIVERSITY OF WISCONSIN-MILWAUKEE
AND WISCONSIN DEPARTMENT OF TRANSPORTATION
VIDEOTAPE



Barbara Leigh demonstrates the importance of establishing a driver - passenger relationship on paratransit vehicles and outlines driver safety standards such as driving hazards, standing & sitting assists, grips and brakes, wheelchair lift operations, passenger securement, etc. from one passenger's perspective.

BUS DRIVERS' AWARENESS OF HIDDEN DISABILITIES

HIRAM G. ANDREW CENTER
PROJECT ACTION
1991
VIDEOTAPE



The Hiram G. Andrew Center developed this set of three videotapes dealing with hidden disabilities bus drivers may need to understand on a day-to-day basis. These disabilities include deaf awareness,

seizure awareness, and dementia awareness. Pre- and post-test instructions to measure drivers' growth in sensitivity and awareness to these disabilities are included.



CAB DRIVER SAFETY

BOSTON POLICE
BOSTON POLICE PRODUCTIONS
1985
VIDEOTAPE

This video demonstrates protective measures cab drivers can employ to reduce their vulnerability to crime.



COACHING THE SCHOOL BUS DRIVER

NATIONAL SAFETY COUNCIL
NATIONAL SAFETY COUNCIL
1993
MULTI-FORMAT

The purpose of this program is to train veteran school bus drivers on defensive driving skills improvement. Special attention is given to injury prevention for students under the driver's care.



COACHING THE SCHOOL BUS DRIVER DRIVER WORKBOOK

NATIONAL SAFETY COUNCIL
NATIONAL SAFETY COUNCIL
PAPERBACK

This is a supplemental workbook to the *Coaching the School Bus Driver* module. (A small fee is charged for each driver workbook.)



COACHING THE TRANSIT BUS OPERATOR

NATIONAL SAFETY COUNCIL
NATIONAL SAFETY COUNCIL
1989
MULTI-FORMAT

Coaching the Transit Bus Operator is designed as a "next step" for the transit bus operator who has been through a basic bus operation course including trip preparation, cushion of safety, city driving,

highway and suburban driving, and special considerations. The program is specifically designed to encourage participation by all attendees.

COACHING THE TRANSIT BUS OPERATOR OPERATOR WORKBOOK

NATIONAL SAFETY COUNCIL
NATIONAL SAFETY COUNCIL
1989
PAPERBACK



This is a supplemental workbook for the *Coaching the Transit Bus Operator Workbook* module. (A small fee is charged for each operator workbook.)

COACHING THE VAN DRIVER

NATIONAL SAFETY COUNCIL
NATIONAL SAFETY COUNCIL
1991
MULTI-FORMAT



Components of this course include a video presentation, a fully-scripted instructor's guide, a series of application slides for group discussion, and driver workbooks for each trainee. The video presentation consists of four segments that apply to all vans (vehicle characteristics/vehicle inspection, safe driving skills, driving environment and special considerations) and two additional sections relating to the transportation of cargo and passengers.

COACHING THE VAN DRIVER DRIVER WORKBOOK

NATIONAL SAFETY COUNCIL
NATIONAL SAFETY COUNCIL
1991
PAPERBACK



This is a supplemental workbook for the *Coaching the Van Driver* module. (A small fee is charged for each driver workbook.)



COMMERCIAL DRIVER'S LICENSE STUDY PROGRAM

THE CDL INSTITUTE, INC.
THE CDL INSTITUTE, INC.
1990
MULTI-FORMAT

This study program is divided into nine parts and covers subjects such as driving safely, transporting passengers and cargo, air brakes, combination vehicles, hazardous materials, and taking the Commercial Driver's License test.



CONFLICT AVOIDANCE--THE ART OF AVOIDING CONFLICT BY STAYING IN CONTROL: A GUIDE FOR BUS AND VAN OPERATORS

R. PINE
PENN TRAIN/PINE AND ASSOCIATES
1996
HANDBOOK

Through stress management and understanding, better ways to handle conflict, this manual demonstrates how supervisors and trainers can teach drivers how to keep passenger problems from escalating by staying in control.



DIVERSITY BINGO

S. EL-SHAME AND G. STUEBE
HANDBOOK

Diversity Bingo is an interactive group learning experience designed to raise awareness of the perceptions and assumptions that exist regarding different dimensions of diversity. The game has some of the traditional elements of bingo.



DRIVER & TRAFFIC EXPOSURE

J. K. WEAVER
ADVANCE DRIVING SKILLS INSTITUTE
1989
MULTI-FORMAT

Upon completion of this lesson, the student will appreciate the effect of the following types of exposure on the driver's performance and/or behavior: the amount of traffic related driving time, stress related driving, and alcohol, drugs, fatigue; & illness.

DRIVER & TRAFFIC KNOWLEDGE

J. K. WEAVER
ADVANCED DRIVING SKILLS INSTITUTE
MULTI-FORMAT

Upon completion of this lesson, the student will know the purpose and objectives of the Advanced Driving Skills Program, know the role and significance of the six Driver Performance Matrix Elements, know and appreciate the effect of alcohol and drugs on driver performance, know how road signs, signals and markings improve driver and traffic communication, know and appreciate the purpose and requirements of the Federal Commercial Driver License Laws, and know the basic vehicle control characteristics of light and heavy commercial vehicles.



DRIVER PERFORMANCE TEST II

J. K. WEAVER
ADVANCED DRIVING SKILLS INSTITUTE
1990
MULTI-FORMAT

Driver Performance Test II contains a forty-question test to assess driving knowledge and skills.



DRIVER RISK CONTROL

J. K. WEAVER
ADVANCED DRIVING SKILLS INSTITUTE
MULTI-FORMAT

Upon completion of this lesson, the student will recognize driver and traffic risks, and appreciate the importance of driver self-discipline in avoiding and/or controlling driver and traffic risks.



DRIVER RISK INDEX II

J. K. WEAVER
ADVANCED DRIVING SKILLS INSTITUTE
1990
MULTI-FORMAT

Driver Risk Index II is a measurement of a driver's risk taking behavior. Risk-taking is a significant factor in motor vehicle crash causation.





EVACUATION AND RESCUE OF ELDERLY AND DISABLED PASSENGERS FROM PARATRANSIT VANS AND BUSES

KETRON
VOLPE NATIONAL TRANSPORTATION SYSTEMS CENTER
1984
PAPERBACK

Efficient and safe methods for the evacuation and rescue of elderly passengers and persons with disabilities from vehicles such as standard and modified vans, body-on-chassis small buses, and heavy-duty transit buses is presented in this document. Standard methods are not always useful for these patrons as a result of a physical and mental condition and their inability to manage self-evacuation. *Evacuation and Rescue* examines effective methods and equipment, accident incidence rates for the various vehicles, a study of actual transit vehicle characteristics and their crash worthiness, and an analysis of emergency preparedness. Suggestions are outlined based on an interviews with transit operators, state departments of transportation and transit equipment manufacturers. A 190-item bibliography is included.



GREAT RIVER BEND REGIONAL TRANSIT SYSTEM: LOADING AND UNLOADING WHEELCHAIR PASSENGERS (VEHICLE PRE-TRIP INSPECTION)

GREAT RIVER BEND REGIONAL TRANSIT SYSTEMS
GREAT RIVER BEND REGIONAL TRANSIT SYSTEM
1990
VIDEOTAPE

This videotape outlines the recommended training of Great River Bend Regional Transit System, and teaches paratransit drivers proper techniques for assisting wheelchair users during boarding, deboarding, and negotiating single steps, curbs, and ramps. This videotape also covers pre-trip recommendations.



I.L.S. INDEPENDENT LOCKING SYSTEM

MOBILE TECH CORP.
MOBILE TECH CORPORATION
1991
VIDEOTAPE

This program teaches drivers how to properly use the I.L.S. Independent Locking System.

LIGHTEN UP

BUSINESS ADVANTAGE INC.
BUSINESS ADVANTAGE INC.
VIDEOTAPE



Lighten Up can help your employees develop a sense of joy in being alive, and help them accept change to better cope with today's workforce demands. Topics covered in this videotape include how to take yourself lightly and your job seriously, stay light physically and mentally, realize that business is not a battlefield, and use Humaerobics™ to deal with adversity.

A MATTER OF TIME

AMS DISTRIBUTION
AMS DISTRIBUTION
VIDEOTAPE



Most accidents take place in five seconds or less. This video demonstrates the relationship of speed to accidents. Following distance, reaction time, etc. are discussed in detail, including many preventative ways to create a margin of safety.

MINUS TEN

J. K. WEAVER
ADVANCED DRIVING SKILLS INSTITUTE
MULTI-FORMAT



Following this lesson, the student will recognize and know how to avoid the driver errors which most frequently result in low speed motor vehicle collisions that cause personal injuries and property damage. Emphasis is placed on correct backing procedures.

