



National Rural Transit Assistance Program

2022 Biennial Rural and Tribal Transit Managers Survey Report



U.S. Department of Transportation
Federal Transit Administration

Table of Contents

1.	Introduction	1
2.	Agency Information	1
3.	Service Changes Over the Past Two Years (July 2020 to June 2022).....	5
4.	When Funding is Tight.....	5
5.	Partnerships and Best Practices.....	6
6.	Technology and Operations.....	8
7.	Trip Planning through the General Transit Feed Specification (GTFS).....	9
8.	Technology and Compliance	10
9.	Salary Data and Driver Benefits	11
10.	Trainings Needs.....	13
11.	Agency Focus and Anticipated Changes (July 2022 to June 2023)	17
12.	Use and Awareness of National RTAP Resources, Services and Outreach Strategies	18
13.	National RTAP's eLearning System	19
14.	Requests for Assistance with National RTAP Tools	19
15.	Use of State RTAP Programs	23

Appendix

Survey Instrument

Survey Data

Use of State RTAP Resources

I. 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 rural and tribal transit managers to understand the types of services provided, funding sources, annual salary ranges, and challenges faced by agencies, 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 RTAPs existing services, products, and outreach strategies.

State RTAP managers were contacted in all 50 states and U.S. territories and asked to provide the names and managers of agencies that received Section 5311 funds. Forty-seven managers provided the requested information. Agency information was not provided for West Virginia, so agencies in this state were not included in the survey. Delaware and Rhode Island do not have Section 5311 subrecipients.

The survey was sent to approximately 1,200 agencies in 47 states and two territories during the month of July 2022. Several reminders to complete the survey were sent throughout July, August, and September. The survey closed on September 29, 2022, with 324 responses. The survey was comprehensive and focused on ten key areas:

1. Agency Information and Focus
2. Partnerships and Best Practices
3. Technology for Operations and Compliance
4. Trip Planning through the General Transit Feed Specification (GTFS)
5. Salary Ranges and Driver Benefits
6. Training Needs
7. Changes in Service, Past and Future
8. Awareness and Use of National RTAP Resources/Products/Outreach
9. Use of State RTAP resources

The survey questions and survey data are provided in the Appendix. The data presented below represents information provided by the 324 agencies that participated in the survey.

2. Agency Information

Geography. The tables below provide geographic context on the 324 participating agencies. Responses were received from all FTA regions and from a variety of types of organizations. The agencies who responded provide transportation in several types of service areas, and in some cases, in more than one type of service area.

Services. Although most agencies offered more than one type of service, 24% provided a fixed route, 14% provided deviated-fixed-routes, and the remaining 62% offered primarily demand response/dial-a-ride services.

FTA Region	Total
1	3
2	5
3	13
4	45
5	75
6	37
7	67
8	35
9	26
10	3

Service Area	Total
County	175
Municipality/City	109
Multi-County	102
Multi-Town/Township	72
Regional	38
Indian Reservation	15
Multi-State	10
State	6
Alaska Native Community	2
Other	16

Management. Agencies were asked how they are managed. Approximately three-quarters are direct operations, one-quarter contract operations, and several reported both direct and contract operations.

Funding. As the survey was sent to agencies that State DOTs reported as being 5311 subrecipients, it is interesting to note that 18% of respondents suggested they do not receive federal funding. It is possible these agencies inadvertently did not select one of the several FTA funding sources listed in the survey. The breakdown of funding sources is shown in the table below by FTA region. Twenty-one percent receive Medicaid funding, 53% receive State funding, and 56% receive local funding. Only 7% reported receiving only federal funding.

Funding Source	FTA Region										
	All	1	2	3	4	5	6	7	8	9	10
Federal/State/Local	20%	-	60%	46%	22%	31%	11%	6%	26%	23%	10%
Federal/State	10%	-	-	-	9%	15%	5%	1%	3%	23%	33%
Federal/Medicaid/State/Local	9%	-	-	-	2%	17%	11%	9%	17%	-	-
Federal/Local	9%	33%	-	8%	9%	4%	16%	3%	17%	18%	14%
Local Only	8%	33%	-	8%	11%	3%	5%	18%	3%	14%	-
Federal Only	7%	-	20%	8%	9%	8%	8%	3%	6%	9%	5%
State/Local	5%	-	-	-	4%	1%	-	16%	6%	-	-
Federal/Medicaid/state	5%	33%	-	-	9%	3%	5%	1%	3%	-	19%
State Only	2%	-	-	15%	-	-	3%	4%	3%	-	-
Federal/Medicaid	2%	-	-	-	4%	-	5%	1%	-	-	-
Federal/Medicaid/Local	2%	-	-	-	2%	-	8%	-	-	-	5%
Medicaid/Local	1%	-	-	-	2%	-	-	1%	-	-	-
Medicaid/State/Local	1%	-	-	-	-	-	-	1%	3%	-	-
Medicaid Only	1%	-	-	-	-	-	-	1%	3%	-	-
Indian/Federal/State/Local	1%	-	-	-	-	-	-	-	-	5%	5%
Indian/Federal	1%	-	-	-	-	-	-	-	3%	5%	-
Indian/Federal/Local	-	-	-	-	-	-	3%	-	-	-	-
No Response/Other	18%	-	20%	15%	16%	19%	19%	31%	9%	5%	10%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Federal funding includes 5339(b) Bus and Bus Facilities, 5339(c) Low or No Emission Vehicle Program, Competitive Grant Programs, CARES Act funding, CRRSAA, funding, ARP funding, Congestion Mitigation and Air Quality (CMAQ) funding. **Tribal** funding includes Indian Health Services funding, Indian Reservation Roads Program funding, and Bureau of Indian Affairs funding. **Local** funding includes county funding, municipal/city funding, local/tribal funding, and foundation grants.

Agency Staff. 292 agencies offered detailed information regarding their staffing levels. The table below provides the average full-time equivalent (FTE) for various ranges and types of staff along with the ratio of direct service staff to administrative staff. Note that the total of administrative and direct service staff columns will not equal the total FTE as for each category averages were reported.

Range of FTE	Total Responses	Total FTE Staff	Paid - Administrative	Paid - Direct Service	Volunteer - Administrative	Volunteer - Direct Service	Ratio of Direct Service/ Administrative
1 to 4	82	2	1	2	0	0	1.4
5 to 9	52	7	2	5	0	1	2.8
10 to 14	49	12	3	9	0	0	2.8
15 to 19	25	17	5	13	0	0	2.6
20 to 24	15	22	6	16	0	4	3.6
25 to 49	42	36	8	28	0	2	3.6
50 to 74	8	61	8	49	3	4	4.7
75 to 100	10	88	11	77	1	0	6.4
Over 100	9	205	38	172	0	0	4.6

Agency Vehicles. The average fleet size of the 320 agencies that provided data on their fleet was 24 vehicles. However, over 40% of agencies operate 1 to 9 vehicles and the most commonly reported fleet size was four vehicles. Detailed fleet levels are shown in the tables that follow.

No. of Vehicles	Total Responses	Average Vehicle s	Automobile		Sports Utility		Minivan (7 or fewer passengers)		Van (8 to 14 passengers)	
			Not Accessible	Accessible	Not Accessible	Accessible	Not Accessible	Accessible	Not Accessible	Accessible
1 to 4	71	3	0	1	0	0	1	2	1	2
5 to 9	61	7	1	1	1	1	2	3	1	3
10 to 14	64	12	1	0	1	0	2	4	2	3
15 to 19	30	17	1	0	0	0	2	5	2	4
20 to 24	18	22	1	3	9	1	2	5	8	3
25-49	46	34	2	0	2	1	3	9	3	6
50-100	20	69	3	0	3	4	5	14	9	11
Over 100	10	255	10	0	3	0	18	55	13	67

No. of Vehicles	School Bus/ Multi-Function School Activity Bus		Cutaway Body-on-Chassis 15 or fewer passengers, less than 30' in length		Cutaway Body-on-Chassis 16 or more passengers, less than 30' in length		Bus medium to heavy 30' to 40'		Other	
	Not Accessible	Accessible	Not Accessible	Accessible	Not Accessible	Accessible	Not Accessible	Accessible	Not Accessible	Accessible
1 to 4	0	0	1	2	2	1	1	1	0	1
5 to 9	0	0	1	3	1	4	0	2	0	0
10 to 14	0	0	2	5	0	4	0	3	0	1
15 to 19	0	0	7	7	1	5	0	4	0	5
20 to 24	0	2	3	7	0	7	0	7	1	1
25-49	1	0	7	14	7	11	6	12	0	1
50-100	0	2	2	27	0	20	1	20	4	4
Over 100	3	0	39	182	28	26	4	9	4	41

3. Service Changes Over the Past Two Years (July 2020 to June 2022)

247 transit managers offered a response to the question, "How have your services changed in the past two years?" Approximately 14% responded they have had to reduce services over the past two years. Many cited the lack of drivers and/or reduced demand as the cause. An equal number (14%) reported implementing more positive changes such as increases in fixed and deviated-fixed routes, increased service areas, or providing longer hours of service. A few reported modifying services such as shifting from fixed routes to demand-response services. Approximately 2% reported shifting to a free-fare service and 2% reported purchasing and using new software to manage dispatching. Although not directly asked, many managers provided feedback related to ridership and the availability of resources.

Ridership related to pre-pandemic levels

- 10% were back to pre-pandemic levels
- 30% were not back to pre-pandemic levels but were seeing increases in ridership
- 20% are still experiencing a significant reduction in ridership

Resources

- 20% reported difficulties finding drivers
- 4% were having difficulties obtaining vehicles

4. When Funding is Tight

Transit managers were asked what types of activities they have implemented, or plan to implement, to stay within their available funds. Seven activities were listed, and respondents were able to select as many as appropriate. Almost half of all managers reported no changes were implemented or planned, which suggests they have adequate funding. Reduced or revised services were most frequently selected as a means to stay within available funding.

FTA Region	Responses	Reduced/ revised services	Shared facilities	Insurance pool	Joint fuel purchases	Transportation coordination with other agencies	Shared scheduling/dispatching	Other	No changes
All		36%	4%	5%	5%	14%	6%	9%	48%
1	3	33%							67%
2	5	80%				40%			20%
3	13	31%		23%		23%		8%	46%
4	45	36%	4%	2%		7%	7%	9%	58%
5	75	35%	1%	5%	11%	16%	4%	12%	47%
6	37	38%	11%	3%	3%	19%	14%	11%	35%
7	67	28%	3%	3%	4%	10%	6%	4%	60%
8	35	34%	6%	6%	11%	9%		9%	46%
9	26	46%	8%			19%	12%	8%	42%
10	17	41%	6%	12%	6%	12%		18%	29%

5. Partnerships and Best Practices

To gain an understanding of the partnerships and best practices that support and/or enhance services provided by an agency, managers were asked how they rate the value of partnerships with external agencies/programs/organizations and to describe a best practice.

Of the 324 respondents, almost two-thirds indicated they valued partnerships, and many provided examples of successful partnerships. The most common types of partnerships involved other transit agencies, county government, health providers, senior service providers, state departments of transportation, and veteran organizations. Paraphrased examples of each follow.

Other transit agencies

- I am new to transportation with low resources and riders. I have reached out to all surrounding area providers, and they have helped me with reporting, marketing and good work practices. They were so amazing!
- We stay in communication with transportation organizations near us and work as a team to make sure passengers can get from one township to another. We have interagency agreements with these agencies as well.
- Our agency partners with a local public transit service provider that offers services that originate outside of our service area, but travel through our service area and beyond. This is a helpful partnership as we can rely on their dedicated service routes and not duplicate services.

County Government

- A partnership with another operator helps our agency by providing residents with a much-needed service for the residents of our County. The partnership is a very good one as the operator, along with County staff, ensures grant items, monthly requisitions, and issues with service or grants work together as a team to provide the service. The operator also works with the County probation office to provide transportation to individuals in need of transportation to classes for their probation. This is another great service that has happened because of the two entities working together.
- We are a two city/one township system and we worked with our county system on a joint procurement for bus cameras.

Human Service Providers

- We have a great relationship with our local stores, banks, restaurants, medical facilities, etc. For example, when a rider is scheduling an appointment or a meeting, the agencies work to make the time work in our service hours versus the end of their day in the event that an appointment or meeting would run longer than the transit service is open.

- We work closely with dialysis centers, physical therapy offices, mental health agencies and doctor offices. Mental health agencies work with our schedules to make sure we can accommodate their clients.
- The local medical clinic/hospital makes passenger appointments based on our schedules.

Senior Service Providers

- We regularly work in tandem with the senior center to ensure the elderly have access to medical appointments, groceries and other services like food banks or ministries.
- We contract to receive Older Americans Act funds for caregiver recipient transport. It provides additional income beyond FTA, state, and local funds.
- Networking, and developing relationships and resources with stakeholders is very valuable. We partner with our Council of Governments to provide free rides to medical appointments and grocery shopping for seniors that qualify. This increases access to affordable, nutritious food, good medical care, and continued independence. All the above assist a community to be more active and healthier. A network of resources assists people to share, and access needed services.

State Departments of Transportation (DOT)

- Our DOT is a great partner for funding and answering questions.
- OATS partnership with our DOT is just one excellent example. They help assure compliance with federal regulations, handle the vehicle procurement process, and administer federal grants for us.

Veteran Organizations

- We received additional clients and funding through the Department of Veteran Affairs.
- We have a coordination committee that is quite extensive and successful in expanding services through multiple agencies. For example, the County allows volunteers for a non-profit organization to transport veterans to medical appointments at no charge. The Veterans Service Office covers the fuel cost. This is a three-way partnership that has worked well since 2011.

Over 50 respondents shared examples of best practices they incorporate in managing their agencies. Many practices were related to retaining drivers as shown in the paraphrased practices that follow:

- Offering flexible hours, especially for those that have retired from other professions.
- Hosting an annual driver appreciation day.
- Keeping communication open. Providing drivers an opportunity to express anything they feel needs to be addressed and to provide feedback and remind them how important the job they do is.
- Recruitment through the “Returning Citizen Program” (recently released incarcerated citizens).
- Offering benefits to part-time drivers.

- We give a bonus of \$500 to any driver that can recruit a driver. The new driver must stay for one month for the other driver to receive \$500. If the new driver stays six months, we give them \$500. That has really helped us to find drivers.
- When we started paying a competitive wage, we received better applicants and significantly reduced turnover costs.

One other notable best practice was related to transit asset management.

I think we learned this year how valuable our planning efforts have been as far as sticking with our TAM Plan. That was a great benefit for us to measure our service and see what makes it possible for us to obtain the service levels we want. Capacity is always an issue and we wanted to find ways to make that an issue of the past. So, we plan on integrating our TAM plan with more operations data and continue to monitor fleet health and age.

