



Fall for New National RTAP Resources

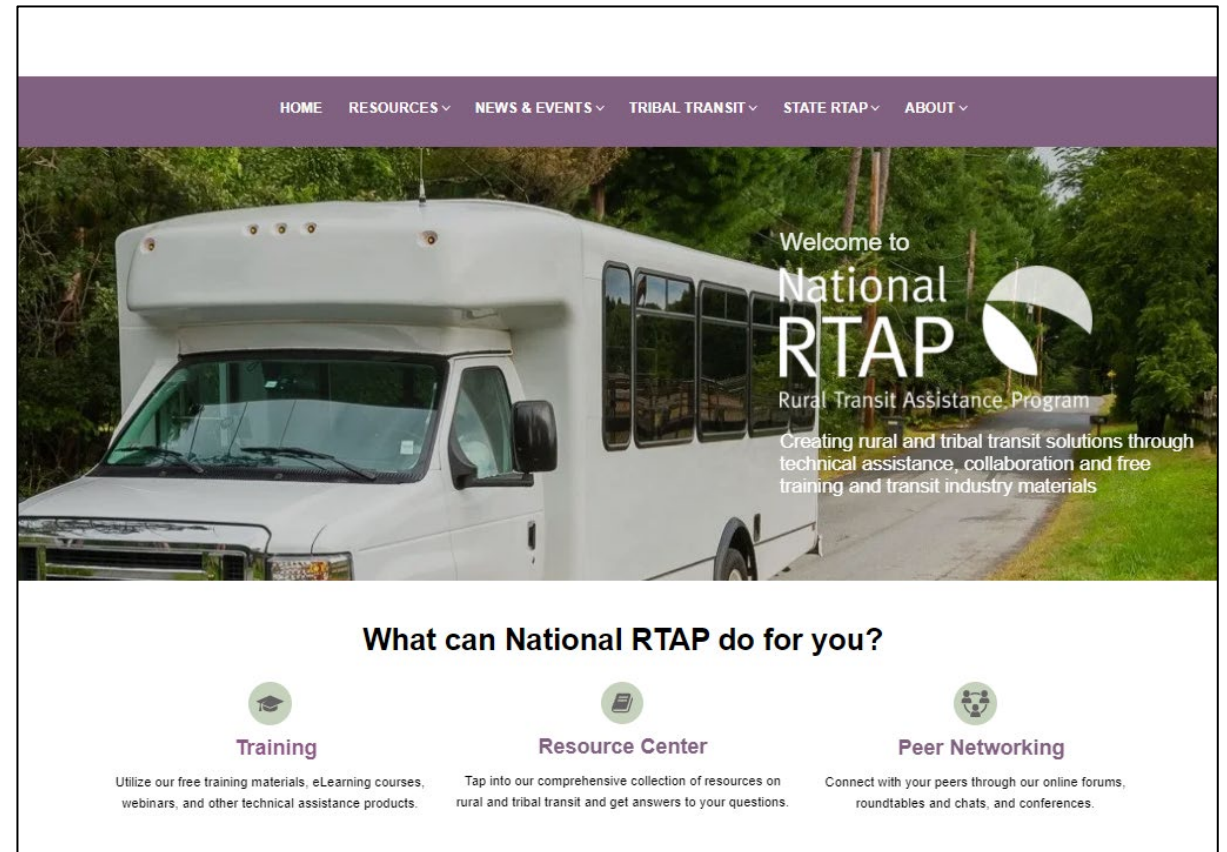
September 29, 2026, 2:00-3:00 PM ET



U.S. Department of Transportation
Federal Transit Administration

National Rural Transit Assistance Program

- Technical assistance center funded by FTA through the Section 5311 Program
- Provides free training materials and technical assistance to rural and tribal transit providers and State RTAPs
- Review Board – 15 State DOT and rural and tribal transit agency managers from across the country
- Learn more at nationalrtap.org



National RTAP Resources and Services

Training

manuals, videos, slides,
and eLearning for front-
line staff and
management

Information

and best practices via
tech briefs, toolkits,
topic guides, articles,
and news

Technology Tools

for procurement, cost
allocation, operations,
website building, and
GTFS

Peer Networking

and training via webinars,
conferences, roundtables,
and online forums

Assistance

through reference services
and tech support – bring us
your questions!

Presenter

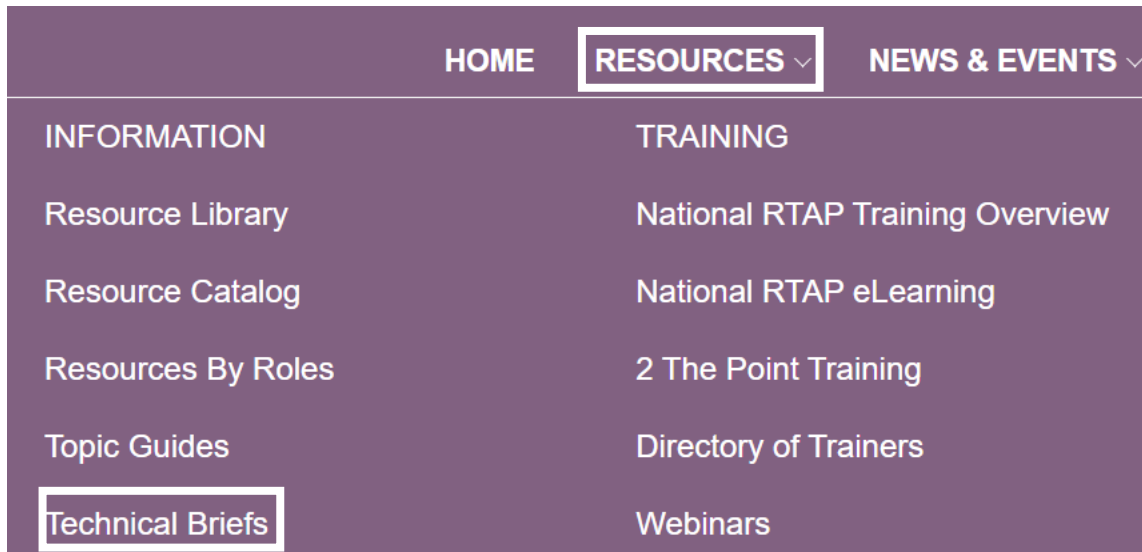


Cara Marcus
Knowledge and Resource Manager
National RTAP

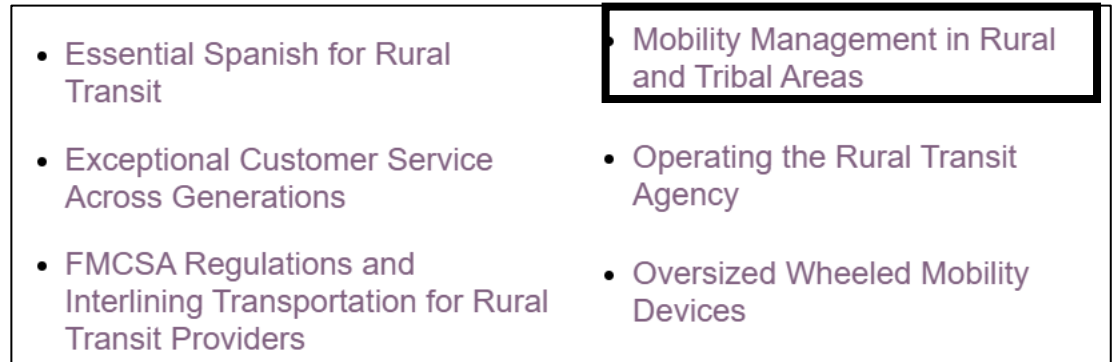
Mobility Management in Rural and Tribal Areas

