

Most National RTAP training modules and all technical briefs are available in PDF format. Many resources are also available in multiple formats – **P: Print D: Disc/Drive E: eLearning**. If viewing this catalog as a PDF, use the mouse to hover over any **bold** resource titles (or the words Instructor, Facilitator, Learner, Resource Guide, or Spanish) and use Ctrl + Click to access the link to that resource. Training modules in print, disc, and thumb drive formats are available for shipment, free of charge, from our online Resource Library or by phone, email, or chat. For eLearning, visit [elearning.nationalrtap.org](http://elearning.nationalrtap.org).

To view the National RTAP resources that are most useful for each transit role, go to page 9 of this catalog.

## Recently Launched or Updated:

- [Developing, Designing and Delivering Community Transportation Services](#), January 2022
- [Vehicle Maintenance to Reduce the Cost of Fuel Consumption](#), January 2022
- [Entry-Level Driver Training Requirements](#), January 2022

Training Module	Description	Date
<b>2 the Point Training</b> <ul style="list-style-type: none"> <li>• English</li> <li>• Spanish</li> <li>• eLearning</li> </ul>	Quick refresher training cards for drivers on topics including defensive and distracted driving, drugs and alcohol, customer service, safety, and the Americans with Disabilities Act. Spanish version available. <b>P E</b>	2019
<b>Advanced Topics in Fundamental Financial Management</b>	Augments and extends the Fundamental Financial Management manual by providing guidance on two additional related topics: service-based cost allocation and pricing and operating sponsored service. <b>P</b>	2021
<b>Boards That Perform</b>	Addresses the roles, issues and responsibilities involved in being a transit board member <b>P D</b>	2008
<b>Cost Allocation Meets Coordination: A Mini-Course for Human Services Transportation Providers</b>	National Aging and Disability Transportation Center (NADTC) training module. An introductory course on cost allocation for human services transportation providers. <b>E</b>	2020
<b>COVID-19 Safety Guidance for Frontline Transit Employees</b>	This training was sponsored by NJ Transit, in collaboration with the NJ Council on Special Transportation, and was recorded on September 11, 2020 by Michael Noel of Noel Training & Consulting LLC. <b>E</b>	2020
<b>Crisis Management for Rural and Tribal Transit Providers</b>	Small Urban and Rural Center on Mobility (SURCOM) training module. Assists rural and tribal transit managers with the basics of crisis management. <b>E</b>	2020
<b>Customer Driven Service</b> <ul style="list-style-type: none"> <li>• Learner</li> <li>• Instructor</li> </ul>	Trains transit staff to provide excellent customer service in a variety of situations and understand steps they need to take to avoid customer service breakdowns and maintain positive morale. <b>P D</b>	2011
<b>Customer Service for Rural and Tribal Transit Providers</b>	Small Urban and Rural Center on Mobility (SURCOM) training module. Assists rural and tribal transit managers, drivers, and frontline staff in delivering great customer service to the communities where they operate. <b>E</b>	2019
<b>Emergency Procedures for Rural Transit Drivers</b> <ul style="list-style-type: none"> <li>• Learner</li> <li>• Instructor</li> </ul>	Provides tools to prepare for and resolve on-the-road emergencies for drivers, such as accidents, natural disasters and hazardous materials. The print training manual was published in 2011 and the eLearning training was updated in 2019. <b>P D E</b>	2011, 2019

