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NEED TRAINING?

Call our office to schedule training at your agency.

1.573.341.6155



Federal Transit Administration



The Beat Goes On!

The second edition of the new Missouri RTAP eNewsletter is here. We will be publishing the Newsletter each quarter. We appreciate the positive comments that we received from the transit providers across the state and even our transit friends from other RTAP centers in several states throughout the country on the first edition. We would love to include news and events on what is happening with the transit providers we serve. We welcome your input and any articles or announcements that your

agency would like to include in an upcoming issue. If you have an upcoming groundbreaking or ribbon cutting ceremony on a new facility or even new staff that you would like to welcome, please let us know. We would like to hear about it and share it with other readers. Please send them to Heath Pickerill, MO-RTAP Manager, at pickerillh@mst.edu or contact by phone at 573-341-7637. We hope you enjoy the second edition.

MO-RTAP to Host Simulator Training

Missouri RTAP can offer simulator training available through the Paducah Area Transit System. Paducah Transit's Mobile Driver Training Simulator is a high-tech, state-of-the-art, simulator entirely self-contained in a 53-foot expandable mobile classroom. According to the Paducah Transit brochure, simulation training provides instructional strategy that immerses drivers in a situation resembling reality. This type of instruction is especially important in situations where real world errors would be too dangerous or too expensive. Simulator training is considered an invaluable tool in all driver training curriculum by enhancing existing training, reducing risk exposure and improving safety performance.

Simulator training works because:

- Drivers can practice dangerous scenarios without being in real danger and by not putting the public at risk with on-the-road training.
- Drivers learn how to avoid crashes from major accidents to costly fender benders.
- Individuals can "drive" through all kinds of weather (rain, snow, ice, wind, fog) in day or night.
- Scenarios can be customized for you, the client; to teach your drivers how to avoid the type of accidents they are having most frequently.

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The Fine Print

Missouri RTAP quarterly eNewsletter is published by the Missouri RTAP office located on the campus of Missouri University of Science and Technology. The opinions, findings and recommendations expressed in this newsletter are not necessarily those of Missouri S&T, MoDOT or the Federal Transit Administration.



About RTAP

National RTAP is a program of the Federal Transit Administration dedicated to creating rural transit solutions through technical assistance, partner collaboration and FREE training.

LETTER FROM THE MANAGER

Dear transit friends,

Hello and welcome back to the new Missouri RTAP eNewsletter. I hope that you found the first issue informative and useful. The intent of this quarterly publication is to help you stay up-to-date on everything happening in the transit community both within the state and across the country. If there is anything you would like to share or see featured in upcoming issues, please forward your articles, ideas or requests to me.



As of April 1, we are now processing all scholarship requests and reimbursements through the Missouri RTAP office. Please note that there will be some slight changes to the reimbursement rates now that they are being processed through the University of Missouri system. However, there shouldn't be any significant changes to the amount of reimbursement. For example, a mileage rate of \$0.535 will be used, which is slightly higher than some agencies currently use. Please see the article on page four for more details on the changes.

You might remember in the first edition, an announcement was made that we can host simulator training through the Paducah Area Transit System. Jim and Michele Eastwood with Paducah Transit are eager and willing to come to Missouri to provide training. I have had the opportunity to communicate with them by phone and email several times in the last couple of months, and they have been extremely accommodating in answering questions and providing information. To date, we have scheduled two days of training for the OATS Northeast Region this fall. Don't get left out on this opportunity to hold one of these unique and useful trainings. Contact me if you are interested in scheduling a class.

On March 20, Steve Billings, Bryan Heckman and I had the opportunity to meet with all of the OATS regional directors and various other staff members in Columbia to discuss Missouri RTAP and ideas for expanded services and training. One of the suggestions was for us to offer more lift maintenance training. I have been in contact with both Ricon and Braun to coordinate training. Braun offers monthly training webinars. Their next trainings are May 30 and June 20. Please see the details on page eight for details in how to participate. We plan to meet with other transit organizations around the state throughout the year to gather feedback on how we can expand the services of Missouri RTAP. If your organization has a meeting planned and you would like to include this type of discussion, contact Steve, Bryan or myself to coordinate this.

