



## Communicating with the Public and Media February 19, 2020 - Raleigh

by Nancy Lindemeyer

Did you know there's one skill that can increase productivity, improve relationships, and lead to countless improvements in the workplace? This skill is consistently selected as the single most important quality for success at work and in life by leaders from Bill Gates to Stephen Covey to Warren Buffett. It's considered vital in achieving business and life goals – and it's something we all use every day.

Communication, or rather, effective communication, is one of the best ways to achieve your goals and improve your life. Good communication improves work morale, increases productivity and efficiency, and prevents costly mistakes. But because we communicate so frequently, many of us take it for granted and don't appreciate the power behind this important skill. But there is a huge amount of power behind words.

Winston Churchill is one of the most quoted leaders of the 20th century. His communication skills helped lead the Allies to victory in World War II. Abraham Lincoln's communication skills drove his success, helped him shape public opinion, and defined his presidency. And Oprah Winfrey's communication skills led to her becoming a famous television host whose media empire today is worth \$3.2 billion.

But you don't have to be a famous politician or a billionaire to reap the benefits of effective communication. Take advantage of ways to increase your communication skills with ITRE's Communicating with the Public and Media course in the Master Roads Scholar program. This one-day class provides strategies and guidelines for improving your communications in a variety of ways.

In this course you will learn:

- 10 ways to take your communications to the next level
- How your unique communication style can help you
- Ways to remove barriers to effective communication
- Why each of us hears the same information in slightly different ways
- How to master difficult conversations and deal with complaints successfully
- Insights about communicating with the media

You'll have fun learning ways to improve your communications, and the day ends with an exciting round of Communications Jeopardy.

The course is taught by Nancy Lindemeyer, who holds an English degree and a Master's in Public Administration. She has taught communications, marketing and media classes to local government and non-profit organizations as well as at UNC-Greensboro. To sign up, visit:

<https://commerce.cashnet.com/NCSUITRE?itemcode=ITRE-LTAPCPM>

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transportation**TRACKS**  
Technology Transfer Newsletter

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## Tailgate Talks: Working Safely Near Power Lines



The goal of hosting tailgate talks is to inform employees of specific hazards associated with a task and discussing the safe way to do a job. Tailgate talks also serve as a reminder to employees of what they already know while establishing the supervisor's credibility and conscientiousness about his or her responsibilities for safety.

It is not uncommon to work around power lines. However, the potential hazards to workers are enormous, and workers must use extreme caution. It's a great opportunity for a tailgate talk with your crew to keep safe. You can find more great tailgate talks [here](#).

### Instructor Note

Power companies get very concerned when construction and maintenance equipment gets close to or touches a power line. They also will notify OSHA, who will visit the site. If you are working on a hoisting/rigging, excavating, grading or construction project within an electric line right-of-way, keep in mind the risks associated with overhead high-voltage power lines. Non-electric utility crane operators must contact the local electrical distribution company to verify voltage.

### How to Avoid Electrocutation:

- Locate all power supplies; besides this being the state law, it's smart.
- Be aware of overhead power lines and equipment, and maintain safe working distances from energized parts.
- Have the power company inform you of the voltage and arc distances.
- Shut off or insulate the power line(s) if possible.
- Never allow a piece of equipment to break the safety zone (the distance required to avoid electric arc).
- Use extreme care with ladders and scaffolding.
- Establish a clearance boundary around power lines before work begins.
- Pay attention to line clearance distances. The height above the ground can vary, based on power load.
- Use a spotter when operating heavy equipment.
- Call the local electrical distribution company if unsure about line voltage rating and safe working distances from power lines and equipment.
- Comply with all OSHA requirements and applicable state and federal regulations, including OSHA's crane standards.

### General Rules to Remember:

- Designate a competent lead signal person.
- Communicate clearly with all members of the work crew.
- Have all crew members watch the operation.
- Be alert.
- Watch for non-alert crew members.



