

*MARtap Lend & Learn
Order Form*

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If above is not available, please send

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**Fax this page to MARtap c/o Carol Tally at
508-698-2002**

MARtap should confirm shipment via e-mail fax

MARtap

LEND & LEARN

A free lending library of training materials for transportation providers. Funded by the Massachusetts Rural Transit Assistance Program (MARtap).

Lend & Learn - How Does it Work?

MARtap offers materials through the Lend and Learn library. Thanks to federal and state assistance, all of the materials are available to you free of charge.

The MARtap program has a wealth of training information we want to share with you and other public transportation providers statewide.

Select the training materials you are interested in reviewing, complete the order form and fax it to MARtap. You may order up to two items at a time and keep them for two weeks. If you need them longer, you can renew for an additional two weeks; the only cost to you is return postage.

Massachusetts Rural Transit Assistance Program (MARtap) is a program of the Executive Office of Transportation (EOT) contracted through the Massachusetts Association of Regional Transit Authorities (MARTA). MARtap receives its funding from the Federal Transit Administration, an agency of the U.S. Department of Transportation in Washington, D.C. MARtap provides a variety of assistance targeted at Massachusetts rural and small urban public transit providers. MARtap members consist of regional transit authorities and their operating companies, private non-profit providers, for profit organizations and Councils on Aging.

VIDEOS (continued)

- **Customers, Conflicts and You: A Transit Operator's Guide to Problem-Solving.** Instructor's Guide included. (2000)
- **A Good Place to Grow Old**
Video with publication (27 min). VHS by American Society on Aging; hosted by Charles Osgood. This highly praised video offers a window on the diversity that is an aging America, challenging viewers to create more caring communities with and for the millions who are aging in place. (1991)
- **The Future of Aging: New Paradigm, New Vision**
Video. VHS by American Society on Aging. A public education video moderated by Fernando Torres-Gill, Ph.D., former Assistant Secretary for Aging, U.S Department of Health and Human Services, and featuring Ken Dychwald of Age Wave, Inc., Betty Friedan, and Robert Butler. (1995)
- **Impact of Alzheimer's**
Video. VHS from Project ACTION.
- **Feel Good About the Bus & Discover Freedom with in-Trans** from Goodwill Industries.
2 Volume set. VHS from Project ACTION
- **Public Transportation: Working for America Everyday**
VHS. APTA's video, produced by Chip Bishop and featuring actress Marilu Henner, is designed to help you build community support for public transportation. Rail and bus service featured.
- **America's Coalition For Transit Now**
- **America's Future Rides on Transit** (1990)
- **DOT Reasonable Suspicion: Training for Supervisors** (1996)

LEND & LEARN

c/o Carol Tally

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Phone: 1-877-MArtap1 (627-8271)

Fax: 508-698-2002

Email: info@martap.org

Visit MArtap at www.martap.org

- Administered by the Massachusetts Association of Regional Transit Authorities.
- Funded by the Federal Transit Administration and the Massachusetts Executive Office of Transportation

For complete material description, call MArtap at 877-MArtap (627-8271) or email to info@martap.org.

LEND & LEARN

Lending Library

The MArtap Lend and Learn Library contains videos, publications and CDs and other materials specifically for trainers, administrators, staff and volunteer training and enrichment.

Although library materials are free to eligible participants, borrowers are responsible for the cost of shipping materials back to MArtap.

Ready to Borrow?

- Select materials from the list.
- Complete order form and fax it to MArtap at 508-698-2002.
- To request materials by phone or e-mail, contact Carol A. Tally at 877-MArtap1 (627-8271), e-mail info@martap.org.

Need Additional Help?

If you have questions about the library services or if you would like to request information, call MArtap.

MArtap is grateful for the donations in resource materials for this Lend and Learn Library. If you have training materials to share, please forward them to MArtap, PO Box 155, Foxboro, MA 02035 and we will reference the training modules in this publication.

