



# Explore National RTAP Resources

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AzTA/ADOT Statewide Transit Conference  
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October 21, 2020



U.S. Department of Transportation  
Federal Transit Administration

# Agenda

- National RTAP Overview
- ProcurementPRO Demo
- New Products Highlights
- Questions

# National RTAP Overview

# National Rural Transit Assistance Program

- Technical assistance center funded by FTA through Section 5311
- National RTAP offices are in MA and DC, with some remote staff and contractors
- Free training materials and technical assistance products and services for rural and tribal transit providers and state RTAPs
- Review Board – state DOT and rural/tribal transit staff
- Learn more at [nationalrtap.org](http://nationalrtap.org)



# National RTAP Products and Services

- Training
- Information
- Web Apps
- Technical Assistance

The screenshot shows the National RTAP website homepage. At the top left is the logo for National RTAP (Rural Transit Assistance Program). To the right are links for Cloud Signup, Cloud Login, Chat Online, Email, and a phone number (888-589-6821). Below this is a navigation menu with links for Home, About, News, Resource Center, Training, Toolkits, Web Apps, Webinars, Technical Assistance, Tribal Transit, and State RTAP. The main content area features a large image of a white transit bus on a rural road. Overlaid on the right side of the image is the text: "Welcome to National RTAP" and "Creating rural and tribal transit solutions through technical assistance, collaboration, and free training and transit industry materials". Below the image is a section titled "What are you looking for?" with five columns of links:

Information	Training	Web Apps	Assistance	News & Events
<a href="#">Resource Library</a> <a href="#">Toolkits</a> <a href="#">Spotlight Articles</a> <a href="#">Webinars</a>	<a href="#">Training</a> <a href="#">eLearning</a> <a href="#">2 The Point</a> <a href="#">Directory of Trainers</a>	<a href="#">Cost Allocation Calculator</a> <a href="#">GTFS Builder</a> <a href="#">ProcurementPRO</a> <a href="#">Website Builder</a>	<a href="#">Technical Assistance</a> <a href="#">Connect with Us</a> <a href="#">State RTAP Managers</a> <a href="#">Tribal Transit</a>	<a href="#">Upcoming Events</a> <a href="#">National RTAP News</a> <a href="#">Sign up for eNews</a> <a href="#">Conference</a>



# Training Products

- Training Materials (books, PPTs, videos)
- eLearning Courses
- Directory of Trainers
- Webinars

**Distracted Driving**  
Issue One: What is a Distraction?

Distracted driving is any activity that could divert a person's attention away from the primary task of driving. The three types of distractions are manual (taking your hands off the wheel), visual (taking your eyes off the road), and cognitive (taking your mind off driving). All distractions endanger driver, passenger, and bystander safety.

Examples of distractions include:

- Texting
- Using a cell phone or smart phone
- Eating and drinking
- Talking to passengers
- Grooming
- Reading, including maps
- Using a navigation system
- Watching a video
- Adjusting a radio, CD player, or MP3 player

**ONE TEXT OR CALL COULD WRECK IT ALL**

Make sure you are also aware of your company's policies regarding communication devices.

\*\*Information and image taken directly from National Highway Traffic Safety Administration and US DOT's Distraction.gov website

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**Distracted Driving**  
Issue Two: Get the Facts

In 2010, 3,022 people were killed in crashes involving a distracted driver, and an estimated additional 416,000 were injured in motor vehicle crashes involving a distracted driver.


Text messaging creates a crash risk 23 times worse than driving while not distracted. (Virginia Tech Transportation Institute)

Driving while using a cell phone reduces the amount of brain activity associated with driving by 37%. (Carnegie Mellon)

Headset cell phone use is not substantially safer than hand-held use. (Virginia Tech Transportation Institute)

Sending or receiving a text takes a driver's eyes off the road for an average of 4.6 seconds, the equivalent of 51 mph of driving the length of an entire football field, blind. (Virginia Tech Transportation Institute)

\*\*Information taken directly from National Highway Traffic Safety Administration and US DOT's Distraction.gov website




**START**  
Safety Training & Rural Transit

INSTRUCTOR'S GUIDE

National RTAP  
Rural Transit Assistance Program

National RTAP Program. A rural transit assistance program of the Federal Transit Administration. 688.688.6821 info@nrtap.org nrtapnrtap.org