### Remember:

Whenever you are near a power line, be sure to minimize the risk by de-energizing or insulating the power source. Only then proceed with caution. At all times, try to avoid entering an arc zone. It is far better to be safe than sorry.

### OSHA Minimum Safe Working Distances from Exposed Energized Parts (including overhead lines) for Non-Qualified Personnel

Nominal Voltage Phase-to-Phase (V)	Minimum Working Distance in Feet
0 to 50,000	10
Over 50,000 to 200,000	15
Over 200,000 to 345,000	20

For assistance with determining voltage and safe working distances, please contact the local electrical distribution company.

Visit the North Carolina Department of Labor's [website](#) to find out more about relevant regulations and the Carolina Country [website](#) to find Electric Companies across the state



## Get the Picture!

Can you tell what's wrong with this picture? Turn to page 5 to see what the problem is.

### FHWA Safe Transportation for Every Pedestrian Program

The FHWA Safe Transportation for Every Pedestrian (STEP) program has developed a series of videos that demonstrate how to reduce crash risk for pedestrians crossing roadways. Each video highlights transportation officials describing how pedestrians and drivers use or interact at the crossing improvements. These brief videos explain the safety benefits of five countermeasures including:

- [Crosswalk visibility enhancements](#)
- [Refuge islands](#)
- [Raised crosswalks](#)
- [Pedestrian hybrid beacons](#)
- [Road diets](#)

These videos can be used in public meetings, conferences, or shared through social media to help educate pedestrians, drivers, and local decision-makers.

## New Requirement for Employers of CDL Drivers

by Matt Carter



Reprinted from the Delaware T<sup>2</sup>/LTAP e-Newsletter

It is common for local agencies, even small municipalities or park services, to employ one or more CDL licensed drivers. The Federal Motor Carrier Safety Administration (FMCSA) develops standards to test and license commercial motor vehicle drivers and they have now established the Drug and Alcohol Clearinghouse as an online database for identifying drivers prohibited from performing safety-sensitive functions, such as operating a commercial motor vehicle, due to a drug and alcohol program violation. This is a new requirement that went into effect January 6, 2020 and employers and drivers need to take some fairly simple initial actions to comply.

### Commercial Driver's License (CDL) Program

Let's first review the fundamentals of the program. The CDL Program is administered by the FMCSA and an overview of the program is provided on their [website](#). There are three classes of CDLs with endorsements for specialized qualifications for vehicles like school buses, tank trucks, tractor trailers, etc.

- **Class A:** Any combination of vehicles which has a gross combination weight rating or gross combination weight of 11,794 kilograms or more (26,001 pounds or more) whichever is greater, inclusive of a towed unit(s) with a gross vehicle weight rating or gross vehicle weight of more than 4,536 kilograms (10,000 pounds) whichever is greater.
- **Class B:** Any single vehicle which has a gross vehicle weight rating or gross vehicle weight of 11,794 or more kilograms (26,001 pounds or more), or any such vehicle towing a vehicle with a gross vehicle weight rating or gross vehicle weight that does not exceed 4,536 kilograms (10,000 pounds).
- **Class C:** Any single vehicle, or combination of vehicles, that does not meet the definition of Class A or Class B, but is either designed to transport 16 or more passengers, including the driver, or is transporting material that has been designated as hazardous under 49 U.S.C. 5103 and is required to be placarded under subpart F of 49 CFR Part 172 or is transporting any quantity of a material listed as a select agent or toxin in 42 CFR Part 73.

Continues on page 4

If your head is swimming a bit from that, hang in there because there are whole lists of endorsements and restrictions that can apply and both the employer and driver should take some care to ensure they are matching up the correct class of license and endorsements with the equipment and application that will be used.

