

Training Module	Description	Format	Date
2 the Point Training	Quick refresher training cards for drivers on topics including defensive and distracted driving, drugs and alcohol, customer service, safety and the Americans with Disabilities Act. Spanish versions of the cards available in PDF and hardcopy.	eLearning, PDF, Training Cards	2018
Boards That Perform	Addresses the roles, issues and responsibilities involved in being a transit board member	Resource Guide with Training CD	2008
Crossing Great Divides: A Guide to Elder Mobility Resources and Solutions in Indian Country	Provides an overview transport for older adults living in tribal communities, including the role of Title VI Aging Services and Tribal Transit Programs, and funding for service improvements	Resource Guide	2011
Customer Driven Service: Your Keys to Providing Exceptional Customer Experiences in Transit	Trains transit staff to provide excellent customer service in a variety of situations and understand steps they need to take to avoid customer service breakdowns and maintain positive morale	Learner Guide with Self-Paced CD, Instructor Guide with DVD	2011
Emergency Procedures for Rural Transit Drivers	Provides tools to prepare for and resolve on-the-road emergencies for drivers, such as accidents, natural disasters and hazardous materials	Learner Guide with Self-Paced CD, Instructor Guide with DVD	2011
Essential Skills for Trainers	Instructs trainers on how to lead effective sessions and incorporate activities, materials, including warm-ups, role-play and brainstorming	Participant and Trainer Guides with DVD	2009
Fundamental Financial Management for Rural Transit Agencies	Covers basic financial accounting, such as revenue and cash management, budgeting, audits and cost allocation	Resource Guide with CD	2006
How to Buy a Vehicle	Provides information to help simplify the vehicle procurement process, with an accompanying MAP-21 Updates 2013 document.	Resource Guide	2010
Introduction to Preventive Maintenance: An Investment that Pays Off	Helps managers implement a preventive maintenance program with safe inspection procedures and documentation	Resource Guide with DVD	2002
Problem Passengers: Managing Difficult Passengers & Situations	Instructs drivers on how to manage and respond to situations including angry passengers, passenger refusals and threats and passenger health problems. (Previously entitled Problem Passengers, Challenging Situations.)	Learner Guide with DVD, eLearning Facilitator Guide	2018
Public and Private Partnerships in Rural Transit Systems	Offers examples of partnerships between neighboring organizations to extend available resources	DVD	1998
Risk Management for Rural Transit Managers	Explains the basics of risk management, how to analyze risk, and how to select appropriate financing measures. Content created in 2009, bibliographies updated in 2018	Learner Guide, Instructor Guide with DVD	2018

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Resource Guides and Technical Briefs can be downloaded from the Resource Library at www.nationalrtap.org.

Training Module	Description	Format	Date
Roles & Responsibilities of Transit Managers	Helps managers achieve more cooperation, stronger teamwork, better attitudes, and effective results. Content created in 2004, bibliographies updated in 2018.	Resource Guide with 3 DVDs	2018
Scheduling & Dispatching for Rural Transit Systems	Describes the scheduler's and dispatcher's roles and responsibilities, and introduces intelligent transport system (ITS) technologies	Resource Guide with Self-Paced CD	2009
START (Safety Training and Rural Transit)	Safety training for rural drivers, including vehicle, passenger and operator safety, vehicle inspection, defensive and distracted driving, and reporting	Learner Guide with CD, Instructor Guide, eLearning	2015
Substance Abuse Awareness Training for Employees	Online training on the effects and consequences of drug and alcohol abuse for safety-sensitive employees, fulfilling the Federal Transit Administration's 60-minute minimum training requirement.	eLearning	2016
Threat & Vulnerability Toolkit	Guides rural transit managers through the process of setting priorities for safety, security and emergency preparedness	DVD training package and video	2003
Top Shops: Emergency Management in Vehicle Maintenance Facilities	Provides emergency management training for vehicle maintenance facility staff, supervisors, and contractors.	eLearning, Instructor Led Training Booklets	2015
Transportation Coordination	Describes benefits of coordination and offers examples of approaches to partnership efforts	Resource Guide with DVD	1995

