



# National Rural Transit Assistance Program

## 2020 Biennial State Rural Transit Assistance Program Survey Report

April 2020



U.S. Department of Transportation  
Federal Transit Administration

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## I. Introduction

The National Rural Transit Assistance Program (National RTAP) supports State and local efforts to provide safe and effective rural and tribal transit services. Every two years, National RTAP conducts a survey of State Rural Transit Assistance Programs (State RTAP) to understand the types of services and products State RTAP provide, challenges faced by each program, and to identify how National RTAP can help address those challenges and fill any gaps. The survey is also used to collect feedback on National RTAPs existing services, products and outreach strategies.

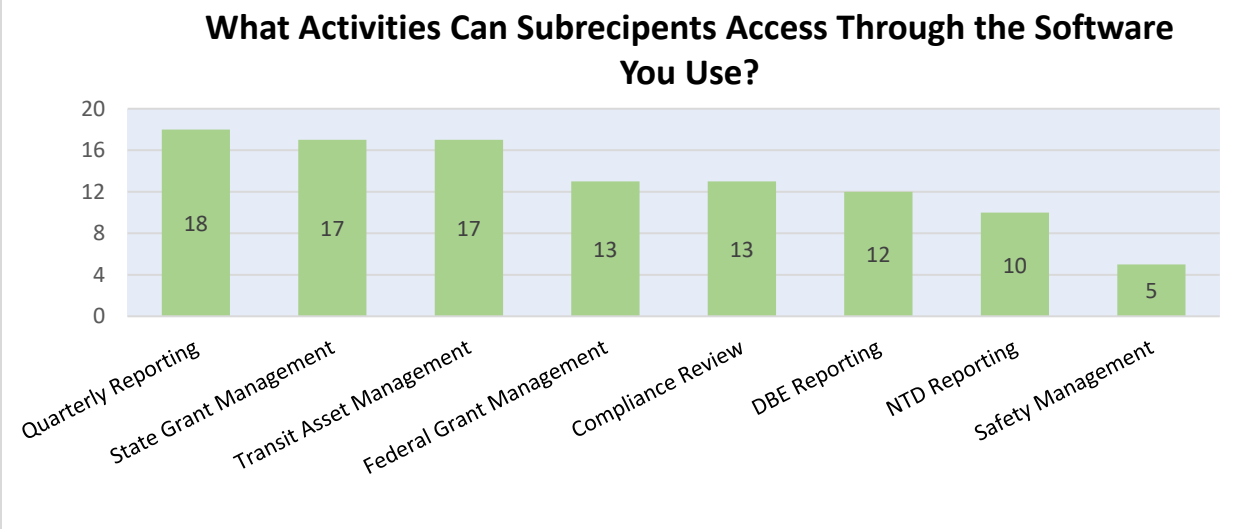
The survey was sent to each State RTAP manager on January 6, 2020. Managers were sent several reminders to complete the survey and the survey was closed on April 14, 2020 with 45 responses. Responses were not received from Delaware, Louisiana, Oklahoma, Virginia or Vermont. The survey was comprehensive and focused on seven areas including Program Management, Training Programs, State Management Review (SMR) Findings, GTFS, Use and Quality of National RTAP Resources/Products/Outreach and a Future Subrecipient Survey. The survey questions and survey data are provided in the Appendix. The data presented below represents information provided by the 45 states that participated in the survey. Therefore, any percentages noted in the report generally reflect responses from 45 states and not 50 states.

## 2. Program Management

**Operations.** State programs are primarily (53%) operated by department of transportation staff. Twenty-seven percent (27%) of programs are outsourced to a consultant, transit association or university transportation center. The remaining 20% use a combination of in-house and consultants to administer the program, many of which outsource the training component of their program. Of the 21 states that outsource all or part of their program management, six use state transit associations, three use university transit centers and eleven use a private contractor or combination of private contractors.

**Software.** Over the last several years grants for rural programs have expanded, increasing the complexity of tracking grant expenditures and program compliance. Twenty-four states reported using online software programs to help manage their FTA grants. Black Cat (9 states) and customized products (8 states) are the most popular products. Iowa, Utah, South Dakota, New Jersey, Alabama, Nebraska, Missouri and Oregon are using customized software products.

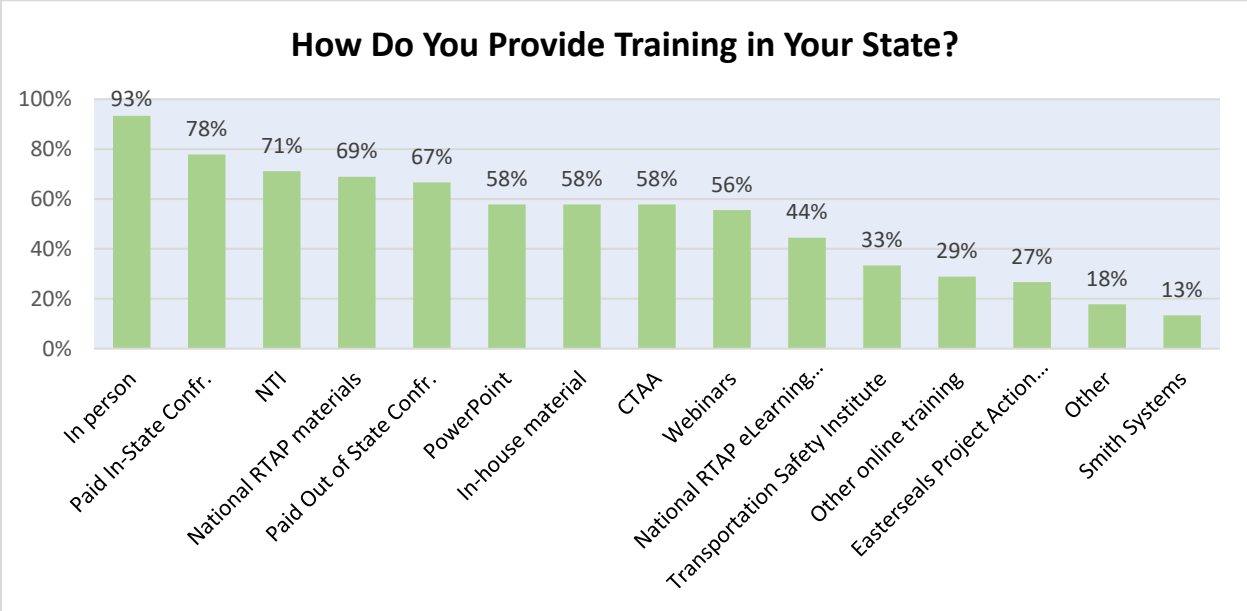
The survey asked what types of activities can the subrecipient access through the online software used. This information is summarized in the chart below.



### 3. Training Programs

**Methods and Sources.** The State RTAPs offer a variety of training methods and sources for their subrecipients as depicted in the chart below. In-person training, state conferences, National Transit Institute and National RTAP are the most popular methods/sources with approximately 70% of states indicating they use one or more of these methods/sources.

Eighty-four percent (84%) of programs reported they, or one or more of their recipients, had attended a National RTAP conference with 73% providing scholarships for attendees.



