National RTAP Update

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

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

We had 257 info requests in 2018!
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
## Course Catalog

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reasonable Suspicion Training for Supervisors</td>
<td></td>
</tr>
<tr>
<td><strong>Beta - 2 The Point Training 2019</strong></td>
<td></td>
</tr>
<tr>
<td>Transit and Human Trafficking</td>
<td></td>
</tr>
<tr>
<td>Problem Passengers: Managing Difficult Passengers &amp; Situations</td>
<td></td>
</tr>
<tr>
<td>Substance Abuse Awareness Training Course</td>
<td></td>
</tr>
<tr>
<td>Training Videos - Wheelchair Securement and Lifts</td>
<td></td>
</tr>
<tr>
<td>Safety Training and Rural Transit (START) Online</td>
<td></td>
</tr>
<tr>
<td>Top Shops: Emergency Management in Vehicle Maintenance Facilities</td>
<td></td>
</tr>
<tr>
<td>Top Shops Instructor Led Training (ILT) Course</td>
<td></td>
</tr>
<tr>
<td><strong>2 The Point Training</strong></td>
<td></td>
</tr>
<tr>
<td>Emergency Procedures for Rural Transit Drivers</td>
<td></td>
</tr>
<tr>
<td>FTA 101: An Introduction to the Federal Transit Administration</td>
<td></td>
</tr>
<tr>
<td>Americans with Disabilities Act (ADA) Guidance</td>
<td></td>
</tr>
</tbody>
</table>
Learner Activity – August 2018

Total Learners: 8081
Learners with Attempts: 5436

Total Daily Attempts
Total Learners
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)
Over 1,540 certificates awarded and 2,054 in progress (March 2018 to March 2019)

Blue = completions, Orange = in progress
Reasonable Suspicion Training for Supervisors

- 60+ minutes 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!

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
• 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 require 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
    o Sovereignty
    o Working with non-tribal programs and coordination with other tribal programs
    o 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
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
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

Step 1: Enter Service Data

- 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

#### Operational Cost by Transit Function

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Commuter Bus</td>
<td>33,900</td>
<td>25,425</td>
<td>62,754</td>
<td>241,719</td>
<td>22,527</td>
<td>386,324</td>
</tr>
<tr>
<td>Demand Response</td>
<td>45,502</td>
<td>18,475</td>
<td>42,642</td>
<td>185,984</td>
<td>14,363</td>
<td>306,967</td>
</tr>
<tr>
<td>Motorbus</td>
<td>239,566</td>
<td>129,594</td>
<td>276,555</td>
<td>1,045,364</td>
<td>96,760</td>
<td>1,787,839</td>
</tr>
<tr>
<td>Vanpool</td>
<td>11,032</td>
<td>6,506</td>
<td>18,049</td>
<td>62,533</td>
<td>6,350</td>
<td>104,470</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>330,000</strong></td>
<td><strong>180,000</strong></td>
<td><strong>400,000</strong></td>
<td><strong>1,535,600</strong></td>
<td><strong>140,000</strong></td>
<td><strong>2,585,600</strong></td>
</tr>
</tbody>
</table>

#### Performance Measures

<table>
<thead>
<tr>
<th>Service Effectiveness Measures</th>
<th>Cost Efficiency Measures</th>
<th>Cost Effectiveness Measure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers per Revenue Mile</td>
<td>Cost per Revenue Hour</td>
<td>Cost per Revenue Mile</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cost per Total Vehicle Hour</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cost per Total Vehicle Mile</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cost per Passenger Hour</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cost per Passenger Mile</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cost per Trip</td>
</tr>
<tr>
<td>0.12</td>
<td>64.39</td>
<td>2.66</td>
</tr>
<tr>
<td>0.03</td>
<td>76.74</td>
<td>4.65</td>
</tr>
<tr>
<td>0.40</td>
<td>57.67</td>
<td>3.37</td>
</tr>
<tr>
<td>0.05</td>
<td>61.45</td>
<td>2.49</td>
</tr>
<tr>
<td>0.29</td>
<td>60.55</td>
<td>3.30</td>
</tr>
</tbody>
</table>
## Two-Variable Cost Allocation Calculator Excel

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