MISSOURI DRIVER TRAINING PROGRAM

MISSOURI DEPARTMENT OF TRANSPORTATION
MISSOURI DEPARTMENT OF TRANSPORTATION
VIDEOTAPE



This nine-part videotape series deals with all aspects of driver safety and passenger sensitivity. It was designed for the shared-ride operation with special attention given to passengers with developmental disabilities.



OPERATOR TRAINING FOR LIFT-EQUIPPED VANS

**NORTH CAROLINA DEPARTMENT OF TRANSPORTATION
VIDEOTAPE**

This videotape is designed for transit agencies that operate wheelchair lift-equipped vans. The presentation itself is directed toward the operators of the vans, but it is not intended to be a self-taught program. Rather, the video should be considered one part of an ongoing comprehensive operator training program. Such a program will include elements on preventative maintenance, safety, first aid, and passenger assistance techniques.



PASSENGER ASSISTANCE PROGRAM

**UNIVERSITY OF WISCONSIN-MILWAUKEE
VIDEOTAPE**

Passenger Assistance Program covers issues such as sensitivity and disability awareness, wheelchair and van assistance and assisting passengers up and down a curb.



PASSENGER RELATIONS

**UNIVERSITY OF WISCONSIN-MILWAUKEE
PENN TRAIN
1993
HANDBOOK**

This publication was used at the Passenger Relations Training Workshop provided by Penn TRAIN in 1993. Numerous passenger relations and sensitivity areas are covered including the importance of passenger relations and sensitivity, communications skills, cultural differences, Americans with Disabilities Act issues, and telephone skills.



PASSENGER SAFETY AND THE PARATRANSIT PASSENGER

**MICHIGAN AREA COUNCIL OF GOVERNMENTS
MICHIGAN AREA COUNCIL OF GOVERNMENTS
1990
VIDEOTAPE**

Passenger Safety provides elderly and disabled passenger assistance techniques to shared-ride drivers with an emphasis on communications and safety procedures.

PENNSYLVANIA RTAP DEFENSIVE DRIVING

UNIVERSITY OF WISCONSIN-MILWAUKEE
UNIVERSITY OF WISCONSIN--MILWAUKEE
1989
WORKSHOP NOTEBOOK



The goal of this workshop was to develop a defensive driving attitude and concept in transit operators, reduce risk and implement safety practices. The workshop was also designed to build awareness about available techniques and provide practical hands-on activities.

POSITIONING AND SECURING RIDERS WITH DISABILITIES AND THEIR MOBILITY AIDS IN TRANSIT VEHICLES: DESIGNING AN EVALUATION PROGRAM

ECRI
PROJECT ACTION
PAPERBACK



Positioning and Securing Riders with Disabilities is the final report of a study designed to increase understanding of the issue of positioning mobility aids on transit vehicles so that individuals with disabilities can be transported safely. The study consists of analysis of various data including accident statistics, testing and research, characteristics of transit vehicles, and standards and guidelines.

PRE-TRIP INSPECTION DEMO

C. BARRY
1990
VIDEOTAPE



This video teaches the importance of pre-trip inspections in reducing accidents, breakdowns, and mistakes by drivers. The buses covered by these inspection films are the GM forward-control chassis, a full-sized GM bus, a Ford cut-away, a GM cut-away, a Ford van, and a Dodge van.



PROFESSIONAL DRIVER QUIZ

J. K. WEAVER
ADVANCED DRIVING SKILLS INSTITUTE
MULTI-FORMAT

Professional Driver Quiz gives the driver an opportunity to assess his/her driving knowledge and skills. A fifty-question true or false test presents driver and traffic situations and conditions.



PROGRESSIVE COMPANIES--PARA TRANSIT TRAINING VIDEO

BEACHWOOD STUDIOS
PROGRESSIVE COMPANIES
VIDEOTAPE

This videotape provides instruction for drivers on communication skills, boarding procedures, special equipment, and health and safety issues when providing service to customers who qualify under the American with Disabilities Act.



PUBLIC TRANSPORTATION IS FOR EVERYONE

EASTER SEALS SOCIETY OF UTAH, INC.
EASTER SEAL SOCIETY
1991
VIDEOTAPE

Public Transportation is for Everyone provides transportation systems and drivers with an overview of fixed-route and shared-ride transportation options needed to comply with the Americans with Disabilities Act. Although the videotape is specific to the Utah Transit Authority, it is consistent with any transportation system's requirements.



Q STRAIT: THE TRAINING KIT

Q STRAIT
Q STRAIT
1991
MULTI-FORMAT

This program is designed to teach drivers how to properly use the Q Strait occupant and wheelchair restraint system.

RIDING THE METRO: A DRIVER'S GUIDE TO ASSISTING PEOPLE WITH DISABILITIES

METROPOLITAN TRANSIT AUTHORITY
 CENTER FOR INDEPENDENT LEARNING AND COUNCIL OF COMMUNITY
 SERVICES
 1994
 MULTI-FORMAT



Produced with real people with real disabilities, this video gives drivers and transit system employees an inside view of how to make their system more accommodating, accessible, and complimentary to individuals with disabilities.

A ROAD MAP TO CHILD PASSENGER SAFETY

J. LUDWICK, L. MACK, R. FORD, AND S. VASQUEZ
 US DEPARTMENT OF TRANSPORTATION
 1985
 PAPERBACK



A Roadmap to Child Passenger Safety results from the Federal and State quest to find an innovative, comprehensive, community child passenger safety program which can be duplicated in any community.

THE NEW ROOM TO LIVE AND SECONDS TO LIVE

J. WARE
 SERGEANT JACK WARE
 VIDEOTAPE



Based on his experience as a state police officer, Sergeant Ware emphasizes how seat belts save lives in *Room to Live*. *Seconds to Live* emphasizes a driver's need to prevent accidents regardless of the actions of the other driver.

S.P.I.D.E.R.

KETRON-J. BALOG
 WEST VIRGINIA DEPARTMENT OF PUBLIC TRANSIT
 1994
 HANDBOOK



The *Safety Planning Information Directed to Emergency Response (S.P.I.D.E.R.)* manual is designed to assist transportation programs with the implementation of a complete passenger, vehicle, and system safety program.



SAFE TRANSPORT OF THE PUBLIC UNDER THE AMERICANS WITH DISABILITY ACT

US DEPARTMENT OF TRANSPORTATION
US DEPARTMENT OF TRANSPORTATION
1993
MULTI-FORMAT

This training package was designed primarily for rural transit drivers who are at the forefront of the implementation of the Americans with Disabilities Act requirements. The package provides drivers and other transit staff with an overview of the basic concepts of the Americans with Disabilities Act. It stresses good passenger relations and focuses on the driver's responsibility for learning safe and courteous responses to various circumstances such as passengers with mobility, communications, and visual impairments.



SEATTLE BUS DRIVER'S TEST: WORKING WITH THE PUBLIC

SEATTLE METRO TRANSIT
SEATTLE METRO TRANSIT
VIDEOTAPE

Seattle Bus Driver's Test is designed to measure a driver's ability to work with the public. The two-hour test presents 65 actual driver/passenger situations. A test scoring key provides an accurate measurement of a driver's likelihood of handling situations adequately. This is an excellent test for new hires.



SECTION 608 STUDENT MANUAL AND TEST

U.G.I. TRAINING
U.G.I. TRAINING
1992
MULTI-FORMAT

This manual along with the accompanying videotape will assist individuals in preparing for and passing Section 608 of the Clean Air Act test. Testing must be done by a certified proctor, available through the Penn TRAIN Peer-to-Peer Network.

SERVING PASSENGERS WITH COGNITIVE DISABILITIES

THE ARC
THE ARC
1993
PAPERBACK

A step-by-step guide for fixed-route bus operators on how they can provide quality service to customers with a variety of cognitive disabilities.



SPECIAL TRANSIT AND RURAL TRANSIT DRIVER'S SAFETY MANUAL (STARTS)

TRANSPORTATION SAFETY INSTITUTE
US DEPARTMENT OF TRANSPORTATION
1988
MULTI-FORMAT

STARTS adapts the Transportation Safety Institute's safety program designed for large transit systems to small and rural systems. The program provides instructors with videotapes, slides, lesson plans, and written materials to assist with driver training in areas of defensive driving, pre-trip inspections, and passenger relations.



SPECIALIZED TRANSIT TRAINING FOR PASSENGER ASSISTANCE, SAFETY, AND WHEELCHAIR SECUREMENT

OFFICE OF STATEWIDE TRANSPORTATION PROGRAMS
UNIVERSITY OF WISCONSIN-EXTENSION
1989
BOOK

This University of Wisconsin-Milwaukee publication will provide trainers with needed resources to train drivers in all areas of passenger sensitivity and passenger assistance especially those passengers with disabilities.