**Training Topics.** The survey asked state programs their status on 40 training topics. A complete list can be found in the survey located in the Appendix. For each topic, the survey asked if the program:

- Currently provides training and has sufficient resources
- Currently provides training, but would like additional resources
- Does not provide training due to a lack of training materials
- Was not interested in providing training on this topic

The appendix provides charts summarizing the responses for each of the 40 topics. What is of most interest for each topic is the number of states that can't provide training due to a lack of materials or the need for additional training materials. The chart on the following page summarizes this information. There was no surprise that Driver Retention/Personnel Management were the two most common topics where a lack of training materials prevented training or additional training materials were needed. Half or more (25+) states reported a lack of materials or requiring additional training materials for these topics:

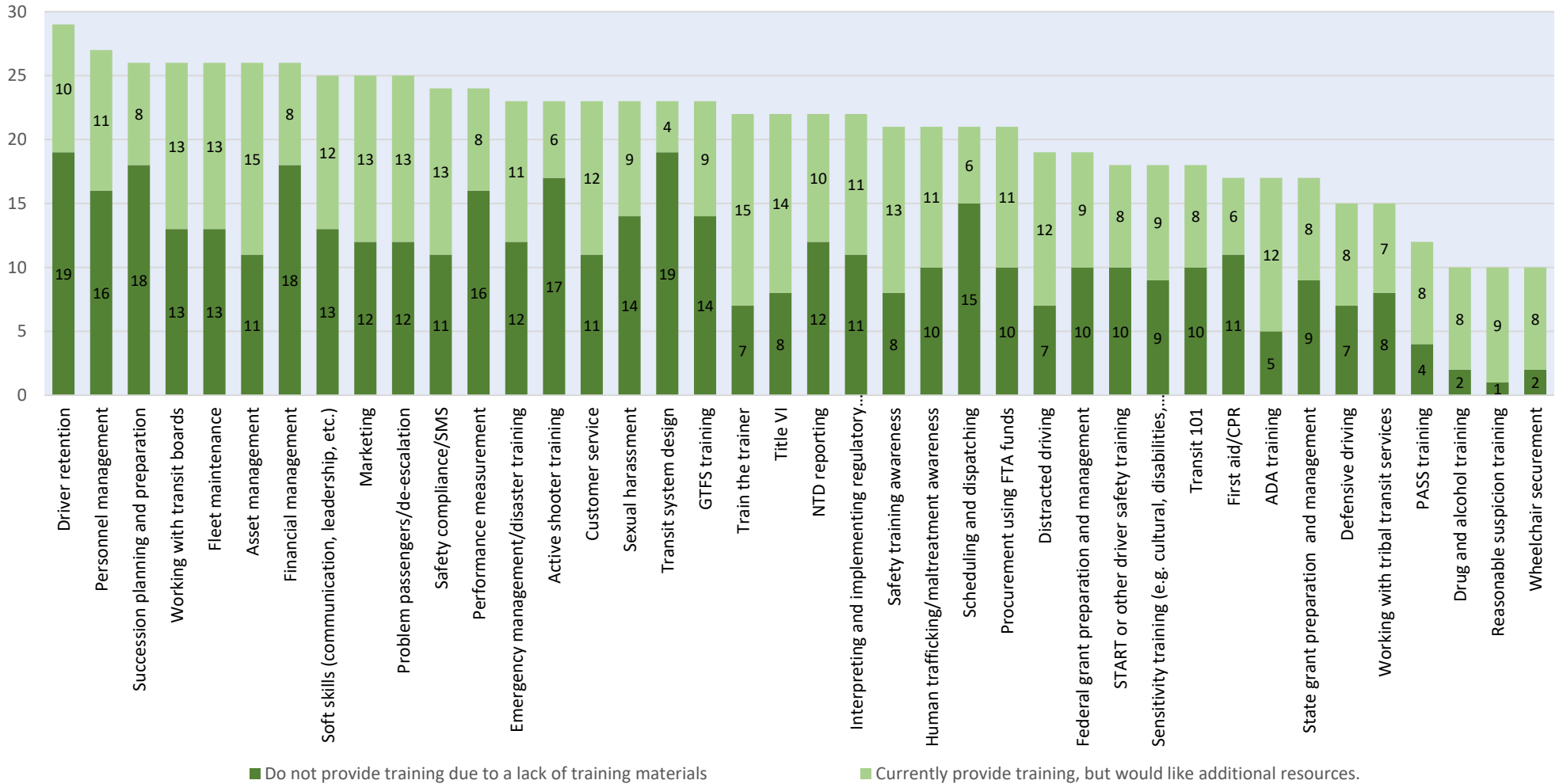
- Driver retention
- Personnel management
- Succession planning and preparation
- Working with transit boards
- Fleet maintenance
- Asset management
- Financial management
- Soft skills (communication, leadership, etc.)
- Marketing
- Problem passengers/de-escalation

National RTAP provides technical briefs, training modules or applications related to all of these topics. Better promotion of these resources is suggested by the data.

**National RTAP eLearning.** Approximately 80% of State RTAP Managers have registered with the National RTAP's eLearning Learning Management System (LMS), although only a third have used the system. Tracking sub-recipient training activities and assigning training modules to sub-recipients was of interest to more than a third of the respondents. Of the nine state RTAP managers (20%) that have not registered or used the system, six indicate they promote the system to their subrecipients.

The survey asked how manager's how they currently, or in the future, get subrecipients to use National RTAP's LMS. Reminding subrecipients in person was the most popular method (37 states) followed by email blasts/newsletters (33 states) and including a link to the LMS on their State RTAP or Transit Association websites (23 states).

## Number of SRTAP that Lack Training Materials and Require Additional Resources by Topic



## 4. State Management Review Findings

Managers were asked if they had State Management Review (SMR) findings, what were the top two findings. Top SMR findings were:

1. Procurement
2. Financial Management
3. Civil Rights/Title VI
4. Disadvantaged Business Enterprise (DBE) Program
5. Drug and Alcohol

Although the question did not request specifics on each finding, National RTAP's ProcurementPRO application could potentially address some procurement related findings. The application produces FTA required certifications and clauses for all levels and types of procurement in a format easily included in a procurement document. The application can also be amended to include a state portal. This is an option to assist states to streamline compliance with state requirements as well as the federal requirements.

Several managers had findings related to financial management. The National RTAP *Fundamentals of Financial Management Training* is being updated and is anticipated to be available on the National RTAP website by the fall of 2020. An eLearning version of that course will be available as well. National RTAP's new Cost Allocation Calculator application is also available to assist 5310 and 5311 recipients to accurately allocate costs for NTD reporting and other purposes.

Title VI policies and complaint process need to be reviewed annually. Rural areas often have significant Spanish speaking populations and can reach the threshold for language requirements unexpectedly if not tracked. National RTAP publishes several resources for Spanish speaking populations including its *2 the Point Training Cards. Essential Spanish for Rural Transit* which will be available this summer, and will consist of training cards (including large print cards), a technical brief, and a narrated PowerPoint.

Adequate participating in the DBE program continues to be a common finding for rural operators. FHWA and State websites may be resources for finding certified DBEs.

The eLearning *60 Minute Substance Abuse Awareness Training* as well as the *2 the Point Refresher Training Cards* can assist with Drug and Alcohol training.

## 6. GTFS

Program managers were asked if they are currently, or planning on, supporting access to online transit information in their state. Twenty-nine managers responded to the question with only 19 indicating that they do in some way support access to online transit information. The managers were also asked if they would like National RTAP to contact them about GTFS and providing assistance to their grantees. Twelve states (GA, NV, OH, TX, VA, HI, WI, CA, TN, MS, MN, AL) requested assistance

and National RTAP will follow-up with these states. As more states participate in GTFS for their sub-grantees, National RTAP needs to provide updated tools to assist.

## 7. Use and Quality of National RTAP Services, Products and Quality

Only four state (Missouri, Colorado, Maryland, Rhode Island) RTAP managers reported not having used any of the National RTAP resources. It is possible that these managers simply clicked on the wrong response when filling out the survey. Although National RTAP staff annually reaches out to state managers every year by email and by telephone, a more focused effort will be made with these states to ensure they are aware of the resources National RTAP provides for state programs.

The remaining 41 state managers who do use National RTAP resources were asked to rate on a scale of 1-poor to 5-good the services, products and outreach provided by National RTAP. One manager who uses National RTAP services did not participate in this process. The results of these evaluations are summarized in the tables below. Most National RTAP services and products were given positive scores of 4 or 5 by 90% or more of the evaluators for a particular service or product. Those that did not receive 90% or higher scores of 4 or 5 are shown in red. No service, product or outreach strategy received a poor score of 1.

Only 86% to 87% of the managers who evaluated the State RTAP Manager’s Forum and In-Depth Technical Assistance services gave a score of 4 or 5. Although these results still suggest a very good service, National RTAP will evaluate these services over the next year to identify how they could be improved.

