National Rural Transit Assistance Program

2020 Biennial Rural and Tribal Transit Managers Survey Report

November 2020

U.S. Department of Transportation
Federal Transit Administration

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1. 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 rural and tribal transit managers to understand the types of services provided, funding sources, annual salary ranges and challenges faced by agencies, 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.

State RTAP managers were contacted in all 50 states and U.S. territories and asked to provide the names and managers of agencies that received 5311 funds. Forty-two managers provided the requested information, with Oregon and Oklahoma requesting a link to the survey in order to send the survey directly to subrecipients. Agency information was not provided for Arizona, West Virginia, Kansas, Minnesota and Maryland, so agencies in these states were not included in the survey, as well as Rhode Island that does not have 5311 subrecipients.

The survey was sent to approximately 1,100 agencies in 44 states during the month of June 2020. Several reminders to complete the survey were sent throughout June and July. The survey closed on July 31, 2020 with 378 responses. The survey was comprehensive and focused on nine areas: Agency Information and Focus, Technology for Operations, Technology for Compliance, COVID-19, Training, GTFS Builder, Quality of National RTAP Resources/Products/Outreach, Salary Survey and Use of State RTAP resources. The survey questions and survey data are provided in the Appendix. The data presented below represents information provided by the 378 agencies that participated in the survey.

2. Agency Information

Geography. The tables below provide geographic context on the 378 participating agencies. Responses were received from all FTA regions and from a variety of types of organizations. The agencies who responded provide transportation in several types of service areas, and in some cases, in more than one type of service area.

Management. Agencies were asked how they are managed. Approximately three-quarters are direct operation, one-quarter contract operations, and several reported both direct and contract operations.

Funding. With the exception of seven agencies, all indicated receiving funding through FTA. As the survey was sent to agencies that State DOTs reported as being 5311 subrecipients, it is possible these seven agencies may have inadvertently not selected one of the several FTA funding sources listed. For the 371 respondents who indicated that they receive FTA funding, the breakdown of funding sources is shown in the table below by FTA region. Twenty-six percent receive Medicaid funding, 59 percent receive State funding, and 56 percent receive local funding. Only 22 percent just receive Federal funding.

FTA Region	Total
1	8
2	9
3	6
4	43
5	67
6	28
7	54
8	75
9	44
10	44
Total	378

Service Area	Total
Alaska Native Community	0
County	213
Indian Reservation	17
Interstate	9
Multi-County	93
Multi-State	8
Multi-Town/Township	77
Municipality/City	138
Other	12
Regional	50
State	11

Funding Sources				FTA Regions										
Federal	Medicaid	State	Local	All	1	2	3	4	5	6	7	8	9	10
x				22%	13%	33%	17%	25%	13%	15%	37%	20%	21%	21%
x	x			3%	0%	0%	0%	8%	3%	4%	0%	1%	2%	5%
x	x	x		5%	0%	0%	17%	3%	9%	11%	0%	8%	0%	2%
x	x	x	x	14%	0%	11%	17%	3%	12%	19%	22%	21%	12%	10%
x	x		x	4%	0%	0%	0%	5%	0%	0%	9%	4%	5%	5%
x		x	x	26%	50%	44%	50%	20%	36%	26%	15%	28%	30%	14%
x		x		14%	13%	0%	0%	5%	18%	19%	7%	4%	26%	31%
x			x	12%	25%	11%	0%	33%	9%	7%	9%	13%	5%	12%
				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Federal funding includes 5311, 5311(c), 5311(f), Appalachian Development, 5310, 5307, 5339, CARES Act.
Local funding includes County and Municipal/City sources.

Agency Size. The average number of staff (employees or volunteers) was 23 full-time equivalents (FTE). Half of all agencies have fewer than nine full-time equivalent staff. Detailed fleet and staffing levels are shown in the tables that follow. The average fleet size of all agencies was 25 vehicles. However, the most commonly reported fleet size was six vehicles.

Range of FTE	Total FTE Staff	Paid - Administrative	Paid - Direct Service	Volunteer - Administrative	Volunteer - Direct Service
1 to 4	23%	69%	22%	83%	47%
5 to 9	23%	18%	26%	0%	12%
10 to 14	14%	6%	12%	0%	6%
15 to 19	7%	3%	7%	0%	12%
20 to 24	4%	1%	6%	0%	0%
25 to 49	15%	2%	16%	0%	12%
50 to 74	6%	0%	5%	17%	6%
75 to 100	2%	0%	2%	0%	6%
Over 100	6%	1%	4%	0%	0%
Total	100%	100%	100%	100%	100%

No. of Vehicles	Automobile		Sports Utility		Minivan (7 or fewer passengers)		Van (8 to 14 passengers)	
	Not Accessible	Accessible	Not Accessible	Accessible	Not Accessible	Accessible	Not Accessible	Accessible
None	84%	96%	88%	99%	77%	49%	86%	66%
1 to 4	13%	3%	10%	1%	18%	30%	9%	20%
5 to 9	2%	1%	2%	0%	3%	11%	2%	9%
10 to 14	1%	1%	0%	0%	1%	3%	1%	3%
15 to 19	0%	0%	0%	0%	1%	2%	0%	1%
20 to 24	0%	0%	0%	0%	0%	1%	0%	1%
Over 25	0%	0%	0%	0%	1%	3%	1%	2%

No. of Vehicles	School Bus/ Multi-Function School Activity Bus		Cutaway Body-on-Chassis 15 or fewer passengers, less than 30' in length		Cutaway Body-on-Chassis 16 or more passengers, less than 30' in length		Bus medium to heavy 30' to 40'		Ferry	
	Not Accessible	Accessible	Not Accessible	Accessible	Not Accessible	Accessible	Not Accessible	Accessible	Not Accessible	Accessible
None	98%	98%	88%	44%	92%	63%	95%	75%	100%	99%
1 to 4	1%	1%	8%	26%	5%	15%	3%	7%	0%	1%
5 to 9	1%	1%	2%	12%	2%	9%	1%	6%	0%	0%
10 to 14	0%	0%	0%	7%	1%	6%	0%	3%	0%	0%
15 to 19	0%	0%	1%	3%	1%	3%	1%	3%	0%	0%
20 to 24	0%	0%	1%	3%	0%	1%	1%	2%	0%	0%
Over 25	0%	0%	1%	6%	1%	3%	1%	4%	0%	0%

3. Agency Focus

Agencies were asked what they would be focusing on this year. Five out of 20 categories could be selected. The table below lists the top three categories for each FTA region. If more than one category was ranked the same, all were listed.

FTA Region	First	Second	Third
All Regions	• **Customer service**	• **Finding and hiring drivers**	• **Training staff**
Region 1	• Customer service	• Service Planning • Tracking performance measures • Vehicle maintenance	• Human resources • Safety • Technology
Region 2	• Procurement of vehicles • Service planning	• Customer service • Technology • Vehicle maintenance	• Asset management
Region 3	• Keeping up to date and complying with legislation	• Customer service • Marketing and social media • Implementing technology	• Evaluating alternative fuel vehicles • Improving staff morale • Safety • Tracking performance measures
Region 4	• Customer service	• Training staff	• Finding drivers
Region 5	• Customer service	• Finding and hiring drivers	• Training staff
Region 6	• Customer service • Finding and hiring drivers • Implementing technology	• Training staff	• Disaster preparedness • Safety
Region 7	• Customer service	• Finding and hiring drivers	• Marketing and social media
Region 8	• Customer service	• Finding and hiring drivers	• Safety • Training staff
Region 9	• Implementation of technology	• Customer service • Procurement of vehicles	• Safety • Vehicle maintenance
Region 10	• Implementation of technology	• Customer service	• Marketing and social media • Training staff

4. Technology and Operations

The chart on the following page shows the current and potential use of technology used by agencies to manage their systems. Two-way radios, cameras on vehicles, automatic vehicle locator devices, tablets and dispatch software are used by approximately half of the agencies that participated in the survey. Many agencies plan to use some of the technology not currently in use in the next two to five years. Interestingly, 65 percent of respondents said they plan to add electric vehicles to their fleet in the next two to five years.

Agencies were asked about any challenges they face acquiring funding for technology, as well as challenges related to deploying technology. Overall, finding appropriate grants and then finding the time to complete the grant was the most often cited challenge for obtaining funding for technology. A few agencies indicated that the procurement process can be difficult. Challenges around implementation included training and limited service for smart phones and automatic vehicle locators. Some specific comments about challenges related to dispatching and electronic fare payment technology follow.

Computer Aided Dispatch

- Finding the correct software.
- Software is not user friendly and not suited for size and type of service.
- Current software is not compatible with the City's on-demand service.
- Problems with operators entering data properly.
- Determining best value/best product.

Electronic Fare Payment

- Technical expertise in identifying, procuring and deploying technology.
- Finding the right fit for our agency.
- Our finance department has concerns related to security.

National RTAP is in the early stages of developing a low-cost transit management application that would be made available to rural and tribal transit agencies. The goal of the application would be to shift small transit operations away from paper/pencil in day-to-day operations including scheduling and dispatching.
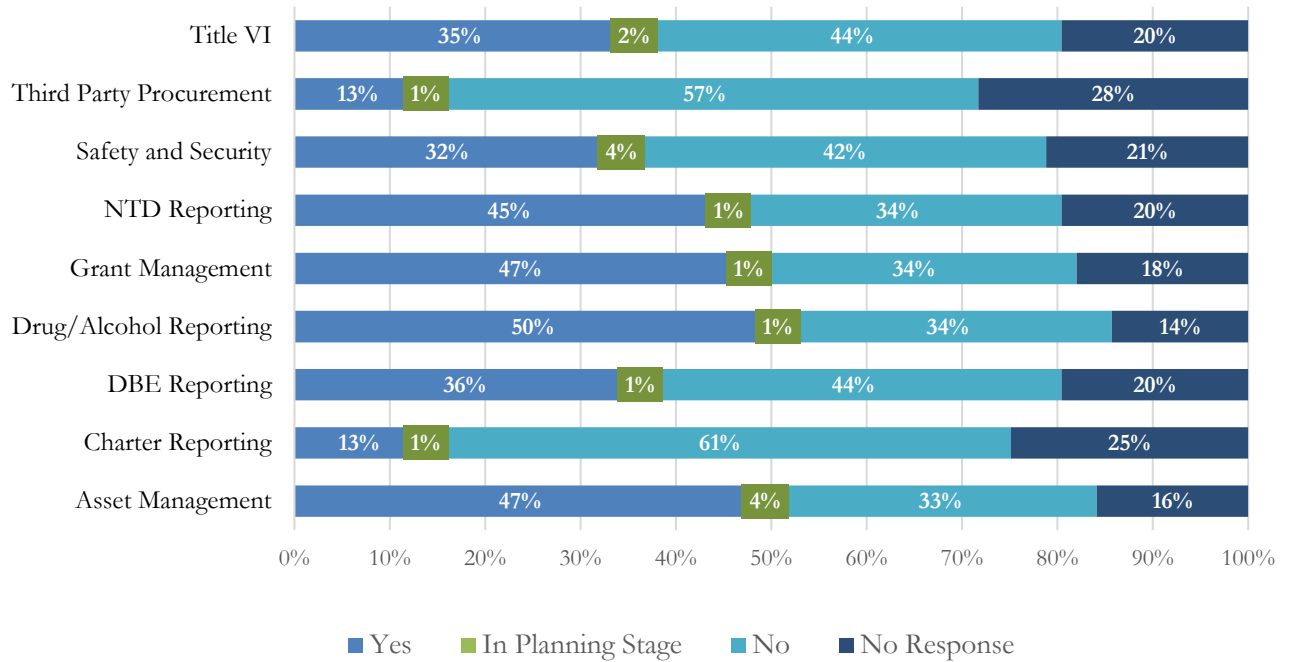
Existing and Future Use of Technology

Technology	Yes	Plan to in 2-5 years	No	No Response
Electric Vehicles	3%	65%	7%	25%
Electronic Logging Devices	21%	50%	3%	26%
Wi-Fi on Vehicles	15%	55%	7%	24%
Two-way Radios	65%	21%	0%	13%
Automated Passengers Counting on Vehicles	14%	54%	6%	26%
Camaras on Vehicles	57%	17%	7%	19%
Electronic Fare Payment	11%	48%	12%	29%
Automatic Vehicle Locator	47%	26%	4%	24%
Tablets/MDT	48%	25%	6%	21%
Trip Planning Ability on Website	24%	45%	8%	24%
Computer Aided Dispatch Software	58%	20%	4%	19%
Smart Phone Apps	30%	40%	5%	25%
Smart Phones	50%	30%	2%	18%

Legend: ■ Yes ■ Plan to in 2-5 years ■ No ■ No Response

5. Technology and Compliance

Overall, one-third to one-half of agencies are using technology in most aspects of compliance reporting. Third-party procurement and charter reporting are areas where technology is not widely used.

Existing and Potential Use of Technology for Compliance Reporting

Category	Yes	In Planning Stage	No	No Response
Title VI	35%	2%	44%	20%
Third Party Procurement	13%	1%	57%	28%
Safety and Security	32%	4%	42%	21%
NTD Reporting	45%	1%	34%	20%
Grant Management	47%	1%	34%	18%
Drug/Alcohol Reporting	50%	1%	34%	14%
DBE Reporting	36%	1%	44%	20%
Charter Reporting	13%	1%	61%	25%
Asset Management	47%	4%	33%	16%

Specific types of technology and software cited by agencies for each compliance category are listed below.

Asset Management

- Excel
- Cartegraph
- BlackCat

DBE Reporting

- 5311 Quarterly Reporting via BlackCat
- Abilla

Drug/Alcohol Reporting

- BlackCat
- Excel
- Compliance One
- Contract out services with 3rd party
- Plexus Global
- Contractor does this via proprietary software

NTD Reporting

- Excel
- Access
- Electronic dispatch
- JDE Edwards
- Routematch
- Shah Software
- Qryde
- Myleonet

Safety and Security

- AngelTrax on-board cameras

Title VI

- Shah Software
- BlackCat

Grant Management

- TrAMS
- Agate
- Through DOT
- Excel
- Google Docs
- Quickbooks

Third Party Procurement

- Excel
- Lawson
- OnBase
- JDEdwards
- PlanetBids
- Project Online
- Nuance
- Docusign
- ProcurementPRO

6. COVID-19

Transit managers throughout the country continued to provide services through the pandemic, adapted services to meet the increased demand for food delivery and the reduced demand for medical trips, and developed and implemented new protocols for driver and passenger safety. Protocols to reduce the risk for transmitting COVID-19 on buses include mask wearing, barriers between drivers and passengers, barriers between passengers, reduced bus seating/capacity, and more rigorous cleaning/disinfecting.

Managers were asked how they were planning on using CARES Act funding. Responses included funding day-to-day operations, offsetting revenue losses, purchasing cleaning supplies, purchasing personal protection equipment (PPE), providing additional buses on routes in order to mitigate reduced bus capacity due to social distancing protocols, paying furloughed drivers, providing hazard pay for active staff/drivers, and for purchasing equipment and rolling stock. Purchasing contactless electronic fare collection systems were mentioned by a number of managers as a potential use for CARES Act funding.

Criteria for resuming or increasing service was generally related to state or Centers for Disease Control and Prevention (CDC) guidelines or demand for services.

A table, organized by state, summarizes criteria for resuming/increasing services, how CARES Act funding will be used, and protocols for the new normal is provided in the Appendix.

7. Training

Transit managers were asked questions related to 41 different training topics. For each topic, the respondent could indicate: 1) they had the training materials required, 2) they were not interested in the topic, or 3) their interest/need in each topic and their preferred format (eLearning, printed materials, webinars, videos). The responses for each topic were summarized and then compared against available National RTAP materials. The following table summarizes the training topics that respondents indicated an interest in, which National RTAP does not provide specific training materials

for. However, resource material for many of these topics can be found on the National RTAP website within toolkits, technical briefs, or topic guides or in materials from other organizations in our Resource Library. In addition, training on some of these topics has been provided at National RTAP conferences. National RTAP may want to consider developing training materials for topics where at least two-thirds (66 percent) of respondents expressed interest.

Training Not Provided by National RTAP

Topic	Would Like Training Materials	Some level of National RTAP Resources Provided	Preferred Format for Training			
			eLearning Training Modules	Printed Training Modules	Webinars	Videos
Soft skills (communication, leadership, etc.)	74%	Yes	41%	18%	25%	15%
Transit system design	73%	No[1]	42%	15%	24%	18%
Driver retention	72%	Yes	39%	19%	26%	16%
Emergency management/disaster training	72%	Yes	40%	16%	25%	18%
GTFS training	72%	Yes	45%	15%	23%	17%
Procurement using FTA funds	71%	Yes	43%	16%	28%	13%
Succession planning and preparation	71%	No	40%	17%	27%	16%
Performance measurement	71%	Yes	42%	16%	27%	15%
Personnel management	70%	No	43%	15%	25%	16%
Federal grant preparation and management	70%	Yes	43%	17%	26%	14%
NTD reporting	69%	No	40%	16%	29%	15%
Safety compliance/SMS	69%	No	39%	19%	26%	17%
Asset management	68%	Yes	44%	19%	24%	14%
Sensitivity training (e.g. cultural, disabilities, diversity)	67%	No[2]	43%	16%	21%	20%
Active shooter training	66%	No	38%	16%	22%	23%
State grant preparation and management	66%	No	43%	16%	26%	15%
HIPAA/Privacy	66%	No	42%	18%	24%	16%
Sexual harassment	63%	No	43%	17%	19%	21%
ADA training	62%	Yes	41%	20%	22%	18%
Title VI	61%	Yes	41%	21%	23%	15%
Working with tribal transit services	60%	Yes	39%	12%	32%	17%
First aid/CPR	50%	No	44%	20%	20%	16%

[1]Transit system design has been offered in a workshop format at National RTAP conferences.
[2]Sensitivity training is touched on in multiple trainings, but a specific training on diversity and inclusion is currently in the planning phase.