Technical Brief	Description	Format	Date
Advisory versus Governing Boards	Describes roles of transit advisory (community stakeholders) and governing boards (appointed legal representatives)	PDF	2007
Advocating for Your Transit System	Discusses establishing a formal advocacy plan, and offers ideas for rapid implementation	PDF	2008
American Indian Transportation: Issues and Successful Models	Raises issues faced by American Indians, including sovereignty, funding, coordination, computerization and economic growth	PDF	2006
Applying Good Business Practices: Hiring, Training and Evaluating Employees	Discusses effective ways to recruit, hire and retain the right people in a customer service-driven transit system	PDF	2009
The Benefits of Electronic Grants Management Systems	Details benefits and best practices of electronic grants systems and highlights states who have built successful systems	PDF	2009
Contracting with Private Providers	Advises whether transit systems need to hire contractors, researching private providers, RFPs and contract management	PDF	2008
Copyright: Tips for Being a Good Digital (and Real-World) Citizen	Explains the importance of adhering to copyright laws and developing a policy. Gives practical advice for following copyright laws online and in the workplace.	PDF	2018

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Technical Brief	Description	Format	Date
Customer Driven Service	Outlines the format and use of our Customer Driven Service training	PDF	2011
Customer Service in Rural Transit: How to Identify and Meet Customer Needs	Details the need for excellent customer service and provides tips for implementing a successful program, such as obtaining and acting on customer input and meeting unmet needs	PDF	2010
The Dawning of a New Era in Transit: Major Trends	Describes recent trends in transit, such as rider-friendly technology, a new consumer mindset, generational dynamics and sustainable transportation	PDF	2010
The Dawning of a New Era in Transit: Ten Strategic Imperatives	Outlines ten ways in which transit professionals can shape the role and impact of transit in America, such as exceptional customer service and community partnerships	PDF	2010
Developing and Maintaining a Transit System Personnel Policy	Explains the need for creating a personnel policy manual and covers topics for inclusion, such as employment and hiring practices, compensation, benefits and workplace standards	PDF	2009
Developing, Designing and Delivering Community Transportation Services	Discusses leadership, service policy, vehicle selection, routing, scheduling, passenger assistance, and driver training	PDF	2009
Developing Effective Policies and Procedures	Outlines important areas within an agency where policies and procedures should be drafted, such as safety and staffing	PDF	2018
Driving Your Online Presence: The Importance of Creating a Website for Your Transit Agency	Addresses why it's important for your transit agency to have a website, and provides tips for improving existing websites	PDF	2012
eLearning Technical Brief	Describes how you can use the National RTAP Learning Management System, including our trainings and employee progress	PDF	2016
Emergency Information Dissemination	Explains the importance and objectives of a prepared crisis communication plan	PDF	2006
Emergency Procedures for Rural Transit Drivers: The Latest Safety and Security Training Module	Focuses on how to handle emergency situations that may arise during day-to-day operations, such as accidents, acts of nature, hazardous material spills, critical infrastructure loss, criminal activity and terrorism	PDF	2011
Emergency Response Checklist After Normal Operating Hours	Identifies the responsibilities of the Emergency Response Coordinator in an emergency that occurs after operating hours	PDF	2006
Emergency Response Checklist During Normal Operating Hours	Identifies the responsibilities of the Emergency Response Coordinator in an emergency that occurs during operating hours	PDF	2006
Exceptional Customer Service Across Generations	Explores the impact of a multigenerational workforce on transit system operations and customer service	PDF	2010
Federal Motor Carrier Safety Administration Regulations and Interlining Transportation for Rural Transit Providers	Gives an overview of FMCSA regulations that affect rural transit and defines requirements for interlining, which is a fixed vehicle switching from one route to another during a service day.	PDF	2008