### National RTAP Services

Service	Managers Who Have Not Used Service	Managers Who Evaluated Service					
			5 - Good	4	3	2	1 - Poor
Resource Center Ability to find and download online products	1	39	62%	31%	7%	0%	0%
Resource Center - Receive requested materials via mail	15	25	72%	24%	4%	0%	0%
Requests for Information or Technical Support	23	17	47%	47%	0%	6%	0%
Peer-to-Peer Network/Peer Calls/Roundtables	9	31	52%	39%	9%	0%	0%
State RTAP Manager Forum (on Podio)	17	23	39%	48%	4%	9%	0%
In-depth Technical Assistance	19	21	62%	24%	10%	4%	0%



The table below lists the National RTAP products evaluated in the survey. Only the Directory of Trainers and ProcurementPRO were rated a 2 or 3 by more than 10 percent of evaluators. It is also worth mentioning the National RTAP website was evaluated by 38 states and 10 percent rated the website as a 2 or 3. Updating the Directory of Trainers on the National RTAP website is an ongoing process and to assist with this, the survey asked managers for recommendations for trainers. Several recommendations were included and these trainers will be added to the directory. ProcurementPRO is currently undergoing upgrades to improve the format of the output. Additionally, an updated and simpler instruction guide for creating a state portal is being written and should be available this spring.

The National RTAP website ([www.nationalrtap.org](http://www.nationalrtap.org)) will be undergoing a comprehensive review by the Review Board and upgrades will likely be implemented this year.

### National RTAP Products

Product	Managers		5 - Good	4	3	2	1 - Poor
	Who Have Not Used Product	Managers Who Evaluated Product					
Training Modules/Manuals	6	34	68%	26%	6%	0%	0%
Training Modules on eLearning	13	27	70%	30%	0%	0%	0%
Webinars	7	33	55%	39%	6%	0%	0%
Technical Briefs	11	28	61%	36%	3%	0%	0%
Topic Guides	13	27	67%	30%	3%	0%	0%
Salary and Job Description Database	28	12	75%	25%	0%	0%	0%
Best Practices Articles	14	26	77%	23%	0%	0%	0%
Directory of Trainers	28	12	75%	8%	9%	8%	0%
National RTAP Website	2	38	53%	37%	8%	2%	0%
Cost Allocation Calculator (app)	31	9	67%	33%	0%	0%	0%
GIFS Builder (app)	33	7	71%	29%	0%	0%	0%
ProcurementPRO (app)	13	27	44%	44%	7%	5%	0%
Website Builder (app)	25	15	60%	33%	7%	0%	0%
ADA Toolkit	19	21	71%	29%	0%	0%	0%
Bus Roadeo Toolkit	26	14	71%	29%	0%	0%	0%
Find Anything Toolkit	25	15	73%	27%	0%	0%	0%
Marketing Toolkit	28	11	82%	18%	0%	0%	0%
State RTAP Manager's Toolkit	12	28	71%	25%	4%	0%	0%
Transit Manager's Toolkit	22	16	69%	25%	6%	0%	0%
Rural and Tribal iNTD	32	7	43%	57%	0%	0%	0%

The following table suggests that National RTAP's outreach strategies are very successful. One of National RTAP's program goals has been to engage our audiences, both state programs and transit operator, in a productive feedback loop that includes FTA. A focus on attending regional and state conferences is paying off with personal interactions and eNews being very highly rated. Only Twitter is shown in red as 88 percent (of 8 evaluators) gave it a favorable rating of 4 or 5.

## National RTAP Outreach

Strategy	Not sure, have not experienced	Managers Who Evaluated Strategy	5 - Good	4	3	2	1 - Poor
National RTAP eNews	1	38	71%	24%	5%	0%	0%
National RTAP staff attendance at meetings/conferences	5	35	63%	34%	3%	0%	0%
RTAP manager breakfasts and other networking events	13	27	67%	26%	0%	7%	0%
One-on-one contact with RTAP staff	3	37	78%	16%	6%	0%	0%
Marketing materials explaining National RTAP services	9	30	73%	27%	0%	0%	0%
Facebook	27	12	42%	50%	8%	0%	0%
Instagram	34	5	40%	60%	0%	0%	0%
LinkedIn	31	9	44%	56%	0%	0%	0%
Twitter	30	8	38%	50%	12%	0%	0%

The survey also asked managers to provide comments on National RTAP's outreach efforts, especially if they rated a strategy less than 4. These comments are paraphrased as follows:

- RTAP Manager breakfasts need to be longer and not overlap with other sessions at conferences (when coupled with a non-RTAP conference).
- I would like to see National RTAP staff at our state transit conferences more often.
- eNews just gets to be too overwhelming for me. I am not sure if it's the organization/format of the newsletter or what, but I usually end up deleting before I read it.
- Sometimes it's a bit much. I receive many of these types of services from different list-serves like TCRP, NCHRP, CTA, CalACT, CTA, APTA, MTAP, etc. Sometimes I feel like I just can't look at it all in order to get my actual job.

## 8. Participation in a Future 5311 Subrecipient Survey

National RTAP is planning to conduct a survey of all 5311 subrecipients in 2020. The purpose of the survey is to gain feedback from rural and tribal transit providers on the state of rural transit. State RTAP managers were asked if they would be willing to share subrecipient contact information with National RTAP. Thirty-eight states are willing to provide this information. Oregon will not share contact information, but is willing to send out the survey on behalf of National RTAP.

## 9. What do you want National RTAP to do for you?

A final question was asked requesting the respondent to identify any challenges or gaps in the service their State RTAP program provides that National RTAP could help to address? The responses to this question are paraphrased below.

- We have experienced staff turnover in our training role. National RTAP can be valuable in providing new staff with resources.
- We do not have a formal State RTAP program or manager as we do not have the resources to dedicate someone to training subrecipients. (Although not mentioned in the comment, it is understood that assistance with training would be helpful)
- National RTAP should provide assistance with federal grant management related issues.
- National RTAP should send roving trainers around to states and transit systems.
- National RTAP is very good at bringing together peers throughout the nation to share transit best practices and to promote new ideas taking place nationally. National RTAP has passion when delivering their services to the States. A suite of services for PTASP/Safety initiatives would be helpful. The Suite would have a range of products that could be easily adopted by 5311 and 5307 small urban shops to focus on passenger and organizational safety, as well as mechanical challenges.
- Improving the technology capacity of rural transit providers. One of the barriers we've had with getting interest in GTFS is that the agencies don't see how it fits in with what they would do or how they would keep it updated. Basically, it looks like just another burden. What could we do to promote it and support the agencies?
- Regarding eLearning, I have a concern about having to start again once you leave a learning module and having to sign in again. Also, the certificate assigns the current date instead of the actual date the task was completed.
- Could use more management soft skills resources for providers.
- We need to include more resources for Drugs and Alcohol training, but can't because of all the other FTA compliance areas.

## 10. Follow-Up

The survey data undoubtedly shows National RTAP is useful and responsive to state program managers. However, the survey was designed to also suggest ways National RTAP can better assist State RTAP Managers and to identify National RTAP resources, products and outreach strategies that

could be improved. In an effort to respond to these findings, a “To Do List” was developed to guide National RTAP.

1. Promote available resources related to these training topics. Existing training materials for these topics were identified by 25 or more states as lacking.
  - Driver retention
  - Personnel management
  - Succession planning and preparation
  - Working with transit boards
  - Fleet maintenance
  - Asset management
  - Financial management
  - Soft skills (communication, leadership, etc.)
  - Marketing
  - Problem passengers/de-escalation
2. Promote and familiarizing State RTAP Managers with National RTAP’s eLearning program.
3. Reach out to 12 states requesting assistance with GTFS. These include GA, NV, OH, TX, VA, HI, WI, CA, TN, MS, MN and AL.
4. Improvements to National RTAP Services
  - Review and evaluate the State RTAP Managers Forum to identify ways to improve it
  - Review and evaluate how National RTAP provides in-depth technical assistance and suggest ways it can be improved
  - Provide assistance around FTA grant management
5. Improvements to National RTAP Products
  - Add a resource area for PTASP/Safety initiatives.
  - Update the Directory of Trainers
  - Review and improve National RTAPs website (ongoing)
  - Promote GTFS
  - Implement on-going improvements to ProcurementPRO (ongoing)
  - Modify the date field on the eLearning certificate so it reflects date of completion rather than the date the certificate is printed.
6. Improvements to National RTAP Outreach Strategies
  - Improve scheduling of State RTAP Manager breakfasts
  - Consider reformatting eNews to be more easily digested
  - Most managers do not follow National RTAP’s Instagram, LinkedIn or Twitter accounts. Consider ways to better promote these accounts to state managers.