6. Technology and Operations

The chart on the following page shows the current and potential use of technology used by agencies to manage their systems. Cameras on vehicles, smart phones, two-way radios, computer-aided dispatch software and tablets are used by more than half of the agencies that participated in the survey. Only three types of technology related to operations were reported by more than 10% of respondents as expected to be used in the next five years. These included trip planning, electronic fare payment and electric vehicles. Some specific comments about challenges related to these technologies include:

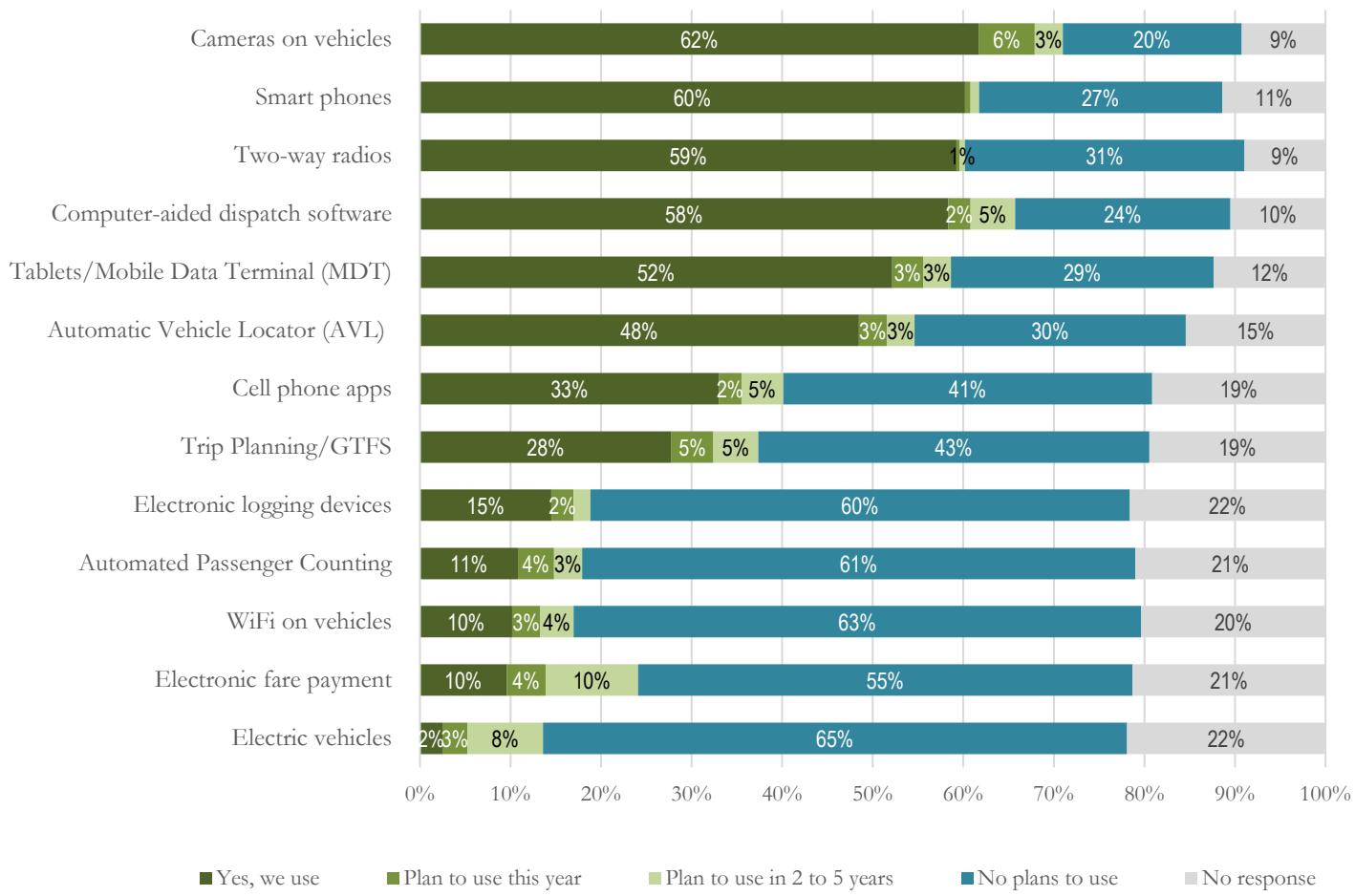
- | | |
|--------------------------|---|
| Trip Planning: | <ul style="list-style-type: none"> • Our current GPS system provides inadequate data. • Passenger resistance to the use of computers. |
| Electronic Fare Payment: | <ul style="list-style-type: none"> • Implementing online payments. • Drivers don't want the change. |
| Electric Vehicles: | <ul style="list-style-type: none"> • Vehicles are not available in cutaways. • Range and weather are concerns. • The procurement process is extensively long • Need adequate infrastructure and knowledge and time for project planning |

Challenges around implementation of other types of operational-related technology included overcoming driver resistance to change, on-going maintenance, and availability/quality of Internet for items such as dispatch software, automatic vehicle locator, and wi-fi on the bus.

Agencies were asked about any challenges they face acquiring funding for technology. Overall, there was little feedback regarding challenges with funding. A few managers noted that they were waiting to hear back from their State DOT on funding requests or were concerned about ongoing/monthly costs related to items such as dispatch software or wi-fi on a bus. A few agencies indicated that the procurement process can be difficult.

National RTAP is in the early stages of testing a pilot program related to a low-cost transit management application that would be made available to rural and tribal transit agencies. The goal of the application would be to shift small transit operations away from paper/pencil in day-to-day operations including scheduling and dispatching.

Existing and Potential Use of Technology for Operations



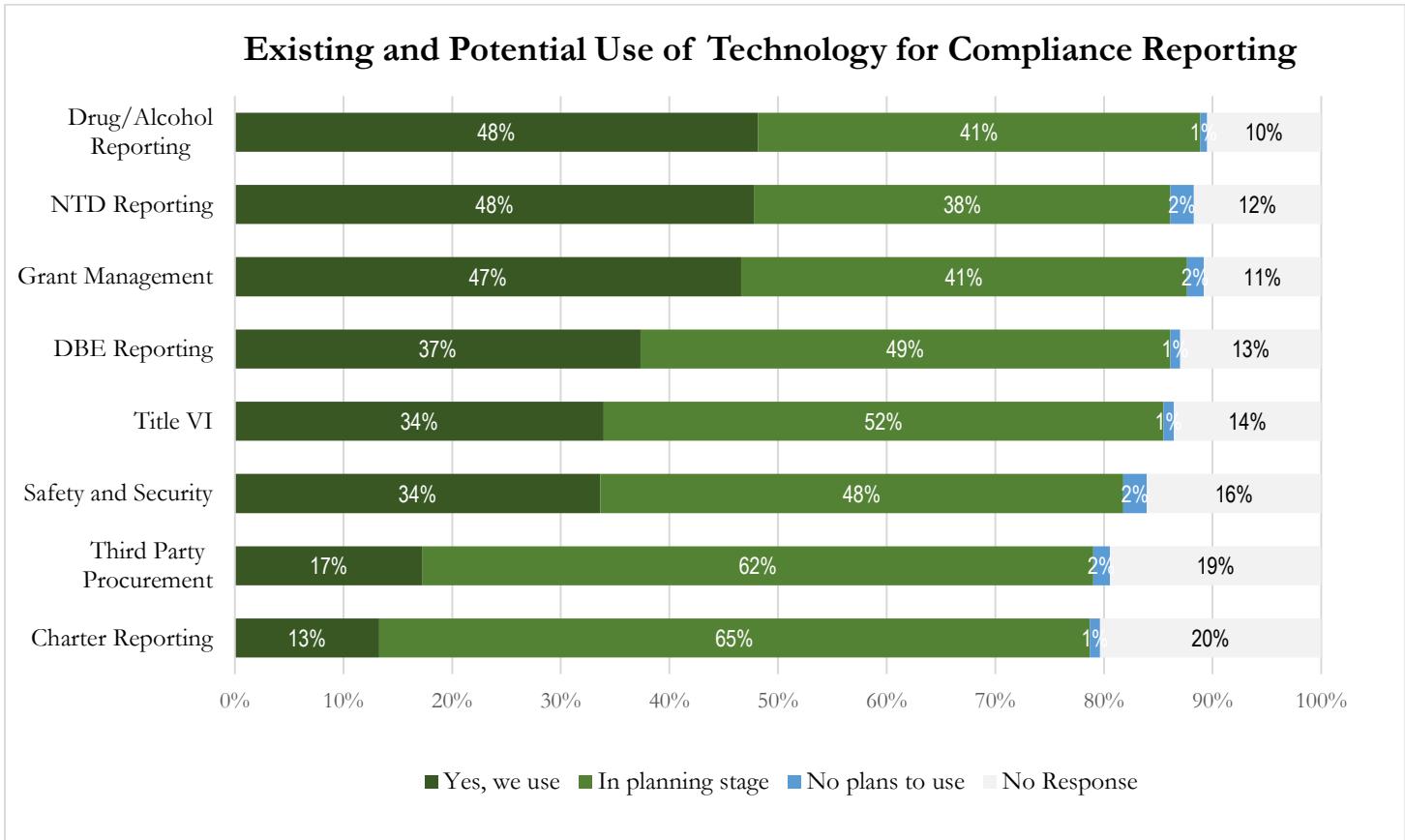
7. Trip Planning through the General Transit Feed Specification (GTFS)

Seventeen percent of agencies responded that they offer trip planning through a GTFS feed (10% fixed routes, 3% deviated-fixed routes, 4% other). Twenty percent responded they were not sure (it is likely they are not) and 60% responded they did not offer trip planning. The remaining 2% did not respond to the question.

Of the 24% of respondents offering fixed routes, less than half offer trip planning through a GTFS feed. With the change to NTD reporting requiring agencies with fixed routes to provide a GTFS feed, significant outreach and training is needed in this area as demonstrated by the data.

8. Technology and Compliance

Overall, one-third to one-half of agencies are using technology in most aspects of compliance reporting. Third-party procurement and charter reporting are areas where technology is not widely used.



Specific types of technology and software cited by agencies for each compliance category include:

Asset Management

- Autowolf
- Ecolane
- MS Excel or Access
- PTMS

DBE Reporting

- MS Excel
- Quickbooks
- Stars
- Through DOT

NTD Reporting

- Appian
- Blackcat
- Ecolane
- MYLEOnet
- MS Excel/Access
- Paraplan
- PTMS
- Routematch
- Sttars
- TrAMS
- TransTrack
- Trip Master

Grant Management

- MS Excel
- TrAMS
- Transit Assistant/Myleonet
- Through DOT
- Quickbooks

Third Party Procurement

- MS Word
- Prism/ Munis
- Public Purchase
- State OPTIS
- Sttars/Dotd program
- Florida TRIPS

Drug/Alcohol Reporting	Safety and Security	Title VI
<ul style="list-style-type: none"> • BlackCat • Compliance One • Contract with 3rd party • MS Excel • NIRMA Drug and Alcohol program • Vault Health 	<ul style="list-style-type: none"> • AngelTrax on-board cameras • Backcat • EPS • MS Excel, PowerPoint, Word • NIRMA Safety Program • RTAP • Seon Camera Systems • Sttars/Dotd program • VIA 	<ul style="list-style-type: none"> • Blackcat • MS Excel, Word • RTAP • State Website • Sttars/Dotd program

9. Salary Data and Driver Benefits

The survey included a section on driver benefits, staff/driver annual salary increases (2021 to 2022) and salary ranges for a variety of transit-related jobs.

Driver Benefits. This survey established a strong need for assistance related to hiring and retaining drivers. The table below displays benefits offered to both full-time and part-time drivers. As expected, and is typical across the county, part-time drivers are more likely to not be offered health insurance or paid time off.

FTA Region	Full-Time Drivers					Part-Time Drivers				
	Total Responses	Health insurance	Paid time off	Overtime pay	Flexible hours	Total Responses	Health insurance	Paid time off	Overtime pay	Flexible hours
All	283	97%	80%	80%	51%	214	43%	41%	41%	54%
1	3	100%	100%	100%	33%	2	50%	100%	100%	50%
2	4	100%	100%	100%	0%	1	0%	0%	0%	100%
3	12	92%	83%	92%	33%	7	29%	57%	86%	57%
4	41	93%	95%	73%	39%	27	11%	26%	41%	78%
5	65	78%	100%	78%	63%	58	16%	67%	55%	81%
6	36	86%	94%	75%	64%	22	27%	68%	59%	77%
7	57	81%	100%	75%	51%	43	16%	51%	40%	67%
8	29	79%	100%	79%	48%	24	8%	50%	63%	79%
9	20	100%	100%	100%	55%	17	35%	59%	65%	59%
10	16	81%	88%	81%	38%	13	38%	77%	69%	38%

Staff/driver annual salary increases (2021 to 2022). On the following page is a summary of the salary increases offered to drivers, maintenance providers and administrators over the past year (approximately August 2021 through July 2022). The data show that most agencies did not offer raises to employees. For those that did, a 2% to 4% increase was the most common for all categories

Driver Salary Increases (2021-2022)

FTA	Responses	0%	0.1%-2%	2%-4%	4%-6%	6%-8%	8%-10%	10%-15%	15%-20%	20%-30%	30%-50%	50%-75%	75%-100%
All	292	26%	8%	12%	11%	4%	8%	7%	3%	7%	2%	0%	10%
1	3	0%	0%	0%	67%	0%	0%	33%	0%	0%	0%	0%	0%
2	3	33%	67%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
3	12	0%	17%	8%	8%	0%	8%	8%	0%	25%	17%	0%	8%
4	39	23%	5%	13%	18%	3%	0%	10%	3%	15%	3%	0%	8%
5	66	15%	12%	17%	14%	3%	8%	5%	6%	9%	3%	0%	9%
6	35	31%	3%	3%	14%	3%	17%	3%	3%	3%	3%	0%	17%
7	64	36%	9%	11%	6%	9%	13%	5%	0%	2%	0%	0%	9%
8	34	29%	0%	9%	9%	3%	9%	15%	6%	6%	3%	3%	9%
9	19	37%	0%	26%	0%	11%	0%	5%	11%	5%	0%	0%	5%
10	17	24%	12%	18%	12%	0%	6%	12%	0%	0%	0%	0%	18%

Maintenance Providers Salary Increases (2021-2022)

FTA	Responses	0%	0.1%-2%	2%-4%	4%-6%	6%-8%	8%-10%	10%-15%	15%-20%	20%-30%	30%-50%	50%-75%	75%-100%
All	210	50%	5%	9%	9%	3%	6%	5%	1%	3%	2%	0%	5%
1	2	50%	0%	0%	0%	0%	0%	50%	0%	0%	0%	0%	0%
2	3	33%	67%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
3	11	18%	9%	18%	9%	0%	9%	0%	9%	18%	0%	0%	9%
4	24	50%	0%	8%	21%	0%	4%	8%	0%	4%	4%	0%	0%
5	44	39%	9%	14%	18%	2%	7%	2%	2%	2%	2%	0%	2%
6	30	50%	3%	3%	7%	3%	10%	3%	0%	3%	3%	0%	13%
7	43	74%	2%	5%	2%	7%	2%	2%	0%	0%	2%	0%	2%
8	23	48%	0%	4%	0%	4%	9%	4%	4%	9%	4%	0%	13%
9	16	50%	6%	25%	0%	6%	0%	13%	0%	0%	0%	0%	0%
10	14	43%	7%	7%	14%	0%	7%	14%	0%	0%	0%	0%	7%

Administrators Salary Increases (2021-2022)

FTA	Responses	0%	0.1%-2%	2%-4%	4%-6%	6%-8%	8%-10%	10%-15%	15%-20%	20%-30%	30%-50%	50%-75%	75%-100%
All	289	32%	8%	20%	14%	5%	4%	3%	2%	2%	1%	0%	8%
1	2	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%
2	3	33%	67%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
3	12	25%	17%	25%	0%	0%	17%	0%	8%	0%	0%	0%	8%
4	37	24%	5%	22%	19%	5%	3%	11%	0%	3%	3%	0%	5%
5	66	18%	14%	24%	21%	5%	5%	3%	2%	0%	2%	0%	8%
6	35	49%	3%	11%	9%	3%	6%	3%	0%	3%	3%	0%	11%
7	62	45%	5%	15%	8%	10%	5%	0%	0%	3%	0%	0%	10%
8	35	29%	6%	23%	14%	3%	0%	6%	6%	3%	0%	3%	9%
9	20	35%	5%	25%	5%	10%	0%	5%	15%	0%	0%	0%	0%
10	17	29%	6%	24%	18%	0%	6%	0%	0%	0%	6%	0%	12%

Note: data may not total 100% due to rounding.

Salary Survey. Of the 324 responses to the survey, 257 transit managers provided information about jobs and annual salary ranges. While the salary dataset is not exhaustive, it should be helpful to rural and tribal transit providers when determining the salary range for various positions in a rural and tribal transit agency. The data was obtained from 42 states and depending on the FTA region between 9 to 412 datapoints were provided per region. (Region 1 - 9, Region 2 - 12, Region 3 - 87, Region 4 - 184, Region 5 - 412, Region 6 - 180, Region 7 - 275, Region 8 - 170, Region 9 - 65, and Region 10 - 84).

In cases where the agency provided either a minimum or maximum salary, it was assumed the two were equal. If hourly rates were provided (rather than the requested annual rate), they were converted to an annual salary by multiplying the hourly rate by 1,040 hours for part-time positions and 2,080 hours for full-time positions.

The data file can be filtered and sorted by FTA region, job title, type of organization, type of service provided, how service is managed, union/non-union, CDL/non-CDL, and full-time/part-time. The data and summary table are too extensive to include in this report. They can be found on the National RTAP website: at [2022 Transit Jobs Salary Survey Data](#)

Salary ranges are available for the following jobs.

- Bus Driver
- Bus Operations Manager
- Bus Washer/Hostler
- Head of Agency
- Customer Service Representative
- Dispatcher Manager
- Dispatcher
- Facility Manager
- Facility Technician
- Fare Revenue Specialist
- Fleet Manager
- Information Support Specialist
- Janitor
- Maintenance Supervisor
- Maintenance Technician
- Mechanic I
- Mechanic II
- Office Manager
- Road Supervisor
- Route Planner
- Safety and Compliance Officer
- Scheduling Manager
- Technical Operations Trainer
- Travel Training Specialist
- Transportation Manager

10. Trainings Needs

Transit managers were asked questions related to 44 different training topics. For each topic, the respondent could indicate: 1) they had the training materials required, 2) they were not interested in the topic, or 3) their level of interest/need in each topic and their preferred format (eLearning, printed materials, instruction manuals/PowerPoint, webinars, videos). The responses for each topic were summarized and then compared against available National RTAP materials. The following table summarizes the training topics that respondents indicated an interest in, which National RTAP does not provide robust specific training materials for. However, resource material from other

organizations for many of these topics can be found on the National RTAP website within toolkits, technical briefs, or topic guides or in our Resource Library. In addition, training on some of these topics has been provided at National RTAP conferences. National RTAP may want to consider developing training materials for topics where at least two-thirds (66%) of respondents expressed interest.