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Technical Brief	Description	Format	Date
FTA Transit Bus Safety and Security Program: Providing Technical Assistance to Rural Transit Systems	Provides an overview of the framework and functions of the Federal Transit Administration's Bus Safety and Security Program, an educational program to assist transit providers and operators with safety, security and emergency preparedness	PDF	2010
Getting Started: Creating a Vision and Strategy for Community Transit	Outlines how to identify and work with stakeholders, understand the community's transportation needs, and identify resources to create a mission and strategic plan for community transit	PDF	2017
Grant Writing Made Easy: How to Write a Successful Grant Application	Provides tips on searching for grants, submitting and following-up on your application, and includes a list of grant resources	PDF	2017
Healthy Habits	Explains how transit workers can recognize and reduce stress and fatigue, maintain their energy and become more active	PDF	2009
The HIPAA Rule's Effect on Rural Transit Agencies	Provides an overview of the HIPAA privacy protections for non-emergency medical transportation	PDF	2009
Incident Management: Responding to Transit Incidents	Outlines challenges that arise during transit incidents, identifies actions that can be taken, and discusses response procedures	PDF	2009
Insurance and Risk Management	Focuses on risk retention pools, where agencies contribute equal amounts to common risk pools and money can pay for expenses	PDF	2008
Leading the Rural Transit Agency	Introduces concepts to help rural transit leaders make decisions, set goals and priorities, and communicate with all stakeholders	PDF	2009
Leveraging Social Media: Spreading the Word and Enhancing Community Participation	Explores the use and potential impact of social media, such as Facebook, Twitter, etc., as a marketing and community participation tool for transit providers	PDF	2018
Livable Communities: Tips for Designing Transit Services and Infrastructure that Promote Livability	Discusses characteristics of livable communities, suggests improvements to infrastructure and transit, and provides grant opportunities for initiatives	PDF	2011
Make Business Part of Rural Transit's Business	Explains how rural transit operators can partner with businesses based on workforce needs	PDF	2010
Managing System Safety for Rural Transit	Outlines the process of implementing a transit safety system program, including affordability and incident prevention	PDF	2009
Measure and Report Your Impacts: How to Assess Your Impact and Tell Your Story	Explains how transit operators can use information to leverage community support, and build a compelling case for the positive impact their agency can provide	PDF	2010
Mobile Driver Training Simulators	Provides information about mobile driver training simulators, which provide hands-on training in virtual environments	PDF	2009
Operating the Rural Transit Agency	Offers topics and resources required to run a rural transit agency under federal regulations, including customer service, policies and certifications	PDF	2010
Narrowbanding: Quick Tips and Fast Facts on Deadlines and Requirements	Explains the Federal Communications Commission's narrowbanding mandates, which involves the migration of private mobile land licensees operating on specific types of radio bands and channels	PDF	2011