# Appendix

Survey

Survey Data



## National RTAP - 2020 State Rural Transit Assistance Program Inventory

The National Rural Transit Assistance Program provides a number of products and services that support State and local efforts to provide safe and effective rural and tribal transit services.

The purpose of this survey is to understand the types of services and products your State RTAP provides, the challenges you face, and how National RTAP can help address those challenges and fill any gaps. We would also like to collect feedback on our existing products and services. We encourage you to participate in this important data collection effort so that your State is represented in the inventory.

The survey takes about 20 minutes to complete. You can come back to the survey if you are not able to complete it in one session. You may need to work with other staff to answer some of the questions. Using the same computer, simply click on the link again to access the survey and update your responses. If you have any questions or concerns, contact Nancy Doherty at 781-404-5038 or [ndoherty@nationalrtap.org](mailto:ndoherty@nationalrtap.org). Thank you.

The Paperwork Reduction Act of 1995 requires us to notify you that this information collection is in accordance with the clearance requirements. We may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this collection is 2132--0572. The time required to complete this information collection is estimated to be 20 minutes, including the time to review the instructions and complete the survey. Response to this request is voluntary.

Please select your state or territory.

Is your State's RTAP program operated in-house or is it outsourced?

In-house	Outsourced	Combination	Please provide any comments:
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>

Completed:

## National RTAP - 2020 State Rural Transit Assistance Program Inventory

Which parts of the program do you outsource and which parts are done in-house?

Who do you use to provide the outsourced service?

How do you provide trainings to transit providers in your state? (check all that apply)

- In person
- PowerPoint
- Webinars
- In-house material
- National RTAP materials
- National RTAP eLearning courses
- Other online training
- Smith Systems
- National Transit Institute
- Transportation Safety Institute
- CTAA
- Easterseals Project Action Consulting
- Paid travel to in-state conferences
- Paid travel to out of state conferences
- Other (please specify) \_\_\_\_\_

Have you or any of your subrecipients attended National RTAP conferences?

- Yes
- No

Does your State RTAP program provide scholarships to attend National RTAP conferences?

- Yes
- No

If you have worked with trainers you would recommend, please list them and the trainings they delivered.

Please indicate your RTAP program status with regards to each training topic and available materials.

	Currently provide training and have sufficient resources	Currently provide training, but would like additional resources.	Do not provide training due to a lack of training materials	Not interested in providing training on this topic
PASS training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
START or other driver safety training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety compliance/SMS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety training awareness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Distracted driving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Defensive driving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency management/disaster training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drug and alcohol training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reasonable suspicion training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Active shooter training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
First aid/CPR	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Human trafficking/maltreatment awareness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Soft skills (communication, leadership, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personnel management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Succession planning and preparation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Driver retention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marketing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working with transit boards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working with tribal transit services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Train the trainer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Title VI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ADA training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wheelchair securement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sensitivity training (e.g. cultural, disabilities, diversity)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sexual harassment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem passengers/de-escalation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fleet maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asset management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transit 101	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transit system design	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scheduling and dispatching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GTFS training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NTD reporting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Performance measurement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Federal grant preparation and management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
State grant preparation and management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procurement using FTA funds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interpreting and implementing regulatory requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Completed: 



## National RTAP - 2020 State Rural Transit Assistance Program Inventory

National RTAP eLearning is a learning management system (LMS) that provides self-guided, online trainings for rural and tribal transit operators and state program managers on topics such as safety, drugs and alcohol, emergency management, and more. Transit managers and state program managers can obtain reports on employee training.

For more information, go to [elearning.nationalrtap.org](http://elearning.nationalrtap.org). The following questions refer to the LMS.

Have you used or registered with the National RTAP eLearning system?

- Yes, registered and used the system
- Yes, registered but have not used the system
- No, have not registered or used the system
- No, do not plan to use the system

Completed:



## National RTAP - 2020 State Rural Transit Assistance Program Inventory

How do you (or how might you) use the system? (check all that apply)

- Promote use of the LMS to subrecipients to access training
- Access reports on training activities
- Assign training modules to subrecipients and/or state DOT staff
- Not sure, have not thought about it
- Other (please specify) \_\_\_\_\_

How do you (or how might you) go about involving your subrecipients and getting them to use National RTAP eLearning?

- Promoting in email blasts or newsletters
- Including a link to the LMS on our State RTAP or Transit Association website
- Reminding them in person at events
- Having National RTAP staff present on the LMS at our state or regional conference
- Assign relevant eLearning courses to employees and set aside time in their schedule to complete them
- Utilize the eLearning materials in in-person trainings or meetings
- Other ideas: \_\_\_\_\_

Do you use an online software program to assist with managing your Federal sub-grantees?

- Yes
- No

Completed:



## National RTAP - 2020 State Rural Transit Assistance Program Inventory

What software do you use?

- Excel
- BlackCat Grants Management
- Intelligrants
- Webgrants
- Customized/In-house developed software
- Other (please specify)

What types of activities can the subrecipient access through the online software? (check all that apply)

- Transit Asset Management
- State Grant Management
- Safety Management
- Quarterly Reporting
- NTD Reporting
- Federal Grant Management
- DBE Reporting
- Compliance Review
- Other (please specify)

What are your top 2 issues relating to your SMR findings? If you did not have any findings you can leave this question blank. We are asking this question to determine if there are products and services that National RTAP can develop to help address the issues. All data used from this survey question will be in aggregate form and will not single out specific states.

- 1:
- 2:

Some states are taking an active role in General Transit Feed Specification (GTFS) file development. What role are you taking or planning to take in supporting access to online transit information in your state, if any?

Would you like us to contact you about GTFS and assistance we can provide your grantees?

- Yes
- No

Have you or your trainers used any of National RTAP's services and/or products?

- Yes
- No

Completed:



Please provide any additional comments about National RTAP outreach efforts. If you rated an outreach effort between 1 and 3, please explain why.

Are there any challenges or gaps in the service your RTAP program provides that National RTAP could help with addressing? Please be as specific as possible on what we can do for you.

National RTAP is planning to conduct a survey of all 5311 subrecipients in 2020. The purpose is to gain feedback from rural and tribal transit providers on the state of rural transit. Would you be willing to share subrecipient contact information with National RTAP?

Yes

No

Comments



Completed:





## **National RTAP - 2020 State Rural Transit Assistance Program Inventory**

**Thank you!**

**We will contact you within a few weeks with a request for the subrecipient contact information.**





























**Thank you for completing the survey. Your input is very important to National RTAP.**


















**We will send you a copy of the aggregate survey results once all states have completed the survey and the results have been compiled.**

Completed:



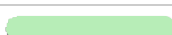


## National RTAP - 2020 State Rural Transit Assistance Program Inventory

Please select your state or territory.			
		Response percent	Response total
AL		2.22%	1
AK		2.22%	1
AR		2.22%	1
AS		0%	0
AZ		2.22%	1
CA		2.22%	1
CO		2.22%	1
CT		2.22%	1
DE		0%	0
FL		0%	0
FM		0%	0
GA		2.22%	1
GU		0%	0
HI		2.22%	1
ID		2.22%	1
IL		2.22%	1
IN		2.22%	1
IA		2.22%	1
KS		2.22%	1
KY		2.22%	1
LA		0%	0
MA		2.22%	1
MD		2.22%	1
ME		2.22%	1
MH		0%	0
MI		2.22%	1
MN		2.22%	1
MP		0%	0
MO		2.22%	1
MS		2.22%	1
MT		2.22%	1
NC		2.22%	1
ND		2.22%	1
NE		2.22%	1
NH		2.22%	1
NJ		2.22%	1