Please feel free to offer input at any time. We welcome hearing from you and feel it is important to offer expanded services that are designed around best serving you our customers. Please feel free to contact me at pickerillh@mst.edu or by phone at 573-341-7637 with any questions, comments or suggestion you have. I look forward to hearing from you and hope that you continue to enjoy the new Missouri RTAP eNewsletter.

Best wishes,

Heath Pickerill

Missouri RTAP Manager

MISSOURI RTAP UPDATES

(continued from page 1)

The simulator can be brought to your location at your convenience. Their mobility sets them apart, allowing them to accommodate training needs by conveniently coming to your area with their certified instructors. There is currently a class scheduled this fall at the OATS Northeast faculty. Please let us know if your agency is interested in hosting driver simulator training. We look forward to hearing from you. More information on the mobile driving simulator can be found at www.paducahtransit.com/mobile-driving-simulator.html.

Information reprinted with permission by Paducah Area Transit System



Scholarship Reimbursement Information Update

As of April 1, scholarship requests and reimbursements are now processed by the Missouri RTAP office. We hope this will be a smooth transition for everyone. We will now approve the requests for reimbursements and then pay the invoices for approved expenses to conferences, training, etc. There have not been any changes in what is allowed for reimbursement. Reimbursement payments will be made by the University of Missouri but still be funded through the Federal Transit Administration (FTA). Because we will be using the UM Travel Policy for reimbursements, there are a few differences in the rates that you should be aware of when completing your requests. First, the mileage rate we use is \$0.535. This might be slightly

higher than some agencies have used in the past. Second, the reimbursement for meals is done on a per diem rate. Instead of being reimbursed for exactly what you spend on each meal, you will be reimbursed based on a standard University rate. Only travel over 8 hours is able to be reimbursed. Anything between 8 to 12 hours is \$21.00. Any travel over 12 hours is \$42.00/day. It will no longer be necessary to submit meal receipts; however, the time of your departure and return will be required. It is our intent to keep this as simple as possible and make it a smooth and seamless transition for everyone. If you have any questions or concerns, please contact our office. Forward all requests to Heath at pickerillh@mst.edu.

New MO-RTAP Website Under Construction!

The new Missouri RTAP website continues to be developed. Please be patient as we work to add features and content as well as work out formatting bugs. Features of the website include information about the program and staff, resources that are available, a training calendar, training request forms, related links to various resources and organizations, as well as other helpful items. Check it out at www.mortap.com



RULES & REGULATIONS UPDATE

Amendments to the US DOT ADA Regulations

Amendments were made to the US DOT ADA regulations (49 CFR Part 37) and took effect October 19, 2011. The amendments include requirements related to rail service platforms as well as the following changes:



The term “common wheelchair” has been removed from the requirements related to lift and securement use (Section 37.165). This means that transportation providers must transport a wheelchair and its user so long

as the vehicle lift can accommodate the size and weight of the wheelchair and its user, based on the weight limits the lift is designed to accommodate. This change came about in consideration of the fact that many vehicles and lifts are designed to accommodate heavier and larger chairs than what was defined as a “common wheelchair” in the original ADA regulations (does not exceed 30 inches in width and 48 inches in length measured two inches above the ground, and does not weigh more than 600 pounds when occupied - the minimum size and weight vehicles must be designed to accommodate), as well as the proliferation of different types of wheelchairs. Transit providers must now carry a wheelchair and occupant if the lift and vehicle can physically accommodate them, unless doing so is inconsistent with legitimate safety requirements. “Legitimate safety requirements” includes such circumstances as a wheelchair of such size that it would block an aisle or would interfere with the safe evacuation of passengers in an emergency.

The definition of “wheelchair” has been modified to include “three or more wheeled devices.” This change has been made in light of advances in wheelchair design, with many power wheelchairs now having more than four wheels.