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Technical Brief	Description	Format	Date
Oversized Wheeled Mobility Devices	Evaluates issues related to transporting oversized wheelchairs and suggests best practices for their securement and support	PDF	2015
Partnering with Greyhound	Provides details about how transit systems can work collaboratively with Greyhound to provide expanded service	PDF	2011
Performance Evaluation for Rural Transit Systems	Discusses how to assess and interpret your rural transit system's performance, using data and cost information	PDF	2007
Roles and Responsibilities of Transit Board Members: What Every Board Member Should Know	Provides a concise list of what new board members should know about the organization, including acts that govern their agency and how the transit authority is funded	PDF	2007
Substance Abuse Awareness Training, Testing, and Compliance	Provides guidance for employers who must train and test safety-sensitive employees for drug and alcohol use and misuse, and prepare employees for what to expect	PDF	2017
Tools for Rural Transit Systems: Google Transit	Explains the benefits of using Google Transit to make schedule and route information available freely available online	PDF	2008
Top Shops: Emergency Management in Vehicle Maintenance Facilities Technical Brief	Provides an introduction and overview of the National RTAP eLearning portal	PDF	2015
Training Adult Learners: How to Reach and Engage Your Audience	Discusses the characteristics and learning processes of adult learners, and provides tips for planning and delivering training programs, conducting webinars, and using learning technologies	PDF	2012
Transit's Role in Emergency Response	Suggests general guidelines and provides checklists for each stage of a critical emergency, including the aftermath	PDF	2009
Understanding U.S. DOT's DBE Program	Outlines an overview of the Disadvantaged Business Enterprise program for Department of Transportation funded agencies, including requirements, goal setting and monitoring	PDF	2017
Used Oil Recycling: Getting Extra Mileage Out of Your Motor Oil	Suggests alternative methods for disposal or reuse of motor oil	PDF	2014
Vehicle Maintenance: Reducing the Cost of Fuel Consumption	Provides a checklist of fuel saving maintenance measures that also reduce maintenance costs and minimize emissions	PDF	2009
Vehicle Procurement	Guides 5311 grant recipients on how to buy new vehicles	PDF	2009
Volunteers in Transportation: Some Issues to Consider	Lists pros and cons of utilizing volunteers, and provides ways to show appreciation	PDF	2008
Why GFTS?	Learn about making your routes more visible to potential riders, making your agency app-friendly, and improving transit planning with General Transit Feed Specification (GFTS).	PDF	2016
Working with Volunteers – Resource List	Offers an overview of resources for volunteer programs, including insurance, training, recruiting and maintaining a volunteer pool	PDF	2009
Writing a Coordinated Human Service Transportation Plan	Provides guidance for federally mandated coordinated service transportation plans for persons with disabilities, older adults, and persons with limited incomes	PDF	2009

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Online Web Application	Description	Format	Date
GTFS Builder	Allows your agency to create and manage General Transit Feed Specification (GTFS) data for on-line trip planning and other uses. Includes Excel spreadsheets, set-up for uploading the files to Google, and detailed instructional videos (which have been updated over the years).	Web App	2011
ProcurementPRO	Provides appropriate clauses and certifications regarding federal procurement requirements and processes when utilizing federal funds to buy vehicles or other materials	Web App	2011
Website Builder	Build and manage a free website for your organization by using our template, design tools, and easy to follow instructional videos. Minor updates to the platform and new videos have been added since 2014, but the tool has not changed significantly since then.	Web App	2014

Online Toolkit/Product	Description	Format	Date
ADA Toolkit	Everything rural and tribal transit managers need to know about Americans with Disabilities Act compliance	Toolkit	2018
Bus Rodeo Toolkit	How to run a Rodeo from planning to judging and scoring the event. The videos are also available on a , a DVD and in National RTAP eLearning.	Toolkit, DVD, eLearning	2014
Directory of State RTAP Managers	Online listing of RTAP managers from each state and US Territory	Directory	2018
Directory of Trainers	Listing of trainers and their topic specialties by location	Directory	2018
How to Find Almost Anything Toolkit	Guide to finding information online and offline, including lists of free and low-cost transit resources by topic	Toolkit	2018
Marketing Transit Toolkit	Advice for developing a marketing plan and creating marketing materials for your agency, and includes libraries of free transit photos, graphics and templates	Toolkit	2018
Rural iNTD (Integrated National Transit Database)	A tool that integrates the rural NTD data dating back to 2007, enabling users to view, sort, and analyze the data and run reports	Tool	2018
State RTAP Managers' Toolkit	Guide to establishing and managing a state RTAP program	Toolkit	2018
State RTAP Managers' Forum	Online forum for RTAP managers to communicate with each other and share information	Forum	2014
Transit Acronym Dictionary	List of transit acronyms and their definitions. The list includes government agencies, industry-wide organizations, legislation and phrases used in the transit literature.	Dictionary	2018
Transit Managers' Toolkit	Comprehensive information for transit managers to ensure that their agencies run smoothly and are in compliance with FTA 5311 regulations	Toolkit	2016

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Appendix: Resources by Roles

In this appendix, we list the top National RTAP resources (up to 15) that apply to the major roles found in rural transit agencies. These lists could be considered recommended resources for new hires in the following roles. Note that some resources may be useful for other roles not identified, but we tried to identify the main audiences for each resource. See the Roles Key on page 9 for the different transit job titles included in each role.