		Response percent	Response total
NM		2.22%	1
NV		2.22%	1
NY		2.22%	1
OH		2.22%	1
OK		0%	0
OR		2.22%	1
PA		2.22%	1
PR		0%	0
PW		0%	0
RI		2.22%	1
SC		2.22%	1
SD		2.22%	1
TN		2.22%	1
TX		2.22%	1
UM		0%	0
UT		2.22%	1
VA		2.22%	1
VI		0%	0
VT		0%	0
WA		2.22%	1
WV		2.22%	1
WI		2.22%	1
WY		2.22%	1

Statistics based on 45 respondents;

Is your State's RTAP program operated in-house or is it outsourced?			
		Response percent	Response total
In-house		53.33%	24
Outsourced		26.67%	12
Combination		20%	9
Please provide any comments:			6

Statistics based on 45 respondents;

Which parts of the program do you outsource and which parts are done in-house?			
			Response total
			20

Statistics based on 20 respondents;

Who do you use to provide the outsourced service?			
			Response total
			20

Statistics based on 20 respondents;



How do you provide trainings to transit providers in your state? (check all that apply)			
		Response percent	Response total
In person		93.33%	42
PowerPoint		57.78%	26
Webinars		55.56%	25
In-house material		57.78%	26
National RTAP materials		68.89%	31
National RTAP eLearning courses		44.44%	20
Other online training		28.89%	13
Smith Systems		13.33%	6
National Transit Institute		71.11%	32
Transportation Safety Institute		33.33%	15
CTAA		57.78%	26
Easterseals Project Action Consulting		26.67%	12
Paid travel to in-state conferences		77.78%	35
Paid travel to out of state conferences		66.67%	30
Other (please specify)		17.78%	8

Statistics based on 45 respondents;

Have you or any of your subreceptants attended National RTAP conferences?			
		Response percent	Response total
Yes		84.44%	38
No		15.56%	7

Statistics based on 45 respondents;

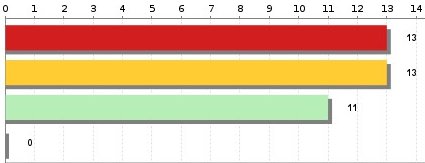
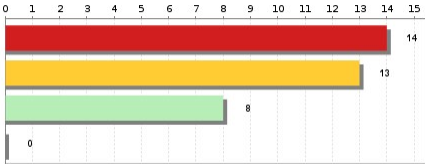
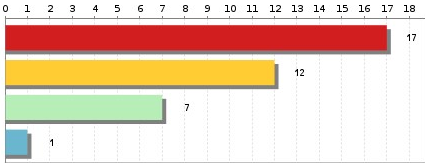
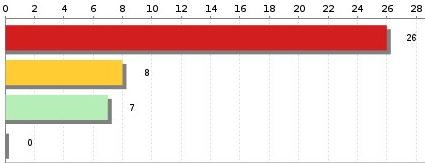

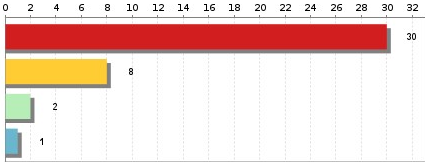
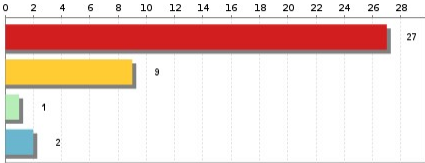
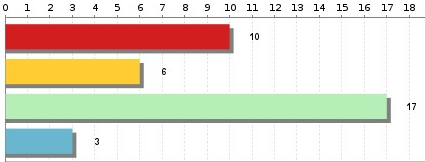
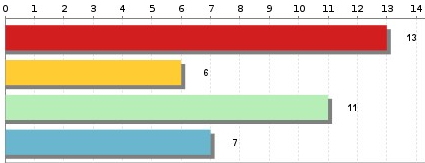
Does your State RTAP program provide scholarships to attend National RTAP conferences?			
		Response percent	Response total
Yes		73.33%	33
No		26.67%	12

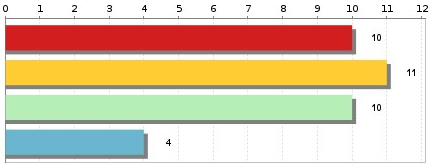
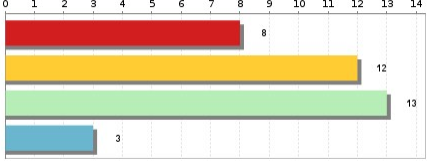
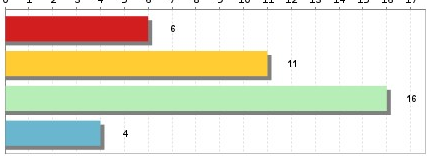
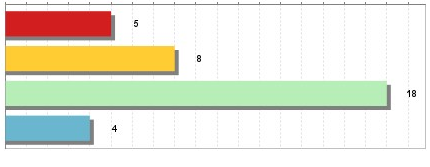
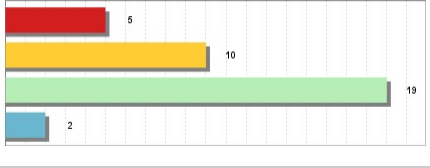
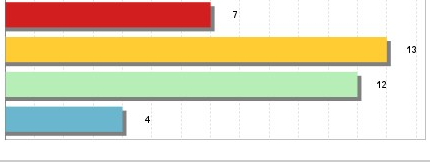
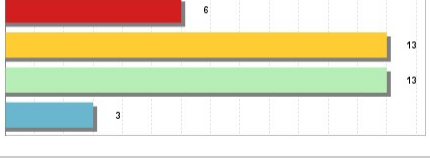
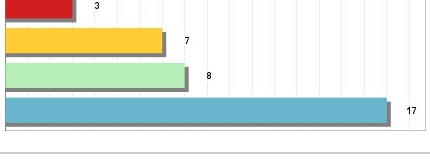
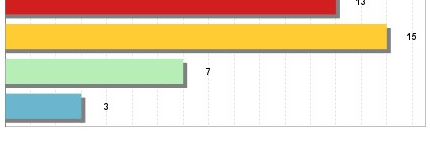
Statistics based on 45 respondents;

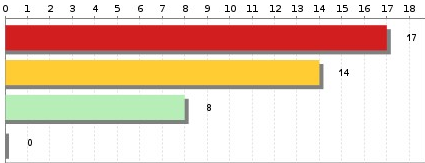
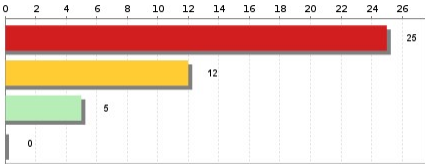
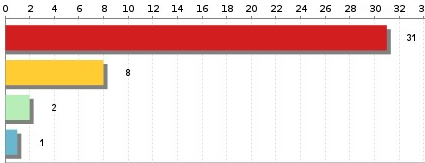
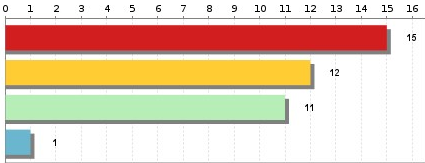
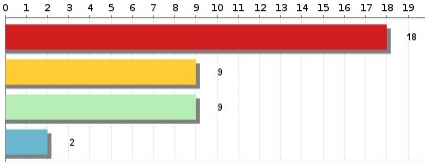
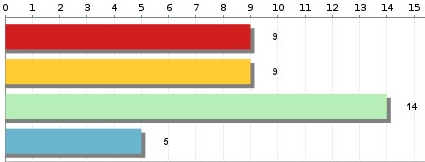
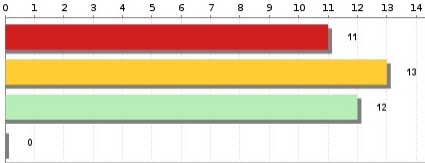
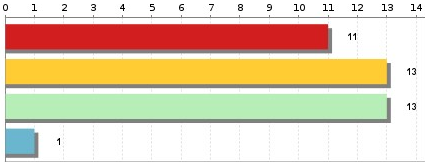
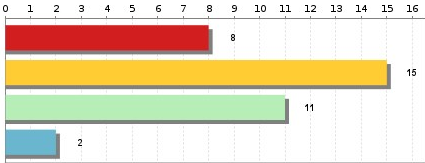
If you have worked with trainers you would recommend, please list them and the trainings they delivered.			
			Response total
			13

