

## Training Modules

Product	Description	Components	Date Released
Substance Abuse Awareness Training for Employees	60 minute FTA Required Training	eLearning Course	2016
START Training	Focuses on safety training for rural drivers. Now available in a recently updated online format through our LMS!	Instructors Guide; Learners Guide with CD, eLearning	2015
Top Shops: Emergency Management in Vehicle Maintenance Facilities	Provides emergency management training for agencies who do in-house maintenance. Top Shops is primarily available online although booklets for instructor led training are available.	eLearning, Instructor Led Training Booklets	2015
2 the Point Training	Quick refresher training cards on various training topics including defensive driving, customer service and ADA	PDF, Website, eLearning	2013
Crossing Great Divides: A Guide to Elder Mobility Resources and Solutions in Indian Country	Provides an overview of elderly mobility in Indian Country, including solutions from the field and funding resources for improving service	Resource Guide	2011
Customer Driven Service, Your Keys to Providing Exceptional Customer Experiences in Transit	Trains transit staff to provide excellent customer service in a variety of situations	Instructors Guide with Instructors DVD; Learners Guide with self-paced eLearning CD	2011
Emergency Procedures For Rural Transit Drivers	Offers basic tools to prepare for and confront on-the-road emergencies; for new and experienced drivers	Instructors Guide with Instructors DVD; Learners Guide with self-paced eLearning CD	2010
How to Buy a Vehicle	Provides a variety of resources and information to help simplify the vehicle procurement process	Resource Guide	2010
Scheduling & Dispatching for Rural Transit Systems	Describes the scheduler's and dispatcher's roles and responsibilities, and introduces ITS technologies	Resource Guide with self-training CD	2009
Boards That Perform	Addresses the roles, issues and responsibilities involved in being a transit board member	Resource Guide with training CD.	2008
Fundamental Financial Management For Rural Transit Agencies	Covers basic financial accounting such as revenue and cash management, budgeting, audits and cost allocation	Resource Guide with CD	2006
Roles & Responsibilities of Transit Managers	Helps managers achieve more cooperation, stronger teamwork,	Resource Guide with 3 DVD videos	2004

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	better attitudes, and effective results		
Threat & Vulnerability Toolbox	Guides rural transit managers through the process of setting priorities for safety, security and emergency preparedness	DVD training package and video	2003
Introduction to Preventive Maintenance	Demonstrates ways to carry out a preventive maintenance program	Resource Guide with DVD video.	2002
Problem Passengers; Challenging Situations	Offers strategies to drivers for handling difficult situations safely	Resource Guide with DVD video	2002
Public and Private Partnerships In Rural Transit Systems	Offers examples of partnerships between neighboring organizations to extend available resources	DVD Video	1998
Transportation Coordination	Describes benefits of coordination and offers examples of various approaches to partnership efforts	Resource Guide with DVD video	1995
Risk Management for Rural Transit Managers	Explains the basics of risk management, how to analyze risk, and how to select appropriate financing measures	Instructors Guide with Instructors DVD; Learners Guide	1993
Essential Skills for Trainers	Provides important principles and techniques for training.	Trainer and Participant Guide with DVD video	1991

### Technical Briefs (available online)

Product	Description	Format	Date Released	Availability
<b>eLearning Technical Brief</b>	Learn more about how you can get started with our Learning Management System including instant access to National RTAP Trainings and tracking employee progress.	PDF	2015	Online
<b>Top Shops Technical Brief</b>	This technical brief introduces the National RTAP eLearning portal – a new way to access training from National RTAP.	PDF	2015	Online
<b>Oversized Wheeled Mobility Devices</b>	Evaluates issues related to transporting oversized wheelchairs and suggests best practices for securing and supporting oversized mobility devices.	PDF	2015	Online
<b>Grant Writing Made Easy: How to Write a Successful Grant Application</b>	Outlines the steps for writing a high-quality grant application	PDF	2014	Online
<b>Used Oil Recycling: Getting Extra Mileage Out of Your Motor Oil</b>	Suggests alternative methods for getting rid, and making use of, used motor oil	PDF	2014	Online
<b>Copyright: Tips for Being a Good Digital (and Real-World) Citizen</b>	Explains the importance of adhering to copyright laws. Gives practical advice	PDF	2012	Online

