



[eLearning.nationalrtap.org](https://eLearning.nationalrtap.org)

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Arizona Transit Association  
April 14, 2022



U.S. Department of Transportation  
Federal Transit Administration

# National RTAP

**Mission:**

To address the training and technical assistance needs of rural and tribal transit operators across the nation, and to support the state RTAP programs. Our comprehensive set of free technical assistance programs and resources includes training materials, webinars, newsletters and technical briefs, peer resources, research, and innovative technology initiatives.

- Resource Center
- eLearning
- Topic Guides
- Best Practices
- Directory of Trainers
- Technology Tools – Website Builder, ProcurementPro, GTFS Builder, Two-Variable Cost Allocation Calculator

# Updates

**Alaska Tribal Transit Mini Conference:** Held in conjunction with the Alaska Tribal Transportation Work Group's 18<sup>th</sup> Annual Symposium – March 28 and April 1

## **Webinars:**

Marketing Workshop #3: User-Friendly Passenger Information Tools – March 10

Building Better Bus Stops: Planning and Partnerships – March 14

Risky Business: Transit Insurance and Risk Management – March 31

Marketing Workshop #4: Community Based Marketing – April 5

## **Roundtables & Chats**

Intercity Bus Peer Roundtable – March 16

Tribal Transit Peer Roundtable – March 28

#Every1OnTheBus Twitter Chat: Overcoming barriers to transit, using technology to make transit ridership easier, and soliciting feedback to get everyone (back) on the bus – April 12

# Updates, Continued

## Resources

- New Dispatching and Scheduling Manual and eLearning Training Now Available
- New Delivering Excellent Customer Service in Rural Transit Course Now Available
- New Advanced Topics in Financial Management Manual
- Updated ADA Toolkit

## Technical Briefs

- New Entry-Level Driver Training Requirements
- Updated Writing a Coordinated Public Transit Human Services Transportation Plan
- Livable Communities
- Risk Retention Pools
- Risk Management for Rural Transit Systems
- Emergency Response Procedures Checklists: During and After Normal Operating Hours

## New/Updated Topic Guides

- Alternative Fuel Topic Guide
- Intercity Topic Guide
- Paratransit Hot Topic Guide
- Training Topic Guide

# TACL: The Transportation Technical Assistance Coordination Library



<http://transportation-tacl.org>

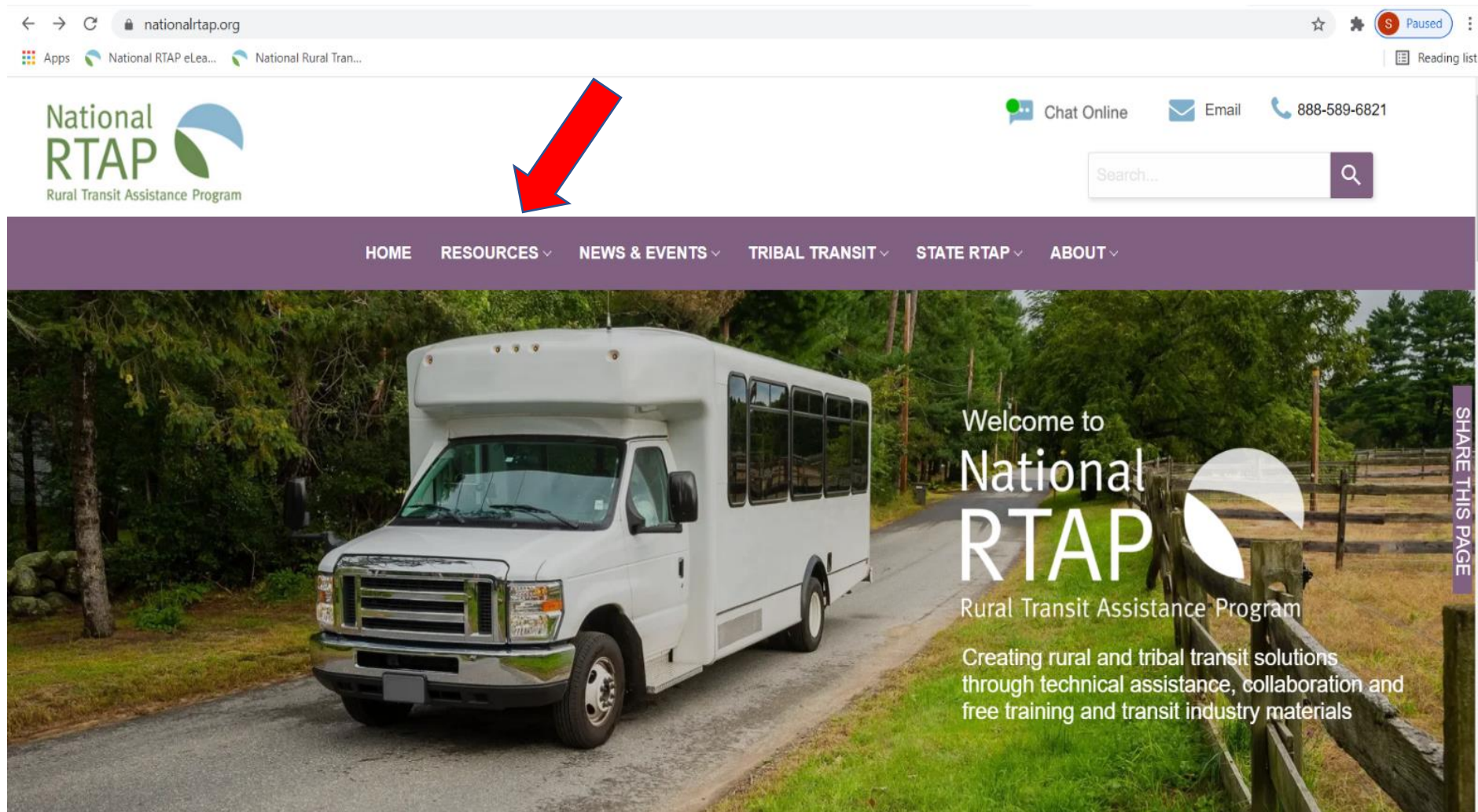
The Transportation Technical Assistance Coordination Library (TACL) provides a sustainable methodology and platform to access resources across a diverse range of transportation technical assistance centers and the [Federal Transit Administration \(FTA\)](#).