Topics that National RTAP does provide training materials/modules for are listed in the table that follows along with percentages of who would like training materials and their preferred format. Note that some of the topics are not necessarily in their own dedicated training (e.g., marketing is covered as a section in the Roles and Responsibilities of Transit Managers training). In addition, some of the topics in this list are covered in training that were developed by outside organizations (e.g., FTA and SURCOM), but are available through National RTAP's eLearning system. The high percentages of respondents seeking materials indicate a lack of awareness of the modules. The data also suggests:

1. Additional marketing of these materials is warranted, and perhaps improving the ease of finding and accessing the materials.
2. eLearning training modules are the most popular format, with approximately 40% of respondents interested in trainings requesting this format for each topic.
3. Training by webinar was the second most popular format, requested by approximately 25% of respondents.
4. Printed materials and videos were requested by less than 20% of respondents.

Although National RTAP offers webinars on a variety of topics, it may want to consider webinars as a mode for more formal trainings for topics such as ADA training, first-aid/CPR, emergency management/disaster planning, Title VI, safety compliance, sexual harassment, and driver recruitment/retention. Approximately one-quarter of respondents preferred this learning mode for these specific topics. Respondents also provided specific comments about training materials that are needed. Specific comments follow and are summarized by topic.

Administration

- Developing service contracts/agreements with human services agencies. How to figure out what to charge in these situations and what to include in these contracts.
- Finance and accounting principles for transit agencies. Being a very rural transit agency with limited funds, it is difficult to find someone with the accounting degree/experience necessary to fill the position.
- Cost allocation plans.

Drivers and Riders

- CDL training for drivers - this is a HUGE impediment for our small rural transit systems!
- Printed manuals and eLearning access for wheelchair securement, rider training, driver training, etc.

Electric Vehicles

- Zero Emission Bus deployment planning (Webinars)

- Operating and maintaining electric vehicles

Health and Safety

- Health and Wellness for staff - webinar
- Mental Health Awareness - eLearning
- Safety training for RURAL Transit.
- Increased access to CPR/First Aid training.

Formal Training Not Provided by National RTAP

Topic	Would Like Training Materials	Some level of National RTAP Resources Provided	Preferred Format for Training				
			eLearning Training Modules	Printed Training Modules	Instructor Guidebooks and PowerPoint	Webinars	Videos
Entry Level Driver Training ¹	80%	No	57%	28%	26%	31%	28%
ADA training	76%	Yes	50%	19%	20%	29%	22%
First aid/CPR	74%	No	41%	18%	20%	21%	21%
Sensitivity training ²	74%	No	49%	17%	18%	23%	26%
Pass training	72%	No	45%	24%	26%	25%	23%
Emergency management/disaster training	71%	Yes	45%	17%	14%	26%	19%
Title VI	71%	Yes	46%	19%	17%	33%	21%
Safety compliance/SMS	68%	No	48%	23%	17%	28%	19%
Sexual harassment	67%	No	41%	14%	15%	22%	24%
Active shooter training ³	67%	No	47%	16%	15%	28%	27%
Driver recruitment/retention	67%	Yes	55%	17%	18%	31%	19%
Soft skills (communication, leadership, etc.)	62%	Yes	49%	18%	16%	31%	24%
Federal grant preparation and management	61%	Yes	45%	18%	16%	32%	20%
NTD reporting	60%	No	47%	14%	16%	29%	17%
HIPAA/Privacy	59%	No	39%	14%	13%	23%	18%
Asset Management	59%	Yes	42%	12%	14%	28%	17%
State grant preparation and management	59%	No	41%	18%	15%	32%	20%
Performance measurement	59%	Yes	45%	13%	14%	28%	18%
Procurement using FTA funds	59%	Yes	48%	17%	16%	32%	20%
Fraud, waste and abuse	53%	No	39%	11%	11%	24%	16%
Transit planning/route design ⁴	52%	No	51%	14%	16%	34%	16%
Succession planning and preparation	52%	No	44%	14%	13%	30%	19%
GTFS training	49%	Yes	47%	18%	16%	32%	21%
Operating and maintaining electric vehicles	35%	No	46%	17%	17%	27%	21%
Working with tribal transit services	23%	Yes	29%	11%	13%	20%	15%

¹An Entry Level Driver Training course is currently under development by National RTAP.

²Sensitivity training is touched on in multiple trainings, but a specific training on diversity and inclusion is currently in the planning phase.

³An Active Shooter training course is currently under development by National RTAP.

⁴Transit system design has been offered in a workshop format at National RTAP conferences.

Training Provided by National RTAP

Topic	Would Like Training Materials	Preferred Format for Training					Available Format				
		eLearning Training Modules	Printed Training Modules	Instructor Guidebooks/ PowerPoint Slides	Webinars	Videos	eLearning	Printed Training Modules	Instructor Guidebooks/ PowerPoint Slides	Disks	Video
Defensive driving	79%	49%	16%	17%	22%	20%	✓	✓			
Drug and alcohol training	79%	44%	15%	15%	26%	21%	✓				
Distracted driving	77%	51%	19%	17%	21%	22%	✓	✓			
Safety training awareness	76%	50%	20%	17%	25%	24%	✓	✓		✓	✓
Wheelchair securement	76%	44%	20%	20%	25%	26%	✓				
Reasonable suspicion training	74%	46%	16%	17%	23%	20%	✓				
Problem passengers/de-escalation	72%	53%	16%	20%	28%	28%	✓	✓	✓	✓	✓
Customer service	70%	50%	17%	18%	29%	25%	✓	✓		✓	✓
START or other driver safety training	66%	49%	21%	22%	24%	21%	✓	✓	✓	✓	
Human trafficking/maltreatment awareness	61%	46%	18%	13%	22%	22%	✓				✓
Marketing	60%	52%	15%	13%	31%	19%		✓		✓	
Transit 101	60%	48%	15%	19%	31%	21%	✓				
Scheduling and dispatching	60%	52%	16%	19%	31%	19%	✓	✓	✓	✓	✓
Fleet maintenance	59%	42%	14%	13%	26%	17%		✓		✓	
Interpreting and implementing regulatory req.	57%	46%	17%	13%	31%	21%	✓	✓		✓	✓
HR/Personnel management	56%	45%	15%	14%	31%	18%					✓
Financial management	54%	39%	13%	15%	29%	17%		✓	✓	✓	
Train the trainer	54%	50%	19%	26%	31%	24%		✓		✓	
Working with transit boards	43%	43%	14%	12%	22%	15%		✓		✓	

II. Agency Focus and Anticipated Changes (July 2022 to June 2023)

To gage the future priorities of agencies, managers were asked what they would be focusing on and what changes to their services they anticipate this year.

The respondent was able to select up to five of 20 areas on which they plan to focus. The table below lists the top three categories that the agencies expect to focus on, organized by the FTA region. If more than one category was ranked the same, all were listed. Finding and hiring drivers is the key issue for most agencies followed by customer service and vehicle procurement.

FTA Region	First	Second	Third
All Regions	<ul style="list-style-type: none">• Finding and hiring drivers	<ul style="list-style-type: none">• Customer Service	<ul style="list-style-type: none">• Procurement of Vehicles
Region 1	<ul style="list-style-type: none">• Customer Service• Asset management	<ul style="list-style-type: none">• Finding and hiring drivers• Implementation of technology• Improving staff morale• Safety/SMS• Service Planning• Successful grant writing• Training Staff• Vehicle maintenance	
Region 2	<ul style="list-style-type: none">• Finding and hiring drivers	<ul style="list-style-type: none">• Customer service• Vehicle maintenance	<ul style="list-style-type: none">• Implementation of technology• Keeping up to date and complying with legislation
Region 3	<ul style="list-style-type: none">• Finding and hiring drivers	<ul style="list-style-type: none">• Marketing and social media• Training staff	<ul style="list-style-type: none">• Safety/SMS
Region 4	<ul style="list-style-type: none">• Finding and hiring drivers	<ul style="list-style-type: none">• Customer service• Training staff	<ul style="list-style-type: none">• Vehicle maintenance
Region 5	<ul style="list-style-type: none">• Finding and hiring drivers	<ul style="list-style-type: none">• Customer service	<ul style="list-style-type: none">• Training staff
Region 6	<ul style="list-style-type: none">• Finding and hiring drivers	<ul style="list-style-type: none">• Customer service	<ul style="list-style-type: none">• Implementation of technology
Region 7	<ul style="list-style-type: none">• Finding and hiring drivers	<ul style="list-style-type: none">• Customer service	<ul style="list-style-type: none">• Vehicle maintenance
Region 8	<ul style="list-style-type: none">• Finding and hiring drivers	<ul style="list-style-type: none">• Customer service	<ul style="list-style-type: none">• Procurement of vehicles
Region 9	<ul style="list-style-type: none">• Finding and hiring drivers	<ul style="list-style-type: none">• Procurement of vehicles	<ul style="list-style-type: none">• Customer service• Marketing and social media
Region 10	<ul style="list-style-type: none">• Finding and hiring drivers	<ul style="list-style-type: none">• Procurement of vehicles	<ul style="list-style-type: none">• Marketing and social media• Training staff

A summary of how agencies are expected to change their services in the next year is organized by FTA region in the table below. Significant changes are not anticipated by most survey participants with approximately 70% to 80% reporting that changes to routes, hours, service area or type of service are not expected to occur over the next year.

FTA Region	Responses	Service Hours			Service Routes			Service Area			Type of Service		
		Expand	Reduce	No Change	Expand	Reduce	No Change	Expand	Reduce	No Change	Expand	Reduce	No Change
All		27%	5%	69%	23%	6%	71%	13%	2%	85%	17%	1%	82%
1	3	67%		33%	33%		67%			100%			100%
2	5	40%	40%	20%	20%	40%	40%	20%	20%	60%	20%		80%
3	13	38%	8%	54%	8%	15%	77%	0%		100%	23%		77%
4	45	18%	4%	78%	16%	2%	82%	4%	2%	93%	9%		91%
5	75	16%	5%	79%	11%	7%	83%	7%	1%	92%	7%	3%	91%
6	37	32%	3%	65%	43%	5%	51%	24%		76%	27%	3%	70%
7	67	15%	4%	81%	12%	6%	82%	7%	3%	90%	12%	1%	87%
8	35	31%	6%	63%	29%	9%	63%	9%	3%	89%	17%		83%
9	26	42%		58%	46%	4%	50%	42%		58%	42%		58%
10	17	76%		24%	53%		47%	35%		65%	35%		65%

12. Use and Awareness of National RTAP Resources, Services and Outreach Strategies

Transit managers were asked about their awareness, use and interest in the resources, services and outreach strategies provided by National RTAP. For every resource, service and outreach approach, the manager was asked to select “Currently Using or Have Used in Past”, “Unaware/Interested,” “Unaware/Not Interested,” “Not Used/Aware/Not Interested” OR “Not Used/Aware/Interested.” Managers were also given an opportunity to provide comments. The results of these evaluations are summarized in the tables on the following pages. The tables include the actual data, as well as the data combined by Awareness and Use. In all three tables, the items were sorted by the level of awareness with the highest percentages of unawareness shown first. The purpose of this was to inform National RTAP where to focus marketing of available resources, services, and outreach strategies.

In particular, National RTAP may want to focus on items where more than 50% of respondents were interested in a topic and 25% or more were unaware of the resource, service, or outreach. These included by topic:

Resources - Salary and Job Description Database, Cost Allocation Calculator, Marketing Toolkit and Director of Trainers

Services - In-depth technical assistance, technical support via phone/chat/email, information requests via phone/chat/email

Outreach – Rural/Tribal RTAP Managers Forum (Facebook) and peer roundtables

13. National RTAP's eLearning System

More detailed questions were asked about the National RTAP eLearning system. Managers were asked if they were familiar with the National RTAP eLearning system and their use of the system's team function. Over half of the managers surveyed indicated that they either have not used the system or don't plan on using the system. It is worth noting that many of the trainings in National RTAP eLearning are primarily for frontline staff. For those who do use eLearning, most use the resource for employee on-boarding.

Status	Portion	Reasons to use eLearning	Portion
Yes, registered and used the system	43%	Employee on boarding	20%
Yes, registered but have not used the system	10%	Preparing for annual reviews or assessments	10%
No, have not registered or used the system	42%	Mentoring staff	14%
No, do not plan to use the system	5%	Building agency capacity with cross-training	13%
		Other/No response	70%

Additional questions were asked of the transit managers regarding the available eLearning function to create and manage employee trainings through an eLearning team. Sixteen percent responded they are a member of a team with most indicating they were also the team administrator. Over two-thirds of team administrators assign training modules to employees and over half use the team function to track trainings taken by employees.

Suggestions for new trainings included ELDT with passenger endorsement, CDL, financial management, and wheelchair securement.

14. Requests for Assistance with National RTAP Tools

National RTAP offers tools to assist with developing GTFS feeds, websites, and procurement documents. It also offers a tool for conducting operational cost allocation. Transit managers were asked if they were interested in receiving technical assistance related to these tools.

Tool	Yes	Maybe	No	No Response
GTFS Builder	23%	21%	46%	10%
Website Builder	25%	16%	50%	9%
Cost Allocation Calculator	28%	27%	36%	9%
ProcurementPRO	27%	27%	38%	8%

National RTAP Resources

	Awareness			Interest			Survey Data					
	Unaware	Aware	No response	Interested	Not Interested	No response	Currently Using or Have Used	Unaware/ Interested	Unaware/ Not Interested	Not Used, but Aware/Not Interested	Not Used, but Aware/Interested	No response
Salary and Job Description Database	32%	36%	31%	53%	16%	31%	8%	23%	9%	7%	21%	31%
Rural iNTD	32%	32%	36%	43%	21%	36%	8%	19%	13%	9%	16%	36%
ProcurementPRO (tech tool)	31%	37%	33%	48%	19%	33%	12%	19%	11%	8%	16%	33%
Bus Roadeo Toolkit	30%	36%	34%	38%	28%	34%	9%	15%	15%	13%	14%	34%
GTFS Builder (tech tool)	30%	36%	34%	43%	23%	34%	6%	18%	12%	11%	19%	34%
State RTAP Manager's Toolkit	29%	35%	35%	43%	21%	35%	10%	17%	12%	9%	16%	35%
Cost Allocation Calculator (tech tool)	28%	39%	32%	50%	17%	32%	10%	19%	9%	8%	21%	32%
Find Anything Toolkit	28%	37%	35%	47%	19%	35%	10%	18%	11%	8%	19%	35%
Website Builder (tech tool)	28%	38%	34%	42%	24%	34%	10%	15%	13%	12%	17%	34%
Marketing Toolkit	28%	40%	32%	51%	18%	32%	13%	18%	10%	8%	19%	32%
Directory of Trainers	28%	39%	33%	51%	16%	33%	14%	19%	9%	6%	19%	33%
Transit Manager's Toolkit	24%	46%	30%	62%	8%	30%	20%	20%	4%	4%	22%	30%
ADA Toolkit	22%	48%	30%	60%	10%	30%	24%	16%	6%	4%	20%	30%
Technical Briefs	19%	48%	33%	50%	17%	33%	21%	10%	9%	8%	19%	33%
Best Practices Articles	18%	52%	31%	57%	12%	31%	27%	11%	7%	5%	19%	31%
Topic Guides	17%	49%	34%	52%	14%	34%	24%	10%	7%	6%	19%	34%
Webinars	8%	71%	22%	75%	3%	22%	57%	6%	1%	2%	12%	22%
National RTAP eLearning system/courses	8%	69%	23%	72%	5%	23%	48%	6%	2%	2%	19%	23%
Training Modules/Manuals	7%	72%	21%	76%	3%	21%	58%	5%	2%	1%	13%	21%
Website	6%	73%	20%	75%	4%	20%	61%	5%	2%	3%	9%	20%

National RTAP Services

	Awareness			Interest			Survey Data					
	Unaware	Aware	No response	Interested	Not Interested	No response	Currently Using or Have Used	Unaware/ Interested	Unaware/ Not Interested	Not Used, but Aware/Not Interested	Not Used, but Aware/Interested	No response
In-depth technical assistance	31%	40%	29%	53%	18%	29%	9%	21%	10%	7%	23%	29%
Tech support via phone/chat/email	27%	47%	26%	59%	16%	26%	18%	18%	9%	6%	22%	26%
Information requests via phone/chat/email	25%	51%	24%	62%	14%	24%	23%	17%	9%	5%	22%	24%
Resource library (ability to find/download products)	14%	69%	17%	77%	6%	17%	50%	10%	3%	3%	17%	17%

National RTAP Outreach

	Awareness			Interest			Survey Data					
	Unaware	Aware	No response	Interested	Not Interested	No response	Currently Using or Have Used	Unaware/ Interested	Unaware/ Not Interested	Not Used, but Aware/Not Interested	Not Used, but Aware/Interested	No response
Rural/Tribal RTAP Manager Forum (Facebook)	40%	33%	27%	50%	23%	27%	9%	25%	15%	8%	17%	27%
LinkedIn	34%	35%	31%	28%	41%	31%	5%	8%	26%	15%	15%	31%
Twitter	34%	35%	31%	28%	41%	31%	6%	7%	27%	14%	15%	31%
Instagram	33%	35%	32%	30%	38%	32%	6%	9%	24%	14%	15%	32%
Peer Roundtables	30%	43%	27%	55%	18%	27%	18%	19%	10%	8%	17%	27%
YouTube	29%	40%	31%	40%	28%	31%	9%	10%	19%	10%	21%	31%
Facebook	26%	46%	28%	49%	23%	28%	19%	11%	14%	9%	18%	28%
One-on-one contact with National RTAP staff	22%	51%	27%	58%	15%	27%	28%	13%	9%	6%	17%	27%
Marketing materials	22%	48%	30%	55%	15%	30%	21%	12%	10%	5%	23%	30%
National RTAP staff attendance at meetings/conferences	19%	55%	25%	58%	17%	25%	32%	9%	10%	6%	17%	25%
National RTAP-hosted conferences	19%	54%	26%	57%	16%	26%	25%	10%	9%	7%	22%	26%
National RTAP eNews	16%	64%	21%	70%	9%	21%	47%	10%	5%	4%	12%	21%

15. Use of State RTAP Programs

To gauge the awareness and use of available State RTAP resources, managers were asked in the survey which State RTAP resources they used. Managers were also asked to comment on their State RTAP programs. Although a number of comments reflect a lack of awareness of the state program, others were more informative. A summary of these comments follows.

