



National RTAP Update

State Roundtable,
Renaissance Hotel, Palm Springs, CA
May 22, 2019



U.S. Department of Transportation
Federal Transit Administration

Overview

Program Updates:

- Resource Center
- National RTAP eLearning
- Outreach
 - Webinars
 - Partnerships
 - Conferences
- National RTAP Technical Assistance Conference

What's New in the Resource Library?

Tech Briefs

- Applying Good Business Practices Tech Brief
- Developing & Maintaining a Transit System Personnel Policy
- Driving Your Online Presence Tech Brief
- Guidance for Rural and Tribal Transit Agencies During a Government Shutdown
- Volunteers in Transportation *NEW!*
- Plain Language for Rural Health *NEW!*
- Training Adult Learners
- What Transit Agencies Need to Inform the Public About Technical Brief *NEW!*

Best Practices Articles and Website Pages

- Best Practices Article on Driver Training: Bootcamps and Bus Roadeos
- Best Practices Spotlight Article: Moving from Demand Response to a Deviated Fixed-Route Best Practices
- FTA Rural and Tribal NTD Overview Q&A

Presentations and Outreach

- Resources by Roles Poster Presented at TRB
- New Nebraska Library Commission Webinar: An Inside Look at the National RTAP Resource Library

Resource Center Use Highlights

January 5,883 resources were downloaded

August 1,193 ADA Toolkit sessions

September 1,130 resources were shipped

October 829 views of our YouTube videos

We had 257 info requests in 2018!

**2018
Winners**

Product Shipped 1,776 Customer Driven Service Learners Training Modules

Downloads 46,284 downloads in 2018. Job Description and Salary Range Database had 1,620 downloads

Facebook Post about trends in employment related transportation reached 383 people with 44 engagements

Tweet What's an API and why do you want it had 2,773 impressions

Friends, Fans and Followers

As of April 23, 2019 we had:

85 Resource Share Account Users

2,905 eNews Subscribers

29 LinkedIn Followers

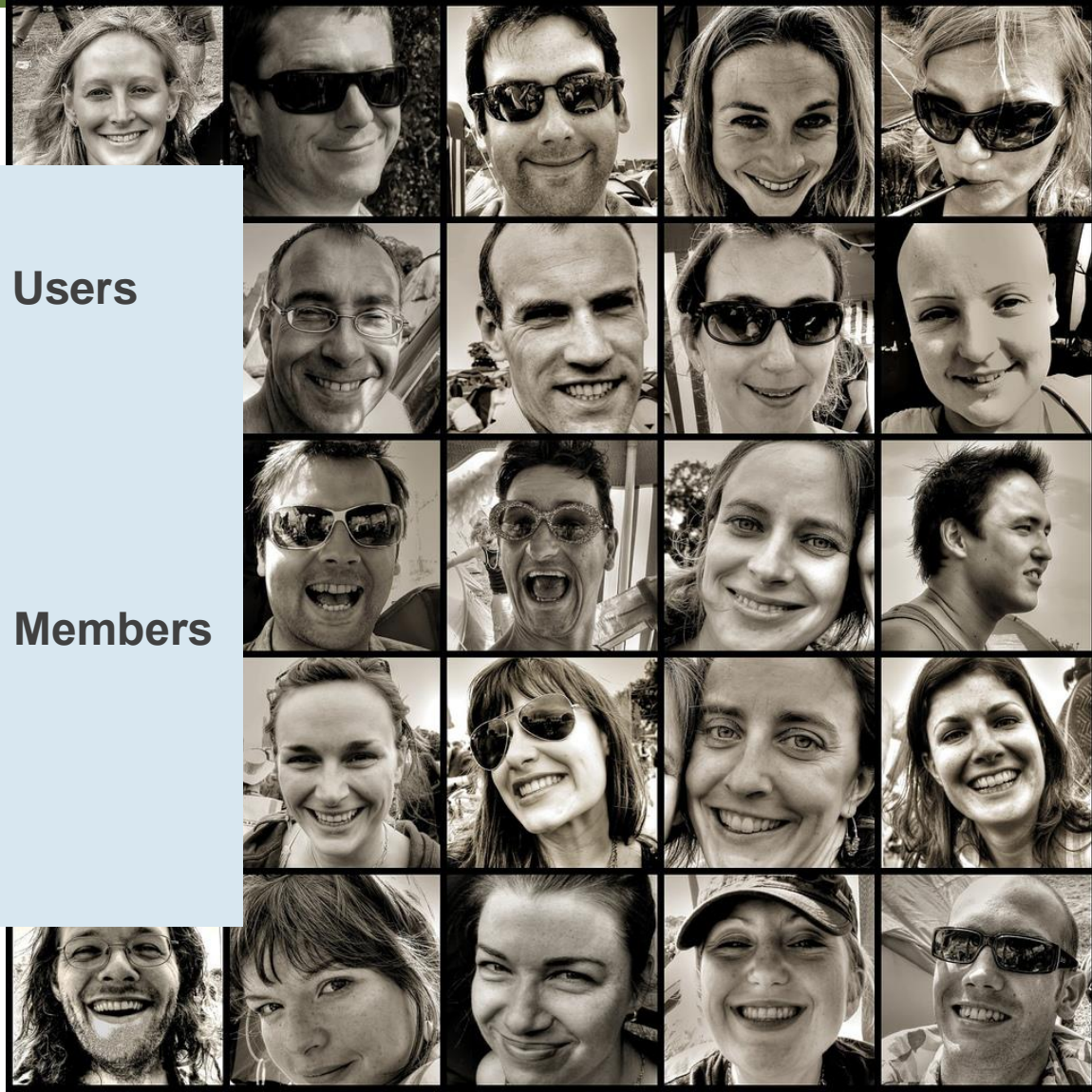
360 Facebook Followers

44 Transit Manager's Forum Members

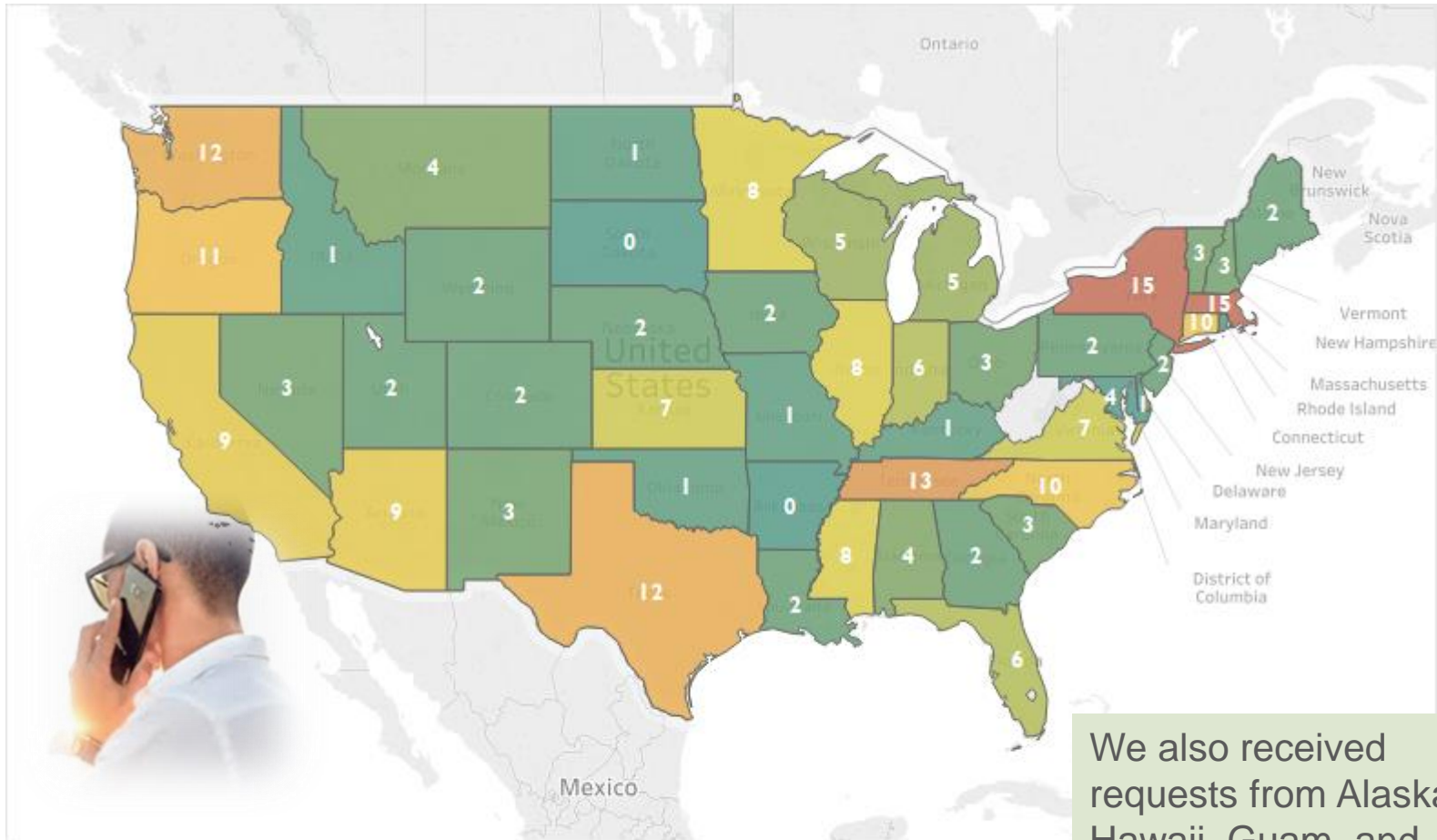
122 Twitter Followers

59 YouTube Subscribers

25 Instagram Followers

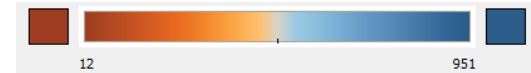
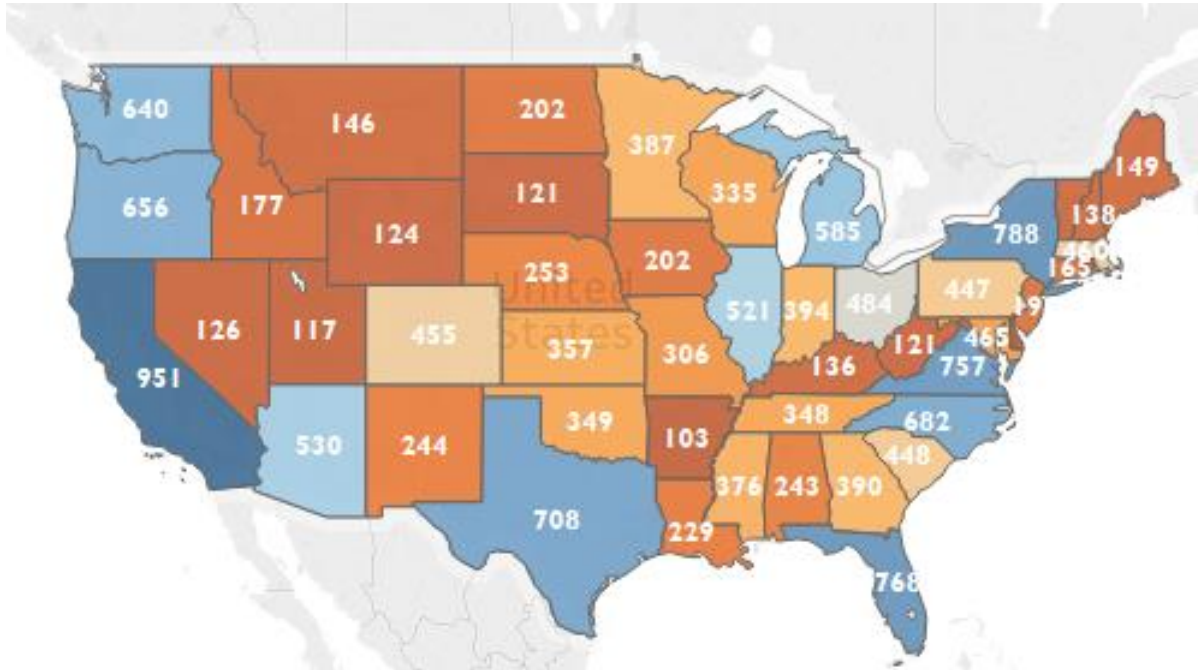


Who Asked Us Questions in 2018?



We also received requests from Alaska (5), Hawaii, Guam, and Northern Mariana Islands

Who Visited our Website in 2018?



There were also 77 visitors from Hawaii and 113 in Alaska. Cape Girardeau, Missouri was the rural city with the most sessions, followed by Ketchikan, Alaska and Traverse City, Michigan.

