State RTAP Manager Peer Roundtable Summary

July 21, 2026

Our Summer 2026 State RTAP Manager Peer Roundtable was based on questions that State RTAP Managers asked within the past year, including discussions during National RTAP/State RTAP 1:1 outreach calls. There were 13 attendees; the states that participated were California, Idaho, Illinois, Michigan, Missouri, New Hampshire, New York, Oklahoma, Vermont, and Wisconsin. The icebreaker question was, "Have you watched the FIFA World Cup and if so, how, and did you have a favorite team?". Cabo Verde, Norway, and USA were the favorite teams and YouTube and Facebook were used for watching the matches.

Q: RTAP scholarship reimbursement for meals

A: Idaho RTAP follows the state's per diem allowance policy, which is $55 per diem per day. Outside, they use federal government per diem rates. Oklahoma RTAP uses federal General Services Administration (GSA) rates. Missouri RTAP follows the rates from the Missouri University of Science and Technology that it is affiliated with. A challenge that was discussed was getting subrecipients to fill out the necessary documentation for reimbursement.

Q: Ways to use RTAP funds in addition to scholarships

A: Wisconsin DOT uses RTAP funds to help with its compliance review program which is a requirement for all the 5310 and 5311 agencies. Michigan RTAP uses RTAP funds to hold Train the Trainer sessions for CTAA PASS training twice a year. Idaho RTAP has an in-house scholarship application so that agencies can bring a trainer onsite. This has been used for training sessions including first aid and CPR. Idaho RTAP also sent a trainer to an agency to deliver board training using National RTAP's Boards that Perform training module. Illinois RTAP is doing a statewide, day-long grantee oversight training at the Capitol that covers program compliance, procurement, and oversight monitoring. Everyone is required to attend – both agency directors and contractors.

Q: Mentoring new transit managers

A: Idaho RTAP Manager Shauna Miller performed outreach with agencies with highly effective boards and created a "mentor-ish" type program where contacts for the new board chair talked to other board chairs on how they were doing things and how they were being successful. For new

transit managers, Idaho RTAP finds them a partner agency with a similar structure for a buddy system, whether it be a city, county, nonprofit, etc. The RTAP also sends somebody to spend days with them, if need be, for one-on-one training, walking through resources, delivering onboarding and orientation, and asking them to read the National RTAP Transit Manager's Toolkit. It's important to let them know that they can ask any questions. Shauna has even visited one new transit manager multiple times to provide technical assistance. Oklahoma RTAP pairs somebody up who's been a transit manager for a long time with somebody new.

Q: How do you show your training offerings on your website and how do you update them?
A: Wisconsin RTAP has an RTAP training calendar online and sends monthly email blasts to promote trainings that are scheduled for the upcoming month. They track web traffic on a monthly basis for visits to their RTAP page. Idaho RTAP hosts a Monthly Provider Outreach Webinar and lists it on its website. Michigan RTAP has a newsletter that goes out to all of the transit agencies, and it has links in it to their trainings and other information they need. Michigan RTAP also has its trainings posted on the two transit association websites in the state. Idaho RTAP has a training and development website with all its upcoming trainings, as well as all of its RTAP program information. It is updated weekly. They host monthly outreach webinars and talk about their upcoming trainings. Ohio RTAP hosts a monthly "Coffee with Compliance", which covers what is happening at Ohio DOT, available resources, etc. They're very heavily attended because there are open question periods and people will ask anything and everything that you could think of. Illinois RTAP lists its trainings on a Google Drive website and its newsletter and sends emails through a listserv that they have through Groups.io. Illinois also holds monthly check-in office hours meetings with the State DOT.

Q: Is your RTAP doing a statewide salary survey or wants to do one?

A: Illinois RTAP did one in 2017 and would like to do one again. Anyone who has done one is welcome to contact RTAP Manager John Bannon. When he was a graduate student, he worked on a survey with his university that was statewide and not just transit. It had police officers and fire chiefs and all kinds of things. He advised that data integrity is important; if there are only two people who listed salaries for a job title, that is not valid data. National RTAP Knowledge and Resource Center reminded RTAP Managers to complete their RTAP Manager Survey and be prepared to help us get the word out about our Transit Manager Survey that will be launched soon (that is the one with the salary survey).

Q: Moving from in-house to contracting RTAP services

A: Michigan is contracting with one of their associations to perform their RTAP services, but they're exploring options to move away from that option. In New York they're working on rebuilding their RTAP program right now. Currently, it's in-house, but they are preparing an RFP for transit consulting services for oversight. Idaho RTAP is 100% in-house and Shauna and her team talked about some of the differences between the different options but feel there's a little more engagement with what's going on with using an in-house model, and that a lot more of the money goes directly to the transit agencies. Utah hired consultants to look at what their new RTAP program was going to be, whether it was in-house or contracted out.

Q: Is your program providing training or TA on intercity bus transportation?

A: Tom Nutter from Oklahoma and Kirby Dearth from Ohio discussed what intercity technical assistance could look like, perhaps about operating an intercity route that is a feeder service to a larger route using a smaller vehicle, how to ensure operational excellence, legislative changes, what the future looks like, and what are some ways that agencies can get creative.

Q: Where is your RTAP program in the hierarchy of the State DOT?

A: New York has a Public Transportation Bureau and the Section Head, Beth Brown, reports to the Bureau Director. The Oklahoma hierarchy is the Division Head, then Assistant Secretary of Transportation, and then the Secretary. The RTAP is also right across the street from the state legislature and has some great champions. In Ohio, Kirby is the transit grant coordinator, who reports to the individual that oversees compliance and the compliance efforts throughout the state, who reports to the individual who's the administrator for all public transportation throughout the state, who reports to the planning director, who reports to the deputy director, who reports to the director. In Idaho, they have grants and contracts officers, and Shauna is the senior transportation planner, who reports to our public transit manager, who reports to the grant administrator now, who reports to deputy director, who reports to the director. The RTAP program has a small team of six. Marcele Edington is the Michigan RTAP Manager, training manager, and mobility management manager. She's in the Office of Passenger Transportation, which reports to the Chief Operating Officer.

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Please reach out to info@nationalrtap.org if you would like to suggest any additional topic(s) for our next roundtable, which will be in February 2027.