The FTA-funded technical assistance centers participating in this ongoing work with links to their coordination resources are:

- [National Aging and Disability Transportation Center \(NADTC\)](#)
- [National Center for Applied Transit Technology \(N-CATT\)](#)
- [National Center for Mobility Management \(NCMM\)](#)
- [National Rural Transit Assistance Program \(National RTAP\)](#)
- [Shared-Use Mobility Center \(SUMC\)](#)



# National RTAP Website



# Navigate to eLearning

nationalrtap.org

Apps National RTAP eLea... National Rural Tran...

Chat Online Email 888-589-6821

Search...

HOME RESOURCES NEWS & EVENTS TRIBAL TRANSIT STATE RTAP ABOUT

INFORMATION	TRAINING	TOOLKITS	TECHNOLOGY TOOLS
Resource Library	National RTAP Training Overview	ADA Toolkit	Overview
Resource Catalog	National RTAP eLearning	Bus Rodeo Toolkit	Cost Allocation Calculator
Topic Guides	2 The Point Training	How to Find Anything Toolkit	GTFS Builder
Technical Briefs	Directory of Trainers	Marketing Toolkit	ProcurementPRO
Best Practices Spotlight	Webinars	State RTAP Manager's Toolkit	Website Builder
COVID-19 Information	Peer Roundtables & Chats	Transit Manager's Toolkit	Rural iNTD
TACL			

