National Rural Transit Assistance Program

2022 Biennial State Rural Transit Assistance Program Survey Report

June 2022

 U.S. Department of Transportation
Federal Transit Administration

Table of Contents

1. Introduction

The National Rural Transit Assistance Program (National RTAP) supports state and local efforts to provide safe and effective rural and tribal transit services. Every two years, National RTAP conducts a survey of State Rural Transit Assistance Programs (State RTAPs) to understand the types of services and products State RTAPs provide, the challenges faced by each program, and to identify how National RTAP can help address those challenges and fill any gaps. The survey is also used to collect feedback on National RTAP's existing services, products, and outreach strategies.
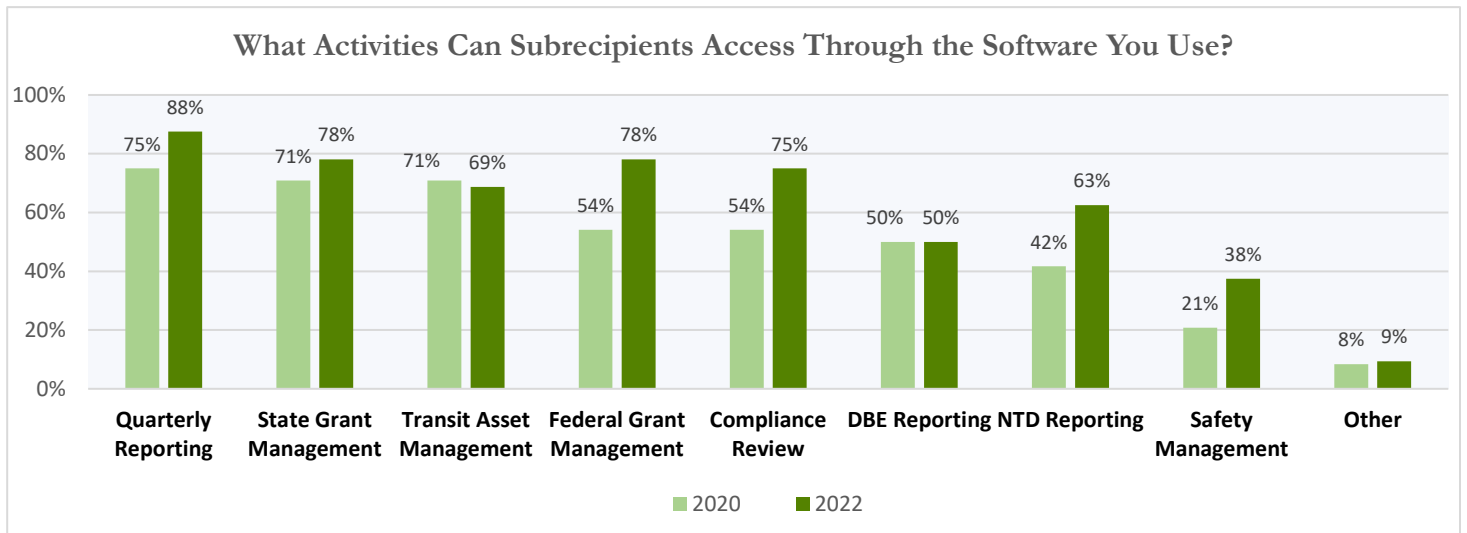
The survey was sent to each state and four U.S. territory RTAP managers on January 7, 2022. Managers were sent several reminders to complete the survey and the survey was closed on April 8, 2022, with 51 responses from 49 states and two territories. Responses were not received from Oklahoma, Puerto Rico, or the US Virgin Islands. The survey was comprehensive and focused on seven areas including Program Management, Training Programs, State Management Review (SMR) Findings, General Transit Feed Specifications (GTFS) Status, Use and Quality of National RTAP Services, Products, Outreach, and a Future Subrecipient Survey. The survey questions and survey data are provided in the Appendix. The data presented below represents information provided by the 49 states and two territories that participated in the survey. Through the remaining portion of this document, the term 'state' will be inclusive of both states and territories.

2. Program Management

Operations. State programs are primarily (51%) operated by the Department of Transportation (DOT) staff. Twenty-four percent (24%) are outsourced to a consultant, transit association, or university transportation center (UTC). The remaining 25% use a combination of in-house staff and consultants to administer the program, many of which outsource the training component of their program. Of the 25 states that outsource all or part of their program management, three use state transit associations, five use university transit centers, eight use a private contractor, six use a private non-profit, and three use a combination of resources. The data suggests no significant changes in the operation of State RTAPs since 2020.
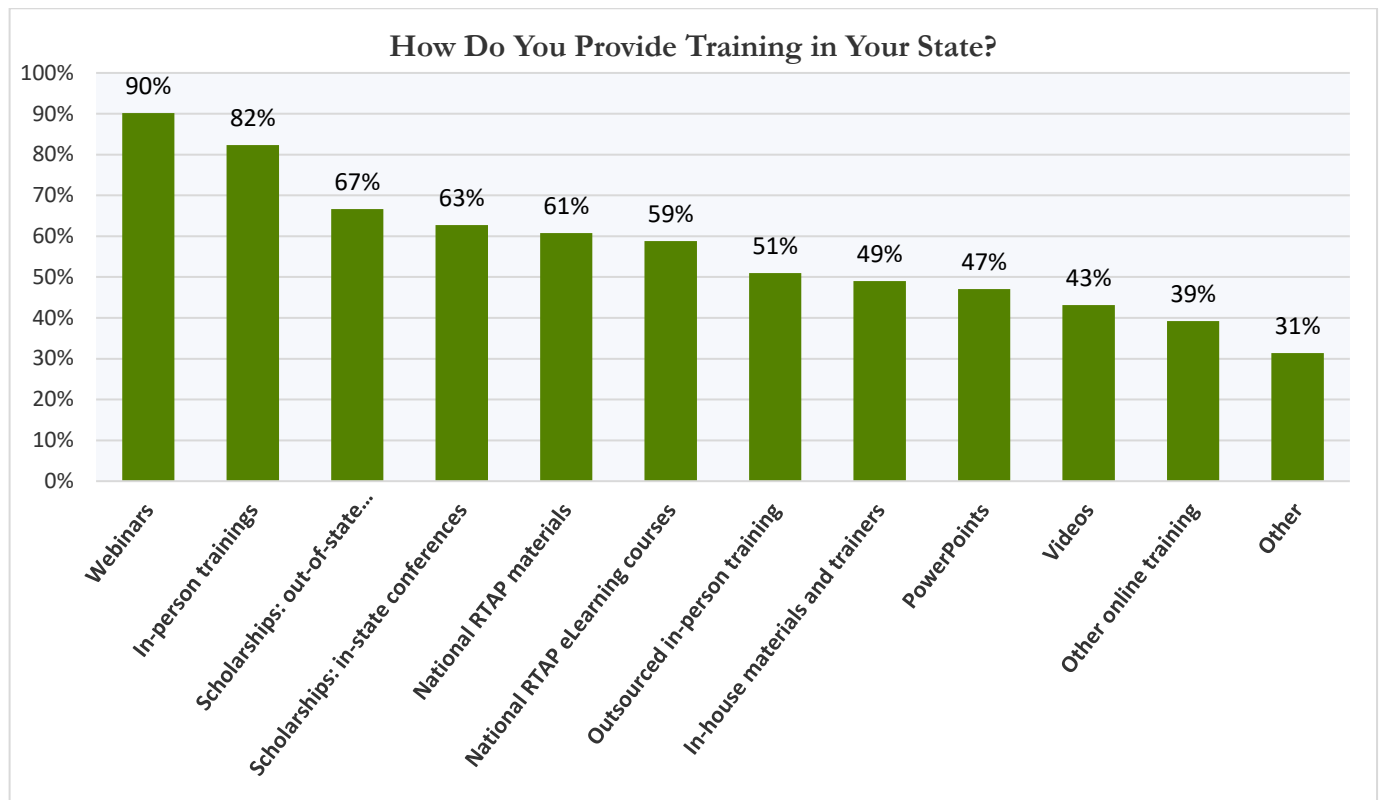
Software. Over the last several years grants for rural programs have expanded, increasing the complexity of tracking grant expenditures and program compliance. Since 2020, the percentage of survey respondents reporting the use of online software to manage federal subrecipients has increased 10 percentage points from 53 percent in 2020 to 63 percent in 2022. Of the 51 responses, 31 states and one territory reported using online software programs to help manage their FTA grants. Like the 2020 survey results, Black Cat (16 states) and customized products (five states) were the most popular products. Minnesota, North Carolina, Nebraska, New Jersey, and Utah are using customized/in-house developed software products.