Statistics based on 13 respondents;





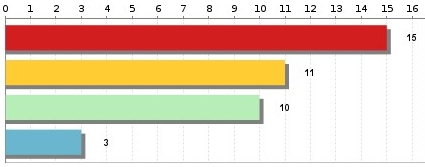
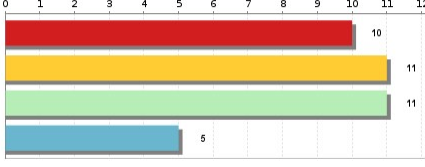
Please indicate your RTAP program status with regards to each training topic and available materials.						
	Currently provide training and have sufficient resources 	Currently provide training, but would like additional resources. 	Do not provide training due to a lack of training materials 	Not interested in providing training on this topic 		Response total
PASS training	61.91% (26)	19.05% (8)	9.52% (4)	9.52% (4)		42
START or other driver safety training	38.89% (14)	22.22% (8)	27.78% (10)	11.11% (4)		36

	Currently provide training and have sufficient resources ■	Currently provide training, but would like additional resources. ■	Do not provide training due to a lack of training materials ■	Not interested in providing training on this topic ■		Response total
Safety compliance/SMS	35.14% (13)	35.14% (13)	29.73% (11)	0% (0)		<b>37</b>
Safety training awareness	40% (14)	37.14% (13)	22.86% (8)	0% (0)		<b>35</b>
Distracted driving	45.95% (17)	32.43% (12)	18.92% (7)	2.7% (1)		<b>37</b>
Defensive driving	63.42% (26)	19.51% (8)	17.07% (7)	0% (0)		<b>41</b>
Emergency management/disaster training	36.11% (13)	30.56% (11)	33.33% (12)	0% (0)		<b>36</b>
Drug and alcohol training	73.17% (30)	19.51% (8)	4.88% (2)	2.44% (1)		<b>41</b>
Reasonable suspicion training	69.23% (27)	23.08% (9)	2.56% (1)	5.13% (2)		<b>39</b>
Active shooter training	27.78% (10)	16.67% (6)	47.22% (17)	8.33% (3)		<b>36</b>
First aid/CPR	35.14% (13)	16.22% (6)	29.73% (11)	18.92% (7)		<b>37</b>

	Currently provide training and have sufficient resources ■	Currently provide training, but would like additional resources. ■	Do not provide training due to a lack of training materials ■	Not interested in providing training on this topic ■		Response total
Human trafficking/maltreatment awareness	28.57% (10)	31.43% (11)	28.57% (10)	11.43% (4)		<b>35</b>
Soft skills (communication, leadership, etc.)	22.22% (8)	33.33% (12)	36.11% (13)	8.33% (3)		<b>36</b>
Personnel management	16.22% (6)	29.73% (11)	43.24% (16)	10.81% (4)		<b>37</b>
Succession planning and preparation	14.29% (5)	22.86% (8)	51.43% (18)	11.43% (4)		<b>35</b>
Driver retention	13.89% (5)	27.78% (10)	52.78% (19)	5.56% (2)		<b>36</b>
Marketing	19.44% (7)	36.11% (13)	33.33% (12)	11.11% (4)		<b>36</b>
Working with transit boards	17.14% (6)	37.14% (13)	37.14% (13)	8.57% (3)		<b>35</b>
Working with tribal transit services	8.57% (3)	20% (7)	22.86% (8)	48.57% (17)		<b>35</b>
Train the trainer	34.21% (13)	39.47% (15)	18.42% (7)	7.9% (3)		<b>38</b>

	Currently provide training and have sufficient resources ■	Currently provide training, but would like additional resources. ■	Do not provide training due to a lack of training materials ■	Not interested in providing training on this topic ■		Response total
Title VI	43.59% (17)	35.9% (14)	20.51% (8)	0% (0)		<b>39</b>
ADA training	59.52% (25)	28.57% (12)	11.91% (5)	0% (0)		<b>42</b>
Wheelchair securement	73.81% (31)	19.05% (8)	4.76% (2)	2.38% (1)		<b>42</b>
Customer service	38.46% (15)	30.77% (12)	28.21% (11)	2.56% (1)		<b>39</b>
Sensitivity training (e.g. cultural, disabilities, diversity)	47.37% (18)	23.68% (9)	23.68% (9)	5.26% (2)		<b>38</b>
Sexual harassment	24.32% (9)	24.32% (9)	37.84% (14)	13.51% (5)		<b>37</b>
Problem passengers/de-escalation	30.56% (11)	36.11% (13)	33.33% (12)	0% (0)		<b>36</b>
Fleet maintenance	28.95% (11)	34.21% (13)	34.21% (13)	2.63% (1)		<b>38</b>
Asset management	22.22% (8)	41.67% (15)	30.56% (11)	5.56% (2)		<b>36</b>




	Currently provide training and have sufficient resources ■	Currently provide training, but would like additional resources. ■	Do not provide training due to a lack of training materials ■	Not interested in providing training on this topic ■		Response total
Transit 101	42.86% (15)	22.86% (8)	28.57% (10)	5.71% (2)		<b>35</b>
Transit system design	18.18% (6)	12.12% (4)	57.58% (19)	12.12% (4)		<b>33</b>
Scheduling and dispatching	31.43% (11)	17.14% (6)	42.86% (15)	8.57% (3)		<b>35</b>
GTFS training	8.82% (3)	26.47% (9)	41.18% (14)	23.53% (8)		<b>34</b>
NTD reporting	25.64% (10)	25.64% (10)	30.77% (12)	17.95% (7)		<b>39</b>
Performance measurement	17.14% (6)	22.86% (8)	45.71% (16)	14.29% (5)		<b>35</b>
Financial management	23.68% (9)	21.05% (8)	47.37% (18)	7.9% (3)		<b>38</b>
Federal grant preparation and management	30.77% (12)	23.08% (9)	25.64% (10)	20.51% (8)		<b>39</b>
State grant preparation and management	41.03% (16)	20.51% (8)	23.08% (9)	15.39% (6)		<b>39</b>

	Currently provide training and have sufficient resources 	Currently provide training, but would like additional resources. 	Do not provide training due to a lack of training materials 	Not interested in providing training on this topic 		Response total
Procurement using FTA funds	38.46% (15)	28.21% (11)	25.64% (10)	7.69% (3)		<b>39</b>
Interpreting and implementing regulatory requirements	27.03% (10)	29.73% (11)	29.73% (11)	13.51% (5)		<b>37</b>






Statistics based on 44 respondents;

**National RTAP eLearning is a learning management system (LMS) that provides self-guided, online trainings for rural and tribal transit operators and state program managers on topics such as safety, drugs and alcohol, emergency management, and more. Transit managers and state program managers can obtain reports on employee training.**



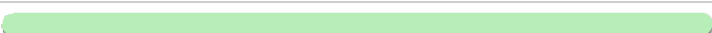

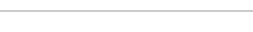
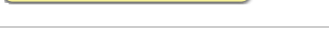

**For more information, go to [elearning.nationalrtap.org](http://elearning.nationalrtap.org). The following questions refer to the LMS.**

Have you used or registered with the National RTAP eLearning system?			
		Response percent	Response total
Yes, registered and used the system		<b>28.89%</b>	<b>13</b>
Yes, registered but have not used the system		<b>51.11%</b>	<b>23</b>
No, have not registered or used the system		<b>20%</b>	<b>9</b>
No, do not plan to use the system		<b>0%</b>	<b>0</b>