The amendments also add a definition of “direct threat,” which is now consistent with the Department of Justice’s definition and defined as “a significant risk to the health or safety of others that cannot be eliminated by a modification of policies, practices or procedures, or by the provision of auxiliary aids or services.” This definition focuses solely on whether an individual poses a significant threat to others and does not include threats to self. This definition, in ef-

fect, results in a prohibition against denying an individual a paratransit trip out of fear that they might come to harm without a personal care attendant or contact with someone at the destination point. The US DOT recommends that this issue be addressed during the application process and eligibility interview.

The amendments additionally address missed trips and denials for ADA paratransit. When the ADA paratransit service is unable to provide one leg of a multi-legged trip (for example, only one direction of a round trip could be made), and the passenger is therefore unable to take any of the requested trips, all of those trips must be recorded as trip denials. When a denied or missed trip makes a subsequent requested trip impossible, two opportunities to travel have been lost from the point of view of the passenger. The amended rule indicates that US DOT will issue guidance shortly on this matter.

For more information, visit the FTA website at <http://fta.dot.gov/civilrights/12325.html>, where you can download the amendment, a summary of major points, and answers to frequently asked questions. Easter Seals Project ACTION (www.projectaction.org / (800) 659-6428) can provide technical assistance on accommodating a variety of mobility devices on public transit. The following web page includes links to several resources: http://projetaction.easterseals.com/site/PageServer?pagename=ESPA_resources_mobility_aids. ESPA also published “Status Report on the Use of Wheelchair and Other Mobility Devices on Public and Private Transportation” in 2009. This in-depth research report is available free of charge from their online store.

Another great resource is the manufacturer of your vehicles’ lifts, ramps, and securement devices.



Resource: Maryland Transit Update, Winter 2012

Purchase Training Materials



Do you want or need additional copies of the material you received in the classroom? The [NHI Store](#) can help you. We provide a wide variety of reference manuals, guides, and information materials (in both print and electronic formats). These materials are written by leading transportation experts and are used by higher education institutions.

Anyone can purchase NHI Store materials. We are flexible and offer you a range of options including print-based or down-

loadable electronic versions. Our prices include shipping for print-based materials. To view our selection of materials, please search the NHI Store.

Additional Information:

1. You must be logged in to the NHI Web site to purchase materials or download and access electronic documents.
2. To download and access your electronic materials, select “My Training” on the submenu bar near the top of the NHI Web site and select the “My Downloads” tab.
3. To learn more about NHI training products and services, please select this link.

TCRP Synthesis Report 93:

Practices to Protect Bus Operators from Passenger Assault

Transit administrators, engineers, and researchers often face problems for which information already exists, either in documented form or as undocumented experience and practice. This information may be fragmented, scattered, and unevaluated. As a consequence, full knowledge of what has been learned about a problem may not be brought to bear on its solution. Costly research findings may go unused, valuable experience may be overlooked, and due consideration may not be given to recommended practices for solving or alleviating the problem.

This synthesis report addresses the important issue of protecting bus operators from passenger assault. The key elements of the synthesis study included a survey of transit agencies with a 75% (66/88) response rate, profiles of security practices, and a literature summary.

Although serious crime in transit systems is relatively rare and constitutes a small percentage of overall crime, even one serious incident of violence can make media headlines and diminish the perception of security, especially if the crime is against the transit operator.

Assaults on operators have caused worker absence, productivity issues, and increased levels of stress for the victim and for coworkers. Minor incidents can be precursors to more serious violence against operators. Therefore, it is important that transit agencies address the issue of operator assaults before they become problematic.

“Assault” of a bus operator is defined broadly in this synthesis and includes acts of aggression that may or may not cause physical injury to the operator. Assault is defined as: Overt

physical and verbal acts by a passenger that interfere with the mission of a bus operator—to complete his or her scheduled run safely—and that adversely affect the safety of the operator and customers.

Bus operator protection measures ranging from policing, personnel, and training to technology, information management, policy, and legislation were identified and explored in this synthesis study. Transit agencies face different challenges and problems, along with different sets of institutional, legal, and budgetary constraints; these issues typically are considered when agencies select and implement security measures. Some measures are more appropriate for preventing certain types of attacks.