Accessing Mobility Management in Rural and Tribal Areas

1. Mouse over the Resources Megamenu



2. Click on Technical Briefs



3. Click on Mobility Management in Rural and Tribal Areas



Full-Text PDF

4. Click on Full-Text PDF at the bottom of the record

<https://nationalrtap.eos-intl.net/N94067/OPAC/Details/Record.aspx?BibCode=1052553>

Creating Mobility Management in Rural and Tribal Areas

- Mobility Manager's Handbook [Workgroup](#) met regularly starting in 2025 and was led by National RTAP Tribal Transit Liaison Jeremy Bell
- Began compiling resources into a technical brief in April 2026
- Leveraged the Mobility Management section of the National RTAP Transit Manager's Toolkit
- Contributors and reviewers: John Andoh, El Paso Transportation Authority; Doris Green, Bolivar County Council on Aging/Delta Rides; Tammi Hagen, Headwaters Regional Development Commission; Corrina Hyde, Central Ohio Transit Authority (COTA); Jeremy Johnson-Miller, Iowa DOT; Tim Maceyko, Ohio Department of Transportation; Jacklyn Medley, CHRA Public Transportation; Kristin Lam Peraza, Rappahannock Rapidan Regional Commission; Staci Sahoo, Hopelink; Christi Williams, Oklahoma Mobility Management, SWODA, SORTPO

About Mobility Management in Rural and Tribal Areas

- Launched in June 2026
- Explains the guiding principles, partnership structures, and core competencies that support effective mobility management
- For mobility managers, transit professionals, planners, and decision-makers
- Sections include definitions, development, solutions, funding, core competencies, and program evaluation

Horner, Courtney. Tompkins County Report: Mobility Management 2025 Impact.

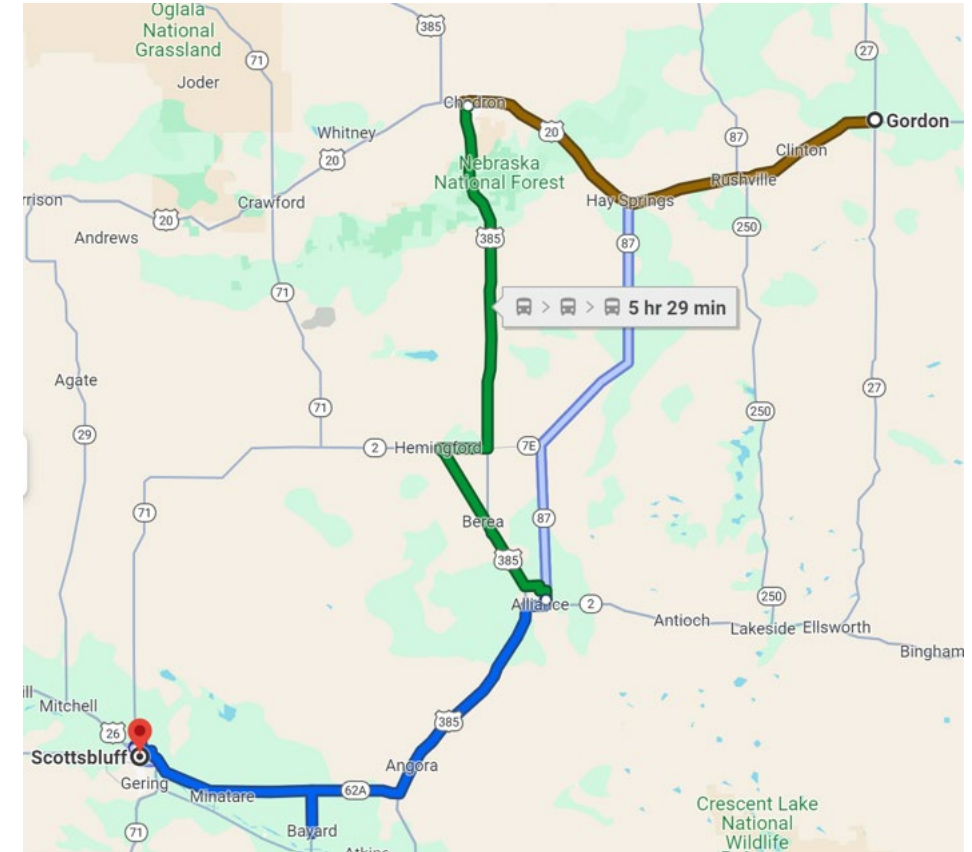
<https://storymaps.arcgis.com/stories/e9c26b111c9e4c9c879be5ca2e45eac6>

Case Study: Tompkins Consolidated Area Transit, Inc. (TCAT)

Tompkins Consolidated Area Transit, Inc. (TCAT) participates in mobility management programs guided jointly by the County Department of Social Services (DSS) and the Ithaca Tompkins County Transportation Council (ITCTC), bringing together a wide variety of service providers, agencies, and institutional actors to develop and improve community mobility services. Other partners include Cornell Cooperative Extension of Tompkins County (CCETC), the Center for Community Transportation, Inc. (carshare+), Cornell University, Ithaca College, Tompkins-Cortland Community College, as well as volunteer driver services, taxis, other service providers, the Ithaca downtown county departments, and human service agencies.

Mobility Management in Rural and Tribal Areas Solutions

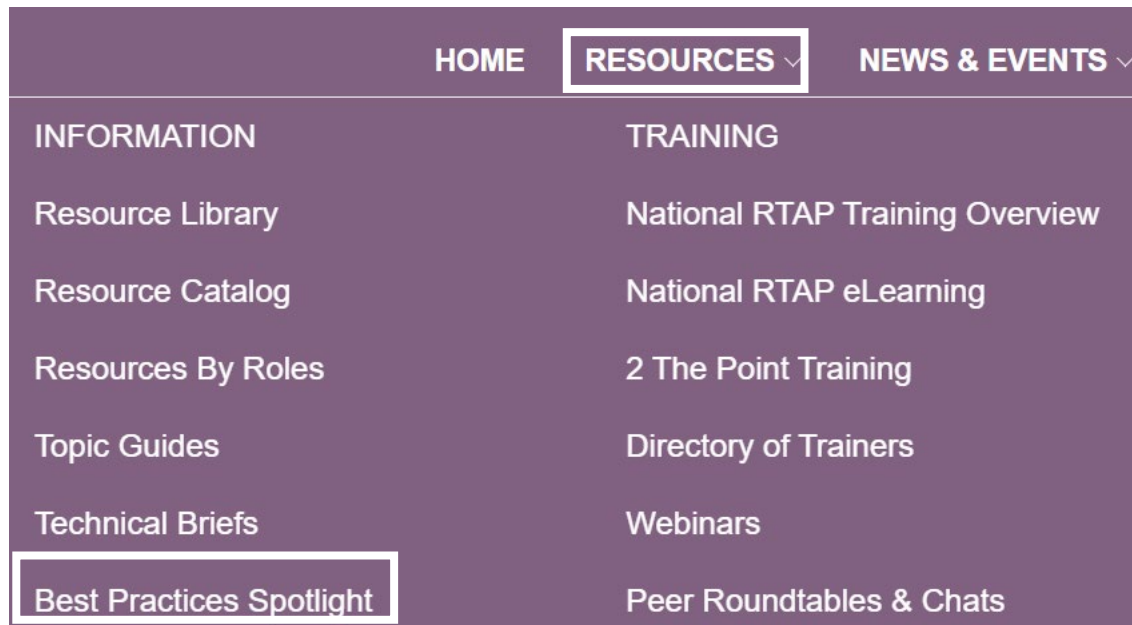
- One-Call/One-Click Programs
- Trip planning
- Payment integration
- Eligibility tools
- Real-time information
- Mobility-on-Demand (MOD) systems
- Mobility as a Service (MaaS)
- General Transit Feed Specification (GTFS)