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Training Module	Description	Date
<b>Dispatching and Scheduling Training for Rural Transit Systems</b> <ul style="list-style-type: none"> <li>Learner</li> <li>Instructor</li> </ul>	Describes the dispatcher's and scheduler's roles and responsibilities. <b>P D E</b>	2021
<b>Essential Skills for Trainers</b> <ul style="list-style-type: none"> <li>Resource Guide</li> <li>Instructor</li> </ul>	Instructs trainers on how to lead effective sessions and incorporate activities, materials, including warm-ups, role-play and brainstorming. <b>P</b>	2009
<b>Essential Spanish for Rural Transit</b>	Provides the most frequently asked questions passengers ask, as well as the most important messages that transit drivers need to give those passengers, in a simple English/Spanish format to facilitate effective communication. <b>P D</b>	2020
<b>FTA 101</b>	Small Urban and Rural Center on Mobility (SURCOM) training module. Provides information about the history, background and functions of the Federal Transit Administration as it relates to the work of transit managers in a state department of transportation. <b>E</b>	2018
<b>Fundamental Financial Management for Rural Transit Providers</b> <ul style="list-style-type: none"> <li>Learner</li> <li>Instructor</li> </ul>	Provides essential guidance on financial management topics including: Office of Management and Budget (OMB) Uniform Guidance, accounting, indirect costs, cost allowability, local match, donations, cash management, National Transit Database (NTD) reporting, and single audits. <b>P D</b>	2020
<b>Grant Writing for Rural and Tribal Transit Providers</b>	Small Urban and Rural Center on Mobility (SURCOM) training module. Assists rural and tribal transit managers with grant writing. The course focuses on basic structure and best practices. <b>E</b>	2020
<b>How to Buy a Vehicle: A Primer for Rural, Tribal and Small Urban Transit Operators</b>	Provides information to help simplify the vehicle procurement process. <b>P</b>	2019
<b>HR Training Short on Employee Recognition</b>	Small Urban and Rural Center on Mobility (SURCOM) training module. Discusses employee recognition programs, team building, employee of the week/month/year rewards, and other ways to recognize employees. <b>E</b>	2021
<b>HR Training Short on Interview Questions</b>	Small Urban and Rural Center on Mobility (SURCOM) training module. Users will learn what makes a great interview question and how to create open ended questions. <b>E</b>	2021
<b>HR Training Short on Onboarding</b>	Small Urban and Rural Center on Mobility (SURCOM) training module. Explains the difference between orientation and onboarding, describes components of effective onboarding, and provides tips on organizational culture and employee fit, employee handbooks, and developing a strategic plan. <b>E</b>	2020
<b>HR Training Short on Performance Appraisals</b>	Small Urban and Rural Center on Mobility (SURCOM) training module. Discusses how to appraise low performers, average performers, and high performers, conducting project evaluation reviews, and using appraisals for staff to move to the next level. <b>E</b>	2021
<b>Introduction to Preventive Maintenance: An Investment That Pays Off</b>	Helps managers implement a preventive maintenance program with safe inspection procedures and documentation. <b>P</b>	2002
<b>Problem Passengers: Managing Difficult Passengers &amp; Situations</b> <ul style="list-style-type: none"> <li>Learner</li> <li>Facilitator</li> </ul>	Instructs drivers on how to manage and respond to situations including angry passengers, passenger refusals and threats and passenger health problems. <b>P D E</b>	2018

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Training Module	Description	Date
<b>Reasonable Suspicion Training for Supervisors</b>	Intended for front line supervisors and others responsible for making reasonable suspicion drug and alcohol testing referrals of employees who perform safety-sensitive job functions for transit agencies that receive FTA funding under Sections 5311, 5307, 5309, and 5339. <b>E</b>	2019
<b>Risk Management for Rural Transit Managers</b> <ul style="list-style-type: none"> <li>• Resource Handbook</li> <li>• Training Module</li> </ul>	Explains risk management and analysis and how to select financing measures. Content created in 2009, bibliographies updated in 2018. <b>P D</b>	2018
<b>Roles and Responsibilities of Transit Managers</b>	Helps managers achieve more cooperation, stronger teamwork, better attitudes, and effective results. Content created in 2004, bibliographies updated in 2018. <b>P D</b>	2018
<b>START (Safety Training &amp; Rural Transit)</b> <ul style="list-style-type: none"> <li>• Learner</li> <li>• Instructor</li> </ul>	Safety training for rural drivers, including vehicle, passenger and operator safety, vehicle inspection, defensive and distracted driving, and reporting. <b>P D E</b>	2015
<b>Strategic Planning</b>	Small Urban and Rural Center on Mobility (SURCOM) training module. Covers examining plan components, the strategic planning process and best practices to achieve success. <b>E</b>	2021
<b>Substance Abuse Awareness Training for Employees</b>	Online training on the effects and consequences of drug and alcohol abuse for safety-sensitive employees, fulfilling the Federal Transit Administration's 60-minute minimum training requirement. <b>E</b>	2019
<b>Threat and Vulnerability Toolbox</b>	Guides rural transit managers through the process of setting priorities for safety, security and emergency preparedness. <b>D</b>	2003
<b>Top Shops: Emergency Management in Vehicle Maintenance Facilities</b> <ul style="list-style-type: none"> <li>• Learner</li> <li>• Instructor</li> </ul>	Provides emergency management training for vehicle maintenance facility staff, supervisors, and contractors. <b>P D E</b>	2015
<b>Transit and Human Trafficking</b>	Busing on the Lookout training module. The course contains a documentary video, a red flags video and resources for transit drivers. <b>E</b>	2019
<b>Transportation Coordination: A Guide to Making it Work for You</b>	Describes benefits of coordination and offers examples of approaches to partnership efforts. <b>P D</b>	1995

