



# What's New in the National RTAP Toolkits?

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September 19, 2022, 2:00-3:00 PM ET



U.S. Department of Transportation  
Federal Transit Administration

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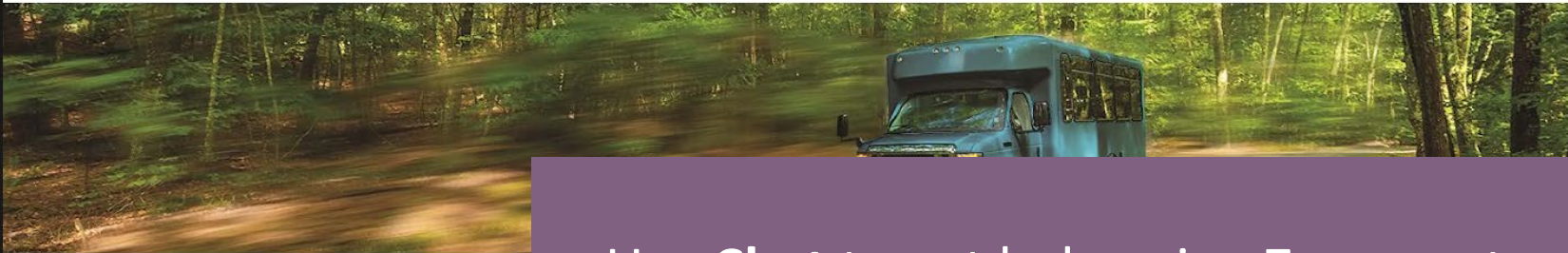
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National RTAP Rural Transit Assistance Program

FTA U.S. Department of Transportation Federal Transit Administration

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# Presenters



Laura Corff  
Transit Director  
United Community Action Program  
Inc./Cimarron Transit