Most popular pages (number of pageviews)

Training 4,618

Cloud Login 3,659

eLearning 3,659

Resource Library 3,222

Product Status Report - Neil

- National RTAP eLearning Usage
- Reasonable Suspicion 60+60 Minute Course for Supervisors
- Substance Abuse Awareness Course Update
- Human Trafficking eLearning Course
- New 2 the Point eLearning version
- eLearning Versions of Emergency Procedures and Customer Driven Service

National RTAP eLearning Update

- License renewed on April 30, 2019
 - Current License for 1,500 Active Learners
 - 90 Day Active Learner Window
 - Typically Averages between 600-800 Active Users each month
- 781 Learning Teams
- 9,622 Registered Users as of April 29, 2018
 - From 50 States, Puerto Rico and Guam

National RTAP eLearning Update (cont.)

Course Catalog



Reasonable Suspicion Training for Supervisors



Beta - 2 The Point Training 2019



Transit and Human Trafficking



Problem Passengers: Managing Difficult Passengers & Situations



Substance Abuse Awareness Training Course



Training Videos - Wheelchair Securement and Lifts



Safety Training and Rural Transit (START) Online



Top Shops: Emergency Management in Vehicle Maintenance Facilities



Top Shops Instructor Led Training (ILT) Course



2 The Point Training



Emergency Procedures for Rural Transit Drivers



FTA 101: An Introduction to the Federal Transit Administration



Americans with Disabilities Act (ADA) Guidance

National RTAP eLearning Update (cont.)