- As Tribal Transit we do not have a lot of access to the state, but we do have networking and topic specialists.
- Our State RTAP program is generous in providing funds for us to travel for training, or host training which we take advantage of on a regular basis to keep our staff trained on various transit topics. We have requested more regular training from our State RTAP or for them to consider allowing our State Association to take over the training, which could be done on a regular basis for members, using State RTAP funds. We are hoping this improves this year.
- Our State RTAP is excellent!
- I believe our State RTAP refers requests for resources to National RTAP.
- I very rarely hear anything from our State RTAP person, and other than helping with the state conference I am not sure they have any resources available. I end up using National RTAP resources exclusively.
- There is little or no support or interest at the state-level to enhance or expand public transit in this state.
- At one time we used scholarships, but when directed to treat them as individual federal grants with the paperwork involved, we quit.

A table summarizing input on State RTAPs is organized by state is provided in the Appendix.

Appendix

Survey Instrument



Rural Transit Assistance Program

National RTAP - 2022 Status of Rural and Tribal Transit - Transit Provider Survey

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

The purpose of this survey is to understand the types of services you provide, the challenges you face, and how National RTAP and your State 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. All responses are anonymous and reporting will be in aggregate form.

The survey takes about 20 minutes to complete. You may come back to the survey if you are not able to complete it in one session. Using the same computer, simply click on the link again to access the survey and update your responses. If you have any questions, contact Nancy Doherty at ndoherty@nationalrtap.org. Thank you.

The Paperwork Reduction Act of 1995 requires us to notify you that this information collection is in accordance with the clearance requirements. We may not conduct or sponsor, and you are not required to respond to a collection of information, unless it displays a currently valid OMB control number. The OMB control number for this collection is 2132-0572. The time required to complete this collection is estimated to be 20 minutes. Response to this request is voluntary.

1. Do you provide transit service either directly or through a vendor?

- Yes
- No

Completed:



Rural Transit Assistance Program

National RTAP - 2022 Status of Rural and Tribal Transit - Transit Provider Survey

2. Briefly explain why you no longer provide transit services.

3. Does your service area include or connect with an urbanized area (population over 50,000)?

- Yes
- No

4. In which state/U.S. territory do you provide transit service?

Please select one ...

5. Please specify your type of organization.

- Alaska Native village, group or community as identified by the U. S. Department of the Interior (DOI) Bureau of Indian Affairs (BIA)
- Community Action Agency
- Council of Governments (COG)
- County Government
- Federally-recognized Indian tribe
- Joint Powers Board/Authority
- Municipal/City/Town/Local Government
- Non-Profit
- Port Authority
- Private For-Profit
- Private Non-Profit
- Regional Transit Authority/Council
- State Government
- Transit Authority or District

6. What best describes your service area. Please mark all that apply.

- Municipality/City
- Multi-Town/Township
- Alaska Native Community
- Indian Reservation
- County
- Multi-County
- Regional
- State
- Multi-State
- Other (please specify)

7. What type(s) of service delivery do you provide? Please mark all that apply.

- ADA Complementary Paratransit
- Demand response/Dial-a-ride
- Deviated fixed route/Time point
- Fixed-route
- Intercity
- Microtransit/On-Demand
- Subscription
- Vanpool
- Volunteer
- Other (please specify)

Completed:  /



Rural Transit Assistance Program

National RTAP - 2022 Status of Rural and Tribal Transit - Transit Provider Survey

8. How is your service managed? Please mark all that apply.

- Brokerage
- Contract Operation
- Direct Operation
- Other (please specify)

9. Which sources of funding do you receive? Please mark all that apply.

- 5311 Formula Grants for Rural Areas Program
- 5311(c) Tribal Transit Program
- 5311(f) Intercity Bus
- 5311 Appalachian Development Public Transportation Assistance
- 5310 Enhanced Mobility for Seniors and Individuals with Disabilities
- 5307 Urbanized Area Formula Grants
- 5339(b) Bus and Bus Facilities
- 5339(c) Low or No Emission Vehicle Program
- Competitive Grant Programs
- CARES Act funding
- CRRSAA funding
- ARP funding
- Medicaid funding
- Indian Health Services funding
- State funding
- County funding
- Municipal/City funding
- Local/Tribal funding
- Indian Reservation Roads Program funding
- Bureau of Indian Affairs funding
- Congestion Mitigation and Air Quality (CMAQ) funding
- Foundation grants
- Other (please specify)

10. How have services provided by your agency changed in the past two years?

11. If funding is tight, what types of activities has your agency implemented/plans to implement to stay within budget? Please mark all that apply.

- Reduced or revised services
- Transportation coordination with other agencies
- Shared facilities
- Insurance pool
- Joint fuel purchases
- Shared scheduling/dispatching
- No changes
- Other (please specify)

12. Do you anticipate any changes in the coming year to the following items?

	Expanding	Reducing	No change
Service Hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service Routes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service Area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Type of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. How are you doing outreach and marketing, and is it equitable (reaching all segments of your community)? How do you know if it is successful?

14. Do you have a GTFS feed for trip planning?

Yes	No	Not sure	Comments
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>

15. What is your fleet size?

	Non-accessible Vehicle	Accessible Vehicle	Comments
Automobile	<input type="text"/>	<input type="text"/>	<input type="text"/>
Sport Utility Vehicle	<input type="text"/>	<input type="text"/>	<input type="text"/>
Minivan (7 pax or less plus driver)	<input type="text"/>	<input type="text"/>	<input type="text"/>
Van (8-14 pax plus driver)	<input type="text"/>	<input type="text"/>	<input type="text"/>
School Bus/Multi-functional School Activity Bus	<input type="text"/>	<input type="text"/>	<input type="text"/>
Cutaway (body-on-chassis - 15 passenger or less, less than 30' in length)	<input type="text"/>	<input type="text"/>	<input type="text"/>
Cutaway (body-on-chassis - 16 or more passengers, less than 30' in length)	<input type="text"/>	<input type="text"/>	<input type="text"/>
Bus (medium to heavy duty, 30-40' in length)	<input type="text"/>	<input type="text"/>	<input type="text"/>
Ferry	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other	<input type="text"/>	<input type="text"/>	<input type="text"/>

Completed: 



Rural Transit Assistance Program

National RTAP - 2022 Status of Rural and Tribal Transit - Transit Provider Survey

16. How many full-time equivalent (FTE) administrative and direct service employees do you have? Enter only a number in the fields below.

(FTE is the ratio of total number of hours paid (or volunteered) during a period by the number of working hours in that period. For example, if a person works 20 hours during a 40 hour period they would be a 0.50 FTE.)

	Administrative	Direct Service
Paid		
Volunteer		

17. National RTAP has been asked by many public transit providers to develop a database of job descriptions and salary ranges. Please help us update this database by completing this question. The database is available on the National RTAP website for general access. Your responses will be anonymous and all data will be in aggregate form.

We realize there are many agencies with employees who hold multiple positions at the agency. In those cases, select the job title of the primary position, complete other data and list other positions in the comments area. While the comment input area looks small, you can type many lines of information.

	Job Title	Union/Non-union	CDL/Non-CDL	Full/Part-time	Annual Salary Range - Low	Annual Salary Range - High	Comments
Position 1							
Position 2							
Position 3							
Position 4							
Position 5							
Position 6							
Position 7							
Position 8							
Position 9							
Position 10							
Position 11							
Position 12							
Position 13							
Position 14							
Position 15							

18. Does your agency offer benefits to drivers? Select all that apply.

Full Time Employees

- Health insurance
- Paid time off
- Overtime pay
- Flexible hours

Part Time Employees

- Health insurance
- Paid time off
- Overtime pay
- Flexible hours

Other _____

Completed: 



National RTAP - 2022 Status of Rural and Tribal Transit - Transit Provider Survey

19. In general, what percentage have annual salaries changed over the past 12 months for the categories listed below? If no change, please enter 0%.

Drivers

Maintenance Providers

Administrators

20. Which of these issues is your agency focusing on this year? Please select up to five.

- Asset Management
- Customer service
- Disaster Preparedness Planning
- Drugs on the bus/human trafficking/driver assault
- Evaluating alternative fuel vehicles
- Finding and hiring drivers
- Funding for/scheduling staff training
- Human Resource Issues
- Implementation of technology
- Improving staff morale
- Keeping up to date and complying with legislation
- Marketing and social media (Facebook, Twitter, etc.)
- Procurement of vehicles
- Public involvement
- Safety/SMS
- Service Planning
- Successful grant writing
- Tracking performance measures
- Training Staff (Driver, Dispatch, Scheduling, ADA, Financial, Marketing)
- Vehicle maintenance

21. Do you have any best practices (e.g. finding and keeping drivers, succession planning, deviated route policies, etc.) that you would like to share with National RTAP and possibly across the nation?

22. How would you rate the value of your partnership with external agencies and programs? Please explain one partnership and how it helps your agency.

23. Do you have an emergency or disaster plan, or are you planning to develop such a plan?

24. Have you worked with any trainers you would recommend? Please list them along with their contact information and the training they provided.

Yes

No

Please provide their name, email and training provided

Completed:





National RTAP - 2022 Status of Rural and Tribal Transit - Transit Provider Survey

25. For training purposes, which of the following equipment do you have in-house? Please select all that apply.

- Computer
- DVD Player
- Tablets/iPads
- Smartphones
- Projectors
- Overhead Projectors
- Other _____

26. Please rate your internet services.

	1-poor	2	3	4	5-good	Not applicable
In-house						
Internet Stability	<input type="radio"/>					
Internet Speed	<input type="radio"/>					
Wi-Fi	<input type="radio"/>					
On-vehicles						
Internet Stability (LTE or 3G)	<input type="radio"/>					
Internet Speed	<input type="radio"/>					
Wi-Fi Service	<input type="radio"/>					

27. This question is about your online presence. Please select all that apply.

- Stand alone website
- Website is hosted/embedded in another site (e.g. local government)
- Trip planning ability is available on website
- On-line fare payment is available on website
- Title VI complaint form is available on website
- ADA complaint form is available on website
- Mobile app for public access to transit service information
- Social media presence (Facebook, Twitter, etc.)
- Other _____

28. Do you use any technology or software to help with the following compliance requirements?

	Yes	No	In Planning Stage	Comments - Type of Technology or Process
Asset Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	_____
Charter Reporting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	_____
DBE Reporting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	_____
Drug and Alcohol	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	_____
Grant Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	_____
NTD Reporting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	_____
Safety and Security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	_____
Third Party Procurement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	_____
Title VI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	_____
Other (please specify in the Type of Technology or Process Comments section)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	_____

29. What types of technology do you use in your system?

- Smart phones
- Cell phone apps
- Computer-aided dispatch software
- Trip Planning/GTFS
- Tablets/Mobile Data Terminal (MDT)
- Automatic Vehicle Locator (AVL)
- Electronic fare payment
- Cameras on vehicles
- Automated Passenger Counting
- Two-way radios
- WiFi on vehicles
- Electronic logging devices
- Electric vehicles

Use this technology?

Smart phones	<input type="checkbox"/>
Cell phone apps	<input type="checkbox"/>
Computer-aided dispatch software	<input type="checkbox"/>
Trip Planning/GTFS	<input type="checkbox"/>
Tablets/Mobile Data Terminal (MDT)	<input type="checkbox"/>
Automatic Vehicle Locator (AVL)	<input type="checkbox"/>
Electronic fare payment	<input type="checkbox"/>
Cameras on vehicles	<input type="checkbox"/>
Automated Passenger Counting	<input type="checkbox"/>
Two-way radios	<input type="checkbox"/>
WiFi on vehicles	<input type="checkbox"/>
Electronic logging devices	<input type="checkbox"/>
Electric vehicles	<input type="checkbox"/>

Comments - Challenges acquiring
and using federal funds for
technology?

Smart phones
Cell phone apps
Computer-aided dispatch software
Trip Planning/GTFS
Tablets/Mobile Data Terminal (MDT)
Automatic Vehicle Locator (AVL)
Electronic fare payment
Cameras on vehicles
Automated Passenger Counting
Two-way radios
WiFi on vehicles
Electronic logging devices
Electric vehicles

Comments - Challenges deploying
technology?

Smart phones
Cell phone apps
Computer-aided dispatch software
Trip Planning/GTFS
Tablets/Mobile Data Terminal (MDT)
Automatic Vehicle Locator (AVL)
Electronic fare payment
Cameras on vehicles
Automated Passenger Counting
Two-way radios
WiFi on vehicles
Electronic logging devices
Electric vehicles

Completed:





National RTAP - 2022 Status of Rural and Tribal Transit - Transit Provider Survey

30. Select the training subjects and formats which you are interested in.

31. Please list any other trainings you are interested in and the preferred format (i.e., eLearning videos, printed manuals, instructor led training materials).

32. What is your preferred format for viewing instructional videos? Please mark all that apply.

- DVDs for TV
- DVDs for computers
- Watch online/streaming
- eLearning
- Other (please specify)

33. Have you or your trainers used any National RTAP products and services?

- Yes
- No
- Not sure

Completed: 



Rural Transit Assistance Program

National RTAP - 2022 Status of Rural and Tribal Transit - Transit Provider Survey

34. Why have you not used National RTAP products and services?

35. If you read eNews, National RTAP's enewsletter, how do you receive it?

Please select one ...

36. Which of the following products offered by National RTAP do you use, are you aware of and are you interested in?

	Currently Using or Have Used in Past	Not Used, but Aware/Interested	Not Used, but Aware/Not Interested	Unaware/Interested	Unaware/Not Interested	If used, do you have any suggestions on how it can improve?
Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Webinars	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Training Modules/Manuals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
National RTAP eLearning system/courses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Technical Briefs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Best Practices Articles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Topic Guides	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Directory of Trainers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Salary and Job Description Database	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Cost Allocation Calculator (tech tool)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
GTFS Builder (tech tool)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
ProcurementPRO (tech tool)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Website Builder (tech tool)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Rural iNTD	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
ADA Toolkit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Bus Roadeo Toolkit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Find Anything Toolkit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Marketing Toolkit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
State RTAP Manager's Toolkit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Transit Manager's Toolkit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

37. Which of the following existing services offered by National RTAP are you using, are aware of and are interested in?

	Currently Using or Have Used in Past	Not Used, but Aware/Interested	Not Used, but Aware/Not Interested	Unaware/Interested	Unaware/Not Interested	If used, do you have any suggestions on how it can improve?
Resource library (ability to find and download products)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Information requests via phone/chat/email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Tech support via phone/chat/email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
In-depth technical assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Peer Roundtables	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Rural or Tribal RTAP Manager Forum (on Facebook)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

38. Which of the following National RTAP outreach strategies do you use, are aware of and are interested in?

	Currently Using or Have Used in Past	Not Used, but Aware/Interested	Not Used, but Aware/Not Interested	Unaware/Interested	Unaware/Not Interested	If used, do you have any suggestions on how it can improve?
National RTAP eNews	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
National RTAP staff attendance at regional, state or National meetings/conferences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
National RTAP-hosted conferences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
One-on-one contact with RTAP staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Marketing materials explaining National RTAP services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Facebook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Instagram	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
LinkedIn	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Twitter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
YouTube	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

39. If you use National RTAP's ProcurementPRO, please tell us how you use it.

- I download only the FTA clauses and certifications (QuickPRO version)
- I download the clauses, certifications and relevant guidance documents (checklists, ICE and price analysis forms) (ProcurementPRO Version)
- Comments?

