

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 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 and disc formats are available for shipment, free of charge, from our online Resource Library or by phone, email or chat. For eLearning, visit nationalrtap.org/Training/National-RTAP-eLearning.

To view the National RTAP resources that are most useful for each transit role, go to page 7 of this catalog.

Recently Launched or Updated:

- **Fundamental Financial Management for Rural Transit Providers**, July 2020
- **Essential Spanish for Rural Transit**, June 2020
- **ADA Toolkit**, June 2020

Training Module	Description	Date
2 the Point Training <ul style="list-style-type: none"> • English • Spanish • eLearning 	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. P E	2019
Boards That Perform	Addresses the roles, issues and responsibilities involved in being a transit board member P D	2008
Customer Driven Service <ul style="list-style-type: none"> • Learner • Instructor 	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. P D	2011
Emergency Procedures for Rural Transit Drivers <ul style="list-style-type: none"> • Learner • Instructor 	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. P D E	2011, 2019
Essential Skills for Trainers <ul style="list-style-type: none"> • Resource Guide • Instructor 	Instructs trainers on how to lead effective sessions and incorporate activities, materials, including warm-ups, role-play and brainstorming. P	2009
Essential Spanish for Rural Transit	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. P D	2020
Fundamental Financial Management for Rural Transit Providers <ul style="list-style-type: none"> • Learner • Instructor 	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. P D	2020
How to Buy a Vehicle: A Primer for Rural, Tribal and Small Urban Transit Operators	Provides information to help simplify the vehicle procurement process, with an accompanying MAP-21 Updates 2013 document. P	2019
Introduction to Preventive Maintenance: An Investment That Pays Off	Helps managers implement a preventive maintenance program with safe inspection procedures and documentation. P	2002

Date listed is date of last update. Training Modules and Technical Briefs can be downloaded from the Resource Library at nationalrtap.org

Training Module	Description	Date
Problem Passengers: Managing Difficult Passengers & Situations <ul style="list-style-type: none"> Learner Facilitator 	Instructs drivers on how to manage and respond to situations including angry passengers, passenger refusals and threats and passenger health problems. P D E	2018
Reasonable Suspicion Training for Supervisors	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. E	2019
Risk Management for Rural Transit Managers <ul style="list-style-type: none"> Resource Handbook Training Module 	Explains risk management and analysis, and selecting financing measures. Content created in 2009, bibliographies updated in 2018. P D	2018
Roles and Responsibilities of Transit Managers	Helps managers achieve more cooperation, stronger teamwork, better attitudes, and effective results. Content created in 2004, bibliographies updated in 2018. P D	2018
Scheduling and Dispatching Training Package for Rural Transit Systems	Describes the scheduler's and dispatcher's roles and responsibilities, and introduces intelligent transport system (ITS) technologies. P D	2009
START (Safety Training & Rural Transit) <ul style="list-style-type: none"> Learner Instructor 	Safety training for rural drivers, including vehicle, passenger and operator safety, vehicle inspection, defensive and distracted driving, and reporting. P D E	2015
Substance Abuse Awareness Training for Employees	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. E	2019
Threat and Vulnerability Toolbox	Guides rural transit managers through the process of setting priorities for safety, security and emergency preparedness. D	2003
Top Shops: Emergency Management in Vehicle Maintenance Facilities <ul style="list-style-type: none"> Learner Instructor 	Provides emergency management training for vehicle maintenance facility staff, supervisors, and contractors. P D E	2015
Transit and Human Trafficking	The course contains a documentary video, a red flags video and resources for transit drivers. E	2019
Transportation Coordination: A Guide to Making it Work for You	Describes benefits of coordination and offers examples of approaches to partnership efforts. P D	1995

Online Web Application	Description	Date
Cost Allocation Calculator	Determines the fully allocated cost for providing service by travel mode, jurisdiction, service type, individual route/service, and sponsored services	2019
GTFS Builder	Allows your agency to create and manage General Transit Feed Specification (GTFS) data for on-line trip planning and other uses. Includes Excel spreadsheets, set-up for uploading the files to Google, and detailed instructional videos (updated through time).	2017

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ProcurementPRO	Provides appropriate clauses and certifications for federal procurement requirements when utilizing federal funds to buy vehicles or other materials	2019
Website Builder	Build and manage a free website for your organization by using our template, design tools, and easy to follow instructional videos. Updates to the platform and new videos have been added, and a Website Builder 3.0 is being launched.	2019