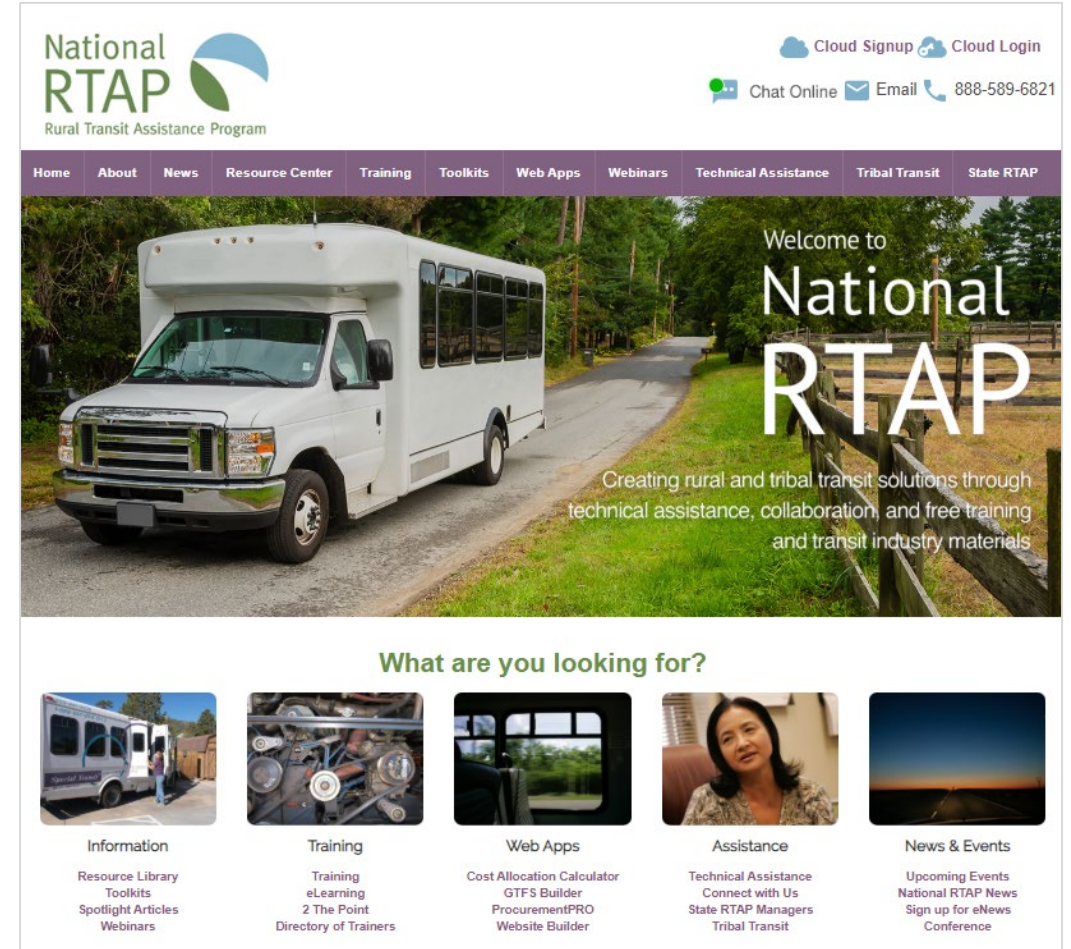
Nancy Doherty  
Analyst  
National RTAP



Cara Marcus  
Knowledge and Resource Manager  
National RTAP

# 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 RTAP programs
- Review Board – State DOT and rural and tribal transit agency managers
- National RTAP offices are in MA and DC
- Learn more at [nationalrtap.org](https://nationalrtap.org)



# National RTAP Toolkits

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## INFORMATION

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## TRAINING

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## TOOLKITS

ADA Toolkit

Bus Rodeo Toolkit

How to Find Anything Toolkit

Marketing Toolkit

State RTAP Manager's Toolkit

Transit Manager's Toolkit

# National RTAP Toolkits Recently Updated

- **ADA Toolkit (Updated in 2021):** Gives transit managers all the information they need to know about their responsibilities under the Americans with Disabilities Act (ADA) to provide equal service to all passengers.
- **Find Anything Toolkit (Updated in 2022):** Provides guidance on how to quickly and easily search for, find and access high-quality and relevant training and technical assistance materials, information, peer networks, and more.
- **State RTAP Manager's Toolkit (Updated in 2022):** A comprehensive guide to setting up and maintaining a successful State Rural Transit Assistance Program.
- **Transit Manager's Toolkit (Updated in 2022):** Gives new transit managers the information they will need on day one to ensure their rural transit organizations are operating smoothly and are in compliance with the federal regulations associated with receiving FTA Section 5311 funding.

Learn more at <https://www.nationalrtap.org/Toolkits/toolkits-overview>

# ADA Toolkit 2021 Updates

<https://www.nationalrtap.org/Toolkits/ADA-Toolkit/Welcome>

*Thank you to our reviewers for this update: Deborah Bach, NM DOT, Laura Corff, United Community Action Program Inc./Cimarron Transit, and Jill Stedem, OATS Transit*

- Updated information on autonomous vehicles and COVID-19 in the New Developments section
- Added additional information about diversity, equity, and inclusion in the Public Meetings and Outreach section
- New template: Complementary Paratransit Appeals Process Template



# ADA Toolkit 2021 Updates – Appeals Process Template

<https://www.nationalrtap.org/Toolkits/ADA-Toolkit/complementary-ada-paratransit-appeals-process-template>

- Full title: Template for Appeal Process for ADA Paratransit Eligibility Determination and Service Suspension from Excessive No-Shows.
- A sample of an appeals process for ADA complementary paratransit.
- Individuals who are denied eligibility or receive conditional eligibility can obtain review of the eligibility decision.
- An appeals process must be in place for appeals related to ADA complementary paratransit service suspensions because of excessive no-shows.
- The appeals process must comply with 49 CFR Section 37.125(g).
- The FTA ADA Circular provides guidance in Chapter 9, Section 9.7.