Administrative Staff

- Applying Good Business Practices: Hiring, Training and Evaluating Employees Tech Brief
- Developing and Maintaining a Transit System Personnel Policy Tech Brief
- Emergency Information Dissemination Tech Brief
- Fundamental Financial Management Training
- Grant Writing Made Easy Tech Brief
- How to Buy a Vehicle Training
- Marketing Transit Toolkit
- Performance Evaluation for Rural Transit Systems Tech Brief
- Understanding U.S. DOT's DBE Program Tech Brief
- Working with Volunteers Resource List Tech Brief

Board Members

- Advocating for Your Transit System Tech Brief
- Boards That Perform Training
- The Dawning of a New Era in Transit Tech Brief
- Developing Effective Policies and Procedures Tech Brief
- Developing, Designing and Delivering Community Transportation Services Tech Brief
- Getting Started: Creating a Vision and Strategy for Community Transit Tech Brief
- Leading the Rural Transit Agency Tech Brief
- Roles & Responsibilities of Transit Managers Training
- Roles & Responsibilities of Transit Board Members Tech Brief

Dispatch Staff

- ADA Toolkit
- Customer Driven Service Training
- Emergency Information Dissemination Tech Brief
- Emergency Procedures for Rural Transit Drivers Training
- Emergency Response Checklist

- Incident Management Tech Brief
- Problem Passengers Training
- Scheduling & Dispatching for Rural Transit Systems Training
- START (Safety Training and Rural Transit) Training
- Substance Abuse Awareness Training for Employees

Drivers

- 2 The Point Training
- ADA Toolkit
- Customer Driven Service Training
- Emergency Procedures for Rural Transit Drivers Training
- Emergency Response Checklist
- Healthy Habits Tech Brief
- Incident Management Tech Brief
- Oversized Wheeled Mobility Devices Tech Brief
- Problem Passengers Training
- START (Safety Training and Rural Transit) Training
- Substance Abuse Awareness Training for Employees

Heads of Agencies

- Advocating for Your Transit System Tech Brief
- Applying Good Business Practices: Hiring, Training and Evaluating Employees Tech Brief
- Contracting with Private Providers Tech Brief
- Developing and Maintaining a Transit System Personnel Policy Tech Brief
- Developing Effective Policies and Procedures Tech Brief
- Developing, Designing and Delivering Community Transportation Services Tech Brief
- Fundamental Financial Management Training
- Getting Started: Creating a Vision and Strategy for Community Transit Tech Brief
- Grant Writing Made Easy Tech Brief
- Insurance and Risk Management Tech Brief
- Leading the Rural Transit Agency Tech Brief

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- Performance Evaluation for Rural Transit Systems Tech Brief
- Roles & Responsibilities of Transit Managers Training
- Transit Managers' Toolkit
- Volunteers in Transportation: Some Issues to Consider Tech Brief

Maintenance Staff

- Introduction to Preventive Maintenance Training
- Top Shops: Emergency Management in Vehicle Maintenance Facilities Training
- Used Oil Recycling Tech Brief
- Vehicle Maintenance: Reducing the Cost of Fuel Consumption Tech Brief

Mobility Managers

- ADA Toolkit
- Crossing Great Divides: Elderly Mobility in Indian Country Training
- Livable Communities Tech Brief
- Transit Manager's Toolkit
- Transportation Coordination Training
- Writing a Coordinated Human Service Transportation Plan Tech Brief

Safety Staff

- Emergency Procedures for Rural Transit Drivers Training
- FTA Transit Bus Safety and Security Program: Providing Technical Assistance to Rural Transit Systems Tech Brief
- Incident Management Tech Brief
- Managing System Safety for Rural Transit Tech Brief
- START (Safety Training and Rural Transit) Training
- Substance Abuse Awareness Training for Employees
- Substance Abuse Awareness Training, Testing and Compliance Tech Brief
- Threat & Vulnerability Toolkit
- Transit's Role in Emergency Response Tech Brief