Online Toolkit/Product	Description	Date
ADA Toolkit	Everything rural and tribal transit managers need to know about Americans with Disabilities Act compliance	2020
Bus Roadeo Toolkit	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
Directory of State RTAP Managers	Online listing of RTAP managers from each state and US Territory	2019
Directory of Trainers	Listing of trainers and their topic specialties by location	2019
How to Find Almost Anything Toolkit	Guide to finding information online and offline, including lists of free and low-cost transit resources by topic	2018
Job Description and Salary Range Database	Results of our job title and salary range survey of rural and tribal public transit agencies from over 300 agencies. The downloadable zip file contains the database and a summary table.	2018
Marketing Transit Toolkit	Advice for developing a marketing plan and creating marketing materials for your agency, and includes libraries of free transit photos, graphics and templates	2019
Rural Integrated National Transit Database (iNTD)	A tool that integrates the rural NTD data dating back to 2007, enabling users to view, sort, and analyze the data and run reports	2019
State RTAP Manager's Toolkit	Guide to establishing and managing a state RTAP program	2018
State RTAP Manager's Forum	Online forum for RTAP managers to communicate with each other and share information	2014
Transit Acronym Dictionary	List of transit acronyms and their definitions. The list includes government agencies, industry-wide organizations, legislation and phrases used in the transit literature.	2020
Transit Manager's Toolkit	Comprehensive information for transit managers to ensure that their agencies run smoothly and are in compliance with FTA 5311 regulations	2019

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
Advisory versus Governing Boards	Describes roles of transit advisory (community stakeholders) and governing boards (appointed legal representatives)	2007
Advocating for Your Transit System	Discusses establishing a formal advocacy plan, and offers ideas for rapid implementation	2008
American Indian Transportation: Issues and Successful Models	Raises issues faced by American Indians, including sovereignty, funding, coordination, computerization and economic growth	2006

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Technical Brief	Description	Date
Applying Good Business Practices: Hiring, Training and Evaluating Employees	Discusses effective ways to recruit, hire and retain the right people in a customer service-driven transit system	2018
The Benefits of Electronic Grants Management Systems	Details benefits and best practices of electronic grants systems and highlights states who have built successful systems	2009
Contracting with Private Providers	Advises whether transit systems need to hire contractors, researching private providers, RFPs and contract management	2008
Copyright: Tips for Being a Good Digital (and Real-World) Citizen	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
Coronavirus Disease 2019 (COVID-19): Information and Resources for Transit	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.	2020
Customer Service in Rural Transit: How to Identify and Meet Customer Needs	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
The Dawning of a New Era in Transit: Major Trends	Describes recent trends in transit, such as rider-friendly technology, a new consumer mindset, generational dynamics and sustainable transportation	2010
The Dawning of a New Era in Transit: Ten Strategic Imperatives	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
Developing and Maintaining a Transit System Personnel Policy	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
Developing, Designing & Delivering Community Transportation Services	Discusses leadership, service policy, vehicle selection, routing, scheduling, passenger assistance, and driver training	2009
Developing Effective Policies and Procedures	Outlines important areas within an agency where policies and procedures should be drafted, such as safety and staffing	2018
Driving Your Online Presence: The Importance of Creating a Website for Your Transit Agency	Addresses why it's important for your transit agency to have a website, and provides tips for improving existing websites	2018
Emergency Information Dissemination	Explains the importance and objectives of a prepared crisis communication plan	2006
Emergency Response Checklist: After Normal Operating Hours	Identifies the responsibilities of the Emergency Response Coordinator in an emergency that occurs after operating hours	2006
Emergency Response Checklist: During Normal Operating Hours	Identifies the responsibilities of the Emergency Response Coordinator in an emergency that occurs during operating hours	2006
Essential Spanish for Rural Transit	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
Exceptional Customer Service Across Generations	Explores the impact of a multigenerational workforce on transit system operations and customer service	2010