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 →

Module 1: Introduction and Customer Management Techniques

Problem Passengers

**Problem Passengers: Managing Difficult Passengers and Situations**



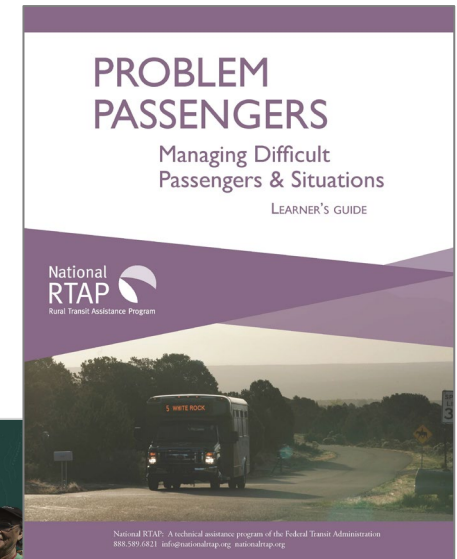
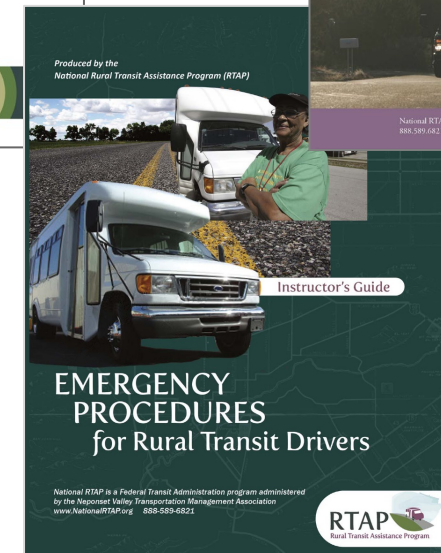
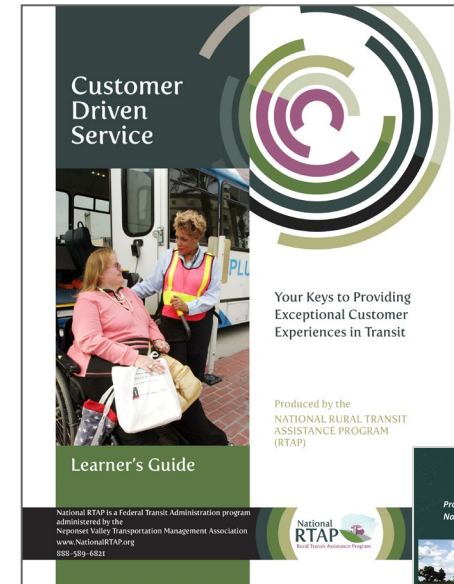
National RTAP  
Rural Transit Assistance Program

NEXT

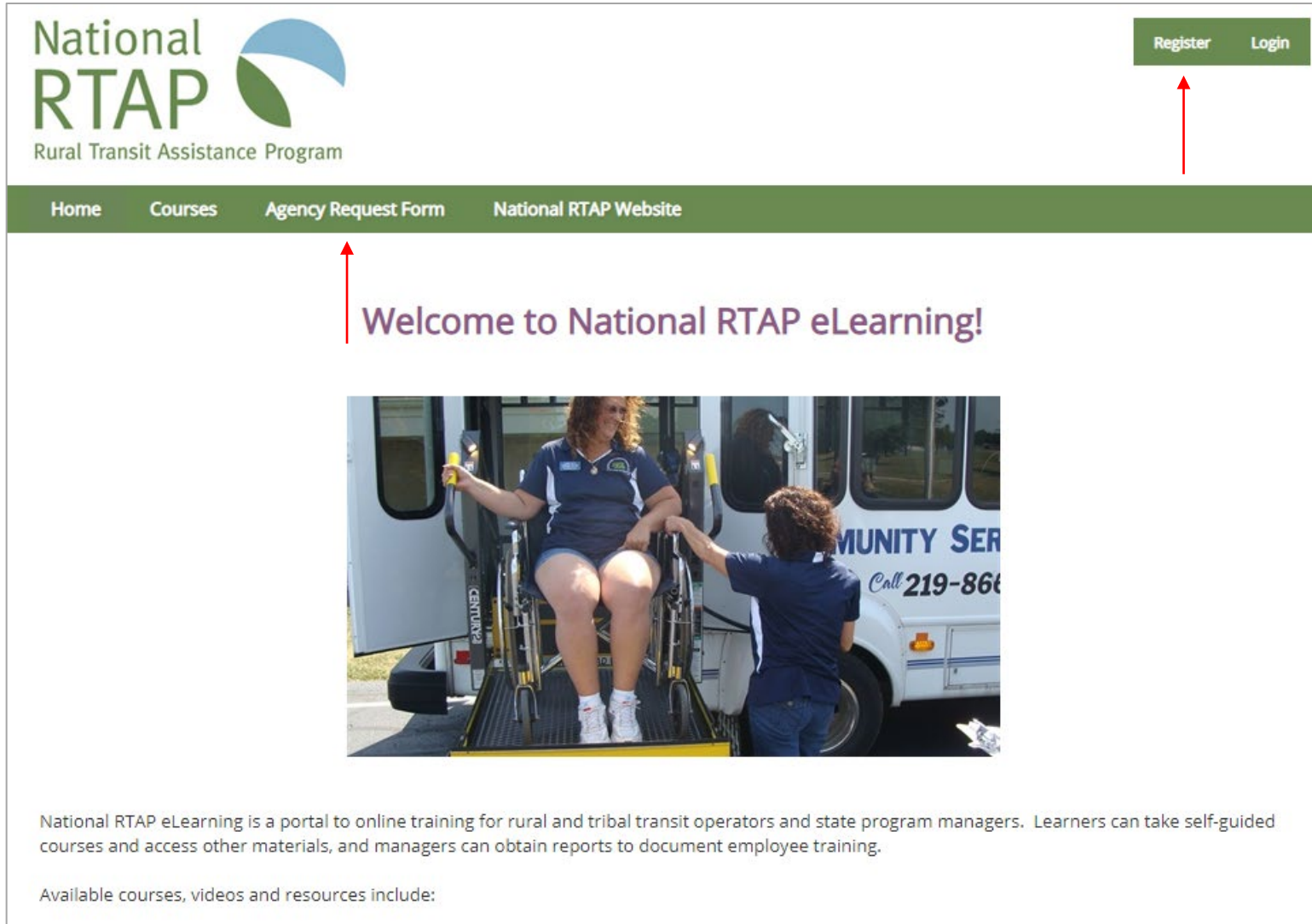
National RTAP Program. A rural transit assistance program of the Federal Transit Administration. 688.688.6821 info@nrtap.org nrtapnrtap.org