Seamless Rides: A Practitioner's Guide to DRT Data Standards and What They Mean for Your Agency

Accessing Seamless Rides

1. Mouse over the Resources Megamenu



2. Click on Best Practices Spotlight



Note, At the time of this webinar, this is the featured Best Practices Spotlight Article

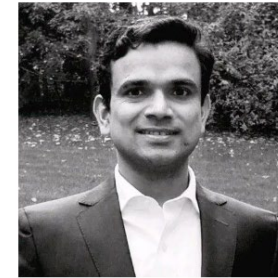
3. Click on Seamless Rides on the left navigation

<https://www.nationalrtap.org/Resources/Best-Practices-Spotlight/seamless-rides>

About Seamless Rides

- Launched in June 2026.
- Demand-response transportation (DRT) systems were built at different times, by different companies, for different purposes
- Most systems were never designed to “talk to each other”
- The article introduces best practices in shared rulebooks, known as data standards, that define a common language to exchange digitized information
- Thank you to Kari Banta, Texas Department of Transportation, for review of this article

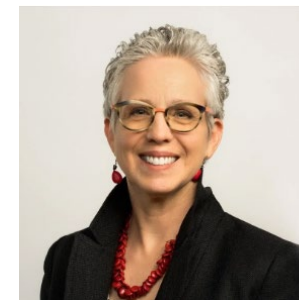
Authors



Santosh Mishra
President & CEO
Flexlynqs



Al Benedict
Technology Tools Lead
National RTAP



Jana Lynott
Consultant

Seamless Rides – The Rider and Agency Perspective

Bridging the two sides is one of the core unsolved challenges in both standard development and customer access.

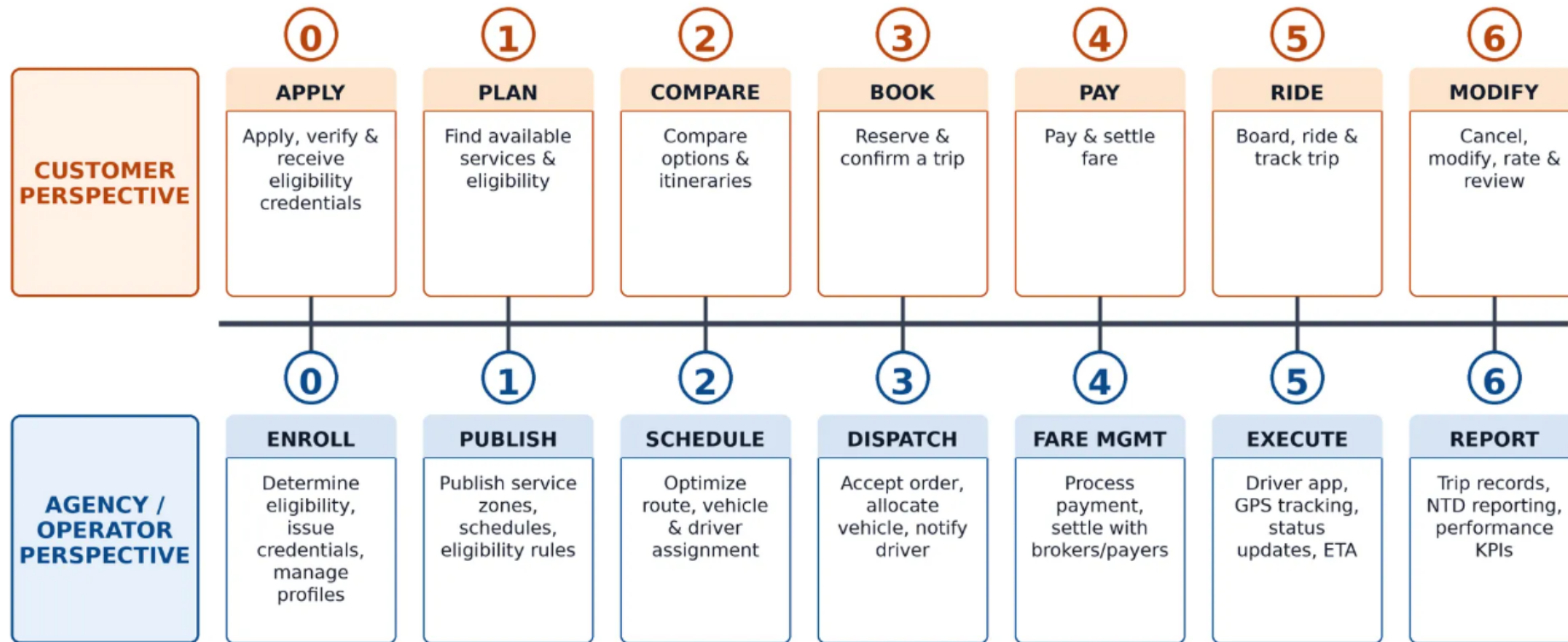


Image credit: **Santosh Mishra**, President & CEO, Flexlynqs

Seamless Rides – Non-Transactional and Transactional Data

This is the most important distinction to understand when evaluating any standard.

