

## Frequently Asked Questions

Where are you located?	The Mississippi LTAP Center is located at 401 N West Street, Jackson, MS 39215.
Is there a charge to borrow the Library videos?	No. The only cost you have is for the return postage. We asked that you return the video(s) by First Class Mail, UPS Ground or FedEx Ground.
How do I borrow a video?	Requests for videos may be submitted by phone, fax, e-mail, mail or in person. We need your name, address, phone, the date, and the video numbers or titles.
How do I know what videos are In the Library?	Visit the Online Video Catalog to view the videos available by the Library.
How do I find information and Materials on a topic?	Contact our center for list of literature on a topic or to find a particular resource.
How to register for a training class?	We invite you to register for a class by filling out a registration form on the website. Please return your registration form by using one of the following methods:  <b><u>Online:</u></b>  <a href="http://www.mdot.ms.gov/ltap/">http://www.mdot.ms.gov/ltap/</a>  <b><u>By Mail:</u></b> Mississippi LTAP Center MDOT Planning Division Post Office Box 1850 Jackson, MS 39215  <b><u>By Fax:</u></b> You may fax your registration form by dialing (601) 359-7652.
How can I pay for the training class?	Payments by check, money order and credit card must be made payable to: Mississippi Local Technical Assistance Program.
When can I cancel a training class?	Cancellations and rescheduling of courses by participants must be made in advance of the course date. We require a 72 hour notices, however in cases such as inclement weather, we require a twelve (12) hour notice.
How can I reschedule a training class?	There is a 5 day notice, if you have requested a client specified course. A request to reschedule must be done in writing and should include the alternate date and participant level that you want to

propose. The five day notice is required, unless an unpredictable emergency situation has been encountered.

Are refunds allowed?

Request for refunds must be made in writing. Please expect 2-4 weeks for refund process.

What kind of technical information does LTAP have access to?

In addition to training, Mississippi LTAP provides Technical Assistance and welcomes any transportation related questions you may have. The center is tied to a network of transportation professionals across the country through FHWA, MDOT, other LTAPs, and professional associations.

One of the main tools Mississippi LTAP utilizes for technology transfer and Information exchange is printed and electronic quarterly newsletter publication. Content is designed to educate transportation personnel on best practices in maintenance, workforce and safety outcomes.