SPORT II

J. K. WEAVER
ADVANCED DRIVING SKILLS INSTITUTE
1990
MULTI-FORMAT

The *Safe Performance on Road Test*, or *SPORT*, is a video-oriented motor vehicle driving test that measures the driver's on-road performance in observing, communicating, speed adjustment, vehicle positioning, time and space management, and hazard perception.



STRESS ILLUSTRATED

EXCELLENCE IN TRAINING
TIME PRODUCTIONS, INC.
1987
MULTI-FORMAT

Stress Illustrated is designed to teach viewers about causes of stress and what they can do to reduce stress in their own life. The objective of this workshop is to, first, increase the participant's awareness in recognizing the symptoms of stress and, second, to increase their effectiveness in managing their stress.



THE TRANSCEIVER CDL STUDY GUIDE

COMDATA TRANSCEIVER NETWORK
COMDATA TRANSCEIVER NETWORK
1989
AUDIOTAPE

This six-tape series contains everything you need to know to pass the Commercial Driver's License knowledge tests. The study guides cover the general knowledge test, air brakes test, combination vehicle test, hazardous materials test, tanker test, the double/triple and the passenger transport test.



TRAFFIC PERCEPTUAL SKILLS

J. K. WEAVER
MULTI-FORMAT

Upon completion of this lesson, the student will know, appreciate, and be capable of applying each of the following traffic perceptual skills: search, identify, predict, decide, and execute.

TRANSPORTING PASSENGERS WITH SPECIAL NEEDS: A COACHING PROGRAM

NATIONAL SAFETY COUNCIL
1993
MULTI-FORMAT



This program is designed for drivers who are responsible for the safe transportation of passengers with special needs. For these drivers, the term “safe transportation” means more than just driving; it also means interacting with and assisting passengers.

TRANSPORTING PASSENGERS WITH SPECIAL NEEDS: A COACHING PROGRAM RESPONSE BOOK

NATIONAL SAFETY COUNCIL
PAPERBACK



This is a supplemental response book for the *Transporting Passengers with Special Needs* module.

UNDERSTANDING THE CAPABILITIES AND NEEDS OF SPECIAL NEEDS PASSENGERS

US DEPARTMENT OF TRANSPORTATION
US DEPARTMENT OF TRANSPORTATION
1988
MULTI-FORMAT



This training package discusses the following common disabilities and dispels misconceptions about them: spinal cord injuries, strokes, and other mobility impairments, mental retardation, and autism, visual impairments, hearing impairment, neuromuscular conditions, epilepsy and seizure disorders, Alzheimer’s disease and aging.

VEHICLE CONTROL PROCEDURES

J. K. WEAVER
ADVANCED DRIVING SKILLS INSTITUTE
MULTI-FORMAT



Upon completion of this lesson, the student will be able to appreciate the importance of advanced driving skills in the safe and efficient operation of a motor vehicle and will know and apply correct vehicle speed and direction procedures when presented with video-simulated traffic situations and conditions.



VISION IMPAIRMENT GOGGLES

KIT

These goggles simulate different types of vision impairments.



WILLIE'S RULES

CAMBRIA COUNTY TRANSIT AUTHORITY
CAMBRIA COUNTY TRANSIT AUTHORITY
1987
VIDEOTAPE

This videotape, featuring Willie the Rabbit, was developed by the Cambria County Transit Authority and is designed to teach school bus safety to elementary-age school children and introduce them to transit buses.



YOUR TICKET TO SAFETY: BLOODBORNE PATHOGEN AWARENESS FOR TRANSIT PROFESSIONALS

IOWA DEPARTMENT OF TRANSPORTATION
VIDEOTAPE

This handbook and videotape provide a personal and ready reference regarding bloodborne pathogens for public transit systems personnel, including managers, drivers, mechanics, other employees, and service providers.

Drug & Alcohol

DRUG AND ALCOHOL REASONABLE SUSPICION TRAINING

R.L.S. AND ASSOCIATES, INC.
 PENN TRAIN
 1994
 WORKSHOP NOTEBOOK



The first manual in this two-volume set guides supervisors through an understanding of their requirements prior to, as well as during, a reasonable suspicion drug and/or alcohol test. The second guide provides employees with information about drug and alcohol testing, including the when, where, and how's of this series of laws. These manuals will assist transportation systems in complying with the Federal Transit Authority's drug and alcohol training requirements. Both manuals address the Drug Free Workplace Act of 1988 (49 CFR, Part 29), Prevention of Prohibited Drug Use in Transit Operations (49 CFR, Part 653), Prevention of Alcohol Misuse in Transit Operations (49 CFR, Part 654), and US DOT Procedures for Transportation Drug and Alcohol Testing Programs (49 CFR, Part 40).

A DRUG-FREE PROGRAM FOR TRANSPORTATION SYSTEMS

MONTANA DEPARTMENT OF TRANSPORTATION
 MONTANA DEPARTMENT OF COMMERCE, TRANSPORTATION DIVISION
 1990
 MULTI-FORMAT



A Drug-Free Program for Transportation Systems assists in establishing and implementing a drug-free program in transportation systems and includes the book, *Implementation Guidelines for Anti-Drug Programs in Mass Transit*. Other topics covered are adopting a drug-free personnel policy, developing employee awareness, establishing procedures for drug testing, administering drug tests, keeping required records and preparing reports.



IMPLEMENTATION GUIDELINES FOR DRUG AND ALCOHOL REGULATIONS IN MASS TRANSIT

G. DeGennaro, , D. Kerr, and W. Keller
FEDERAL TRANSIT ADMINISTRATION
1994
PAPERBACK

These guidelines will assist transit agencies in developing drug and alcohol testing programs that satisfy the regulations of the Federal Transit Administration (FTA). Published in the Federal Register on February 15, 1994, as Preventative of Prohibited Drug Use in Transit Operations (49 CFR part 653) and Prevention of Alcohol Misuse in Transit Operations (49 CFR part 654), these guidelines are directed to transit agencies receiving Federal funding under Sections 3, 9, and 18 of the Federal Transit Act and Section 103(e)(4) of title 23 of the U.S. Code. This material will assist State agencies that receive FTA funding and contractors who perform certain services for transit agencies; all of these types of organizations are subject to the regulations.



IMPLEMENTATION GUIDELINES FOR MASS TRANSIT ANTI-DRUG PROGRAMS

J. W. Klingelhofer, R. D. Kuest, D. J. Mitchell and A. J. Turanski
US DEPARTMENT OF TRANSPORTATION
1989
PAPERBACK

This report presents information gathered and analyzed in support of the Urban Mass Transportation Administration's (UMTA's) effort to develop practical guidelines for U.S. transit operators in implementing anti-drug policies and programs. The principal goal of these guidelines is to assist the U.S. mass transit industry in achieving a drug-free transit workforce to protect the health and safety of workers and the public.

The report explains the regulatory requirements for transit operators established by 49 CFR Parts 29, 40, and 653. Guidance is provided on cost effective strategies for implementing anti-drug program elements associated with policy formulation, employee and supervisor training, urine specimen collection and testing, record-keeping and reporting, and establishing Employee Assistance Programs (EAP's). Detailed appendices are provided to amplify guidance provided in the basic text. These appendices include sample forms, correspondence, checklists, reference sources, and other tools to

assist transit operators in creating workable procedures that meet regulatory requirements.

RISK MANAGEMENT--DEVELOPING A PROGRAM

**R.L.S. AND ASSOCIATES, INC.
AND THE RISK MANAGEMENT CENTER, INC.
PENN TRAIN
1995
WORKSHOP NOTEBOOK**



Risk Management was originally developed as a training guide for two Risk Management Workshops held in Pennsylvania. The manual will guide an individual through developing a risk management process, reducing risk, transferring risk, effective insurance purchasing, Americans with Disabilities Act and risk management, compensation, and developing an in-house risk management plan.

SAFETY AND RISK MANAGEMENT WORKSHOP

**G. DEGENNARO
FEDERAL TRANSIT ADMINISTRATION
1994
WORKSHOP NOTEBOOK**



These guidelines will assist transit agencies in developing drug and alcohol testing programs that satisfy regulations of the Federal Transit Administration (FTA). These guidelines are directed to transit agencies receiving Federal funding under sections 3, 9, and 18 of the Federal Transit Act and section 103(e)(4) of title 23 of the US Code. This information will assist State agencies that receive FTA funding and contractors who perform certain services for transit agencies.

SUBSTANCE ABUSE AWARENESS IN RURAL TRANSIT

**RTAP NATIONAL PROGRAM
1988
MULTI-FORMAT**



Substance Abuse Awareness in Rural Transit contains an introductory the participant's workbook, the manager's handbook, an audiotape that is a complete transcript of the participant's workbook, an audiotape containing a review of each workbook section and related case studies and a final test that can be returned for scoring and a certificate of completion for each trainee.



