Best Practices- Direct Technical Assistance

Networking Webinar for State RTAP Managers

August 4, 2011
Agenda

• Welcome and Introduction

• Direct technical assistance programs
  - California
  - Florida
  - Kansas
  - New York

• Q & A
Introduction

- State RTAP program inventory survey respondents interested in networking sessions hosted by National RTAP
  - 90% yes or occasionally interested in periodic conference calls
- Preferred format selected
  - Quarterly webinars
  - Selection of topic by RTAP managers (list made during March 3 webinar)
  - Presentations by RTAP managers
  - Discussion
- First networking webinar took place on May 5, 2011 “State-level Driver Training Programs”
Types of Technical Services

- Individual Technical Assistance
- Educational Workshops
- Webinars
- Conference Sessions
- Roadeos
- Legislative Briefings
- Library Materials
- Newsletters & Articles
- Scholarships
Individual Technical Assistance

- Services are provided by:
  - Consultants
  - Caltrans staff
  - CalACT staff
  - Transit Agency Staff
Samples of Individual Technical Assistance

- Review of procurement RFP’s, applications & contracts for federal, state compliance
- ADA, Drug & Alcohol, Personnel Policy Review & Assistance
- Review of Federal Programs & applicability to transit agencies
- Review of grant applications for eligibility and content to qualify for federal funding
- Location of any additional resources needed to complete tasks or training
- Maintenance & Driver Program Compliance & Training
- Program Management Assistance
Webinars & Workshops

- 15-20 workshops or webinars per year
- Topics include:
  - Cost Allocation
  - Maintenance
  - Passenger Assistance, Safety & Sensitivity (PASS)
  - Drug & Alcohol Program Compliance & Review
  - Wheelchair Securement
  - Grant Writing
  - Public Meetings & Outreach
  - Marketing & Surveys
Roadeos

- Training provided:
  - Securement
  - Pre-Trip
  - Defensive Driving
  - Class B Test Review
  - Passenger Sensitivity
  - ADA Requirements
CONFERENCES
Conferences

**Educational Sessions (20-26)**
- Topics cover Operations, Maintenance, Management, Marketing, ADA, HR Policies, Supervisory Training, Negotiations, Contract Mgmt, Procurement of Equipment & Facilities, Cost Saving Measures, for Fuel, Passenger Policies & many more

**Professional Development Training**
- Classes include Legal Personnel Policies, Succession Planning, Grant Writing, Performance Evaluations, Reasonable Suspicion Certification, Marketing & Media, Transportation Planning & Development

**EXPO Vendor Show**
- Opportunity to discuss issues with bus & parts companies
- Network with bus professionals
Vendor & Bus Show
Other Training Assistance

**Maintenance**
- Two Day Conferences
- Workshops
- Roundtable Discussion Groups

**Library Materials**
- Manuals, DVD’s, Papers

**Newsletters**
- Articles & Updates on new Rules & Regulations

**Scholarships**
- To attend NTI, TSI, Paratransit Certificate Program, Conferences and Workshops

**Legislative Updates**
- Weekly and monthly written reports on state and federal legislation
- Participation in bi-monthly legislative conference calls
CALIFORNIA RTAP CONTACTS

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Moving Forward – Notes from Caltrans

- Annual program survey provides feedback from rural transit operators

- Survey result highlights:
  - 53% of respondents have utilized RTAP scholarships
  - 86% of agencies would like to see a ‘list serve’ offered where they can post technical questions and receive a response and technical advice
  - 78% of respondents interested in a mentoring program matching new transit managers with experienced transit managers
  - Most frequently requested technical assistance topics: NTD, Civil Rights, 3rd Party Contracting, Procurement, Project Management
Moving Forward – Notes from Caltrans

- Planned Program Enhancements based on Survey Responses:
  - Establishment of a List-Serve on RTAP Website
  - Establishment of a Peer-to-Peer Mentoring Program
  - Increased use of Webinars
Florida RTAP

- Michael Wright, FDOT RTAP Manager
- Jay Goodwill, CUTR
Florida Department of Transportation
Rural Transit Assistance Program

National RTAP State Managers Webinar
August 4, 2011
What is CUTR?