# Training Highlights

- 2 the Point Training
- Customer Driven Service
- Emergency Procedures for Rural Transit Drivers
- Fundamental Financial Management
- Problem Passengers
- Reasonable Suspicion for Supervisors
- Safety Training and Rural Transit (START)
- Scheduling and Dispatching
- 60-Min Substance Abuse Awareness for Safety Sensitive Employees
- Top Shops: Emergency Management in Vehicle Maintenance Facilities



# National RTAP eLearning



The screenshot shows the National RTAP eLearning website. At the top left is the logo for National RTAP (Rural Transit Assistance Program) with a stylized blue and green leaf icon. To the right of the logo are two buttons: "Register" and "Login". Below the logo is a green navigation bar with links for "Home", "Courses", "Agency Request Form", and "National RTAP Website". A red arrow points from the "Agency Request Form" link to the "Welcome to National RTAP eLearning!" text. Below this text is a photograph of a woman in a blue uniform sitting on a wheelchair lift on the back of a white bus. The bus has "COMMUNITY SERVICE" and "Call 219-866" written on it. Another person in a blue uniform is assisting her. Below the photograph is a paragraph of text describing the eLearning portal and its purpose. At the bottom, it lists available courses, videos, and resources.

National RTAP eLearning is a portal to online training for rural and tribal transit operators and state program managers. Learners can take self-guided courses and access other materials, and managers can obtain reports to document employee training.

Available courses, videos and resources include:

Go to:  
[elearning.nationalrtap.org](http://elearning.nationalrtap.org)

Additional courses from outside organizations are also available on National RTAP eLearning

If you have questions, email:  
[elearning@nationalrtap.org](mailto:elearning@nationalrtap.org)



# National RTAP eLearning (Cont.)

The screenshot shows the National RTAP eLearning portal. At the top left is the logo for National RTAP (Rural Transit Assistance Program). To the right of the logo are navigation icons for email, help, Portal Admin, and Logout. Below the logo is a green navigation bar with links for Home, My Courses, Resources, Transcript, Agency Request, and LMS Admin. Underneath, there are tabs for My Courses and Configuration. The My Courses section displays a list of courses with their status and an Open button:

Course Name	Status	Action
Reasonable Suspicion Training for Supervisors	In Progress	Open
Problem Passengers: Managing Difficult Passengers & Situations (2018)	Not Started	Open
Substance Abuse Awareness Training Course	Completed	Open
Training Videos - Wheelchair Securement and Lifts	Not Started	Open
Safety Training and Rural Transit (START) Online	Not Started	Open
Top Shops: Emergency Management in Vehicle Maintenance Facilities	Not Started	Open

The certificate is titled "Substance Abuse Awareness Training" and "Certificate of Completion". It states: "The Substance Abuse Awareness Training Program required for all Safety-Sensitive Employees in accordance with 49 CFR Part 655.14, has been successfully completed by: *Neil Rodriguez*". The completion date is "On 24 May 2016". The training time requirement is "60 Minutes" and the completion time is "01:00:35". At the bottom, it notes: "Administered through the Safety-Sensitive Employee Substance Abuse Awareness Online Program and National RTAP".

# Information on Rural and Tribal Transit

- eNews
- Resource Library
- Topic Guides
- Technical Briefs
- Best Practices Articles
- Online Toolkits
  - ADA
  - How to Find Anything
  - Marketing Transit
  - State RTAP Manager
  - Transit Manager

The screenshot shows the 'Resource Library' website. At the top, there's a banner with various resource covers. Below that is a search bar with 'Find & Access Resources' and buttons for 'Keyword Search' and 'Advanced Search'. There are also buttons for 'How to Find Resources', 'Browse by Subject', and 'Browse by Format'. On the left, a 'Topic Guides' sidebar lists categories like ADA, Alternative Fuels, Bloodborne Pathogens, etc. The main content area features a 'Featured Resource' titled 'What Transit Agencies Need to Inform the Public About Before Making Changes Checklist', which includes a photo of a public meeting and a brief description. At the bottom, there are three buttons: 'Rural iNTD Data', 'National RTAP eLearning Portal', and 'Directory of Trainers'.

This block contains an eNews announcement for January 23, 2020. It features the National RTAP logo and the text: 'National RTAP is a program of the Federal Transit Administration dedicated to creating rural and tribal transit solutions through free training materials, technical assistance, and partner collaboration.' Below this, it announces an 'Upcoming National RTAP Transit Manager Peer Roundtable' on Thursday, February 6, 2020, from 2:00-3:00 PM ET. A call to action says 'Join the Conversation!' and lists discussion topics like cashless fare payment systems and community involvement. At the bottom, there's contact information: 'info@nationalrtap.org', '888-589-6821', and 'Mon-Fri 9am - 5pm ET'. There are also buttons for 'Mission & Policies', 'Resource Share Account', and 'Resource Catalog' (with a 'Download' button).