Topics that National RTAP <u>does</u> provide training materials/modules for are listed in the table that follows along with percentages for who would like training materials and their preferred format.

Note that some of the topics are not necessarily in their own dedicated training (e.g., marketing is covered as a section in the Roles and Responsibilities of Transit Managers training). In addition, some of the topics in this list are covered in trainings that were developed by outside organizations (e.g., FTA and SURCOM), but we provide access to them on National RTAP's eLearning.

Training Provided by National RTAP

Topic	Would Like Training Materials	Preferred Format for Training				Available Format			
		eLearning Training Modules	Printed Training Modules	Webinars	Videos	eLearning	Printed Training Modules	Disks	Video/YouTube
Interpreting and implementing regulatory requirements	75%	43%	17%	25%	15%	✓	✓	✓	✓
Problem passengers/de-escalation	74%	41%	18%	20%	21%	✓	✓	✓	✓
Marketing	74%	39%	22%	27%	13%		✓	✓	
Human trafficking/ maltreatment awareness	74%	38%	19%	23%	20%	✓			
Transit 101	74%	44%	17%	22%	17%	✓			
START or other driver safety training	70%	36%	18%	23%	23%	✓	✓		
Train the trainer	70%	43%	19%	23%	16%		✓	✓	
Safety training awareness	69%	41%	18%	20%	21%	✓	✓	✓	
Scheduling and dispatching	68%	44%	18%	22%	16%		✓		
Financial management	68%	42%	18%	27%	13%		✓	✓	
Customer service	66%	42%	17%	21%	21%		✓	✓	
Fleet maintenance	66%	41%	20%	22%	17%		✓	✓	
Working with transit boards	65%	39%	20%	28%	14%		✓	✓	
Distracted driving	60%	42%	16%	19%	22%	✓	✓		
Wheelchair securement	57%	39%	18%	19%	24%	✓			
Defensive driving	57%	40%	17%	21%	23%	✓	✓		
Drug and alcohol training	56%	40%	16%	22%	22%	✓			
Reasonable suspicion training	54%	40%	16%	23%	21%	✓			

The high percentages of respondents seeking materials indicates a lack of awareness of the modules. The data also suggests:

1. Additional marketing of these materials is warranted, and perhaps improving the ease of finding and accessing the materials.
2. eLearning training modules are the most popular format, with approximately 40 percent of respondents interested in trainings requesting this format for each topic.
3. Training by webinar was the second most popular format, requested by approximately 25 percent of respondents.
4. Printed materials and videos were requested by less than 20 percent of respondents.

Although National RTAP offers webinars on a variety of topics, it may want to consider webinars as a mode for more formal trainings for topics such as marketing, interpreting and implementing regulatory requirements, financial management, and working with transit boards. Approximately one-quarter of respondents preferred this learning mode for these specific topics.

Respondents also provided specific comments about needed training materials. Trainings related to human resources were the most frequently mentioned and National RTAP may want to consider developing additional training materials related to human resources. Specific comments follow and are summarized by topic.

National RTAP

- Trainings that align with grants must meet Federal and State requirements, otherwise they won't count and we will be out of compliance.
- National RTAP needs to make an increased effort into reaching out to transit agencies and providing trainings.

General

- We would love training in everything, but how much time do you devote to training when you are trying to run the programs? If we are in training, the program is shut down.
- As a very small transit operation, we are barely able to keep up with the ever-growing amount of required administrative and training duties.
- We are building a training center that will focus on transportation issues, we are expanding the capabilities to include distance learning.
- We need access to any and all training and training materials.

Procurement

- Bus Procurement has a huge demand that is not being met.

eLearning Modules

- Would like eLearning modules related to best practices and how to write operational manuals such as a Procurement Manual, Operations Manual, Safety and Security Manual (Pandemic Protocol Manual) and on Fleet Maintenance.

Train the Trainer

- Train the trainer on any of the cited needs.

COVID-19

- Possible training on COVID-19 and other diseases and how to safely combat these.
- Transit-Related COVID-19 Civil Rights; Equal Employment Opportunity (EEO).

Technology

- Training on the use of Zoom and similar social media. Webinars seem to work best for us.
- Developing a comprehensive, coordinated technology plan - webinars.
- Any and all in an easy to download or email version would be helpful. I have older drivers who have technology issues so if they are accessing from their homes, it has to be easy.

Human Resources

- Training on employee transitioning (gender related). How and when to talk an employee who is transitioning and other employees.
- Human resources regulations.
- Personnel management.
- Driver retention.
- Increased access to CPR/First Aid training.
- Training for new supervisors.
- HR law as it applies to transportation.
- Training on civil rights and EEO.

Human Trafficking

- Human trafficking/maltreatment awareness

Fleet Maintenance

- Fleet maintenance
- Asset management
- Air braking

Marketing

- Facebook for Business

8. GTFS Builder

Agency managers were asked if they were interested in receiving assistance from National RTAP to create General Transit Feed Specification (GTFS) files for fixed routes or demand responsive transportation (DRT) services. Over 95 percent responded to the question, with one-third (139 agencies) requesting assistance. National RTAP will attempt to assist as many of these agencies as possible and will review the effectiveness of its GTFS Builder application training materials.

9. eLearning

Managers were asked if they were familiar with the National RTAP eLearning system. Over half of the managers surveyed indicated that they either have not used the system, don't plan on using the system, or didn't respond. It is worth noting that many of the trainings in National RTAP eLearning are primarily for frontline staff.

Status	Portion
Yes, registered and used the system	31%
Yes, registered but have not used the system	13%
No, have not registered or used the system	45%
No, do not plan to use the system	2%
No response	9%

10. Use and Quality of National RTAP Services, Products and Quality

Agencies who 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. The results of these evaluations are summarized in the tables below along with some specific comments. Most National RTAP services and products were given positive scores of 4 or 5 by 80 percent or more of the evaluators for a particular service or product. Those who did not receive 80 percent or higher scores of 4 or 5 are shown in red. National RTAP will evaluate these services over the next year to identify how they could be improved.

Managers were asked to provide comments about the services National RTAP provides and if they rated a service between 1 and 3, to explain why. Although many positive comments were made, only those that may be helpful in improving services are included.

National RTAP Services

Service	Have Not Used This Service	Total Who Evaluated Service	5 - Good	4	3	2	1 - Poor
Resource Center (online - ability to find and download products)	93	225	65%	22%	10%	2%	1%
Resource Center (print - receiving requested materials via mail)	142	174	63%	24%	10%	2%	1%
Toll-free hotline/chat/email for information requests or tech support	259	56	59%	18%	20%	2%	2%
Peer-to-Peer Network/Peer Calls/Roundtables	215	97	60%	23%	15%	1%	1%
Rural or Tribal RTAP Manager Forum (on Facebook)	262	51	53%	22%	24%	0%	2%
In-depth technical assistance	245	68	53%	26%	18%	0%	3%

- Registering and assigning training sessions to people is not as user friendly as it needs to be.
- It has been awhile since I looked for anything, but it seemed cumbersome to find what I was looking for.
- Not user-friendly.
- When I have tried to use it, most of the time the items won't load.
- Peer-to-Peer Calls are good, but sometimes the subject matter and how it is implemented in other areas is hard to relate to by phone.
- Would love to use some of these services, but how much time would be devoted to this? We don't have a trainer, an IT department or HR department, or even a dedicated transit department. We are all job-sharing and running multiple programs, so there isn't a person we could even send or devote time to this. This is all designed for a more urban place where there is a dedicated staff, not rural areas where there are maybe high school graduates just doing their job. Also, the IT or technology reach in the rural or frontier areas is spotty. How do you find a person who has these skills to hire or train who is willing to live out here to even get the technology to do the training of any type?
- We like to train in groups. Therefore, we like to receive by email or videos so we can design a class using the instruction. Most of the time we gather information and videos from the conferences when National RTAP has a table set up. It looks from the website that you have a lot of good information, but we aren't sure how to use it in a classroom setting. Maybe a little instruction with, for example the cards you can print and use. Just some ideas for us that are not trainer-savvy. The product we receive is always spot-on for our industry. We just do not do a good job of passing that information on the staff, I think.
- Sometimes the website does not work properly.

- National RTAP should be careful about using videos or other materials that use stereotypes for persons of color.

The table below lists the National RTAP products evaluated in the survey. Only the Salary Database, Cost Allocation Calculator, and ProcurementPRO application were rated lower than a 4 or 5 by fewer than 80 percent of evaluators. The Salary Database was updated as part of this survey and includes data for five additional jobs as compared to the existing database. ProcurementPRO is currently undergoing upgrades to improve the format of the output. Comments from evaluators who rated the Cost Allocation Calculator lower than a 4 mostly requested simpler training materials. Many other comments suggested the evaluators would make an effort to access National RTAP products. National RTAP will review the Cost Allocation Calculator training materials to determine if they can be presented in a simpler format.

National RTAP Products

Products	Have Not Used This Product	Total Who Evaluated Product	5-good	4	3	2	1-poor
Training Modules/Manuals	108	181	72%	21%	4%	1%	1%
Training Modules on eLearning	135	148	68%	24%	7%	1%	1%
Webinars	139	149	67%	24%	7%	1%	1%
Technical Briefs	181	96	71%	18%	10%	0%	1%
Topic Guides	180	94	73%	17%	9%	0%	1%
Salary and Job Description Database	225	54	57%	20%	19%	2%	2%
Best Practices Articles	179	98	72%	17%	9%	0%	1%
Directory of Trainers	225	55	60%	20%	16%	2%	2%
Website	101	183	75%	17%	5%	1%	1%
Cost Allocation Calculator (app)	233	43	65%	14%	19%	0%	2%
GTFS Builder (app)	246	30	63%	17%	17%	0%	3%
ProcurementPRO (app)	224	55	62%	15%	18%	4%	2%
Website Builder (app)	232	44	70%	14%	14%	0%	2%
ADA Toolkit	187	92	66%	25%	8%	0%	1%
Bus Roadeo Toolkit	222	54	70%	15%	13%	0%	2%
Find Anything Toolkit	237	36	67%	19%	11%	0%	3%
Marketing Toolkit	227	47	74%	15%	9%	0%	2%
State RTAP Manager's Toolkit	233	46	65%	22%	11%	0%	2%
Transit Manager's Toolkit	200	77	75%	18%	5%	0%	1%
Rural and Tribal iNTD	241	34	62%	21%	15%	0%	3%

Comments provided by managers that will assist National RTAP in improving their products are listed here:

- I struggle with the Cost Allocation Calculator app.
- I've used the Cost Allocation Calculator app, and I listened to a webinar before the app was actually released. I need like a dummies guide, what exactly do the results show me, what numbers go in each area.
- ProcurementPRO I've used and it's a little confusing, but so is the topic. I wish there was a few more definitions on it or a walk-through type of training.
- I originally tried to use ProcurementPRO for a vehicle procurement RFP but I gave up because I found it confusing/hard to use. Love the idea though.
- I have used ProcurementPRO to fulfill requirements, but don't really understand it. More training on the why's and how's would be helpful.
- Again, no time to figure out how to get access to this stuff.
- Webinars are sometimes too long.
- Drug & Alcohol training is hard to navigate for some of my older drivers.
- Need more eLearning modules.
- I have a problem getting signed in on the web page.
- When I have tried to use eLearning, most of time items won't load.

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 operators, 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 Facebook, LinkedIn and Instagram received a favorable rating by less than 80 percent of respondents.

A few comments regarding outreach included:

- Did not know you had most resources that are listed in this survey. Need to market to the transit systems better.
- Our tribal IT/IS policies restrict our ability to use social media. They're starting to allow some use of Facebook.
- Honestly, I never see anything to do with National RTAP almost anywhere.

National RTAP Outreach

Strategy	Not sure, have not experienced	Total who evaluated strategy	5 - Good	4	3	2	1 - Poor
National RTAP eNews	103	190	69%	22%	7%	1%	1%
National RTAP staff attendance at regional, state or national meetings/conferences	149	142	72%	20%	6%	2%	1%
National RTAP networking events	183	105	66%	21%	10%	3%	1%
One-on-one contact with National RTAP staff	185	102	69%	19%	11%	1%	1%
Marketing materials explaining National RTAP services	177	110	59%	24%	13%	4%	1%
Facebook	228	57	58%	28%	11%	2%	2%
Instagram	264	21	52%	24%	14%	5%	5%
LinkedIn	263	22	55%	23%	14%	5%	5%
Twitter	256	26	62%	19%	12%	4%	4%
Twitter Chats	262	20	55%	20%	15%	5%	5%

11.   What Do You Want National RTAP to Do for You?

A final question was asked requesting the respondent to provide any additional comments and identify anything National RTAP can do to help them. The responses to this question are paraphrased below.

- I was not aware of all of the services that can be provided. I would like to learn more about what is available.
- Provide a way for the very rural, very small transits to go to tablets and get off paper.
- Get prepared to provide training on prioritizing service cuts, streamlining strategies, etc.
- The single biggest improvement we could see would be a reliable online reservation and payment system at a reasonable cost and to be operated by office staff (technically weak).
- Training is not available to us - we have to travel to Reno or Carson City to do the mandatory training, and this is time and money that the system is not running while we are out of town.

National RTAP also received a number of positive comments. A few are listed below.

- eNews is excellent and very rich in content. Great use of Rural and Tribal managers to facilitate and participate in webinars.
- National RTAP is great. Thank you!
- Good conclusion to the survey, reminding me of your resources! I hope someday we can get back to regular conferences. They were professionally renewing, encouraging, supportive and great networking. Thank you.
- National RTAP is doing a great job of providing content, and keeping rural transit systems informed of what is going on at a national and state level.
- We are thankful to know that their resources are available at any time.
- Thank you for all your work to support rural transit programs!!

12. Salary Survey

Of the 378 managers responding to the survey, 275 are located within the ten FTA regions and 41 states, provided annual salary ranges for a variety of transit-related jobs. The data and summary table are too extensive to include in this report. They can be found on the National RTAP website: http://nationalrtap.org/Resource-Library/Advanced-Search/fid=876.

Between 25 to 419 datapoints were obtained for each FTA region (e.g., Region 1 - 46, Region 2 - 25, Region 3 - 47, Region 4 - 295, Region 5 - 419, Region 6 - 233, Region 7 - 128, Region 8 - 237, Region 9 - 179, and Region 10 - 161). While this dataset is not exhaustive, it should be helpful to rural and tribal transit providers when determining the salary range for various positions. In cases where the agency provided only a minimum or maximum salary, it was assumed the two were equal.

The data file can be filtered and sorted by FTA region, job title, type of organization, type of service provided, how service is managed, union/non-union, CDL/non-CDL, and full-time/part-time.

Salary ranges are available for the following jobs.

Bus Driver: Safely navigate the bus, collect fares, help passengers (including those with disabilities) and answer questions, perform vehicle inspections, maintain route schedules and trip logs, communicate with dispatchers and traffic controllers, and troubleshoot incidents and emergencies

Bus Operations Manager: Supervise drivers, dispatchers and other staff, oversee the operation of agency transportation services, manage agency budget, manage staff hiring, retention and discipline, implement policies

Bus Washer/Hostler: Bus washers mix and apply cleaning solutions, dispose of waste, and use cleaning equipment (such as vacuums or floor polishers). Hostlers move vehicles to and from maintenance facilities for repairs, cleaning or use, and may also clean buses

Head of Agency: Final responsibility for all operations, direct senior staff, lead meetings, represents agency to all stakeholders, carry out board vision and policies, ensure quality and fiscal goals are met

Customer Service Representative: Assist passengers with questions and needs (fare and route information, directions, etc.), refer customers to an appropriate person for additional assistance, perform reception duties

Dispatcher Manager: Supervise and train dispatch staff, prepare driving assignments and records of trips

Dispatcher: Coordinate needs of riders with vehicle availability, communicate with passengers, drivers and maintenance staff, ensure buses arrive on time to locations, alert drivers to delays, driving conditions, and traffic pattern changes

Facility Manager: Plan, direct, and coordinate activities that help an organization run efficient facilities and buildings, including preparing the facility for emergencies and overseeing renovation and construction projects

Fleet Manager: Plan, direct, and manage fleet operations and compliance with regulations, manage vehicle maintenance and repair, selection of vehicles, and hiring, training and scheduling drivers

Maintenance Supervisor: Supervise and train maintenance staff, manage work schedules, prioritize repair projects, review completed work, lead staff meetings, prepare and deliver maintenance reports

Maintenance Technician: Use diagnostic systems to identify problems, repair engines and electronic systems, perform preventive and emergency maintenance, and respond to emergencies

Mechanic: Diagnose and repair problems with bus equipment, including electrical, hydraulic, engine, mechanical, brake, and/or other specialized systems

Mechanic I: Entry level mechanic, focuses on preventive maintenance (see job description for Mechanic for types of systems)

Mechanic II: Skilled mechanic, diagnose, repair and replace engines, transmissions, electrical components, air systems, etc., perform general mechanical service and preventative maintenance

Office Manager: Manage agency workflow and schedules, perform bookkeeping, plan events, procure office equipment repair and supplies, may supervise support staff.