The survey asked what types of activities can the subrecipient access through the online software used. This information is summarized in the chart below. The percentages are based on 24 and 32 programs reporting using online grant management software in 2020 and 2022, respectively. The overall increase in the use of the various activities may reflect increased familiarity with the products being used.

What Activities Can Subrecipients Access Through the Software You Use?

Quarterly Reporting: 2020 75%, 2022 88%
State Grant Management: 2020 71%, 2022 78%
Transit Asset Management: 2020 71%, 2022 69%
Federal Grant Management: 2020 54%, 2022 78%
Compliance Review: 2020 54%, 2022 75%
DBE Reporting: 2020 50%, 2022 50%
NTD Reporting: 2020 42%, 2022 63%
Safety Management: 2020 21%, 2022 38%
Other: 2020 8%, 2022 9%

Legend: 2020, 2022

3. Training Programs

Methods and Sources. The State RTAPs offer a variety of training methods and sources for their subrecipients as depicted in the chart below. Webinars, in-person trainings, in-state and out-of-state conferences, and National RTAP resources are the most popular with approximately 60% of states indicating they use one or more of these methods/sources.

How Do You Provide Training in Your State?

Webinars: 90%
In-person trainings: 82%
Scholarships: out-of-state...: 67%
Scholarships: in-state conferences: 63%
National RTAP materials: 61%
National RTAP eLearning courses: 59%
Outsourced in-person training: 51%
In-house materials and trainers: 49%
PowerPoints: 47%
Videos: 43%
Other online training: 39%
Other: 31%

As seen in the chart, almost a third of all respondents reported using training sources not listed in the survey. These are listed below.

Community Transportation Association of America (CTAA)
National Transit Institute (NTI)
ADA Guru
CCR Consulting
Crown Consulting
Daniel Wagner Associates
Driverge Vehicle Innovations

J.J. Keller & Associates, Inc.
Mornard & Associates
OYM Transportation
RLS & Associates
TAPTCO
Transit Partners

Training Topics. The survey asked state programs about their status on approximately 40 training topics. For each topic, the survey asked if the training was required, if sufficient resources were available, and if there was interest in the topic. The appendix provides charts summarizing the responses.

What is of most interest for each topic is the percentage of states that need additional training materials. The chart below summarizes this information. Half or more (25+) states reported needing additional training materials for the topics listed in the table below. There was no surprise that Driver Retention and Driver Training were the two most common topics where additional materials were needed. Also shown in the table are the training resources currently offered by National RTAP for each topic and the format of the resource.

Training Topic	Need additional materials	eLearning Training Module	National Paper/ PDF Training Manuals	RTAP Toolkit Section	Resources Tech Briefs	Webinars
Driver retention	74%			x		
Entry-level driver training	71%			x		
Interpreting/implementing regulatory requirements	67%	x		x	x	
Succession planning and preparation	65%			x		
Personnel management/HR	63%	x		x	x	
Procurement using FTA funds	63%		x	x		x
Marketing	61%			x	x	x
Problem passengers/de-escalation	61%	x	x	x		
Soft skills	61%	x		x	x	
Performance measurement	59%			x	x	
Working with transit boards	58%		x	x	x	
Active shooter training	57%	x*				
GTFS training	57%		x		x	x
Transit system design	57%			x	x	x
Emergency management/disaster training	53%	x	x	x	x	x
Transit 101	51%	x		x	x	

*Under development

Need for Additional Training Resources

Category	We need additional resources
Driver recruitment/retention	74%
Entry Level Driver Training	71%
Interpret/implement regulatory reqs.	67%
Succession planning/preparation	65%
Procurement using FTA funds	63%
HR/personnel management	63%
Soft skills	61%
Problem passengers/de-escalation	61%
Marketing	61%
Performance measurement	59%
Working with transit boards	58%
Transit planning/route design	57%
GTFS training	57%
Active shooter training	57%
Emergency management/disaster training	53%
Transit 101	51%
Sensitivity training	49%
Scheduling and dispatching	49%
Fleet maintenance	49%
Financial management	49%
Customer service	49%
Safety compliance/SMS	47%
Federal grant preparation/management	47%
Train the trainer	45%
Sexual harassment	45%
State grant preparation and management	43%
Asset management	43%
Working with tribal transit services	41%
Title VI	41%
NTD reporting	41%
Human trafficking	41%
ADA training	41%
Safety training awareness	39%
Distracted driving	35%
START or other driver safety training	33%
First aid/CPR	29%
Wheelchair securement	25%
Defensive driving	25%
PASS training	24%
Reasonable suspicion training	22%
Drug and alcohol training	16%

■ We need additional resources

Many topics were noted as "required trainings" and "need additional materials." The most frequent of these include:

- Entry-Level Driver Training (15 states)
- ADA Training (5 states)
- Problem Passengers/De-escalation (4 states)
- Transit 101 (4 states)

More robust resources or better promotion of existing National RTAP and other FTA Technical Assistance Center resources is suggested by the data.

National RTAP eLearning. Use and familiarity of National RTAP's eLearning learning management system (LMS) by State RTAP managers was established by the survey. National RTAP eLearning offers a way to manage trainees through an eLearning Team. The Team administrator can assign training modules to employees and track completion of modules by employees. Six State RTAP managers are actively managing eLearning Teams and 10 stated they assign eLearning modules to subrecipients and/or State DOT staff. This may occur via email or other modes of communication.

Thirty managers indicate they provide trainings to transit providers using National RTAP's LMS and 22 promote the use of the LMS to subrecipients. Fifteen managers use the LMS to meet safety training requirements. These were suggestions that RTAP Managers provided to improve the LMS:

- Provide better access to the contact information for help/technical support on the actual eLearning pop-up page.
- Automate setting up a team.
- Facilitate completing a training course in increments.
- Offer a "30,000-foot view" of a transit provider's requirements. There is significant turnover in providers, specifically in transit agency directors.

4. State Management Review Findings

Managers were asked if they had State Management Review (SMR) findings, and if so, what were the top two findings. The top five SMR findings were the same as reported in 2020.

- Procurement
- Financial Management
- Civil Rights/Title VI
- Disadvantaged Business Enterprise (DBE) Program
- Drug and Alcohol

Although the question did not request specifics on each finding, National RTAP offers resources on each of these topics. Again, better promotion of these resources is warranted.

