

Paratransit Management & Operations Training Session

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.

This training is designed to teach transit professionals the skills needed to effectively manage and operate paratransit services. It will highlight:

- The history of demand response service and where the industry is today
- The relationship between managing and providing paratransit service
- The developing policies and procedures for your paratransit department
- Management functions needed to operate paratransit service, including 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 an industry professional with extensive experience in paratransit service and the ADA.

If interested in taking this training session, you must pre-register by completing the registration on the next page. Once you complete the form, **please e-mail the form to Ms. Myrna Sirleaf at mmoore@rutgers.edu or FAX the form to (732) 932-1707.**