Online Technology Tool	Description	Date
<b>Cost Allocation Calculator</b>	Determines the fully allocated cost for providing service by travel mode, jurisdiction, service type, individual route/service, and sponsored services. Generates performance measures for each route/service and groups of routes using full allocated costs and operational data. The tool also allows for comparison of historical cost allocation results across multiple fiscal years.	2021
<b>GTFS Builder</b>	Allows your agency to create and manage General Transit Feed Specification (GTFS) data for on-line trip planning and other uses. Includes two Excel spreadsheets, detailed instructional resources including videos and a step-by-step manual and set-up for uploading the files to Google.	2021

<b>ProcurementPRO</b>	Provides appropriate clauses and certifications for federal procurement requirements when utilizing federal funds to buy vehicles or other materials. The tool also provides other helpful resources such as a procurement document template, check lists, and guidance for preparing procurement documents.	2020
<b>Website Builder</b>	Build and manage a free website for your organization by using our template, design tools, and easy to follow instructional videos.	2020

Online Toolkit/Product	Description	Date
<b>ADA Toolkit</b>	Everything rural and tribal transit managers need to know about Americans with Disabilities Act compliance.	2021
<b>Bus Roadeo Toolkit</b>	How to run a Roadeo from planning to judging and scoring the event. The videos are also available on YouTube, a DVD and in National RTAP eLearning.	2014
<b>Directory of State RTAP Managers</b>	Online listing of RTAP managers from each state and US Territory.	2021
<b>Directory of Trainers</b>	Listing of trainers and their topic specialties by location.	2021
<b>How to Find Almost Anything Toolkit</b>	Guide to finding information online and offline, including lists of free and low-cost transit resources by topic.	2021
<b>Salary Ranges for Transit Jobs</b>	Results of our job title and salary range survey of rural and tribal public transit agencies. The downloadable spreadsheet contains the database and a summary table.	2020
<b>Marketing Transit Toolkit</b>	Advice for developing a marketing plan and creating marketing materials for your agency, and includes libraries of free transit photos, graphics and templates.	2021
<b>Rural Integrated National Transit Database (iNTD)</b>	A tool that integrates the rural NTD data dating back to 2007, enabling users to view, sort, and analyze the data and run reports.	2020
<b>State RTAP Manager's Toolkit</b>	Guide to establishing and managing a State RTAP program.	2020
<b>State RTAP Manager's Forum</b>	Online forum for RTAP managers to communicate with each other and share information.	2021
<b>Transit Acronym Dictionary</b>	List of transit acronyms and their definitions. The list includes government agencies, industry-wide organizations, legislation, and phrases used in the transit literature.	2021
<b>Transit Manager's Toolkit</b>	Comprehensive information for transit managers to ensure that their agencies run smoothly and comply with FTA 5311 regulations.	2020

National RTAP Technical Briefs are all available in PDF format. Hover over the title and use Ctrl + Click to access the online link to that resource. These resources are available for shipment to rural and tribal transit agencies through Resource Share, phone, email or chat.

Technical Brief	Description	Date
<b>Advisory Versus Governing Boards</b>	Describes roles of transit advisory (community stakeholders) and governing boards (appointed legal representatives).	2007
<b>Advocating for Your Transit System</b>	Discusses establishing a formal advocacy plan and offers ideas for rapid implementation. Prepared collaboratively with the National Center for Mobility Management (NCMM).	2021