SUBSTANCE ABUSE MANAGEMENT PROGRAM

**R.L.S. & ASSOCIATES, INC.
US DEPARTMENT OF TRANSPORTATION
1994
WORKSHOP NOTEBOOK**

This program is based on 49 CFR Parts 653 and 654, published in the Federal Register on February 15, 1994. Topics covered include: regulatory overview, policy development and implementation, drug testing procedures, alcohol testing procedures, procurement of testing services, employee assistance program, development of employee/supervisor training, record keeping and reporting procedures.



THE NEED TO KNOW: SUBSTANCE ABUSE THE SUPERVISOR'S ROLE IN ADMINISTERING D.O.T. REGULATIONS AND A DRUG-FREE WORKPLACE

**NATIONAL SAFETY COUNCIL
1995
BOOK**

This training manual and its accompanying video components have been developed to provide companies with the required DOT employee assistance training components for supervisors and to help all supervisors administer their company's substance abuse program.



WHAT WORKS: WORKPLACES WITHOUT ALCOHOL AND OTHER DRUGS

**U.S. DEPARTMENT OF LABOR
US DEPARTMENT OF LABOR
1991
PAPERBACK**

What Works: Workplaces Without Alcohol and Other Drugs should be required reading for those concerned about substance abuse in the workplace. It offers suggestions to executives, supervisors, employee representatives, and workers on ways they can contribute to the elimination of substance abuse in the workplace. Examples of effective workplace substance abuse policies and employee assistance programs are included, as are the names and phone numbers of resources that can assist in the achievement workplaces that are free of substance abuse.

Maintenance

1992 INTERNATIONAL BUS MAINTENANCE ROADEO HANDBOOK



AMERICAN PUBLIC TRANSIT ASSOCIATION
AMERICAN PUBLIC TRANSIT ASSOCIATION
1992
PAPERBACK

The Bus Maintenance Roadeo is a competitive test of the transit industry's maintenance personnel's skills and abilities to safely troubleshoot and inspect a bus for mechanical defects, as well as a test of their skill driving a bus. The following competitive categories should be included in a roadeo: driving obstacle course, vehicle inspection, power train defect problem, air brake board competition.

NEOPLAN REPAIR AND MAINTENANCE VIDEOS



NEOPLAN, U.S.A.
NEOPLAN
1985
VIDEOTAPES

These tapes are designed to guide mechanics through all aspects of maintenance and repair of Neoplan buses.

REFRIGERANT CERTIFICATION: A GUIDE TO PASSING THE TEST



TRANE
TRANE
VIDEOTAPE

Refrigerant Certification includes tips on learning from the lecture and taking the certification test. The tape also covers refrigerant oils and their application, and high pressure and low pressure recovery systems.

**REFRIGERANT CONTAINMENT****VGI TRAINING
1994
REFRIGERANT CERTIFICATION
BOOKLET**

This manual is intended for use by applicants of the Technician Certification Test as required by the Environmental Protection Agency (EPA) under Section 608 of the Clean Air Act. The manual is divided into six sections. Section 1 covers the basics of refrigerant-bearing equipment. Section 2 provides the details of ozone depletion and the new legislation and rules for implementation by the EPA. Sections 3, 4, & 5 cover sector specific technical details of each of the three technician categories covered on the Certification Test and Section 6 covers the Certification Test and how to prepare for it.

**TRANSIT GARAGE PLANNING GUIDELINES -
A REVIEW****F. SPIELBERG AND S. ANDERLE
US DEPARTMENT OF TRANSPORTATION
1987
PAPERBACK**

The Office of Planning Assistance of the Urban Mass Transportation Administration initiated a study on the planning of bus maintenance facilities. The study produced a manual that enables transit systems to plan maintenance facilities in a logical and comprehensive manner. This document is the first interim report from the study. It summarizes a review of 33 bus maintenance facilities that have opened since 1975. The review covers the procedures used to plan the facilities and the space allocated to various functions in the facilities. This state-of-the-practice review will be useful to transit systems in their maintenance planning efforts.

**TRANSPORTATION COORDINATION:
A GUIDE TO MAKING IT WORK FOR YOU****FEDERAL TRANSIT ADMINISTRATION RTAP NATIONAL PROGRAM
FEDERAL TRANSIT ADMINISTRATION RTAP NATIONAL PROGRAM
1996**

This program will help community leaders understand the importance of coordination and will provide information on basic concepts of coordinating transit with health and human service agencies

and linking customers to all modes of transportation in a seamless system.

VEHICLE FLEET MAINTENANCE MANAGEMENT FOR SPECIALIZED RURAL AND SMALL URBAN TRANSPORTATION PROVIDERS



T. MAZE AND D. CYRA
MTSA
WORKSHOP NOTEBOOK

The information presented in this workshop notebook covers Pennsylvania Tort Law, and a wide array of maintenance issues.

WHEELCHAIR LIFT MAINTENANCE



US DEPARTMENT OF TRANSPORTATION
US DEPARTMENT OF TRANSPORTATION
1993
PAPERBACK

Wheelchair Lift Maintenance provides general maintenance procedures for accessibility equipment such as lifts, ramps, and wheelchair securement used by rural and specialized transit providers. The recommendations in this handbook focus primarily on active wheelchair lifts since they are most commonly used by rural transit agencies. Ramps and securement devices are covered less extensively; passive lifts are not covered specifically in this handbook.

Management



BUILDING QUALITY SERVICE: EVERYONE'S A CUSTOMER

**FEDERAL TRANSIT ADMINISTRATION RTAP NATIONAL PROGRAM
US DEPARTMENT OF TRANSPORTATION
1995
VIDEOTAPE**

Quality service is a very broad subject—defined locally by the variables of people, places, and customs. The ways transit systems market such service are equally diverse. While there are precedents and successful case studies, there is no one model for guaranteed quality service. For this reason, this videotape and workbook package differs from conventional step-by-step training methodology. The videotape is designed to be thematic and motivational—challenging everyone in the system to strive for quality. The workbook reinforces the videotape with information, examples, and hands-on tips.



COMMUNITY INVOLVEMENT IN TRANSPORTATION PLANNING

**D. RODEN
US DEPARTMENT OF TRANSPORTATION
1984
PAPERBACK**

This paper will help city staff and transportation agencies organize effective community involvement programs. The role of nontechnical information in the decision-making process is addressed first, to help professional engineers and planners consider its importance in planning and implementation. Leadership skills for group meetings are described. The paper also outlines a process for developing an actual community involvement plan. Work sheets and checklists are included as aids in this process. Finally, an extensive list of involvement techniques is presented. These techniques are discussed individually so that planners can choose those best suited to the planning situation.

COMMUNITY TRANSPORTATION ASSOCIATION OF AMERICA'S MAY 23-27, 1994, CONFERENCE IN PITTSBURGH, PENNA.



COMMUNITY TRANSPORTATION ASSOCIATION OF AMERICA
1994
AUDIOPAPERBACKS

This album of audiocassette tapes covers topics such as drug and alcohol policies and testing, risk management, and quality service.

COMPREHENSIVE FINANCIAL MANAGEMENT GUIDELINES FOR RURAL AND SMALL URBAN PUBLIC TRANSPORTATION PROVIDERS



J. BURKHARDT AND B. HAMBY
US DEPARTMENT OF TRANSPORTATION
1992
PAPERBACK

Comprehensive Financial Management Guidelines is structured around functions and techniques that are relevant to the financial management of transportation services. The major functions discussed are financial planning, cash management, monitoring, and analysis. All sources of revenue are discussed and grouped into four categories: fares, agency contracts, grants and other governmental payments, and other sources. Major cost categories discussed are capital costs and operating costs.

DESTINATION EXCELLENCE

UTAH TRANSIT AUTHORITY/FEDERAL TRANSIT ADMINISTRATION
US DEPARTMENT OF TRANSPORTATION
1993
VIDEOTAPE



Destination Excellence discusses twelve examples of the best practices in public transportation. This is an excellent video to get board members motivated in new and different directions.



DSHS/WSDOT TRANSPORTATION BROKERAGE PROJECT

**WASHINGTON STATE DEPT. OF SOCIAL & HEALTH SERVICES
WASHINGTON STATE DEPARTMENT OF TRANSPORTATION
1992
PAPERBACK**

The agreement between DSHS and WSDOT identified the following four broad objectives: 1) provide a single point of contact for social and health service programs and transportation providers regarding issues of common interest; 2) develop a scheme for tracking costs of providing transportation services to specific social and health services program; 3) test the concept of brokering transportation services for social and health service programs to a variety of transportation providers, including the private sector, and 4) identify and resolve Federal, State, and other barriers in providing transportation services to a mix of clients of social and health service programs. The project, and ultimately this report, were structured around the brokerage demonstration in the context of these four objectives.