National RTAP's ProcurementPRO technology tool could potentially address some procurement-related

findings. The tool produces FTA-required certifications and clauses for all levels and types of procurement in a format easily included in a procurement document. The tool can also be amended to include a state portal. This is an option to assist states to streamline compliance with state requirements as well as the federal requirements. ProcurementPRO will be upgraded to include a tool that will allow DOT procurement staff to be notified when a subrecipient creates a project in ProcurementPRO. Through this system, staff will be able to monitor procurements, especially those undergoing a competitive bid. The survey asked if State RTAP managers would find this a useful tool. Over 70 percent of managers responded in the affirmative.

Several managers had findings related to financial management. The National RTAP *Fundamentals of Financial Management for Rural Transit Providers* and *Advanced Topics in Financial Management for Rural Transit Providers* are available to download or request a hard copy on the National RTAP website. An eLearning course developed by the National Aging and Disability Transportation Center (NADTC) titled Cost Allocation Meets Coordination, is offered on National RTAP eLearning. Lastly, National RTAP's Cost Allocation Calculator application is also available to assist 5310 and 5311 recipients to accurately allocate costs for National Transit Database (NTD) reporting and other purposes.

Title VI policies and complaint processes need to be reviewed annually. Rural areas often have significant Spanish-speaking populations and can reach the threshold for language requirements unexpectedly if not tracked. National RTAP publishes several resources for Spanish-speaking populations including its *2 the Point Training Cards* and *Essential Spanish for Rural Transit* which consists of training cards (including large print cards), a technical brief, and a narrated PowerPoint.

Adequate participation in the Disadvantaged Business Enterprise (DBE) program continues to be a common finding for rural operators. FHWA and state websites may be resources for finding certified DBEs.

National RTAP offers guidance on Title VI and DBE compliance in its Transit Manager's Toolkit.

The *60 Minute Substance Abuse Awareness* and *Reasonable Suspicion* eLearning courses as well as the *2 the Point Refresher Training Cards* can assist with Drug and Alcohol training.

5. General Transit Feed Specification (GTFS) Status

Program managers were asked what role they were taking or planning to take in supporting access to online transit information in their state, if any. Twenty-two managers suggested they were either working with subrecipients in developing GTFS, promoting the value of GTFS to their subrecipients or were researching or considering GTFS for their subrecipients.

Status	States
Working with a consultant on developing GTFS data or a state-wide trip planner	CA, IA, NC, NE,OR, WA, WV
Promoting GTFS to subrecipients	MS, NH, NY, NV, SC
Researching/considering GTFS	FL, ID, MD, KS, MI, ND, NM, TN, TX, VA

The managers were also asked if they would like National RTAP to contact them about GTFS and provide

assistance to their grantees. Twenty states (AK, AR, AZ, FL, GA, GU, HI, ID, LA, MD, MN, MO, MP, MS, NH, NY, OH, PA, SD, WY) requested assistance and National RTAP will follow-up with these states.

6. Use and Quality of National RTAP Services, Outreach and Products

Only five State RTAP managers (Colorado, North Carolina, Nebraska, Rhode Island, and Northern Mariana Islands) reported not having used any of the National RTAP resources. It is possible that some of these managers simply clicked on the wrong response when filling out the survey. One of these State RTAP managers has served on the National RTAP Review Board. Rhode Island is unique and does not have any subrecipients.

The remaining 46 states are using at least one service or product. However, many National RTAP products and services are not highly utilized by State RTAP managers. Services and products not used by more than 70 percent of state managers include:

- Rural iNTD*
- GTFS Builder (technology tool) *
- Find Anything Toolkit
- Salary and Job Description Database
- Cost Allocation Calculator (technology tool) *
- Website Builder (technology tool) *
- Bus Roadeo Toolkit *
- Marketing Toolkit *
- Instagram
- Twitter
- LinkedIn
- YouTube
- Facebook

* More commonly used by transit managers.

Although National RTAP staff annually reaches out to state managers every year by email and by telephone, a more focused effort will be made to ensure they are aware of the resources National RTAP provides for state programs.

The 46 state managers who do use one or more National RTAP resources were asked to rate on a scale of 1-poor to 5-good the services, products, and outreach provided by National RTAP. The results of these evaluations are summarized in the tables below. Most National RTAP services and products were given positive scores of 4 or 5 by 90% or more of the evaluators for a particular service or product. Those that did not receive 90% or higher scores of 4 or 5 are shown in red.

Services. Only 75% to 85% of the managers who evaluated the State RTAP Manager's Forum and Peer Roundtables gave a score of 4 or 5. Although these results still suggest a very good service, National RTAP will evaluate these services over the next year to identify how they could be improved.

National RTAP Services

Service	Managers Who Have Not Used Service	Managers Who Evaluated Service	5 – Good	4	3	2	1 – Poor
Resource library	0	45	62%	29%	9%	0%	0%
Information requests	7	38	73%	21%	3%	3%	0%
Peer Roundtables	12	33	61%	24%	15%	0%	0%
Tech support via phone/chat/email	20	25	76%	16%	4%	4%	0%
In-depth technical assistance	27	17	65%	29%	0%	6%	0%
State RTAP Manager's Forum	17	28	39%	36%	25%	0%	0%

Outreach. The following table suggests that National RTAP's outreach strategies are very successful. Outreach was particularly challenging through the pandemic when State RTAP managers were focused on supporting transit managers and in-person conference attendance by National RTAP staff was limited. Attendance at virtual or hybrid regional and state conferences was successful with personal interactions highly rated. Only Instagram and Twitter are shown in red, as 11 percent (of 9 evaluators) gave it a rating of 3.

National RTAP Outreach

Strategy	Not Sure/ Have Not Experienced	Managers Who Evaluated Strategy	5 – Good	4	3	2	1 – Poor
eNews	3	43	74%	26%	0%	0%	0%
National RTAP staff attendance at regional, state, or national meetings/conferences	12	34	76%	18%	6%	0%	0%
National RTAP-hosted conferences	14	32	78%	19%	3%	0%	0%
RTAP manager breakfasts and other networking events	25	21	66%	29%	5%	0%	0%
One-on-one contact with RTAP staff	6	40	82%	18%	0%	0%	0%
Marketing materials explaining National RTAP services	12	34	73%	24%	3%	0%	0%
Facebook	32	14	79%	14%	7%	0%	0%
Instagram	37	9	78%	11%	11%	0%	0%
LinkedIn	35	11	73%	18%	9%	0%	0%
Twitter	37	9	67%	22%	11%	0%	0%
YouTube	34	12	75%	17%	8%	0%	0%

Products. The table below lists the National RTAP products evaluated in the survey. Only the Directory of Trainers, GTFS Builder, and the iNTD were rated a 2 or 3 by more than 10 percent of evaluators. It is also worth mentioning the iNTD was evaluated by only 4 managers and GTFS Builder by 7 managers. Of the 7 managers that rated GTFS Builder, 6 managers rated it a "5" and 1 manager rated it a "2." Unfortunately, the manager who rated GTFS Builder did not provide an explanation. As the training materials were recently updated for this tool, National RTAP will reach out to that manager to see how we can approve. Updating the Directory of Trainers on the National RTAP website is an ongoing process with trainers voluntarily added to the directory who provide trainings/workshops at conferences or through webinars. The iNTD is currently undergoing upgrades to add additional data, including transit assets, and to improve the format of the output.