Very generally speaking, think of Class A as required when you have a 26,000 plus pound, combination vehicle (like a tractor trailer) with a 10,000-pound or greater trailer. A Class B is a 26,000 plus pound vehicle or a combination unit where the trailer is 10,000 pounds or less. This can be box delivery trucks, city buses, school buses, dump trucks, or trash collection trucks. Class C requirements can include vehicles intended to transport 16 or more passengers (including the driver). It gets crazier – contrary to what you might assume, a holder of a Class A license cannot necessarily operate a vehicle requiring a Class B license (and so on) without the proper endorsements (see listing above) and there are restrictions that can apply because of skills like air brakes (see listing below).

Drivers and employers of CDL drivers pick up on all this pretty quickly, so it's not so bad once you are in the game and up to speed. But make no mistake, obtaining a CDL license requires some time and some skill and once a driver has one, employment opportunities expand, so they protect their license very carefully. One of the best ways to endanger your CDL license is to fail any type of drug or alcohol test.

A driver shall not use alcohol while performing a safety-sensitive function and shall not perform safety-sensitive functions while having an alcohol concentration of 0.04 or greater. It gets a bit more complicated for controlled substances, but suffice to say drivers shall not perform safety-sensitive functions having used any drug or substance identified in 21 CFR 1308.11 [Schedule I](#). Schedule I includes the substances you think it does, such as opiates, opium derivatives, hallucinogenic substances, depressants, stimulants, and cannabimimetic agents – all of these are no-nos and there's not a limit in your system – you cannot have a CDL and use these substances except some instances where a medical practitioner has so instructed. Tests are required – pre-employment, post-accident, random, reasonable suspicion, return to duty, and follow-ups – all designed to ensure everyone follows the rules.

Yet, we still have roadway crashes and fatalities each year involving commercial motor vehicles (CMVs) and drugs or alcohol. We will forgo the obligatory citing of statistics because we all watch the news and read the papers – we know the problem persists.

Endorsements Drivers who operate special types of CMVs must pass additional tests to obtain any of the following endorsements placed on their CDL:	
Endorsement Code	Descriptions
T	Double/Triple Trailers (Knowledge test only)
P	Passenger (Knowledge and Skills Tests)
N	Tank vehicle (Knowledge test only)
H	Hazardous materials (knowledge test only)
X	Combination of tank vehicle and hazardous materials endorsements (Knowledge test only)
S	School Bus (Knowledge and Skills Tests)
CLP Endorsements - Only 3 endorsements are allowed on the CLP	
P	Passenger, A CLP holder with a "P" endorsement is prohibited from operating a CMV carrying passengers, other than Federal/state auditors and inspectors, test examiners, other trainees, and the CDL holder accompanying the CLP holder as prescribed by 49CFR383.25(a)(1).
S	School Bus, A CLP holder with an "S" endorsement is prohibited from operating a school with passengers, other than Federal/state auditors and inspectors, test examiners, other trainees, and the CDL holder accompanying the CLP holder as prescribed by 49CFR383.25(a)(1).
N	Tank Endorsement, A CLP holder with an "N" endorsement may only operate an empty tank vehicle, and is prohibited from operating any tank vehicle that previously contained hazardous materials that have not been purged of any residue.

## Drug and Alcohol Clearinghouse

The FMCSA Drug and Alcohol [Clearinghouse](#) is intended to provide transparency in the system (with seemingly appropriate safeguards for privacy) so that drivers that have an outstanding violation cannot move from one employer to another without the new employer having the benefit of the facts so that appropriate precautions can be taken. Also, employers who might subscribe to the notion that a "wink is as good as a nod to a blind man" when it comes to a new driver's background should no longer be able to claim ignorance of an outstanding violation. Accountability on the part of both drivers and employers should improve.