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	for following copyright laws online and in the workplace. Helps transit agencies protect their rights by developing a copyright policy.			
<b>Driving Your Online Presence: The Importance of Creating a Website for your Transit Agency</b>	Addresses why it's important for your transit agency to have a website, and provides tips for improving existing websites	PDF	2012	Online
<b>Training Adult Learners: How to Reach and Engage Your Audience</b>	Discusses the characteristics and learning processes of adult learners, and provides tips for planning and delivering training programs, conducting webinars, and using learning technologies.	PDF	2012	Online
<b>Customer Driven Service</b>	Outlines the format, content and use of the Customer Driven Service training module	PDF	2011	Online
<b>Drug and Alcohol Testing DOT and FTA Compliance</b>	Provides guidance for employers who drug test safety-sensitive employees, and prepares employees for what to expect	PDF	2011	Online
<b>Emergency Procedures for Rural Transit Drivers: The Latest Safety and Security Training Module</b>	Outlines the format, content and use of the Emergency Procedures training module	PDF	2011	Online
<b>GTFS Builder</b>	Provides an overview of the National RTAP web application, GTFS Builder	PDF	2011	Online
<b>Leveraging Social Media: Spreading the Word and Enhancing Community Participation</b>	Explores the use and potential impact of social media as a marketing and community participation tool for transit providers	PDF	2011	Online
<b>Livable Communities: Tips for Designing Transit Services and Infrastructure that Promote Livability</b>	Discusses characteristics of livable communities, suggests improvements to infrastructure and transit, and provides grant opportunities for initiatives	PDF	2011	Online
<b>Narrowbanding: Quick Tips and Fast Facts on Deadlines and Requirements</b>	Explains the FCC's mandated narrowbanding changes, including important dates and grants to help those affected	PDF	2011	Online
<b>Partnering with Greyhound</b>	Provides details about how transit systems can partner with Greyhound to provide expanded service	PDF	2011	Online
<b>Customer Service in Transit: How to Identify and Meet Customer Needs</b>	Details the need for excellent customer service and provides tips for implementing a successful program	PDF	2010	Online
<b>Exceptional Customer Service Across Generations</b>	Explores the impact of a multigenerational workforce on transit system operations and customer service	PDF	2010	Online
<b>FTA Transit Bus Safety and Security Program: Providing Technical Assistance to Rural Transit Systems</b>	Provides an overview of the framework and functions of FTA's Bus Safety and Security Program	PDF	2010	Online

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<b>Make Business Part of Rural Transit's Business</b>	Explains how rural transit operators can form partnerships with businesses based on workforce arguments	PDF	2010	Online
<b>Measure and Report Your Impacts: How to Assess Your Impact and Tell Your Story</b>	Explains how transit operators can measure impacts and use that information to leverage community support	PDF	2010	Online
<b>The Dawning of a New Era in Transit: Major Trends</b>	Discusses major trends developing across America that will affect transit in the future	PDF	2010	Online
<b>The Dawning of a New Era in Transit: Ten Strategic Imperatives</b>	Outlines ten ways in which transit professionals can shape the role and impact of transit in America	PDF	2010	Online
<b>Applying Good Business Practices: Hiring, Training and Evaluating Employees</b>	Effective ways to recruit, hire and retain the right people in a customer service-driven system	PDF	2009	Online
<b>Developing, Designing and Delivering Community Transit Services</b>	Discusses leadership, service policy, vehicle selection, routing, scheduling, passenger assistance, and driver training	PDF	2009	Online
<b>Getting Started: Creating a Vision and Strategy for Community Transit</b>	Describes process for starting, expanding or modifying an transit system	PDF	2009	Online
<b>Healthy Habits</b>	Explains symptoms of, and provides tips for, reducing stress and fatigue	PDF	2009	Online
<b>Incident Management: Responding to Transit Incidents</b>	Outlines some challenges that arise during an incident, identifies actions that can be taken, and discusses response procedures	PDF	2009	Online
<b>Leading the Rural Transit Agency</b>	Introduces concepts that will help rural transit leaders in decision making, setting goals and priorities, and communicating	PDF	2009	Online
<b>Managing System Safety for Rural Transit</b>	Outlines how to develop a comprehensive system safety program for rural transit agencies	PDF	2009	Online
<b>Mobile Driver Training Simulators</b>	Provides information about mobile driver training simulator units	PDF	2009	Online
<b>Operating the Rural Transit Agency</b>	Offers topics and resources required to run a rural transit agency under federal regulations	PDF	2009	Online
<b>Responding to Transit Incidents</b>	Provides a framework for responding to transit incidents, including identifying key players, actions and procedures	PDF	2009	Online
<b>Risk Management for Rural Transit Systems</b>	Defines risk management, provides examples, and describes the process of developing a risk management program	PDF	2009	Online