State Program Managers

- Advisory versus Governing Boards Tech Brief
- American Indian Transportation: Issues and Successful Models Tech Brief
- The Benefits of Electronic Grants Management Systems Tech Brief
- Developing Effective Policies and Procedures Tech Brief
- Directory of State RTAP Managers
- Directory of Trainers

- Getting Started: Creating a Vision and Strategy for Community Transit Tech Brief
- Grant Writing Made Easy Tech Brief
- Introduction to Preventive Maintenance Tech Brief
- Public and Private Partnerships Tech Brief
- Rural iNTD (Integrated National Transit Database)
- State RTAP Managers' Forum
- State RTAP Managers' Toolkit
- Transit Managers' Toolkit
- Understanding U.S. DOT's DBE Program Tech Brief

Trainers

- ADA Toolkit
- Bus Rodeo Toolkit
- Directory of Trainers
- eLearning Tech Brief
- Emergency Procedures for Rural Transit Drivers Training
- Essential Skills for Trainers Training
- Mobile Driver Training Simulators Tech Brief
- Training Adult Learners Tech Brief

Transit Management

- ADA Toolkit
- Contracting with Private Providers Tech Brief
- Developing, Designing and Delivering Community Transportation Services Tech Brief
- Federal Motor Carrier Safety Administration Regulations and Interlining Transportation for Rural Transit Providers Tech Brief
- Fundamental Financial Management Training
- How to Buy a Vehicle Training
- Introduction to Preventive Maintenance Training
- Managing System Safety for Rural Transit Tech Brief
- Risk Management for Rural Transit Managers Training
- Roles & Responsibilities of Transit Managers Training
- Threat & Vulnerability Toolkit
- Transit Managers' Toolkit
- Transit's Role in Emergency Response Tech Brief
- Vehicle Procurement Tech Brief
- Why GTPS? Tech Brief

Volunteers

- ADA Toolkit
- Customer Driven Service Training
- Customer Service in Rural Transit Tech Brief
- Exceptional Customer Service Across Generations Tech Brief
- Emergency Procedures for Rural Transit Drivers Training

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- Healthy Habits Tech Brief
- Oversized Wheeled Mobility Devices Tech Brief
- Problem Passengers: Managing Difficult Passengers & Situations Training
- START (Safety Training and Rural Transit) Training
- Substance Abuse Awareness Training for Employees

Roles Key

Administrative Staff

Use For:

- Administrative Personnel
- Accounting
- Customer Service Representatives
- Finance
- Human Resources
- Office Managers
- Procurement
- Transit Asset Managers

Board Members

Use For:

- Boards
- Chairperson of the Board

Dispatch Staff

Use For:

- Dispatch
- Dispatchers
- Dispatch Managers

Drivers

Use For:

- Bus Drivers
- Bus Operators
- Operators
- Transit Drivers
- Transit Operators

Heads of Agencies

Use For:

- Accountable Executives
- CEOs
- Heads of Transit Agencies
- Principals
- Transit Agency Executives

Maintenance Staff

Use For:

- Bus Washers
- Fleet Maintenance
- Hostlers
- Maintenance Managers
- Mechanics
- Mechanics Managers

Mobility Managers

Use For:

- Mobility Coordinators

Safety Staff

Use For:

- Safety and Security
- Safety Officers
- Safety Supervisors

State Program Managers

Use For:

- State DOT Managers
- State DOT Staff
- State RTAP Managers
- State Transportation Program Managers

Trainers

Use For:

- Passenger Trainers
- Training and Compliance Staff
- Travel Trainers

Transit Management

Use For:

- 5311 Program Delivery Coordinators
- Bus Operations Managers
- Civil Rights Managers
- Construction Project Management
- Contracts Management
- Drug and Alcohol Program Managers
- FTA Compliance Managers
- Managers
- Operational Managers
- Operations
- Operations Managers
- Road Supervisors
- Transit Managers
- Transit Planners
- Transit Service Directors
- Transit Service Managers
- Transportation Managers

Volunteers

Use For:

- Volunteer Staff

Updated July 27, 2018

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