EMPLOYEE ASSISTANCE PROGRAM FOR TRANSIT SYSTEMS- A PROCEDURAL GUIDE AND MODEL PROGRAM

**D. GOLD
US DEPARTMENT OF TRANSPORTATION
1991
PAPERBACK**

This detailed procedural manual is intended to help primarily small- and medium-sized transit systems design, implement, and evaluate Employee Assistance Program (EAPs). Based on the experience of Connecticut Transit and other systems, this manual will help local transit managers and decision-makers develop new programs or evaluate and improve existing EAPs. Specific topics addressed by the manual include alternative EAP models, reasons to justify EAPs on local transit systems, options in designing EAPs, implementation steps, program evaluation, case studies, and future issues and trends.

THE EMPLOYER PROBLEM SOLVER

ALEXANDER HAMILTON INSTITUTE, INC.
 ALEXANDER HAMILTON INSTITUTE, INC.
 1993
 PAPERBACK



The Employer Problem Solver is designed to provide accurate and authoritative information regarding employer/employee issues. Each subject area defines a specific problem and various strategies toward a solution. (Examples: absenteeism, management, grievances, hiring, and medical records.)

THE EMPLOYEE TRANSPORTATION COORDINATOR HANDBOOK

COMMUTER TRANSPORTATION SERVICES, INC.
 US DEPARTMENT OF TRANSPORTATION
 1990
 PAPERBACK



Most professionals who become Employee Transportation Coordinators (ETC) have had little if any advance preparation for the work. This handbook shows you how to be a successful Employee Transportation Coordinator through understanding what the purpose of an ETC is, what roles and ETC is expected to play and what personal qualities are desirable assets.

FINANCIAL MANAGEMENT FOR TRANSIT: A HANDBOOK

INSTITUTE FOR URBAN TRANSPORTATION
 URBAN MASS TRANSPORTATION ADMINISTRATION
 1985
 PAPERBACK



The transit industry has been in a state of financial crisis for several years and there is still no relief in sight. Decreasing sources of financial support, increasing costs, shifting governmental roles, and changing regulatory requirements are creating pressure on transit management to reassess existing assumptions and seek internal economics. Above all, this complex environment creates the critical need for sound financial management principles. Although financial management is frequently confused with accounting, it is far more than a means for tracking money flow. At its heart lies the allocation and management of an organization's financial, human, and physical resources which creates a basic framework for managerial decision making.



GOALS AND GOAL SETTING: PLANNING TO SUCCEED

**L. ROUILLARD
CRISP PUBLICATIONS
1993
MULTI-FORMAT**

This workbook addresses the important issues of the goal-setting process. The included activities focus on what a goal is and how to set goals that one can achieve. Following step-by-procedures, the workbook demonstrates how to differentiate between goals, missions, and objectives, use a design for establishing goals, construct objectives, execute the tactics needed, and achieve goals that have been set.



GRIEVANCE GUIDE

**BNA EDITORIAL STAFF
1992
PAPERBACK**

Grievance Guide addresses the problems that unions and employees encounter in the day-to-day business of living under a collective bargaining agreement by using, as examples, arbitration awards handed down by impartial arbiters. The arbitration cases chosen are those which the editors thought would best illustrate general arbitration principles in many collective bargaining situations. Awards based on complex or unusual factual situations or interpreting highly unusual contract language have been omitted.



HOW TO IMPROVE PERFORMANCE THROUGH APPRAISAL AND COACHING

**D. L. KIRKPATRICK
AMERICAN MANAGEMENT ASSOCIATION
1982
BOOK**

How to Improve Performance Through Appraisal and Coaching is a dynamic book that provides a formal program for appraising and coaching subordinates, covering topics such as: an introduction to the performance review program, the basis for appraisal, the appraisal and appraisal interview and performance improvement plans. Included are case studies and research.

IMPLEMENTATION GUIDELINES FOR COORDINATED AGENCY TRANSPORTATION SERVICES



US DEPARTMENT OF HEALTH AND HUMAN SERVICES
 US DEPARTMENT OF TRANSPORTATION
 1980
 PAPERBACK

Because coordination is a complex process, the amount of time and effort required for its success can vary widely. However, it does not need to be a difficult process, and the intent of this document is to provide tools and knowledge that will simplify local efforts. Accordingly, the guidelines focus on several key areas that have created difficulties in the past: level-of-effort requirements, organizational and management arrangements, system design components, budget preparation and financial planning, and regulations and insurance.

LIFE AND WORK--A MANAGER'S SEARCH FOR MEANING



J. A. AUTRY
 EXCELLENCE IN TRAINING CORPORATION
 1995
 MULTI-FORMAT

This material reinforces the fact that management must be viewed as an act of faith and that every job should reinforce an employee's sense of self worth. Emphasis is placed on the successful integration of who we are and how we live with what we do. Life and work must be in harmony.

MANAGER'S ADVANTAGE: HANDLING EMPLOYEE TERMINATION



ALEXANDER HAMILTON INSTITUTE, INC.
 ALEXANDER HAMILTON INSTITUTE, INC.
 1990
 MULTI-FORMAT

Firing someone is the single most difficult task any manager has to face. In today's workplace, it can also put you on the legal firing line. Now you can learn how to handle employee termination without getting caught in an emotional and legal cross-fire that could damage your career, undermine your confidence, and cost your company money.



MANAGER'S ADVANTAGE: SEXUAL HARASSMENT IS BAD BUSINESS

**ALEXANDER HAMILTON INSTITUTE, INC.
ALEXANDER HAMILTON INSTITUTE, INC.
VIDEOTAPE**

Sexual harassment hurts everyone. It has a tremendous emotional impact on the victim, as well as co-workers who may be affected by the situation. Sexual harassment involves feelings of humiliation, embarrassment, intimidation, loss of self-worth, and even helplessness. This videotape shows examples of the impact sexual harassment from several points of view. These examples illustrate the type of attitudes and feelings represented by victims, managers, supervisors, and by co-workers who were affected by incidents of sexual harassment in the workplace.



MOTIVATING PEOPLE IN TODAY'S WORKPLACE

**M. KINDER
CAREER TRACK, INC.
1994
AUDIOTAPE**

Motivating People in Today's Workplace is about motivational strategies that get results by firing up people from within. By listening, one will discover how to help people feel good about their jobs and themselves which is a must for the long-term health of an organization.



THE NEW MANAGER AND THE NEW ORGANIZATION

**T. PETERS
CAREER TRACK, INC.
1993
AUDIOTAPE**

In a concentrated dose of his latest thinking, Tom Peters shares his insights on managing in a world of moving targets, building flexible, responsive organizations, the new role of the middle manager, and how to keep yourself growing and in-demand.

PENNSYLVANIA IMAGE VIDEO

DEPARTMENT OF COMMERCE, COMMONWEALTH OF PA
COMMONWEALTH OF PENNSYLVANIA
1990
VIDEOTAPE



This 9½-minute videotape is designed to showcase the Commonwealth of Pennsylvania and is a valuable tool for anyone hosting out-of-state guests.

PENNSYLVANIA RTAP: FINANCIAL MANAGEMENT

OFFICE OF STATEWIDE TRANSPORTATION PROGRAMS
UNIVERSITY OF WISCONSIN-EXTENSION
1989
PAPERBACK



This financial management handbook covers such topics as non-profit financial management, financial management concepts and issues, and budgeting and auditing issues.

PRODUCTIVITY AND SUPERVISORY SKILLS

US DEPARTMENT OF TRANSPORTATION
1986
MULTI-FORMAT



Productivity and Supervisory Skills is designed to train first-line supervisors of transit systems to be more productive. The program can be used by instructors for interactive teaching. Topics covered include communications, delegation, time and meeting management, discipline, and leadership style.

PROFESSIONAL MANAGEMENT - A TRAINING CLASS FOR PENNSYLVANIA'S COMMUNITY TRANSPORTATION PROVIDERS

PENN TRAIN/PACT
1993
PAPERBACK



No longer can transit managers rely totally on on-the-job-training in order to reach the highest levels of professional success. The responsibilities and roles of transit managers are becoming too complex and demanding to be left to chance. This workshop was designed specifically to provide an essential foundation of management learning within a “real world” transit context. The material will serve any transit leader in their long-term and day-to-day missions.



PUBLIC TRANSPORTATION IN PENNSYLVANIA-- A USER'S GUIDE

**PENNSYLVANIA DEPARTMENT OF TRANSPORTATION
PENNSYLVANIA DEPARTMENT OF TRANSPORTATION
1995
PAPERBACK**

Pennsylvania's system-by-system riders, guide to public transportation includes contacts, phone numbers, fare and route information.