Completed: 



National RTAP - 2022 Status of Rural and Tribal Transit - Transit Provider Survey

40. Are you interested in receiving assistance from National RTAP in the use of any of our technical tools such as GTFS Builder, Website Builder, Cost Allocation Calculator and ProcurementPRO?

GTFS Builder creates data which enables an agency to display routes and schedules on trip planners such as Google or Apple Maps.

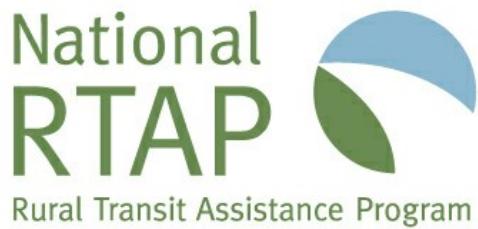
Website Builder allows an agency to create, edit and launch a website. National RTAP will host the website for free.

The Two-Variable Cost Allocation Calculator assists agencies in allocating operational costs by route, mode, service area, type of service, sponsor type and funding source.

ProcurementPRO 2.0 guides rural and Tribal grantees and State DOTs through the FTA procurement procedures.

	Yes	No	Maybe
GTFS Builder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Website Builder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cost Allocation Calculator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ProcurementPRO	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Completed: 



National RTAP - 2022 Status of Rural and Tribal Transit - Transit Provider Survey

National RTAP eLearning is a learning management system (LMS) that provides self-guided, online trainings for rural and tribal transit operators and state program managers on topics such as safety, drugs and alcohol, emergency management, and more. Transit managers and state program managers can obtain reports on employee training.

For more information, go to elearning.nationalrtap.org. The following question refers to the LMS.

41. Have you used or registered with the National RTAP eLearning system?

- Yes, registered and used the system
- Yes, registered but have not used the system
- No, have not registered or used the system
- No, do not plan to use the system

Completed: 



National RTAP - 2022 Status of Rural and Tribal Transit - Transit Provider Survey

42. Are you part of a an eLearning Agency Team?

Yes - I am a member of our
Agency Team

No

Not sure

Comments

Completed:





Rural Transit Assistance Program

National RTAP - 2022 Status of Rural and Tribal Transit - Transit Provider Survey

43. Are you the Team Administrator?

- Yes
- No

Completed:





Rural Transit Assistance Program

National RTAP - 2022 Status of Rural and Tribal Transit - Transit Provider Survey

44. Does your State RTAP manager assign eLearning courses to your agency?

- Yes
- No
- Not Sure

45. What functions do you use as the Team Administrator?

- I do not access Team data
- To assign training modules to employees
- To set up "child" teams (sub-teams) and create training tracks by job function or title (driver, dispatch, etc.)
- To display only those modules I want my team to see
- To track employee training
- To update employee lists
- Comments

46. Please check the reasons why you use eLearning.

- Employee on boarding
- Preparing for annual reviews or assessments
- Mentoring staff
- Building agency capacity with cross-training
- Other

47. Are there eLearning trainings you need that are not yet available? If so, please describe them.

48. Do you use any of the following resources provided by your State RTAP?

	Yes	No	Not available
Training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grants/Scholarships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resource Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
State/Regional Conferences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

49. Please comment on any of the items you marked as unavailable or other resources not listed above. Have you requested this service/material from your state RTAP? What has been the response from your state RTAP?

50. Do you have any additional comments or is there anything more National RTAP can do for you?

51. Would you like to be placed on our email list to receive our eNews newsletter that is published every other week, plus 1-3 special monthly announcements about our upcoming webinars, peer roundtables, and other events of importance to rural and tribal transit managers? (Note that you can always unsubscribe.)

- Yes
- No - I already receive eNews
- No

Thank you for participating in this survey. Your feedback helps us understand the status of rural and tribal transit and determine the types of products and services National RTAP needs to provide.

Visit our website at www.nationalrtap.org for more information and resources. If you have any questions, contact us at 888-589-6821 or info@nationalrtap.org.

Completed: 

Survey Data

National RTAP - 2022 Status of Rural and Tribal Transit - Transit Provider Survey

Do you provide transit service either directly or through a vendor?

		Response percent	Response total
Yes		99.69%	323
No		0.31%	1

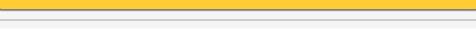
Statistics based on 324 respondents;

Briefly explain why you no longer provide transit services.

		Response total
		0

Statistics based on 0 respondents;

Does your service area include or connect with an urbanized area (population over 50,000)?

		Response percent	Response total
Yes		42.72%	138
No		57.28%	185

Statistics based on 323 respondents;

In which state/U.S. territory do you provide transit service?

		Response percent	Response total
AL		2.17%	7
AK		0.93%	3
AR		0.31%	1
AS		0%	0
AZ		2.79%	9
CA		4.33%	14
CO		0.93%	3
CT		0.31%	1
DE		0%	0
FL		2.17%	7
FM		0%	0
GA		3.72%	12
GU		0.31%	1
HI		0.31%	1
ID		0.62%	2
IL		1.86%	6
IN		6.81%	22
IA		1.86%	6
KS		8.05%	26
KY		0.93%	3
LA		2.48%	8
MA		0%	0
MD		1.24%	4
ME		0.62%	2
MH		0%	0
MI		4.64%	15
MN		3.41%	11
MP		0%	0
MO		2.79%	9
MS		0%	0
MT		4.64%	15
NC		3.41%	11
ND		1.86%	6
NE		8.05%	26
NH		0%	0
NJ		0.93%	3

		Response percent	Response total
NM		1.86%	6
NV		0.31%	1
NY		0.62%	2
OH		2.17%	7
OK		4.95%	16
OR		2.17%	7
PA		0.62%	2
PR		0%	0
PW		0%	0
RI		0%	0
SC		0.62%	2
SD		1.24%	4
TN		0.93%	3
TX		1.86%	6
UM		0%	0
UT		0.62%	2
VA		1.86%	6
VI		0%	0
VT		0%	0
WA		1.55%	5
WV		0.31%	1
WI		4.33%	14
WY		1.55%	5

Statistics based on 323 respondents;

Please specify your type of organization.

		Response percent	Response total
Transit Authority or District		9.29%	30
Regional Transit Authority/Council		3.1%	10
Municipal/City/Town/Local Government		18.89%	61
County Government		26.63%	86
Council of Governments (COG)		3.1%	10
Federally-recognized Indian tribe		3.1%	10
Alaska Native village, group or community as identified by the U. S. Department of the Interior (DOI) Bureau of Indian Affairs (BIA)		0.93%	3
Non-Profit		26.01%	84
Private Non-Profit		8.98%	29
Community Action Agency		2.17%	7
Private For-Profit		0.62%	2
State Government		0.62%	2
Joint Powers Board/Authority		2.48%	8
Port Authority		0%	0

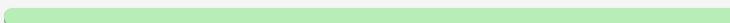
Statistics based on 323 respondents;

What best describes your service area. Please mark all that apply.

		Response percent	Response total
Municipality/City		33.75%	109
Multi-Town/Township		22.29%	72
Alaska Native Community		0.62%	2
Indian Reservation		4.64%	15
County		54.18%	175
Multi-County		31.58%	102
Regional		11.77%	38
State		1.86%	6
Multi-State		3.1%	10
Other (please specify)		4.95%	16

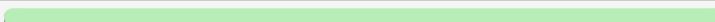
Statistics based on 323 respondents;

What type(s) of service delivery do you provide? Please mark all that apply.

		Response percent	Response total
Fixed-route		24.15%	78
Deviated fixed route/Time point		23.22%	75
Demand response/Dial-a-ride		86.07%	278
Microtransit/On-Demand		7.12%	23
ADA Complementary Paratransit		35.29%	114
Subscription		11.77%	38
Vanpool		3.1%	10
Volunteer		5.57%	18
Intercity		9.6%	31
Other (please specify)		7.43%	24

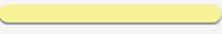
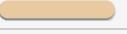
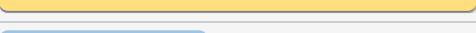
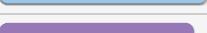
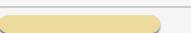
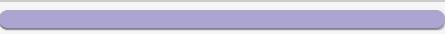
Statistics based on 323 respondents;

How is your service managed? Please mark all that apply.

		Response percent	Response total
Brokerage		1.55%	5
Contract Operation		21.98%	71
Direct Operation		84.83%	274
Other (please specify)		2.79%	9

Statistics based on 323 respondents;

Which sources of funding do you receive? Please mark all that apply.

		Response percent	Response total
5311 Formula Grants for Rural Areas Program		95.05%	307
5311(c) Tribal Transit Program		4.33%	14
5311(f) Intercity Bus		5.26%	17
5311 Appalachian Development Public Transportation Assistance		1.24%	4
5310 Enhanced Mobility for Seniors and Individuals with Disabilities		26.01%	84
5307 Urbanized Area Formula Grants		7.43%	24
5339(b) Bus and Bus Facilities		35.6%	115
5339(c) Low or No Emission Vehicle Program		4.95%	16
Competitive Grant Programs		13.62%	44
CARES Act funding		56.04%	181
CRRSAA funding		24.46%	79
ARP funding		22.91%	74
Medicaid funding		18.89%	61
Indian Health Services funding		0%	0
State funding		52.32%	169
County funding		38.39%	124
Municipal/City funding		22.91%	74
Local/Tribal funding		6.5%	21
Indian Reservation Roads Program funding		1.55%	5
Bureau of Indian Affairs funding		0%	0
Congestion Mitigation and Air Quality (CMAQ) funding		3.41%	11
Foundation grants		8.05%	26
Other (please specify)		9.6%	31

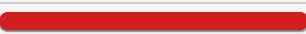
Statistics based on 323 respondents;

How have services provided by your agency changed in the past two years?

		Response total
		296

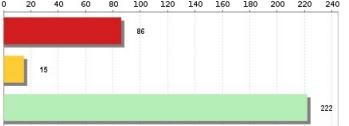
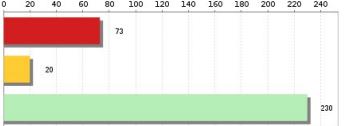
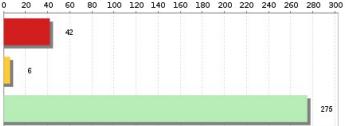
Statistics based on 296 respondents;

If funding is tight, what types of activities has your agency implemented/plans to implement to stay within budget? Please mark all that apply.

		Response percent	Response total
Reduced or revised services		36.28%	115
Transportation coordination with other agencies		13.88%	44
Shared facilities		4.42%	14
Insurance pool		4.73%	15
Joint fuel purchases		5.36%	17
Shared scheduling/dispatching		5.68%	18
No changes		49.21%	156
Other (please specify)		9.15%	29

Statistics based on 317 respondents;

Do you anticipate any changes in the coming year to the following items?

	Expanding	Reducing	No change		Response total
Service Hours	26.63% (86)	4.64% (15)	68.73% (222)		323
Service Routes	22.6% (73)	6.19% (20)	71.21% (230)		323
Service Area	13% (42)	1.86% (6)	85.14% (275)		323
Type of Service	16.72% (54)	1.24% (4)	82.04% (265)		323

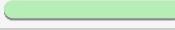
Statistics based on 323 respondents;

How are you doing outreach and marketing, and is it equitable (reaching all segments of your community)? How do you know if it is successful?

			Response total
			290

Statistics based on 290 respondents;

Do you have a GTFS feed for trip planning?

		Response percent	Response total
Yes		17.35%	55
No		61.83%	196
Not sure		20.82%	66
Comments			26

Statistics based on 320 respondents;

What is your fleet size?

	Non-accessible Vehicle	Accessible Vehicle	Comments
Automobile	1.8	0.8	View text responses
Sport Utility Vehicle	1.8	1.1	View text responses
Minivan (7 pax or less plus driver)	2.8	6.7	View text responses
Van (8-14 pax plus driver)	4.3	6.4	View text responses
School Bus/Multi-functional School Activity Bus	0.6	0.6	View text responses
Cutaway (body-on-chassis - 15 passenger or less, less than 30' in length)	4.6	14.5	View text responses
Cutaway (body-on-chassis - 16 or more passengers, less than 30' in length)	4.5	8.4	View text responses
Bus (medium to heavy duty, 30-40' in length)	1.7	7.9	View text responses
Ferry	0.0	0.1	View text responses
Other	0.9	3.1	View text responses

Statistics based on 320 respondents;

How many full-time equivalent (FTE) administrative and direct service employees do you have? Enter only a number in the fields below.

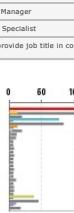
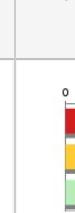
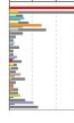
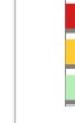
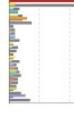
(FTE is the ratio of total number of hours paid (or volunteered) during a period by the number of working hours in that period. For example, if a person works 20 hours during a 40 hour period they would be a 0.50 FTE.)

	Administrative	Direct Service
Paid	6.03	20.12
Volunteer	0.23	1.02

Statistics based on 299 respondents;

National RTAP has been asked by many public transit providers to develop a database of job descriptions and salary ranges. Please help us update this database by completing this question. The database is available on the National RTAP website for general access. Your responses will be anonymous and all data will be in aggregate form.

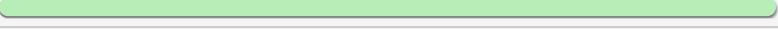
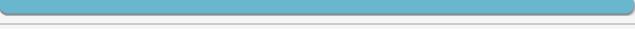
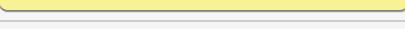
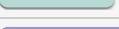
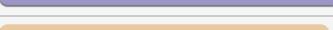
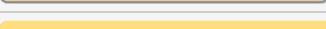
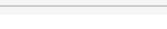
We realize there are many agencies with employees who hold multiple positions at the agency. In those cases, select the job title of the primary position, complete other data and list other positions in the comments area. While the comment input area looks small, you can type many lines of information.

	Job Title	Union/Non-union	CDL/Non-CDL	Full/Part-time	Annual Salary Range - Low	Annual Salary Range - High	Comments
Position 1	  	Union Non-Union N/A	CDL Non-CDL N/A	Full-Time Part-Time	36107.1	46212.3	View text responses
Position 2	  	Union Non-Union N/A	CDL Non-CDL N/A	Full-Time Part-Time	31268.3	40109.7	View text responses
Position 3	  	Union Non-Union N/A	CDL Non-CDL N/A	Full-Time Part-Time	30559.6	36930.3	View text responses
Position 4	  	Union Non-Union N/A	CDL Non-CDL N/A	Full-Time Part-Time	43523.2	36213.4	View text responses
Position 5	  	Union Non-Union N/A	CDL Non-CDL N/A	Full-Time Part-Time	30461.2	36692.5	View text responses
Position 6	  	Union Non-Union N/A	CDL Non-CDL N/A	Full-Time Part-Time	33447.0	38960.5	View text responses
Position 7	  	Union Non-Union N/A	CDL Non-CDL N/A	Full-Time Part-Time	31434.9	38662.6	View text responses
Position 8	  	Union Non-Union N/A	CDL Non-CDL N/A	Full-Time Part-Time	29777.6	38831.2	View text responses

Job Title					Annual Salary Range - Low	Annual Salary Range - High	Comments
	Union/Non-union	CDL/Non-CDL	Full/Part-time				
Bus Driver/Operator	0	0	0				
Bus Operations Manager	0	0	0				
Bus Washer/Hostler	0	0	0				
CEO/Head of Agency/Executive Director/General Manager	0	0	0				
Customer Service Representative/Receptionist	0	0	0				
Dispatcher	0	0	0				
Dispatch Manager	0	0	0				
Facility Manager	0	0	0				
Facility Technician	0	0	0				
Fare Revenue Specialist	0	0	0				
Fleet Manager	0	0	0				
GIS Specialist	0	0	0				
Information Technology Support Specialist	0	0	0				
Janitor	0	0	0				
Maintenance Supervisor	0	0	0				
Maintenance Technician	0	0	0				
Mechanic	0	0	0				
Mechanic I	0	0	0				
Mechanic II	0	0	0				
Office Manager	0	0	0				
Road Supervisor	0	0	0				
Route Planner	0	0	0				
Safety and Compliance Officer	0	0	0				
Scheduling Manager	0	0	0				
Technical Operations Trainer	0	0	0				
Transportation Manager	0	0	0				
Travel Training Specialist	0	0	0				
Other (please provide job title in comment section)	0	0	0				
Position 9					31532.2	42406.5	View text responses
Position 10					31485.7	40925.1	View text responses
Position 11					35613.1	46335.2	View text responses
Position 12					32499.7	67346.3	View text responses
Position 13					30814.1	42182.5	View text responses
Position 14					39924.3	57410.9	View text responses
Position 15					45756.5	69087.9	View text responses

Statistics based on 285 respondents;

Does your agency offer benefits to drivers? Select all that apply.