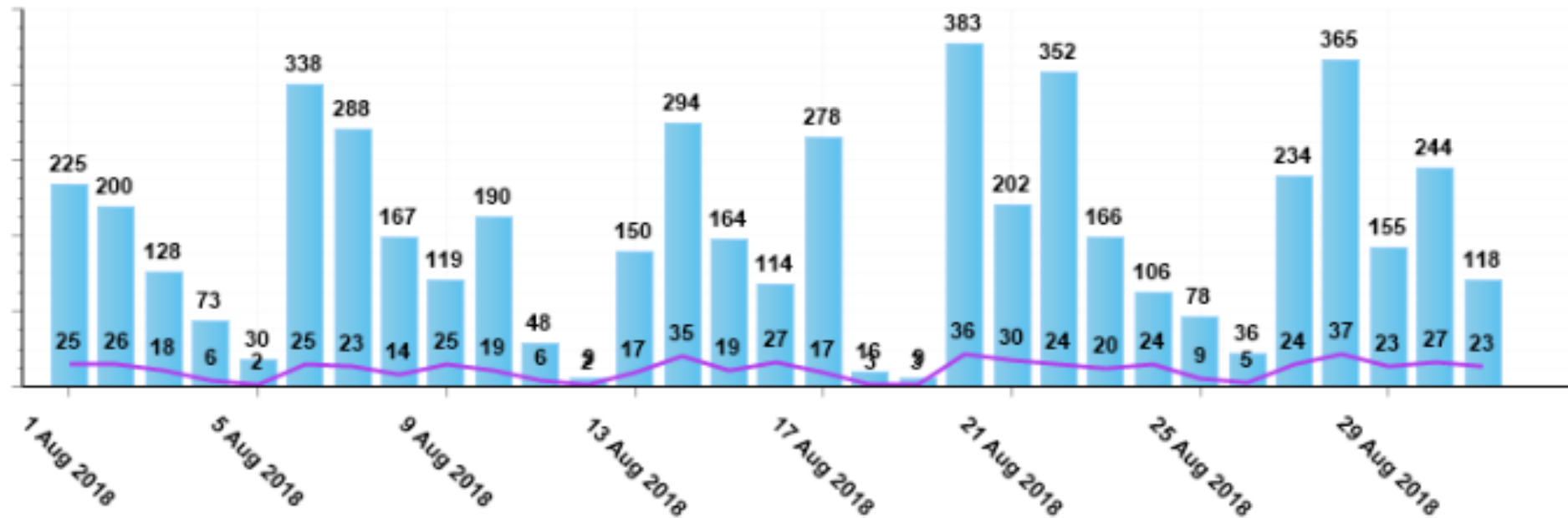
Learner Activity – August 2018

Total Learners: 8081

Learners with Attempts: 5436

Total Daily Attempts

Total Learners

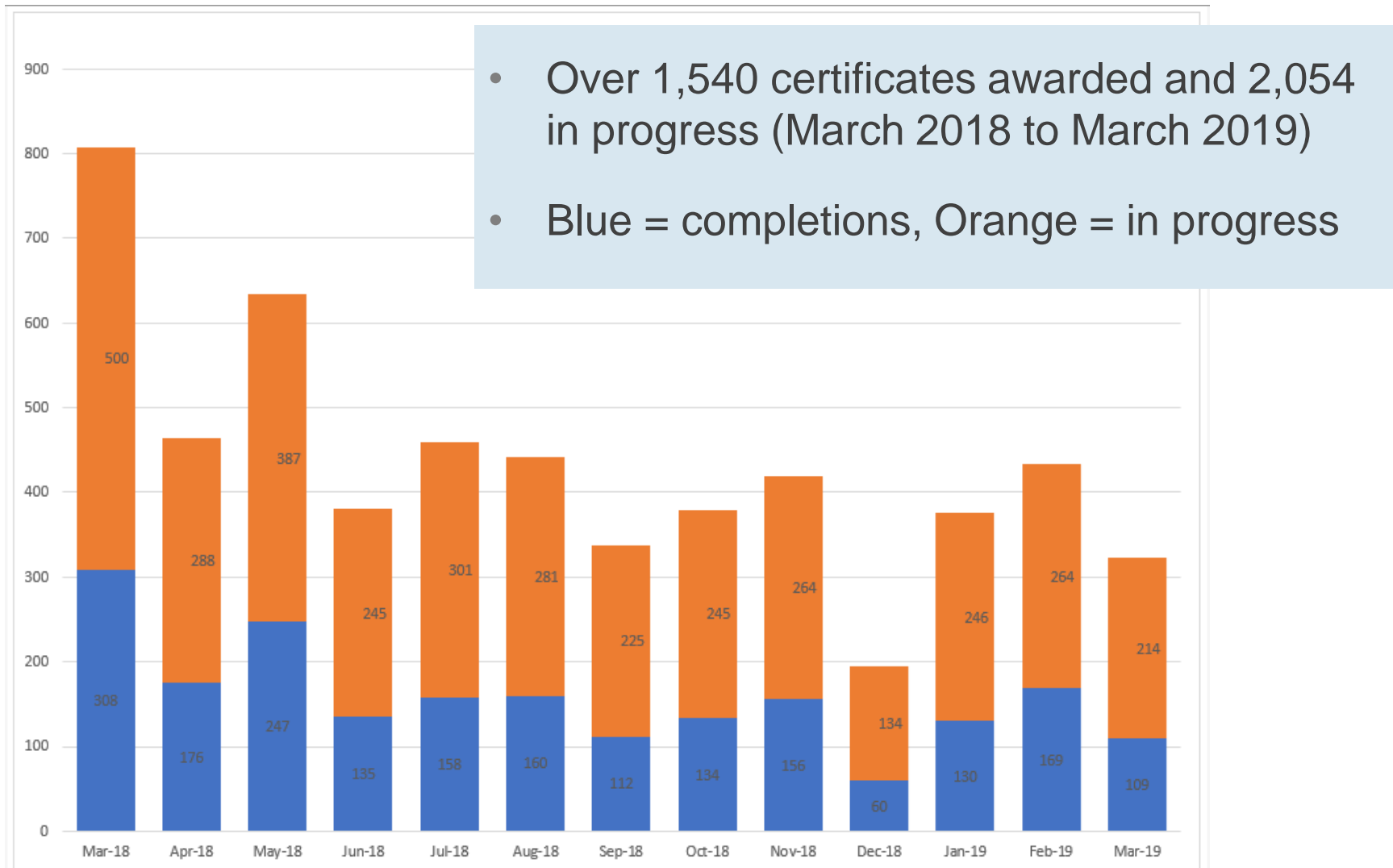


National RTAP eLearning Update (cont.)

Learning Element Activity (All Time)

1. Substance Abuse Awareness Module 1: Rules of the Road and Alcohol Abuse Awareness *(17740 views)*
2. Substance Abuse Awareness Module 2: 60-Minute Minimum Safety-Sensitive Drug Abuse Awareness *(13085 views)*
3. Substance Abuse Awareness 60-Minute Minimum Certificate *(7285 views)*
4. Start Online Module 2: Vehicle Safety *(5158 views)*
5. START Online - Module 1: Introduction *(3507 views)*
6. 2TP Customer Service *(3131 views)*
7. 2TP ADA and Sensitivity *(2920 views)*
8. 2TP Defensive Driving *(2816 views)*
9. START Online Module 3: Controlling the Vehicle *(2779 views)*
10. 2TP Transporting Non-Ambulatory Passengers *(2400 views)*
11. START Online Vehicle Safety Video *(2370 views)*
12. 2TP Bloodborne Pathogens *(2236 views)*
13. Emergency Procedures eLearning Course *(2216 views)*
14. 2TP Defensive Driving Certificate of Completion *(2106 views)*
15. 2TP Distracted Driving *(1981 views)*
16. 2TP Passenger Safety *(1978 views)*
17. START Online Module 4: Controlling the Vehicle, Continued *(1850 views)*
18. 2TP Drugs and Alcohol *(1757 views)*
19. 2TP ADA and Sensitivity -Printable Index Cards *(1748 views)*
20. 2TP Bloodborne Pathogens Certificate of Completion *(1719 views)*

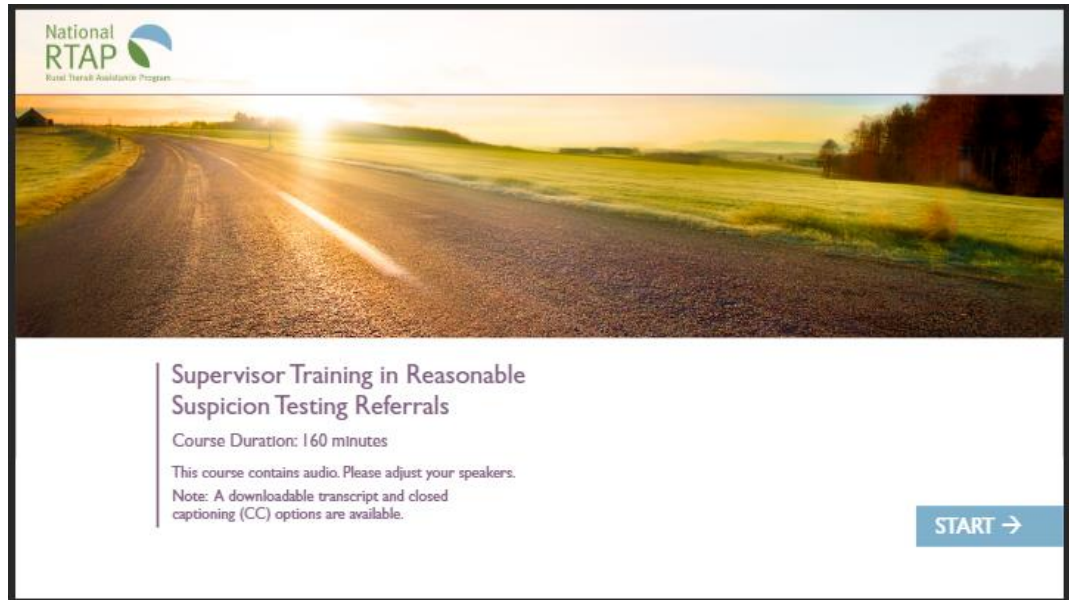
Substance Abuse Awareness – Monthly Completions



Reasonable Suspicion Training for Supervisors

- 60+ minutes on the effects of on the effects and consequences of prohibited drug use on personal health, safety, and the work environment.
- 60+ minutes on the effects and consequences of prohibited alcohol use on personal health, safety, and the work environment.
- Reasonable Suspicion Referrals

New eLearning Course!



The screenshot shows the interface for the National RTAP eLearning course. At the top left is the logo for National RTAP (Rural Transit Assistance Program). The background image is a scenic view of a dirt road winding through a field at sunset. Below the image, the course title 'Supervisor Training in Reasonable Suspicion Testing Referrals' is displayed, followed by the duration 'Course Duration: 160 minutes'. A note states 'This course contains audio. Please adjust your speakers.' and another note mentions 'Note: A downloadable transcript and closed captioning (CC) options are available.' A blue 'START →' button is located in the bottom right corner.

National RTAP
Rural Transit Assistance Program

Supervisor Training in Reasonable Suspicion Testing Referrals
Course Duration: 160 minutes
This course contains audio. Please adjust your speakers.
Note: A downloadable transcript and closed captioning (CC) options are available.

START →

Reasonable Suspicion Training for Supervisors (cont.)

