



# NTI PARATRANSIT MANAGEMENT AND OPERATIONS COURSE

**October 13-14, 2009—Tampa, Florida**

**Registration Deadline **EXTENDED**: Monday, October 5, 2009**

The Florida Rural Transit Assistance Program (RTAP) in cooperation with National Transit Institute (NTI), the Center for Urban Transportation Research (CUTR) and the Florida Department of Transportation (FDOT) will be presenting the **NTI Paratransit Management & Operations course**, October 13-14, 2009 in Tampa, Florida.

## **COURSE OBJECTIVE**

**Audience:** This course is intended for people who manage or operate paratransit services. This is a comprehensive course. The content is geared for people who have experience working with paratransit services.

**Description:** The goal of this course is to teach transit professionals the skills needed to effectively manage and operate paratransit services.

Topics include:

- History of demand response service and where the industry is today
- The relationship between managing and providing paratransit service
- Developing policies and procedures for your paratransit department
- Management functions needed to operate paratransit department planning, resource availability, staffing, scheduling, budgeting, and performance evaluation
- Operating techniques to provide paratransit service, including contracting vs. in-house, brokerages and call center operations, route deviation, taxi supplements, and feeder service
- Scheduling techniques that are based on your agency's resources and local transit environment
- Controlling costs and billing methods
- Technology's role in paratransit service
- Customer service throughout the paratransit department

The course is facilitated by industry professionals with extensive experience in paratransit service and the ADA

Upon completion, each participant will receive a certificate of completion.

## **REGISTRATION INFORMATION**

There are no registration fees to attend this training. Registration is **limited to two participants per agency**. A registration for each participant must be completed. Please register early to ensure participation. A confirmation email with lodging information, training class agenda (if available) and training logistics will be forwarded to each registrant. If you would like to attend this training course, please fax, email or mail the attached registration form no later than **Monday, October 5, 2009** to:

**Center for Urban Transportation Research  
University of South Florida  
Attn: Yolanda Moore  
4202 E. Fowler Ave - CUT100  
Tampa, FL 33620  
(813) 974-7748 Phone  
(813) 974-5168 Fax  
[moorey@cutr.usf.edu](mailto:moorey@cutr.usf.edu)**

*For additional registration forms, information about the Florida Rural Transit Assistance Program including upcoming training and events, technical assistance information, resource library, and the RTAP Bulletin or to join the RTAP listserv, visit [www.floridartap.org](http://www.floridartap.org).*

**REGISTRATION FORM**  
**NTI PARATRANSIT MANAGEMENT & OPERATIONS COURSE**  
**OCTOBER 13-14, 2009**  
**8:30 AM– 5:00 PM**  
**USF/CUTR-TAMPA, FLORIDA**

REGISTRANT'S NAME \_\_\_\_\_

JOB TITLE \_\_\_\_\_

MAJOR DUTIES & RESPONSIBILITIES \_\_\_\_\_

SUPERVISORS NAME \_\_\_\_\_

EMPLOYER \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

PHONE \_\_\_\_\_

FAX \_\_\_\_\_

EMAIL \_\_\_\_\_

An email confirmation with hotel info and training logistics will be forwarded to you. There are no registration fees for this workshop. If you need to cancel your registration, please notify Yolanda Moore within 72 hours of the course. This will allow others an opportunity to attend.

**CANCELLATION POLICY**

**Cancellation Period**—Registration cancellations will be accepted via e-mail notification no less than three working days prior to the training start date.

**Cancellation/No-Show**—Registrants will only be allowed one “no-show” per calendar year. It is our policy that if you can not attend a training course, that you notify us no less than three working days prior to the training start date or send a substitution.

**Substitutions**—We are pleased to accept substitutions for our training sessions. It is the responsibility of the registrant to find a suitable substitute, and notify CUTR of the change.

**Center for Urban Transportation Research**

**Attn: Yolanda Moore**

**University of South Florida**

**4202 E. Fowler Ave-CUT100**

**Tampa, FL 33620**

**(813) 974-3120**

**(813) 974-5168 fax**

[moorey@cutr.usf.edu](mailto:moorey@cutr.usf.edu)

[www.floridartap.org](http://www.floridartap.org)