National RTAP Products

Products	Managers Who Have Not Used Product	Managers Who Evaluated Product	5 – Good	4	3	2	1 – Poor
ADA Toolkit	25	20	75%	20%	5%	0%	0%
Best Practices Articles	15	30	73%	20%	7%	0%	0%
Bus Roadeo Toolkit	33	12	75%	25%	0%	0%	0%
Cost Allocation Calculator (technology tool)	35	10	60%	40%	0%	0%	0%
Directory of Trainers	22	23	61%	26%	13%	0%	0%
Find Anything Toolkit	35	9	67%	33%	0%	0%	0%
GTFS Builder (technology tool)	38	7	86%	0%	0%	14%	0%
Marketing Toolkit	29	15	66%	27%	7%	0%	0%
National RTAP eLearning system/courses	8	37	73%	27%	0%	0%	0%
ProcurementPRO (technology tool)	21	24	59%	33%	8%	0%	0%
Rural iNTD	40	4	50%	25%	25%	0%	0%
Salary and Job Description Database	34	10	50%	40%	10%	0%	0%
State RTAP Manager's Toolkit	19	26	73%	27%	0%	0%	0%
Technical Briefs	16	29	62%	31%	7%	0%	0%
Topic Guides	18	27	74%	19%	7%	0%	0%
Training Modules/Manuals	4	41	59%	39%	2%	0%	0%
Transit Manager's Toolkit	25	20	75%	25%	0%	0%	0%
Webinars	5	40	55%	45%	0%	0%	0%
Website	1	44	54%	39%	7%	0%	0%
Website Builder (technology tool)	33	11	55%	45%	0%	0%	0%

The survey also asked managers to provide comments and suggestions on National RTAP's services, outreach, and products. Almost all the comments were positive. These comments are paraphrased as follows:

- Website layout could be improved.

- Continue training on electric vehicles and using Transit Network Company (TNC) services.

- I like the way National RTAP resources are being championed from the top down. There needs to be consistency nationwide.

- National RTAP is ever-present, which is comforting and helpful.

- I like your newsletter and find it very helpful when my staff forwards them to me. However, I am having difficulty signing up.

- National RTAP services, products, and outreach efforts are all top-notch. Thank you!

- National RTAP staff is always so responsive and friendly. Your whole team is an invaluable resource, and I am so grateful to have them.

- Our state needs to incorporate a process to ensure we are taking full advantage of RTAP resources. It's not you, it's us!

- Thanks for all you do for the transit community.

7. Participation in a Future 5311 Subrecipient Survey

National RTAP is planning to conduct a survey of all 5311 subrecipients in 2022. The purpose of the survey is to gain feedback from rural and tribal transit providers on the state of rural transit. State RTAP Managers were asked if they would be willing to share subrecipient contact information with National RTAP. Forty-three states/territories are willing to provide this information. Oregon will not share contact information but is willing to send out the survey on behalf of National RTAP.

8. What can National RTAP do for you?

A final question was asked requesting the respondent to identify any challenges or gaps in the service their State RTAP program provides that National RTAP could help to address. The responses to this question are paraphrased below.

- If there is anything you can do to help foster more resources related to drug and alcohol compliance it would be appreciated. Oversight is expensive, especially site visits.

- Encourage subrecipients in taking available trainings. Provide help with a statewide roadeo.

- Entry-level driver training online would be extremely helpful, even if it's just to complement the training done by a certified trainer.

- Provide training related to leadership, communication, and people skills.

- Facilitate learning about available resources. DOT and subrecipient staff have limited time.

- Tech training is a big gap for rural providers. Since every transit director is at a different level regarding their technical capabilities it is difficult to produce effective trainings for all. There is also a push against technology implementation due to the uncertainty surrounding it for providers who have done things a certain way for a long period of time.

- Assist with subrecipient DBE and Title VI compliance.

- Assist with creating a statewide community transportation program and developing mobility hubs, particularly in rural towns.

- Provide alerts on training opportunities.

9. Follow-Up

The survey data undoubtedly shows National RTAP is useful and responsive to state program managers. However, the survey was designed to also suggest ways National RTAP can better assist State RTAPs and to identify National RTAP resources, products, and outreach strategies that could be improved. To respond to these findings, the following is a "To Do List" to guide National RTAP.

1. Promote available resources during outreach calls, webinars, and conferences. Consider developing more robust training materials, such as eLearning modules or manuals, for topics such as driver retention, entry-level driver training, succession planning, marketing, performance measurement, transit system design, and transit 101.

2. Promote and familiarize State RTAP Managers with National RTAP's eLearning program and Team functions. Improve the eLearning technical support system and facilitate the ability to complete a module in increments.

3. Reach out to the 20 states requesting assistance with GTFS. These include AK, AR, AZ, FL, GA, GU, HI, ID, LA, MD, MN, MO, MP, MS, NH, NY, OH, PA, SD, and WY.

4. Consider offering a "Common SMR Findings and How National RTAP Can Help" webinar. The webinar could focus on resources available from National RTAP and other FTA Technical Assistance Centers related to Procurement, Financial Management, Title VI, DBE, and Drugs and Alcohol.

5. Review and evaluate the State RTAP Managers Forum and Peer Roundtables to identify ways to improve these services offered by National RTAP.

6. Contact the state manager who suggested the National RTAP website layout could be improved and the state manager who gave GTFS Builder a poor evaluation to ascertain specifics and perhaps strategies to improve both resources.

7. Continue to update the Directory of Trainers.

Appendix

Survey

Survey Data Summary

National RTAP
Rural Transit Assistance Program

2022 State Rural Transit Assistance Program Inventory

The National Rural Transit Assistance Program provides a number of products and services that support State and local efforts to provide safe and effective rural and tribal transit services.

This survey is to understand the types of services and products your State RTAP provides, the challenges you face, and how National RTAP can help address those challenges and fill any gaps. We would also like to collect feedback on our existing products and services. We encourage you to participate in this important data collection effort so that your State is represented in the inventory.

The survey takes about 10 minutes to complete. You can come back to the survey if you are not able to complete it in one session. You may need to work with other staff to answer some of the questions. Using the same computer, simply click on the link again to access the survey and update your responses. If you have any questions or concerns, contact Nancy Doherty at 781-404-5038 or ndoherty@nationalrtap.org. Thank you.

Please select your state or territory.

[Please select one ... ▼]

Is your State's RTAP program operated in-house or is it outsourced?

In-house	Outsourced	Combination	Please provide any comments:
○	○	○	

Completed: ▮

2022 State Rural Transit Assistance Program Inventory

Which parts of your program do you outsource and which parts are done in-house?

What type of organization do you use to provide the service? (check all that apply)

☐ University Transportation Center

☐ Private Consultant

☐ Private Non-Profit/State Association

☐ Other

Completed: ▉

2022 State Rural Transit Assistance Program Inventory

How do you provide trainings to transit providers in your state? (check all that apply)

- ☐ In-person

- ☐ PowerPoints

- ☐ Videos

- ☐ Webinars

- ☐ In-house materials and trainers

- ☐ National RTAP materials (books, PowerPoints, videos)

- ☐ National RTAP eLearning courses

- ☐ Other online training (specify below as "Other" if you recommend any courses)

- ☐ Outsourced in-person training (specify below as "Other" if you recommend any trainers)

- ☐ Scholarships for in-state conferences

- ☐ Scholarships for out of state conferences/training

- ☐ Other (please specify)

For each training topic listed below please indicate whether it is a state-required training for subrecipients AND your current training needs for that topic. We know this is a long question and appreciate your time responding. The information you provide is very valuable as we plan what trainings to develop over the next few years.

	This is a required training	We have sufficient resources	We need additional resources	We are not interested in this topic
PASS training	☐	○	○	○
Entry Level Driver Training (new law effective 2/7/22)	☐	○	○	○
START or other driver safety training	☐	○	○	○
Safety compliance/SMS	☐	○	○	○
Safety training awareness	☐	○	○	○
Distracted driving	☐	○	○	○
Defensive driving	☐	○	○	○
Emergency management/disaster training	☐	○	○	○
Drug and alcohol training	☐	○	○	○
Reasonable suspicion training	☐	○	○	○
Active shooter training	☐	○	○	○
First aid/CPR	☐	○	○	○

A complete list of responses is provided in the next two pages.