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Technical Brief	Description	Date
<b>American Indian Transportation: Issues and Successful Models</b>	Raises issues faced by American Indians, including sovereignty, funding, coordination, computerization and economic growth.	2006
<b>Applying Good Business Practices: Hiring, Training and Evaluating Employees</b>	Discusses effective ways to recruit, hire and retain the right people in a customer service-driven transit system.	2018
<b>The Benefits of Electronic Grants Management Systems</b>	Details benefits and best practices of electronic grants systems and highlights states who have built successful systems.	2009
<b>Contracting with Private Providers</b>	Advises whether transit systems need to hire contractors, researching private providers, RFPs, and contract management.	2008
<b>Copyright: Tips for Being a Good Digital (and Real-World) Citizen</b>	Explains the importance of adhering to copyright laws and developing a policy. Gives practical advice for following copyright laws online and in the workplace.	2018
<b>Coronavirus Disease 2019 (COVID-19): Information and Resources for Transit</b>	Provides transit agency staff and passengers with information and resources about the risks and evidence-based strategies. The brief covers what is known about COVID-19 at this time and the basics of planning, prevention, and treatment.	2022
<b>Customer Service in Rural Transit: How to Identify and Meet Customer Needs</b>	Details the need for excellent customer service and provides tips for implementing a successful program, such as obtaining and acting on customer input and meeting unmet needs.	2010
<b>The Dawning of a New Era in Transit: Major Trends</b>	Describes recent trends in transit, such as rider-friendly technology, a new consumer mindset, generational dynamics and sustainable transportation.	2010
<b>The Dawning of a New Era in Transit: Ten Strategic Imperatives</b>	Outlines ten ways in which transit professionals can shape the role and impact of transit in America, such as exceptional customer service and community partnerships.	2010
<b>Developing and Maintaining a Transit System Personnel Policy</b>	Explains the need for creating a personnel policy manual and covers topics for inclusion, such as employment and hiring practices, compensation, benefits, and workplace standards.	2019
<b>Developing, Designing and Delivering Community Transportation Services</b>	Discusses leadership, service policy, vehicle selection, routing, scheduling, passenger assistance, and driver training.	2022
<b>Developing Effective Policies and Procedures</b>	Outlines important areas within an agency where policies and procedures should be drafted, such as safety and staffing	2018
<b>Driving Your Online Presence: The Importance of Creating a Website for Your Transit Agency</b>	Addresses why it's important for your transit agency to have a website, and provides tips for improving existing websites	2018
<b>Emergency Information Dissemination</b>	Explains the importance and objectives of a prepared crisis communication plan	2020
<b>Emergency Response Checklist: After Normal Operating Hours</b>	Identifies the responsibilities of the Emergency Response Coordinator in an emergency that occurs after operating hours	2021
<b>Emergency Response Checklist: During Normal Operating Hours</b>	Identifies the responsibilities of the Emergency Response Coordinator in an emergency that occurs during operating hours	2021
<b>Entry-Level Driver Training Requirements</b>	Federal Entry-Level Driver Training (ELDT) regulations set the minimum requirements for training that entry-level drivers of commercial motor vehicles (CMV) must complete before being permitted to take certain commercial driver's license (CDL) skills or knowledge tests on or after February 7, 2022.	2022