RURAL TRANSIT FUNDING CONSOLIDATION STUDY

**R. SCHIMTT AND J. MILLER
1995
PAPERBACK**

The changing environment for rural transit systems in Pennsylvania due to legislative changes and demographic service factors has negatively affected many rural transit systems and resulted in increased costs, decreased ridership, and deficits. To help system managers and policymakers adjust to the new operating realities and to assist rural transit systems in increasing ridership and improving productivity, Penn DOT undertook this study that examines options toward accomplishing these objectives and establishing the state-wide impact on funding sources of state transit funding policy changes.



SECTION 609 AIR CONDITIONING STUDY GUIDE AND TEST

**REFRIGERANT CERTIFICATION MARKETING (R.C.S.)
R.C.S.
1994
MULTI-FORMAT**

This study guide and the accompanying videotape will prepare individuals to take the Section 609 of the Clean Air Act test. Tests should be administered by a certified proctor, available through the Penn TRAIN Peer-to-Peer Network.

THE ROAD LESS TRAVELED



M. S. PECK
CAREER TRACK PUBLICATIONS
1992
AUDIOTAPE

Life is difficult. In fact, life's a series of problems. Once we realize that, we have a choice: We can suffer over our problems--or we can solve them. *The Road Less Traveled* is a guide for solving life's problems—not through harsh self-criticism, but by confronting yourself gently and honestly.

THE SECRETS OF THE POWER OF PERSUASION



R. DAWSON
NIGHTINGALE CONANT
1989
AUDIOTAPE

Through a twelve-step process, the author explains why individuals in the workplace have difficulty reaching agreements. *The Secrets of the Power of Persuasion* is a valuable tool for individuals entering into negotiations or must deal with difficult or angry individuals.

SECTION 9 GRANT MANAGEMENT SEMINAR WORKBOOK



US DEPARTMENT OF TRANSPORTATION
1994
WORKSHOP NOTEBOOK

This workbook provides an overview of the FTA planning, financial, administrative, procurement, and operational requirements. Detailed information on these requirements is found in FTA Circulars, OMB Circulars, and the Code of Federal Regulation (CFR's). This workbook does not substitute for these original references, but does provide a quick reference tool for major provisions. Grantees should find this workbook a useful and readily usable tool to assist in grant management and as a means to help ensure compliance with FTA policies and requirements.



TEAM BUILDING SKILLS

R. LEWIS
MCGRAW-HILL ONE DAY WORKSHOP
1994
WORKBOOK

Team Building Skills is designed for organizations to conduct a one-day, in-house training to guide organizations on how to build successful departmental and/or organizational teams. The workbook contains a facilitator's and participant's guide as well as all needed handouts and a variety of slides.



TRANSIT MEANS BUSINESS IN PENNSYLVANIA

PENNSYLVANIA ASSOC. OF MUNICIPAL TRANSPORTATION AUTHORITIES
PENNA. ASSOCIATION OF MUNICIPAL TRANSPORTATION AUTHORITIES
(PAMTA)
1991
VIDEOTAPE

This videotape demonstrates the value of public transportation in the Commonwealth of Pennsylvania. Public transportation in the Commonwealth provides over 400 million rides annually on buses, trolleys, and trains of large and small transit agencies serving Pennsylvania's 67 counties.



URBAN TRANSIT

PACIFIC INSTITUTE FOR PUBLIC POLICY RESEARCH
PACIFIC INSTITUTE FOR PUBLIC POLICY RESEARCH
1985
BOOK

This program will help community leaders understand the importance of coordination and provide information on basic concepts of coordinating transit with health and human service agencies and linking customers to all modes of transportation in a seamless system.

Marketing/Customer Service

ADWHEEL AWARD WINNERS ENTRY DESCRIPTIONS

AMERICAN PUBLIC TRANSIT ASSOCIATION
 AMERICAN PUBLIC TRANSIT ASSOCIATION
 1993
 PAPERBACK

This publication contains descriptions of the goals, objectives, and results of the award-winning entries in the 1993 AdWheel Awards Program.



EMERGENCY PROCEDURES FOR EMERGENCY PERSONNEL

CAMBRIA COUNTY TRANSIT AUTHORITY
 CAMBRIA COUNTY TRANSIT AUTHORITY
 1979
 VIDEOTAPE

Emergency Procedures for Emergency Personnel demonstrates Cambria County Transit Authority's efforts to train emergency personnel on responding to a bus accident. It covers areas such as emergency entry into a bus, assisting victims who remain in a bus, and shutting off a bus following an emergency.



MANAGEMENT AND PRODUCTIVITY SKILLS (MAPS)

US DEPARTMENT OF TRANSPORTATION
 1986
 PAPERBACK

MAPS is designed to give transit managers the opportunity to assess and improve their own management skills, support and develop their subordinates, and plan for the future needs of their operation. The ultimate aim of the program is to improve the effectiveness and efficiency of managers so that employees, passengers, and the system as a whole can benefit from increased productivity.





MARKETING FOR RESULTS

OFFICE OF STATEWIDE TRANSPORTATION PROGRAMS
PENN TRAIN
1993
BOOK

Marketing for Results describes a framework for a comprehensive management approach to marketing in the transit industry based on recommendations of prior research.



MARKETING MANUAL FOR SHARED-RIDE TAXI SYSTEMS IN WISCONSIN

S. KNAPP
US DEPARTMENT OF TRANSPORTATION
1987
MANUAL

This manual will assist local shared-ride taxi systems in preparing and implementing marketing programs. Transit marketing may be a means to many ends; the manual explains how it can be used to focus and develop a marketing plan that will be appropriate and effective for your service, in your community.



THE NEW HOW TO ADVERTISE

K. ROMAN AND J. MARS
KENNETH ROMAN AND JUNE MARS
1992
PAPERBACK

The New How to Advertise provides information on all aspects of successful advertising. Designed by the private sector, it will assist anyone interested in marketing. Subjects covered include television, radio, print, media strategies, brochures, and target marketing.



OUTREACH AND MARKETING

PROJECT ACTION
1993
PAPERBACK

This guidebook discusses how successful outreach and marketing increases ridership by persons with disabilities, assesses the relationship between the transit industry and disability community, outlines key steps in organizing a steering committee, and offers a list of tools and techniques for any program.

RADIO AD COLLECTION 1993 APTA ADWHEEL AWARDS



AMERICAN PUBLIC TRANSIT ASSOCIATION
AMERICAN PUBLIC TRANSIT ASSOCIATION
1993
AUDIOTAPE

SERVING THE CUSTOMER: A SOLUTIONS SOURCEBOOK



AMERICAN PUBLIC TRANSIT ASSOCIATION
AMERICAN PUBLIC TRANSIT ASSOCIATION
1995
BOOK

The *Solutions Sourcebook* was developed to share operating and service information among the American Public Transit Association's (APTA) members. With over 75 articles, this volume is a wonderful example of the creativity and talent that APTA members exhibit in meeting the challenges of daily operations.

TRANSIT AMBASSADOR TRAINING PROGRAM TRAINEE HANDBOOK/WORKBOOK



THE VINE AND NAPA VALLEY TRANSIT
PROJECT ACTION
1995
PAPERBACK

This report describes the Transit Ambassador Program in the Napa Valley Area. A Transit Ambassador is a volunteer who knows the local transit system, assists people using the bus for the first time and offers assurance, information, and a friendly face to new passengers.

WSTA MARKETING REFERENCE GUIDE



WASHINGTON STATE TRANSIT ASSOCIATION
WASHINGTON STATE TRANSIT ASSOCIATION
1989
BOOK

This reference guide shares ideas, programs, and possibilities to get people out of their single-occupant vehicles and into mass transit, vanpools, and carpools. From tickets and passes to advertising, public relations, and education, organizations can review the marketing efforts used throughout Washington State.

Planning



COORDINATING COMMUNITY TRANSPORTATION SERVICES

COMMUNITY TRANSPORTATION ASSOCIATION OF AMERICA
 US DEPARTMENT OF HEALTH AND HUMAN SERVICES
 1992
 MANUAL

This module contains basic facts and guidelines needed to determine the best ways to coordinate community transportation resources. The material will also help currently coordinated programs run more efficiently. This planning and implementation guide covers key topics such as overcoming coordination barriers, starting coordination efforts and selecting the best model, funding, financial planning and management, designing the system, and implementing state policies and administrative structures.



DEVELOPMENT OF LOCAL COMMUNITY BUS SERVICE

R. H. THATCHER AND L. J. HARMAN
 PROJECT ACTION
 1995
 PAPERBACK

Development of Local Community Bus Service is a report of the Broward County Transit Options Project (TOPS) whose goal is to develop “options” for travel including paratransit, fixed route, local community bus service, and accessible private taxi service.