Audio surveillance is especially useful in addressing verbal attacks and threats. Agencies have helped to enact legislation on enhanced penalties for operator assault and have established agency policies such as suspending service for violating transit agency rules. The characteristics of assailants also influence the protection method. If most are teenagers, a school outreach program may mitigate assaults. If gang-related assaults are increasing, close cooperation with local law enforcement could be key.

The purpose of this report was to document the state of the practice and report on the practices and policies implemented by transit agencies to deter and mitigate assaults on bus operators. The report incorporates workplace violence issues and up-to-date information on bus operator security measures and practices.

[Report Link](#)

AVAILABLE TRAINING PROGRAMS

The following is a list of the training programs and a course description of each that are currently available to rural transit providers through Missouri RTAP. Requests for training can be made by contacting Doreen Harkins, MO-RTAP Program Specialist, at harkinsd@mst.edu or 573-341-6155.

Defensive Driving

Makes sure all your drivers know how to develop safe, defensive driving habits and attitudes. This program covers essential defensive driving techniques that can reduce collision-related injuries and fatalities and can help you reduce insurance claims, lost work time and vehicle repairs by decreasing the number of collisions. This program also includes student course guides with a certificate of completion.



Passenger Assistance/Mobility Aid Securement

Provides classroom and hands-on training to demonstrate proper assistance techniques and mobility aid securement.

Emergency Procedures

Discusses how transit drivers should handle emergency situations such as breakdowns, collisions and transit passenger vehicle evacuations.

Drug Abuse Awareness in Rural Transit

Educates transit drivers about the hazards of both illegal and legal drugs and alcohol. Various drug-testing regulations are also discussed.

Blood Borne Pathogens

Covers various problems that may be encountered when having to deal with a body fluid spill on the bus and stresses protection for the driver and other passengers.

Operation Lifesaver – Highway-Rail Crossing Safety

Covers the importance of safety when utilizing a highway rail crossing. Laws and regulations for commercial drivers are emphasized.

Basic First Aid

Stresses the importance of calling 911. It is a program by the Red Cross that is a refresher course for CPR and rescue breathing.

Backing Safety

Reduce the number of backing collisions. The program is designed by the National Safety Council.

Reversing the Trend – Backing Safety

Emphasizes components of the Smith System Defensive Driving Institute defensive driving strategies to reduce backing collisions.

Winter Driving Safety

Covers safety tips and techniques for handling the hazards of winter driving. Topics cover pre-season preparation, pre-trip procedures, and on-the-road issues such as anti-lock brakes and obstructed views.

Fatigue Awareness for Drivers

This program covers: fatigue, signs and symptoms, factors that affect it, sleep, effect on family and social life and strategies and countermeasures.

Driven to Extremes

Covers the myths and realities of aggressive driving.

Entry Level CDL Driver Training

Meets DOT requirements for new CDL Drivers.

Diversity & Awareness Training - Providing Quality Customer Service for Transportation Passengers who have Disabilities

Learn how to provide quality customer service and support for passengers with disabilities. As a result of this training you will have an enhanced understanding of disability and diversity, improved ability to communicate respectfully and effectively with people with disabilities and increased ability to provide needed transportation accommodations.

Safe & Secure Proper Infant and Child Seat Installation

Provides information for safely installing and securing a car seat for children.



OTHER TRAINING OPPORTUNITIES

Upcoming NTI Courses

The National Transit Institute is pleased to announce the following upcoming training sessions. Click below for more information on each course or to register:

Introduction to Asset Management - Webinar

- June 13, 2013, 2:00pm - 3:30pm EST

Managing Community Mobility

- June 11-12, 2013 - Salt Lake City, UT

Paratransit Management and Operations

- June 20-21, 2013

For more information on any of the above classes, please contact NTI Program Coordinator Myrna Sirleaf at 732-932-1700, ext. 228 or at mmoore@rutgers.edu

Registration Link: <http://www.ntionline.com/courses/list.php>

MTAP Sponsored Course & Training Opportunities

Fundamentals of Public Transportation Course

MTAP partners with the University of Wisconsin-Milwaukee and the National Rural Transit Assistance Program to bring multiple training programs to the state DOTs, including the Fundamentals of Public Transportation course. Through UWM the Fundamentals of Public Transportation course is offered on-line or can be taught for one state or for multiple states in a region.