# Web Apps

- Cost Allocation Calculator
- GTFS Builder
- ProcurementPRO
- Website Builder



**COST ALLOCATION  
CALCULATOR**



**PROCUREMENT  
PRO**



**GTFS  
BUILDER**



**WEBSITE  
BUILDER**

# Technical Assistance

- Reference services – e.g. for questions or a template or example
- Peer Assistance
  - Online Forums
  - Roundtables on Zoom
  - Twitter Chats
  - Peer Mentoring
- National RTAP Conferences
- Participation in national, state, and regional conferences
- Direct Technical Assistance – evaluated upon request



# What's New in at National RTAP (in the last 12 months)?

## Training Modules

- 2 The Point eLearning and Crossword Puzzle
- Emergency Procedures eLearning
- Essential Spanish for Rural Transit
- Fundamental Financial Management
- Reasonable Suspicion eLearning

## Technical Briefs

- COVID-19 and Rural Transit
- Head Start Transportation
- Online Trip Planners and GTFS Builder
- Time Management for Rural Transit Managers
- Used Oil Recycling

## Other Resources

- ADA Toolkit
- COVID-19 Best Practices Spotlight Article
- Wheelchair Charging on Transit Best Practices
- Salary Ranges for Transit Jobs update

A rectangular box with a sunset background. The sun is low on the horizon, casting a warm orange glow. The sky transitions from orange to a darker blue-grey. The foreground is dark, suggesting a silhouette of trees or a landscape.

### On the horizon:

- **Scheduling & Dispatching and Customer Driven Service Trainings** – new versions with eLearning
- Transit Manager's Toolkit update
- Tribal Transit Toolkit
- Handbook of Rural Health Chapter



# ProcurementPRO

# ProcurementPRO Introduction

- ProcurementPRO is a web-based software application designed to assist transportation professionals with navigating the complex world of federal procurement when utilizing Federal Transit Administration (FTA) funds.
- The core deliverable of the application are the required federal clauses and certifications, as well as useful checklists and other supporting documentation and guidance for the duration of the procurement.
- Application is hosted on the National RTAP Server
- A cloud account is easily set-up
- Projects are stored on the cloud and downloaded by the user
- A new version launched in 2019



**PROCUREMENT**  
**PRO**

# Dashboard Oriented - Six Simple Steps

1. Project title
2. Project description
3. Sources of funding
4. Type of procurement
5. Project estimate
6. Method of procurement

The screenshot shows a web form titled "My Project" with a purple header. The form is divided into six numbered steps, each with a circular icon containing the step number:

- Step 1:** "Title" field with a text input box. An info box to the right states: "Info! In the Title field you cannot use special characters. All numbers and letters are allowed but no punctuation, dashes or other special characters. Example : \$#%,!>-/".
- Step 2:** "Description" field with a text input box.
- Step 3:** "Who will be FUNDING this project" with a checkbox labeled "Federal Government".
- Step 4:** "Procurement Type" with radio buttons for "Rolling Stock", "Materials & Supplies", "Professional Services", "Architecture", "Engineering", "Architectural & Engineering", "Operations & Management", and "Construction". A "Help" button is visible on the right.
- Step 5:** "What is the TOTAL cost for this project?" with a currency input field showing "\$" and ".00".
- Step 6:** "What is the METHOD of procurement you will be using for this project?" with radio buttons for "Invitation for Bid (IFB)", "Request for Proposal (RFP)", "Request for Qualification (RFQ)", "Sole Source", "Piggyback", and "Non-Competitive Quotation".

At the bottom of the form, there are buttons for "BACK", "CLEAR", "ProcurementPRO", and "QuickPRO".

# ProcurementPRO Demo

<https://www.nationalrtap.org/Web-Apps/ProcurementPRO>

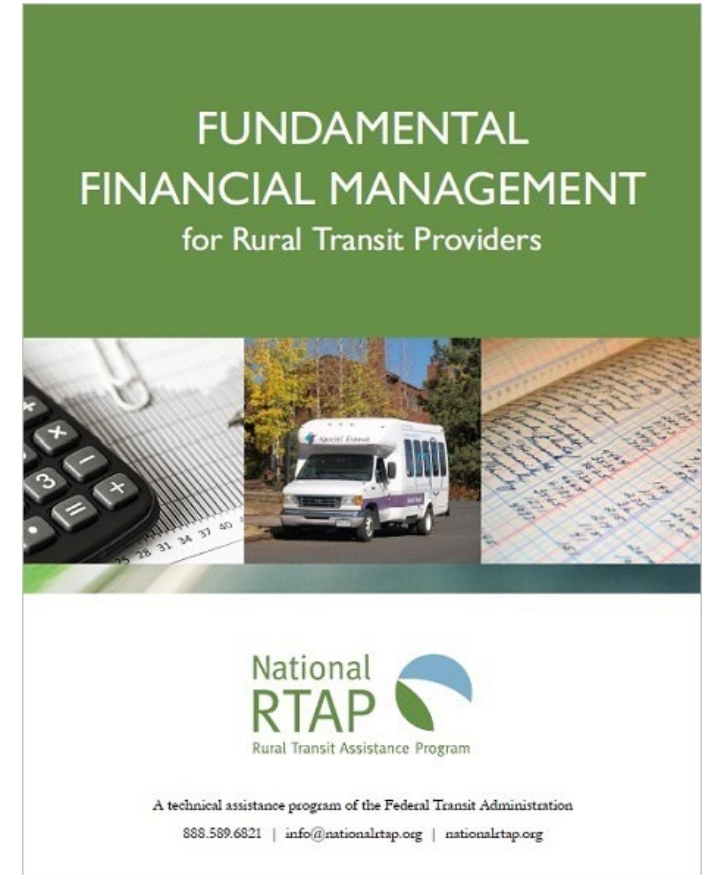
# New Products Highlights



# **Fundamental Financial Management Training**

# Fundamental Financial Management

- Completely rewritten, with significant new content
- Covers federal requirements, practical suggestions, and typical issues facing rural transit managers
- For staff from rural and small urban transit agencies, tribal transit programs, specialized transportation providers, and state DOTs
- For self-guided study and reference or for an instructor-led course