Road Supervisor: Ensure safety of transportation operations, supervise maintenance personnel and road crew to ensure safety, communicate with counterparts in neighboring territories, and plan and prioritize safety projects

Safety and Compliance Officer: Plan, manage, budget, and analyze all safety-related initiatives, develop, maintain, and ensure compliance with all safety procedures, coordinate with senior managers to conduct safety reviews and inspections, and maintain knowledge and oversee compliance for all local, state, federal, and industry safety standards

Transportation Manager: Responsible for fleet operations, provides oversight and management on transportation initiatives, coordinates agency activities and functions, manage budgets, hire, train, supervise, and schedule transportation staff

13.   Use of State RTAP Programs

To gauge the awareness and use of available State RTAP resources, managers were asked in the survey which State RTAP resources they used. Managers were also asked to comment on their State RTAP programs. Although a number of comments reflect a lack of awareness of the state program, some reflected a positive experience. A summary of the comments follows.

- I am new to this agency and have not used National RTAP - but would like more information on programs available.
- Not aware if these services are available in our state.
- Because of VERY limited financial resources for distance trips to National RTAP events, the CalACT conferences and training opportunities are invaluable. Without this resource, we would have no in-person service available.
- We use RTAP funds to pay for our own in-house training.
- Our State RTAP grants have been very helpful.
- I was never aware there was a State RTAP, as many years, that I have been around. Must be using another title that I do not associate with RTAP. Our Regional Program Manager is an excellent resource that I refer to.
- There have been discussions about having State/Regional workshops for several years. However, to my knowledge they have not ever held one.
- State RTAP is very responsive.
- The NC Public Transportation Association does provide guidance, monthly transit conference calls, and represents transportation agencies with our state and federal government.

A table summarizing input on State RTAPs is organized by state is provided in the Appendix.

Appendix

Survey Instrument

National RTAP - 2020 Status of Rural and Tribal Transit - Transit Provider Survey

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

The purpose of this survey is to understand the types of services you provide, the challenges you face under normal circumstances and currently through the COVID-19 pandemic, and how National RTAP and your State 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. All responses are anonymous and reporting will be in aggregate form.

The survey takes about 20 minutes to complete. You may come back to the survey it you are not able to complete it in one session. Using the same computer, simply click on the link again to access the survey and update your responses. If you have any questions, contact Nancy Doherty at ndoherty@nationalrtap.org. Thank you.

1. Do you provide transit service?

○ Yes

○ No

2. Briefly explain why you no longer provide transit services.

3. Does your service area include an urbanized area (population over 50,000)?

Please select one ...

4. In which state/U.S. territory do you provide transit service?

Please select one ...

5. Please specify your type of organization.

Please select one ...

6. What best describes your service area. Please mark all that apply.

☐ Municipality/City
☐ Multi-Town/Township
☐ Alaska Native Community
☐ Indian Reservation
☐ County
☐ Multi-County
☐ Regional
☐ State
☐ Multi-State
☐ Interstate
☐ Other (please specify)

7. What type(s) of service delivery do you provide? Please mark all that apply.

☐ ADA Complementary Paratransit
☐ Demand response/Dial-a-ride
☐ Deviated fixed-route/point
☐ Fixed-route
☐ Intercity
☐ Subscription
☐ Vanpool
☐ Volunteer
☐ Other (please specify)

8. How is your service managed? Please mark all that apply.

☐ Brokerage
☐ Contract Operation
☐ Direct Operation
☐ Other (please specify)

9. Which sources of funding do you receive? Please mark all that apply.

- [ ] 5311 Formula Grants for Rural Areas Program
- [ ] 5311(c) Tribal Transit Program
- [ ] 5311(f) Intercity Bus
- [ ] 5311 Appalachian Development Public Transportation Assistance
- [ ] 5310 Enhanced Mobility for Seniors and Individuals with Disabilities
- [ ] 5307 Urbanized Area Formula Grants
- [ ] 5339(b) Bus and Bus Facilities
- [ ] 5339(c) Low or No Emission Vehicle Program
- [ ] CARES Act funding
- [ ] Medicaid funding
- [ ] Indian Health Services funding
- [ ] State funding
- [ ] County funding
- [ ] Municipal/City funding
- [ ] Local/Tribal funding
- [ ] Indian Reservation Roads Program funding
- [ ] Bureau of Indian Affairs funding
- [ ] Congestion Mitigation and Air Quality (CMAQ) funding
- [ ] Foundation grants
- [ ] Other (please specify) _____

10. What is your fleet size?

	Non-accessible Vehicle	Accessible Vehicle	Comments
Automobile			
Sport Utility Vehicle			
Minivan (7 pax or less plus driver)			
Van (8-14 pax plus driver)			
School Bus/Multi-functional School Activity Bus			
Cutaway (body-on-chassis - 15 passenger or less, less than 30' in length)			
Cutaway (body-on-chassis - 16 or more passengers, less than 30' in length)			
Bus (medium to heavy duty, 30-40' in length)			
Ferry			
Other			

11. How have services provided by your agency changed as a result of the COVID-19 pandemic?

12. Through the COVID-19 pandemic, what criteria are you using to resume or increase service?

13. How does your agency plan to use and budget CARES Act funding?

14. Which of your protocols have changed due to the pandemic and which of these will you keep for the new normal?

15. Do you have an emergency or disaster plan, or are you planning to develop such a plan?

16. How many full-time equivalent (FTE) administrative and direct service employees do you have? Enter only a number in the fields below.

(FTE is the ratio of total number of hours paid (or volunteered) during a period by the number of working hours in that period. For example, if a person works 20 hours during a 40 hour period they would be a 0.50 FTE.)

	Administrative	Direct Service
Paid		
Volunteer		

17. National RTAP has been asked by many public transit providers to develop a database of job descriptions and salary ranges. Please help us update this database by completing this question. The database is available on the National RTAP website for general access. Your responses will be anonymous and all data will be in aggregate form.

We realize there are many agencies with employees who hold multiple positions at the agency. In those cases, select the job title of the primary position, complete other data and list other positions in the comments area. While the comment input area looks small, you can type many lines of information.

	Job Title	Union/Non-union	CDL/Non-CDL	Full/Part-time	Annual Salary Range - Low	Annual Salary Range - High	Comments
Position 1							
Position 2							
Position 3							
Position 4							
Position 5							
Position 6							
Position 7							
Position 8							
Position 9							
Position 10							
Position 11							
Position 12							
Position 13							
Position 14							
Position 15							

18. Do you anticipate any changes in the coming year on the following items?

	Expanding	Reducing	No change
Service Hours	○	○	○
Service Routes	○	○	○
Service Area	○	○	○

19. If funding is tight, what types of activities has your agency implemented/plan to implement to stay within budget? Please mark all that apply.

☐ Transportation coordination with other agencies
☐ Shared facilities
☐ Insurance pool
☐ Joint fuel purchases
☐ Shared maintenance facility
☐ Shared scheduling/dispatching
☐ No changes
☐ Other (please specify)

20. Which of these issues is your agency focusing on this year? Please select up to five.

- ☐ Asset Management
- ☐ Customer service
- ☐ Disaster Preparedness Planning
- ☐ Drugs on the bus/human trafficking/driver assault
- ☐ Evaluating alternative fuel vehicles
- ☐ Finding and hiring drivers
- ☐ Funding for/scheduling staff training
- ☐ Human Resource Issues
- ☐ Implementation of technology
- ☐ Improving staff morale
- ☐ Keeping up to date and complying with legislation
- ☐ Marketing and social media (Facebook, Twitter, etc.)
- ☐ Procurement of vehicles
- ☐ Public involvement
- ☐ Safety/SMS
- ☐ Service Planning
- ☐ Successful grant writing
- ☐ Tracking performance measures
- ☐ Training Staff (Driver, Dispatch, Scheduling, ADA, Financial, Marketing)
- ☐ Vehicle maintenance

21. For training purposes, which of the following equipment do you have in-house? Please select all that apply.

- ☐ Computer
- ☐ DVD Player
- ☐ Tablets/iPads
- ☐ Smartphones
- ☐ Projectors
- ☐ Overhead Projectors
- ☐ Other _____

22. What type of internet access do you have? Please please mark all that apply.

	Available throughout building	Available in most areas, including those used for training	Not available
Dial-up Internet Access	○	○	○
High-speed Internet Access	○	○	○
Wireless	○	○	○

23. This question is about your online presence. Please select all that apply.

- ☐ Stand alone website
- ☐ Website is hosted/embedded in another site (e.g. local government)
- ☐ Trip planning ability is available on website
- ☐ Title VI complaint form is available on website
- ☐ ADA compliant form is available on website
- ☐ Mobile app for public access to transit service information
- ☐ Social media presence (Facebook, Twitter, etc.)

24. Do you use any technology or software to help with the following compliance requirements?

	Yes	No	In Planning Stage	Type of Technology or Process Comments
Asset Management	○	○	○	
Charter Reporting	○	○	○	
DBE Reporting	○	○	○	
Drug and Alcohol	○	○	○	
Grant Management	○	○	○	
NTD Reporting	○	○	○	
Safety and Security	○	○	○	
Third Party Procurement	○	○	○	
Title VI	○	○	○	
Other (please specify in the Type of Technology or Process Comments section)	○	○	○	

25. What types of technology do you use to manage your system?

	Use this technology?	Comment-Challenges acquiring and using federal funds for ITS?	Comments - Challenges deploying ITS?
Smart phones	▾		
Cell phone apps	▾		
Computer-aided dispatch software	▾		
Trip planning ability on website	▾		
Tablets/MDT	▾		
Automatic Vehicle Locator (AVL)	▾		
Electronic fare payment	▾		
Cameras on vehicles	▾		
Automated Passenger Counting	▾		
Two-way radios	▾		
WiFi on vehicles	▾		
Electronic logging devices	▾		
Electric vehicles	▾		

26. Select the training subjects and formats in which you are interested in.

	We have access to sufficient materials	eLearning Training Modules	Printed Training Modules	Webinars	Videos	Not Interested In This Topic
PASS training	☐	☐	☐	☐	☐	☐
START or other driver safety training	☐	☐	☐	☐	☐	☐
Safety compliance/SMS	☐	☐	☐	☐	☐	☐
Safety training awareness	☐	☐	☐	☐	☐	☐
Distracted driving	☐	☐	☐	☐	☐	☐
Defensive driving	☐	☐	☐	☐	☐	☐
Emergency management/disaster training	☐	☐	☐	☐	☐	☐
Drug and alcohol training	☐	☐	☐	☐	☐	☐
Reasonable suspicion training	☐	☐	☐	☐	☐	☐
Active shooter training	☐	☐	☐	☐	☐	☐
First aid/CPR	☐	☐	☐	☐	☐	☐
Human trafficking/maltreatment awareness	☐	☐	☐	☐	☐	☐
Soft skills (communication, leadership, etc.)	☐	☐	☐	☐	☐	☐
Personnel management	☐	☐	☐	☐	☐	☐
Succession planning and preparation	☐	☐	☐	☐	☐	☐
Driver retention	☐	☐	☐	☐	☐	☐
Marketing	☐	☐	☐	☐	☐	☐
Working with transit boards	☐	☐	☐	☐	☐	☐
Working with tribal transit services	☐	☐	☐	☐	☐	☐
Train the trainer	☐	☐	☐	☐	☐	☐
Title VI	☐	☐	☐	☐	☐	☐
ADA training	☐	☐	☐	☐	☐	☐
Wheelchair securement	☐	☐	☐	☐	☐	☐
Customer service	☐	☐	☐	☐	☐	☐
Sensitivity training (e.g. cultural, disabilities, diversity)	☐	☐	☐	☐	☐	☐
Sexual harassment	☐	☐	☐	☐	☐	☐
Problem passengers/de-escalation	☐	☐	☐	☐	☐	☐
Fleet maintenance	☐	☐	☐	☐	☐	☐
Asset management	☐	☐	☐	☐	☐	☐
Transit 101	☐	☐	☐	☐	☐	☐
Transit system design	☐	☐	☐	☐	☐	☐
Scheduling and dispatching	☐	☐	☐	☐	☐	☐
GTFS training	☐	☐	☐	☐	☐	☐
NTD reporting	☐	☐	☐	☐	☐	☐
Performance measurement	☐	☐	☐	☐	☐	☐
Financial management	☐	☐	☐	☐	☐	☐
Federal grant preparation and management	☐	☐	☐	☐	☐	☐
State grant preparation and management	☐	☐	☐	☐	☐	☐
Procurement using FTA funds	☐	☐	☐	☐	☐	☐
Interpreting and implementing regulatory requirements	☐	☐	☐	☐	☐	☐
HIPAA/Privacy	☐	☐	☐	☐	☐	☐

27. Please list any other trainings you are interested in and the preferred format.

[ ]

28. What is your preferred format for viewing instructional videos? Please mark all that apply.

☐ DVDs for TV
☐ DVDs for computers
☐ Watch online/streaming
☐ eLearning
☐ Other (please specify) _____

29. Are you interested in receiving assistance from National RTAP to create General Transit Feed Specification (GTFS) files for your fixed routes or demand responsive transportation (DRT) services?

GTFS files enable your agency to display routes and schedules on trip planning software and, with a link on your website, passengers would be able to plan their trip on your transit system.

○ Yes
○ No

30. Have you or your trainers used any National RTAP products and services?

○ Yes
○ No
○ Not sure

31. Why have you not used National RTAP products and services?

[ ]

32. 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.
Resource Center (online - ability to find and download products)	○	○	○	○	○	○
Resource Center (print - receiving requested materials via mail)	○	○	○	○	○	○
Toll-free hotline/chat/email for information requests or tech support	○	○	○	○	○	○
Peer-to-Peer Network/Peer Calls/Roundtables	○	○	○	○	○	○
Rural or Tribal RTAP Manager Forum (on Facebook)	○	○	○	○	○	○
In-depth technical assistance	○	○	○	○	○	○

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

[ ]

34. 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.
Training Modules/Manuals	○	○	○	○	○	○
Training Modules on eLearning	○	○	○	○	○	○
Webinars	○	○	○	○	○	○
Technical Briefs	○	○	○	○	○	○
Topic Guides	○	○	○	○	○	○
Salary and Job Description Database	○	○	○	○	○	○
Best Practices Articles	○	○	○	○	○	○
Directory of Trainers	○	○	○	○	○	○
Website	○	○	○	○	○	○
Cost Allocation Calculator (app)	○	○	○	○	○	○
GTFS Builder (app)	○	○	○	○	○	○
ProcurementPRO (app)	○	○	○	○	○	○
Website Builder (app)	○	○	○	○	○	○
ADA Toolkit	○	○	○	○	○	○
Bus Roadeo Toolkit	○	○	○	○	○	○
Find Anything Toolkit	○	○	○	○	○	○
Marketing Toolkit	○	○	○	○	○	○
State RTAP Manager's Toolkit	○	○	○	○	○	○
Transit Manager's Toolkit	○	○	○	○	○	○
Rural and Tribal iNTD	○	○	○	○	○	○

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

[ ]

36. 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
National RTAP eNews	○	○	○	○	○	○
National RTAP staff attendance at regional, state or National meetings/conferences	○	○	○	○	○	○
RTAP networking events	○	○	○	○	○	○
One-on-one contact with RTAP staff	○	○	○	○	○	○
Marketing materials explaining National RTAP services	○	○	○	○	○	○
Facebook	○	○	○	○	○	○
Instagram	○	○	○	○	○	○
LinkedIn	○	○	○	○	○	○
Twitter	○	○	○	○	○	○
Twitter Chats	○	○	○	○	○	○

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

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. The following question refer to the LMS.

38. 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

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39. If you read eNews, National RTAP's enewsletter, how do you receive it?

Please select one ... ▼

40. Do you use any of the following resources provided by your State RTAP?

	Yes	No	Not available
Training	○	○	○
Technical Assistance	○	○	○
Grants/Scholarships	○	○	○
Resource Library	○	○	○
Newsletter	○	○	○
State/Regional Conferences	○	○	○

41. Please comment on any of the items you marked as unavailable or other resources not listed above. Have you requested this service/material from your state RTAP? What has been the response from your state RTAP?

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42. Do you have any best practices (e.g. finding and keeping drivers, succession planning, deviated route policies, etc.) that you would like to share with National RTAP and possibly across the nation?

43. Have you worked with any trainers you would recommend? Please list them and the training they provided.

Yes	No	Please list them and the training they provided.
○	○	

44. Do you have any additional comments or is there anything more National RTAP can do for you?

45. Would you like to be placed on our email list to receive our eNews newsletter that is published every other week, plus 1-3 special monthly announcements about our upcoming webinars, peer roundtables, and other events of importance to rural and tribal transit managers? (Note that you can always unsubscribe.)

○ Yes
○ No

Thank you for participating in this survey. Your feedback will help us complete the update of the Status of Rural and Tribal Transit and determine the types of products and services National RTAP needs to provide.

Visit our website at www.nationalrtap.org for more information and resources. If you have any questions, contact us at 888-589-6821 or info@nationalrtap.org.

Survey Data

National RTAP - 2020 Status of Rural and Tribal Transit - Transit Provider Survey

Do you provide transit service?