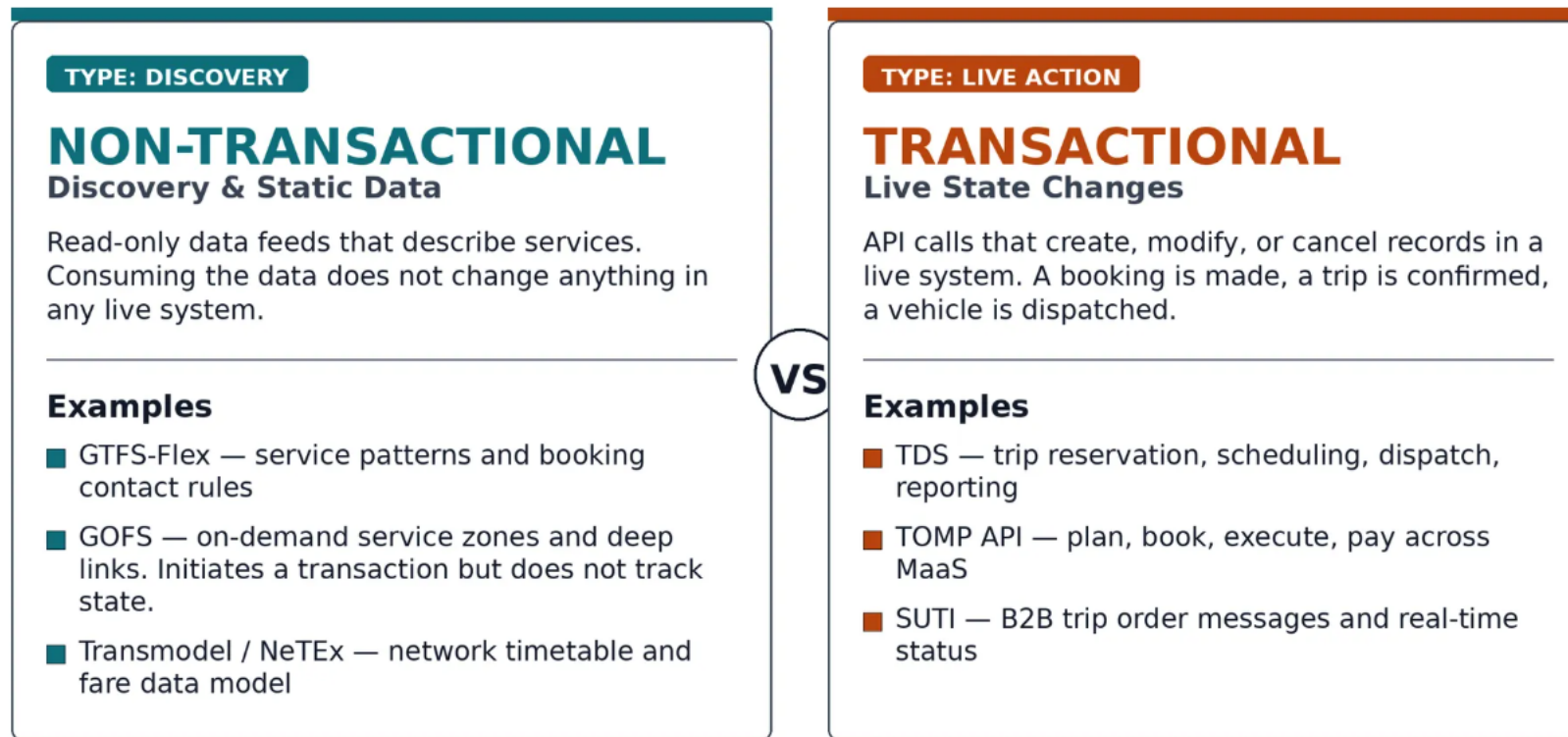


Image credit: **Santosh Mishra**, President & CEO, Flexlynqs

Seamless Rides – Examples Highlighting GTFS-Flex & TDS

The following deployments draw on multiple sources including TCRP Report 210, the Shared-Use Mobility Center / AARP Public Policy Institute report “Connecting Community Transportation” (Benedict et al., 2024), AARP International, and National RTAP program documentation.

Location	Agency Type	Service Type	Stand ard	What Changed for Riders and Agencies	Status
Southern & Western MN	State DOT + 3 rural transit agencies	Rural DRT + ADA paratransit	TDS + GTFS -Flex	Riders book DRT trips via smartphone app, receive confirmation, track vehicle, and cancel online, with no phone call needed. Reduced call center volume for agencies.	Live since Jan 2024
Northern Colorado (RideNoCo)	MPO + 4 volunteer driver programs	Volunteer driver coordination, older adults & people with disabilities	TDS + GTFS -Flex	Trip requests passed electronically across 4 programs using 3 different scheduling platforms. Eliminates phone- based referrals between programs.	In-service deployment Fall 2024
SW Ohio (NEORide)	NEORide is Council of 40+ transit agencies; Implementation involves BCRTA and SORTA	ADA paratransit + microtransit	TDS (middl eware)	Cross-county booking without duplicate entry. Automated eligibility verification. One- call/one-click center (EZConnect) for riders across member agencies.	Successful test performed in Fall 2024 allowing Trapeze to push ADA paratransit trips to Via.

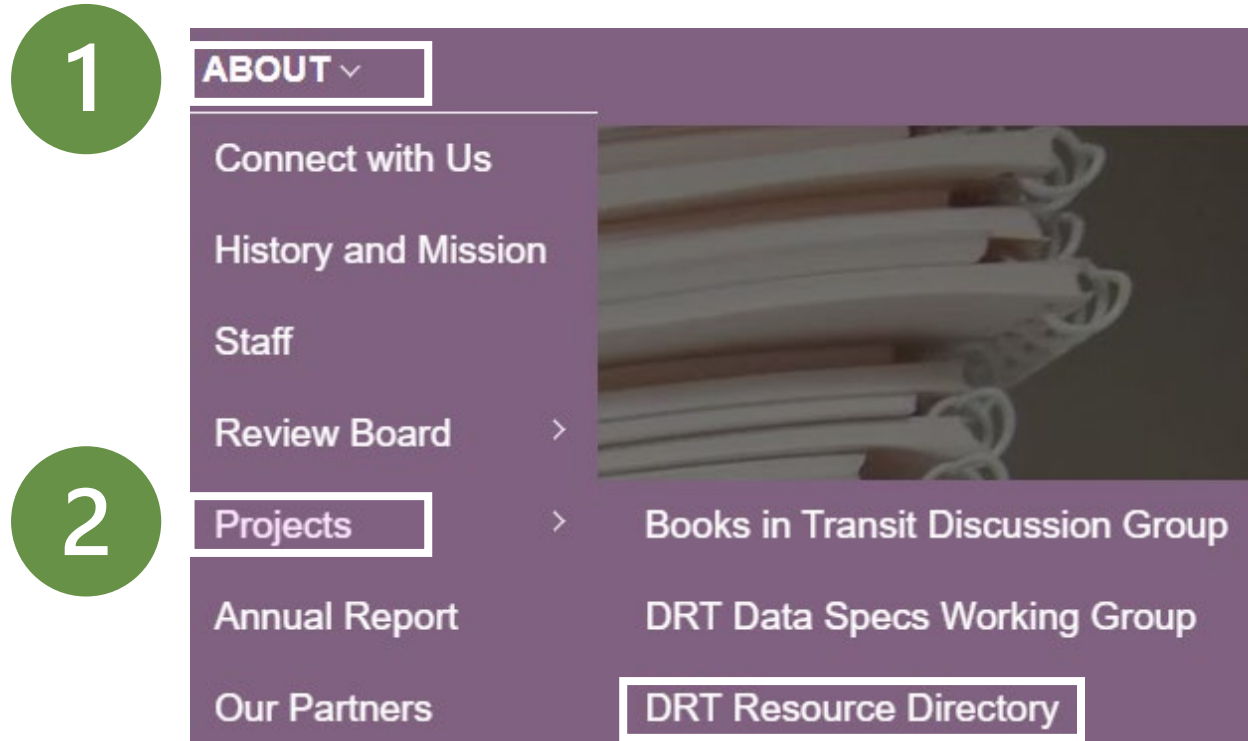
Demand Responsive Transportation (DRT) Resource Directory

Accessing the DRT Resource Directory

1. Mouse over About

2. Mouse Over Projects

3. Click on DRT Resource Directory



You can also find out about the DRT Data Specs Working Group from the About/Projects area of our website.

<https://www.nationalrtap.org/About/drt-resource-directory>

About the DRT Resource Directory

- Explore our Transit Data Standards Resource Directory to learn more about the data specifications and supporting resources relevant to rural transportation
- Data Standards/Supporting Resources - Rider-focused standards, transit operations-focused standards, complete trip standards
- Industry Efforts
- Capacity Building Tools
- Thank you to Jana Lynott, AICP, Independent Consultant; Marcy Jaffe, Principal and Founder of Transnnovation, Inc and National RTAP GTFS Technical Support; Santosh Mishra, President & CEO of Flexlynqs; Kevin Chambers, Principal/Founder of Full Path Transit Technology and National RTAP RideSheet Technical Support, for contributions to this directory.

