

National RTAP



Rural Transit Assistance Program

eNews

September 1, 2011. National RTAP is a program of the Federal Transit Administration dedicated to creating rural and Tribal transit solutions through technical assistance, partner collaboration and FREE training materials.

Get Your System on the Map with National RTAP's GTFS Builder

National RTAP has developed a free web app, GTFS Builder, a tool that can be accessed through National RTAP in the Cloud. GTFS Builder gives step-by-step instructions on how a transit system can put its schedules and associated maps into a format that is compliant with the General Transit Feed Specification (GTFS), the format required by Google Transit and other online trip planners. Please see [our website](#) for more information.

Tribal Transit Program Submissions Due September 26, 2011

FTA has made more than \$15 million available for Public Transportation on Indian Reservations Program (Tribal Transit Program). Complete proposals are due on [Grants.gov](#) by September 26, 2011. Instructions for applying can be found on [FTA's website here](#). For more information, please see the [Notice of Funding Availability here](#).

Visit National RTAP at APTA's Free 2011 EXPO

Held every three years in conjunction with the American Public Transportation Association's (APTA) Annual Meeting, EXPO is public transit's premier showcase of technology, products and services. Join the more than 17,000 public transportation professionals and 750 exhibitors--including National RTAP--in New Orleans this October 3-5 for APTA's EXPO 2011. [Click here for more information on APTA's 2011 EXPO.](#)

Register Now for the Free Webinar, Public Transportation Performance Measures

Join ICF for a free webinar that highlights a report ICF recently completed for the National Cooperative Highway Research Program (NCHRP) on current and best practices in the use of public transportation performance measures by state DOTs. These objectives include maximizing the use of existing assets, enhancing transit service in rural areas, and supporting mobility, accessibility and economic competitiveness goals. The webinar will be held September 14 at 12:00 p.m. Eastern. [Click here to register and learn more.](#)

Save the Date--National RTAP / FTA / NTTA Training and Technical Assistance Conference & Rodeo 2012!

The conference and rodeo will take place March 18-21, 2012 at the Radisson Fort McDowell Resort in Scottsdale, Arizona. The conference agenda will be coming soon and will be posted on

www.nationalrtap.org. Visit the website or call 888-589-6821 for updates.

Order National RTAP's Customer Driven Service

Customer Driven Service is a training module that focuses on teaching transit staff that interact with customers the importance of customer service, as well as providing them with the tools and training they need to provide excellent customer service regardless of the situation or who the customer may be.

The free, newly revised 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 or call 888-589-6821 to order.

Product Spotlight: National RTAP's Problem Passengers, Challenging Situations Module

The *Problem Passengers, Challenging Situations* module portrays the difficult situations rural transit providers may face, such as verbal abuse, sexual advances, dementia, incontinence, fare refusal, offensive odors, weapons and seizures, and discusses appropriate driver response. The module comes with a Learner's Guide and video. Email info@nationalrtap.org or call 888-589-6821 to order.

Quick Links...

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Contact Information

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