		Response percent	Response total
Health insurance		79.47%	240
Paid time off		91.06%	275
Overtime pay		74.5%	225
Flexible hours		48.01%	145
Health insurance		13.58%	41
Paid time off		40.07%	121
Overtime pay		38.74%	117
Flexible hours		50.99%	154
Other		19.87%	60

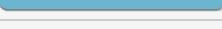
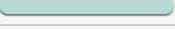
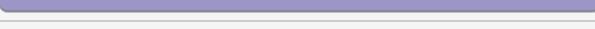
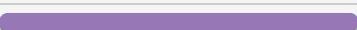
Statistics based on **302** respondents;

In general, what percentage have annual salaries changed over the past 12 months for the categories listed below? If no change, please enter 0%.

	Mean	Response total
Drivers	16.63	292
Maintenance Providers	9.75	210
Administrators	12.55	289

Statistics based on **298** respondents;

Which of these issues is your agency focusing on this year? Please select up to five.

		Response percent	Response total
Successful grant writing		11.32%	36
Service Planning		14.47%	46
Public involvement		11.32%	36
Implementation of technology		26.42%	84
Evaluating alternative fuel vehicles		13.52%	43
Marketing and social media (Facebook, Twitter, etc.)		27.99%	89
Improving staff morale		20.44%	65
Finding and hiring drivers		70.44%	224
Human Resource Issues		5.35%	17
Training Staff (Driver, Dispatch, Scheduling, ADA, Financial, Marketing)		38.68%	123
Funding for/scheduling staff training		9.75%	31
Procurement of vehicles		42.14%	134
Vehicle maintenance		37.11%	118
Asset Management		12.89%	41
Tracking performance measures		7.23%	23
Customer service		50.31%	160
Keeping up to date and complying with legislation		14.47%	46
Safety/SMS		22.64%	72
Disaster Preparedness Planning		8.49%	27
Drugs on the bus/human trafficking/driver assault		2.83%	9

Statistics based on **318** respondents;

Do you have any best practices (e.g. finding and keeping drivers, succession planning, deviated route policies, etc.) that you would like to share with National RTAP and possibly across the nation?

		Response total
		149

Statistics based on **149** respondents;

How would you rate the value of your partnership with external agencies and programs? Please explain one partnership and how it helps your agency.

		Response total
		216

Statistics based on **216** respondents;

Do you have an emergency or disaster plan, or are you planning to develop such a plan?

		Response total
		277

Statistics based on 277 respondents;

Have you worked with any trainers you would recommend? Please list them along with their contact information and the training they provided.

		Response percent	Response total
Yes		26.64%	73
No		73.36%	201
Please provide their name, email and training provided			66

Statistics based on 275 respondents;

For training purposes, which of the following equipment do you have in-house? Please select all that apply.

		Response percent	Response total
Computer		97.83%	316
DVD Player		42.42%	137
Tablets/iPads		55.73%	180
Smartphones		54.18%	175
Projectors		36.22%	117
Overhead Projectors		21.36%	69
Other		7.12%	23

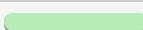
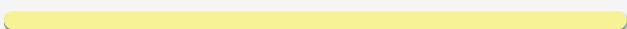
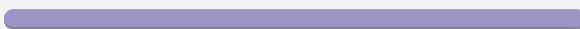
Statistics based on 323 respondents;

Please rate your internet services.

	1-poor 	2 	3 	4 	5-good 	Not applicable 		Response total
Internet Stability	0.63% (2)	2.81% (9)	12.19% (39)	20.31% (65)	63.44% (203)	0.63% (2)		320
Internet Speed	1.25% (4)	3.13% (10)	12.5% (40)	22.5% (72)	60.31% (193)	0.31% (1)		320
Wi-Fi	1.25% (4)	3.13% (10)	13.13% (42)	22.5% (72)	56.25% (180)	3.75% (12)		320
Internet Stability (LTE or 3G)	2.81% (9)	4.06% (13)	13.75% (44)	15% (48)	15.31% (49)	49.06% (157)		320
Internet Speed	2.5% (8)	4.06% (13)	13.13% (42)	14.38% (46)	13.13% (42)	52.81% (169)		320
Wi-Fi Service	3.75% (12)	3.13% (10)	8.44% (27)	8.44% (27)	11.25% (36)	65% (208)		320

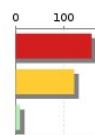
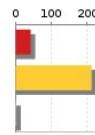
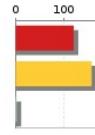
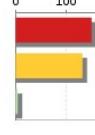
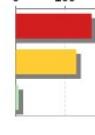
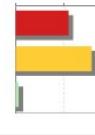
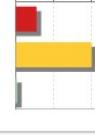
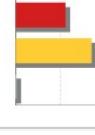
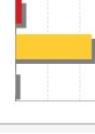
Statistics based on 320 respondents;

This question is about your online presence. Please select all that apply.

		Response percent	Response total
Stand alone website		47.68%	154
Website is hosted/embedded in another site (e.g. local government)		51.08%	165
Trip planning ability is available on website		16.72%	54
On-line fare payment is available on website		8.36%	27
Title VI complaint form is available on website		73.07%	236
ADA complaint form is available on website		66.25%	214
Mobile app for public access to transit service information		15.79%	51
Social media presence (Facebook, Twitter, etc.)		68.11%	220
Other		5.88%	19

Statistics based on 323 respondents;

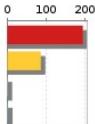
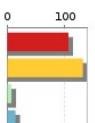
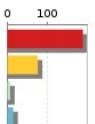
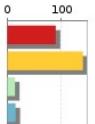
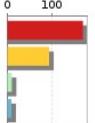
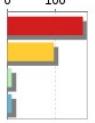
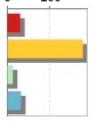
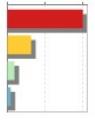
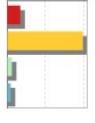
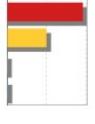
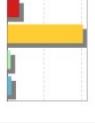
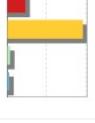
Do you use any technology or software to help with the following compliance requirements?

		Comments - Type of Technology or Process
Asset Management		View text responses
Charter Reporting		View text responses
DBE Reporting		View text responses
Drug and Alcohol		View text responses
Grant Management		View text responses
NTD Reporting		View text responses
Safety and Security		View text responses
Third Party Procurement		View text responses
Title VI		View text responses
Other (please specify in the Type of Technology or Process Comments section)		View text responses

Statistics based on 323 respondents;

What types of technology do you use in your system?

		Comments - Challenges acquiring and using federal funds for technology?	Comments - Challenges deploying technology?

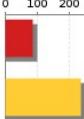
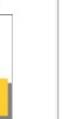
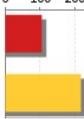
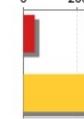
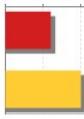
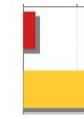
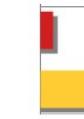
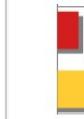
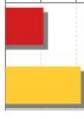
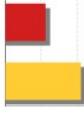
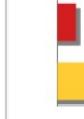
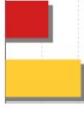
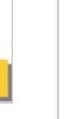
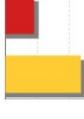
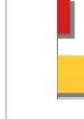
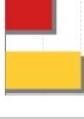
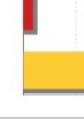
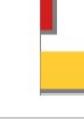
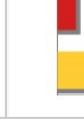
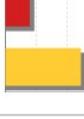
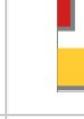
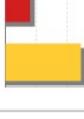
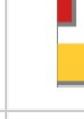
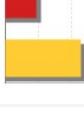
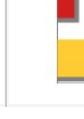
Smart phones		View text responses	View text responses
Cell phone apps		View text responses	View text responses
Computer-aided dispatch software		View text responses	View text responses
Trip Planning/GTFS		View text responses	View text responses
Tablets/Mobile Data Terminal (MDT)		View text responses	View text responses
Automatic Vehicle Locator (AVL)		View text responses	View text responses
Electronic fare payment		View text responses	View text responses
Cameras on vehicles		View text responses	View text responses
Automated Passenger Counting		View text responses	View text responses
Two-way radios		View text responses	View text responses
WiFi on vehicles		View text responses	View text responses
Electronic logging devices		View text responses	View text responses

	Use this technology?	Comments - Challenges acquiring and using federal funds for technology?	Comments - Challenges deploying technology?
Electric vehicles		View text responses	View text responses

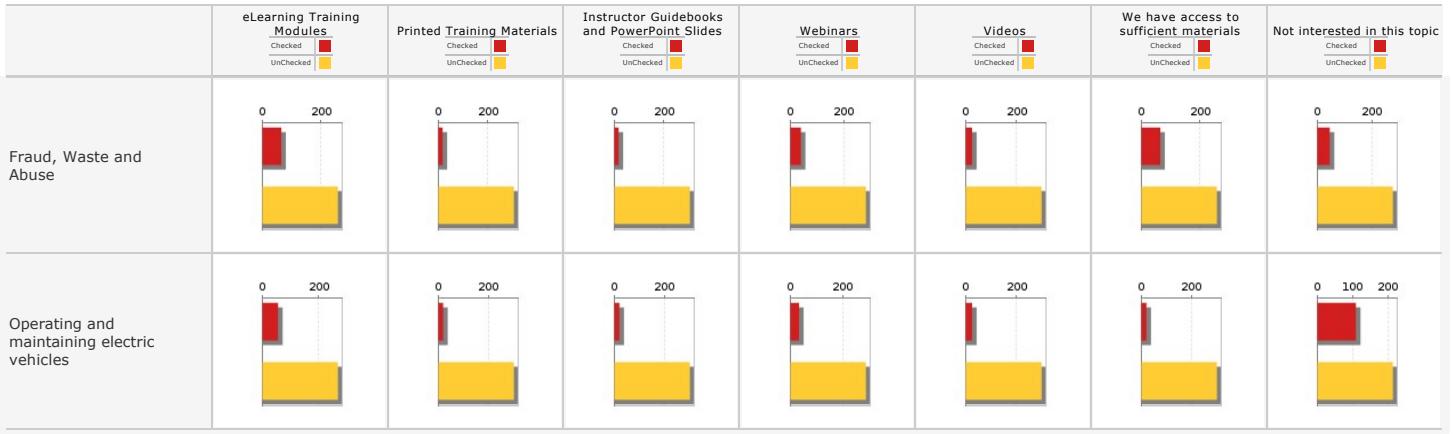
Statistics based on 323 respondents;



	eLearning Training Modules Checked UnChecked	Printed Training Materials Checked UnChecked	Instructor Guidebooks and PowerPoint Slides Checked UnChecked	Webinars Checked UnChecked	Videos Checked UnChecked	We have access to sufficient materials Checked UnChecked	Not interested in this topic Checked UnChecked
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							

	eLearning Training Modules Checked [Red] UnChecked [Yellow]	Printed Training Materials Checked [Red] UnChecked [Yellow]	Instructor Guidebooks and PowerPoint Slides Checked [Red] UnChecked [Yellow]	Webinars Checked [Red] UnChecked [Yellow]	Videos Checked [Red] UnChecked [Yellow]	We have access to sufficient materials Checked [Red] UnChecked [Yellow]	Not interested in this topic Checked [Red] UnChecked [Yellow]
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							

	eLearning Training Modules Checked UnChecked	Printed Training Materials Checked UnChecked	Instructor Guidebooks and PowerPoint Slides Checked UnChecked	Webinars Checked UnChecked	Videos Checked UnChecked	We have access to sufficient materials Checked UnChecked	Not interested in this topic Checked UnChecked
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							
HIPAA/Privacy							



Statistics based on 324 respondents;

Please list any other trainings you are interested in and the preferred format (i.e., eLearning videos, printed manuals, instructor led training materials).

		Response total
		65

Statistics based on 65 respondents;

What is your preferred format for viewing instructional videos? Please mark all that apply.

		Response percent	Response total
DVDs for TV		14.86%	48
DVDs for computers		20.43%	66
Watch online/streaming		82.04%	265
eLearning		57.28%	185
Other (please specify)		1.55%	5

Statistics based on 323 respondents;

Have you or your trainers used any National RTAP products and services?

		Response percent	Response total
Yes		73.38%	237
No		5.88%	19
Not sure		20.74%	67

Statistics based on 323 respondents;

Why have you not used National RTAP products and services?

		Response total
		12

Statistics based on 12 respondents;

If you read eNews, National RTAP's enewsletter, how do you receive it?

		Response percent	Response total
Directly from National RTAP		59.04%	147
From our state RTAP manager		11.65%	29
Found it on the web		8.43%	21
Colleague forwarded eNews to me		2.01%	5
I don't read eNews		18.88%	47

Statistics based on 249 respondents;

Which of the following products offered by National RTAP do you use, are you aware of and are you interested in?

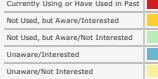
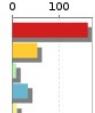
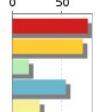
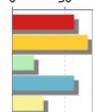
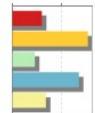
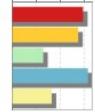
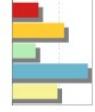
	<input checked="" type="checkbox"/> Currently Using or Have Used in Past <input type="checkbox"/> Not Used, but Aware/Interested <input type="checkbox"/> Not Used, but Aware/Not Interested <input type="checkbox"/> Unaware/Interested <input type="checkbox"/> Unaware/Not Interested		
Website			View text responses

	<table border="1"> <tr><td>Currently Using or Have Used in Past</td><td style="background-color: red;"></td></tr> <tr><td>Not Used, but Aware/Interested</td><td style="background-color: orange;"></td></tr> <tr><td>Not Used, but Aware/Not Interested</td><td style="background-color: lightgreen;"></td></tr> <tr><td>Unaware/Interested</td><td style="background-color: lightblue;"></td></tr> <tr><td>Unaware/Not Interested</td><td style="background-color: yellow;"></td></tr> </table>	Currently Using or Have Used in Past		Not Used, but Aware/Interested		Not Used, but Aware/Not Interested		Unaware/Interested		Unaware/Not Interested		If used, do you have any suggestions on how it can improve?
Currently Using or Have Used in Past												
Not Used, but Aware/Interested												
Not Used, but Aware/Not Interested												
Unaware/Interested												
Unaware/Not Interested												
Webinars		View text responses										
Training Modules/Manuals		View text responses										
National RTAP eLearning system/courses		View text responses										
Technical Briefs		View text responses										
Best Practices Articles		View text responses										
Topic Guides		View text responses										
Directory of Trainers		View text responses										
Salary and Job Description Database		View text responses										
Cost Allocation Calculator (tech tool)		View text responses										
GTFS Builder (tech tool)		View text responses										
ProcurementPRO (tech tool)		View text responses										