# Table of Contents

## Chapters

1. Introduction
2. Super Circular (2 CFR Part 200)
3. Foundation Elements: Accounting and Chart of Accounts
4. Understanding Direct and Indirect Costs
5. Cost Allowability Under FTA Awards
6. Local Match to FTA Grant Awards
7. Contributions and Donations
8. Cash Management
9. NTD Reporting Requirements
10. Audit

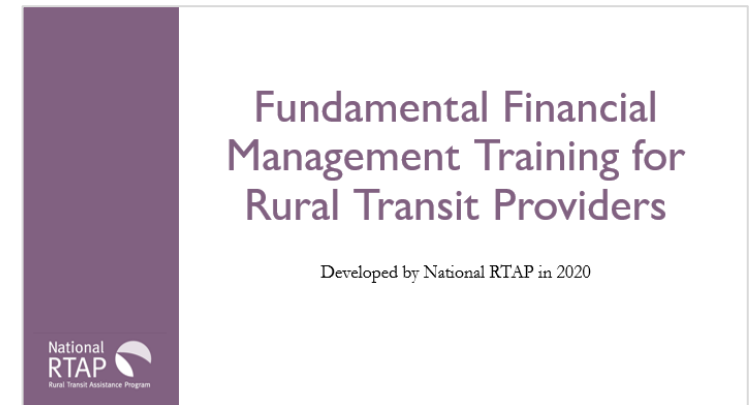
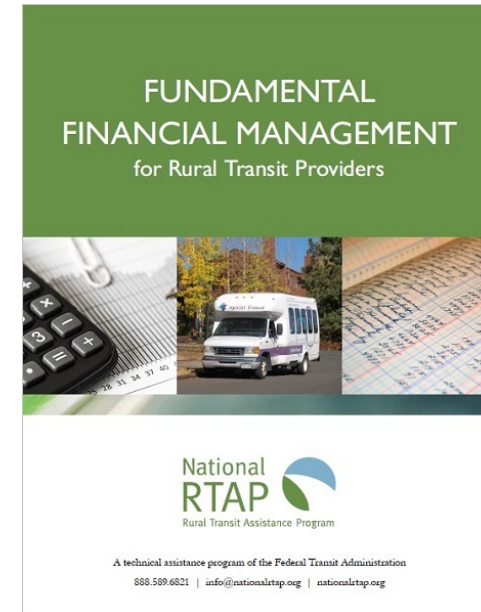
## Appendices

- Model Chart of Accounts
- Glossary of Terms
- Quiz Answers
- Class Exercises
- References and Resources

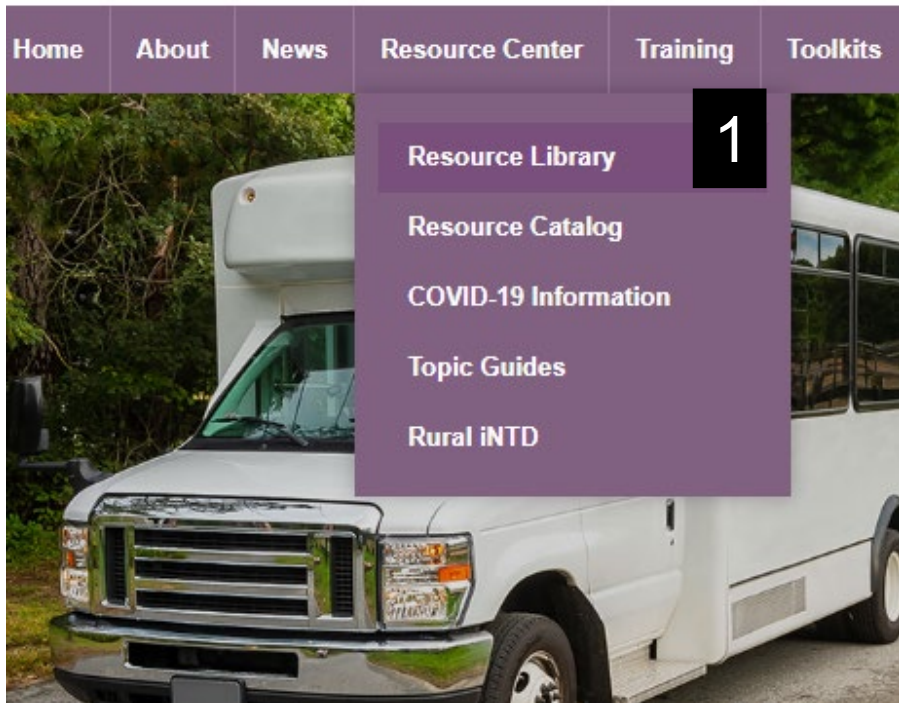


# Training Components

- **Learner's Guide**
  - 260 page manual available for download or order
  - Quizzes, Additional Resources, and Appendices
  - Model Chart of Accounts, Glossary, Quiz Answers, Class Exercises, and References
- **Instructor Materials**
  - Available to download in a zip file or order on a disc
  - PowerPoints for each chapter
  - Slides with a notes section to print for handouts
  - Certificate of Completion
  - Course Evaluation