		Response percent	Response total
Yes		100%	378
No		0%	0

Statistics based on **378** respondents;

Briefly explain why you no longer provide transit services.

		Response total
		0

Statistics based on **0** respondents;

Does your service area include an urbanized area (population over 50,000)?

		Response percent	Response total
Yes		22.28%	84
No		77.72%	293

Statistics based on **377** respondents;

In which state/U.S. territory do you provide transit service?

		Response percent	Response total
AL		1.85%	7
AK		1.06%	4
AR		0.53%	2
AS		0%	0
AZ		0.27%	1
CA		6.35%	24
CO		3.7%	14
CT		0.53%	2
DE		0%	0
FL		0%	0
FM		0%	0
GA		6.61%	25
GU		0%	0
HI		0.53%	2
ID		0.79%	3
IL		3.97%	15
IN		4.23%	16
IA		2.38%	9
KS		0%	0
KY		1.59%	6
LA		1.32%	5
MA		0.27%	1
MD		0%	0
ME		1.32%	5

		Response percent	Response total
MH		0%	0
MI		4.5%	17
MN		0%	0
MP		0%	0
MO		1.59%	6
MS		0.53%	2
MT		3.7%	14
NC		5.29%	20
ND		2.65%	10
NE		4.5%	17
NH		0.53%	2
NJ		0.53%	2
NM		2.91%	11
NV		2.12%	8
NY		2.38%	9
OH		5.29%	20
OK		3.7%	14
OR		4.76%	18
PA		1.06%	4
PR		0%	0
PW		0%	0
RI		0%	0
SC		1.59%	6
SD		1.32%	5
TN		1.59%	6
TX		2.38%	9
UM		0%	0
UT		0.79%	3
VA		1.06%	4
VI		0%	0
VT		0.53%	2
WA		2.65%	10
WV		0%	0
WI		3.44%	13
WY		1.32%	5

Statistics based on **378** respondents;

Please specify your type of organization.		Response percent	Response total
Transit Authority		12.94%	48
Regional Transit Authority/Council		3.77%	14
Municipal/City/Town/Local Government		21.02%	78
County Government		24.26%	90
Council of Governments (COG)		2.16%	8
Federally-recognized Indian tribe		2.43%	9
Alaska Native village, group or community as identified by the U. S. Department of the Interior (DOI) Bureau of Indian Affairs (BIA)		0.27%	1
Non-Profit		18.87%	70
Private Non-Profit		6.2%	23
Community Action Agency		3.5%	13
Private For-Profit		0.54%	2
State Government		1.35%	5
Joint Powers Board/Authority		2.7%	10
Port Authority		0%	0

Statistics based on **371** respondents;

What best describes your service area. Please mark all that apply.		Response percent	Response total
Municipality/City		36.51%	138
Multi-Town/Township		20.37%	77
Alaska Native Community		0%	0
Indian Reservation		4.5%	17
County		56.35%	213
Multi-County		24.6%	93
Regional		13.23%	50
State		2.91%	11
Multi-State		2.12%	8
Interstate		2.38%	9
Other (please specify)		3.18%	12

Statistics based on **378** respondents;

What type(s) of service delivery do you provide? Please mark all that apply.		Response percent	Response total
Fixed-route		32.63%	123
Deviated fixed-route/point		27.32%	103
Demand response/Dial-a-ride		82.49%	311
ADA Complementary Paratransit		44.03%	166
Subscription		11.41%	43
Vanpool		3.71%	14
Volunteer		4.24%	16
Intercity		12.47%	47
Other (please specify)		6.1%	23

Statistics based on **377** respondents;

How is your service managed? Please mark all that apply.

		Response percent	Response total
Brokerage		3.52%	13
Contract Operation		29%	107
Direct Operation		79.13%	292
Other (please specify)		2.44%	9

Statistics based on **369** respondents;

Which sources of funding do you receive? Please mark all that apply.

		Response percent	Response total
5311 Formula Grants for Rural Areas Program		93.37%	352
5311(c) Tribal Transit Program		3.45%	13
5311(f) Intercity Bus		9.02%	34
5311 Appalachian Development Public Transportation Assistance		2.92%	11
5310 Enhanced Mobility for Seniors and Individuals with Disabilities		29.71%	112
5307 Urbanized Area Formula Grants		11.94%	45
5339(b) Bus and Bus Facilities		40.32%	152
5339(c) Low or No Emission Vehicle Program		4.51%	17
CARES Act funding		70.03%	264
Medicaid funding		25.46%	96
Indian Health Services funding		0%	0
State funding		59.42%	224
County funding		41.38%	156
Municipal/City funding		30.5%	115
Local/Tribal funding		5.84%	22
Indian Reservation Roads Program funding		0.8%	3
Bureau of Indian Affairs funding		0%	0
Congestion Mitigation and Air Quality (CMAQ) funding		3.18%	12
Foundation grants		11.14%	42
Other (please specify)		10.08%	38

Statistics based on **377** respondents;

What is your fleet size?

	Non-accessible Vehicle	Accessible Vehicle	Comments
Automobile	2.4	1.4	View text responses
Sport Utility Vehicle	2.8	0.5	View text responses
Minivan (7 pax or less plus driver)	3.4	6.3	View text responses
Van (8-14 pax plus driver)	4.5	6.3	View text responses
School Bus/Multi-functional School Activity Bus	1.6	0.5	View text responses
Cutaway (body-on-chassis - 15 passenger or less, less than 30' in length)	5.9	10.5	View text responses
Cutaway (body-on-chassis - 16 or more passengers, less than 30' in length)	3.3	8.6	View text responses
Bus (medium to heavy duty, 30-40' in length)	5.1	12.4	View text responses
Ferry	0.2	0.4	View text responses
Other	2.1	2.6	View text responses

Statistics based on **371** respondents;

How have services provided by your agency changed as a result of the COVID-19 pandemic?

		Response total
		372

Statistics based on **372** respondents;

Through the COVID-19 pandemic, what criteria are you using to resume or increase service?		
		Response total
		352

How does your agency plan to use and budget CARES Act funding?		
		Response total
		353

Which of your protocols have changed due to the pandemic and which of these will you keep for the new normal?		
		Response total
		349

Do you have an emergency or disaster plan, or are you planning to develop such a plan?		
		Response total
		350

How many full-time equivalent (FTE) administrative and direct service employees do you have? Enter only a number in the fields below.

(FTE is the ratio of total number of hours paid (or volunteered) during a period by the number of working hours in that period. For example, if a person works 20 hours during a 40 hour period they would be a 0.50 FTE.)

	Administrative	Direct Service
Paid	5.41	21.19
Volunteer	0.80	3.23

National RTAP has been asked by many public transit providers to develop a database of job descriptions and salary ranges. Please help us update this database by completing this question. The database is available on the National RTAP website for general access. Your responses will be anonymous and all data will be in aggregate form.

We realize there are many agencies with employees who hold multiple positions at the agency. In those cases, select the job title of the primary position, complete other data and list other positions in the comments area. While the comment input area looks small, you can type many lines of information.

	Job Title	Union/Non-union	CDL/Non-CDL	Full/Part-time	Annual Salary Range - Low	Annual Salary Range - High	Comments
Position 1					7122768.3	46605.2	View text responses

	Job Title	Union/Non-union	CDL/Non-CDL	Full/Part-time	Annual Salary Range - Low	Annual Salary Range - High	Comments

Job Title legend:
Bus Driver/Operator; Bus Operations Manager; Bus Washer/Hostler; CEO/Head of Agency/Executive Director/General Manager; Customer Service Representative/Receptionist; Dispatcher; Dispatch Manager; Facility Manager; Facility Technician; Fare Revenue Specialist; Fleet Manager; GIS Specialist; Information Technology Support Specialist; Janitor; Maintenance Supervisor; Maintenance Technician; Mechanic; Mechanic I; Mechanic II; Office Manager; Road Supervisor; Route Planner; Safety and Compliance Officer; Scheduling Manager; Technical Operations Trainer; Transportation Manager; Travel Training Specialist; Other (please provide job title in comment section)

Union/Non-union legend: Union; Non-Union; N/A
CDL/Non-CDL legend: CDL; Non-CDL; N/A
Full/Part-time legend: Full-Time; Part-Time

Position	Annual Salary Range - Low	Annual Salary Range - High	Comments
Position 2	30795.8	41044.9	View text responses
Position 3	29529.0	41074.6	View text responses
Position 4	30457.6	40119.7	View text responses
Position 5	28228.7	38735.2	View text responses
Position 6	30449.3	43007.7	View text responses
Position 7	30831.7	39785.3	View text responses
Position 8	29419.8	37775.7	View text responses

Job Title

Job Title	
Bus Driver/Operator	■ (red)
Bus Operations Manager	■ (yellow)
Bus Washer/Hostler	■ (light green)
CEO/Head of Agency/Executive Director/General Manager	■ (teal)
Customer Service Representative/Receptionist	■ (light yellow)
Dispatcher	■ (orange)
Dispatch Manager	■ (green)
Facility Manager	■ (purple)
Facility Technician	■ (tan)
Fare Revenue Specialist	■ (yellow)
Fleet Manager	■ (light blue)
GIS Specialist	■ (purple)
Information Technology Support Specialist	■ (light yellow)
Janitor	■ (green)
Maintenance Supervisor	■ (purple)
Maintenance Technician	■ (dark red)
Mechanic	■ (yellow)
Mechanic I	■ (light green)
Mechanic II	■ (light purple)
Office Manager	■ (tan)
Road Supervisor	■ (light green)
Route Planner	■ (teal)
Safety and Compliance Officer	■ (salmon)
Scheduling Manager	■ (green)
Technical Operations Trainer	■ (brown)
Transportation Manager	■ (light green)
Travel Training Specialist	■ (blue)
Other (please provide job title in comment section)	■ (purple)

Union/Non-union
Union	■ (red)
Non-Union	■ (yellow)
N/A	■ (light green)

CDL/Non-CDL
CDL	■ (red)
Non-CDL	■ (yellow)
N/A	■ (light green)

Full/Part-time
Full-Time	■ (red)
Part-Time	■ (yellow)

	Job Title	Union/Non-union	CDL/Non-CDL	Full/Part-time	Annual Salary Range - Low	Annual Salary Range - High	Comments
Position 9	(chart)	(chart)	(chart)	(chart)	34124.1	44786.6	View text responses
Position 10	(chart)	(chart)	(chart)	(chart)	34930.0	44800.3	View text responses
Position 11	(chart)	(chart)	(chart)	(chart)	33914.8	46814.9	View text responses
Position 12	(chart)	(chart)	(chart)	(chart)	32604.0	43753.9	View text responses
Position 13	(chart)	(chart)	(chart)	(chart)	31224.9	45710.2	View text responses
Position 14	(chart)	(chart)	(chart)	(chart)	34805.4	50108.6	View text responses
Position 15	(chart)	(chart)	(chart)	(chart)	22139.8	34647.7	View text responses
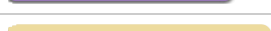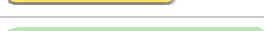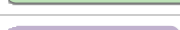
Statistics based on **298** respondents;

	Expanding ■	Reducing ■	No change ■		Response total
Do you anticipate any changes in the coming year on the following items?					
Service Hours	19.84% (72)	13.22% (48)	66.94% (243)	72 / 48 / 243	**363**
Service Routes	20% (71)	12.11% (43)	67.89% (241)	71 / 43 / 241	**355**
Service Area	12.1% (42)	3.17% (11)	84.73% (294)	42 / 11 / 294	**347**

If funding is tight, what types of activities has your agency implemented/plan to implement to stay within budget? Please mark all that apply.		Response percent	Response total
Transportation coordination with other agencies		**21.7%**	**79**
Shared facilities		**6.32%**	**23**
Insurance pool		**5.5%**	**20**
Joint fuel purchases		**5.77%**	**21**
Shared maintenance facility		**6.59%**	**24**
Shared scheduling/dispatching		**7.42%**	**27**
No changes		**59.07%**	**215**
Other (please specify)		**14.01%**	**51**
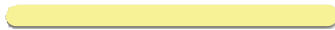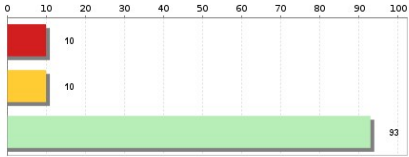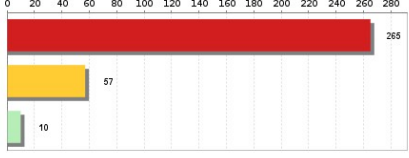
Which of these issues is your agency focusing on this year? Please select up to five.		Response percent	Response total
Successful grant writing		11.17%	41
Service Planning		20.16%	74
Public involvement		14.99%	55
Implementation of technology		34.06%	125
Evaluating alternative fuel vehicles		7.36%	27
Marketing and social media (Facebook, Twitter, etc.)		32.15%	118
Improving staff morale		25.89%	95
Finding and hiring drivers		40.87%	150
Human Resource Issues		8.17%	30
Training Staff (Driver, Dispatch, Scheduling, ADA, Financial, Marketing)		38.42%	141
Funding for/scheduling staff training		8.45%	31
Procurement of vehicles		26.98%	99
Vehicle maintenance		31.34%	115
Asset Management		14.99%	55
Tracking performance measures		17.17%	63
Customer service		52.59%	193
Keeping up to date and complying with legislation		20.16%	74
Safety/SMS		30.79%	113
Disaster Preparedness Planning		20.71%	76
Drugs on the bus/human trafficking/driver assault		2.73%	10

Statistics based on **367** respondents;
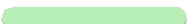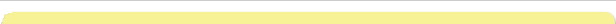
For training purposes, which of the following equipment do you have in-house? Please select all that apply.		Response percent	Response total
Computer		98.94%	374
DVD Player		51.59%	195
Tablets/iPads		50%	189
Smartphones		46.56%	176
Projectors		39.15%	148
Overhead Projectors		21.96%	83
Other		4.76%	18
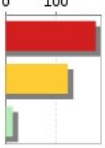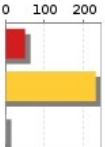
Statistics based on **378** respondents;

What type of internet access do you have? Please please mark all that apply.

	Available throughout building 🟥	Available in most areas, including those used for training 🟧	Not available 🟩		Response total
Dial-up Internet Access	8.85% (10)	8.85% (10)	82.3% (93)		113
High-speed Internet Access	79.82% (265)	17.17% (57)	3.01% (10)		332
Wireless	77.05% (235)	20.33% (62)	2.62% (8)		305

Statistics based on **371** respondents;
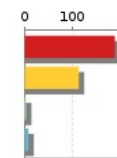
This question is about your online presence. Please select all that apply.

		Response percent	Response total
Stand alone website	🟥	48.63%	177
Website is hosted/embedded in another site (e.g. local government)	🟧	52.2%	190
Trip planning ability is available on website	🟩	21.7%	79
Title VI complaint form is available on website	🟦	76.92%	280
ADA compliant form is available on website	🟨	72.25%	263
Mobile app for public access to transit service information	🟧	21.43%	78
Social media presence (Facebook, Twitter, etc.)	🟦	61.26%	223

Statistics based on **364** respondents;

Do you use any technology or software to help with the following compliance requirements?