	<p>Currently Using or Have Used in Past Not Used, but Aware/Interested Not Used, but Aware/Not Interested Unaware/Interested Unaware/Not Interested</p>	If used, do you have any suggestions on how it can improve?												
Website Builder (tech tool)	<table border="1"> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Currently Using or Have Used in Past</td> <td>~10%</td> </tr> <tr> <td>Not Used, but Aware/Interested</td> <td>~25%</td> </tr> <tr> <td>Not Used, but Aware/Not Interested</td> <td>~15%</td> </tr> <tr> <td>Unaware/Interested</td> <td>~30%</td> </tr> <tr> <td>Unaware/Not Interested</td> <td>~10%</td> </tr> </tbody> </table>	Category	Percentage	Currently Using or Have Used in Past	~10%	Not Used, but Aware/Interested	~25%	Not Used, but Aware/Not Interested	~15%	Unaware/Interested	~30%	Unaware/Not Interested	~10%	View text responses
Category	Percentage													
Currently Using or Have Used in Past	~10%													
Not Used, but Aware/Interested	~25%													
Not Used, but Aware/Not Interested	~15%													
Unaware/Interested	~30%													
Unaware/Not Interested	~10%													
Rural iNTD	<table border="1"> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Currently Using or Have Used in Past</td> <td>~10%</td> </tr> <tr> <td>Not Used, but Aware/Interested</td> <td>~25%</td> </tr> <tr> <td>Not Used, but Aware/Not Interested</td> <td>~15%</td> </tr> <tr> <td>Unaware/Interested</td> <td>~30%</td> </tr> <tr> <td>Unaware/Not Interested</td> <td>~10%</td> </tr> </tbody> </table>	Category	Percentage	Currently Using or Have Used in Past	~10%	Not Used, but Aware/Interested	~25%	Not Used, but Aware/Not Interested	~15%	Unaware/Interested	~30%	Unaware/Not Interested	~10%	View text responses
Category	Percentage													
Currently Using or Have Used in Past	~10%													
Not Used, but Aware/Interested	~25%													
Not Used, but Aware/Not Interested	~15%													
Unaware/Interested	~30%													
Unaware/Not Interested	~10%													
ADA Toolkit	<table border="1"> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Currently Using or Have Used in Past</td> <td>~40%</td> </tr> <tr> <td>Not Used, but Aware/Interested</td> <td>~25%</td> </tr> <tr> <td>Not Used, but Aware/Not Interested</td> <td>~15%</td> </tr> <tr> <td>Unaware/Interested</td> <td>~10%</td> </tr> <tr> <td>Unaware/Not Interested</td> <td>~10%</td> </tr> </tbody> </table>	Category	Percentage	Currently Using or Have Used in Past	~40%	Not Used, but Aware/Interested	~25%	Not Used, but Aware/Not Interested	~15%	Unaware/Interested	~10%	Unaware/Not Interested	~10%	View text responses
Category	Percentage													
Currently Using or Have Used in Past	~40%													
Not Used, but Aware/Interested	~25%													
Not Used, but Aware/Not Interested	~15%													
Unaware/Interested	~10%													
Unaware/Not Interested	~10%													
Bus Roadeo Toolkit	<table border="1"> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Currently Using or Have Used in Past</td> <td>~10%</td> </tr> <tr> <td>Not Used, but Aware/Interested</td> <td>~25%</td> </tr> <tr> <td>Not Used, but Aware/Not Interested</td> <td>~15%</td> </tr> <tr> <td>Unaware/Interested</td> <td>~30%</td> </tr> <tr> <td>Unaware/Not Interested</td> <td>~10%</td> </tr> </tbody> </table>	Category	Percentage	Currently Using or Have Used in Past	~10%	Not Used, but Aware/Interested	~25%	Not Used, but Aware/Not Interested	~15%	Unaware/Interested	~30%	Unaware/Not Interested	~10%	View text responses
Category	Percentage													
Currently Using or Have Used in Past	~10%													
Not Used, but Aware/Interested	~25%													
Not Used, but Aware/Not Interested	~15%													
Unaware/Interested	~30%													
Unaware/Not Interested	~10%													
Find Anything Toolkit	<table border="1"> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Currently Using or Have Used in Past</td> <td>~10%</td> </tr> <tr> <td>Not Used, but Aware/Interested</td> <td>~25%</td> </tr> <tr> <td>Not Used, but Aware/Not Interested</td> <td>~15%</td> </tr> <tr> <td>Unaware/Interested</td> <td>~30%</td> </tr> <tr> <td>Unaware/Not Interested</td> <td>~10%</td> </tr> </tbody> </table>	Category	Percentage	Currently Using or Have Used in Past	~10%	Not Used, but Aware/Interested	~25%	Not Used, but Aware/Not Interested	~15%	Unaware/Interested	~30%	Unaware/Not Interested	~10%	View text responses
Category	Percentage													
Currently Using or Have Used in Past	~10%													
Not Used, but Aware/Interested	~25%													
Not Used, but Aware/Not Interested	~15%													
Unaware/Interested	~30%													
Unaware/Not Interested	~10%													
Marketing Toolkit	<table border="1"> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Currently Using or Have Used in Past</td> <td>~10%</td> </tr> <tr> <td>Not Used, but Aware/Interested</td> <td>~25%</td> </tr> <tr> <td>Not Used, but Aware/Not Interested</td> <td>~15%</td> </tr> <tr> <td>Unaware/Interested</td> <td>~30%</td> </tr> <tr> <td>Unaware/Not Interested</td> <td>~10%</td> </tr> </tbody> </table>	Category	Percentage	Currently Using or Have Used in Past	~10%	Not Used, but Aware/Interested	~25%	Not Used, but Aware/Not Interested	~15%	Unaware/Interested	~30%	Unaware/Not Interested	~10%	View text responses
Category	Percentage													
Currently Using or Have Used in Past	~10%													
Not Used, but Aware/Interested	~25%													
Not Used, but Aware/Not Interested	~15%													
Unaware/Interested	~30%													
Unaware/Not Interested	~10%													
State RTAP Manager's Toolkit	<table border="1"> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Currently Using or Have Used in Past</td> <td>~10%</td> </tr> <tr> <td>Not Used, but Aware/Interested</td> <td>~25%</td> </tr> <tr> <td>Not Used, but Aware/Not Interested</td> <td>~15%</td> </tr> <tr> <td>Unaware/Interested</td> <td>~30%</td> </tr> <tr> <td>Unaware/Not Interested</td> <td>~10%</td> </tr> </tbody> </table>	Category	Percentage	Currently Using or Have Used in Past	~10%	Not Used, but Aware/Interested	~25%	Not Used, but Aware/Not Interested	~15%	Unaware/Interested	~30%	Unaware/Not Interested	~10%	View text responses
Category	Percentage													
Currently Using or Have Used in Past	~10%													
Not Used, but Aware/Interested	~25%													
Not Used, but Aware/Not Interested	~15%													
Unaware/Interested	~30%													
Unaware/Not Interested	~10%													
Transit Manager's Toolkit	<table border="1"> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Currently Using or Have Used in Past</td> <td>~40%</td> </tr> <tr> <td>Not Used, but Aware/Interested</td> <td>~25%</td> </tr> <tr> <td>Not Used, but Aware/Not Interested</td> <td>~15%</td> </tr> <tr> <td>Unaware/Interested</td> <td>~10%</td> </tr> <tr> <td>Unaware/Not Interested</td> <td>~10%</td> </tr> </tbody> </table>	Category	Percentage	Currently Using or Have Used in Past	~40%	Not Used, but Aware/Interested	~25%	Not Used, but Aware/Not Interested	~15%	Unaware/Interested	~10%	Unaware/Not Interested	~10%	View text responses
Category	Percentage													
Currently Using or Have Used in Past	~40%													
Not Used, but Aware/Interested	~25%													
Not Used, but Aware/Not Interested	~15%													
Unaware/Interested	~10%													
Unaware/Not Interested	~10%													

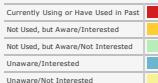
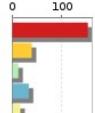
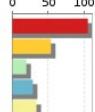
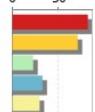
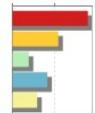
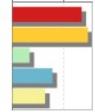
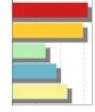
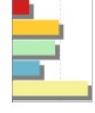
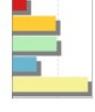
Statistics based on **287** respondents;

Which of the following existing services offered by National RTAP are you using, are aware of and are interested in?

		If used, do you have any suggestions on how it can improve?
Resource library (ability to find and download products)		View text responses
Information requests via phone/chat/email		View text responses
Tech support via phone/chat/email		View text responses
In-depth technical assistance		View text responses
Peer Roundtables		View text responses
Rural or Tribal RTAP Manager Forum (on Facebook)		View text responses

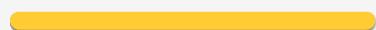
Statistics based on **281** respondents;

Which of the following National RTAP outreach strategies do you use, are aware of and are interested in?

		If used, do you have any suggestions on how it can improve?												
National RTAP eNews	 <table border="1"> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Currently Using or Have Used in Past</td> <td>~90%</td> </tr> <tr> <td>Not Used, but Aware/Interested</td> <td>~5%</td> </tr> <tr> <td>Not Used, but Aware/Not Interested</td> <td>~2%</td> </tr> <tr> <td>Unaware/Interested</td> <td>~3%</td> </tr> <tr> <td>Unaware/Not Interested</td> <td>~0%</td> </tr> </tbody> </table>	Category	Percentage	Currently Using or Have Used in Past	~90%	Not Used, but Aware/Interested	~5%	Not Used, but Aware/Not Interested	~2%	Unaware/Interested	~3%	Unaware/Not Interested	~0%	View text responses
Category	Percentage													
Currently Using or Have Used in Past	~90%													
Not Used, but Aware/Interested	~5%													
Not Used, but Aware/Not Interested	~2%													
Unaware/Interested	~3%													
Unaware/Not Interested	~0%													
National RTAP staff attendance at regional, state or National meetings/conferences	 <table border="1"> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Currently Using or Have Used in Past</td> <td>~90%</td> </tr> <tr> <td>Not Used, but Aware/Interested</td> <td>~5%</td> </tr> <tr> <td>Not Used, but Aware/Not Interested</td> <td>~2%</td> </tr> <tr> <td>Unaware/Interested</td> <td>~3%</td> </tr> <tr> <td>Unaware/Not Interested</td> <td>~0%</td> </tr> </tbody> </table>	Category	Percentage	Currently Using or Have Used in Past	~90%	Not Used, but Aware/Interested	~5%	Not Used, but Aware/Not Interested	~2%	Unaware/Interested	~3%	Unaware/Not Interested	~0%	View text responses
Category	Percentage													
Currently Using or Have Used in Past	~90%													
Not Used, but Aware/Interested	~5%													
Not Used, but Aware/Not Interested	~2%													
Unaware/Interested	~3%													
Unaware/Not Interested	~0%													
National RTAP-hosted conferences	 <table border="1"> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Currently Using or Have Used in Past</td> <td>~90%</td> </tr> <tr> <td>Not Used, but Aware/Interested</td> <td>~5%</td> </tr> <tr> <td>Not Used, but Aware/Not Interested</td> <td>~2%</td> </tr> <tr> <td>Unaware/Interested</td> <td>~3%</td> </tr> <tr> <td>Unaware/Not Interested</td> <td>~0%</td> </tr> </tbody> </table>	Category	Percentage	Currently Using or Have Used in Past	~90%	Not Used, but Aware/Interested	~5%	Not Used, but Aware/Not Interested	~2%	Unaware/Interested	~3%	Unaware/Not Interested	~0%	View text responses
Category	Percentage													
Currently Using or Have Used in Past	~90%													
Not Used, but Aware/Interested	~5%													
Not Used, but Aware/Not Interested	~2%													
Unaware/Interested	~3%													
Unaware/Not Interested	~0%													
One-on-one contact with RTAP staff	 <table border="1"> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Currently Using or Have Used in Past</td> <td>~90%</td> </tr> <tr> <td>Not Used, but Aware/Interested</td> <td>~5%</td> </tr> <tr> <td>Not Used, but Aware/Not Interested</td> <td>~2%</td> </tr> <tr> <td>Unaware/Interested</td> <td>~3%</td> </tr> <tr> <td>Unaware/Not Interested</td> <td>~0%</td> </tr> </tbody> </table>	Category	Percentage	Currently Using or Have Used in Past	~90%	Not Used, but Aware/Interested	~5%	Not Used, but Aware/Not Interested	~2%	Unaware/Interested	~3%	Unaware/Not Interested	~0%	View text responses
Category	Percentage													
Currently Using or Have Used in Past	~90%													
Not Used, but Aware/Interested	~5%													
Not Used, but Aware/Not Interested	~2%													
Unaware/Interested	~3%													
Unaware/Not Interested	~0%													
Marketing materials explaining National RTAP services	 <table border="1"> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Currently Using or Have Used in Past</td> <td>~90%</td> </tr> <tr> <td>Not Used, but Aware/Interested</td> <td>~5%</td> </tr> <tr> <td>Not Used, but Aware/Not Interested</td> <td>~2%</td> </tr> <tr> <td>Unaware/Interested</td> <td>~3%</td> </tr> <tr> <td>Unaware/Not Interested</td> <td>~0%</td> </tr> </tbody> </table>	Category	Percentage	Currently Using or Have Used in Past	~90%	Not Used, but Aware/Interested	~5%	Not Used, but Aware/Not Interested	~2%	Unaware/Interested	~3%	Unaware/Not Interested	~0%	View text responses
Category	Percentage													
Currently Using or Have Used in Past	~90%													
Not Used, but Aware/Interested	~5%													
Not Used, but Aware/Not Interested	~2%													
Unaware/Interested	~3%													
Unaware/Not Interested	~0%													
Facebook	 <table border="1"> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Currently Using or Have Used in Past</td> <td>~90%</td> </tr> <tr> <td>Not Used, but Aware/Interested</td> <td>~5%</td> </tr> <tr> <td>Not Used, but Aware/Not Interested</td> <td>~2%</td> </tr> <tr> <td>Unaware/Interested</td> <td>~3%</td> </tr> <tr> <td>Unaware/Not Interested</td> <td>~0%</td> </tr> </tbody> </table>	Category	Percentage	Currently Using or Have Used in Past	~90%	Not Used, but Aware/Interested	~5%	Not Used, but Aware/Not Interested	~2%	Unaware/Interested	~3%	Unaware/Not Interested	~0%	View text responses
Category	Percentage													
Currently Using or Have Used in Past	~90%													
Not Used, but Aware/Interested	~5%													
Not Used, but Aware/Not Interested	~2%													
Unaware/Interested	~3%													
Unaware/Not Interested	~0%													
Instagram	 <table border="1"> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Currently Using or Have Used in Past</td> <td>~90%</td> </tr> <tr> <td>Not Used, but Aware/Interested</td> <td>~5%</td> </tr> <tr> <td>Not Used, but Aware/Not Interested</td> <td>~2%</td> </tr> <tr> <td>Unaware/Interested</td> <td>~3%</td> </tr> <tr> <td>Unaware/Not Interested</td> <td>~0%</td> </tr> </tbody> </table>	Category	Percentage	Currently Using or Have Used in Past	~90%	Not Used, but Aware/Interested	~5%	Not Used, but Aware/Not Interested	~2%	Unaware/Interested	~3%	Unaware/Not Interested	~0%	View text responses
Category	Percentage													
Currently Using or Have Used in Past	~90%													
Not Used, but Aware/Interested	~5%													
Not Used, but Aware/Not Interested	~2%													
Unaware/Interested	~3%													
Unaware/Not Interested	~0%													
LinkedIn	 <table border="1"> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Currently Using or Have Used in Past</td> <td>~90%</td> </tr> <tr> <td>Not Used, but Aware/Interested</td> <td>~5%</td> </tr> <tr> <td>Not Used, but Aware/Not Interested</td> <td>~2%</td> </tr> <tr> <td>Unaware/Interested</td> <td>~3%</td> </tr> <tr> <td>Unaware/Not Interested</td> <td>~0%</td> </tr> </tbody> </table>	Category	Percentage	Currently Using or Have Used in Past	~90%	Not Used, but Aware/Interested	~5%	Not Used, but Aware/Not Interested	~2%	Unaware/Interested	~3%	Unaware/Not Interested	~0%	View text responses
Category	Percentage													
Currently Using or Have Used in Past	~90%													
Not Used, but Aware/Interested	~5%													
Not Used, but Aware/Not Interested	~2%													
Unaware/Interested	~3%													
Unaware/Not Interested	~0%													
Twitter	 <table border="1"> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Currently Using or Have Used in Past</td> <td>~90%</td> </tr> <tr> <td>Not Used, but Aware/Interested</td> <td>~5%</td> </tr> <tr> <td>Not Used, but Aware/Not Interested</td> <td>~2%</td> </tr> <tr> <td>Unaware/Interested</td> <td>~3%</td> </tr> <tr> <td>Unaware/Not Interested</td> <td>~0%</td> </tr> </tbody> </table>	Category	Percentage	Currently Using or Have Used in Past	~90%	Not Used, but Aware/Interested	~5%	Not Used, but Aware/Not Interested	~2%	Unaware/Interested	~3%	Unaware/Not Interested	~0%	View text responses
Category	Percentage													
Currently Using or Have Used in Past	~90%													
Not Used, but Aware/Interested	~5%													
Not Used, but Aware/Not Interested	~2%													
Unaware/Interested	~3%													
Unaware/Not Interested	~0%													
YouTube	 <table border="1"> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Currently Using or Have Used in Past</td> <td>~90%</td> </tr> <tr> <td>Not Used, but Aware/Interested</td> <td>~5%</td> </tr> <tr> <td>Not Used, but Aware/Not Interested</td> <td>~2%</td> </tr> <tr> <td>Unaware/Interested</td> <td>~3%</td> </tr> <tr> <td>Unaware/Not Interested</td> <td>~0%</td> </tr> </tbody> </table>	Category	Percentage	Currently Using or Have Used in Past	~90%	Not Used, but Aware/Interested	~5%	Not Used, but Aware/Not Interested	~2%	Unaware/Interested	~3%	Unaware/Not Interested	~0%	View text responses
Category	Percentage													
Currently Using or Have Used in Past	~90%													
Not Used, but Aware/Interested	~5%													
Not Used, but Aware/Not Interested	~2%													
Unaware/Interested	~3%													
Unaware/Not Interested	~0%													

Statistics based on 275 respondents;

If you use National RTAP's ProcurementPRO, please tell us how you use it.