SHARE THIS PAGE

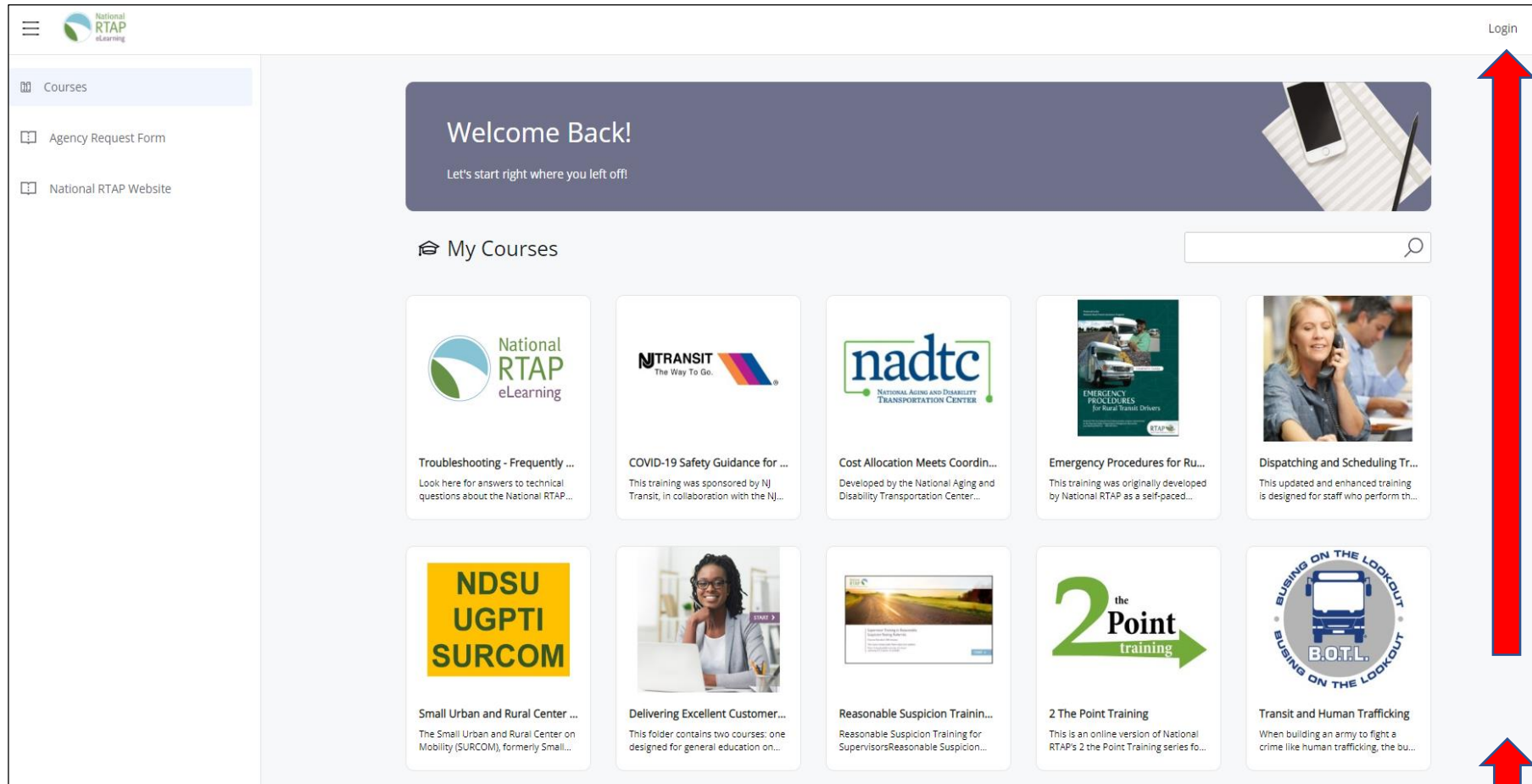
Creating rural and tribal transit solutions through technical assistance, collaboration and free training and transit industry materials