	Yes 🟥 / No 🟨 / In Planning Stage 🟩	Type of Technology or Process Comments
Asset Management		View text responses
Charter Reporting		View text responses
DBE Reporting		View text responses
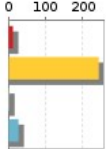
	Yes ■ (red) / No ■ (yellow) / In Planning Stage ■ (green)	Type of Technology or Process Comments
Drug and Alcohol		[View text responses](#)
Grant Management		[View text responses](#)
NTD Reporting		[View text responses](#)
Safety and Security		[View text responses](#)
Third Party Procurement		[View text responses](#)
Title VI		[View text responses](#)
Other (please specify in the Type of Technology or Process Comments section)		[View text responses](#)

Statistics based on **349** respondents;
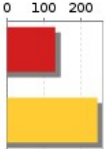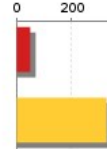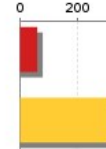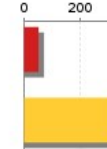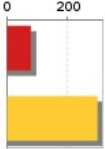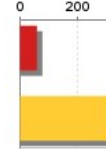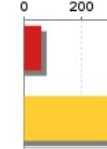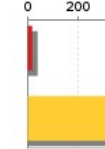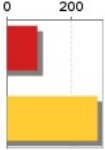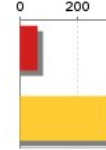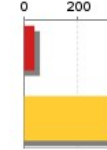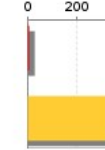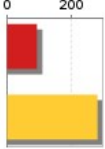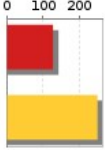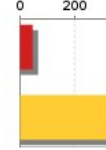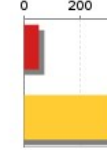
What types of technology do you use to manage your system?			
	Use this technology? Yes ■ / No ■ / Plan to this year ■ / Plan to in 2-5 years ■	Comment-Challenges acquiring and using federal funds for ITS?	Comments - Challenges deploying ITS?
Smart phones		[View text responses](#)	[View text responses](#)

	Use this technology?	Comment-Challenges acquiring and using federal funds for ITS?	Comments - Challenges deploying ITS?
	Yes ![red] No ![yellow] Plan to this year ![green] Plan to in 2-5 years ![blue]		
Cell phone apps		View text responses	View text responses
Computer-aided dispatch software		View text responses	View text responses
Trip planning ability on website		View text responses	View text responses
Tablets/MDT		View text responses	View text responses
Automatic Vehicle Locator (AVL)		View text responses	View text responses
Electronic fare payment		View text responses	View text responses
Cameras on vehicles		View text responses	View text responses
Automated Passenger Counting		View text responses	View text responses
Two-way radios		View text responses	View text responses

	Use this technology? Yes ■ (red) No ■ (yellow) Plan to this year ■ (green) Plan to in 2-5 years ■ (blue)	Comment-Challenges acquiring and using federal funds for ITS?	Comments - Challenges deploying ITS?
WiFi on vehicles		View text responses	View text responses
Electronic logging devices		View text responses	View text responses
Electric vehicles		View text responses	View text responses

Statistics based on **357** respondents;

Select the training subjects and formats in which you are interested in.						
	We have access to sufficient materials Checked ■ / UnChecked ■	eLearning Training Modules Checked ■ / UnChecked ■	Printed Training Modules Checked ■ / UnChecked ■	Webinars Checked ■ / UnChecked ■	Videos Checked ■ / UnChecked ■	Not Interested In This Topic Checked ■ / UnChecked ■
PASS training						
START or other driver safety training						
Safety compliance/SMS						
Safety training awareness						
Distracted driving						

	We have access to sufficient materials	eLearning Training Modules	Printed Training Modules	Webinars	Videos	Not Interested In This Topic
	Checked ▮ / UnChecked ▯	Checked ▮ / UnChecked ▯	Checked ▮ / UnChecked ▯	Checked ▮ / UnChecked ▯	Checked ▮ / UnChecked ▯	Checked ▮ / UnChecked ▯
Defensive driving						
Emergency management/disaster training						
Drug and alcohol training						
Reasonable suspicion training						
Active shooter training						
First aid/CPR						
Human trafficking/maltreatment awareness						
Soft skills (communication, leadership, etc.)						
Personnel management						

	We have access to sufficient materials	eLearning Training Modules	Printed Training Modules	Webinars	Videos	Not Interested In This Topic
	Checked ▮ / UnChecked ▮	Checked ▮ / UnChecked ▮	Checked ▮ / UnChecked ▮	Checked ▮ / UnChecked ▮	Checked ▮ / UnChecked ▮	Checked ▮ / UnChecked ▮
Succession planning and preparation						
Driver retention						
Marketing						
Working with transit boards						
Working with tribal transit services						
Train the trainer						
Title VI						
ADA training						
Wheelchair securement						

	We have access to sufficient materials	eLearning Training Modules	Printed Training Modules	Webinars	Videos	Not Interested In This Topic
	Checked ☐ / UnChecked ☐	Checked ☐ / UnChecked ☐	Checked ☐ / UnChecked ☐	Checked ☐ / UnChecked ☐	Checked ☐ / UnChecked ☐	Checked ☐ / UnChecked ☐
Customer service						
Sensitivity training (e.g. cultural, disabilities, diversity)						
Sexual harassment						
Problem passengers/de-escalation						
Fleet maintenance						
Asset management						
Transit 101						
Transit system design						
Scheduling and dispatching						

	We have access to sufficient materials	eLearning Training Modules	Printed Training Modules	Webinars	Videos	Not Interested In This Topic
	Checked ▮ / UnChecked ▯	Checked ▮ / UnChecked ▯	Checked ▮ / UnChecked ▯	Checked ▮ / UnChecked ▯	Checked ▮ / UnChecked ▯	Checked ▮ / UnChecked ▯
GTFS training						
NTD reporting						
Performance measurement						
Financial management						
Federal grant preparation and management						
State grant preparation and management						
Procurement using FTA funds						
Interpreting and implementing regulatory requirements						
HIPAA/Privacy						

Statistics based on **378** respondents;

Please list any other trainings you are interested in and the preferred format.		
		Response total
		63

What is your preferred format for viewing instructional videos? Please mark all that apply.		Response percent	Response total
DVDs for TV		**24.66%**	**90**
DVDs for computers		**34.52%**	**126**
Watch online/streaming		**81.37%**	**297**
eLearning		**53.7%**	**196**
Other (please specify)		**2.19%**	**8**
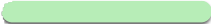
Are you interested in receiving assistance from National RTAP to create General Transit Feed Specification (GTFS) files for your fixed routes or demand responsive transportation (DRT) services? GTFS files enable your agency to display routes and schedules on trip planning software and, with a link on your website, passengers would be able to plan their trip on your transit system.		Response percent	Response total
Yes		**38.61%**	**139**
No		**61.39%**	**221**

Have you or your trainers used any National RTAP products and services?		Response percent	Response total
Yes		**65.87%**	**249**
No		**9.26%**	**35**
Not sure		**24.87%**	**94**

Why have you not used National RTAP products and services?		
		Response total
		19

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)	1.25% (4)	1.25% (4)	7.21% (23)	15.36% (49)	45.77% (146)	29.15% (93)		**319**
Resource Center (print - receiving requested materials via mail)	0.63% (2)	0.95% (3)	5.7% (18)	12.98% (41)	34.81% (110)	44.94% (142)		**316**
Toll-free hotline/chat/email for information requests or tech support	0.32% (1)	0.32% (1)	3.49% (11)	3.18% (10)	10.48% (33)	82.22% (259)		**315**
Peer-to-Peer Network/Peer Calls/Roundtables	0.32% (1)	0.32% (1)	4.81% (15)	7.05% (22)	18.59% (58)	68.91% (215)		**312**
Rural or Tribal RTAP Manager Forum (on Facebook)	0.32% (1)	0% (0)	3.83% (12)	3.51% (11)	8.63% (27)	83.71% (262)		**313**
In-depth technical assistance	0.64% (2)	0% (0)	3.83% (12)	5.75% (18)	11.5% (36)	78.28% (245)		**313**

Statistics based on **321** 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
	45
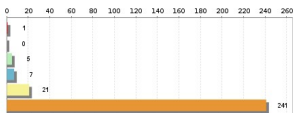
Statistics based on **45** respondents;

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	0.69% (2)	0.69% (2)	2.77% (8)	13.15% (38)	45.33% (131)	37.37% (108)		**289**
Training Modules on eLearning	0.35% (1)	0.71% (2)	3.53% (10)	12.37% (35)	35.34% (100)	47.7% (135)		**283**
Webinars	0.35% (1)	0.69% (2)	3.47% (10)	12.5% (36)	34.72% (100)	48.26% (139)		**288**
Technical Briefs	0.36% (1)	0% (0)	3.61% (10)	6.14% (17)	24.55% (68)	65.34% (181)		**277**
Topic Guides	0.37% (1)	0% (0)	2.92% (8)	5.84% (16)	25.18% (69)	65.69% (180)		**274**

	1-poor	2	3	4	5-good	Have not used this product.		Response total
Salary and Job Description Database	0.36% (1)	0.36% (1)	3.58% (10)	3.94% (11)	11.11% (31)	80.65% (225)		279
Best Practices Articles	0.36% (1)	0% (0)	3.25% (9)	6.14% (17)	25.63% (71)	64.62% (179)		277
Directory of Trainers	0.36% (1)	0.36% (1)	3.21% (9)	3.93% (11)	11.79% (33)	80.36% (225)		280
Website	0.7% (2)	0.7% (2)	3.52% (10)	11.27% (32)	48.24% (137)	35.56% (101)		284
Cost Allocation Calculator (app)	0.36% (1)	0% (0)	2.9% (8)	2.17% (6)	10.15% (28)	84.42% (233)		276
GTFS Builder (app)	0.36% (1)	0% (0)	1.81% (5)	1.81% (5)	6.88% (19)	89.13% (246)		276
ProcurementPRO (app)	0.36% (1)	0.72% (2)	3.58% (10)	2.87% (8)	12.19% (34)	80.29% (224)		279
Website Builder (app)	0.36% (1)	0% (0)	2.17% (6)	2.17% (6)	11.23% (31)	84.06% (232)		276
ADA Toolkit	0.36% (1)	0% (0)	2.51% (7)	8.24% (23)	21.86% (61)	67.03% (187)		279
Bus Roadeo Toolkit	0.36% (1)	0% (0)	2.54% (7)	2.9% (8)	13.77% (38)	80.44% (222)		276
Find Anything Toolkit	0.37% (1)	0% (0)	1.47% (4)	2.56% (7)	8.79% (24)	86.81% (237)		273
Marketing Toolkit	0.37% (1)	0% (0)	1.46% (4)	2.56% (7)	12.77% (35)	82.85% (227)		274
State RTAP Manager's Toolkit	0.36% (1)	0% (0)	1.79% (5)	3.58% (10)	10.75% (30)	83.51% (233)		279
Transit Manager's Toolkit	0.36% (1)	0% (0)	1.44% (4)	5.05% (14)	20.94% (58)	72.2% (200)		277
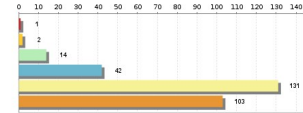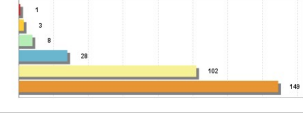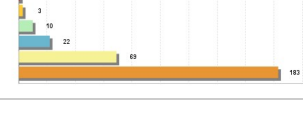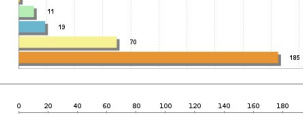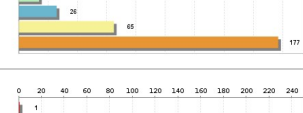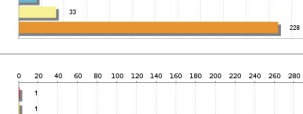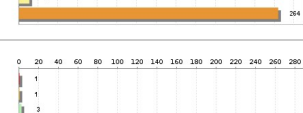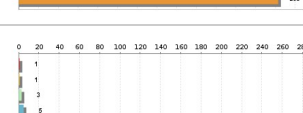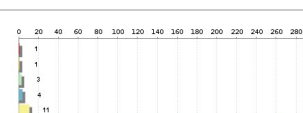
	1-poor	2	3	4	5-good	Have not used this product.		Response total
Rural and Tribal iNTD	0.36% (1)	0% (0)	1.82% (5)	2.55% (7)	7.64% (21)	87.64% (241)		**275**

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
		41

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	0.34% (1)	0.68% (2)	4.78% (14)	14.33% (42)	44.71% (131)	35.15% (103)		**293**
National RTAP staff attendance at regional, state or National meetings/conferences	0.34% (1)	1.03% (3)	2.75% (8)	9.62% (28)	35.05% (102)	51.2% (149)		**291**
RTAP networking events	0.35% (1)	1.04% (3)	3.47% (10)	7.64% (22)	23.96% (69)	63.54% (183)		**288**
One-on-one contact with RTAP staff	0.35% (1)	0.35% (1)	3.83% (11)	6.62% (19)	24.39% (70)	64.46% (185)		**287**
Marketing materials explaining National RTAP services	0.35% (1)	1.39% (4)	4.88% (14)	9.06% (26)	22.65% (65)	61.67% (177)		**287**
Facebook	0.35% (1)	0.35% (1)	2.11% (6)	5.61% (16)	11.58% (33)	80% (228)		**285**
Instagram	0.35% (1)	0.35% (1)	1.05% (3)	1.75% (5)	3.86% (11)	92.63% (264)		**285**
LinkedIn	0.35% (1)	0.35% (1)	1.05% (3)	1.75% (5)	4.21% (12)	92.28% (263)		**285**
Twitter	0.36% (1)	0.36% (1)	1.06% (3)	1.77% (5)	5.67% (16)	90.78% (256)		**282**
Twitter Chats	0.36% (1)	0.36% (1)	1.06% (3)	1.42% (4)	3.9% (11)	92.91% (262)		**282**

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
		25

Statistics based on 25 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. The following question 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		33.82%	116
Yes, registered but have not used the system		14.29%	49
No, have not registered or used the system		49.27%	169
No, do not plan to use the system		2.62%	9
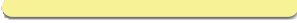
Statistics based on 343 respondents;

How do you (or how might you) use the system? (check all that apply)		Response percent	Response total
Promote use of the LMS to employees		0%	0
Access reports on training activities		0%	0
Assign training modules to employees		0%	0
Not sure, have not thought about it		0%	0
Other (please specify)		0%	0
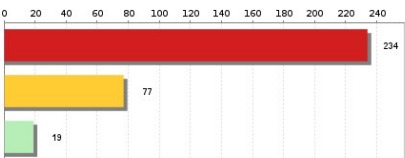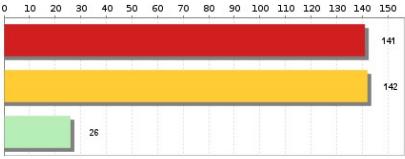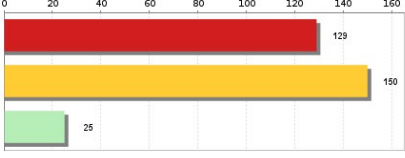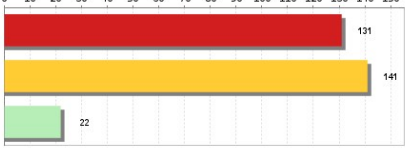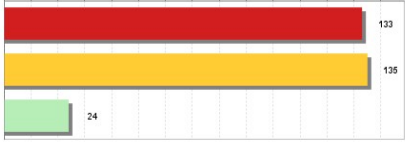
Statistics based on 0 respondents;

If you read eNews, National RTAP's enewsletter, how do you receive it?		Response percent	Response total
Directly from National RTAP		42.9%	130
From our state RTAP manager		10.56%	32
Found it on the web		7.92%	24
Colleague forwarded eNews to me		3.63%	11
I don't read eNews		34.98%	106

Statistics based on 303 respondents;

Do you use any of the following resources provided by your State RTAP?

	Yes 🟥	No 🟨	Not available 🟩		Response total
Training	70.91% (234)	23.33% (77)	5.76% (19)		**330**
Technical Assistance	45.63% (141)	45.96% (142)	8.41% (26)		**309**
Grants/Scholarships	42.43% (129)	49.34% (150)	8.22% (25)		**304**
Resource Library	44.56% (131)	47.96% (141)	7.48% (22)		**294**
Newsletter	45.55% (133)	46.23% (135)	8.22% (24)		**292**
State/Regional Conferences	60.7% (190)	32.91% (103)	6.39% (20)		**313**
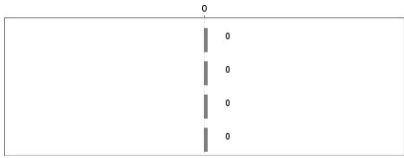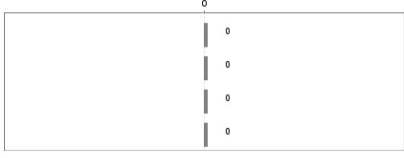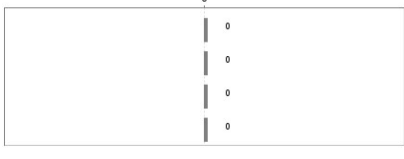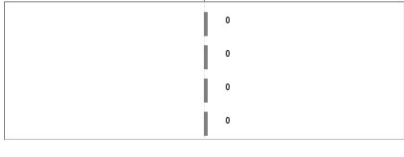
Statistics based on **340** respondents;

Please comment on any of the items you marked as unavailable or other resources not listed above. Have you requested this service/material from your state RTAP? What has been the response from your state RTAP?

		Response total
		45

Statistics based on **45** respondents;

How would you rate your relationship with the following agencies and organizations?	Poor 🟥	Good 🟨	Excellent 🟩	Have not used. 🟦		Response total
State DOT	0% (0)	0% (0)	0% (0)	0% (0)		0
State Rural Transit Assistance Program (RTAP)	0% (0)	0% (0)	0% (0)	0% (0)		0
National Rural Transit Assistance Program (National RTAP)	0% (0)	0% (0)	0% (0)	0% (0)		0
Regional Federal Transit Administration (FTA) Office	0% (0)	0% (0)	0% (0)	0% (0)		0
Regional Federal Transit Administration (FTA) Tribal Liaison	0% (0)	0% (0)	0% (0)	0% (0)		0

Statistics based on **0** respondents;

Please comment on your ratings. Does the relationship need improvement? What would make it better? Please specify the organization(s) you are providing your comments on.		Response total
		0

Statistics based on **0** respondents;

Please list your agency's top two priorities for this year:		Response total
Priority 1:		0
Priority 2:		0

Statistics based on **0** respondents;

Do you have any best practices (e.g. finding and keeping drivers, succession planning, deviated route policies, etc.) that you would like to share with National RTAP and possibly across the nation?		Response total
		72

Statistics based on **72** respondents;

Have you worked with any trainers you would recommend? Please list them and the training they provided.		Response percent	Response total
Yes		21.76%	57
No		78.24%	205
Please list them and the training they provided.			54

Statistics based on **263** respondents;

Do you have any additional comments or is there anything more National RTAP can do for you?		Response total
		61

Would you like to be placed on our email list to receive our eNews newsletter that is published every other week, plus 1-3 special monthly announcements about our upcoming webinars, peer roundtables, and other events of importance to rural and tribal transit managers? (Note that you can always unsubscribe.)		Response percent	Response total
Yes		**71.7%**	**228**
No		**28.3%**	**90**

Thank you for participating in this survey. Your feedback will help us complete the update of the Status of Rural and Tribal Transit and determine the types of products and services National RTAP needs to provide.