Restriction code	Description
L	If the driver does not pass the Air Brakes Knowledge Test, does not correctly identify the air brake system components, does not properly conduct an air brake systems check, or does not take the Skills test in a vehicle with a full air brake system, the driver must have an "L" no full air brake restriction placed on their license.
Z	If the driver takes the test in a vehicle with an air over hydraulic brake system, then they will have a "Z" no full air brake restriction placed on their license. In either case the driver is not authorized to operate a CMV equipped with full air brakes.
E	If the driver takes the Skills Test in a vehicle that has an automatic transmission, then an "E" no manual transmission restriction is placed on their license.
O	If the driver takes the Skills Test in a Class A vehicle that as a pintle hook or other non-fifth wheel connection, they will have an "O" restriction placed on their license restricting them from driving any Class A vehicle with a fifth wheel connection.
M	If a driver possesses a Class A CDL, but obtains his or her passenger or school bus endorsement in a Class B vehicle the State must place an "M" restriction indicating that the driver can only operate Class B and C passenger vehicle or school buses.
N	If a driver possesses a Class B CDL, but obtains his or her passenger or school bus endorsement in a Class C vehicle the State must place an "N" restriction indicating that the driver can only operate Class C passenger vehicle or school buses.
V	If the State is notified by the FMCSA that a medical variance has been issued to the driver, the State must indicate the existence of such a medical variance on the CDLIS driving record and the CDL document using a restriction code "V" to indicate that there is information about the medical variance on the CDLIS record.

Continues on page 6

## NC LTAP Roads Scholar Programs

The Roads Scholar, Advanced Roads Scholar, and Master Roads Scholar programs provide special training programs administered by North Carolina's Local Technical Assistance Program (NC LTAP) that allow local government agencies access to high quality training for their employees at a reasonable cost.

Check the LTAP website and training schedule for dates and locations.

<https://itre.ncsu.edu/focus/ltap/>

## Rural Road Safety Webinars



The National Center for Rural Road Safety provides safety resources including webinars, live trainings, fact sheets and more.

All the webinars are archived and made available, so even if you don't have time to watch it live, you can always visit their website to view a webinar later. Some great options include webinars like Rural Signing and Marking Resources and Sharing the Road with Slow Moving Vehicles (SMVs).

[Archive](#)



## Get The Picture!

by Scott Tison

ITRE Training Specialist

Here's the situation. Utility work is being done near One Lane of a Two Lane, Two Way Road. Needing to shut down part of One Lane, the operation becomes a One Lane, Two Way Road. Traffic will need to be alternated by a Flagger on each end. So, what's wrong with this picture?

If you've been through our Flagger Training, I am hoping that you remember to stand on the shoulder of the road. Your safety, the safety of the crew and that of the motoring public are more important than the job being performed.

You will also remember that it is crucial to establish an escape route for possible dangerous situations. The Manual on Uniform Traffic Control Devices (MUTCD) states in Section 6E-08 Flagger Stations, Note 3, "The Flagger should identify an escape route that can be used to avoid being struck by an errant vehicle." In this scenario, the Flagger has his back completely turned away from the traffic that has stopped or could be approaching. Without remaining in visual contact, the Flagger is no longer controlling the vehicles.

If you haven't been through our training, we would like to see you. Again, it is more than legal liability. It is about giving our workers tools for doing their tasks as safely as possible. It is also about keeping your family and my family safe as they traverse our work zones.

If you have any questions about worker's safety or work zone traffic control, give me a call at (919) 515-6949, or you can email me at [sitison@ncsu.edu](mailto:sitison@ncsu.edu).

Beginning January 6, 2020, various parties are required to register with the Clearinghouse, including:

- CDL drivers
- Employers of drivers operating CMVs that require a CDL or commercial learner's permit (CLP)
- Consortia/third-party administrators (C/TPAs)
- Medical review officers (MROs)
- Substance abuse professionals (SAPs)
- Enforcement personnel

The Clearinghouse [Learning Center](#) is a good place to begin. Where appropriate, the information is often broken down by whether you are a driver or MRO, etc. Recordings of recent webinars (again, targeted to various parties) can be viewed through the Learning Center.

From the training webinars they have held, it appears that if you have not yet registered, it is not a problem. However, because of very tight deadlines for reporting to the Clearinghouse should a problem come up, it is important to register in advance of any incident. Hence, go ahead and get it done now. The registration process does not appear to be overly burdensome – it looks to be only a handful of information, all of which you should have readily available.