Statistics based on 45 respondents;

How do you (or how might you) use the system? (check all that apply)			
		Response percent	Response total
Promote use of the LMS to subrecipients to access training		<b>68.89%</b>	<b>31</b>
Access reports on training activities		<b>46.67%</b>	<b>21</b>
Assign training modules to subrecipients and/or state DOT staff		<b>35.56%</b>	<b>16</b>
Not sure, have not thought about it		<b>22.22%</b>	<b>10</b>
Other (please specify)		<b>8.89%</b>	<b>4</b>

Statistics based on 45 respondents;

How do you (or how might you) go about involving your subrecipients and getting them to use National RTAP eLearning?			
		Response percent	Response total
Promoting in email blasts or newsletters		<b>75%</b>	<b>33</b>
Including a link to the LMS on our State RTAP or Transit Association website		<b>52.27%</b>	<b>23</b>
Reminding them in person at events		<b>84.09%</b>	<b>37</b>
Having National RTAP staff present on the LMS at our state or regional conference		<b>45.46%</b>	<b>20</b>
Assign relevant eLearning courses to employees and set aside time in their schedule to complete them		<b>29.55%</b>	<b>13</b>
Utilize the eLearning materials in in-person trainings or meetings		<b>38.64%</b>	<b>17</b>
Other ideas:		<b>4.55%</b>	<b>2</b>

Statistics based on 44 respondents;

Do you use an online software program to assist with managing your Federal sub-grantees?			
		Response percent	Response total
Yes		<b>53.33%</b>	<b>24</b>
No		<b>46.67%</b>	<b>21</b>

Statistics based on 45 respondents;

What software do you use?			
		Response percent	Response total
Excel		<b>8.33%</b>	<b>2</b>
BlackCat Grants Management		<b>37.5%</b>	<b>9</b>
Intelligrants		<b>8.33%</b>	<b>2</b>
Webgrants		<b>8.33%</b>	<b>2</b>
Customized/In-house developed software		<b>33.33%</b>	<b>8</b>
Other (please specify)		<b>4.17%</b>	<b>1</b>

Statistics based on 24 respondents;

What types of activities can the subrecipient access through the online software? (check all that apply)			
		Response percent	Response total
Federal Grant Management		<b>54.17%</b>	<b>13</b>
State Grant Management		<b>70.83%</b>	<b>17</b>
NTD Reporting		<b>41.67%</b>	<b>10</b>
Transit Asset Management		<b>70.83%</b>	<b>17</b>
Safety Management		<b>20.83%</b>	<b>5</b>
DBE Reporting		<b>50%</b>	<b>12</b>
Quarterly Reporting		<b>75%</b>	<b>18</b>
Compliance Review		<b>54.17%</b>	<b>13</b>
Other (please specify)		<b>8.33%</b>	<b>2</b>

Statistics based on 24 respondents;

What are your top 2 issues relating to your SMR findings? If you did not have any findings you can leave this question blank. We are asking this question to determine if there are products and services that National RTAP can develop to help address the issues. All data used from this survey question will be in aggregate form and will not single out specific states.		
		Response total
1:		<b>31</b>
2:		<b>21</b>

Statistics based on 31 respondents;



Some states are taking an active role in General Transit Feed Specification (GTFS) file development. What role are you taking or planning to take in supporting access to online transit information in your state, if any?		
		Response total
		<b>30</b>

Statistics based on 30 respondents;

Would you like us to contact you about GTFS and assistance we can provide your grantees?			
		Response percent	Response total
Yes		<b>27.27%</b>	<b>12</b>
No		<b>72.73%</b>	<b>32</b>







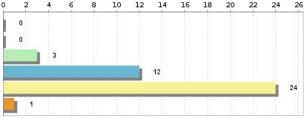
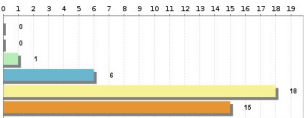
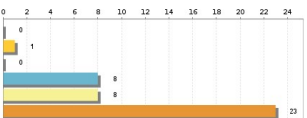
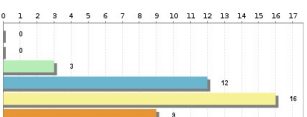
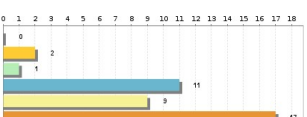
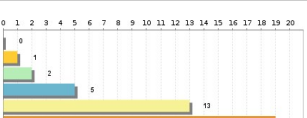
Statistics based on 44 respondents;

Have you or your trainers used any of National RTAP's services and/or products?

		Response percent	Response total
Yes		<b>91.11%</b>	<b>41</b>
No		<b>8.89%</b>	<b>4</b>

Statistics based on 45 respondents;

Please rate the following National RTAP services on a scale of 1 to 5.

	1-poor	2	3	4	5-good	Have not used this service.		Response total
								
Resource Center (online - ability to find and download products)	0% (0)	0% (0)	7.5% (3)	30% (12)	60% (24)	2.5% (1)		<b>40</b>
Resource Center (print - receiving requested materials via mail)	0% (0)	0% (0)	2.5% (1)	15% (6)	45% (18)	37.5% (15)		<b>40</b>
Toll-free hotline/chat/email for information requests or tech support	0% (0)	2.5% (1)	0% (0)	20% (8)	20% (8)	57.5% (23)		<b>40</b>
Peer-to-Peer Network/Peer Calls/Roundtables	0% (0)	0% (0)	7.5% (3)	30% (12)	40% (16)	22.5% (9)		<b>40</b>
State RTAP Manager Forum (on Podio)	0% (0)	5% (2)	2.5% (1)	27.5% (11)	22.5% (9)	42.5% (17)		<b>40</b>
In-depth technical assistance	0% (0)	2.5% (1)	5% (2)	12.5% (5)	32.5% (13)	47.5% (19)		<b>40</b>







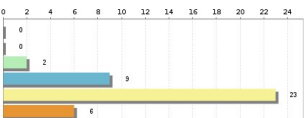
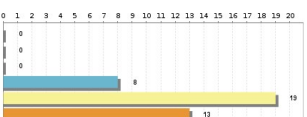
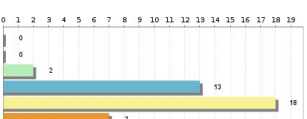
Statistics based on 40 respondents;

Please provide any additional comments about the services National RTAP provides. If you rated a service between 1 and 3, please explain why.







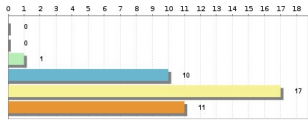
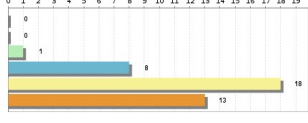
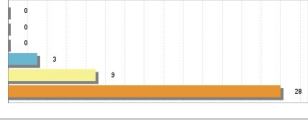
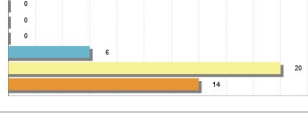
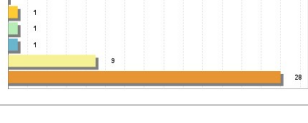
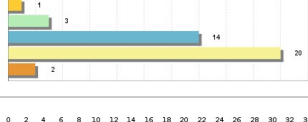
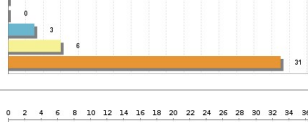
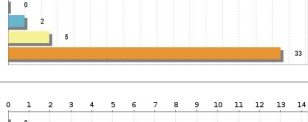
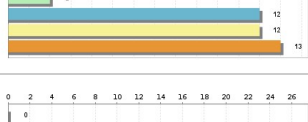
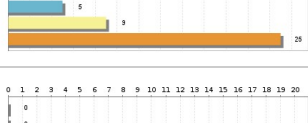
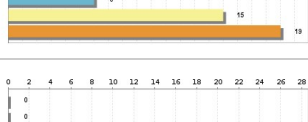
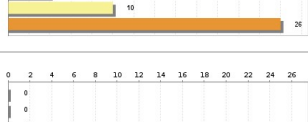