Visit our website at www.nationalrtap.org for more information and resources. If you have any questions, contact us at 888-589-6821 or info@nationalrtap.org.

COVID-19 Data by State

COVID-19 Related Comments by State

State	What criteria are you using to resume or increase service?	How does your agency plan to use and budget CARES Act funding?	Which protocols will you keep for the new normal?
Alaska	• Keeping employees employed. Keeping the vessels maintained to provide the service.	• Health and safety hygiene modifications inside our fleet • Permanent plexiglass barriers around drivers. • Sneeze-guards between each rider seat, • Extra HEPA filters on newer air conditioner/heater systems, • A spray treatment of our upholstered passenger seats to repel moisture and particulate retention by the cloth coverings. • General PPE, for PPE for use in deep cleaning, in cleaning equipment and supplies. • To pay our bills.	• Reduced capacity on fixed routes. • One passenger at time on paratransit. • Increased cleaning protocols. • Passenger wellness screening. • Employees provided PPE to keep safe • Passenger screening and denying passage to persons who are exhibiting symptoms of COVID-19. • Crew are required to wear face masks when distancing is not possible.
Alabama		• Provide day to day service. • Provide PPE to drivers and employees. • Replace aging vehicles. • Same as 5311 Grant funding • For Operations and Administration expenses.	• During scheduling, screening people who may be sick. • Extensive cleaning and passenger social distancing. • Eliminate rides to malls and convenience stores • Increased rides for doctor appointments and groceries. • Disinfecting procedures, social distancing guidelines, masks mandatory. • Increased our sanitation process. • Installed Lexan barriers
California	• When the governor has announced the emergency over. • Increased demand for service • Driver availability. • County Health officials' recommendations • We will use a mixture of ridership and revenue estimates to decide what we can afford to restart services.	• Recover lost fare revenues • Pay for admin leave for drivers and maintain a status of readiness. • Driver pay including hazard pay • Install sneeze guards on the vehicles. • Fund supplemental operations. • Personal protective equipment. • Bus cleaning. • Provide financial assistance for increased unbudgeted items procurement such as desk shields, bus shields for drivers, additional sanitizing equipment and supplies, increased hours and wages for Facilities Maintenance duties. • We plan to use the CARES Act funding towards the lost revenue from no fare collection, additional safety expenses, operations etc.	• Passengers to social distance. • Place hand sanitizer dispensers on fleet. • Extra sanitation. • Clean vehicles several times per day instead of once or twice per day. • Employee temperature checks. • Driver/Passenger Barriers on Bus. • Masks required for drivers and passengers. • Masks will not be required forever. • Reduces service to essential travel only. • Run only fixed routes with highest ridership. • Sneeze guards to remain • Bus disinfectant contract may lessen in frequency and cost but may last forever. • Disinfecting protocols will remain. • Vehicle sanitation, capacity limits and PPE use will continue for foreseeable future. • Implementation of contactless fares. • New electrostatic spray cleaners and thermal imaging machines will be used.

State	What criteria are you using to resume or increase service?	How does your agency plan to use and budget CARES Act funding?	Which protocols will you keep for the new normal?
Colorado	- We are under the guidance of the local Health Board as well as the Governor. - Available funding - Demand determined through local tourism.	- To pay drivers - Purchase cleaning supplies, masks and hand sanitizer. - We are using it to keep Administration and Operations as close to normal as possible. - Modifications to the buses of adding shields to the rows and around the driver. - Purchase another bus. - Cleaning supplies. - Offset losses from two of our main funding sources - sales tax revenue (reduced due to business closure) and fare revenue (suspended fare collection for driver safety.	- Continued provision of masks, sanitizers and use of the fogger to clean the bus on a regular basis. - Reuse of office space to spread out employees. - Employees to continue working from home. - Plastic driver bus barriers may stay up. - All employees and passengers wear face coverings. - Monitoring national organizations (FTA, CDC, APTA) for best practices. - Cleaning and disinfecting the vehicles will likely continue. - Installation of hand sanitizer dispensers in passenger entryway. - Passengers enter only on rear door. - Installed driver barriers, new sanitation procedures, face coverings required, hand sanitizer and masks available on buses, limited number of passengers on buses to enhance social distancing, installing UV filters and antimicrobial fabric in the HVAC systems. All procedures are now the new normal.
Connecticut		- Operations costs - Supplementing lost fare revenue - Supplementing services that were previously supported by local businesses - Supplementing lost advertising revenue. - Increases in costs due to PPE and cleaning.	- Driver barriers - We do not have the funding to clean at the current frequency on an ongoing basis.
Georgia	- Looking for slow-down of virus so we can re-open - State and County authority - Criteria is based on Governor of State - Monitor the volume of COVID-19 cases in our County.	- Fund employees so we don't lose any employees - Balancing the budget. - To purchase 2 large fumigating sprayers to disinfect buses. - To supply essential products for the drivers and passengers to insure them safe reliable transportation service. - To stock sanitizing materials, gloves, masks, etc. - Provide extra trips to maintain capacity and reduce the number of riders on each trip. - Provide hazard pay - Purchase barriers for the transit vans. - Purchase PPE, hand sanitizer and digital thermometers. - We plan on using CARES Act funding to run our operation as a whole through the next two years. - Operations, PPE and driver barriers.	- Open communication - Client masking and screening calls. - Spray and clean buses after passengers exit the bus - Passengers to use hand sanitizer when boarding the vehicle. - Buses cleaned more on a daily and weekly basis. This will continue going forth. - Wearing PPE and the extra cleaning will be the new normal. - Barrier around the driver seat. - Driver and passengers to wear masks - Reduced services - New cleaning regiment and requiring masks. - Taking employees temperatures daily - Replace money bags with disposable plastic bags. - PPE, temperature checks for all passengers, social distancing on vehicles and offices.

State	What criteria are you using to resume or increase service?	How does your agency plan to use and budget CARES Act funding?	Which protocols will you keep for the new normal?
Hawaii	• Looking at what's reopening within the County and determining how it corresponds to people needing to get out to use public transit for essential travel purposes.	• Fund admin leave due to reduced services. • PPE, driver barriers and enhanced cleaning • Supplement loss of revenues for operations.	• Cleaning protocols have been updated and will most likely continue to be the new normal.
Iowa	• Governor's proclamation on adult day centers and nursing homes opening up. • Drivers and doctor comfort levels. • We never stopped providing service. • Demand for service.	• Fund operational costs during the COVID-19 pandemic • Make up for lost revenue. • Purchase disinfectant, PPE, sneeze guards, and other items related to preventing the spread of COVID-19. • Payroll and supplies needed for buses. • 80% for operating expenses and 20% for capital purchases. • Paying idled drivers, paying working drivers at time and a half. • Relief to municipal funding partners.	• Will eliminate mask wearing. • Significantly increased cleaning protocols and they will continue into the post COVID-19 world. • Masks, gloves, disinfecting, spacing on buses and vehicles. • More frequently and full-bus cleaning/disinfecting and driver safety shields will stay. Drivers wearing masks will be also be required for the long-term.
Idaho	• Ridership loads	• Underwrite operations. • Subsidize joint powers annual funding for operations. • Fund hazard pay and pay for lost hours. • Mostly to keep up with the higher cost of goods and services to keep our operations running. • We have had to do some temporary shutdowns of services when local fueling was not available. • Pay drivers their regular hours while on layoff to keep from losing them when we were able to resume services. • Increased hours of operation to accommodate customer schedules that were affected by the changes of local business operations.	• Cleaning and sanitizing (will keep). • More cleaning and disinfection of buses. PPE for drivers. • Shielding installed for drivers.
Illinois	• Communicating with our service contracts to determine their needs during this time. • Guidelines from the governor, CDC, IDOT	• Installing driver barriers • Offering delivery services • Signage for mask requirement • Hazard pay • Cleaning and sanitizing materials, shields in vans, masks. • Paying employees at the rate of average hours per week before the pandemic. • Looking into purchasing hand sanitizer machines for each bus and stock up on cleaning supplies. • Update of software and purchase of new tablets. • Basic operations, primarily directing our funds towards cleaning, disinfecting, PPE, and other supplies for driver and passenger safety and health. • We are purchasing contactless payment system to decease exposure and limit handling of money. • To keep a balanced budget	• Deep cleaning of our facilities and equipment to prevent future occurrences. • Sneeze guards in all vehicles • Stricter cleaning policies • No front seat passengers • Limiting number of passengers per vehicle • Better sanitizing of vehicles. • Will continue wearing masks for all drivers and passengers. • Once the threat of disease decreases, we will no longer expect the drivers to sanitize the seats, armrests, and high-touch areas after each passenger but we will continue to clean the entire inside of the bus daily with bleach or high-grade sanitizer. • Will not require masks. • At this time, we only plan to keep masks and social distancing in place as long as is required by the state.

State	What criteria are you using to resume or increase service?	How does your agency plan to use and budget CARES Act funding?	Which protocols will you keep for the new normal?
Illinois (cont.)		• CARES funding used to maintain drivers not driving regular hours due to fewer public requests, childcare issues and health concerns. • Increasing advertising in getting the word out that we are still transporting customers. • Operating cost associated with additional clean and extra buses.	• I will say we have, for a long time, billed for rides at the end of the month instead of collecting cash as each person rides. This has allowed us to continue with charging fares when many of our other providers have taken them away. • Continue to make sure the vehicles and facilities are cleaned more often and more in-depth • Disinfect all buses nightly. his has improved our driver illness rate dramatically and feel that it will help with common flu / cold season. • Regular disinfecting of vehicles by drivers throughout daily driving. • Traffic, paperwork, keys and tablet flow have been routed to designated clean areas and dirty areas. How we deal with any exchange that needs to occur have heightened awareness and will be kept for the new normal.
Indiana	• Bases on safety, driver availability and demand	• Operating expenses • Extra items we may need for cleaning. • Used by INDOT for our operating budget match. • Provide more individualized service to minimize COVID-19 exposure as vehicles are small. • Portion for local match. • INDOT has approved 5311 agencies for CARES funding, for operational expenses • Use my budgeted allotment and hope I don't go over - since it's an 18 -month budget instead of 12! • For money lost • CARES Act funds are budgeted and received through the 5311 program. • To provide trips to all for no cost. • To supplement lost funds due to the COVID pandemic. • To purchase PPE, to sustain employees through Payroll Protection Act, and to advertise reopening.	• Drivers will probably continue to wear masks and we have installed a plexiglass shield around our dispatcher. • Require drivers and passengers to wear masks on vehicles. • Until COVID-19 is treatable or a vaccine available to all face covering will be required and sanitizing constantly • Disinfecting will be the new normal, which cuts down on how many people we can pick up. We are a demand response service. • Clean and disinfect more often. • Fare free • Written protocols for our office, dispatch area, and driver's area. • Survey for riders to take pre-booking and pre-trip.
Kentucky	• We are following the guidance of the Transportation Cabinet, Office of Transportation Delivery	• Keep our buses clean & sanitized to make sure our clients and drivers are safe. • Added counties for senior transport & Feeding America boxes are being delivered to 75-80 homes one day per month. • Running two buses on each route to promote social distancing and still have adequate seating.	• Bus drivers wearing masks & gloves for every client & sanitizing the bus several times a day. We will keep both of these protocols in the future. • Pressure washing all bus shelters daily • Sanitizing between each route instead of daily • Two hours of cleaning time scheduled for demand vehicles daily. We will continue all of these protocols.

State	What criteria are you using to resume or increase service?	How does your agency plan to use and budget CARES Act funding?	Which protocols will you keep for the new normal?
Kentucky (cont.)			• Temperature monitoring of all drivers prior to starting work.
Louisiana		• Payroll expenses & PPE purchases • Purchase cleaning supplies	• Sanitizing vehicles during and end of day. • Riders must wear masks. • Drivers must wear PPE and offer clients the use of disposable PPE. Cleaning between every client.
Maine	• Passenger demand • Frequent consultation with Town officials and Acadia National Park	• Fixed costs not covered by current fare income, including salaries, insurance, and fuel • Salaries and vehicle repairs. • To remain solvent through the transportation program fiscal year (not agency/calendar or federal). • Bridge gap in fare recovery and fare related income (advertising/stop revenue etc.) that we will not receive due to lack of ridership. • Operational expenses not covered by revenue.	• Physical distancing and cleaning of the ferry boat after each trip are the new protocols; • Cashless and contactless payments • Isolation of passengers who may been exposed • Protective barriers between the operators and the passengers • Implementation of daily sanitization procedures that includes an anti-bacterial product- vital oxide by use of a sprayer. • Using electrostatic disinfectant gun each day on board to prepare buses for service. • Disinfecting, crew isolation, face covering requirements for staff and passengers, social distancing. As of now we will probably maintain the disinfecting for the new normal.
Michigan	• Executive orders and County Health officials. • Ridership numbers need to increase. • Local school and college systems need to return to service. • Governor's Executive Orders and best practices • State of Michigan Recovery phases along with demand for service.	• We plan to use the CARES Act funding to offset additional costs and provide a greater coverage of eligible expenses. • Purchasing PPE equipment and cleaning supplies. • To continue providing service to the full available extent that is necessary to get riders to essential services in our area. • To offset covid-19 related in expenses. • We are working with MDOT regarding CARES Act funding. • supplies • Hazard pay • Purchasing of PPE and to supplement lost revenue. • Additional safety measures added to building and vehicles • Replace potential decrease in State reimbursements.	• Wearing facial covering and gloves. • Disinfecting buses every 24 hours with a microban product and we will continue to use this. • We have added spit guards to our buses giving our drivers added security. • Cleaning/sanitizing has changed and is anticipated to remain. • Disinfecting buses after each client and each evening. • Monitoring drivers and riders. Will probably keep both.

State	What criteria are you using to resume or increase service?	How does your agency plan to use and budget CARES Act funding?	Which protocols will you keep for the new normal?
Missouri		• To fund operations.	• The increase of buses in daily operation to accommodate social distancing during trips. • Sanitation is much stricter. Employee and ridership safety protocols will continue.
Mississippi		• To keep the service operating.	
Montana	• Rider demand • State of Montana Governors Order and Federal Transit Authority (FTA) Local and State Health Department guidance. • Phases announced by state and county and how close positive cases are to us.	• Payroll, supplies, van/bus compliance for social distancing. • Using it to keep drivers on call and not lose benefits. • We were awarded a new minivan so we could effectively social distance. • To continue to operate, obtained sanitation and required supplies. • Aid in purchase of PPE for staff, cleaning supplies, make modifications as needed to the transit facility and vehicles that help facilitate safe work spaces for staff. • Supplement fees paid by passengers to make trips viable. • Retain normal hours of service, support those in surrounding communities as needed • Supplement the service decrease due to decreased ridership • We received a vehicle to use in town for the pharmacy and grocery delivery which is less gas mileage and easier to utilize than the bus or van. • Increase vehicles to offer one on one ridership. • Our DOT (MDT) is allowing us to use it for operational funding. So, right now, 100% of our operations are funded through CARES Act funding.	• Increased and intensified cleaning procedures every day; complementary masks and hand sanitizer; airing out of bus when able (during warmer months) - these practices will continue and become new normal. • We keep hand sanitizer, wipes, and masks in the vehicles. • The established a mid-day shutdown for all vehicles that allows for deep cleaning of all buses. • We currently do not fill a bus. We currently require face coverings for all passengers. We will continue disinfecting procedures to minimize the spread of COVID-19 and any other virus.
North Carolina	• Watching our county data of number of cases, hospitalizations, percent positive • County Manager makes the calls as to how and when we resume services. • We are currently not planning to resume regular service. We were working on switching to a private contractor to provide demand response service prior to COVID-19. • We have been following the direction of the CDC, WHO, Governor, our local Health Department, and basing our decisions around their guidance. We have seen a slight increase in un-necessary travel requests and based the	• For driver salaries • To purchase PPE • To purchase cleaning supplies to sanitize vehicles and facility, • To cover the cost of installing barriers in vehicles, fuel • The NC legislature cut a portion of the usual funding (Rural Operating Assistance Program), so the CARES Act will be used to cover that shortfall. • To allow us to continue to deliver frozen/hot meals to congregate meal participants. • For operating expenses. Our revenues dropped tremendously due to agencies being closed and folks afraid to travel.	• How often the vehicles are being sanitized will become a new normal for this agency. • Cleaning, disinfecting, wearing masks, physical separation between driver/passenger area, block off seat behind driver, physically separate passengers, only 2-3 passengers on van at one time. We will keep physical barriers between drivers and passengers even without a pandemic. • We now social distance on the vans and will do this in the future as long as possible. Barriers will remain on the vans around the driver.

