

# NTCSC Services

## Mission:

To promote high standards and best practices in the transport of children by serving as a nationwide resource and clearinghouse that creates strategies, models, plans, publications and other tools and makes these available to providers of transportation in the private and public sectors.

### Here are some of the ways the Center may be able to help you:

- Conduct an on-site survey of the safety, comfort, and cost effectiveness of your agency's transportation system.
- Conduct an on-site assessment of the quality and cost of your driver or monitor training program.
- Create a model job description for the transportation coordinator's position.
- Determine the best size, design, and price of new buses that you need to purchase for your program.
- Provide information on the latest thinking on the kinds of emergency equipment and medical supplies your buses need to carry.
- Supply data on whether and by how much your vehicle license fees and excise taxes exceed the national average and strategies on what you might do to bring down those charges.
- Develop attractive, readable safety brochures or leaflets for personnel, parents, and the community.
- Provide help constructing the most feasible competitive recruitment, employment, deployment, and compensation plan for your agency's drivers and monitors.

### Does your team have what it takes to be effective?

**M**ember Involvement

**E**ffective Decision Making

**R**ole Identity

**V**alues

**Effective teams require a group of people unified by a purpose, focused on a mission, and committed to success.**

**Is MERV a member of your transportation team?**

*Strengthening Your Transportation Team Brochure*

## Resources are also available to help you with...

Regulatory Impact Studies  
Team Building  
Anger Management  
Advisory Boards  
Grant Writing  
Effective Communication

Recruiting Volunteers  
Establishing Standards of Safety  
First Aid and CPR  
Setting Up a Transportation System  
Creating Brochures  
Workshops, Seminars and Training Modules

### Other Services Include:

#### **The Strategic Planning Process** (Workshop/Handbook)

Originally designed to complement the Quick Reference Handbook for Setting Up a Transportation System, The Strategic Planning process guides you through the steps needed to develop a strategic plan. Learn to use the process to develop a mission and vision for your organization and set the goals and objectives of your transportation program. The Center offers consultation to organizations wishing to develop a strategic plan.

#### **How to Find That Pot of Gold** (Seminar/Handbook)

Successful organizations are not handed a "Pot of Gold"; they planned for it. This handbook/seminar will assist your organization to overcome that fear of failing with fund-raising initiatives. You will learn how to mobilize a team to help you to fund-raise and reap the rewards from your hard work.

#### **The Roller Coaster Ride of Recruitment and Retention** (Seminar/Handbook)






Learn how to develop the "ups" of recruiting qualified employees and avoid the "downs" of losing them. You'll gain insight into the factors that lead to developing a workforce that stays with you --- instead of just being along for the "ride".

#### **Solutions Through Coordination: Transportation Possibilities** (Seminar/Handbook)

When an agency finds difficulty accessing resources or finding employees it may be time to consider the options available through partnerships. The handbook/seminar will allow you to identify the incentives and barriers present, as well as potential organizations to partner with. It also discusses the types of partnerships you may pursue and how to develop a plan of action.

#### **Effective Communication** (Training Module)

Strengthen your staff through the development of effective communication skills.

-  Listening and remembering skills
-  Speaking and presentation skills
-  Selected business writing skills
-  How to lead productive meetings
-  How to give and receive criticism

## ■ **Team Building** (Training Module)

Learn how to develop a strong team through:

- The team life cycle
- Group processes and group roles
- Applying problem solving and decision making techniques
- Setting productive goals for the team
- Resolving conflict in a team
- **Behavior Management** (Training Module)

For drivers and monitors this module will teach participants:

- Reasonable standards of behavior on the bus
- Situations that create risk
- How to maintain control
- Other creative options for enhancing the school bus experience
- **Anger Management** (Training Module)

Dealing with anger is a crucial element of working with children. You should know how to effectively handle your anger to avoid complicated situations. This module will teach participants:

- What makes you angry
- Techniques to control anger
- How managing stress can reduce "explosions"

## **Technical Assistance Services:**

### ■ **Advisory Boards and Grant Writing**

Writing grants and establishing or further developing current advisory boards is critical to your ability to maintain or expand resources that you need to grow. Are you having difficulties in developing partners to work with to expand resources? The Center can help you assess your current status and develop ways to meet your goals.

### ■ **Regulatory Impact Studies**

The Center's staff is experienced in dealing with regulatory agencies and can assist your agency in assessing the impact of regulations on your program. The Center also has a vast array of resources at its disposal to conduct the research necessary for a complete and accurate study.

### ■ **Establishing Standards of Safety**

Through its original national study for the Head Start Bureau, the Center has become an expert in establishing

with conflicting standards and which ones to apply than the Center can help advise you in making an educated decision.

### ■ **On-site Surveys**

Would you like to determine how cost effective your transportation program is? Would you like to assess employee or customer satisfaction with your services? Our on-site surveys can help you reach conclusions about these and other matters regarding your services.

### ■ **Supplying Data**

The Center's research capabilities provide access to many data sources unavailable to organizations that face time restraints when conducting research. By providing agencies with data they request in a timely manner, the agencies hands are freed to continue with the essential operations of the organization.

### ■ **Creating Brochures**

While our brochures are available to organizations as a resource, there may be specific issues particular to an individual program that could be addressed more accurately in a brochure published just for them. You may submit the information you would like presented in its entirety or request us to research and create an original brochure just for you.

**To order a handbook download the [publications order form](#).**



Please note: The Center is not limited to these services and offers a wide range of technical assistance services at a reasonable cost. If you are interested in further information regarding services please contact [Marilyn H. West](#) for more details.