GREATER TOPEKA PARTNERSHIP FOR PUBLIC TRANSPORTATION

GREATER TOPEKA PARTNERSHIP
 PROJECT ACTION
 1995
 PAPERBACK

This project was designed to enhance communication and cooperation between transportation providers and people with disabilities by providing information about users’ needs.

GUIDEBOOK FOR PLANNING SMALL URBAN AND RURAL TRANSPORTATION PROGRAMS



US DEPARTMENT OF TRANSPORTATION
US DEPARTMENT OF TRANSPORTATION
1990
MANUAL

This manual was designed for use by existing rural transportation operators to improve their operations, and by other communities to determine needs and develop new programs. The guidebook presents information in a logical planning sequence, beginning with material to determine local public transportation needs and estimating ridership. Topics covered in this report include how to inventory existing local services, assessing the suitability of alternative transit options, and determining possible equipment/facility needs. The book discusses the alternative funding sources available, and describes key general operating policies, and procedures which impact system cost and efficiency.

MANUAL OF TRANSIT OPERATIONS IN CIVIL EMERGENCIES



SIMPSON & CURTIN
LUZERNE COUNTY (PA) TRANS. AUTHORITY & URBAN MASS
TRANSPORTATION ADMIN.
1974
PAPERBACK

Manual of Transit Operations in Civil Emergencies describes the actions necessary to accomplish contingency planning, emergency transit evacuation and relief services in a systematic manner.

USING GEOGRAPHIC INFORMATION SYSTEMS FOR INTEGRATED TRANSIT SERVICE DELIVERY



L. J. HARMAN AND R. H. THATCHER
PROJECT ACTION
1995
PAPERBACK

This report provides information about the applications of geographic information systems (GIS) technology of current services available in Broward County.

Safety



ALCOHOL AND DRUG TESTING REQUIREMENTS FOR COMMERCIAL DRIVER'S LICENSE EMPLOYEES & SUPERVISORS

**LTAP--THE PENNSYLVANIA LOCAL ROADS PROGRAM
PENN DOT
1995
VIDEOTAPE**

This video was designed to assist drivers who must possess a Commercial Driver's License and systems which employ them in complying with current U.S. Department of Transportation drug and alcohol regulations.



BLOODBORNE INFECTIONS: A PRACTICAL GUIDE TO OSHA COMPLIANCE

**JOHNSON & JOHNSON MEDICAL, INC.
1992
PAPERBACK**

The objectives of this manual are to clarify the roles played by the Centers for Disease Control (CDC) and the Occupational Safety and Health Administration (OSHA), discuss measures recommended by the CDC and mandated by the OSHA for the protection of patients and employees from bloodborne pathogens, describe the mechanisms by which infectious microorganisms can be transmitted both to patients and to health care workers, and briefly review the epidemiology of Hepatitis B and Human Immunodeficiency Virus. This educational material is intended for all levels of health care workers. Health care facilities which may benefit from this information include hospitals, extended care facilities, ambulatory surgery centers, private clinics, doctors' offices, dental offices and home health care agencies.

BUS AND PASSENGER ACCIDENT PREVENTION

J. BYMAN AND W. HATHAWAY
 U.S. DEPARTMENT OF TRANSPORTATION
 1994
 PAPERBACK



Bus and Passenger Accident Prevention provides guidance on how to develop and implement an accident prevention program for urban, rural and specialized transit systems. It identifies issues that must be addressed in order to ensure the highest degree of safety and service to passengers, employees and the general public. Some of these issues include the development and implementation of an accident prevention program, evaluation of design options for new vehicles, promotion of patron safety/awareness, consideration of personnel and training issues, and discussion of policy and procedure development.

BUS SAFETY PROGRAM

WEST VIRGINIA PUBLIC TRANSPORTATION DIVISION
 1989
 MULTI-FORMAT



This special program has been developed for teachers and students by the West Virginia Public Transportation Division who believe that school children need to be educated about bus safety and the differences between school buses and public buses. The emphasis is on school bus safety, but the same rules apply to public transportation.

CHILD PASSENGER SAFETY RESOURCE MANUAL

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
 US DEPARTMENT OF TRANSPORTATION
 1992



This manual provides the most current technical information in the field of child passenger protection and explores the many ways in which an advocate can and should address the issue of child passenger safety.



EMERGENCY PROCEDURES FOR RURAL TRANSIT DRIVERS

URBAN MASS TRANSIT ADMINISTRATION
US DEPARTMENT OF TRANSPORTATION
1989
MULTI-FORMAT

Emergency Procedures for Rural Transit Drivers is a guide to help drivers anticipate, prepare for, and respond to the many unexpected events they may encounter. Some of these emergencies—mechanical problems, minor accidents, or delays due to poor weather—can be an inconvenience to you and your passengers. Others—major accidents, a passenger's serious illness, or a vehicle fire—can be life-threatening if you do not respond quickly and appropriately. This program will not give you step-by-step instructions on what to do in every emergency situation; instead it provides information that you can use to make informed, professional decisions in the event of an emergency.



EVACUATING ELDERLY AND DISABLED PASSENGERS FROM PUBLIC TRANSPORTATION VEHICLE EMERGENCIES

W. HENDERSON
US DEPARTMENT OF TRANSPORTATION
1991
MULTI-FORMAT

This manual covers the evacuation process, precautions to be observed when the passenger's disability is known, proper body mechanics and specific techniques that may be used in the evacuation process. Some features of onboard equipment and of wheelchairs that may affect the evacuation process are also presented.



EXPOSURE CONTROL PLAN

CTS MANAGEMENT
CTS MANAGEMENT COMPANY
PAPERBACK

Bloodborne Pathogens are infectious microorganisms that are present in the blood stream of an infected person and that can be passed from one human to another through direct or indirect contact. These pathogens include, but are not limited to, Hepatitis B virus (HBV) and Human Immunodeficiency Virus (HIV). It is the

intent of this material to provide the proper training, information, and protective equipment necessary so that any employee might recognize when they may be at an increased risk, and protect themselves accordingly.

MOTOR FLEET SAFETY MANUAL (4TH EDITION)

NATIONAL SAFETY COUNCIL
NATIONAL SAFETY COUNCIL
1996
BOOK



The manual will help fleet safety directors develop and/or revise the safety and health programs in their organizations in order to reduce or eliminate preventable accidents.

US IN A BUS--A TRANSPORTATION MANUAL FOR HEAD START PROGRAMS

US DEPARTMENT OF HEALTH AND HUMAN DEVELOPMENT
1984
MANUAL



The purpose of this manual is to provide Head Start directors, transportation supervisors, and trainers with information and activities that will help develop, enhance, and maintain a safe and efficient transportation system for their programs.

WISCONSIN BUS SAFETY MANUAL

NATIONAL TRANSIT SERVICES, INC.
US DEPARTMENT OF TRANSPORTATION
1985
PAPERBACK



The *Wisconsin Bus Safety Manual* provides information and guidance on upgrading, formalizing, and coordinating bus safety functions. It focuses on cost-effective actions transit systems can take to safeguard their assets.

Scheduling & Dispatching



ESSENTIAL SKILLS FOR DISPATCHING

FEDERAL TRANSIT ADMINISTRATION RTAP NATIONAL PROGRAM
US DEPARTMENT OF TRANSPORTATION
1990
MULTI-FORMAT

This RTAP National Program training package is designed to improve the skills of dispatchers and other transit staff members who may work as dispatchers. It focuses particularly on the dispatcher's role as a coordinator for the transit system, a communicator with the public and drivers, and as a record keeper.



ESTABLISHING A DISPATCH OPERATION THAT WORKS: SCHEDULING AND DISPATCH MANUAL

E. C. NOVAK
UNIVERSITY OF WISCONSIN - MILWAUKEE
1992
PAPERBACK

This manual will assist paratransit operations in goal setting and guidelines that will allow the operation to run efficiently and effectively. The dispatcher/scheduler is the center of all communications, continually making changes in response to requests from passengers and maintaining a balance between passenger needs, available vehicles, timeliness, and productivity. The dispatcher/scheduler must be well organized and have all the information necessary readily available in order to make immediate scheduling decisions.



FIXED ROUTE SCHEDULING/RUN-CUTTING WORKSHOP

PENN TRAIN/PENNDOT
UNIVERSITY OF WISCONSIN-MILWAUKEE
1993
WORKSHOP NOTEBOOK

The material covered in this workshop includes terminology, schedule building process, sample schedules, and program critiques.

SCHEDULING/DISPATCHING WORKSHOP

OFFICE OF STATEWIDE TRANSPORTATION PROGRAMS
UNIVERSITY OF WISCONSIN-EXTENSION
1993
WORKSHOP NOTEBOOK



The Scheduling/Dispatching Workshop manual contains handouts provided to participants of the Scheduling/Dispatching Workshop seminar. Topics covered include: implementation guidelines and planning guidelines for coordinated agency transportation services, essential skills for dispatchers, dispatcher's workbook, personnel procedures and practices, and scheduling/dispatching procedures.