Do you use an online software program to assist with managing your Federal subrecipients?

○ Yes

○ No

Completed:

For each training topic listed below please indicate whether it is a state-required training for subrecipients AND your current training needs for that topic. We know this is a long question and appreciate your time responding. The information you provide is very valuable as we plan what trainings to develop over the next few years.

	This is a required training	We have sufficient resources	We need additional resources	We are not interested in this topic
PASS training	☐	○	○	○
Entry Level Driver Training (new law effective 2/7/22)	☐	○	○	○
START or other driver safety training	☐	○	○	○
Safety compliance/SMS	☐	○	○	○
Safety training awareness	☐	○	○	○
Distracted driving	☐	○	○	○
Defensive driving	☐	○	○	○
Emergency management/disaster training	☐	○	○	○
Drug and alcohol training	☐	○	○	○
Reasonable suspicion training	☐	○	○	○
Active shooter training	☐	○	○	○
First aid/CPR	☐	○	○	○
Human trafficking/maltreatment awareness	☐	○	○	○
Soft skills (communication, leadership, etc.)	☐	○	○	○
HR/personnel management	☐	○	○	○
Succession planning and preparation	☐	○	○	○
Driver recruitment/retention	☐	○	○	○
Marketing	☐	○	○	○

Working with transit boards	☐	○	○	○
Working with tribal transit services	☐	○	○	○
Train the trainer	☐	○	○	○
Title VI	☐	○	○	○
ADA training	☐	○	○	○
Wheelchair securement	☐	○	○	○
Customer service	☐	○	○	○
Sensitivity training (e.g. cultural, disabilities, diversity)	☐	○	○	○
Sexual harassment	☐	○	○	○
Problem passengers/de-escalation	☐	○	○	○
Fleet maintenance	☐	○	○	○
Asset management	☐	○	○	○
Transit 101	☐	○	○	○
Transit planning/route design	☐	○	○	○
Scheduling and dispatching	☐	○	○	○
GTFS training	☐	○	○	○
NTD reporting	☐	○	○	○
Performance measurement	☐	○	○	○
Financial management	☐	○	○	○
Federal grant preparation and management	☐	○	○	○
State grant preparation and management	☐	○	○	○
Procurement using FTA funds	☐	○	○	○
Interpreting and implementing regulatory requirements	☐	○	○	○

2022 State Rural Transit Assistance Program Inventory

What software do you use?

- ○ Excel
- ○ BlackCat Grants Management
- ○ Intelligrants
- ○ Webgrants
- ○ Customized/In-house developed software
- ○ Other (please specify)

What do you or your subrecipients use the online software for? (check all that apply)

- ☐ Transit Asset Management
- ☐ State Grant Management
- ☐ Safety Management
- ☐ Quarterly Reporting
- ☐ NTD Reporting
- ☐ Federal Grant Management
- ☐ DBE Reporting
- ☐ Compliance Reviews
- ☐ Other (please specify)

Completed:

2022 State Rural Transit Assistance Program Inventory

What are your top 2 issues relating to recent SMR findings? If you had no findings, leave this question blank. We are asking this to determine if there are products and services that we can develop to help address the issues. All data used from this survey question will be in aggregate form and will not single out specific states.

1: _____

2: _____

Are there any federally recognized tribes in your state?

Yes	No	If yes, how would you describe your relationship with them?
○	○	_____

We are planning to conduct a survey of all 5311 subrecipients in 2022 to gain feedback and information on the state of rural and tribal transit. Would you be willing to share subrecipient contact information with us for this purpose?

Yes	No	Comments
○	○	_____

Completed: ▬▬▬

2022 State Rural Transit Assistance Program Inventory

Please review your contact information in our Directory of State RTAP Managers. If you would like to update the contact information or add an additional RTAP Manager, please complete the following:

I would like to:

○ Change the contact information shown on the directory

○ Add an additional RTAP manager

Contact Information

Name

Job Title

Organization (State DOT, consultant, transit association, university, etc.)

Email

Telephone

Street

City/Town

State

Zip Code

Would you like us to contact you about GTFS and assistance we can provide your subrecipients?

○ Yes

○ No

Completed:

2022 State Rural Transit Assistance Program Inventory

Your responses to the following questions will help National RTAP to improve its resources that support your program and subrecipients.

National RTAP eLearning provides self-guided, online trainings for transit agencies and state programs on topics such as safety, drugs and alcohol, emergency management, and more. Transit managers and state program managers can obtain reports on employee training.

Does your state use or promote National RTAP's eLearning system?

○   Yes

○   No

Completed:

2022 State Rural Transit Assistance Program Inventory

National RTAP is considering improving its eLearning system, including the functionality of eLearning "teams." Do you, or anyone at your state DOT, oversee administration of the National RTAP eLearning teams in your state?

○ Yes

○ No

○ Not sure

How do you use National RTAP eLearning to meet subrecipient training requirements? (check all that apply)

☐ Meeting safety training requirements

☐ Assign training modules to subrecipients and/or state DOT staff

☐ Promote the use of the LMS to subrecipients to access training

☐ Access reports on training activities

☐ Other (please specify)

Please provide suggestions to make eLearning more user friendly and effective.

Completed:

2022 State Rural Transit Assistance Program Inventory

Have you or your trainers used any of National RTAP's services and/or products?

- ○ Yes

- ○ No

Completed:

2022 State Rural Transit Assistance Program Inventory

Please rate the following National RTAP **services** on a scale of 1 to 5.

	1-poor	2	3	4	5-good	Have not used this service.
Resource library (ability to find, download, and/or order products)	○	○	○	○	○	○
Information requests via phone/chat/email	○	○	○	○	○	○
Tech support via phone/chat/email	○	○	○	○	○	○
In-depth technical assistance	○	○	○	○	○	○
Peer Roundtables	○	○	○	○	○	○
State RTAP Manager Forum (on Podio)	○	○	○	○	○	○

Please rate the following National RTAP **products** on a scale of 1 to 5:

	1-poor	2	3	4	5-good	Have not used this product.
Website	○	○	○	○	○	○
Webinars	○	○	○	○	○	○
Training Modules/Manuals	○	○	○	○	○	○
National RTAP eLearning system/courses	○	○	○	○	○	○
Technical Briefs	○	○	○	○	○	○
Best Practices Articles	○	○	○	○	○	○
Topic Guides	○	○	○	○	○	○
Directory of Trainers	○	○	○	○	○	○
Salary and Job Description Database	○	○	○	○	○	○
Cost Allocation Calculator (tech tool)	○	○	○	○	○	○
GTFS Builder (tech tool)	○	○	○	○	○	○
ProcurementPRO (tech tool)	○	○	○	○	○	○
Website Builder (tech tool)	○	○	○	○	○	○
Rural iNTD	○	○	○	○	○	○
ADA Toolkit	○	○	○	○	○	○
Bus Roadeo Toolkit	○	○	○	○	○	○
Find Anything Toolkit	○	○	○	○	○	○
Marketing Toolkit	○	○	○	○	○	○
State RTAP Manager's Toolkit	○	○	○	○	○	○
Transit Manager's Toolkit	○	○	○	○	○	○

Please rate the following National RTAP **outreach** efforts on a scale of 1 to 5:

	1-poor	2	3	4	5-good	Not sure, have not experienced
National RTAP eNews	○	○	○	○	○	○
National RTAP staff attendance at regional, state or national meetings/conferences	○	○	○	○	○	○
National RTAP-hosted conferences	○	○	○	○	○	○
RTAP manager breakfasts and other networking events	○	○	○	○	○	○
One-on-one contact with RTAP staff	○	○	○	○	○	○
Marketing materials explaining National RTAP services	○	○	○	○	○	○
Facebook	○	○	○	○	○	○
Instagram	○	○	○	○	○	○
LinkedIn	○	○	○	○	○	○
Twitter	○	○	○	○	○	○
YouTube	○	○	○	○	○	○

Please provide any additional comments about National RTAP services, products and outreach efforts. If you rated any of the items listed in the last three questions between 1 and 3, please explain why.