VIDEOS (continued)

- **Basic Training for the Transportation Specialists**
- **Keeping Customers Coming Back**—Building Peak Performance Series with Brian Tracy.
- **On The Road Again...And Again**
Senior Sensitivity Training for Taxi/Van Drivers (2005)
This video was developed and produced by Seeking Solutions, a coalition of Boston elder service providers to access services that will enable them to live more independently in their homes and communities. This video helps sensitize taxi and van drivers to some of the special situations and needs they might encounter when transporting elders.
- **Customers, Conflicts and You: A Transit Operator's Guide to Problem-Solving** (2000)
- **Smart Driving + An Accident Prevention Training Program for Bus Operators** (1999)
- **RTAP 10 Golden Rules of Preventative Maintenance '01**
- **(NEW) Building Quality, Everyone's A Customer - FTA, RTAP**—This training package includes a 22-minute videotape and a workbook. Through humor and innovative situations, the videotape captures attention and reinforces points about service quality and marketing to customers. Viewed without interruption, it sets the tone and format for customized training by utilizing the workbook and resource materials.
- **(NEW) Roles and Responsibilities of Transit Managers - FTA, RTAP** This video and workbook, developed by the FTA's National Rural Transit Assistance Program (RTAP), feature three central themes: Leadership: Knowing Your Values and Living Them; Hiring, Training and Keeping the Best People; Effective and Efficient Operations. This module is tailored to provide quick and easy to understand guidance for new transit managers, to refresh the knowledge of experienced managers and to provide greater understanding of management demands.

CD-ROM

- **Workplace Health and Safety Resource CD-ROM** from the National Transit Institute. This CD provides a wide variety of information on health and safety topics impacting transit workers. Topics include Bio-safety, Confined Space, Drug & Alcohol testing, fatigue, stress, scheduling - complete list of topics available at MARTap.
- **Smart Driving + The Professional CD-ROM Transit Operator Training Program** from the National Transit Institute. This CD-ROM training program emphasizes the three elements and service choices of the transit triangle: the bus, the operator and the customer. Includes Instructor's guide and student manual. (1997)
- **(NEW) System Security Awareness for Transit from Employees from NTI (CD and Video)**—This fifteen-minute fast-paced video presentation on the key aspects of system security for transit employees. It will increase the viewer's awareness of what to look for and what to do regarding suspicious activity, packages, devices and substances. The practices put forth will not only help a transit system "harden the target" relative to terrorism, but will also improve overall security—helping to reduce all levels of crime. (2003)
- **Customers, Conflicts and You. A Transit Operator's Guide to Problem Solving**
- **Professional - Training program for bus operators**
- **(NEW) Threat and Vulnerability Toolbox - National RTAP** Your guide to community transit safety, security and emergency preparedness. **Video Disc and Student Disc available.**
- **(NEW) Safety Training & Rural Transit - National RTAP** Basic training for rural transit drivers in Vehicle Safety, Driver Safety, Passenger Safety.

PUBLICATIONS (continued)

- **Paratransit Demand Management Evaluation Handbook** Evaluation handbook that includes strategic planning, demand management strategies, and assessment information requirements. Project ACTION.
- **Dollars & Sense—The Economic Case for Public Transportation in America** 1997 by Donald H. Camph for the Campaign for Efficient Passenger Transportation. "Investment in public transportation makes dollars and it makes sense. The benefits to motorists, to businesses, to transit riders and to American society as a whole far outweigh the costs." (1997)
- **Terrorist Activity Recognition and Reaction** Participants Workbook, sponsored by FTA and NTI.
- **Transit Workplace Safety and Security** System Security Awareness for Transit Employees Security Incident Management for Transit Supervisors, published by NTI.
- **ADA Stop Announcement Program-Training Transit Operators and Supervisors on Calling Out Stops** (1998)
- **A Handbook for Acquiring Demand-Responsive Transit Software** By Transit Cooperative Research Program (TCRP) (1996)
- **Access to Work Task Force & Job Task Force** (1998)
- **TEA-21 Users Guide** (1998)
- **RTAP Training Resource Catalogue** (1999)
- **Using Public Transportation to Reduce the Economic, Social, and Human Costs of Personal Immobility** (1999)
- **Assessment of the Economic Impacts of Rural Public Transportation** (1998)
- **Keep Them Calling** (1997)

PUBLICATIONS (continued)

- **The Professional Driver—A Training Manual for Paratransit Drivers**
This manual was produced in part by the Missouri DOT along with the St. Louis Office for Mental Retardation and Developmental Disability Resources.
- **A Lift to Freedom: The Bus Everyone Can Ride**
A collaborative grassroots outreach and marketing project developed to bridge the gap between the transit agency and disability community. It also addresses crucial attitudinal, behavioral and informational issues that affect both the use and delivery of accessible fixed route services.
Project ACTION.
- **ADA Paratransit Eligibility Handbook**
A handbook that identifies and documents exemplary eligibility certification procedures using the trip-by-trip component.
Project ACTION.
- **Determining Eligibility for Individuals with a Visual Disability: Guidelines for Evaluating Environmental Barriers** Guidelines designed to enable paratransit systems to identify those transit routes within their communities that contain environmental barriers for those with visual disability. Project ACTION. (1996)
- **Broward County, Florida Transit Options Project/ADA/Paratransit.**
Development of an ADA paratransit eligibility determination process that better supports an intermodal, integrated service delivery approach. Project ACTION.
- **How to Develop a Specialized Transportation Enhancement Program**
A coordinating project focusing on rural areas/transportation needs of senior citizens to increase communication between public and private transportation providers; reduce physical and attitudinal barriers toward person with disabilities, and identify transportation service needs of people with disabilities.
Project ACTION.