		Response percent	Response total
I download only the FTA clauses and certifications (QuickPRO version)		30.95%	26
I download the clauses, certifications and relevant guidance documents (checklists, ICE and price analysis forms) (ProcurementPRO Version)		42.86%	36
Comments?		26.19%	22

Statistics based on 84 respondents;

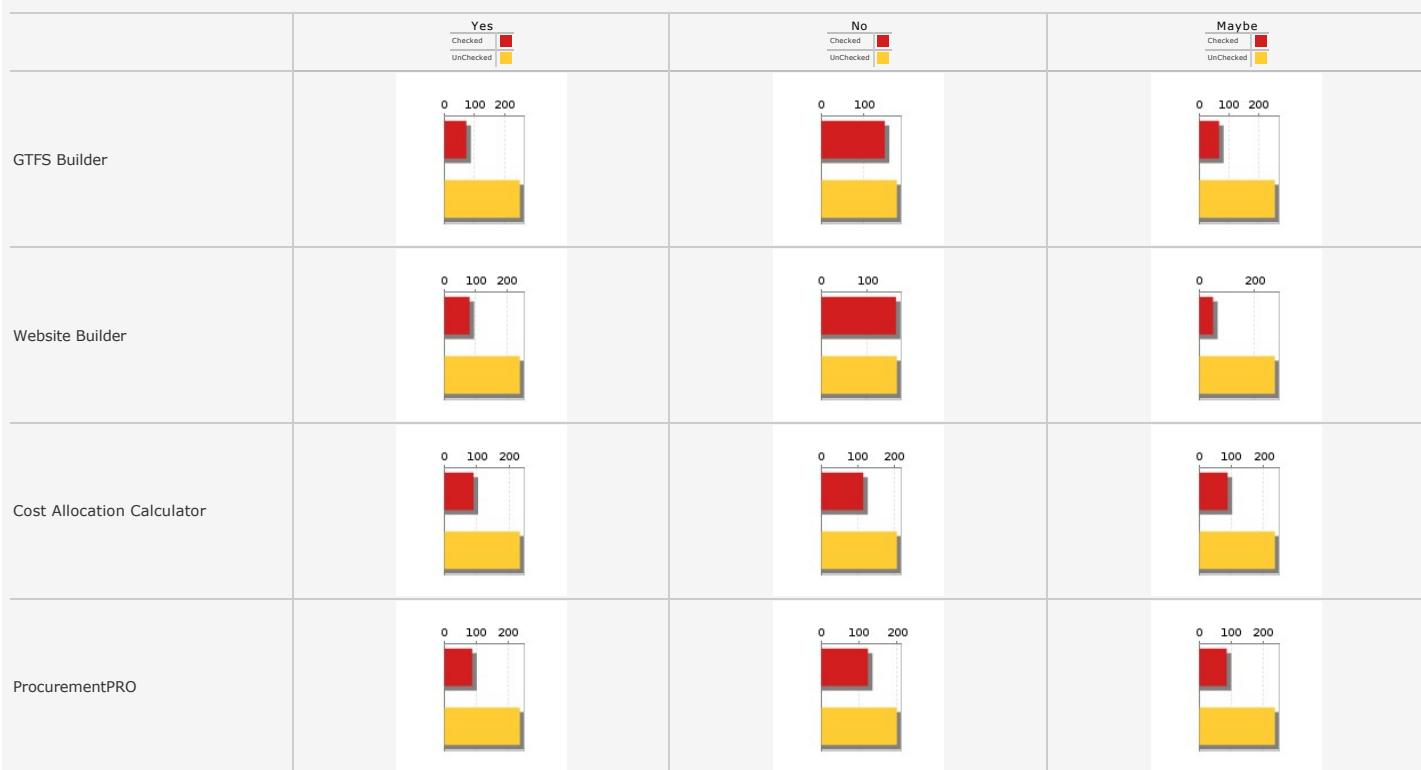
Are you interested in receiving assistance from National RTAP in the use of any of our technical tools such as GTFS Builder, Website Builder, Cost Allocation Calculator and ProcurementPRO?

GTFS Builder creates data which enables an agency to display routes and schedules on trip planners such as Google or Apple Maps.

Website Builder allows an agency to create, edit and launch a website. National RTAP will host the website for free.

The Two-Variable Cost Allocation Calculator assists agencies in allocating operational costs by route, mode, service area, type of service, sponsor type and funding source.

ProcurementPRO 2.0 guides rural and Tribal grantees and State DOTs through the FTA procurement procedures.

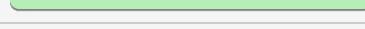


Statistics based on 324 respondents;

National RTAP eLearning is a learning management system (LMS) that provides self-guided, online trainings for rural and tribal transit operators and state program managers on topics such as safety, drugs and alcohol, emergency management, and more. Transit managers and state program managers can obtain reports on employee training.

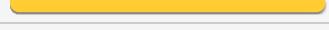
For more information, go to elearning.nationalrtap.org. The following question refers to the LMS.

Have you used or registered with the National RTAP eLearning system?

		Response percent	Response total
Yes, registered and used the system		42.72%	138
Yes, registered but have not used the system		10.22%	33
No, have not registered or used the system		42.42%	137
No, do not plan to use the system		4.64%	15

Statistics based on 323 respondents;

Are you part of a an eLearning Agency Team?

		Response percent	Response total
Yes - I am a member of our Agency Team		37.68%	52
No		36.96%	51
Not sure		25.36%	35
Comments			1

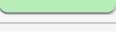
Statistics based on 138 respondents;

Are you the Team Administrator?

		Response percent	Response total
Yes		84.62%	44
No		15.39%	8

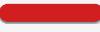
Statistics based on 52 respondents;

Does your State RTAP manager assign eLearning courses to your agency?

		Response percent	Response total
Yes		18.18%	8
No		68.18%	30
Not Sure		13.64%	6

Statistics based on 44 respondents;

What functions do you use as the Team Administrator?

		Response percent	Response total
I do not access Team data		12.2%	5
To assign training modules to employees		73.17%	30
To set up "child" teams (sub-teams) and create training tracks by job function or title (driver, dispatch, etc.)		4.88%	2
To display only those modules I want my team to see		12.2%	5
To track employee training		60.98%	25
To update employee lists		24.39%	10
Comments		4.88%	2

Statistics based on 41 respondents;

Please check the reasons why you use eLearning.

		Response percent	Response total
Employee on boarding		57.14%	64
Preparing for annual reviews or assessments		30.36%	34
Mentoring staff		39.29%	44
Building agency capacity with cross-training		36.61%	41
Other		15.18%	17

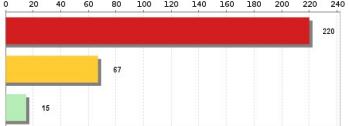
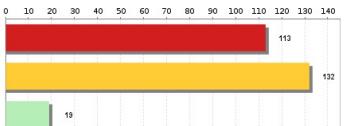
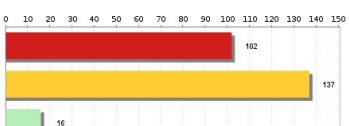
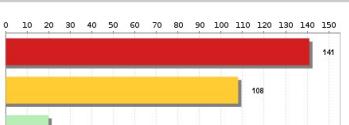
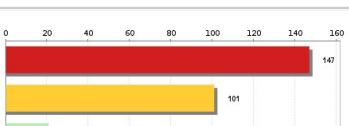
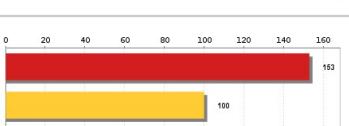
Statistics based on 112 respondents;

Are there eLearning trainings you need that are not yet available? If so, please describe them.

		Response total
		36

Statistics based on 36 respondents;

Do you use any of the following resources provided by your State RTAP?

	Yes	No	Not available		Response total
Training	72.85% (220)	22.19% (67)	4.97% (15)		302
Technical Assistance	42.8% (113)	50% (132)	7.2% (19)		264
Grants/Scholarships	40% (102)	53.73% (137)	6.28% (16)		255
Resource Library	52.42% (141)	40.15% (108)	7.44% (20)		269
Newsletter	54.65% (147)	37.55% (101)	7.81% (21)		269
State/Regional Conferences	56.88% (153)	37.18% (100)	5.95% (16)		269

Statistics based on 323 respondents;

Please comment on any of the items you marked as unavailable or other resources not listed above. Have you requested this service/material from your state RTAP? What has been the response from your state RTAP?

			Response total
			45

Statistics based on 45 respondents;

Do you have any additional comments or is there anything more National RTAP can do for you?

			Response total
			56

Statistics based on 56 respondents;

Would you like to be placed on our email list to receive our eNews newsletter that is published every other week, plus 1-3 special monthly announcements about our upcoming webinars, peer roundtables, and other events of importance to rural and tribal transit managers? (Note that you can always unsubscribe.)

		Response percent	Response total
Yes		41.29%	128
No - I already receive eNews		48.07%	149
No		10.65%	33

Statistics based on 310 respondents;

Thank you for participating in this survey. Your feedback helps us understand the status of rural and tribal transit and determine the types of products and services National RTAP needs to provide.

Visit our website at www.nationalrtap.org for more information and resources. If you have any questions, contact us at 888-589-6821 or info@nationalrtap.org.

Use of State RTAP Resources

Use of State RTAP Resources						
	Training	Technical Assistance	Grants/ Scholarships	Resource Library	Newsletter	State/Regional Conferences
Alaska (3)						
Yes	1	2	0	0	1	2
No	0	0	0	0	0	0
Not Available	1	1	1	1	1	0
No response	0	0	0	0	0	0
Alabama (7)						
Yes	6	3	4	3	1	3
No	1	3	1	3	4	2
Not Available	0	0	0	0	0	0
No response	0	1	2	1	2	2
Arkansas (1)						
Yes	0	0	0	0	0	0
No	1	1	1	1	1	1
Not Available	0	0	0	0	0	0
No response	0	0	0	0	0	0
Arizona (9)						
Yes	4	2	4	3	3	6
No	2	3	1	2	2	1
Not Available	2	2	2	2	2	1
No response	1	2	2	2	2	1
California (14)						
Yes	8	3	3	5	3	3
No	4	8	8	6	8	9
Not Available	1	1	1	1	1	1
No response	1	2	2	2	2	1
Colorado (3)						
Yes	2	2	1	2	3	3
No	1	1	2	1	0	0
Not Available	0	0	0	0	0	0
No response	0	0	0	0	0	0
Connecticut (1)						
Yes	0	0	0	0	0	0
No	1	1	1	1	1	1
Not Available	0	0	0	0	0	0
No response	0	0	0	0	0	0
Florida (7)						
Yes	6	1	0	4	4	3
No	0	5	6	2	2	4
Not Available	0	0	0	0	0	0
No response	1	1	1	1	1	0
Georgia (12)						
Yes	6	2	3	3	3	4
No	6	6	6	6	7	6
Not Available	0	0	0	0	0	0
No response	0	4	3	3	2	2

Use of State RTAP Resources						
	Training	Technical Assistance	Grants/ Scholarships	Resource Library	Newsletter	State/Regional Conferences
Hawaii (1)						
Yes	0	0	1	0	0	0
No	0	0	0	0	0	0
Not Available	1	1	0	1	1	1
No response	0	0	0	0	0	0
Iowa (6)						
Yes	4	3	3	2	2	3
No	1	1	2	2	2	1
Not Available	1	2	1	2	2	2
No response	0	0	0	0	0	0
Idaho (2)						
Yes	2	1	1	1	1	2
No	0	0	0	0	0	0
Not Available	0	0	0	0	0	0
No response	0	1	1	1	1	0
Illinois (6)						
Yes	5	2	0	6	5	5
No	0	3	3	0	0	0
Not Available	0	0	0	0	0	0
No response	1	1	3	0	1	1
Indiana (22)						
Yes	22	20	10	18	18	15
No	0	2	7	2	2	4
Not Available	0	0	1	0	0	0
No response	0	0	4	2	2	3
Kansas (26)						
Yes	25	10	9	16	17	14
No	1	9	9	4	3	3
Not Available	0	1	1	2	1	2
No response	0	6	7	4	5	7
Kentucky (3)						
Yes	2	0	0	0	0	0
No	1	2	2	2	2	2
Not Available	0	0	0	0	0	0
No response	2	3	3	3	3	3
Louisiana (8)						
Yes	8	4	2	5	4	4
No	0	2	3	2	2	1
Not Available	0	0	0	0	0	0
No response	0	2	3	1	2	3
Maryland (4)						
Yes	2	0	1	0	1	2
No	2	4	3	4	3	2
Not Available	0	0	0	0	0	0
No response	0	0	0	0	0	0

Use of State RTAP Resources						
	Training	Technical Assistance	Grants/ Scholarships	Resource Library	Newsletter	State/Regional Conferences
Maine (2)						
Yes	0	0	2	1	1	0
No	1	1	0	1	1	1
Not Available	0	0	0	0	0	0
No response	1	1	0	0	0	1
Michigan (15)						
Yes	10	3	5	8	8	7
No	4	11	10	6	6	7
Not Available	0	0	0	0	0	0
No response	1	1	0	1	1	1
Minnesota (11)						
Yes	10	6	4	4	8	8
No	1	4	5	5	2	2
Not Available	0	0	0	0	0	0
No response	0	1	2	2	1	1
Missouri (9)						
Yes	6	4	2	4	7	5
No	3	3	5	3	2	3
Not Available	0	0	0	0	0	0
No response	0	2	2	2	0	1
Montana (15)						
Yes	8	3	5	4	5	6
No	6	9	8	9	8	6
Not Available	1	1	1	1	1	1
No response	0	2	1	1	1	2
North Carolina (11)						
Yes	4	2	2	2	4	2
No	6	6	6	6	5	6
Not Available	1	1	1	1	1	1
No response	0	2	2	2	1	2
North Dakota (6)						
Yes	6	2	1	5	2	4
No	0	2	2	0	1	0
Not Available	0	0	0	0	0	0
No response	0	2	3	1	3	2
Nebraska (26)						
Yes	18	9	8	9	14	17
No	5	10	13	11	8	5
Not Available	0	1	0	1	1	0
No response	3	6	5	5	3	4
New Jersey (3)						
Yes	3	0	1	0	0	1
No	0	0	0	0	0	0
Not Available	0	1	1	1	1	1
No response	0	2	1	2	2	1

Use of State RTAP Resources						
	Training	Technical Assistance	Grants/ Scholarships	Resource Library	Newsletter	State/Regional Conferences
New Mexico (6)						
Yes	6	4	0	1	1	2
No	0	0	2	1	1	2
Not Available	0	0	0	0	0	0
No response	0	2	4	4	4	2
Nevada (1)						
Yes	0	0	0	0	0	0
No	1	1	1	1	1	1
Not Available	0	0	0	0	0	0
No response	0	0	0	0	0	0
New York (2)						
Yes	2	0	1	1	1	1
No	0	1	0	0	0	0
Not Available	0	0	0	0	0	0
No response	0	1	1	1	1	1
Ohio (7)						
Yes	3	4	2	1	1	0
No	3	2	3	4	5	5
Not Available	0	0	0	0	0	0
No response	1	1	2	2	1	2
Oklahoma (16)						
Yes		5	5	7	8	5
No	3	5	2	4	2	5
Not Available	1	1	1	1	1	1
No response	2	5	8	4	5	5
Oregon (7)						
Yes	3	3	2	2	1	3
No	2	2	3	3	3	2
Not Available	2	2	2	2	3	2
No response	0	0	0	0	0	0
Pennsylvania (2)						
Yes	0	0	0	1	1	1
No	1	1	1	1	1	1
Not Available	0	0	0	0	0	0
No response	1	1	1	0	0	0
South Carolina (2)						
Yes	2	1	1	2	0	2
No	0	1	1	0	1	0
Not Available	0	0	0	0	1	0
No response	0	0	0	0	0	0
South Dakota (4)						
Yes	3	2	1	3	3	2
No	0	1	2	0	0	1
Not Available	1	1	1	1	1	1
No response	0	0	0	0	0	0

Use of State RTAP Resources						
	Training	Technical Assistance	Grants/ Scholarships	Resource Library	Newsletter	State/Regional Conferences
Tennessee (3)						
Yes	2	1	1	1	1	1
No	1	2	2	2	2	2
Not Available	0	0	0	0	0	0
No response	0	0	0	0	0	0
Texas (6)						
Yes	3	2	2	2	1	3
No	2	3	3	3	3	2
Not Available	1	1	1	1	2	1
No response	0	0	0	0	0	0
Utah (2)						
Yes	2	0	1	2	1	1
No	0	2	1	0	1	1
Not Available	0	0	0	0	0	0
No response	0	0	0	0	0	0
Virginia (6)						
Yes	3	2	3	3	3	4
No	1	3	2	1	1	1
Not Available	0	0	0	0	0	0
No response	0	0	0	0	0	0
Washington (5)						
Yes	2	1	3	2	5	2
No	2	2	1	1	0	2
Not Available	1	1	0	1	0	0
No response	0	1	1	1	0	1
Wisconsin (14)						
Yes	5	2	5	4	1	3
No	3	5	5	6	6	5
Not Available	1	1	1	1	1	1
No response	5	6	3	3	6	5
West Virginia (1)						
Yes	1	1	0	1	1	1
No	0	0	1	0	0	0
Not Available	0	0	0	0	0	0
No response	0	0	0	0	0	0
Wyoming (5)						
Yes	4	1	3	2	2	3
No	1	3	2	2	2	2
Not Available	0	0	0	0	0	0
No response	0	1	0	1	1	0
Guam (1)						
Yes	1	0	0	1	1	0
No	0	1	1	0	0	1
Not Available	0	0	0	0	0	0
No response	0	0	0	0	0	0