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Technical Brief	Description	Date
<b>Essential Spanish for Rural Transit</b>	Provides the most frequently asked questions passengers ask, as well as the most important messages that transit drivers need to give those passengers, in a simple English/Spanish format to facilitate effective communication.	2020
<b>Exceptional Customer Service Across Generations</b>	Explores the impact of a multigenerational workforce on transit system operations and customer service	2010
<b>Federal Motor Carrier Safety Administration Regulations and Interlining Transportation for Rural Transit Providers</b>	Gives an overview of FMCSA regulations that affect rural transit and defines requirements for interlining, which is a fixed vehicle switching from one route to another during a service day.	2008
<b>Getting Started: Creating a Vision &amp; Strategy for Community Transit</b>	Outlines how to identify and work with stakeholders, understand the community's transportation needs, and identify resources to create a mission and strategic plan for community transit	2017
<b>Grant Writing Made Easy: How to Write a Successful Grant Application</b>	Provides tips on searching for grants, submitting and following-up on your application, and includes a list of grant resources	2017
<b>Guidance for Rural and Tribal Transit Agencies During a Government Shutdown</b>	Provides guidance on what transit agencies should expect and actions they can take before, during and after a full or partial government shutdown to minimize the impact.	2019
<b>Head Start Program Transportation in Rural Areas</b>	Helps transit agencies understand federal and state Head Start transportation requirements and provides best practices for providing safe and customer-focused Head Start transportation	2020
<b>Healthy Habits: Reducing Stress and Fatigue and Increasing your Energy</b>	Explains how transit workers can recognize and reduce stress and fatigue, maintain their energy and become more active	2018
<b>The Health Insurance Portability and Accountability (HIPAA) Rule's Effect on Rural Transit Agencies</b>	Provides an overview of the HIPAA privacy protections for non-emergency medical transportation	2021
<b>Incident and Injury Report Form</b>	Designed to be completed in the event of an accident or incident when an injury has occurred	2021
<b>Insurance and Risk Management Solutions: Risk Retention Pools</b>	Focuses on risk retention pools, where agencies contribute equal amounts to common risk pools and money can pay for expenses	2021
<b>Leading the Rural Transit Agency</b>	Introduces concepts to help rural transit leaders make decisions, set goals and priorities, and communicate with all stakeholders	2021
<b>Leveraging Social Media: Spreading the Word and Enhancing Community Participation</b>	Explores the use and potential impact of social media, such as Facebook, Twitter, etc., as a marketing and community participation tool for transit providers	2018
<b>Livable Communities: Tips for Designing Transit Services and Infrastructure that Promote Livability</b>	Discusses characteristics of livable communities, suggests improvements to infrastructure and transit, and provides grant opportunities for initiatives. Prepared collaboratively with the Shared-Use Mobility Center (SUMC).	2021
<b>Make Business Part of Rural Transit's Business</b>	Explains how rural transit operators can partner with businesses based on workforce needs	2010

Technical Brief	Description	Date
<b>Measure and Report Your Impacts: How to Assess Your Impact and Tell Your Story</b>	Explains how transit operators can use information to leverage community support, and build a compelling case for the positive impact their agency can provide	2010
<b>Mobile Driver Training Simulators</b>	Provides information about mobile driver training simulators, which provide hands-on training in virtual environments	2009
<b>Operating the Rural Transit Agency</b>	Offers topics and resources required to run a rural transit agency under federal regulations, including customer service, policies and certifications	2010
<b>Oversized Wheeled Mobility Devices</b>	Evaluates issues related to transporting oversized wheelchairs and suggests best practices for their securement and support	2015
<b>Performance Evaluation for Rural Transit Systems</b>	Discusses how to assess and interpret your rural transit system's performance, using data and cost information	2019
<b>Plain Language for Rural Transit: Writing for Readability and Clarity</b>	Explains Plain Language writing and how you can use it to make your writing simpler and better.	2019
<b>Responding to Transit Incidents</b>	Outlines challenges that arise during transit incidents, identifies actions that can be taken, and discusses response procedures.	2009
<b>Risk Management for Rural Transit Managers</b>	Provides an overview of risk management and explains how it can help rural transit managers.	2021
<b>Roles and Responsibilities of Transit Board Members: What Every Board Member Should Know</b>	Provides a concise list of what new board members should know about the organization, including acts that govern their agency and how the transit authority is funded	2007
<b>Seasonal Flu: Information and Resources</b>	Covers the basics of flu prevention and treatment for transit workers.	2018
<b>Substance Abuse Awareness Training, Testing, and Compliance</b>	Provides guidance for employers who must train and test safety-sensitive employees for drug and alcohol use and misuse, and prepare employees for what to expect	2021
<b>Time Management for Rural Transit Managers</b>	Provides best practices and recommendations for time management for rural transit managers, as well as ways to increase productivity and reduce stress caused by task and information overload.	2020
<b>Tools that Connect: Online Trip Planners and GTFS Builder</b>	Learn about making your routes more visible to potential riders and improving transit planning with General Transit Feed Specification (GTFS).	2020
<b>Training Adult Learners: How to Reach and Engage Your Audience</b>	Discusses the characteristics and learning processes of adult learners, and provides tips for planning and delivering training programs, conducting webinars, and using learning technologies	2018
<b>Transit's Role in Emergency Response</b>	Suggests general guidelines and provides checklists for each stage of a critical emergency, including the aftermath	2019
<b>Understanding the U.S. Department of Transportation's Disadvantaged Business Enterprise (DBE) Program</b>	Outlines an overview of the Disadvantaged Business Enterprise program for Department of Transportation funded agencies, including requirements, goal setting and monitoring	2017
<b>Used Oil Recycling: Getting Extra Mileage Out of Your Motor Oil</b>	Suggests alternative methods for disposal or reuse of motor oil	2019
<b>Vehicle Maintenance to Reduce the Cost of Fuel Consumption</b>	Provides a checklist of fuel saving maintenance measures that also reduce maintenance costs and minimize emissions	2009