Are there any challenges or gaps in the service your RTAP program provides that National RTAP could help with addressing?

National RTAP is considering an enhancement to ProcurementPRO which would allow State DOTs access to their subrecipients' ProcurementPRO projects for the purposes of monitoring progress, being notified at key stages, and/or providing electronic approvals. Would this enhancement be useful to you?

○   Yes

○   No

Please click on the SUBMIT button when ready and you will be done! Thank you for completing the survey. Your input is very valuable. We will send you a copy of the aggregate results once all states have completed the survey and the results have been compiled.

Completed: ████████████████████

2022 State Rural Transit Assistance Program Inventory

Please select your state or territory.

		Response percent	Response total
AL		1.96%	1
AK		1.96%	1
AR		1.96%	1
AS		0%	0
AZ		1.96%	1
CA		1.96%	1
CO		1.96%	1
CT		1.96%	1
DE		1.96%	1
FL		1.96%	1
FM		0%	0
GA		1.96%	1
GU		1.96%	1
HI		1.96%	1
ID		1.96%	1
IL		1.96%	1
IN		1.96%	1
IA		1.96%	1
KS		1.96%	1
KY		1.96%	1
LA		1.96%	1
MA		1.96%	1
MD		1.96%	1
ME		1.96%	1
MH		0%	0
MI		1.96%	1
MN		1.96%	1
MP		1.96%	1

		Response percent	Response total
MO		**1.96%**	**1**
MS		**1.96%**	**1**
MT		**1.96%**	**1**
NC		**1.96%**	**1**
ND		**1.96%**	**1**
NE		**1.96%**	**1**
NH		**1.96%**	**1**
NJ		**1.96%**	**1**
NM		**1.96%**	**1**
NV		**1.96%**	**1**
NY		**1.96%**	**1**
OH		**1.96%**	**1**
OK		**0%**	**0**
OR		**1.96%**	**1**
PA		**1.96%**	**1**
PR		**0%**	**0**
PW		**0%**	**0**
RI		**1.96%**	**1**
SC		**1.96%**	**1**
SD		**1.96%**	**1**
TN		**1.96%**	**1**
TX		**1.96%**	**1**
UM		**0%**	**0**
UT		**1.96%**	**1**
VA		**1.96%**	**1**
VI		**0%**	**0**
VT		**1.96%**	**1**
WA		**1.96%**	**1**
WV		**1.96%**	**1**
WI		**1.96%**	**1**
WY		**1.96%**	**1**

Statistics based on **51** respondents;

Is your State's RTAP program operated in-house or is it outsourced?

		Response percent	Response total
In-house		52.94%	27
Outsourced		23.53%	12
Combination		23.53%	12
Please provide any comments:			7

Statistics based on **51** respondents;

Which parts of your program do you outsource and which parts are done in-house?

		Response total
		24

Statistics based on **24** respondents;

What type of organization do you use to provide the service? (check all that apply)

		Response percent	Response total
University Transportation Center		25%	6
Private Consultant		37.5%	9
Private Non-Profit/State Association		41.67%	10
Other		4.17%	1

Statistics based on **24** respondents;

How do you provide trainings to transit providers in your state? (check all that apply)

		Response percent	Response total
In-person		82.35%	42
PowerPoints		47.06%	24
Videos		43.14%	22
Webinars		90.2%	46
In-house materials and trainers		49.02%	25
National RTAP materials (books, PowerPoints, videos)		60.78%	31
National RTAP eLearning courses		58.82%	30
Other online training (specify below as "Other" if you recommend any courses)		39.22%	20
Outsourced in-person training (specify below as "Other" if you recommend any trainers)		50.98%	26
Scholarships for in-state conferences		62.75%	32
Scholarships for out of state conferences/training		66.67%	34
Other (please specify)		31.37%	16

Statistics based on **51** respondents;

For each training topic listed below please indicate whether it is a state-required training for subrecipients AND your current training needs for that topic. We know this is a long question and appreciate your time responding. The information you provide is very valuable as we plan what trainings to develop over the next few years.

	This is a required training	We have sufficient resources
	Checked / UnChecked	We need additional resources / We are not interested in this topic
PASS training	(0 10 20)	(0 10 20)
Entry Level Driver Training (new law effective 2/7/22)	(0 10 20 30)	(0 20)

	This is a required training	We have sufficient resources / We need additional resources / We are not interested in this topic
	Checked (red) / UnChecked (yellow)	
START or other driver safety training		
Safety compliance/SMS		
Safety training awareness		
Distracted driving		
Defensive driving		
Emergency management/disaster training		
Drug and alcohol training		
Reasonable suspicion training		
Active shooter training		

	This is a required training	We have sufficient resources
	Checked ■ (red) / UnChecked ■ (yellow)	We have sufficient resources ■ (red) / We need additional resources ■ (yellow) / We are not interested in this topic ■ (green)
First aid/CPR		
Human trafficking/maltreatment awareness		
Soft skills (communication, leadership, etc.)		
HR/personnel management		
Succession planning and preparation		
Driver recruitment/retention		
Marketing		
Working with transit boards		
Working with tribal transit services		

	This is a required training	We have sufficient resources ■
	Checked ■ UnChecked ■	We need additional resources ■ We are not interested in this topic ■
Train the trainer		
Title VI		
ADA training		
Wheelchair securement		
Customer service		
Sensitivity training (e.g. cultural, disabilities, diversity)		
Sexual harassment		
Problem passengers/de-escalation		
Fleet maintenance		

	This is a required training	We have sufficient resources ■
	Checked ■ UnChecked ■	We need additional resources ■ We are not interested in this topic ■
Asset management		
Transit 101		
Transit planning/route design		
Scheduling and dispatching		
GTFS training		
NTD reporting		
Performance measurement		
Financial management		
Federal grant preparation and management		

	This is a required training	We have sufficient resources
	Checked �(red)▐ UnChecked ▐(yellow)	We have sufficient resources ▐(red) We need additional resources ▐(yellow) We are not interested in this topic ▐(green)
State grant preparation and management	[chart: 0 20 40]	[chart: 0 10 20]
Procurement using FTA funds	[chart: 0 20 40]	[chart: 0 10 20 30]
Interpreting and implementing regulatory requirements	[chart: 0 20 40]	[chart: 0 20]

Statistics based on **51** respondents;

Do you use an online software program to assist with managing your Federal subrecipients?

		Response percent	Response total
Yes	▐	62.75%	32
No	▐	37.26%	19

Statistics based on **51** respondents;

What software do you use?

		Response percent	Response total
Excel	▐	9.38%	3
BlackCat Grants Management	▐	50%	16
Intelligrants	▐	6.25%	2
Webgrants		0%	0
Customized/In-house developed software	▐	15.63%	5
Other (please specify)	▐	18.75%	6

Statistics based on **32** respondents;

What do you or your subrecipients use the online software for? (check all that apply)

		Response percent	Response total
Federal Grant Management		**78.13%**	**25**
State Grant Management		**78.13%**	**25**
NTD Reporting		**62.5%**	**20**
Transit Asset Management		**68.75%**	**22**
Safety Management		**37.5%**	**12**
DBE Reporting		**50%**	**16**
Quarterly Reporting		**87.5%**	**28**
Compliance Reviews		**75%**	**24**
Other (please specify)		**9.38%**	**3**

Statistics based on **32** respondents;

What are your top 2 issues relating to recent SMR findings? If you had no findings, leave this question blank. We are asking this to determine if there are products and services that we can develop to help address the issues. All data used from this survey question will be in aggregate form and will not single out specific states.