# How to Access the Materials



## Resource Library



1. On [nationalrtap.org](http://nationalrtap.org) go to Resource Center > Resource Library
2. In the Resource Library, search for Financial Management



# How to Access the Materials (Cont.)

## Fundamental Financial Management for Rural Transit Providers (Instructor Materials)

Available in: Hardcopy

Category: Management and Administration, National RTAP, Transit Personnel

Publish Date: 07/24/2020

The National RTAP *Fundamental Financial Management for Rural Transit Providers* training module was completely rewritten in 2020. It provides essential guidance for FTA Secti...

Permanent URL: <http://nationalrtap.org/Resource-Library/Advanced-Search/?fid=1111>

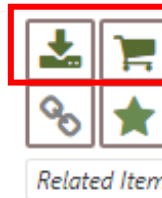
## Fundamental Financial Management for Rural Transit Providers (Learner's Training Module)

Available in: Hardcopy

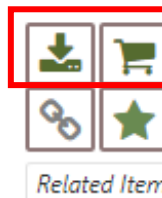
Category: Management and Administration, National RTAP, Transit Personnel

Publish Date: 07/24/2020

The National RTAP *Fundamental Financial Management for Rural Transit Providers* training module was completely rewritten in 2020. It provides essential guidance for FTA Section 5311 recipients and subrecipients



- Click on the titles for more information
- Click the Download or Add to Cart icons to download or have it shipped
- To complete your shipment order, it will prompt you to log into your Resource Share/Cloud Account
- Or use the links in the upper right of our website to email, call, or chat with us and request copies



# **Essential Spanish Training for Rural Transit Drivers**

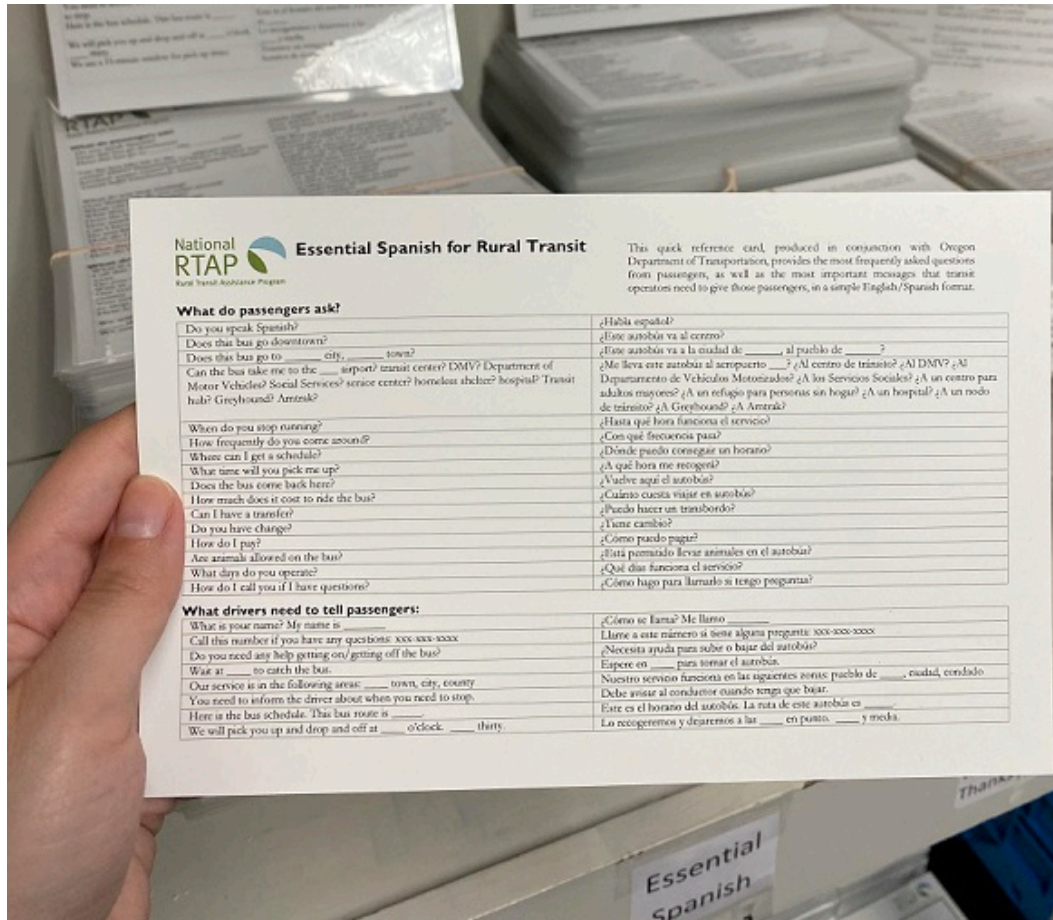
# Background

- Provides the most frequently asked questions passengers ask and the most important messages that transit drivers need to give passengers.
- Uses a simple English/Spanish format to facilitate effective communication.
- It's intended to be interactive and easy to use.
- We conducted a rural transit driver survey of 60 drivers in 2019 to inform the questions to be included in the training.