State	What criteria are you using to resume or increase service?	How does your agency plan to use and budget CARES Act funding?	Which protocols will you keep for the new normal?
North Carolina (cont.)	"normal service" decision on request volume. • The criteria that we are using to resume and slowly increase services, is allowing days that are not completely booked to book out of town trips that people have to go to certain doctors, or allowing an extra days of recreational activities for the people that need different transport services such as additional shopping, and allowing more doctor's appointments in the local area also. • Restrictions from Governor move to Phase 3	• To replace money the General Assembly cut from our budget to transport the elderly and disabled.	• We will continue to keep bus sanitation procedures and social distancing procedures. We will also keep procedures in place on how we deal with customers who display symptoms. • Requiring that all passengers wear a face mask while riding OCPT
North Dakota	• Guideline from State of ND and CDC recommendations	• Operating transit services and payroll • We have not laid staff off and are having them spend more time cleaning vehicles and delivering meals and groceries.	• We clean the buses much more often and have bought a steam machine to sterilize. We will probably keep doing that. • Cleaning of vehicles. Hand wash and masks, additional plexiglass protection for the drivers in the vehicles. • We have drastically changed the vehicle cleaning procedures. I am assuming this will continue into the future.
Nebraska	• Panhandle Health and DHHS guidelines • Following recommendations of Governor's Directed Health Measures, local Health District, and monitoring overall trend of positive COVID-19 cases • the recommendations and advisement of the Directed Health Measures from our local health district; learning from other transit agencies; City Attorney and City Council which are our governing board.	• Towards county match which in turn will enable us to purchase software, cameras and extra vehicles. • Covering driver pay shortages due to reduced work in order to keep drivers on staff. • Potentially using it to implement a touchless payment system on our fleet. • Fund an increase in the number of hours a part-time driver works to take the same number of rides and keep the cleaning schedule. • Fund cleaning supplies, masks, gloves, etc. • For a contract cleaner for transit building. • We need to replace vehicles we have that are not reliable, so we can grow our fleet. • Currently are receiving funds for service.	• Provide only essential appointments only which could be the new normal. • Additional cleaning, spraying vehicles down once daily. • Ask each rider a set of health questions, to which each rider signs to at pickup. • All riders are required to wear a mask when using our service. • We are wiping down entire interior of vehicle after each rider. We usually wipe down at the end of the day and will continue this practice. • No out of town trips. • Wearing masks, more frequent sanitation of vehicles...we will continue with these
New Hampshire	• Monitoring the number of rides we provide and add service as needed.	• PPE needed for our drivers and volunteers. • Shower curtains for driver barriers, sanitizer for the buses, masks, etc.	• We will continue to sanitize, the sanitizer dispensers are mounted in the buses, any new buses will be delivered with driver barriers installed. • We will continue to social distance and provide masks to our riders as long as we are asked to. • Daily cleaning and disinfecting, mask wearing and driver barriers. •

State	What criteria are you using to resume or increase service?	How does your agency plan to use and budget CARES Act funding?	Which protocols will you keep for the new normal?
New Mexico	• Following state guidance for each re-opening phase and allowing passenger demand to dictate driver and vehicle usage. • We rely on ridership numbers to determine service needs. • We are in close coordination with NMDOT and are using their suggested NMDOT Transit and Rail Division Guidance for Transit Agencies, as well as participating in a biweekly call involving NMDOT and other State Transportation Agencies for updates/discussion on Covid-19 related topics. • Emergency declaration orders from the Governor.	• Salaries for drivers for food deliveries and PPE • Update the maintenance needs of the buses, system and adding units to reconstructed routes in order to increase ridership. • Purchase of PPE, sanitizing supplies, installation of driver barriers, new signage to keep all safe • We are using the CARES Act funding to purchase equipment to assure the safety of the community and employees. • To keep normal operations. • To meet payroll. • To continue to operate at maximum allowable capacity. • Supplement our operational expenses in addition to COVID-19 related cleaning supplies, PPE, and Safety controls for vehicles and buses. • Fund decontamination equipment. • Purchase contactless thermometers mounted at access points of all fleet vehicles and offices. • To install Plexiglass Sneeze/breath shields for driver enclosure, etc. • Cover cost and revenue loss.	• Sanitizing, drivers wearing PPE, passengers wearing masks, hand sanitizer in all vehicles, limit number of passengers on vehicle. All of this will continue • All employees are now being screened before they enter the building and the buses are being decontaminated more than usual. we will definitely keep decontaminating the buses this way even after the pandemic is over. • We have purchased an OZone Fogger unit with ports for all buses in the fleet, in addition to a tripod set up for facilities/offices that we will implement as a regular sanitization program as soon as it's received. • Face coverings mandatory before entering any vehicle or office. • Mandatory temperature scan at access points of all vehicles and offices. Most all these will remain the new norms until conditions improve.
Nevada	• Governors directive and permission to re-open. • Clients needs (demand for service) • CDC policies followed along with County Health regulations	• We don't get CARES Act funding. I think NDOT gets the funding, and will reimburse more of the transit program costs next year. • We are not using CARES Act funding. • For normal service provided. • Cleaning and retrofit as necessary.	• Currently, PPE is being used in addition to client temperature readings, limited passengers on/in vehicles, and social distancing. It remains to be seen what procedures will continue to be used as the year progresses. • Wearing masks while in our vehicles • The cleaning requirements, the fogging, masking, and the health questionnaire.
New York	• CDC/ FTA/ NYS Heath Guidelines • State reopening guidance and the resumption of partner agency services. • Followed governor's matrix and evaluated the county DOH released infection numbers and guidance from the City's COVID taskforce. • Based on the phases of opening the County	• Fund system re-design and mobility management to assess needs and emerging needs. • Fund operational costs for increased sanitizing of vehicle fleet. • Fund capital costs for retrofitting buses for safe operations. • To reduce the operator's share of expenses. • Reimburse lost fare revenue, reimburse expenditures for Personal Protection Equipment incurred by municipality and third-party contract operator. • Replace local funds that may not be available to support operation. • Support loss revenue and future service as we are experiencing extremely low ridership. • Operating assistance, driver protective barriers	• Daily cleaning logs for each vehicle are required. Additional protocols are still underdevelopment. • We have intense cleaning of the buses; we now have a barrier between the driver and passengers • The main protocol that changed is the need of masks. We do not allow passengers to get on the bus without wearing a mask • Wearing face-coverings and suspension of fare collection may continue in the new normal. • Mask use for all drivers and passengers, required health screening, lobby open for walk up only (no Seating) • Buses are sanitized according to CDC standards each shift, face coverings

State	What criteria are you using to resume or increase service?	How does your agency plan to use and budget CARES Act funding?	Which protocols will you keep for the new normal?
			masked are required of all employees and passengers.
Ohio		• We provided masks to drivers and passengers. Provided sanitizer for drivers and installed dispensers in the vehicles for passengers. Bought thermometers and installed curtains in each van to protect the driver. Asked passengers to distance lowering capacity. • Pay for personnel, cleaning and disinfecting products, replacement vehicle - operating and capital maintenance expenses. • I am able to transfer all my contract revenue and local cash into a Transit Reserve Fund so I can use that money for very small capital projects. I am not planning any big projects at this time. • CARES act funding is used to supplement the loss of contract service that provided local match. • We use the CARES act funding to continue growing available resources as our community recovers from the pandemic. • Cleaning supplies, PPE, barriers in vehicles and replacing diminished contract revenue. • We have used the CARES Act funding to make up for the considerable reduction in local matching funds we've seen and to keep our operations afloat. Our municipal partners are squeezed to contribute their local match in light of their severe budget issues caused by the economic fallout of COVID-19. Additionally, we've lost a significant portion of our contract service revenue due to the non-payment of our private partners (we believe this is because of their own financial crises caused by COVID-19). The CARES Act funding has been CRITICAL for our organization's survival. We cannot overstate this. • We are offering additional buses on our routes to encourage social distancing. • Our program in the agency is deferring our portion of the CARES Act funding back to our state DOT to use to support the other Intercity bus programs in our state.	• We will probably maintain the social distancing on the buses and the extensive cleaning and sanitizing of the buses. • Face masks required by all passengers and drivers • The total number of passengers on a vehicle at one time, I would like to increase the number of riders at one time • We have increased our disinfecting on all vehicles and installed barriers between passengers and the driver. We are limiting the number of riders on vehicles to assist with Social Distancing. These practices will continue as we recover. • We make sure all persons on the vehicles are 6-ft apart (excluding within the same family), drivers sanitize between each passenger, wear gloves/masks, clients are not required to sign the digital tablet, Plexiglas was installed into each vehicle separating driver from passengers and hand disinfectant is provided in all vehicles for drivers and passengers. We will re-evaluate in a few months to see what we will continue to keep doing. • We are scheduling passengers as "Travel Alone" and we are recommending that they wear a facial covering while on the bus. • Instituted wearing masks for employees and passengers. No more than 10 people on bus at a time. Installed barriers around drivers. Will attempt to keep all measures in place in accordance with government's recommendations. • We are also trying to add credit card payment option to decrease driver exposure from money handling. • While it is still early when discussing lasting impacts to our operations (we are waiting to see if the current surge is going to impact our service reopening), since the onset of COVID-19, our agency has instituted mandatory PPE for all staff members in addition to temperature checks and handwashing before every shift. • Tele-work for administration on alternating days in and out of the office.

State	What criteria are you using to resume or increase service?	How does your agency plan to use and budget CARES Act funding?	Which protocols will you keep for the new normal?
Oklahoma	• We are following CDC guidelines and adhering to applicable state and local orders. We are flexible when employees are ill and try to plan accordingly. We are trying to protect employees and passengers encouraging social distancing, regular hand washing, and sanitizing vehicles.	• We will be using this funding for costs necessary to operate, maintain, and manage our public transportation system such as, driver salaries, fuel, maintenance, sanitation supplies, personal protective equipment, administrative leave for personnel who are affected by COVD-19. • We plan to be strategic in our use of the CARES funding by using it for operations in the short-term and using a portion of it for capital needs such as a camera system for vehicles, vehicle purchase to improve ULB percentage. • CARES Act funding will be used to assist with payroll, personal protection supplies, safety equipment, marketing, and possible purchase of scheduling software. • We are using the funding to offset the ridership decrease causing farebox reduction. Contracts have decreased our revenue, and probably will for another year or more. The increased cost of staff, sanitization supplies, and PPE equipment. • We are planning to install shields and purchase fog disinfectants for the vehicles. • Possibly new vehicles. Increased purchases of masks and other cleaning supplies. • All aspects that are allowed to remain in business to provide an essential service. Payroll, maintenance for example. • To off-set operational expenses due to the decrease in local match funds. • For administrative costs and to improve our State of Good Repair. • Pay for drivers that are off for COVID 19. • Increase drivers pay. • Replacing some older vehicles	• We have limited transporting multiple riders, unless they are an aide or family members. • Drivers and passengers are required to wear masks while on board. • Drivers where gloves while handling money. We do not allow riders to enter the facility at this time. We will most likely consider this our new "normal". • Sanitizing of vehicles hourly will be part of the new normal. • Drivers wearing face masks, cleaning vans after each ride, asking riders to sit in back seats instead of beside the driver. • We began making office sanitizing a priority as well as the vehicles. For a few years now we have sanitized the vans monthly, now daily. We had been buying detailing products to keep the vans clean, now we are making sure we are using hospital grade cleaners to detail vehicles instead of just to make them clean and pretty. • The hand sanitizer dispensers will stay for a long time, shields will remain up. We are looking at more ways to take less cash fares in the future. Enhanced cleaning will continue. • We are keeping social distancing on vehicles and at sites, requiring all staff and riders to wear masks, continue enhanced cleaning. • Not allowing passengers to ride in the front seat, and we will keep this one. Better Customer service and same day service and we will continue both.
Oregon	• We are following all FTA, ODOT, County Health department recommendations to continue service. The lack of seating due to social distancing has been a strain on ridership. • Tribe, County and State have adopted a "0" to "3" level policy and stepped opening procedure. • Our Tribal Transit Services will comply with the State of Oregon Guidelines for start-up of our program. • Safety and demand. Direction of state and local leaders.	• Replace lost revenue, enhance operational funding through reduced match requirements. • Tribal Council is in the process establishing the spending. • To pay for staff on COVID leave and to support operations through the reduced services. Also, to pay for additional vehicle cleaning and UV sanitation supplies. • Our Tribal Transit Program has not been issued any CARES Act funding. • We used it for enhanced disinfecting of fleet, hazard pay, paid leave, electronic equipment to work from home,	• We have developed new cleaning and sanitation measures and reduced seating capacity to support social distancing. Enhanced cleaning measures will continue for the new normal. • All riders required to wear masks and physical distance of 3 feet. • All drivers required to wear masks. Driver shields installed on all buses. • Buses wiped down every 4 hours with disinfecting solution/wipes. • All office workers required to wear masks when others are in the office.

State	What criteria are you using to resume or increase service?	How does your agency plan to use and budget CARES Act funding?	Which protocols will you keep for the new normal?
Oregon (cont.)	• Guidance from local emergency response, state response, available drivers, ridership • Ridership and guidance from the Oregon Health Authority	conference room video system, operational costs, and lost fare revenue. • We have made modifications to our buses, including installing physical dividers that we will use the funding. • Help replace loss of farebox on fixed route; augment loss of income from our renters, recoup increase in payroll costs due to "hazard pay" offered all drivers and extra costs for sanitizing and cleaning supplies and services; contingency funds for future costs as needed. • We plan to use the CARES Act funding to purchase a new bus that has a front and rear door, to provide additional safety to our driver. • We also plan to use CARES Act funding to purchase a cleaner for each bus. • Most importantly, we are worried that, because of COVID-19, our pilot phase of operations has been disrupted, jeopardizing potential opportunities for long term funding. We will use the funds to operate the services through a longer pilot period so we have better baseline data of ridership. • My shuttle service did not receive any CARES Act funding.	• Separation on the bus, masks, hand sanitizer, physical barriers. All will be used indefinitely. • Wiping down all touchable surfaces multiple times a day; wearing face coverings while passengers are on board, full sanitizing of buses every night. We will keep the sanitizing and cleaning protocols. • Our sneeze guards and increased sanitation will be the new normal for us. We may keep masks required depending on the environment. • Additional cleaning, wearing masks (drivers/riders); 3-foot distance seating. Virtual passes, etc. • Our drivers wear masks and wipe down the buses after each journey. We will require them to continue to wear masks in the near future and to wipe down the seats as the new normal. • We hope to begin accepting fares again in late summer. • Cleaning of vehicles has ramped up and this level of cleaning will likely be a new normal. • Went exact change only. Purchased a handheld UV sanitizer for buses. Hand sanitizer on vehicles for passengers. • My shuttle operator was forced to clean the shuttles more often in early March before the service as closed in mid-March. I plan to continue having the operator clean the shuttles more often in 2021 until riders feel safe riding the shuttle without the increased cleaning.
Pennsylvania	• Increased demand, reopening of businesses, factories and program centers. • Following state guidelines for reopening of the counties in which we operate. • Ridership numbers, phased government reopening.	• To offset a reduction in fares due to lack of ridership. • Stabilize operations, provide health benefits for employees on voluntary layoff due to medical conditions, purchase enhanced cleaning supplies and services for vehicles and facilities	• Increased facility security measures at all public entrances. • Enhanced vehicle cleaning procedures. • Sanitizer on buses, disinfectant fogging
South Carolina	• Fixed route service resumed once the Myrtle Beach area opened up and passenger demand for transport to their employment increased. • We are currently using the CDC and the Governors guidelines along with monitoring the number of requests for the services that were suspended.	• To help with salary, medical supplies, PPE & disinfectant. • We are doing weekly employee COVID-19 testing. • We have installed driver barriers on buses. • We are upgrading cameras to provide real-time viewing to ensure passengers and drivers are complying with rules. • We purchased a disinfecting system and hired a staff to do daily disinfecting of buses and offices. • We hired a COVID-19 Response Coordinator; we have purchased and	• We will continue with daily bus decontamination and with the point of sale. • We will continue with the contact-less fare collection system. • Operators are required to wear PPE when interacting with passengers. Passengers must wear masks and social distance. Vehicles are disinfected on a daily basis. All employees are required to wear masks and social distance. These protocols remain in place indefinitely.