Technical Brief	Description	Date
<b>Volunteers in Transportation: Some Issues to Consider</b>	Lists pros and cons of utilizing volunteers, and provides ways to show appreciation	2018
<b>What Transit Agencies Need to Inform the Public About Before Making Changes</b>	Checklist that agencies can use to determine what they need to notify the public about and gather public comments. Changes a transit agency may make are grouped into compliance, priorities and strategies and allocating funds	2019
<b>Writing a Coordinated Public Transit Human Services Transportation Plan</b>	Provides guidance for federally mandated coordinated service transportation plans for persons with disabilities, older adults, and persons with limited incomes. Prepared collaboratively with the National Center for Mobility Management (NCMM) and National Aging and Disability Transportation Center (NADTC).	2021



## Appendix: Resources by Roles

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

### Administrative Staff

- Applying Good Business Practices: Hiring, Training and Evaluating Employees Tech Brief
- Developing and Maintaining a Transit System Personnel Policy Tech Brief
- Emergency Response Checklists
- Emergency Information Dissemination Tech Brief
- Fundamental Financial Management Training
- Grant Writing Made Easy Tech Brief
- How to Buy a Vehicle Training
- Job Description and Salary Range Database
- Marketing Transit Toolkit
- Onboarding Training
- Performance Evaluation for Rural Transit Systems Tech Brief
- Plain Language for Rural Transit Tech Brief
- Understanding U.S. DOT's DBE Program Tech Brief
- Volunteers in Transportation Tech Brief

### Board Members

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

### Dispatch Staff

- ADA Toolkit
- Customer Driven Service Training
- Customer Service for Rural and Tribal Transit Providers Training
- Customer Service in Rural Transit Tech Brief
- Emergency Information Dissemination Tech Brief
- Emergency Procedures for Rural Transit Drivers Training
- Emergency Response Checklist
- Exceptional Customer Service Across Generations Tech Brief
- Responding to Transit Incidents Tech Brief

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

### Drivers

- 2 The Point Training
- ADA Toolkit
- COVID-19 Safety Guidance for Frontline Transit Employees
- Customer Driven Service Training
- Customer Service for Rural and Tribal Transit Providers Training
- Emergency Procedures for Rural Transit Drivers Training
- Emergency Response Checklist
- Entry-Level Driver Training Requirements
- Essential Spanish for Rural Transit
- Healthy Habits Tech Brief
- Responding to Transit Incidents Tech Brief
- Oversized Wheeled Mobility Devices Tech Brief
- Problem Passengers Training
- START (Safety Training & Rural Transit) Training
- Substance Abuse Awareness Training for Employees

### Heads of Agencies

- Advocating for Your Transit System Tech Brief
- Applying Good Business Practices: Hiring, Training and Evaluating Employees Tech Brief
- Contracting with Private Providers Tech Brief
- Developing and Maintaining a Transit System Personnel Policy Tech Brief
- Developing Effective Policies and Procedures Tech Brief
- Developing, Designing and Delivering Community Transportation Services Tech Brief
- Fundamental Financial Management Training
- Getting Started: Creating a Vision & Strategy for Community Transit Tech Brief
- Grant Writing Made Easy Tech Brief
- Insurance and Risk Management Solutions Tech Brief
- Leading the Rural Transit Agency Tech Brief
- Performance Evaluation for Rural Transit Systems Tech Brief
- Roles & Responsibilities of Transit Managers Training
- Transit Managers' Toolkit
- Volunteers in Transportation: Some Issues to Consider Tech Brief

### **Maintenance Staff**

- Coronavirus Disease 2019 (COVID-19): Information and Resources for Transit
- Introduction to Preventive Maintenance Training
- Top Shops: Emergency Management in Vehicle Maintenance Facilities Training
- Used Oil Recycling Tech Brief
- Vehicle Maintenance to Reduce the Cost of Fuel Consumption Tech Brief