Technical Brief	Description	Date
Federal Motor Carrier Safety Administration Regulations and Interlining Transportation for Rural Transit Providers	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
Getting Started: Creating a Vision & Strategy for Community Transit	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
Grant Writing Made Easy: How to Write a Successful Grant Application	Provides tips on searching for grants, submitting and following-up on your application, and includes a list of grant resources	2017
Guidance for Rural and Tribal Transit Agencies During a Government Shutdown	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
Head Start Program Transportation in Rural Areas	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
Healthy Habits: Reducing Stress and Fatigue and Increasing your Energy	Explains how transit workers can recognize and reduce stress and fatigue, maintain their energy and become more active	2018
The Health Insurance Portability and Accountability (HIPAA) Rule's Effect on Rural Transit Agencies	Provides an overview of the HIPAA privacy protections for non-emergency medical transportation	2009
Insurance and Risk Management Solutions: Risk Retention Pools	Focuses on risk retention pools, where agencies contribute equal amounts to common risk pools and money can pay for expenses	2008
Leading the Rural Transit Agency	Introduces concepts to help rural transit leaders make decisions, set goals and priorities, and communicate with all stakeholders	2009
Leveraging Social Media: Spreading the Word and Enhancing Community Participation	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
Livable Communities: Tips for Designing Transit Services and Infrastructure that Promote Livability	Discusses characteristics of livable communities, suggests improvements to infrastructure and transit, and provides grant opportunities for initiatives	2011
Make Business Part of Rural Transit's Business	Explains how rural transit operators can partner with businesses based on workforce needs	2010
Managing System Safety for Rural Transit	Outlines the process of implementing a transit safety system program, including affordability and incident prevention	2009
Measure and Report Your Impacts: How to Assess Your Impact and Tell Your Story	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
Measure and Report Your Impacts: How to Assess Your Impact and Tell Your Story	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

Technical Brief	Description	Date
Mobile Driver Training Simulators	Provides information about mobile driver training simulators, which provide hands-on training in virtual environments	2009
Operating the Rural Transit Agency	Offers topics and resources required to run a rural transit agency under federal regulations, including customer service, policies and certifications	2010
Oversized Wheeled Mobility Devices	Evaluates issues related to transporting oversized wheelchairs and suggests best practices for their securement and support	2015
Performance Evaluation for Rural Transit Systems	Discusses how to assess and interpret your rural transit system's performance, using data and cost information	2007
Plain Language for Rural Transit: Writing for Readability and Clarity	Explains Plain Language writing and how you can use it to make your writing simpler and better.	2019
Responding to Transit Incidents	Outlines challenges that arise during transit incidents, identifies actions that can be taken, and discusses response procedures	2009
Roles and Responsibilities of Transit Board Members: What Every Board Member Should Know	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
Seasonal Flu: Information and Resources	Covers the basics of flu prevention and treatment for transit workers.	2018
Time Management for Rural Transit Managers	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
Tools that Connect: Online Trip Planners and GTFS Builder	Learn about making your routes more visible to potential riders and improving transit planning with General Transit Feed Specification (GTFS).	2020
Training Adult Learners: How to Reach and Engage Your Audience	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
Transit's Role in Emergency Response	Suggests general guidelines and provides checklists for each stage of a critical emergency, including the aftermath	2019
Understanding the U.S. Department of Transportation's Disadvantaged Business Enterprise (DBE) Program	Outlines an overview of the Disadvantaged Business Enterprise program for Department of Transportation funded agencies, including requirements, goal setting and monitoring	2017
Used Oil Recycling: Getting Extra Mileage Out of Your Motor Oil	Suggests alternative methods for disposal or reuse of motor oil	2019
Vehicle Maintenance: Reducing the Cost of Fuel Consumption	Provides a checklist of fuel saving maintenance measures that also reduce maintenance costs and minimize emissions	2009
Volunteers in Transportation: Some Issues to Consider	Lists pros and cons of utilizing volunteers, and provides ways to show appreciation	2018
Writing a Coordinated Human Service Transportation Plan	Provides guidance for federally mandated coordinated service transportation plans for persons with disabilities, older adults, and persons with limited incomes	2009

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
- 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 & 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

Dispatch Staff

- ADA Toolkit
- Customer Driven Service 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
- Scheduling and Dispatching for Rural Transit Systems Training
- START (Safety Training & Rural Transit) Training
- Substance Abuse Awareness Training for Employees

Drivers

- 2 The Point Training
- ADA Toolkit
- Customer Driven Service Training
- Emergency Procedures for Rural Transit Drivers Training
- Emergency Response Checklist
- 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 & 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: Reducing the Cost of Fuel Consumption Tech Brief

Mobility Managers

- ADA Toolkit
- 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
- Emergency Procedures for Rural Transit Drivers Training
- Emergency Response Checklists
- Responding to Transit Incidents Tech Brief
- Managing System Safety for Rural Transit 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
- 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 & 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
- Managing System Safety for Rural Transit Tech Brief
- 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 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

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- START (Safety Training & Rural Transit) Training
- Substance Abuse Awareness Training for Employees

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
- 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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