# ADA Toolkit 2021 Updates – Appeals Process Template Excerpt

## Policy

\_\_\_ (insert name of transit agency)\_\_\_ has established an appeal process for the following:

- An applicant for ADA paratransit or an eligible rider recertifying eligibility who is denied eligibility or given conditional or temporary eligibility may appeal the decision.
- An ADA eligible rider receiving notice of a service suspension due to a pattern or practice of no-shows may appeal the decision.

## Procedures

- **Submit an Intent to Appeal:** The individual appealing, referred to as the appellant, must submit an intent to appeal in writing, and it must be filed within 60 days of notification of the eligibility determination or of a service suspension.
  - The written intent to appeal should be sent:
    - By first class mail to \_\_\_(insert position name, name of transit agency, and mailing address) \_\_\_, or
    - By email to \_\_\_(insert appropriate email address – should be an address that ensures those logging/tracking appeals to receive) \_\_\_.
  - The written intent to appeal may state the reason(s) for the appeal with supporting information, and this would be helpful for \_\_\_ (insert name of transit agency)\_\_\_ to review the appeal, but this is not required.

# Find Anything Toolkit 2022 Updates

<https://www.nationalrtap.org/Toolkits/How-to-Find-Anything-Toolkit/Welcome>

- More resources in Assisting People with Finding Transportation
- Updated State RTAP and 5311 Websites
- Additional Search Engines to try for research beyond Google

## **2022 Hot Topics:**

1. Bus stops
2. Climate change
3. Construction
4. Driver recruitment
5. Marketing
6. Medicaid transportation



# State RTAP Manager's Toolkit Update

- A comprehensive guide to implementing and managing a successful State Rural Transit Assistance Program (RTAP).
- Launched in 2014. First full update in 2021.  
<https://www.nationalrtap.org/Toolkits/State-RTAP-Managers-Toolkit/Welcome>
- Access a presentation about the most recent full update at <https://youtu.be/6XG9AKHbBMg> (recording) and [https://irp.cdn-website.com/270961f6/files/uploaded/State\\_RTAP\\_Manager\\_Toolkit\\_Update\\_Webinar.pdf](https://irp.cdn-website.com/270961f6/files/uploaded/State_RTAP_Manager_Toolkit_Update_Webinar.pdf) (presentation slides)



## State RTAP Manager's Toolkit



# State RTAP Survey 2022 Participation and Topics

## Participation

- January to April 2022
- 49 states and 2 territories participated
- 43 indicated willingness to share 5311 contact information

## Survey Topics

- Program Management
- Training Requirements and Needs
- Status of Trip Planning (General Transit Feed Specification)
- State Management Review Findings
- National RTAP Evaluation
- What more can we do to help?

# Top 10 Training Needs

2022	2020
1. Driver retention (74%)	1. Driver retention (64%)
2. Entry level driver training (71%)	2. Personnel management (58%)
3. Interpreting/implementing regulatory requirements (67%)	3. Succession planning and preparation (58%)
4. Succession planning and preparation (65%)	4. Working with transit boards (58%)
5. Personnel management (58%)	5. Fleet maintenance (58%)
6. Procurement using FTA funds (64%)	6. Asset management (58%)
7. Marketing (61%)	7. Financial management (58%)
8. Problem Passengers/de-escalation (61%)	8. Soft skills (communication, leadership, etc.) (50%)
9. Soft Skills (communication, leadership, etc.) (61%)	9. Marketing (50%)
10. Performance Measurements (59%)	10. Problem passengers/de-escalation (50%)

# State Management Review Findings

2022	2020
<ul style="list-style-type: none"><li>• Procurement</li><li>• Financial Management</li><li>• Civil Rights/Title VI</li><li>• DBE Program</li><li>• Drug and Alcohol</li></ul>	<ul style="list-style-type: none"><li>• Procurement</li><li>• Financial Management</li><li>• Civil Rights/Title VI</li><li>• DBE Program</li><li>• Drug and Alcohol</li></ul>