About the DRT Resource Directory

Data Standards/Supporting Resources



Industry Efforts



Capacity Building



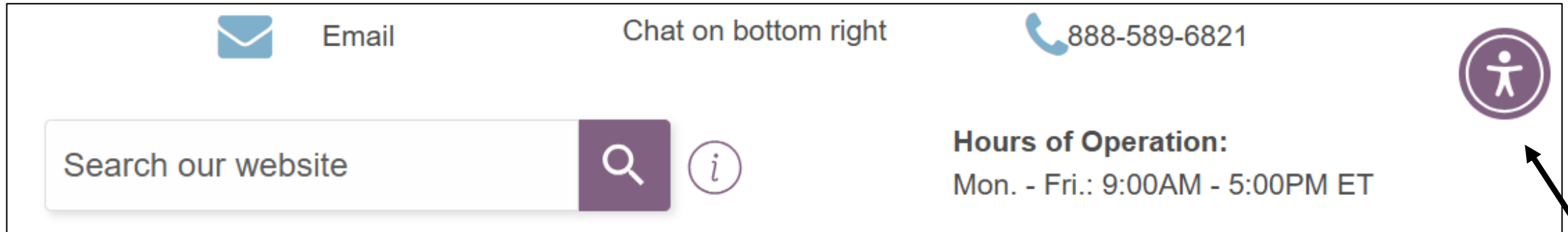
Help National RTAP build this resource - please send us your feedback.

Transit Data Standards Resource
Directory Feedback

National RTAP Website Accessibility Menu

Accessing the Website Accessibility Menu

1. Go to any page on the National RTAP website
2. Click on the Accessibility icon in the top right corner



<https://www.nationalrtap.org/>

Note: Organizations that use National RTAP Website Builder for their websites can add this to their websites too.

Using the Website Accessibility Menu

Accessibility Menu (CTRL+U)

How UserWay Works

Oversized Widget

Contrast +

Highlight Links

Bigger Text

Text Spacing

Pause Animations

Hide Images

Df

Dyslexia Friendly

Cursor

Tooltips

Line Height

Text Align

Saturation

Reset All Accessibility Settings

RESOURCES

NEWS & EVENTS

TRIBAL TRANSIT

STATE RTAP

Invert Colors

Upcoming Events

Featured Event: Center for Tribal Transportation

Keeping Your System In Compliance Through The

Database With RTAP, Fountain Hills, AZ, September

Pause Animations

Df

Dyslexia Friendly

Monday, August 31

Peer Networking

Connect with your peers through our online forums, roundtables and chats, and conferences.

Text Align

Desaturate

1:00 PM ET

Coordinating Council on Access and Mobility Tec

2:00 PM ET

Native Learning Center: Finding Financing for You

3:00 PM ET

Safe Routes Partnership: Safe Routes to Libraries

Df

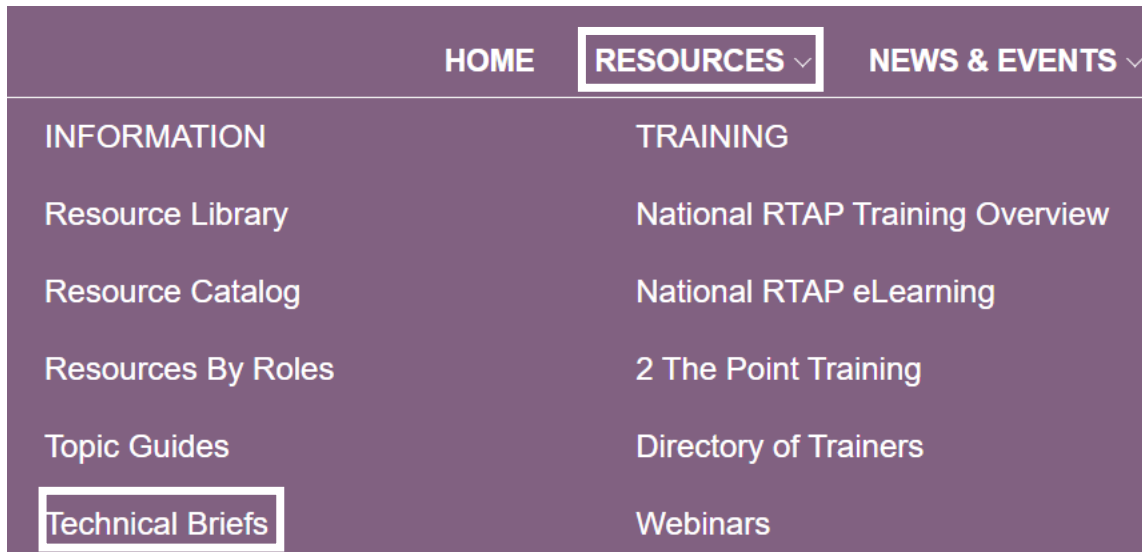
Dyslexia Friendly

Reading Mask

Incidental and Shared Use: Use of Assets for Non-Transit Purposes

Accessing Incidental and Shared Use

1. Mouse over the Resources Megamenu



2. Click on Technical Briefs

Still under review – coming soon!

3. Click on Incidental and Shared Use: Use of Assets for Non-Transit Purposes **when it is available**



Full-Text PDF

4. Click on Full-Text PDF at the bottom of the record

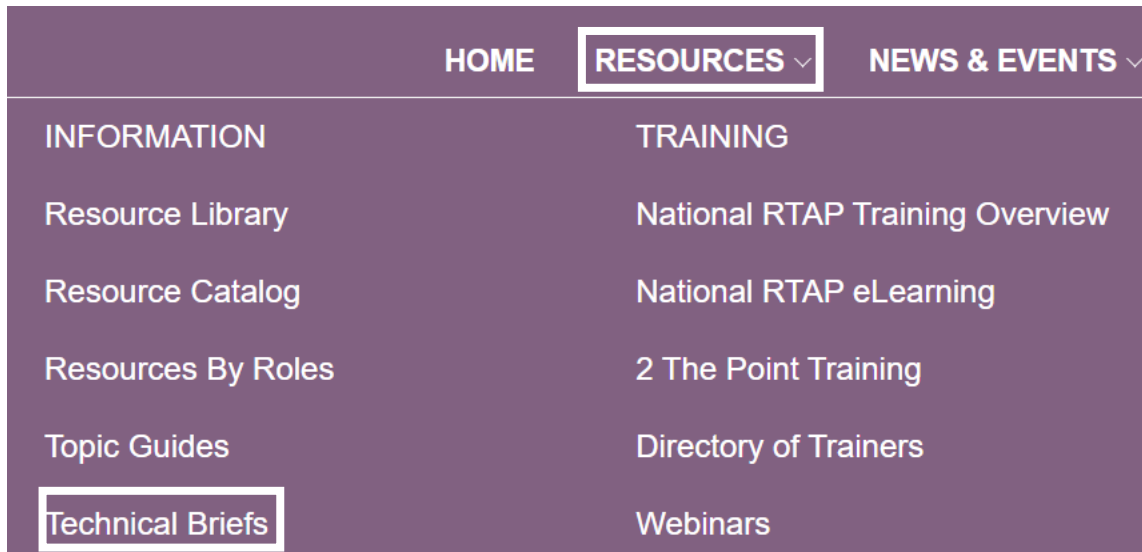
About Incidental and Shared Use

- This technical brief is **still under review**.
- A collaborative technical brief developed by
 - National RTAP
 - Coordinating Council on Access and Mobility Technical Assistance Center (CCAM-TAC)
 - Transit Workforce Center (TWC)
 - FTA
- We hope to introduce it in our Spring into New National RTAP Resources 2027 webinar.