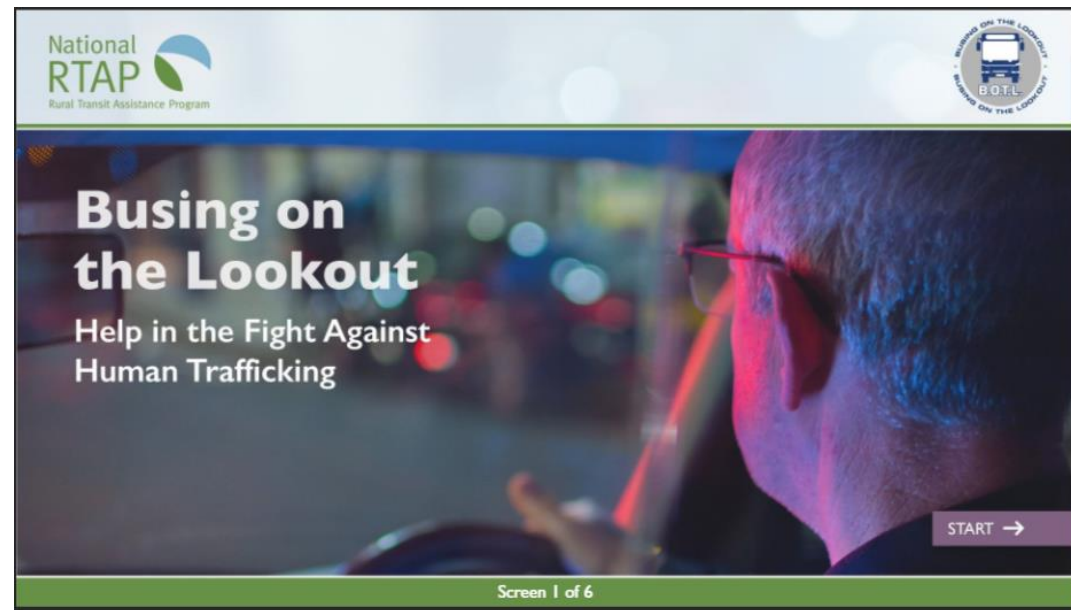
- For front-line supervisors responsible for making reasonable suspicion drug and alcohol testing referrals of employees who perform safety-sensitive job functions for transit agencies receiving FTA funding.
- Teaches how to identify circumstances and indicators that may create reasonable suspicion that a driver is using or under the influence of alcohol or drugs, supporting referral of an employee for testing.
- The course includes various exercises as well as video scenarios.

Human Trafficking Awareness Course

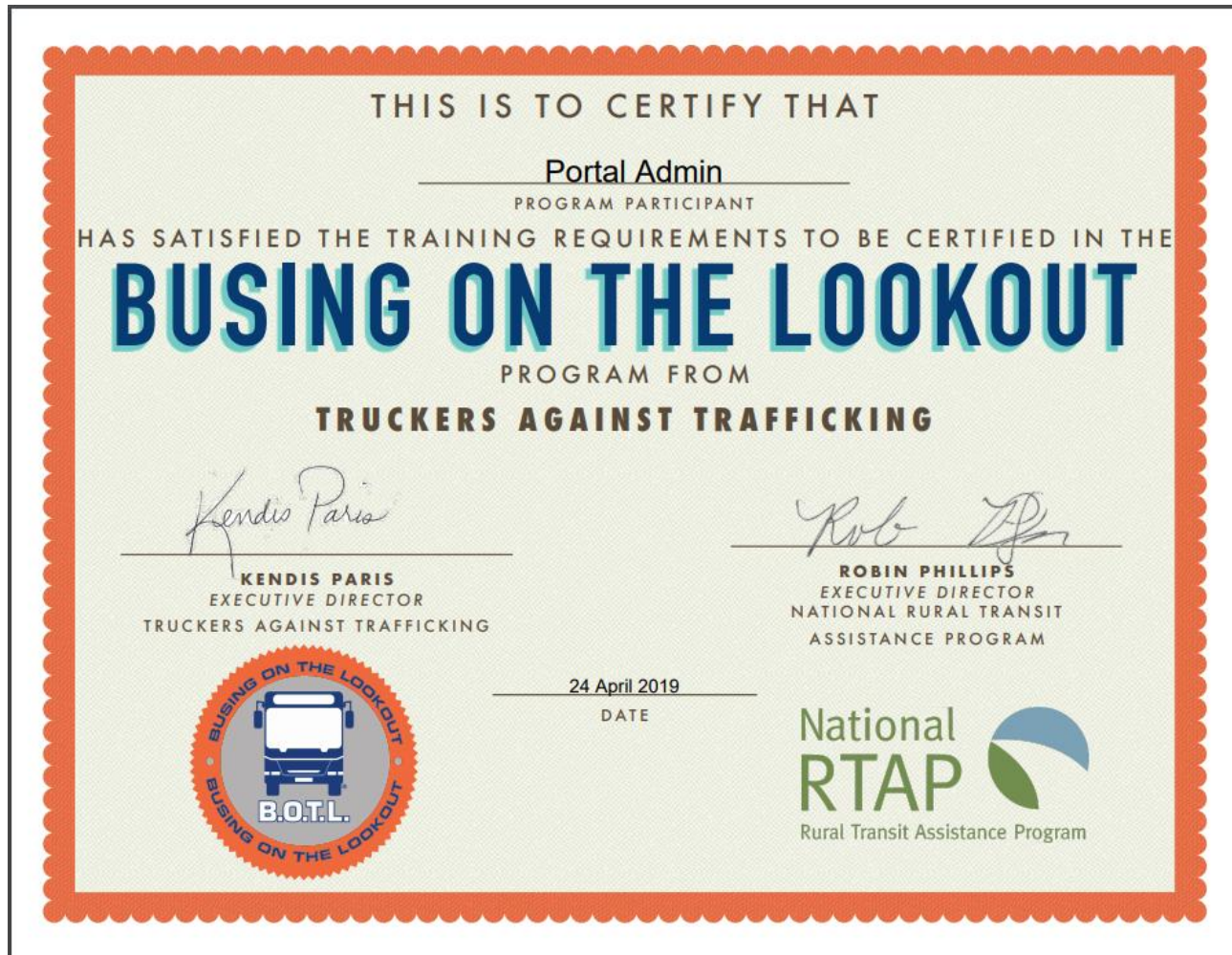
- National RTAP partnered with Busing on the Lookout (BOTL)
- Some states now requires Human Trafficking Awareness training for Drivers CDL.