- The Center for Urban Transportation Research at the University of South Florida in Tampa, Florida
- Established in 1988 by Florida Legislature
- Home of the:
  - National Center for Transit Research
  - National Bus Rapid Transit Institute
- 100+ employees
Transit Training and Technical Assistance

Transit Training
- Rural Transit Assistance Program
- Bus Operator Training Program
- Transit Maintenance Analysis and Research Center
- Certified Transit Technician Education Program
- Statewide Technical Assistance and Training Program
- FDOT/FPTA/CUTR Professional Development Workshop
- FPTA Annual Conference
- Florida CTD Annual Conference

Special Projects
- Transit Research Inspection Procurement Services
  - FTA Paul S. Sarbanes, Transit In Parks Technical Assistance Center
  - Mobility Options for People with Disabilities
  - Aviation Research and Technical Assistance
  - Research – Mobility for Seniors and Rural Populations

Transit System Safety and Security
- Bus System Safety/Security Reviews
- FTA Transit Safety Research Roadmap
- Toolbox for Promoting Bus Safety and Security Programs in Your State
- Substance Abuse Management Oversight/Technical Assistance Program
- Curbing Transit Operator Distracted Driving Training Curriculum/Video
- Clean, Safe, Sober Substance Abuse Management Training Curriculum/Video
- Drug & Alcohol Program Manual for FTA Covered Employees
- A Prescription for Safety Training Video
- REACT Training Curriculum/Video

Transit Mobility Service Planning
- Heartland Rural Mobility Plan
- Transportation Disadvantaged Service Plans
- Transit Development Plans
Transit Training and Technical Assistance

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Transit Mobility Service Planning
- Heartland Rural Mobility Plan
- Transportation Disadvantaged Service Plans
- Transit Development Plans
Transit Training Section Includes:

- Rural Transit Assistance Program
- Statewide Technical Assistance and Training Program
- FDOT/FPTA/CUTR Professional Development Workshop
- FPTA Annual Conference
- Florida CTD Annual Conference

Special Projects

- Transit Research Inspection Procurement Services (TRIPS)
Florida RTAP Technical Assistance Recap

- Limited direct RTAP sponsored technical assistance provided
- **RTAP works with multiple Florida partners**
- Topics for training sessions, workshops, and conferences presentations respond to technical assistant needs
- **FDOT supports agency staff networks for planning, marketing, maintenance and operations**
- FDOT Transit Office offers technical assistance through RTAP and other programs
- **TRIPS Program provides technical assistance for vehicle procurement**
Florida RTAP Program Contacts

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Jay A. Goodwill, CUTR 813-974-8755  jaygoodwill@cutr.usf.edu
Providing Direct Technical Assistance to Rural and Specialized Transit Agencies in Kansas

Pat Weaver
Program Manager, Kansas RTAP
Associate Director of Outreach & Technology Transfer
KU Transportation Research Institute

National RTAP Webinar
Best Practices for Providing Direct Technical Assistance
August 4, 2011
Kansas RTAP
Kansas Rural Transit Assistance Program

- Stakeholders: 100 Section 5311 agencies in 105 counties, 150 Section 5310 agencies
- Funded jointly by FTA and KDOT since 1987.
- In 2009 - 2010
  - More than 50 workshops and seminars delivered to 1,000 transportation professionals.
- Quarterly newsletter with an applied/technical focus.
Kansas RTAP Program Components

- Training
  - Managers and drivers
  - Community leaders
  - Planners

- Quarterly newsletters/fact sheets/other publications

- Video & publication lending library

- Technical assistance & applied research
  - Telephone
  - On-site
Essential Components of Kansas RTAP Technical Assistance Program

- Responsiveness
  - Needs often difficult to plan ahead

- Graduate research assistant involvement
  - Increased capacity
  - Stretches funding
  - Good experience for students

- Multiple modes of delivery
  - On-site, telephone, electronic and printed

- Avoid competition/overlap with consulting firms
Technical Assistance Takes Several Forms in Kansas

- **Toolkits/Handbooks**
- **Planning Assistance**
- **"White Papers"**
- **Facilitated Meetings**
- **Regulatory Questions**
Coordinated Public Transit-Human Service Plans

- Web-based toolkit
- Web-based stakeholder surveys
- Facilitated meetings
- Draft final reports

Action Plan for CTD #3

Goal 1: Making things happen by working together by improving collaboration and coordination among Coordinated Transit District members and other transportation and human service providers in the area to expand service to meet the needs of the transit dependent in northeast Kansas.

