



December 22, 2010

**eNEWS**

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***Message from the Executive Director***

Dear Colleagues:

As 2010 and my first seven months as Executive Director of National RTAP draw to a close, I'd like to take this opportunity to review some of this year's accomplishments and share with you some of our plans for the coming year.

2010 was a busy and productive year for National RTAP. Our mission, as a program of the Federal Transit Administration, is to work in concert with State RTAP managers to provide training resources and technical assistance to rural and Tribal transit operators. This year, we released two major training products: the "How to Buy a Vehicle" Primer and an updated training module, "Emergency Procedures for Rural Transit Drivers," complete with PowerPoint presentation, videos, instructor's and learner's workbooks, and an eLearning disc. New technical briefs covered FTA drug and alcohol testing requirements and FTA's Transit Bus Safety and Security Program. Our popular five-part webinar series "*The Dawning of a New Era - 10 New Imperatives for the Future of Rural Transit*" highlighted the trends that are shaping transit today.

As always, our Resource Specialists offered ongoing assistance through [www.nationalrtap.org](http://www.nationalrtap.org), phone calls and e-mails from customers by providing copies of materials, research and answers to questions. We also distributed our bi-weekly eNews throughout the year, full of the latest news items of interest to rural and Tribal transit communities (if you aren't already receiving eNews, please sign up at the bottom of our homepage!).

During 2010, National RTAP staff participated in a number of national conferences hosted by organizations such as TRB, APTA, AASHTO and CTAA, as well as Tribal and state transit meetings held at the state or regional levels. Exhibiting during vendor shows and making presentations about the program and its resources are great ways for us to reach out in person to state program managers and rural and Tribal transit providers, and we have a growing list of commitments for 2011.

Another outreach effort this year was a survey of State RTAP managers about the

resources and activities offered by their programs. The resulting State RTAP program inventory will identify gaps that the national program might fill and opportunities for sharing training and technical assistance resources among the states. A final report documenting the results of the survey will be completed early in 2011. One striking survey finding was the extremely high level of interest among State RTAP managers in webinars about new National RTAP products, and conference calls hosted by National RTAP that would allow state managers to talk with each other and share questions and best practices. Look for a webinar to kick off quarterly conference calls in January 2011, and webinars on new products as they are released throughout the year.

As part of our continuing efforts to refine and enhance [www.nationalrtap.org](http://www.nationalrtap.org), we recently launched a new layout and streamlined the website's functionality. The re-designed website will be the access point for a suite of web-based applications—or “web apps”—that will be rolled out throughout 2011. The first in the series will be ProcurementPRO, a web-based tool that will guide State DOTs and rural/Tribal transit operators through the federal procurement process. Other web apps will include, among others:

- General Transit Feed Specification (GTFS) Builder, a set of tools to help transit operators put route and schedule information into the format required by Google Transit and other online trip planners to build an interactive transit map
- 2 the Point Training, 2-minute-long video and printed versions of training materials that can be used in a variety of ways for quick, effective training sessions
- Website Builder, a tool that will enable operators and State DOT staff to create websites, or build RTAP pages for existing websites, quickly and easily
- Resource Center, a quick and easy tool for adding the entire National RTAP Resource Center to existing websites

We're very excited about the upcoming release of the web apps—National RTAP in the Cloud—and believe that we'll be using the Internet more and more in the future to disseminate training and technical assistance materials to build an online rural transit community.

Other products scheduled for release in 2011 include:

- “Customer Driven Service: Your Keys to Providing Exceptional Customer Experiences in Transit,” an update of the National RTAP module, “Building Quality Service”
- “Crossing Great Divides: Elder Mobility Resources and Solutions in Indian Country,” a guide developed jointly by National RTAP and the National Center for Senior Transportation (NCST)

- Transit Manager's Toolkit
- ADA Toolkit for Rural and Tribal Transit Operators and Customers
- National RTAP Conference and Tribal Transit Programs Meeting – stay tuned for details!

We hope that you find our products and services useful as you manage State RTAP programs or operate transit services in your rural or Tribal communities. Please check the website often for the latest developments, and send us e-mail or give us a call if you have any comments or suggestions.

On behalf of the entire National RTAP staff, best wishes for a happy, healthy holiday season and a wonderful New Year. We look forward to meeting and working with even more of you in 2011!

Sincerely,



Patti Monahan  
Executive Director

#### **Up-to-the-Minute Legislative News**

The Senate voted to extend federal highway and transit programs through March 4, making it the sixth stop-gap measure since the 2005 surface transportation law officially expired on September 30, 2009. The House is expected to concur with this resolution and send the bill to the President shortly.

#### **National RTAP Recently Released the Newly Revised Emergency Procedures for Rural Transit Drivers**

The *Emergency Procedures* module offers the most current training on preparedness for hazards and threats that transit operators may encounter. The module contains a Learner's Guide, a Self-paced eLearning Course Disc, an Instructor's Guide, a disc with videos and a trainer's PowerPoint presentation. Email [info@nationalrtap.org](mailto:info@nationalrtap.org) or call 888-589-6821 to order.

#### **FTA Awards Indian Tribes \$15.1 Million for Public Transportation Improvements**

Tribal Transit funds will provide grants to tribes for 59 separate projects, including transit equipment purchases and facility construction and improvements. Participants under this program include federally-recognized tribes and Alaska Native villages. A complete list of projects receiving assistance can be found [here](#).

**The Disability Rights Education and Defense Fund (DREDF) ADA Topic Guides**  
DREDF recently released a series of Topic Guides on Americans with Disabilities Act

(ADA) Transportation. The next webinar will be on Telephone Hold Time in ADA Paratransit on January 11<sup>th</sup> from 2:00 to 3:30 p.m. EST. [Register here](#).

**2011 Achievements in Transit Training Awards Deadline Extended**

NTI is now accepting nominees for the 2011 Achievements in Transit Training Awards through January 14, 2011. All members of the transit community are invited to nominate individuals and teams for these awards. [Click here to download](#) the Awards Nomination Criteria brochure.

**Become a Peer & Recruit a Peer**

The National RTAP Peer-to-Peer Program is a free national network of transit professionals who work to promote the success of rural transit by linking knowledgeable professionals together to provide each other with problem-solving support. [Click here to get started!](#)

A program of the Federal Transit Administration administered by Neponset Valley TMA

[Click here to download and print](#)

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