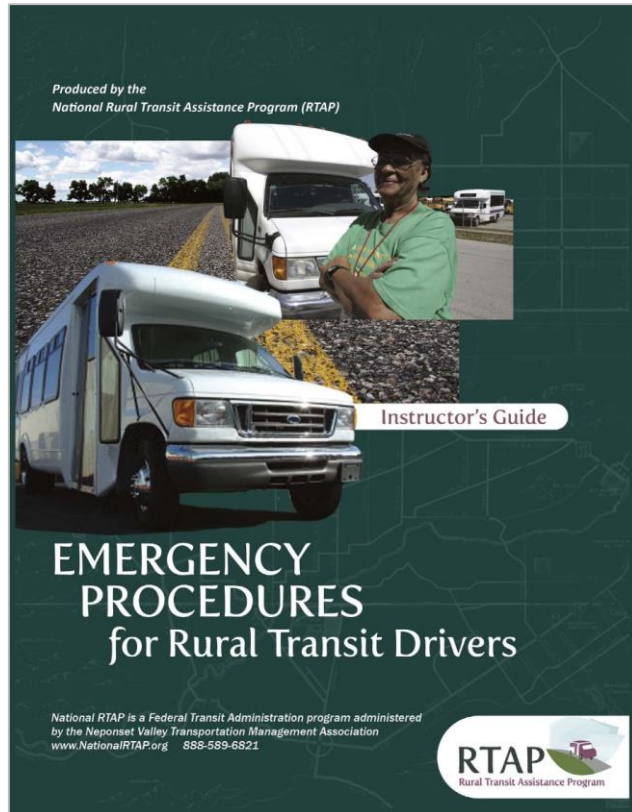
New eLearning Course!



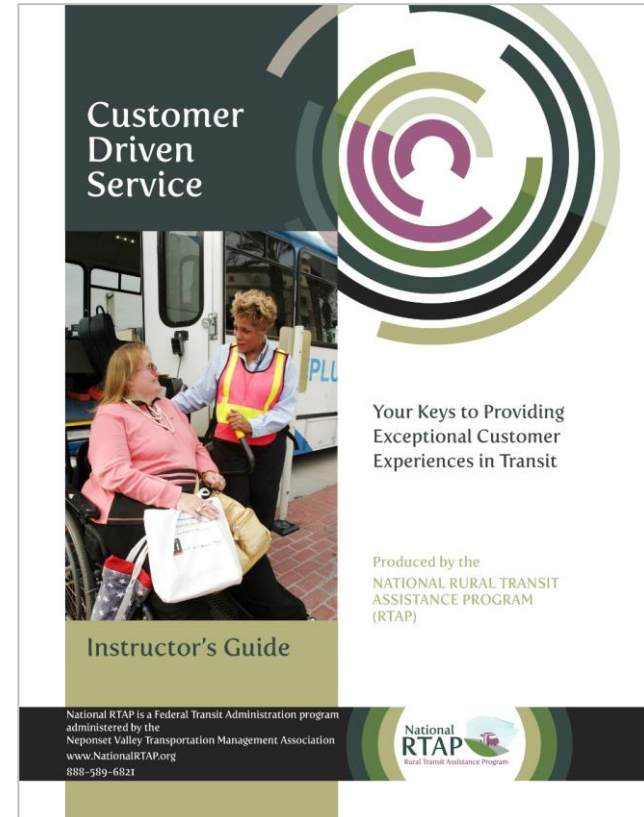
Human Trafficking Awareness



2019 eLearning Course Updates



*In progress – will complete
by Sept 2019*



RFP will go out this summer

Product Status Updates - Robin

- Transit Manager Toolkit Update
 - Completed Draft
 - New pages (almost all) are being tagged for 508 compliance by Cara
- Tribal Transit Toolkit
 - RFP Summer/Fall 2019
 - Build on Transit Manager Toolkit
 - Sovereignty
 - Working with non-tribal programs and coordination with other tribal programs
 - Coordination with State managed FTA programs
- ADA Toolkit Update
 - RFP is out
 - Potential Proposer call was May 17th

Direct Technical Assistance Program

Initiatives for 2019

- Work with federal partners on social indicators of health interventions bringing state and local programs to the table
 - CDC field staff
 - Partnerships with regional task forces
 - TANF and other programs
- Work with FTA regional offices and tribal liaisons to provide targeted tribal training at state or tribal conferences
 - Working to develop mini conferences for regions working with tribal programs and FTA liaisons.
 - Expanding participation in Tribal conferences with adjunct trainers



Welcome to National RTAP

National Rural Transit Assistance Program is a program of the Federal Transit Administration dedicated to creating public & rural transit solutions in America through technical assistance, partner collaboration and FREE training and other transit industry products.

Find Information & Resources

The National RTAP Resource Library is a comprehensive collection of rural transit-related materials, including training modules, reports, technical briefs, and articles that you can view, order, or download.

Visit our Resource Library

Download Resource Catalog

Sign up for eNews



Web Apps

ProcurementPRO 2.0

This full version of ProcurementPRO 2.0 provides the federally-required clauses and certifications, as well as checklists and other documentation for your project. It allows you to add your project, creates a printable document, and is organized by tabs to help you manage your project flow and files.



Training Products

Problem Passengers

This training was updated and enhanced in June 2015 and now includes an eLearning version and a narrated Facilitator's Guide. The course portrays the difficult situations rural transit staff may face and appropriate responses. It covers customer management and behavior modification techniques to help prevent situations from escalating.



Tech Briefs & Toolkits

Transit's Role in Emergency Response

This recently updated technical brief provides important information for transit providers keep in mind to plan for unexpected emergencies. The brief explains how to develop a detailed plan, and to convey that plan to key community partners, before disaster strikes.



Best Practices Spotlight

Deviated Fixed Route

This Best Practices Spotlight article, based on the study conducted by NHTS & Associates for National RTAP and additional references, provides best practices to assist rural transit providers as they explore service options related to moving from demand response to a deviated fixed-route system.

Upcoming Events

NTI Procurement II: Risk Assessment
Oklahoma Transit Association (OTA)
Tuesday, May 7
Ridership Forecasting with STOPS I
NTI Paratransit Management & Ops
2:00pm TCP Synthesis 127: A
Wednesday, May 8
Ridership Forecasting with STOPS I
NTI Paratransit Management & Ops
NTI Advancing Mobility Management
Thursday, May 8
Ridership Forecasting with STOPS I
NTI Advancing Mobility Management
Monday, May 13

New Resources

Using Public Transportation to Facilitate Last Mile Package Delivery
01/01/2019
These A&M Transportation Institute, in cooperation with the Federal Highway Administration and L...