Rural Mobility Hubs: A Community Based Framework

Accessing Rural Mobility Hubs

1. Mouse over the Resources Megamenu



2. Click on Technical Briefs

- Roles and Responsibilities of Transit Board Members: What Every Member Should Know
- Rural and Urban Transportation Coordination
- Rural Mobility Hubs: A Community-Based Framework for Rural Transit Providers and Partners
- Rural Transit and School Bus Coordination

3. Click on Rural Mobility Hubs: A Community Based Framework



Full-Text PDF

4. Click on Full-Text PDF at the bottom of the record

<https://nationalrtap.eos-intl.net/N94067/OPAC/Details/Record.aspx?BibCode=1078639>

About Rural Mobility Hubs

Background

- National RTAP convened a working group in 2025 to discuss and identify common mobility hub locations and characteristics
- Working group led by Al Benedict, Technical Tools Lead, National RTAP
- Technical Brief launched August 2026
- *Acknowledgments: Rebecca Anger, AASHTO; Joey Bilyeu, Oklahoma Mobility Management Program; Sheri Bozic, Pueblo of Jemez; Colin Bratton, Windham Regional Commission; Carrie Brown, Applied Pavement Technology; Laura Corff, United CAP; Shayne Gill, AASHTO; Heather Griffin, Resource Management Systems; Carrie Kissel, NADO; Stephen Kuban, Inc; Jonnie Kusek, Open Plains Transit; Miranda Lyons, Resource Management Systems; Ridhima Mehrotra, KFH Group; Kelly Scalf, Milligan Consulting; Tom Nutter, Oklahoma DOT; Beverly Sidlo-Tolliver, Arrowhead Regional Transportation Coordinating Council; Michelle Thomas, ECRDC*

About Rural Mobility Hubs

Contents

- Practical tools and strategies
- Planning, design, and implementation
- Stop-level design standards
- Scalable hub models
- Funding strategies
- Partnership frameworks
- Implementation roadmap
- Stakeholder engagement
- Deployment
- Ongoing evaluation
- Case Study – Brattleboro Transportation Center

Mobility Hub Core Features

Level	Hub Type	Role	Locations & Contexts	Features *	Use Cases
Level 0	Bus Stop and/or Flag Stop / Basic Pullout	Minimal-access boarding point for rural transit	Highway pullouts, Tribal lands, gas stations, park-and-ride edges	Lighting, bench or leaning wall, schedule posted/QR Code, emergency phone, safe pullout design, basic signage, thru-access design	Low-density areas, long rural corridors, informal stops, remote access points
Level 1	Enhanced Rural Bus Stop	Stop with basic passenger amenities and limited connectivity	Rural corridors, school routes, volunteer driver connections	Shelter, lighting, seating, bike rack, schedule, bulletin board, brochure kiosks, wayfinding signage, contact info for live support, sidewalks where available	Transit corridors, low-density service upgrades, first/last-mile connections
Level 2	Community Mobility Node / Stand-Alone Hub	Multi-service local mobility and community access point	Small towns, hospitals, clinics, libraries, senior centers, strip malls, workforce centers	Small modular structure, Wi-Fi hotspot, real-time or printed info, restrooms, microtransit & paratransit zone, park-and-ride spaces, waiting area	Medium-density rural centers, health/workforce access hubs, county-level mobility coordination
Level 3	Full Rural Mobility Hub	Integrated regional multimodal transfer center	Transit offices, regional centers, Tribal hubs supporting local and intercity connections	Multi-bay transit facility, fixed-route, demand response, intercity buses, rideshare/taxi zones, bike infrastructure (racks, lockers, e-bike share), electric vehicle charging, indoor waiting, retail kiosks, lockers, community services, telehealth booths, event/vendor space, package pickup (e.g., Amazon)	Regional transfer points, multi-county coordination hubs, Tribal mobility centers, high-activity rural nodes

Core features build on each other. Level 1 includes amenities in Level 0, and so on.

RideSheet Instructional Videos

Accessing RideSheet Instructional Videos

1. Mouse over the Resources Megamenu

RESOURCES ▾	NEWS & EVENTS ▾	TRIBAL TRANSIT ▾	STATE RTAP ▾	ABOUT ▾
TRAINING		TOOLKITS		TECHNOLOGY TOOLS
National RTAP Training Overview		ADA Toolkit		Overview
National RTAP eLearning		Bus Roadeo Toolkit		Cost Allocation Calculator
2 The Point Training		Find Anything Toolkit		GTFS Builder
Directory of Trainers		Marketing Toolkit		ProcurementPRO
Webinars		State RTAP Manager's Toolkit		Website Builder
Peer Roundtables & Chats		Transit Manager's Toolkit		Rural INTD
John Martin Series		Volunteer Driver Program Toolkit		RideSheet
RTAPgo				

2. Click on RideSheet

3. Scroll down to RideSheet University Training Resources

RideSheet University Training Resources

Learn more about RideSheet and if it is right for your organization.

4. Click on each of the videos in the Training Resources table

Tutorial Videos	Description
Introducing RideSheet	RideSheet is a simple, spreadsheet-based tool for operating and reporting on small demand-response transportation services. We held a webinar on January 21, 2025 to introduce RideSheet.

