



NTI PARATRANSIT MANAGEMENT AND OPERATIONS COURSE

May 31-June 1, 2012—Tampa, Florida Registration Deadline **Monday, May 21, 2012**

The Florida Department of Transportation's Florida Rural Transit Assistance Program (RTAP), administered by the Center for Urban Transportation Research (CUTR) will be presenting the National Transit Institute's **Paratransit Management & Operations** course, May 31-June 21, 2012 at the University of South Florida in Tampa, Florida.

An email confirmation will be sent to registrants upon receipt of completed registration form.

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

Topics will include:

- 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
- Technology's role in paratransit service
- Customer service throughout the paratransit department

Who should attend: This comprehensive course is intended for current public transportation professionals who manage or operate paratransit services. The content is geared for people who have experience working with paratransit services.

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

REGISTRATION INFORMATION

Registration is **limited to two participants per public transportation agency**. A registration form 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, May 21, 2012** 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

****Fees are waived for federal, state and local government employees who work in transportation or related areas.****

There is a fee of \$300.00 for contractors, consultants and Non USA Transportation Agencies . If you meet this criteria, please contact National Transit Institute **directly** to register and pay for this course: (732) 932-1700 or mmoore@nti.rutgers.edu

To review the transit training registration policies and procedures, please follow the link: [Transit Training Policy & Procedures](#)

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



REGISTRATION FORM

Registration Deadline **Monday, May 21, 2012**

NTI PARATRANSIT MANAGEMENT & OPERATIONS COURSE

MAY 31-JUNE 1, 2012

8:30 AM- 5:00 PM

USF/CUTR-TAMPA, FLORIDA

REGISTRANT'S NAME & JOB TITLE _____

PRIMARY DUTIES & RESPONSIBILITIES _____

EMPLOYER _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

PHONE _____ FAX _____

REGISTRANT'S EMAIL _____

SUPERVISOR'S NAME & TITLE _____

SUPERVISOR'S EMAIL _____

SUPERVISOR'S SIGNATURE _____

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An email confirmation with hotel info and training logistics will be forwarded to you. 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.

Please follow the [link](#) to new and updated transit training policies and procedures that are currently in effect for all Transit Training courses: [Transit Training Policy & Procedures](#)

Center for Urban Transportation Research

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University of South Florida

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