Capacity-Building Toolkit for Including Aging & Disability Networks in Emergency Planning
02/05/2019
This Capacity-Building Toolkit for Including Aging and Disability Networks in Emergency Planning...

Advancing Organizational Capabilities for Transportation Systems Management and Operations

News

National RTAP Welcomes New Review Board Member
Elizabeth Taylor 4/23/2019 7:40:00 AM
National RTAP is pleased to announce our newest Review Board member, whose term will begin at our upcoming Spring Meeting in May. Angie Jones, District Manager, Grant County Transportation District (T...

National RTAP Welcomes Two New Staff Members
Carmen Mancoske 3/27/2019 9:32:00 PM
Two new staff members have joined the National RTAP team: Nelly Chahorro and Nancy Chahorro.

National RTAP Announces 2018 Website Redesign



Welcome to National RTAP

National Rural Transit Assistance Program is a program of the Federal Transit Administration dedicated to creating public & rural transit solutions in America through technical assistance, partner collaboration and FREE training and other transit industry products.

What are you looking for?



Information

Resource Library
Toolkits
Spotlight Articles
Webinars

Training

Training
eLearning
2 The Point
Directory of Trainers

Web Apps

ProcurementPRO
GTFS Builder
Website Builder
Cost Allocation Calculator

Assistance

Technical Assistance
Connect with Us
State RTAP Managers
Tribal Transit

News & Events

Upcoming Events
National RTAP News
eNews
Conference

Thursday, April 26
2019 CAI ACT 35th Anniversary Spring
AAST 110 GIS for Transportation Symp
Advanced Clean Transportation Expo
DFTA 2019 Spring Conference & Expo
NHTA Michigan Rural Transit Manage
NTI Quality Assurance and Quality Co
12:00pm CUIR Control of Connect
1:00pm National Center for Rural F
2:00pm 1100AA Virtual Public Inven
2:00pm AAAP LA Communicatin
Friday, April 26
2019 CAI ACT 35th Anniversary Spring
AAST 110 GIS for Transportation Symp
Advanced Clean Transportation Expo
Google Calendar

Featured Resource

What Transit Agencies Need to Inform the Public About Before Making Changes Checklist



What Transit Agencies Need to Inform the Public About Before Making Changes is a new National RTAP checklist that agencies can use to determine what they need to notify the public about and gather public comments. Potential changes a transit agency may make are grouped into three areas: compliance, priorities and strategies, and allocating funds. Resource links on administrative procedures, public hearings, and informal rulemaking are provided.

Sign up for eNews Technical Support

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A program of the Federal Transit Administration administered by the Neponset Valley TMA

The National RTAP website (nationalrap.org) is Section 508 compliant and accessible to persons with disabilities. If you need assistance accessing any content on our website or need alternative formats for our materials, please contact us at info@nationalrap.org or 888-589-6821. Change web site text size: AAA

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Recent Webinars and Peer Roundtables

- Transit Manager Peer Roundtable
 - November 6, 25 participants
- Transit Employee Health and Wellness Programs
 - November 29, 25 attendees
- FTA Rural and Tribal NTD Overview and Updates
 - December 12, 151 attendees
- TAM for Tribes Follow-Up
 - December 19, 4 participants
- State RTAP Manager Peer Roundtable
 - January 22, 15 participants
- Introduction to TCRP
 - February 6, 10 attendees
- ProcurementPRO 2.0 Demo
 - February 14, 121 attendees
- Tribal Transit Peer Roundtable
 - April 30, 18 participants
- Cost Allocation Tool
- Human Trafficking Webinar w/ BOTL and Kristen Joyner

Upcoming Webinars

- Reasonable Suspicion Training for Supervisors Launch
- Updated Transit Manager Toolkit Launch
- Rural Planning Best Practices Webinar with FTA
- Updated Financial Management Training Launch
- FTA Planning for Rural Systems, late July

How to Buy a Vehicle Training Update

- Survey conducted of state programs
- Updated module to reflect state changes and FAST Act changes
- New cover and internal design

How to Buy a Vehicle

A Primer for Rural, Tribal and Small Urban Transit Operators



National
RTAP
Rural Transit Assistance Program

National RTAP Program: A rural transit assistance program of the Federal Transit Administration
888.589.6821 info@nationalrtap.org nationalrtap.org

Two-Variable Cost Allocation Calculator

- Developed by Texas A&M Transportation Institute and RLS & Associates
- Assist with NTD reporting on expense information
- Understanding the cost of different services for managing federal and state grants
- Pricing and planning for new services
- Generates performance measures
- Scalable to agency system and service characteristics
- Calculator comes in two version – MS Excel and MS Access
- Makes the process of cost allocation a little less daunting

Two-Variable Cost Allocation Calculator Excel

1

Users are required to enter information in NTD mode, service type, sport, and names for UZAs will be user-defined. Users can also choose to distinguish

×

Step 1: Enter Service Data

Required

Route / Service Name:

Service Type:

NTD Mode:

Sponsored Type:

NTD Jurisdiction:

Funding Source:

Data List

Add

Clear

Delete

Exit

Two-Variable Cost Allocation Calculator Excel

NTD Mode	Cost Allocation					
	Operational Cost by Transit Function					Total Allocated Cost
	General Administration	Non-Vehicle Maintenance	Vehicle Maintenance	Vehicle Operations	Vehicle Operations - Fuel	
Commuter Bus	33,900	25,425	62,754	241,719	22,527	386,324
Demand Response	45,502	18,475	42,642	185,984	14,363	306,967
Motorbus	239,566	129,594	276,555	1,045,364	96,760	1,787,839
Vanpool	11,032	6,506	18,049	62,533	6,350	104,470
Total	330,000	180,000	400,000	1,535,600	140,000	2,585,600

Performance Measures							
Service Effectiveness Measures	Cost Efficiency Measures						Cost Effectiveness Measure
	Cost per Revenue Hour	Cost per Revenue Mile	Cost per Total Vehicle Hour	Cost per Total Vehicle Mile	Cost per Passenger Hour	Cost per Passenger Mile	Cost per Passenger Trip
0.12	64.39	2.66	55.19	2.59	0.00	0.00	22.72
0.03	76.74	4.65	56.85	3.23	236.13	10.59	133.46
0.40	57.67	3.37	46.44	2.79	0.00	0.00	8.51
0.05	61.45	2.49	61.45	2.49	208.94	8.71	54.98
0.29	60.55	3.30	49.16	2.79	1,436.44	63.06	11.18

