

## Mission Statement

The National RTAP Resource Library's mission is to provide access to free, high quality technical assistance and training materials dedicated to rural and Tribal transit systems. The Resource Library features National RTAP-developed training modules (hard-copy and eLearning formats), technical briefs and articles, toolkits, web-based applications, webinars, peer calls, and provides linked access to relevant resources developed by other organizations.

## Collection Development Policy

National RTAP's Resource Library is a collection of electronic and print documents and audiovisual materials relating to the field of rural and Tribal transit.

- **Rural transit** - public or community transportation provided in communities with populations of less than 50,000 people
- **Tribal transit** - transit on American Indian Reservations and within Tribal communities and lands

Library holdings include National RTAP-developed materials and pertinent rural and Tribal transit resources developed by other organizations and government agencies in the field. Resources cover various transportation modes typically operated by rural providers: fixed route, demand response, flexible services, ADA paratransit, volunteer driver programs, and others. Resources are targeted to rural and Tribal transit operators, state DOT personnel, state RTAP managers and other program managers.

National RTAP's Resource Library contains materials in the following formats: print publication, PDF, CD-ROM, DVD, webinar, Excel spreadsheet, Word document, and PowerPoint presentation. When providing materials hosted on other organizations' web sites, direct links are provided to the full-text location.

The National RTAP Resource Library collects and provides access to free resources for print order or download in the following subject areas:

### I. Government Agencies

- Transit compliance, funding and program rules, regulations, reports and advisories pertaining to or generated by:
  - Federal government
  - Tribal governments
  - State and local governments

### II. Management and Organization

- Management – initial, annual and long-range planning, assessment
- Human Resources – governance, volunteers, training, personnel, leadership, board

- Education and Training – vocational guidance, education, materials about training
- Marketing – design, advertising, free or low-cost marketing methods, web and social media
- Finance – managing finances, budgeting, capital program planning, fare policy and structure, funding, grants, procurement
- Insurance – vehicle and driver insurance, risk management

### **III. Information and Technology**

- Technical assistance
- Databases
- Reports

### **IV. Transit Operations**

- Equipment – vehicles, facilities
- Technologies – scheduling, dispatching, service planning, mobility management, vehicle selection, facility construction , fare collection, road supervision service monitoring, logs
- Maintenance – vehicles, facilities, stock
- Safety and Security – accidents and emergencies, drugs and alcohol, problem passengers
- Environment – energy, fuel, livable communities, sustainability
- Customer Service

### **V. Coordination, Partnerships and Contracting**

- Public
- Private
- State
- Federal
- Community organizations
- Businesses

### **VI. Communication**

- Communication systems – radio, online
- Interpersonal communication

#### **I. Stakeholders**

- Program Managers (including RTAP and state DOT)
- Rural or Tribal transit operators, staff or volunteers
- Riders, including (but not limited to) older adults, passengers with physical or mental disabilities, Tribal members and Veterans

## **Services**

The Resource Library is open between 9 am - 5 pm EST Mon-Fri. National RTAP's Resource Center staff provide the following free services to all those involved in rural and Tribal transit management, education and research:

- Shipment of hard-copy materials requested through our Resource Library
- Technical assistance and training on the how to use our resources and online Resource Library through chat, email, phone or fax
- Research assistance on topics in rural or Tribal transit
- Creation of online Topic Guides with carefully selected resources on frequently asked questions