PUBLICATIONS

- **Elder Transit Facts— Transportation Report**
Set of 20 fact sheets from CTAA. (1993)
- **Best Practices Profiles for Model Transportation Systems Serving the Elderly (I & II)** from CTAA.(1992)
- **Helping Older Riders: A Guidebook for Drivers of Special Transportation for the Elderly** from CTA(1993)
- **Aging and Transit Roundtables** from CTAA (1993)
- **Marketing a Mode switch from Paratransit to Accessible, Fixed Route Service**
A model cost-effective program designed to reduce individual passengers' fears regarding public transportation and to encourage modal switching from paratransit to accessible, fixed route service. Target audience is seniors and people with disabilities from Project ACTION. (1993)
- **Training Curricula for Transit Users with Disabilities**
A combination of training curricula, which were the results of several local demonstration projects, developed for consumers interested in using fixed route transportation in the community. Project ACTION. (1993)
- **MARTA RTAP Training Resource Catalogue** (1999)
- **Project ACTION Transportation Demonstration Project : Fixed Route Travel Training**
A travel training program designed to provide paratransit users with opportunities to increase their transportation options through the use of fixed route services and to establish transportation training as a permanent service. (1995)

PUBLICATIONS (continued)

- **Curriculum to Introduce Travel Training to Staff who Work with People with Disabilities**
A model training project developed to educate, inform and assist staff members about travel training tools and techniques for people with disabilities interested in accessing public transportation. (1993)
- **Don't Miss the Bus to Community Inclusion– Bus Rider Training Project**
A consumer program designed to train people with disabilities how to access fixed route transportation in the Charlotte, NC area. The project also emphasized the connections between accessible transportation and community-wide inclusion into all kinds of activities. Project ACTION. (1995)
- **Transit Training Project for People with Disabilities**
A collaborative training model between the San Antonio Independent Living Services and local transit designed to teach individuals with disabilities how to access fixed route transit. Project ACTION. (1992)
- **Advocacy Center for Elderly and Disabled: Ticket to Ride– A Workshop on ADA Transportation Disability Awareness, Sensitivity & Communication for Transit Providers.** Project ACTION. (1996)
- **Advocacy Center for Elderly and Disabled: Ticket to Ride - Final Report—A Workshop on ADA Transportation & Self-Advocacy for People with Disabilities.** Project ACTION.
- **Advocacy Center for Elderly and Disabled: Ticket to Ride—Final Report.** Project ACTION. (1998)
- **Superior Customer Service Serves—**Making Customers Happy by Brian Tracy (1997)

PUBLICATIONS (continued)

- **(NEW) Employee Guide to System Security—Observe and Report—**NTI flyer designed to increase reader's awareness of what to look for and what to do regarding suspicious activity, packages, devices and substances. Employee Guide for Bus Operators and Employee Guide for Bus Maintenance available. Guide to Workplace Violence also available.
- **Tri-County Metropolitan Transportation District of Portland, OR**
A model transit communications program for the deaf. Project identifies and analyzes the specific situations that create problems for the deaf and uses this information for guidance in developing solutions. Project ACTION. (1996)
- **Teamwork in Transportation—Final Report**
A computer-based interactive program designed to conduct top-to-bottom training of transit personnel including managers, information personnel, mechanics and drivers on their responsibilities under the ADA. Project ACTION. (1990)
- **Illinois/Iowa Transit Training Project**
A three-tiered training program for persons with disabilities and area transit personnel throughout the Quad Cities—Davenport, Rock Island and Moline. Project ACTION. (1996)
- **Goodwill Industries**
A transit training program designed to recruit, evaluate and train persons eligible for ADA paratransit services, but who may be capable of transitioning at least 25% of their trips to fixed route transportation. Project ACTION.
- **(NEW) Board That Perform - National RTAP Roles and Responsibilities of Board Members**
- **Tap into RTAP**