# Benefits to Transit Agencies and Passengers

- Aids compliance with Title VI of the Civil Rights Act of 1964.
- Leads to better communication with limited English Proficiency (LEP) persons for whom English is not their primary language.
- Taking reasonable steps to make sure that passengers whose primary language is not English can access their service is easy, supports stronger, more inclusive transit services, and is the right thing to do.
- Spanish is the language spoken at home other than English for about 13.5% of Americans. About 9.3% of the population of rural and small-town Americans are Hispanic. (Source: Census Bureau)

# Training Cards



Two sizes:

- 8 1/2" x 5 1/2" card (shown here)
- 8 1/2" x 11" large print card
- Transit agencies can order one of each size

Two easy to clean and sanitize finishes:

- Laminated card stock
- Polyester
- When you place your order, Resource Center staff will ask which finish you would like

# Other Training Components

## Technical Brief:

- What passengers ask - questions on location, schedule, fares, features, and more
- What drivers need to tell or ask passengers - information about customer service, safety, disabilities, etc.
- Spanish character pronunciation
- Essential Spanish words and phrases (greetings, numbers, colors, etc.)

## Narrated PowerPoint:

- Available on training disc – can be shipped to transit agencies
- Contains most of the phrases on the training card
- Read by a professional voice over artist

## Quiz:

- Six questions, based on information in the card and/or Narrated PowerPoint



# Accessing the Training

## Essential Spanish for Rural Transit (Training Module)

Available in: Hardcopy

Category: Transit Operations, Rider Groups, National RTAP, Transit Personnel

Publish Date: 06/19/2020



Related Items

*Essential Spanish for Rural Transit* is a National RTAP training that provides the most frequently asked questions passengers ask, as well as the most important messages that transit drivers need to give those passengers, in a simple English/Spanish format to facilitate effective communication. The full training module (available on disc) includes a training card, a technical brief, a narrated PowerPoint presentation, and a quiz. The training was produced in partnership with Oregon Department of Transportation.

**Permanent URL:** <http://nationalrtap.org/Resource-Library/Advanced-Search/?fid=1103>

Use the same steps to search for and order or download the Essential Spanish training, as with the Financial Management training

# What do passengers ask?

Do you speak Spanish?

¿Habla español?

Does this bus go downtown?

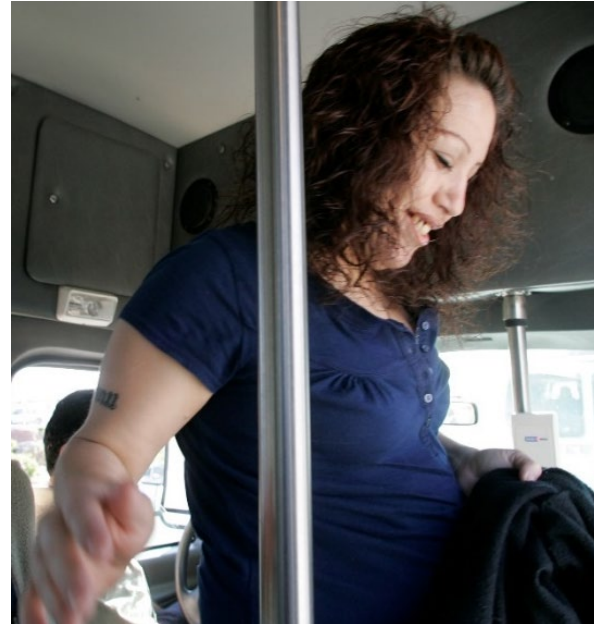
¿Este autobús va al centro?

When do you stop running?

¿Hasta qué hora funciona el servicio?

How frequently do you come around?

¿Con qué frecuencia pasa?



# How to Use the Training

- Training cards can be kept in the front of the bus for drivers to reference when needed.
- Drivers can provide passengers with copies of the cards so the passengers can find the questions they need to ask and start their conversation.
- The cards are easy to use for driver self-study in the break room, while parked and waiting for a passenger, or at the beginning of the day before starting a route.
- The PowerPoint can be used individually or for a group training.
- The technical brief can be added to agency training manuals.