As usual, it would appear that establishing a username and password may be the most complicated part. To that point, employers registering for the first time and who do not have a FMCSA Portal Account (a web system that allows employees of motor carriers to access FMCSA web systems; they say if you have or should have a USDOT Number, you should have a Portal account) should consider using a generic (albeit, protected) email address (e.g., FMCSA@Town.Delaware.Gov) and that way, it is more easily transferred internally. In their Employer brochure, FMCSA states that the email cannot be changed at a later date – in the webinar, they suggested that it could by jumping through a series of hoops; why not avoid the headache if you can?

Once a given party is registered, they must report to the Clearinghouse certain information. MROs must report verified positive, adulterated, or substituted drug test results or refusal to test (drug) within two business days of making a determination or verification of a DOT-approved test and within one business day of making any change in the report of a verified drug test. SAPs must report the start of a driver's initial assessment by the close of business day following the date of the initial assessment and by the close of business day following the determination that a driver has completed the return to duty (RTD) process.

Given the tight timelines to report information that may come up suddenly (post-accident, reasonable suspicion, random), registering now will ensure you are in place to meet these reporting deadlines. Regardless, employers and designated C/TPAs must request specific consent from a driver to conduct a full query (including pre-employment queries), query all prospective and current CDL licensed employees at least annually, and report certain drug and alcohol program violations, negative RTD test results, and successful completion of a driver's follow up testing plan. To do so, they must be registered in the Clearinghouse.

CDL Drivers must register in the Clearinghouse before they can respond to a consent request for a full query from a current or potential employer, review his/her Clearinghouse record, or designate a SAP in the Clearinghouse.

In the Clearinghouse [Learning Center](#), there are many frequently asked questions. A few that are likely of interest to local agencies deserve a summary here. Only violations that occur on or after January 6, 2020 are to be reported to the Clearinghouse. Violation information is retained in the Clearinghouse for five years or until the RTD process is successfully completed.

This article is a good faith effort to capture the bare essence of this new Clearinghouse. Employers, CDL drivers, and other parties are encouraged to visit the FMCSA website, review the materials in the Learning Center and elsewhere, and if still unsure, contact the Clearinghouse directly. In the recorded webinars, they appear eager for the parties to understand their responsibilities and encourage contacting them if the posted materials don't answer questions, so by all means do so.



## NC LTAP News & Updates

To update your mail information, add a colleague to the database, or obtain information about Roads Scholar Program fax this sheet to 919-515-8897 or complete online at [go.ncsu.edu/NCLTAPcontact](http://go.ncsu.edu/NCLTAPcontact).



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**Your Name** \_\_\_\_\_

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**City** \_\_\_\_\_ **State** \_\_\_\_\_ **Zip** \_\_\_\_\_

**Phone** \_\_\_\_\_

**Fax** \_\_\_\_\_

**Email** \_\_\_\_\_

### Check Appropriate Items

Add/Update email information to NCLTAP listserv NCTROADS

Send information about Roads Scholar program

Send schedule of training opportunities

## NCTROADS Listserv

Subscribe to the NC LTAP listserv. It is free and easy. Send a message to [linda\\_collier@ncsu.edu](mailto:linda_collier@ncsu.edu) and ask to be added to NCTROADS.