### **Mobility Managers**

- ADA Toolkit
- Advocating for your Transit Agency Tech Brief
- Cost Allocation Meets Coordination Training
- Emergency Information Dissemination Tech Brief
- Emergency Response Checklists
- Head Start Program Transportation in Rural Areas Tech Brief
- Livable Communities Tech Brief
- Transit Manager's Toolkit
- Transportation Coordination Training
- Writing a Coordinated Human Service Transportation Plan Tech Brief

### **Safety Staff**

- Coronavirus Disease 2019 (COVID-19): Information and Resources for Transit
- Crisis Management for Rural and Tribal Transit Providers Training
- Emergency Procedures for Rural Transit Drivers Training
- Emergency Response Checklists
- Incident and Injury Report Form
- Responding to Transit Incidents Tech Brief
- START (Safety Training & Rural Transit) Training
- Substance Abuse Awareness Training for Employees
- Threat and Vulnerability Toolkit
- Transit's Role in Emergency Response Tech Brief

### **State Program Managers**

- Advisory versus Governing Boards Tech Brief
- American Indian Transportation: Issues and Successful Models Tech Brief
- Benefits of Electronic Grants Management Systems Tech Brief
- Developing Effective Policies and Procedures Tech Brief
- Directory of State RTAP Managers
- Directory of Trainers
- Getting Started: Creating a Vision & Strategy for Community Transit Tech Brief
- Grant Writing Made Easy Tech Brief
- Introduction to Preventive Maintenance Tech Brief
- Public and Private Partnerships Tech Brief
- Rural iNTD (Integrated National Transit Database)

- State RTAP Manager's Forum
- State RTAP Manager's Toolkit
- Transit Manager's Toolkit
- Understanding U.S. DOT's DBE Program Tech Brief

### **Trainers**

- ADA Toolkit
- Bus Rodeo Toolkit
- Directory of Trainers
- Emergency Information Dissemination Tech Brief
- Emergency Response Checklists
- Emergency Procedures for Rural Transit Drivers Training
- Entry-Level Driver Training Requirements
- Essential Skills for Trainers Training
- Mobile Driver Training Simulators Tech Brief
- Training Adult Learners Tech Brief

### **Transit Management**

- ADA Toolkit
- Contracting with Private Providers Tech Brief
- Developing, Designing and Delivering Community Transportation Services Tech Brief
- Federal Motor Carrier Safety Administration Regulations and Interlining Transportation for Rural Transit Providers Tech Brief
- Fundamental Financial Management Training
- Tools that Connect: Online Trip Planners and GTFS Builder
- How to Buy a Vehicle Training
- Introduction to Preventive Maintenance Training
- Reasonable Suspicion
- Risk Management for Rural Transit Managers Training
- Roles & Responsibilities of Transit Managers Training
- Threat and Vulnerability Toolkit
- Transit Manager's Toolkit
- Transit's Role in Emergency Response Tech Brief

### **Volunteers**

- ADA Toolkit
- Customer Driven Service Training
- Customer Service for Rural and Tribal Transit Providers Training
- Customer Service in Rural Transit Tech Brief
- Emergency Information Dissemination Tech Brief
- Emergency Procedures for Rural Transit Drivers Training
- Emergency Response Checklists
- Exceptional Customer Service Across Generations Tech Brief
- Healthy Habits Tech Brief
- Oversized Wheeled Mobility Devices Tech Brief
- Problem Passengers: Managing Difficult Passengers & Situations Training
- START (Safety Training & Rural Transit) Training
- Substance Abuse Awareness Training for Employees

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## Roles Key

### Administrative Staff

#### Use For:

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

### Board Members

#### Use For:

- Boards
- Chairperson of the Board

### Dispatch Staff

#### Use For:

- Dispatch
- Dispatchers
- Dispatch Managers

### Drivers

#### Use For:

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

### Heads of Agencies

#### Use For:

- Accountable Executives
- CEOs
- General Managers
- Heads of Transit Agencies
- Principles
- Transit Agency Executives

### Maintenance Staff

#### Use For:

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

### Mobility Managers

#### Use For:

- Mobility Coordinators

### Safety Staff

#### Use For:

- Safety and Security
- Safety Officers
- Safety Supervisors

### State Program Managers

#### Use For:

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

### Trainers

#### Use For:

- Passenger Trainers
- Training and Compliance Staff
- Travel Trainers

### Transit Management

#### Use For:

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

### Volunteers

#### Use For:

- Volunteer Staff

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