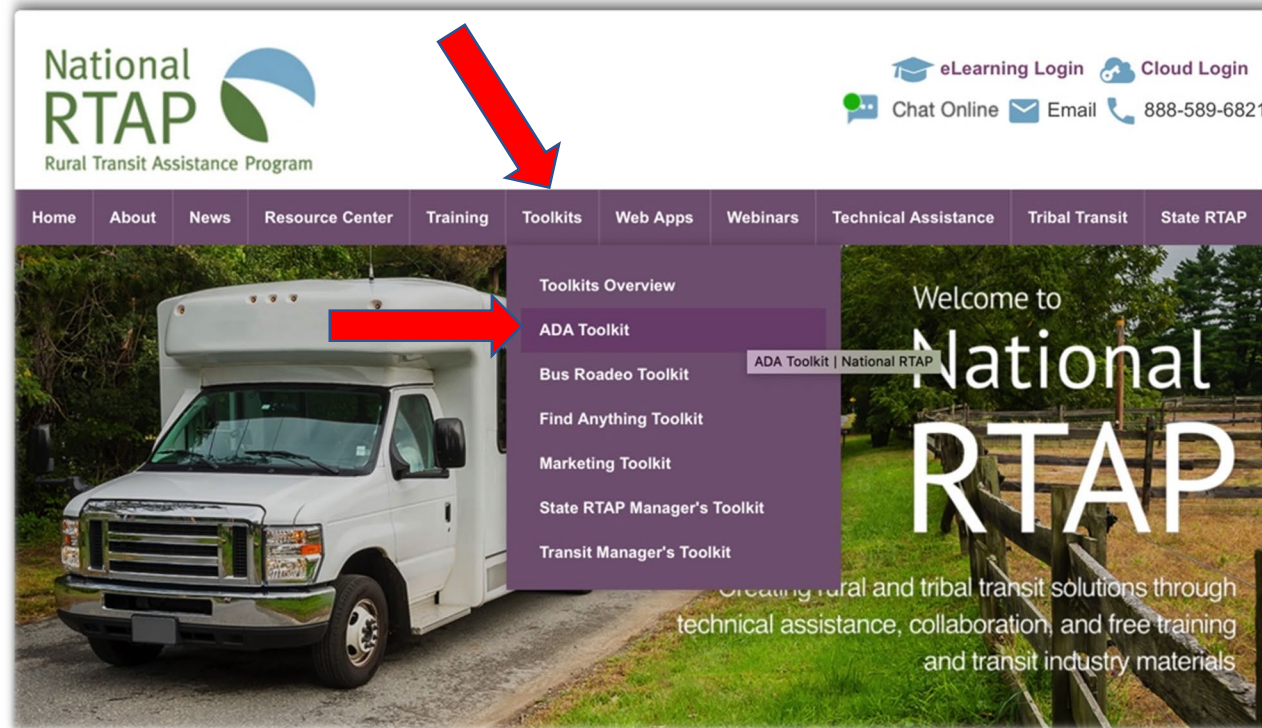
# **ADA Toolkit**

# About the ADA Toolkit

- Developed in 2014 for rural and tribal transit managers.
- Focuses on ADA-related information for public bus systems and demand response services in rural areas.
- Strove to provide “plain language” explanations of complex regulatory language - 49 CFR Parts 37 and 38.
- Provides ideas for good practices and links to regulations, guidance, and more information.
- Updated and expanded in 2020.
- This toolkit provides technical assistance info, not legal advice.

# Accessing the Toolkit

From the home page ([www.nationalrtap.org](http://www.nationalrtap.org)), click on Toolkit, then ADA Toolkit



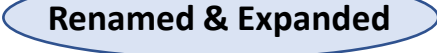
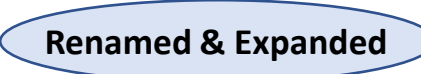

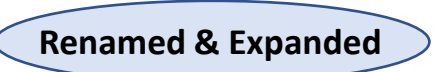




Alternately, click on this hyperlink: <https://www.nationalrtap.org/Toolkits/ADA-Toolkit/>






# Toolkit Sections

- Welcome **Expanded**
- Key Regulations, Standards, and Guidance **NEW**
- Service Type Requirements
  - General Requirements Common to All Service Types **NEW**
  - Fixed Route Bus Requirements **Expanded**
  - Demand Response Requirements **Expanded**
  - Route Deviation Requirements **Expanded**
  - ADA Complementary Paratransit Requirements **Expanded**

# Toolkit Sections

- Vehicle and Facility Accessibility 
- Accommodating Riders Using Mobility Devices 
- Service Animals 
- Passenger Assistance and Customer Service 
- Rider Information 
- Public Meetings and Outreach 
- Funding Considerations 
- Questions and Answers 

# Toolkit Sections


- New Developments 
- Glossary 
- Sample Policy Templates 
  - Fixed Route Bus Service with ADA Complementary Paratransit Sample Policy
  - Demand Response Service Sample Policy
  - Route Deviation Service Sample Policy
  - Commingled Fixed Route and Paratransit Service Sample Policy

# **Reasonable Suspicion Training for Supervisors**

# Reasonable Suspicion Training Overview

- Launched in 2019
- Intended for front line supervisors and others responsible for making reasonable suspicion drug and alcohol testing referrals of safety-sensitive employees for transit agencies that receive FTA funding under Sections 5311, 5307, 5309, and 5339
- Provides the required 60 min of training on the symptoms of alcohol abuse and another 60 min of training on the symptoms of controlled substances use (120 min in total)
- National RTAP also offers a 60-Min Substance Abuse Awareness Course for Safety Sensitive Employees

# Reasonable Suspicion Training Overview



**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.

Access the training at [elearning.nationalrtap.org](https://elearning.nationalrtap.org)



# Upcoming Webinar

## Demystifying Trip Planner Licensing Agreements

**October 27, 2020**

**2:00 ET / 1:00 CT / 12:00 MT / 11:00 PT**

Register at [nationalrtap.org/webinar](https://nationalrtap.org/webinar)

A deep dive into the trip plan data licensing agreement process to understand what, if any, are the risks.

Will provide answers to your legal team's questions and help you make your route and schedule information visible to potential riders through online trip planners.

Presenters include: an attorney, GTFS expert, and transit staff who recently published their GTFS data to online trip planners.

**Questions?**

# Thank You!

## National Rural Transit Assistance Program

[nationalrtap.org](http://nationalrtap.org)

[info@nationalrtap.org](mailto:info@nationalrtap.org)

Find us on Facebook, Twitter, YouTube, LinkedIn & Instagram

888-589-6821



U.S. Department of Transportation  
Federal Transit Administration