Two-Variable Cost Allocation Calculator Excel

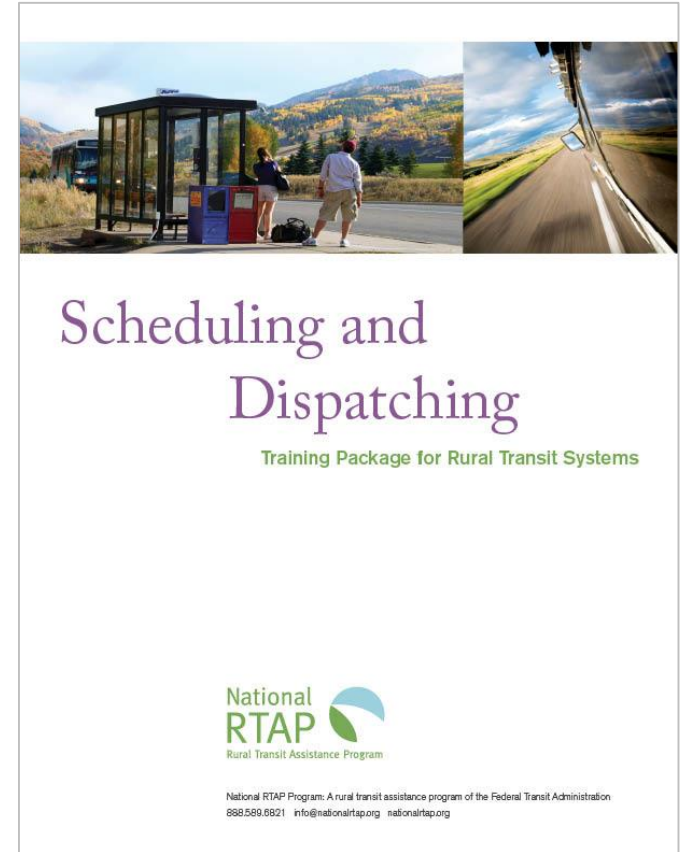
Route / Service Name	Cost Allocation					
	Operational Cost by Transit Function					Total Allocated Cost
	General Administration	Non-Vehicle Maintenance	Vehicle Maintenance	Vehicle Operations	Vehicle Operations - Fuel	
Adams County	19,115	7,886	20,199	67,395	6,803	121,399
Commuter 1	4,651	3,488	9,687	31,078	3,477	52,381
Commuter 2	1,101	826	2,527	6,906	907	12,267
Commuter 3	5,280	2,192	5,835	24,549	1,965	39,821
Franklin County	16,194	6,433	12,568	81,829	4,233	121,257
Purple	16,607	12,456	29,482	120,860	10,583	189,987
Red	17,292	12,969	33,272	120,860	11,944	196,337
Route 1	36,987	14,816	30,972	137,853	10,432	231,059
Route 10	16,075	12,056	26,533	84,878	9,525	149,068
Route 11 - Big City	13,869	10,401	14,320	84,878	5,140	128,608
Route 11 - Country	26,782	10,287	14,364	107,219	4,838	163,489
Route 12 - Country	20,793	8,383	18,404	76,585	6,199	130,363
Route 12 - Small City	7,270	5,452	13,477	36,376	4,838	67,414
Route 15	21,733	16,300	40,011	109,129	14,363	201,535
Route 16	25,565	19,174	43,380	133,380	15,572	237,071
Route 17	12,623	9,467	25,270	60,627	9,071	117,059
Route 2	30,356	12,513	31,870	107,219	10,734	192,692
Route 3	27,515	10,744	17,955	107,219	6,048	169,480
Washington County	10,193	4,156	9,875	36,761	3,326	64,311
Total	330,000	180,000	400,000	1,535,600	140,000	2,585,600

Product Status Updates - Robin

- Transit Manager Toolkit Update
 - Completed and live as of 5/3/19
- ADA Toolkit Update
 - RFP is out and a pre-proposal call will be held May 17
- Tribal Transit Toolkit
 - RFP Summer/Fall 2019
 - Build on Transit Manager Toolkit
 - Sovereignty
 - Working with non-tribal programs and coordination with other tribal programs
 - Coordination with State managed FTA programs

Scheduling and Dispatching Update

- RFP going out soon
- Goals:
 - Build on existing resources
 - Update for technology
 - Identify regional best practices
 - Provide human resource assistance
- Hoping to complete this year



RIBTC and Tribal Outreach

Rural and Intercity Bus Transportation Conference

- APO55 Rural Public and Intercity Bus Transportation Committee
- Next conference is slated for South Carolina in 2020
- Higher level of coordination with National RTAP

Tribal Outreach

- Participated in SWTA Tribal Technical Assistance meeting in March.
- Working with Region 8 to provide direct technical assistance to tribes in their region. Exploring our relationship/partnership with FTA Regions.
- Attended/presented at NTICC and Rocky Mountain Region Tribal Transportation Program Meeting among others this year testing strategies for more ways to support tribal transit training.
- Held Tribal Roundtable call and working with Neil to test some direct strategies

2019 Technical Assistance Conference



4th National RTAP
Technical Assistance Conference
Charting New Trails
FOR **Rural & Tribal Transit**

Portland, Oregon
September 15-18, 2019

Presented by the National Rural Transit Assistance Program
in partnership with the Oregon Department of Transportation

For more information:
nationalrtap.org/conference2019
conference@nationalrtap.org

2019 Technical Assistance Conference (cont.)

Registration:

- Registration and website launched April 18
- Deadline for group hotel room rate is July 15
- Early bird registration deadline July 26
- Marketing push leading up to early bird deadline

Program:

- Call for Presentations closed in February
- Route leaders working with committees to finalize sessions and speakers
- Plenary speakers almost final
- Big Night Out and other events in planning stages

2019 Technical Assistance Conference (cont.)

Pre-Conference Sessions:

- Tribal Assessment
- Transit Design for Tribal and Small Systems
- Reasonable Suspicion
- GTFS
- Web Builder
- Intercity Workshop

Let's Make Beautiful Training Together

- Vehicle Procurement
 - CUTR and Transit Safety Workgroup
 - Safety
 - Reliability
 - Webinar for individual Procurements
 - Webinar for State Procurements
- IDEAS
 - Human Trafficking
 - Opioid Campaign
 - Planning
 - Census