<https://www.nationalrtap.org/Technology-Tools/Ridesheet>

About RideSheet Instructional Videos

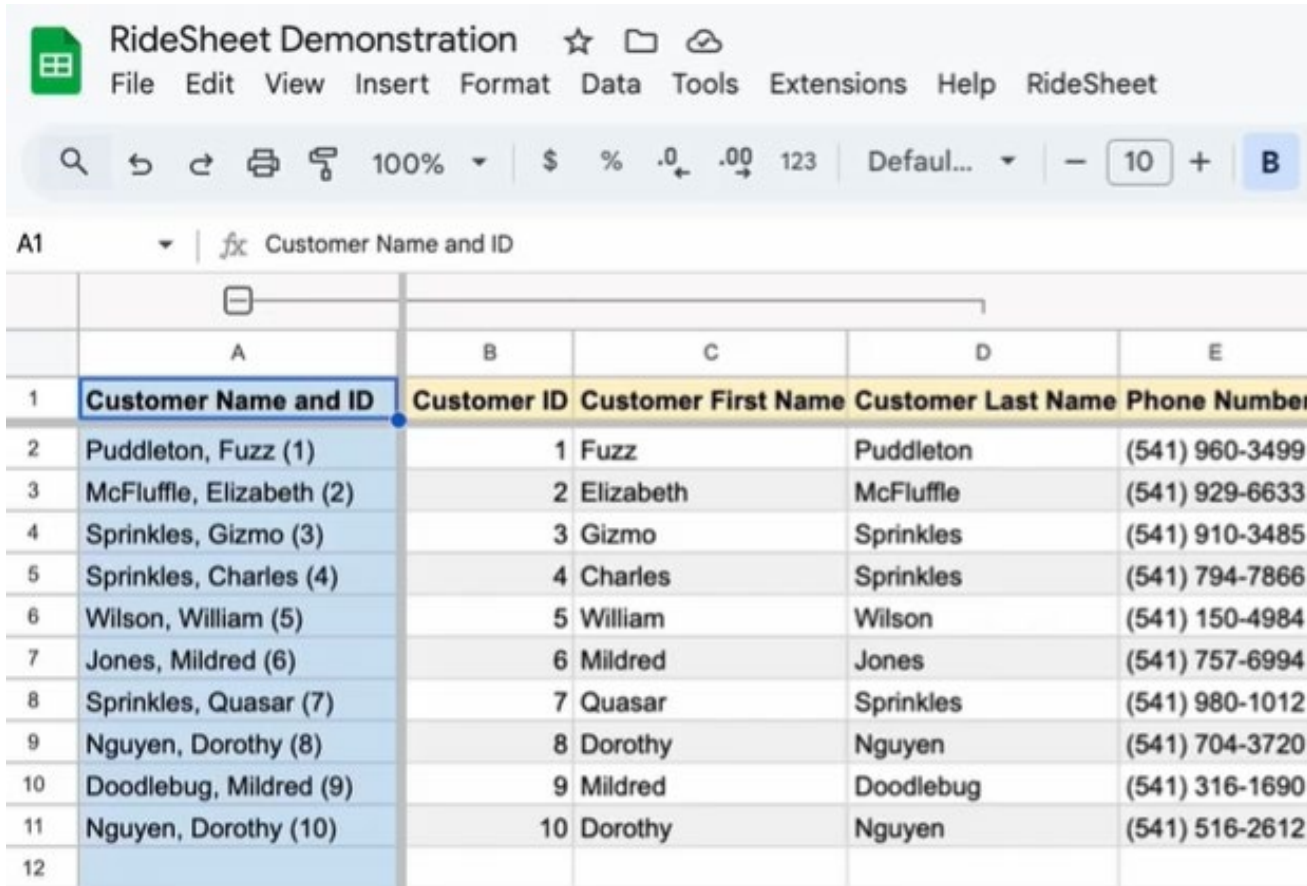
About RideSheet

- RideSheet is a tool for operating and reporting on small demand-response transportation services. Manages Tracking, Manifests, and Reports.
- Built on Google Cloud Infrastructure and spreadsheet-based.

About the Videos

- Created by Kevin Chambers, Full-Path Technology
- Covers installation, system overview, vehicles, drivers, services, addresses, customers, trips, runs, driver manifests, reports, and more

About RideSheet Instructional Videos



	A	B	C	D	E
1	Customer Name and ID	Customer ID	Customer First Name	Customer Last Name	Phone Number
2	Puddleton, Fuzz (1)	1	Fuzz	Puddleton	(541) 960-3499
3	McFluffle, Elizabeth (2)	2	Elizabeth	McFluffle	(541) 929-6633
4	Sprinkles, Gizmo (3)	3	Gizmo	Sprinkles	(541) 910-3485
5	Sprinkles, Charles (4)	4	Charles	Sprinkles	(541) 794-7866
6	Wilson, William (5)	5	William	Wilson	(541) 150-4984
7	Jones, Mildred (6)	6	Mildred	Jones	(541) 757-6994
8	Sprinkles, Quasar (7)	7	Quasar	Sprinkles	(541) 980-1012
9	Nguyen, Dorothy (8)	8	Dorothy	Nguyen	(541) 704-3720
10	Doodlebug, Mildred (9)	9	Mildred	Doodlebug	(541) 316-1690
11	Nguyen, Dorothy (10)	10	Dorothy	Nguyen	(541) 516-2612
12					

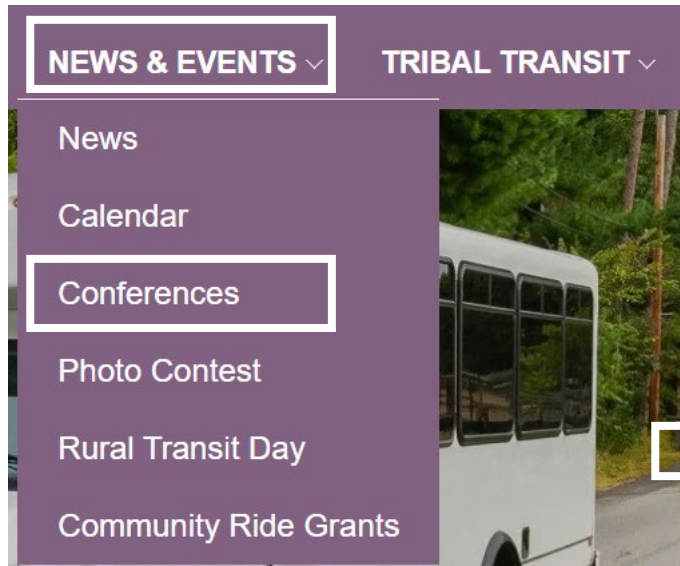
Example

This video, Managing Customers, shows how to add new riders, enter basic contact and address information, and set default values that automatically fill in when creating trips. Setting up customer information correctly helps speed up trip entry and ensures consistent scheduling and reporting.

6th National RTAP Technical Assistance Conference Presentations

Accessing the Conference Presentations

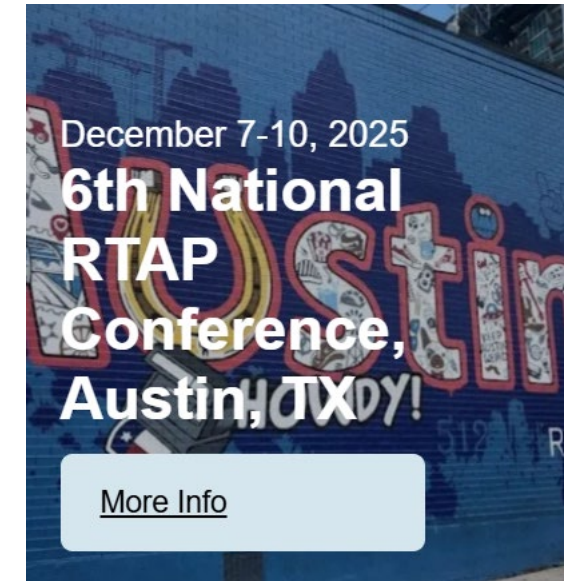
1. Mouse over News & Events



2. Click on Conferences

3. Click on More Info
on the 2025
Conference tile

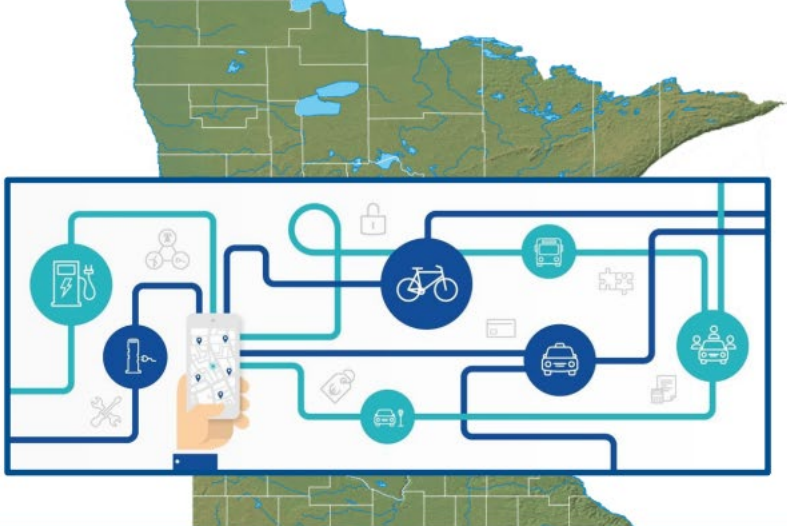
4. Click on the
Conference Presentation
button



Conference Presentations

<https://www.nationalrtap.org/News/Conference/2025-Austin>

About the Conference Presentations



Minnesota Mobility-as-a-Service Platform

Elliott McFadden | Emerging Mobility Unit Supervisor

12/9/2025

Example

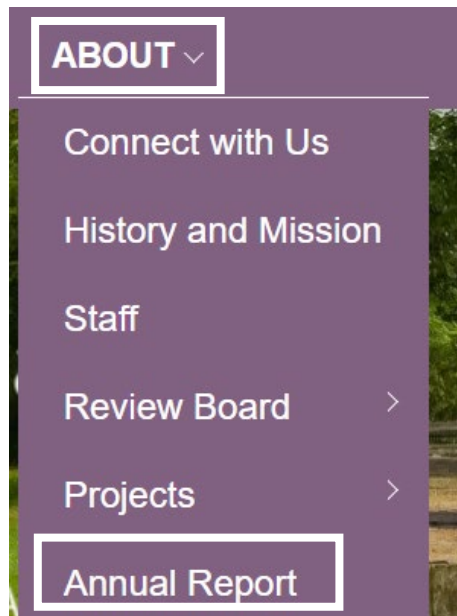
We included about 50 PowerPoints presentations from the conference where presenters gave permission.