Self Help



THE ART OF EXCEPTIONAL LIVING

J. ROHN
NIGHTINGALE CONANT
1993
AUDIOTAPE

The Art of Exceptional Living is the can't-miss guide that shows you how to mold your future by following the fundamentals of success and by using intelligent planning.



ESSENTIAL SKILLS FOR TRAINERS

FEDERAL TRANSIT ADMINISTRATION RTAP NATIONAL PROGRAM
US DEPARTMENT OF TRANSPORTATION
1991
3-RING BINDER

This module provides a broad overview of the skills a trainer needs to lead effective training sessions. Specific topics include what effective training is all about, what works with training adults, trainer roles, and training activities and materials.



FURTHER ALONG THE ROAD LESS TRAVELED

M. S. PECK
AUDIOWORKS
1993
AUDIOTAPE

In this profound and inspiring work, based on his original lectures, Dr. Peck addresses the most urgent questions of personal and spiritual growth, including "Blame and Forgiveness," "The Issue of Death and Meaning," "Self-Love versus Self-Esteem," and "Sexuality and Spirituality." From the first step of our spiritual journey, "Growing Up" to the ultimate step "In Search of a Personal God," Dr. Peck reminds us that there are no easy answers.

MIND MAPPING: HOW TO LIBERATE YOUR NATURAL GENIUS



M. GLEB
NIGHTINGALE CONANT
1993
AUDIOTAPES

A mind map begins with a symbol or picture that represents your topic and serves as the home base for creative associations. Colors, codes and pictures connect and highlight important points and relationships between different branches of your map. Completed, a mind map is a marriage of logic and imagination. It's colorful, imaginative and expressive of what is distinctively you.

THE POWER OF THE MIND TO HEAL



J. BORYSENKO
NIGHTINGALE CONANT
1992
AUDIOTAPE

The Power of the Mind to Heal offers methods to understand health and healing by breaking through the anxiety cycle, the power of prayer and meditation, and the mind/body connection.

PRINCIPLE CENTERED LEADERSHIP



S. R. COVEY
COVEY LEADERSHIP CENTER
1992
AUDIOTAPE

Stephen Covey, the author of *The Seven Habits of Highly Effective People*, emphasizes that principles must be at the center of all activities. These audiotapes emphasize how an organization must develop a shared vision/values (mission), demonstrate strategic paths toward shared values, emphasize how trust is built within an organization, and addresses the seven chronic organizational problems.



SELF-EMPOWERMENT

**J. SALZMAN
CAREER TRACK, INC.
1993
AUDIOTAPE**

Truth, love and commitment are complex issues, and you won't hear all the answers on this tape but somehow just asking the questions gets you closer to the answers and that alone brings you some downright results. You'll live a more empowered life, at home, at work—and most of all, within yourself.



THE SILVA METHOD

**R. B. STONE
NIGHTINGALE CONANT
1991
AUDIOTAPE**

Most of us use only a small fraction of our mind's potential power. The goal of *The Silva Method* is to enable you to use the full power of your brain. These tapes cover areas such as achieving your goals with the mental screen, gaining habit control with the mirror of the mind, and using your mind to improve your health.



TRAINING RESOURCE GUIDE

**FEDERAL TRANSIT ADMINISTRATION RTAP NATIONAL PROGRAM
1994
PAPERBACK**

This catalog identifies transit training programs, audiovisual materials, and publications that can be used for in-house training. Many items can be ordered from sources listed in the manual. Additional copies may be purchased from the Federal Transit Administration RTAP National Program (1-800-527-8279). Areas include: the Americans with Disabilities Act, Commercial Driver's License, dispatching, driver training, drug free transit, emergency procedures, management, marketing, passenger assistance, planning, maintenance, and many other areas.

UNLIMITED POWER



A. ROBBINS
NIGHTINGALE CONANT
1986
AUDIOTAPE

This audio program teaches you to break through any self-imposed limitations. You will change how you feel about yourself and discover how to master your daily actions and your world.

Service Evaluation



FIXED-ROUTE SERVICE EVALUATION AND MONITORING MANUAL

**PENN TRAIN
1993
PAPERBACK**

This manual contains descriptions of techniques and procedures that will be helpful to transit managers of small and medium-sized, fixed-route transit systems in Pennsylvania. The material includes descriptions of typical service changes and identifies the steps to take for planning, evaluating, and implementing these changes, and data collection methods that are useful in service monitoring and evaluation. This manual is designed to encourage and support transit managers in the use of service evaluation and monitoring both as an organizing concept and as a practice.



PERFORMANCE INDICATOR PRIMER (A COMPANION TO FIXED-ROUTE SERVICE EVALUATION AND MONITORING MANUAL)

**PENN TRAIN
PENN TRAIN
1993
HANDBOOK**

The purpose of this primer is to increase the reader's understanding of performance indicators and their potential use in transit service evaluation. The report defines performance indicators, identifies why they are important, and gives a short example of how each is used.



SHARED-RIDE PARATRANSIT EVALUATION GUIDE

**US DEPARTMENT OF TRANSPORTATION
US DEPARTMENT OF TRANSPORTATION
1989
HANDBOOK**

This volume describes the evaluation framework of ten indicators that paratransit operators can use to gauge the efficiency and effectiveness of shared-ride paratransit systems. It includes detailed

information on how to collect needed data and how to use the indicators to diagnose and correct problems with their systems.

SHARED-RIDE PARATRANSIT PERFORMANCE EVALUATION GUIDE



J. H. MILLER
US DEPARTMENT OF TRANSPORTATION
HANDBOOK

This guide will assist shared-ride paratransit system managers in developing a performance procedure for their operation. The guide includes detailed information needed to collect necessary data and describes corrective actions and policies that can be implemented to correct substandard performance.

Training Skills



EVEN MORE GAMES TRAINERS PLAY

J. W. NEWSTROM
McGraw-Hill, Inc.
1994
PAPERBACK

Even More Games Trainers Play contains games that encourage employees to take responsibility for implementing quality initiatives; games that call attention to a worker's motivation, effectiveness, and speed in providing quality customer service; and a special section devoted to team building games.



GAMES TRAINERS PLAY

J. W. NEWSTROM
McGraw-Hill, Inc.
1991
PAPERBACK

This book is an invaluable aid for a wide variety of training situations. It includes topics such as team building, creative problem solving, and communication and listening. The Penn TRAIN Library also has three updated versions available *More Games Trainers Play*, *Still More Games Trainers Play*, and *Even More Games Trainer Play*.



MANAGEMENT FOR PERFORMANCE: THE ART OF RECOGNIZING AND REMOVING STRESS-RELATED BARRIERS

R. PINE, PINE AND ASSOCIATES, LAWRENCE, KS
PENN TRAIN
PAPERBACK

This booklet will assist managers in understanding stress, how it lowers performance, and methods to reduce stress.

STILL MORE GAMES TRAINERS PLAY

J. W. NEWSTROM
 MCGRAW-HILL, INC.
 1991
 PAPERBACK



This is a creative sourcebook that you can rely on to breathe life into a wide range of presentations and training sessions, promote the acquisition of productive new behaviors, and enhance your overall professional effectiveness.

TAP INTO RTAP

FEDERAL TRANSIT ADMINISTRATION NATIONAL RTAP PROGRAM
 FEDERAL TRANSIT ADMINISTRATION
 1992
 MULTI-FORMAT



Tap into RTAP is a promotional kit from the Federal Transit Administration's Rural Transit Assistance Program (RTAP). It includes a variety of materials that can be used to supplement other materials that promote RTAP.

TRAIN-THE-TRAINER RESOURCE

PENN TRAIN
 BOOK



This handbook consists of a compilation of training material that should prove very helpful to the trainer of adult students. It provides many guidelines that help direct the process from the perspective of the trainer, trainee, and management which encourages the training.

TRAINING RESOURCES CATALOG FOR RURAL AND SPECIALIZED TRANSIT SYSTEMS

RTAP NATIONAL PROGRAM
 U.S. DEPARTMENT OF TRANSPORTATION
 1994
 BOOK



This catalog identifies rural transit training programs, audio-visual materials and publications that can be used and/or adapted for state and local use. Training products in this catalog have been gathered from many sources and may need tailoring to fit individualized training needs.



TRANSIT MARKETING MANAGEMENT WORKSHOP

OFFICE OF STATEWIDE TRANSPORTATION PROGRAMS
PENN TRAIN
1993
PAPERBACK

This material, which was used at the Transit Marketing Management Workshop, provides management techniques and valuable insight related to four topics: service quality, marketing research, media relations, and crisis communications.

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