Fundamental Financial Management Training for Rural and Small Urban Public Transit Providers Course

The Financial Management training course is designed for rural and small urban directors/manager or those responsible for the financial management of their transportation programs. In addition, individuals responsible for grant accounting, general organizational accounting, revenue tabulation, and performance reporting will also benefit from the course. This course was developed in partnership by National RTAP and AASHTO's MTAP Program.

Registration Link: <http://scopt.transportation.org/Pages/FundamentalsOfPublicTransportation.aspx>

Upcoming NTI Transit Technology Offerings

The National Transit Institute is pleased to announce the following upcoming training session. Click below for more information or to register:

Implementing Rural Transit Technology

- June 26-27, 2013 - Ithaca, NY

Rural transit providers are interested in exploring how technology can help increase operating efficiencies and improve safety. Technology can transform scheduling and dispatching operations, provide new levels of customer service, and support innovative business practices. This course is geared for transit professionals, state DOT office staff, and regional planners involved in planning and implementing technology-based applications for rural transit operations.

Registration Link: <http://www.ntionline.com/courses/courseinfo.php?id=63>

For more information, please contact NTI Program Coordinator Fran Conti at 732-932-1700, ext. 238 or fconti@nti.rutgers.edu

FTA's Substance Abuse One-Day Seminar

As an adjunct to the FTA Drug and Alcohol National Conference, this one-day seminar is designed to provide essential facts and information to facilitate employers' compliance with DOT's 49 CFR Part 40 and FTA's 49 CFR Part 655. While a high-level overview of the regulations will be discussed, this seminar will focus more on the operational side of a transit agency's functions.

Upcoming Dates:

- Sioux City, IA - May 30, 2013
- Concord, NH - June 11, 2013
- Wichita, KS - July 11, 2013
- Helena, MT - August 15, 2013

Registration Link: <http://transit-safety.fta.dot.gov/Training/new/CourseDetails.aspx?csid=50>

OTHER TRAINING OPPORTUNITIES

Commercial ADA Lift Mechanic Training

This training will cover all aspects of our ADA lift products including identification, maintenance and repair procedures. After registering you will receive a confirmation email containing information about joining the Webinar. Space is limited. Reserve your Webinar seat now!

Date: Thursday, May 30, 2013
Time: 1:00 PM - 3:00 PM EDT

[Register for May 30th](#)

Date: Thursday June 20, 2013
Time: 1:00 PM - 3:00 PM EDT

[Register for June 20th](#)

System Requirements for PC-Based Attendees

Required: Windows® 7, Vista, XP or 2003 Server

System Requirements for Mac®-based attendees

Required: Mac OS® X 10.6 or newer

System Requirements for Mobile Attendees

Required: iPhone®, iPad®, Android™ phone or Android tablet

RESOURCES

Links

National RTAP – Rural Transit Assistance Program
<http://www.nationalrtap.org/>

National Transit Institute
<http://www.ntionline.com/>

**Transportation Safety Institute –
Transit Safety & Security Training Division**
<https://www.tsi.dot.gov/Transit.aspx>

**Federal Transit Administration –
Rural Transit Assistance Program Page**
http://www.fta.dot.gov/funding/grants/grants_financing_3554.html

**Kansas RTAP – Kansas University
Transportation Center**
<http://www.kutcc.ku.edu/cgiwrap/kutcc/rtap/index.php/index.html>

**Transportation Research Board's (TRB) Transit
Cooperative Research Program (TCRP)**
<http://www.tcrponline.org/>

Upcoming Events

CTAA EXPO in Albuquerque, New Mexico
Sunday – Friday, June 2 – 7

**Open House for OATS Northeast Region Facility in
Macon**
Wednesday, June 12

FTA On-Site State Management Review of MoDOT
Monday- Friday, June 24 – 28

**MPTA-KPTA-IPTA Joint Transit Conference, Kansas
City**
Sunday – Wednesday, August 4 – 7

MPTA Board of Directors Meeting, Kansas City
Monday, August 5

BusCon 2013 at Navy Pier , Chicago, IL
Tuesday – Wednesday, September 10 – 11