		Response total
1:		**28**
2:		**25**

Statistics based on **28** respondents;

Are there any federally recognized tribes in your state?

		Response percent	Response total
Yes		**58.82%**	**30**
No		**41.18%**	**21**
If yes, how would you describe your relationship with them?			**30**

Statistics based on **51** respondents;

We are planning to conduct a survey of all 5311 subrecipients in 2022 to gain feedback and information on the state of rural and tribal transit. Would you be willing to share subrecipient contact information with us for this purpose?

		Response percent	Response total
Yes		**82.35%**	**42**
No		**17.65%**	**9**
Comments			**8**

Statistics based on **51** respondents;

Thank you. We will contact you within a few weeks with a request for the subrecipient contact information.

Please review your contact information in our <u>Directory of State RTAP Managers</u>. If you would like to update the contact information or add an additional RTAP Manager, please complete the following:

I would like to:

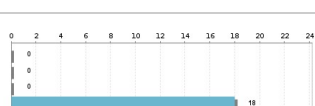|		Response percent	Response total
Change the contact information shown on the directory		**72.73%**	**8**
Add an additional RTAP manager		**27.27%**	**3**

Statistics based on **11** respondents;

Contact Information

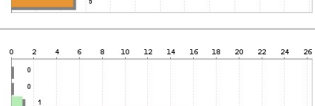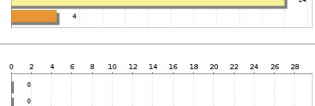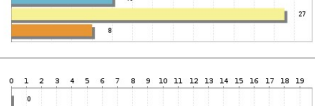|			Response total
Name			**16**
Job Title			**12**
Organization (State DOT, consultant, transit association, university, etc.)			**15**
Email			**15**
Telephone			**16**
Street			**15**
City/Town			**15**
State			**15**
Zip Code			**15**

Statistics based on **17** respondents;

Some states are taking an active role in General Transit Feed Specification (GTFS) file development for their subrecipients. What role are you taking or planning to take in supporting access to online transit information in your state, if any?

		Response total
		51

Statistics based on **51** respondents;

Would you like us to contact you about GTFS and assistance we can provide your subrecipients?

		Response percent	Response total
Yes		39.22%	20
No		60.78%	31

Statistics based on **51** respondents;

Your responses to the following questions will help National RTAP to improve its resources that support your program and subrecipients.

National RTAP eLearning provides self-guided, online trainings for transit agencies and state programs on topics such as safety, drugs and alcohol, emergency management, and more. Transit managers and state program managers can obtain reports on employee training.

Does your state use or promote National RTAP's eLearning system?

		Response percent	Response total
Yes		84.31%	43
No		15.69%	8
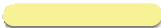
Statistics based on **51** respondents;

National RTAP is considering improving its eLearning system, including the functionality of eLearning "teams." Do you, or anyone at your state DOT, oversee administration of the National RTAP eLearning teams in your state?

		Response percent	Response total
Yes		13.95%	6
No		51.16%	22
Not sure		34.88%	15

Statistics based on **43** respondents;

How do you use National RTAP eLearning to meet subrecipient training requirements? (check all that apply)

		Response percent	Response total
Meeting safety training requirements		37.5%	15
Assign training modules to subrecipients and/or state DOT staff		25%	10
Promote the use of the LMS to subrecipients to access training		55%	22
Access reports on training activities		0%	0
Other (please specify)		20%	8

Statistics based on **40** respondents;

Please provide suggestions to make eLearning more user friendly and effective.

		Response total
		12
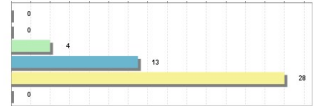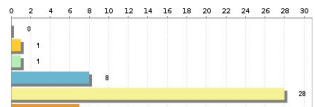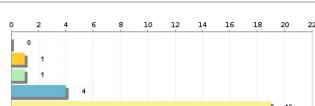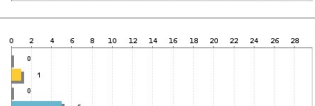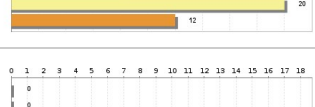
Statistics based on **12** respondents;

Have you or your trainers used any of National RTAP's services and/or products?

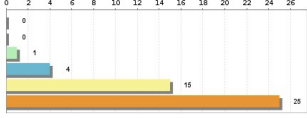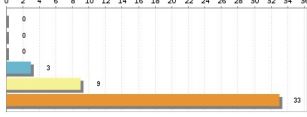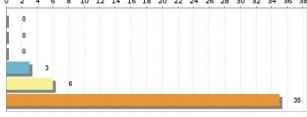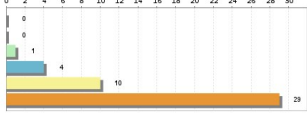|		Response percent	Response total
Yes		90.2%	46
No		9.8%	5
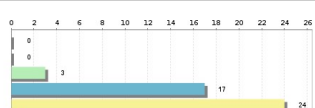
Statistics based on **51** respondents;
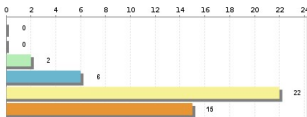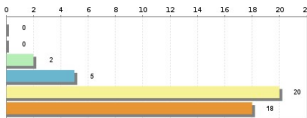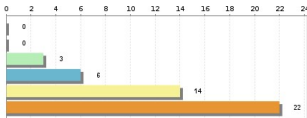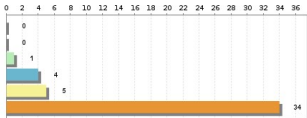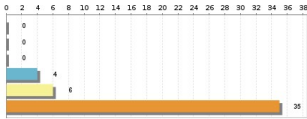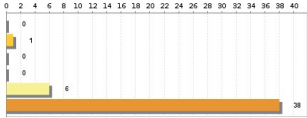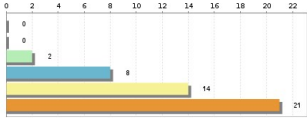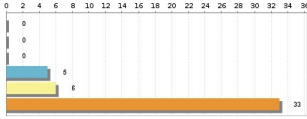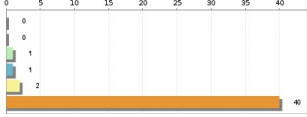
Please rate the following National RTAP **services** on a scale of 1 to 5.
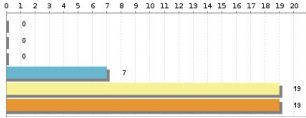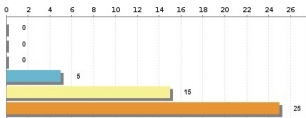
	1-poor	2	3	4	5-good	Have not used this service.		Response total
Resource library (ability to find, download, and/or order products)	0% (0)	0% (0)	8.89% (4)	28.89% (13)	62.22% (28)	0% (0)		**45**
Information requests via phone/chat/email	0% (0)	2.22% (1)	2.22% (1)	17.78% (8)	62.22% (28)	15.56% (7)		**45**
Tech support via phone/chat/email	0% (0)	2.22% (1)	2.22% (1)	8.89% (4)	42.22% (19)	44.44% (20)		**45**
In-depth technical assistance	0% (0)	2.27% (1)	0% (0)	11.36% (5)	25% (11)	61.36% (27)		**44**
Peer Roundtables	0% (0)	0% (0)	11.11% (5)	17.78% (8)	44.44% (20)	26.67% (12)		**45**
State RTAP Manager Forum (on Podio)	0% (0)	0% (0)	15.56% (7)	22.22% (10)	24.44% (11)	37.78% (17)		**45**