This is an informal network for the exchange of news about current research, discussion of problems and solutions, request for advice and assistance, and announcements of upcoming conferences, events and training opportunities for transportation personnel. Once you are subscribed, you can send a message all the listserv members at [NCTROADS@lists.ncsu.edu](mailto:NCTROADS@lists.ncsu.edu)

## NC Local Technical Assistance Program 2020 Schedule

Questions or Email Registration: [kbdaviso@ncsu.edu](mailto:kbdaviso@ncsu.edu)

For Online Registration: [itre.ncsu.edu/training/ltap-training/](http://itre.ncsu.edu/training/ltap-training/)

Date	Class Title	RS/ ARS/ MRS	Cost	Location	To Sign Up
February 4, 2020	Writing Skills for Transportation Personnel	ARS	\$150	Concord	<a href="#">Click Here</a>
February 6, 2020	Soil Fundamentals	RS	\$150	Raleigh	<a href="#">Click Here</a>
February 12, 2020	Managing Conflict with the Public and Employees	RS	\$150	Raleigh	<a href="#">Click Here</a>
February 13, 2020	Effective Leadership Skills	MRS	\$150	Raleigh	<a href="#">Click Here</a>
February 19, 2020	Communicating with the Public and Media	MRS	\$150	Raleigh	<a href="#">Click Here</a>
February 27, 2020	Stormwater Hydrology	ARS	\$150	Raleigh	<a href="#">Click Here</a>
February 27, 2020	Asphalt Pavement Maintenance	RS	\$150	Concord	<a href="#">Click Here</a>
February 28, 2020	Maintenance and Repair of Utility Cuts	RS	\$100	Concord	<a href="#">Click Here</a>
March 5, 2020	Advanced Computer Skills	ARS	\$150	Raleigh	<a href="#">Click Here</a>
March 9, 2020	Low Cost Safety Improvements	RS	\$150	Raleigh	<a href="#">Click Here</a>
March 10, 2020	How to Keep Yourself and Your Agency Out of Court	ARS	\$150	Raleigh	<a href="#">Click Here</a>
March 11, 2020	How to Keep Yourself and Your Agency Out of Court	ARS	\$150	Charlotte	<a href="#">Click Here</a>
March 12, 2020	Designing Pedestrian Facilities for Accessibility	ARS	\$150	Concord	<a href="#">Click Here</a>
March 13, 2020	ADA in Temporary Traffic Control	RS	\$100	Concord	<a href="#">Click Here</a>
March 17-18, 2020	OSHA 10-Hour Safety	ARS	\$175	Hickory	<a href="#">Click Here</a>
March 16, 2020	Guardrail Design, Installation and Maintenance	ARS	\$150	Raleigh	<a href="#">Click Here</a>
March 17, 2020	Work Zone Supervisor Recertification	ARS	\$150	Raleigh	<a href="#">Click Here</a>
March 18, 2020	Basic Work Zone Installer	RS	\$150	Raleigh	<a href="#">Click Here</a>



## LTAP Links on the Web

### Transportation Information at your fingertips!

NC LTAP	<a href="https://itre.ncsu.edu/focus/ltap/">https://itre.ncsu.edu/focus/ltap/</a>
National LTAP/TTAP	<a href="http://www.nltapa.org/">http://www.nltapa.org/</a>
NC Department of Transportation (NCDOT)	<a href="https://www.ncdot.gov/">https://www.ncdot.gov/</a>
Rural Road Safety Center	<a href="https://ruralsafetycenter.org/">https://ruralsafetycenter.org/</a>
Federal Highway Administration (FHWA)	<a href="https://www.fhwa.dot.gov/">https://www.fhwa.dot.gov/</a>
US Department of Transportation (USDOT)	<a href="https://www.transportation.gov/">https://www.transportation.gov/</a>
UNC School of Government	<a href="https://www.sog.unc.edu/">https://www.sog.unc.edu/</a>
Institute of Transportation Engineers	<a href="http://www.ite.org/">http://www.ite.org/</a>
NC Section of ITE (NCSITE)	<a href="http://ncsite.org/">http://ncsite.org/</a>
APWA - NC Chapter	<a href="http://northcarolina.apwa.net/">http://northcarolina.apwa.net/</a>
NLTAPA Tailgate Talks	<a href="https://nltapa.org/information-exchange/nltapa-tailgate-talks/">https://nltapa.org/information-exchange/nltapa-tailgate-talks/</a>

## NC LTAP Advisory Board

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