https://elearning.nationalrtap.org



# elearning.nationalrtap.org

1. Go to <https://elearning.nationalrtap.org/>

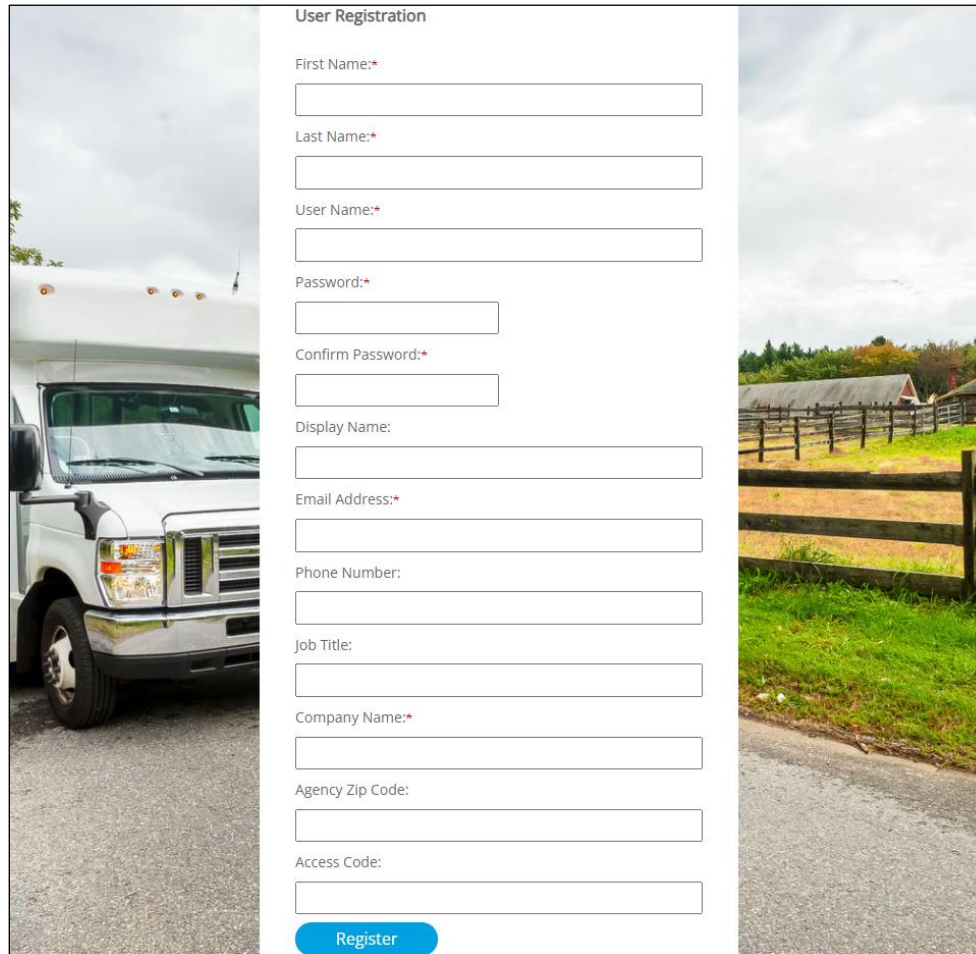


2. Click on Login at the top right side of the page



# Registration

3. Fill out the registration form and click the blue register button at the bottom of the screen.



User Registration

First Name:\*

Last Name:\*

User Name:\*

Password:\*

Confirm Password:\*

Display Name:

Email Address:\*

Phone Number:

Job Title:

Company Name:\*

Agency Zip Code:

Access Code:

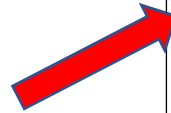
Register

If your agency has a Team in the system, fill in the **Access Code field** with the code that has been assigned for the Team. If not, please leave the Access Code field blank.

# Managers – Add Your Agency

## ADD YOUR AGENCY

4. Click on Agency Request Form on the left side of the page



The screenshot shows the National RTAP eLearning application interface. On the left is a sidebar with a menu icon at the top, followed by the 'National RTAP eLearning' logo. Below the logo are three menu items: 'Courses' (highlighted with a light blue background), 'Agency Request Form', and 'National RTAP Website'. A red arrow points to the 'Agency Request Form' item. The main content area on the right has a dark purple header with the text 'Welcome Back!' and 'Let's start right where you left off!'. Below this is a section titled 'My Courses' with a house icon. It contains a grid of course cards. The first row includes 'National RTAP eLearning' (with a description about troubleshooting), 'NJTRANSIT' (with a description about COVID-19 safety guidance), and 'nadtc' (with a description about cost allocation). The second row includes 'NDSU UGPTI SURCOM' (with a description about the Small Urban and Rural Center on Mobility), a card with a woman's photo (with a description about delivering excellent customer service), and 'Reasonable Suspicion Training' (with a description about reasonable suspicion training for supervisors).

# Agency Request Form

## 5. Fill out the Agency Request Form and click Submit

Dear Agency/Organization Management:

Please use this form to add your agency/organization as a learning team to National RTAP eLearning. Required fields are marked with a red asterisk. Click Submit at the very bottom of the page once you have finished.

Once you submit the form, you will be contacted within approximately 2 business days with your own account information and your team's Access Code, so you can start adding learners to your team.

Please read the [Team Admin Getting Started Guide](#) for more detailed information about this process and the other admin functions of the LMS. If you have any questions, please email [elarning@nationalrtap.org](mailto:elarning@nationalrtap.org).

First Name:*	<input type="text"/>
Last Name:*	<input type="text"/>
Email Address:*	<input type="text"/>
Job Title:*	<input type="text"/>
Organization/Team Name:*	<input type="text"/>
Street Address 1:*	<input type="text"/>
Street Address 2:	<input type="text"/>
City:*	<input type="text"/>
State:*	<input type="text"/>
Postal Code:*	<input type="text"/>
Country:	<Not Specified> ▼
Telephone:*	<input type="text"/>
Website:	<input type="text"/>
Approximately how many learners will need access to the system?:*	<input type="text"/>
Is the organization part of a federally recognized tribe?:*	<div>Yes</div> <div>No</div>
Organization Type:*	<div>Transit Agency</div> <div>Tribal Program</div> <div>State Agency</div> <div>Transit Association</div> <div>MPO or RTPPO</div>

# Team Admin and Learners

- **Team Admins are typically Transit Agency Managers**
  - Add/Delete Learners to the Agency's Team
  - Access Reports (Transcripts)
  - Manage Curricula – Assign or unassign courses
    - Can be done by job title or responsibilities
- **Learners**
  - Default gives access to all courses in the system, personalized certificates and transcripts
  - Follow a learning track or explore at your own pace






# Teams


The screenshot displays the 'Teams' management page within the National RTAP eLearning system. The left sidebar contains navigation links: Catalog, Roles, Teams (highlighted), Reports, Advanced, LMS Learner, Agency Request Form, and National RTAP Website. The main content area is titled 'Teams' with a subtitle 'Organize users into functional groups for easier team management.' and a '+ NEW' button. A list of teams is shown, including 'Arizona' (expanded) with sub-teams 'Learners' (316), 'RTAP Manager Admin' (1), and 'Transit Manager Admin' (0), followed by a list of other transportation-related teams.