<table>
<thead>
<tr>
<th>Objective</th>
<th>Action Steps</th>
<th>Timeline</th>
<th>Responsible Party</th>
<th>Outcome Measures</th>
<th>Notes</th>
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<tr>
<td>a) Establish inter-county medical transportation coordination which provides medical transportation services across county lines and outside of regular service area including those leaving the hospital.</td>
<td>Identify level of medical transportation needs in six county area. Develop and administer needs survey.</td>
<td>2010</td>
<td>CTD Workgroup 1</td>
<td>Decreased cost for medical transportation services.</td>
<td>Organize CTD Workgroups which could consist of 2-3 members and individuals from stakeholder organizations.</td>
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<tr>
<td>1. Identity level and source of funding</td>
<td>Investigate foundation funding such as Kansas Health Foundation and Topeka Community Foundation</td>
<td>2010</td>
<td>CTD Workgroup 1</td>
<td>Improved availability of medical transportation service.</td>
<td></td>
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<td>2. Determine potential for volunteer program to support medical transportation program</td>
<td>Identify volunteer coordination steps. Develop system for tracking of vehicles and volunteers.</td>
<td>2010</td>
<td>CTD Workgroup 1</td>
<td>Draft final report.</td>
<td></td>
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http://www.ksunitedweride.org
Applied Research Activities Supporting Technical Assistance

Assessing the Transportation Needs for Dialysis Treatment

- Surveys of dialysis patients, dialysis clinic social workers and transit providers to characterize the transportation needs of patients and strategies to improve access to essential health care.

Regional Rural Transit Zonal Analysis Methodology

- Developing a methodology to create regional rural transit districts based on market travel patterns.
Regional Zonal Analysis with Journey to Work and Highway Network
Transit Route Studies
Issues Associated with Direct Technical Assistance

- Responding equitably across the state
  - Selecting projects with application to other parts of the state
  - Sharing results through fact sheets/newsletter articles
- Resource capabilities
  - Mix of on-site and electronic; e.g. Adobe Connect Pro for follow-up meetings
- Expertise
  - Leveraging resources from national, peer states, peer communities
  - Referral to consultants when appropriate
In summary

- Try to respond to requests directly, or match with available resources.

- Technical assistance developed for one agency/region shared with others in state and beyond.

- Leverage resources within university, e.g. student assistance.

- Try not to overpromise – projects/requests that are beyond the scope.
Thank You

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Direct Technical Assistance

- State Administered RTAP Program
- Training, Conferences, Regional Meetings
- Mobile Bus Simulator
State Administered RTAP Program

- RTAP Advisory Committee
- Rural 5311, 5310, 5316 and 5317 Recipients Eligible
- RTAP Scholarship program
- RTAP Scholarships
  - 200–250 RTAP scholarship requests per year
  - Used for Training & Conferences provided by FTA, NTI, TSI, AASHTO, CTAA, APTA, NSC, ESPA, TRB, NADO & Others
Training, Conferences & Regional Meetings

- Sponsor & Coordinate Training Classes
  - Drug & Alcohol Reasonable Suspicion Training for Supervisors
  - Fish Philosophy Customer Service @ CDTA (Partner w/Urban Systems)
  - Community Mobility
  - Substance Abuse Program Management
  - TCRP Rural Transit Need & Demand Workshop
  - Driver Training Simulator
Training, Conferences & Regional Meetings

- NYPTA & RTAP Conferences (Spring & Fall)
- Regional Grant Application Workshops for 5310, 5311, 5316 & 5317
- Public Transportation/Human Service Agency Coordination & Cost Savings Mtgs
NYSDOT used 100% State funds to purchase a mobile bus driving simulator that seats 8 students.
Simulator delivered in January 2007 and is hosted by BC Transit in Binghamton, NY.
Over 800 participants have received training in 1 or more of 17 training modules
Featured in Summer 2009 National RTAP Brief
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Mark your calendar!

Next networking webinar scheduled for November 3, 2011