Topics include intercity bus transportation, estimating transit demand, interlining, same day service, funding, Tribal transit, and much more

National RTAP Annual Report

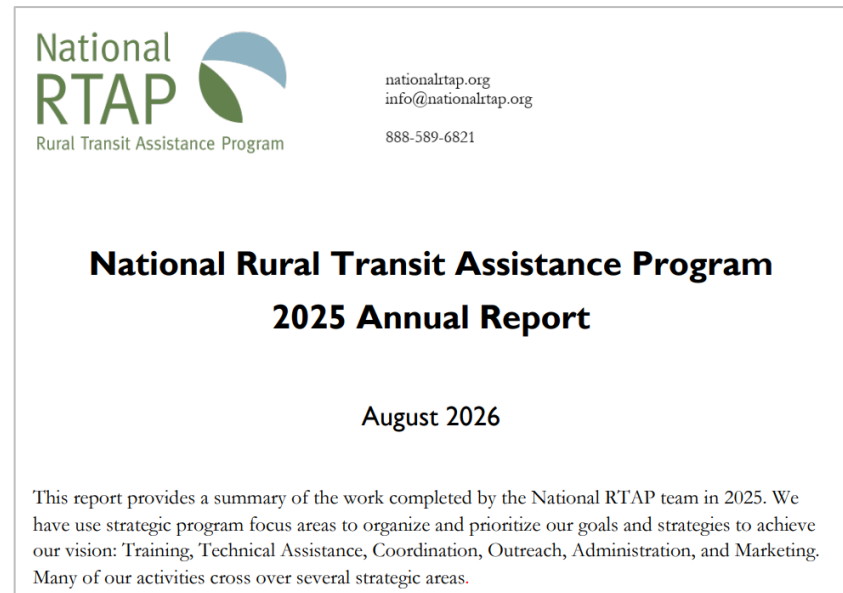
Accessing the Annual Report

1. Mouse over About



2. Click on Annual Report

3. PDF will open in the same window



https://irp.cdn-website.com/270961f6/files/uploaded/National_RTAP_Annual_Report_2025.pdf

About the Annual Report

This is the first time we've posted our Annual Report. When we post future reports, we will create an archive starting with this one.

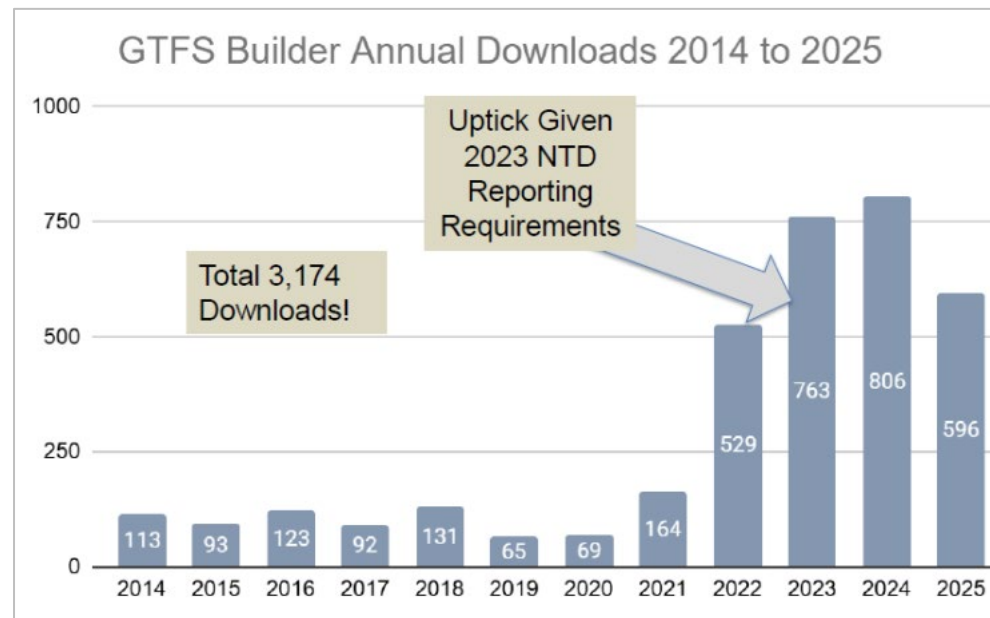
Covers National RTAP highlights for 2025:

- Training development
- Conference
- eLearning
- Information requests
- Technology tools
- Tribal transit program
- Peer network program
- Community Rides Grants
- Research and
- Our work with State RTAPs

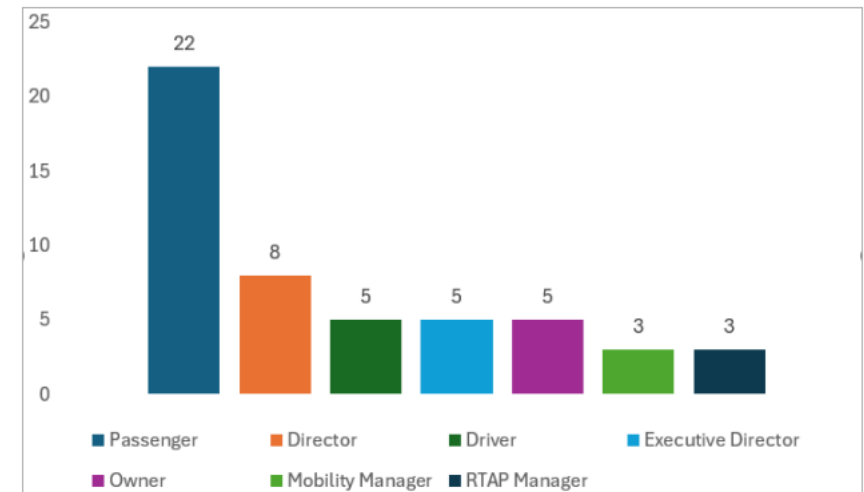
Annual Report Data

Top 2025 Resource Center Downloads

Title	2025 Downloads
Salary Ranges for Transit Jobs	549
GTFS Builder Guidebook	435



Top Job Titles of Information Requesters in 2025



Visit to Annual Report to view more charts and data.

Q&A



Upcoming National RTAP Events

Tribal & Rural Mini-Conference in Boston, October 13-15, 2026

Transit Manager Peer Roundtable - How to Collaborate with Partners for Local Match, December 15, 2026, 2:00-3:00 PM

State RTAP Peer Roundtable, January 28, 2027, 2:00-3:00 PM ET

Books in Transit Discussion Group Meeting – All That Road Going

February 16, 2027, 2:00-3:00 PM ET

7th National RTAP Training Summit Connecting Ideas, Connecting Communities

December 7-9, 2027 in San Diego, California



To register or to access recordings, slides, or summaries, go to:

nationalrtap.org/Training/Peer-Roundtables-and-Chats and nationalrtap.org/Webinars.

Thank You

National Rural Transit Assistance Program

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Cara Marcus

Knowledge and Resource Manager

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781-404-5020



Webinar Survey



U.S. Department of Transportation
Federal Transit Administration