# General Transit Feed Specification (GTFS)

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

# Transit Manager's Toolkit 2022 Updates

<https://www.nationalrtap.org/Toolkits/Transit-Managers-Toolkit/Welcome>

*Thank you to our reviewers for this update: Brenda Schweitzer, City of Sioux Falls, Deborah Bach, Jaimie Baldwin, OR DOT, Jeremy Bell, Mississippi Band of Choctaw Indians, Jill Stedem, Jonnie Kusek, Panhandle Transit, Laura Corff, Kristin Haar, Iowa DOT, Marcele Edington, Michigan DOT, Moira Moon, Colorado DOT, Paula Smith, Tri River Transit, and Shauna Miller, Idaho DOT.*

- Added advisory vs. governing boards to Mission and Leadership
- Added allowable costs to Budgeting and Finance
- Added diversity, succession planning, and state specific requirements for training to Human Resources
- Added passenger endorsements to Driver Recruitment, Retention and Training
- Added flag stops to Planning and Evaluation
- Added SMRs to Grant Requirements
- New pages on Operations Management Models and Charter



# Transit Manager's Toolkit 2022 Updates – Civil Rights

<https://www.nationalrtap.org/Toolkits/Transit-Managers-Toolkit/Compliance/civil-rights#CivilRights>

- The language in the Title VI notice should strictly reference the Title VI-protected population. Nondiscrimination against other populations could be addressed through additional sentences.
- As of the time this update was published, FTA is in the process of updating its Title VI.
- Recipients/subrecipients must describe how they monitor, evaluate and update the language access plan.
- The Disadvantaged Business Enterprise (DBE) must name the DBELO (DBE liaison officer). Duties should be included on the job description. DBELO needs to have a direct line to the executive director or chief executive officer.
- DBE good faith efforts must be documented. Examples include published legal notices and review of state's DBE directory of firms certified through the state's Unified Certification Program (UCP) .
- As a recommended practice, the transit agency should include a statement about its Equal Employment Opportunity (EEO) policy on all employment advertisements, position descriptions, and job application forms.
- Thresholds for organizations that do not meet the FTA EEO Program thresholds were explained.

# TACL: The Transportation Technical Assistance Coordination Library



<http://transportation-tacl.org>

The Transportation Technical Assistance Coordination Library (TACL) provides a sustainable methodology and platform for access and findability of coordination resources across a diverse range of transportation technical assistance centers and the Federal Transit Administration (FTA).

The FTA-funded technical assistance centers participating in this ongoing work with links to their coordination resources are:

- [National Aging and Disability Transportation Center \(NADTC\)](#)
- [National Center for Applied Transit Technology \(N-CATT\)](#)
- [National Center for Mobility Management \(NCMM\)](#)
- [National Rural Transit Assistance Program \(National RTAP\)](#)
- [Shared-Use Mobility Center \(SUMC\)](#)
- [Transit Workforce Center \(TWC\)](#)

# Questions?



# Thank You!

## National Rural Transit Assistance Program

[nationalrtap.org](https://nationalrtap.org)

[info@nationalrtap.org](mailto:info@nationalrtap.org)

888-589-6821



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Federal Transit Administration

## Upcoming Events:

- Transit Manager Peer Roundtable, September 27, 3:00-4:00 PM ET
- All Onboard for Mental Health Twitter Chat, October 11, 2022, 2:00-3:00 PM ET
- Risky Business II: Insurance for Nonprofits and Small Transit Agencies, December 14, 2022, 2:00-3:00 PM ET
- State RTAP Manager Peer Roundtable, January 9, 2023, 2:00-3:00 PM ET
- Books in Transit Discussion Group Meeting - Riding the Bus with my Sister, February 16, 2023, 2:00-3:00 PM ET