State	What criteria are you using to resume or increase service?	How does your agency plan to use and budget CARES Act funding?	Which protocols will you keep for the new normal?
South Carolina (cont.)		- have budgeted for PPEs and disinfectants. - We are investing in a Point of Sale system to eliminate taking fares and interaction with money. - Vehicles and PPE equipment. - Using it for operating expenses and PPE.	- Implement shields for drivers onboard. Disinfection of hand surfaces within the bus 3-4 times daily with deep cleaning at the end of the day. Will maintain mask requirement for employees until further notice. - Adding the procedures for a pandemic to our Emergency Disaster Plan.
South Dakota	As demand calls, we are bringing part time drivers back on duty. Anticipated school start is August 17, 2020.	- Continuing to use for administration, payroll and benefits, and operating expenses. - Through the SD DOT, we can use the funds to pay/purchase any line item we have on our 5311 budget. - Reimburse expenses without local match. Reimburse for loss revenue. - Staff on administrative leave will continue receiving pre-COVID-19 hourly pay, average revenues will be claimed for support, COVID-19 products and chemicals to increase safety.	- Daily screening of all staff members, deep cleaning and sanitizing of all equipment that was in service that day. - Cleaning and disinfecting of buses after a passenger exits. Electrostatic cleaning which will continue as a new normal. - We have drivers and riders wearing masks, put up barrier shields to protect drivers, changed and increased our cleaning protocols, corded off seats. The shields and cleaning protocols will remain. - Temp checks when staff and visitors enter the building, mask use for drivers when passengers are on the vehicle, increased frequency of cleaning in the facilities and buses.
Tennessee	- Ridership demand. - Guarantee the clients and employees that the administration is doing everything to comply with the CDC guidelines for safety.	- Employee salaries and benefits. - We are currently using the funds for normal 5311 operating expenses. We are also paying drivers admin leave in order to retain drivers as trips increase and we move to normal operations. - Replace 10 older paratransit vehicles, pandemic supplies, communication cost, general operation cost. - We are using it for all expenses that would normally be charged to 5311 or 5307.	- No standing loads, limiting the number of riders per trolley, drivers wearing masks, employee temp checks. Sanitation of trolleys will be the new normal from now on. - Vehicle and transit facility cleaning and disinfecting and driver compartments. - Disinfecting vehicles multiple times daily, stopped collecting fares for local and in county trips, requiring drivers to wear masks, some office staff working from home. We will keep the protocol of disinfecting vehicle multiple times daily and provide additional training each year to discuss how to properly disinfect and protect yourself. - No passengers in the front seat, plastic barriers behind drivers, mask are required for both drivers and passengers, disinfecting of vehicles multiple times a day, etc. - Wearing face mask, stay 6 ft apart.
Texas	- County/state mandates - We constantly monitor the public health reports and follow the state guidance. - The daily passenger boarding & alighting data that is available through the MDTs is used to trend our daily, weekly, & monthly ridership. Since the start of the pandemic, daily reports have	- We have purchased equipment to disinfect vehicles and offices, supplies for cleaning, automatic hand sanitizer pumps for the vehicles, as well as PPE for staff. - We also are retrofitting vehicles with panels to separate drivers from the riders.	- Scheduling screenings and more stringent cleaning procedures will probably be continued indefinitely. - We will also continue requiring drivers to use PPE. We will also continue a staggered work schedule so that there are minimal workers in the offices.

State	What criteria are you using to resume or increase service?	How does your agency plan to use and budget CARES Act funding?	Which protocols will you keep for the new normal?
Texas (cont.)	been created that are used to identify the increases or decreases within our modes and routes. Data and information from other local transit agencies and employers have also been gauge potential resumption or increases in service.	• We have enclosed our dispatch area with glass panels to separate them from the public. • We have purchased I.T. equipment so office staff that can work from home are able to have the resources to do so. • We also hired additional staff for constant vehicle cleaning and disinfecting throughout the day between runs and routes. • We are also increasing safety & security of our technology and facilities. • We are using it to pay our operations staff an additional wage (we are calling it essential front-line employee pay). • Operating expenses & specific capital expenses • Will use CARES Act funding to support day-to-day operations. Will use it for furloughed employees.	• CTS has ceased fare collection and only one client occupies vehicle at one time. We plan on returning to pre-COVID 19 protocol. • Increased sanitation of vehicles, more PPE requirements and demands from drivers, developing no contact procedures (fares, signatures, mobility securement, passenger assistance) • Social distancing/restricted ridership. • Increased frequency of cleaning of buses and facilities. Mask requirement will be based on local health official directives.
Utah	• Simply relying on our local health department for updates. Service has never been cut as our organization is considered essential. • We have adopted a plan that follows our state risk model. It involves a red (high risk) level which would reduce service again. Orange, yellow and green (low risk) are the other risk levels but these do not provide for service reductions.	• Currently that is pending approval from UDOT, but it will have something to do with supplementing local match. • We are using it to cover our expenses and additional costs like masks and sanitation. • We are using CARES Act funding to replace expected reductions in sales tax funds we receive from the dedicated sales tax for transit. • It was also used to provide "emergency" pay for those drivers who drove during red risk levels. • We are also purchasing plexiglass barriers for each bus to separate the driver from passengers. Other small expenditures will be made for COVID related items such as face coverings, computer technology for video conferencing, cleaning supplies, etc.	• Cleaning and disinfectant chemical sterilization was already done on a shift by shift basis. • We provide masks to all of our riders and sanitize the vehicle at the end of each leg. We will continue this protocol until masks are not required in the areas we serve. • We limited the number of people that could be on a bus and created a distance between passengers and the driver. These will continue in place during red, orange and yellow risk levels. We have implemented a fogging disinfectant. This will continue to be used. We will continue to follow our risk level protocols based on the risk level identified by the State for our county.
Virginia		• To cover regular operating expenses • As needed to help transport clients, provide meals to seniors. • Continued operations, paid time off, cleaning supplies/labor/equipment, work from home equipment. • Provide operational assistance to localities in order to ensure that service levels remain.	• Limiting 2-3 passengers at a time on our public transportation. Wearing of masks on all means of transportation, might become the new normal procedure. • cleaning, distancing (both) • Unknown. We still don't know what we don't know. Building confidence for our customers is paramount.
Vermont	• Following CDC and Health department guidelines. • CDC guidance, ridership levels	• Maintain a safe effective service for staff and riders. • Backfill lost fare revenue, local & state funding. Direct COVID related costs.	• Face covering requirement, driver compartment barriers, increased disinfecting of vehicles.
Washington State	• Working with our local public health agency, CDC and WHO guidelines and just being aware of the day to day	• For safety upgrades on buses and stops, replace lost sales tax revenue for transit services.	• Not collecting fares, but hope to resume. • Added increased time for drivers to clean buses, installing plexiglass shields

State	What criteria are you using to resume or increase service?	How does your agency plan to use and budget CARES Act funding?	Which protocols will you keep for the new normal?
Washington State (cont.)	changes that are being set by our governor. • Levels of service are based on driver's availability. • Ridership demand and state-related reopening guidelines. • We are using the phases set by our Governor. With each face we have added some service back. We had eliminated all Saturday service (we do not have Sunday service) but now have decided to restore some Saturday service to see if riders will come back. • Have restored all service and implemented a small expansion. Service was restored based on a voter approved service plan that was scheduled to start July 1, 2020. Expansion was limited to 25% or plan based on reduced revenues.	• Pay for PPE, and replace lost revenue needed to keep employees at work doing extensive cleaning. • We are using CARES Act funding to continue providing our public transportation services for vulnerable individuals. We also have been purchasing equipment and cleaning supplies to make our services safer. • Make up the difference for lost wages for our employees as well as better prepare for these times. • Services such as senior meal delivery. • We are using it for administrative pay and for expenses due to COVID. • Currently, we are using the CARES act funding instead of our other state and federal grant. • Cares Act funding is offsetting the loss of planned sales tax to pay for direct service.	surrounding drivers, ask all to wear face coverings, allow drivers to keep buses at their residences, and encourage office staff to telework. We will keep these in place unless there is a vaccine and the pandemic is no longer a risk. • We use to handle money directly and have now finally purchased fare boxes to avoid direct contact with money. It is easier for our dispatchers to immediately disinfect themselves after contact with money than it is for our operators. • We have installed Plexiglas barriers and instituted mask wearing to protect our drivers and other staff. We have also limited the number of riders on each bus, based on CDC and L&I guidelines. It is yet to be determined which of these will be part of our "new normal" operational standards. • Sanitation, driver protection, fares, social distancing, elimination of Wi-Fi, closure of transit terminal waiting areas, increased security to maintain social distancing.
Wisconsin	• Phases following state and CDC guidelines along with local metrics determine what phase we are in and what services we provide. • Continuous monitoring of safety for all • We will gauge the bus service hours based on what the local campus decides to do but will continue to run our non-academic calendar. • Monitoring information from County Health Dept. We have maintained service during the pandemic. • Outbreak statistics. Available PPE. • Service never was stopped.	• WisDOT allows for coverage of 100% operating costs since 1/20/20. This will help significantly considering the drastically reduced fares. • To ensure staff still get paid regularly even though hours have been reduced. • Purchase of PPE and driver protective barriers. • To help cover loses and possibly purchase sneeze guards in the future. • To help cover local match services due to decreased fares and also to help cover the cost of sanitation. • Offset reduction in revenue to cover services provided and increase in cleaning supplies. • Cover the cost of fares that are currently being waved. • Funding is used for protective equipment and cleaning supplies, along with payroll assistance.	• Sanitation with CDC recommended products. • Cleaning, social distancing, no monetary collections by drivers. Will keep cleaning. • Fares were discontinued and will be reinstated soon. We are hoping to get back to normal and not have a "new normal". • Outside contractor has individual policies • Social distancing (limited seating) and sanitation practices. Time will tell if they are the new normal. • None if things return to normal. • Drivers wear face masks while transporting customers. • Fogging of vehicles has become an end of day activity. Additional and deeper cleaning of vehicles and facilities. • Expect to keep the cleaning frequency and no front seat passenger as a new normal.
Wyoming	• We operate both on and off a reservation. Can we keep our drivers and the public safe? Will our operations actually enhance the spread of COVID thorough our communities. Is the community or reservation on lockdown? Can we keep the buses	• Work with WYDOT for increased funding match this next year. • To offset lack of revenue and pay for PPE. • Mostly to help meeting local match requirements.	• Cleaning, and driver/passenger protocols (masks, do they look symptomatic, providing masks and hand sanitizer. • Sanitizing will increase. We now ask passengers if they are willing to ride with others not in their household. If

State	What criteria are you using to resume or increase service?	How does your agency plan to use and budget CARES Act funding?	Which protocols will you keep for the new normal?
Wyoming (cont.)	clean? Immunity from liability is important. • Cases in county. • Guidelines from the Wyoming Governor.	• Payroll for the drivers and dispatch. Purchase sanitizer and products like gloves, masks and fuel • Sanitizing supplies, face masks. loss of revenue due to low ridership. Sanitizing the motorcoaches more frequently.	they say no, then we take them individually. • We installed driver protection barriers and will probably leave them in place. We will likely continue with screening our door to door riders. • Allowing one passenger at a time. The sanitization procedures will continue.

Use of State RTAP Resources

	Training	Technical Assistance	Grants/Scholarships	Resource Library	Newsletter	State/Regional Conferences
Alaska						
Yes	1	0	0	0	0	0
No	1	1	1	1	1	1
Not Available	1	1	1	1	1	1
No Response	1	2	2	2	2	2
Alabama						
Yes	3	3	3	3	2	7
No	4	4	3	4	5	0
Not Available	0	0	0	0	0	0
No Response	0	0	1	0	0	0
Arkansas						
Yes	1	0	0	1	1	2
No	1	1	1	0	0	0
Not Available	0	0	0	0	0	0
No Response	0	1	1	1	1	0
Arizona						
Yes	1	1	1	1	1	1
No	0	0	0	0	0	0
Not Available	0	0	0	0	0	0
No Response	0	0	0	0	0	0
California						
Yes	10	8	11	7	8	7
No	8	10	7	11	9	9
Not Available	1	1	0	0	0	0
No Response	5	5	6	6	7	8
Colorado						
Yes	10	4	8	0	3	10
No	3	7	3	10	7	3
Not Available	0	1	0	1	1	0
No Response	1	2	3	3	3	1
Connecticut						
Yes	1	1	1	1	0	1
No	0	0	0	0	1	0
Not Available	0	0	0	0	0	0
No Response	1	1	1	1	1	1
Georgia						
Yes	9	4	3	2	2	7
No	8	10	12	11	10	9
Not Available	1	1	1	1	1	1
No Response	7	10	9	11	12	8

	Training	Technical Assistance	Grants/Scholarships	Resource Library	Newsletter	State/Regional Conferences
Hawaii						
Yes	1	0	1	0	1	1
No	1	1	0	1	0	0
Not Available	0	0	0	0	0	0
No Response	0	1	1	1	1	1
Iowa						
Yes	6	4	3	7	6	3
No	2	3	3	1	1	4
Not Available	0	0	1	0	0	0
No Response	1	2	2	1	2	2
Idaho						
Yes	3	3	2	1	1	2
No	0	0	0	0	0	0
Not Available	0	0	0	0	0	0
No Response	0	0	1	2	2	1
Illinois						
Yes	9	8	1	7	7	10
No	5	6	9	6	6	4
Not Available	0	0	1	0	0	0
No Response	1	1	4	2	2	1
Indiana						
Yes	15	14	4	14	12	14
No	0	0	9	0	2	1
Not Available	0	0	1	0	0	0
No Response	1	2	2	2	2	1
Kentucky						
Yes	6	1	2	1	1	4
No	0	4	3	4	4	1
Not Available	0	0	0	0	0	0
No Response	0	1	1	1	1	1
Louisiana						
Yes	3	0	0	2	1	2
No	1	2	2	1	2	1
Not Available	0	1	1	0	0	0
No Response	1	2	2	2	2	2
Maine						
Yes	1	1	5	0	1	5
No	3	3	1	4	3	1
Not Available	0	0	0	0	0	0
No Response	2	2	0	2	2	0

	Training	Technical Assistance	Grants/Scholarships	Resource Library	Newsletter	State/Regional Conferences
Michigan						
Yes	14	4	5	3	6	8
No	1	8	8	9	7	5
Not Available	1	2	2	2	2	2
No Response	1	3	2	3	2	2
Missouri						
Yes	6	5	0	4	6	5
No	0	0	3	0	0	1
Not Available	0	1	1	0	0	0
No Response	0	0	2	2	0	0
Mississippi						
Yes	2	1	1	0	0	2
No	0	1	1	2	2	0
Not Available	0	0	0	0	0	0
No Response	0	0	0	0	0	0
Montana						
Yes	4	4	6	2	3	3
No	5	4	3	6	5	5
Not Available	2	2	1	2	2	2
No Response	3	4	4	4	4	4
North Carolina						
Yes	9	3	4	5	5	3
No	4	7	8	6	6	9
Not Available	3	5	3	3	3	4
No Response	4	5	5	6	6	4
North Dakota						
Yes	8	3	2	2	4	6
No	2	4	5	5	4	4
Not Available	0	1	1	1	0	0
No Response	0	2	2	2	2	0
Nebraska						
Yes	11	7	4	9	10	11
No	2	6	9	3	2	2
Not Available	0	0	0	0	0	0
No Response	4	4	4	5	5	4
New Hampshire						
Yes	2	1	1	1	2	1
No	0	1	0	1	0	0
Not Available	0	0	0	0	0	0
No Response	0	0	1	0	0	1

	Training	Technical Assistance	Grants/Scholarships	Resource Library	Newsletter	State/Regional Conferences
New Jersey						
Yes	2	2	2	1	1	1
No	0	0	0	0	0	0
Not Available	0	0	0	0	0	0
No Response	0	0	0	1	1	1
New Mexico						
Yes	6	2	4	5	4	4
No	4	8	6	5	6	6
Not Available	0	0	0	0	0	0
No Response	1	1	1	1	1	1
Nevada						
Yes	6	3	2	1	3	4
No	0	3	4	5	2	2
Not Available	2	2	2	2	3	2
No Response	0	0	0	0	0	0
New York						
Yes	8	6	3	3	2	3
No	1	3	5	6	7	6
Not Available	0	0	1	0	0	0
No Response	0	0	0	0	0	0
Ohio						
Yes	12	7	5	6	4	8
No	5	9	10	9	9	7
Not Available	1	1	2	2	3	2
No Response	2	3	3	3	4	3
Oklahoma						
Yes	12	5	8	8	9	8
No	0	7	4	2	2	3
Not Available	1	1	1	1	1	1
No Response	1	1	1	3	2	2
Oregon						
Yes	6	5	3	4	3	7
No	4	5	6	4	4	3
Not Available	1	1	1	1	1	1
No Response	7	7	8	9	10	7
Pennsylvania						
Yes	2	3	0	2	2	2
No	2	1	4	2	1	2
Not Available	0	0	0	0	0	0
No Response	0	0	0	0	1	0

	Training	Technical Assistance	Grants/Scholarships	Resource Library	Newsletter	State/Regional Conferences
South Carolina						
Yes	6	4	5	3	3	5
No	0	2	1	3	3	1
Not Available	0	0	0	0	0	0
No Response	0	0	0	0	0	0
South Dakota						
Yes	3	3	3	2	0	3
No	0	0	0	1	3	0
Not Available	2	2	2	2	2	2
No Response	0	0	0	0	0	0
Tennessee						
Yes	5	4	2	5	2	4
No	1	2	4	1	3	1
Not Available	0	0	0	0	1	1
No Response	0	0	0	0	0	0
Texas						
Yes	6	4	5	4	4	6
No	1	4	3	4	4	2
Not Available	0	0	0	0	0	0
No Response	2	1	1	1	1	1
Utah						
Yes	2	1	1	1	1	2
No	1	2	2	2	2	1
Not Available	0	0	0	0	0	0
No Response	0	0	0	0	0	0
Virginia						
Yes	3	2	2	3	2	1
No	0	1	1	0	1	1
Not Available	1	1	1	1	1	1
No Response	0	0	0	0	0	1
Vermont						
Yes	2	0	0	1	1	2
No	0	2	2	1	1	0
Not Available	0	0	0	0	0	0
No Response	0	0	0	0	0	0
Washington						
Yes	5	5	5	6	6	7
No	4	5	5	4	4	3
Not Available	1	0	0	0	0	0
No Response	0	0	0	0	0	0

	Training	Technical Assistance	Grants/Scholarships	Resource Library	Newsletter	State/Regional Conferences
Wisconsin						
Yes	9	4	9	2	3	5
No	1	2	0	3	3	3
Not Available	1	1	0	1	1	0
No Response	2	6	4	7	6	5
Wyoming						
Yes	3	1	2	1	0	3
No	2	3	2	3	3	2
Not Available	0	1	1	1	1	0
No Response	0	0	0	0	1	0