Team Name	Count
Arizona	
Learners	316
RTAP Manager Admin	1
Transit Manager Admin	0
A Helping Hand Transportation	
A MAN TRANS LLC	
Accurate Medical Transportation	
Ajo Transportation	
Ak-Chin Indian Community	
ALMA Transport Group	
Arizona Independent Drivers As...	
ASSIST To Independence	


# Reports





 Catalog


 Roles


 Teams


 Reports ▾

 Advanced ▾

 LMS Learner ▾


 Agency Request Form

 National RTAP Website



## Reports


The Accord LMS Reporting Engine facilitates access to the specific LMS information that your organization needs. Shared Reports can be scheduled for automatic email delivery.



### Easy Configuration

**LE Activity**  
with Learner Detail

< Define New Report > ▾



### Reports grouped by Roles and Learners

**Learner Activity/Transcript**  
with Folder Detail

< Define New Report > ▾

**Learner Activity/Transcript**  
with LE Detail

< Define New Report > ▾

**Learner Activity/Score**  
with Question Detail

< Define New Report > ▾

**Learner Activity \***  
Most Active

< Select Report Definition > ▾



**Learner Activity**  
Summary


< Define New Report > ▾

**Learner Accounts**  
with Profile Detail

< Select Report Definition > ▾


# Courses

 My Courses 




**Troubleshooting - Frequently ...**  
Look here for answers to technical questions about the National RTAP...

Not Started



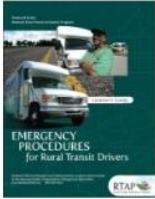
**COVID-19 Safety Guidance for ...**  
This training was sponsored by NJ Transit, in collaboration with the NJ...

0%




**Cost Allocation Meets Coordin...**  
Developed by the National Aging and Disability Transportation Center...

Not Started




**Emergency Procedures for Ru...**  
This training was originally developed by National RTAP as a self-paced...

Not Started




**Dispatching and Scheduling Tr...**  
This updated and enhanced training is designed for staff who perform th...

Not Started




**Small Urban and Rural Center ...**  
The Small Urban and Rural Center on Mobility (SURCOM), formerly Small...

Not Started




**Delivering Excellent Customer...**  
This folder contains two courses: one designed for general education on...

Not Started




**Reasonable Suspicion Trainin...**  
Reasonable Suspicion Training for Supervisors Reasonable Suspicion...

0%




**2 The Point Training**  
This is an online version of National RTAP's 2 the Point Training series fo...

Not Started



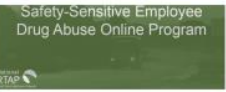
**Transit and Human Trafficking**  
When building an army to fight a crime like human trafficking, the bu...

Not Started




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

Not Started




**Safety-Sensitive Employee Drug Abuse Online Program**


Not Started





**Federal Transit Administration**



**Federal Transit Administration**



# START Online Course



Courses


Transcript

Resources

Agency Request Form

National RTAP Website

Safety Training and Rural Transit (START) Online










Safety Training and Rural Transit (START) Online

Not Attempted

0 %

START Online offers basic safety training for new transit drivers or refresher training for more experienced drivers. The course enhances and reinforces learning through interactive exercises, scenarios, games, and quizzes, and tests learning in a final e... [View More](#)

	START Online - Module 1: Introduction <a href="#">More Info</a>	<div>Not Attempted</div>	>
	START Online - Section 1: Vehicle Safety <a href="#">More Info</a>	<div>0 % Not Attempted</div>	>
	START Online - Section 2: Driver/Operator Safety <a href="#">More Info</a>	<div>0 % Not Attempted</div>	>
	START Online - Section 3: Passenger Safety <a href="#">More Info</a>	<div>0 % Not Attempted</div>	>
	START Online - Final Exam <a href="#">More Info</a>	<div>Not Attempted</div>	>
	START Online Certificate of Completion <a href="#">More Info</a>	<div>Not Attempted</div>	>
	START Resources <a href="#">More Info</a>	<div>0 % Not Attempted</div>	>



**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

Questions or comments about eLearning can be sent to

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



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