Statistics based on **45** respondents;

Please rate the following National RTAP **products** on a scale of 1 to 5:
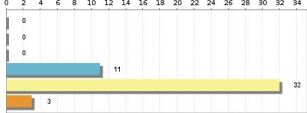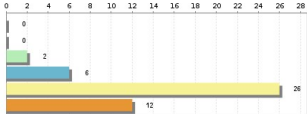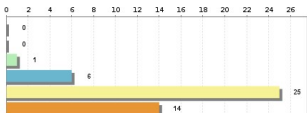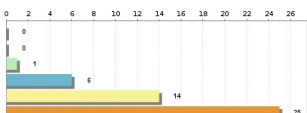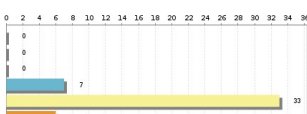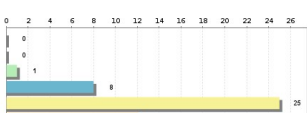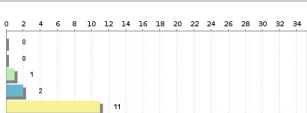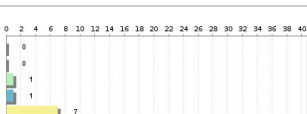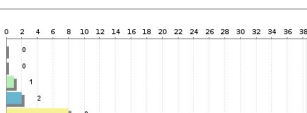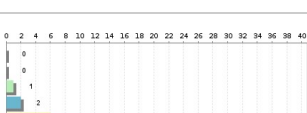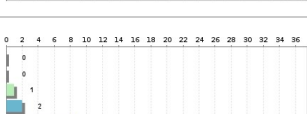
	1-poor	2	3	4	5-good	Have not used this product.		Response total
Website	0% (0)	0% (0)	6.67% (3)	37.78% (17)	53.33% (24)	2.22% (1)		**45**
Webinars	0% (0)	0% (0)	0% (0)	40% (18)	48.89% (22)	11.11% (5)		**45**
Training Modules/Manuals	0% (0)	0% (0)	2.22% (1)	35.56% (16)	53.33% (24)	8.89% (4)		**45**
National RTAP eLearning system/courses	0% (0)	0% (0)	0% (0)	22.22% (10)	60% (27)	17.78% (8)		**45**
Technical Briefs	0% (0)	0% (0)	4.44% (2)	20% (9)	40% (18)	35.56% (16)		**45**

	1-poor 🟥	2 🟧	3 🟩	4 🟦	5-good 🟨	Have not used this product. 🟧		Response total
Best Practices Articles	0% (0)	0% (0)	4.44% (2)	13.33% (6)	48.89% (22)	33.33% (15)		45
Topic Guides	0% (0)	0% (0)	4.44% (2)	11.11% (5)	44.44% (20)	40% (18)		45
Directory of Trainers	0% (0)	0% (0)	6.67% (3)	13.33% (6)	31.11% (14)	48.89% (22)		45
Salary and Job Description Database	0% (0)	0% (0)	2.27% (1)	9.09% (4)	11.36% (5)	77.27% (34)		44
Cost Allocation Calculator (tech tool)	0% (0)	0% (0)	0% (0)	8.89% (4)	13.33% (6)	77.78% (35)		45
GTFS Builder (tech tool)	0% (0)	2.22% (1)	0% (0)	0% (0)	13.33% (6)	84.44% (38)		45
ProcurementPRO (tech tool)	0% (0)	0% (0)	4.44% (2)	17.78% (8)	31.11% (14)	46.67% (21)		45
Website Builder (tech tool)	0% (0)	0% (0)	0% (0)	11.36% (5)	13.64% (6)	75% (33)		44
Rural iNTD	0% (0)	0% (0)	2.27% (1)	2.27% (1)	4.55% (2)	90.91% (40)		44
ADA Toolkit	0% (0)	0% (0)	2.22% (1)	8.89% (4)	33.33% (15)	55.56% (25)		45
Bus Roadeo Toolkit	0% (0)	0% (0)	0% (0)	6.67% (3)	20% (9)	73.33% (33)		45
Find Anything Toolkit	0% (0)	0% (0)	0% (0)	6.82% (3)	13.64% (6)	79.55% (35)		44
Marketing Toolkit	0% (0)	0% (0)	2.27% (1)	9.09% (4)	22.73% (10)	65.91% (29)		44

	1-poor	2	3	4	5-good	Have not used this product.		Response total
State RTAP Manager's Toolkit	0% (0)	0% (0)	0% (0)	15.56% (7)	42.22% (19)	42.22% (19)		**45**
Transit Manager's Toolkit	0% (0)	0% (0)	0% (0)	11.11% (5)	33.33% (15)	55.56% (25)		**45**

Statistics based on **45** respondents;

Please rate the following National RTAP **outreach** efforts on a scale of 1 to 5:

	1-poor	2	3	4	5-good	Not sure, have not experienced		Response total
National RTAP eNews	0% (0)	0% (0)	0% (0)	23.91% (11)	69.57% (32)	6.52% (3)		46
National RTAP staff attendance at regional, state or national meetings/conferences	0% (0)	0% (0)	4.35% (2)	13.04% (6)	56.52% (26)	26.09% (12)		46
National RTAP-hosted conferences	0% (0)	0% (0)	2.17% (1)	13.04% (6)	54.35% (25)	30.44% (14)		46
RTAP manager breakfasts and other networking events	0% (0)	0% (0)	2.17% (1)	13.04% (6)	30.44% (14)	54.35% (25)		46
One-on-one contact with RTAP staff	0% (0)	0% (0)	0% (0)	15.22% (7)	71.74% (33)	13.04% (6)		46
Marketing materials explaining National RTAP services	0% (0)	0% (0)	2.17% (1)	17.39% (8)	54.35% (25)	26.09% (12)		46
Facebook	0% (0)	0% (0)	2.17% (1)	4.35% (2)	23.91% (11)	69.57% (32)		46
Instagram	0% (0)	0% (0)	2.17% (1)	2.17% (1)	15.22% (7)	80.44% (37)		46
LinkedIn	0% (0)	0% (0)	2.17% (1)	4.35% (2)	17.39% (8)	76.09% (35)		46
Twitter	0% (0)	0% (0)	2.17% (1)	4.35% (2)	13.04% (6)	80.44% (37)		46
YouTube	0% (0)	0% (0)	2.17% (1)	4.35% (2)	19.57% (9)	73.91% (34)		46

Statistics based on **46** respondents;

Please provide any additional comments about National RTAP services, products and outreach efforts. If you rated any of the items listed in the last three questions between 1 and 3, please explain why.

			Response total
			11

Are there any challenges or gaps in the service your RTAP program provides that National RTAP could help with addressing?

			Response total
			15

National RTAP is considering an enhancement to ProcurementPRO which would allow State DOTs access to their subrecipients' ProcurementPRO projects for the purposes of monitoring progress, being notified at key stages, and/or providing electronic approvals. Would this enhancement be useful to you?

		Response percent	Response total
Yes		**72.55%**	**37**
No		**27.45%**	**14**

Please click on the SUBMIT button when ready and you will be done! Thank you for completing the survey. Your input is very valuable. We will send you a copy of the aggregate results once all states have completed the survey and the results have been compiled.