	Response total
	<b>10</b>







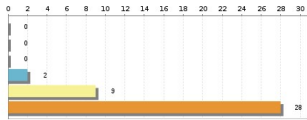
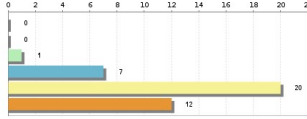
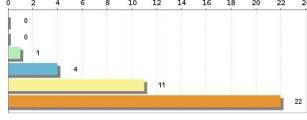
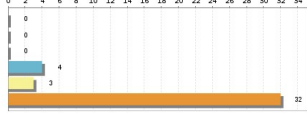
Statistics based on 10 respondents;

Please rate the following National RTAP products on a scale of 1 to 5:

	1-poor	2	3	4	5-good	Have not used this product.		Response total
								
Training Modules/Manuals	0% (0)	0% (0)	5% (2)	22.5% (9)	57.5% (23)	15% (6)		<b>40</b>
Training Modules on eLearning	0% (0)	0% (0)	0% (0)	20% (8)	47.5% (19)	32.5% (13)		<b>40</b>
Webinars	0% (0)	0% (0)	5% (2)	32.5% (13)	45% (18)	17.5% (7)		<b>40</b>



	1-poor 	2 	3 	4 	5-good 	Have not used this product. 		Response total
Technical Briefs	0% (0)	0% (0)	2.56% (1)	25.64% (10)	43.59% (17)	28.21% (11)		<b>39</b>
Topic Guides	0% (0)	0% (0)	2.5% (1)	20% (8)	45% (18)	32.5% (13)		<b>40</b>
Salary and Job Description Database	0% (0)	0% (0)	0% (0)	7.5% (3)	22.5% (9)	70% (28)		<b>40</b>
Best Practices Articles	0% (0)	0% (0)	0% (0)	15% (6)	50% (20)	35% (14)		<b>40</b>
Directory of Trainers	0% (0)	2.5% (1)	2.5% (1)	2.5% (1)	22.5% (9)	70% (28)		<b>40</b>
Website	0% (0)	2.5% (1)	7.5% (3)	35% (14)	50% (20)	5% (2)		<b>40</b>
Cost Allocation Calculator (app)	0% (0)	0% (0)	0% (0)	7.5% (3)	15% (6)	77.5% (31)		<b>40</b>
GTFS Builder (app)	0% (0)	0% (0)	0% (0)	5% (2)	12.5% (5)	82.5% (33)		<b>40</b>
ProcurementPRO (app)	0% (0)	2.5% (1)	5% (2)	30% (12)	30% (12)	32.5% (13)		<b>40</b>
Website Builder (app)	0% (0)	0% (0)	2.5% (1)	12.5% (5)	22.5% (9)	62.5% (25)		<b>40</b>
ADA Toolkit	0% (0)	0% (0)	0% (0)	15% (6)	37.5% (15)	47.5% (19)		<b>40</b>
Bus Rodeo Toolkit	0% (0)	0% (0)	0% (0)	10% (4)	25% (10)	65% (26)		<b>40</b>
Find Anything Toolkit	0% (0)	0% (0)	0% (0)	10% (4)	27.5% (11)	62.5% (25)		<b>40</b>

	1-poor 	2 	3 	4 	5-good 	Have not used this product. 		Response total
Marketing Toolkit	0% (0)	0% (0)	0% (0)	5.13% (2)	23.08% (9)	71.8% (28)		<b>39</b>
State RTAP Manager's Toolkit	0% (0)	0% (0)	2.5% (1)	17.5% (7)	50% (20)	30% (12)		<b>40</b>
Transit Manager's Toolkit	0% (0)	0% (0)	2.63% (1)	10.53% (4)	28.95% (11)	57.9% (22)		<b>38</b>
Rural and Tribal INTD	0% (0)	0% (0)	0% (0)	10.26% (4)	7.69% (3)	82.05% (32)		<b>39</b>







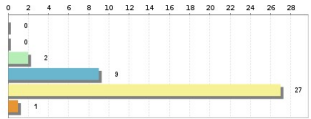
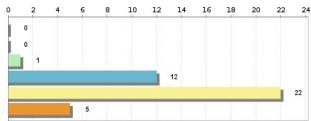
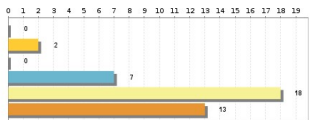
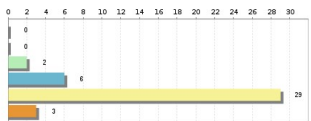
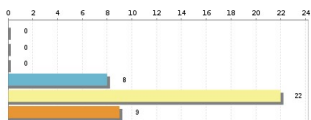
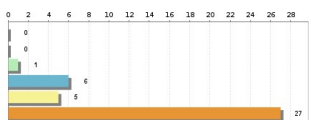
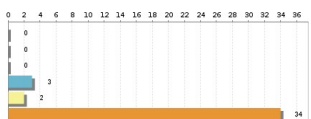
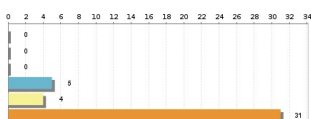
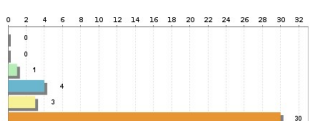
Statistics based on **40** respondents;

Please provide any additional comments about the products National RTAP provides. If you rated a product between 1 and 3, please explain why.

	Response total
	<b>10</b>

Statistics based on **10** respondents;

Please rate the following National RTAP outreach efforts on a scale of 1 to 5:

	1- poor 	2 	3 	4 	5-good 	Not sure, have not experienced 		Response total
National RTAP eNews	0% (0)	0% (0)	5.13% (2)	23.08% (9)	69.23% (27)	2.56% (1)		<b>39</b>
National RTAP staff attendance at regional, state or National meetings/conferences	0% (0)	0% (0)	2.5% (1)	30% (12)	55% (22)	12.5% (5)		<b>40</b>
RTAP manager breakfasts and other networking events	0% (0)	5% (2)	0% (0)	17.5% (7)	45% (18)	32.5% (13)		<b>40</b>
One-on-one contact with RTAP staff	0% (0)	0% (0)	5% (2)	15% (6)	72.5% (29)	7.5% (3)		<b>40</b>
Marketing materials explaining National RTAP services	0% (0)	0% (0)	0% (0)	20.51% (8)	56.41% (22)	23.08% (9)		<b>39</b>
Facebook	0% (0)	0% (0)	2.56% (1)	15.39% (6)	12.82% (5)	69.23% (27)		<b>39</b>
Instagram	0% (0)	0% (0)	0% (0)	7.69% (3)	5.13% (2)	87.18% (34)		<b>39</b>
LinkedIn	0% (0)	0% (0)	0% (0)	12.5% (5)	10% (4)	77.5% (31)		<b>40</b>
Twitter	0% (0)	0% (0)	2.63% (1)	10.53% (4)	7.9% (3)	78.95% (30)		<b>38</b>

Statistics based on 40 respondents;

Please provide any additional comments about National RTAP outreach efforts. If you rated an outreach effort between 1 and 3, please explain why.

	Response total
	<b>6</b>

Statistics based on 6 respondents;

Are there any challenges or gaps in the service your RTAP program provides that National RTAP could help with addressing? Please be as specific as possible on what we can do for you.

	Response total
	<b>10</b>

Statistics based on 10 respondents;

National RTAP is planning to conduct a survey of all 5311 subrecipients in 2020. The purpose is to gain feedback from rural and tribal transit providers on the state of rural transit. Would you be willing to share subrecipient contact information with National RTAP?

		Response percent	Response total
Yes		<b>92.68%</b>	<b>38</b>
No		<b>7.32%</b>	<b>3</b>
Comments			<b>5</b>

Statistics based on **41** respondents;

**Thank you!**

**We will contact you within a few weeks with a request for the subrecipient contact information.**

**Thank you for completing the survey. Your input is very important to National RTAP.**

**We will send you a copy of the aggregate survey results once all states have completed the survey and the results have been compiled.**