<b>The Benefits of Electronic Grants Management Systems</b>	Details the benefits and best practices of building an electronic grants process	PDF	2009	Online
<b>The HIPAA Rule's Effect on Rural Transit Agencies</b>	Provides a basic understanding of HIPAA's privacy protections in relation to non-emergency medical transportation	PDF	2009	Online
<b>Transit's Role in Emergency Response</b>	Suggests general guidelines for each stage of a critical emergency	PDF	2009	Online
<b>Understanding the Disadvantaged Business Enterprises (DBE) Program</b>	Outlines an overview of the DBE program for DOT-funded agencies; includes requirements, goal setting and monitoring	PDF	2009	Online
<b>Vehicle Maintenance: Reducing the Cost of Fuel Consumption</b>	Provides a checklist of fuel saving maintenance measures that also reduce maintenance costs and minimize emissions	PDF	2009	Online
<b>Vehicle Procurement</b>	Guides 5311 grant recipients on how to buy new vehicles	PDF	2009	Online
<b>Working with Volunteers – Resource List</b>	Offers an overview of resources for volunteer programs, including insurance, training, recruiting and maintaining a volunteer pool	PDF	2009	Online
<b>Writing a Coordinated Human Service Transportation Plan</b>	Provides resources to develop a coordinated human service transportation plan	PDF	2009	Online
<b>Advocating for Your Transit System</b>	Discusses establishing a formal advocacy plan, and offers ideas for immediate implementation	PDF	2008	Online
<b>Contracting with Private Providers</b>	Advises whether a transit system needs to hire a contractor, how to research private providers, RFPs, and managing contracts	PDF	2008	Online
<b>Developing Effective Policies and Procedures</b>	Outlines important areas within your agency for which policies and procedures need to be drafted	PDF	2008	Online
<b>Federal Motor Carrier Safety Administration Regulations and Interlining Transportation for Rural Transit Providers</b>	Gives an overview of FMCSA regulations that affect rural transit; defines interlining, and requirements for interlining	PDF	2008	Online
<b>Insurance and Risk Management</b>	Describes the benefits and drawbacks of forming a risk retention pool and the steps to take to get started	PDF	2008	Online
<b>Tools for Rural Transit Systems: Google Transit</b>	Explains the benefits of using Google Transit to make schedule and route information available online for free	PDF	2008	Online
<b>Volunteers in Transportation: Some Issues to Consider</b>	Lists the advantages and disadvantages of utilizing volunteers, and provides ways to show appreciation	PDF	2008	Online

<b>Advisory versus Governing Boards</b>	Provides definitions of, and guidance for advisory and governing boards	PDF	2007	Online
<b>Performance Evaluation for Rural Transit Systems</b>	Discusses how to assess and interpret your rural transit system's performance	PDF	2007	Online
<b>Roles and Responsibilities of Transit Board Members: What Every Board Member Should Know</b>	Provides a list of what new board members should know about the organization	PDF	2007	Online
<b>American Indian Transportation: Issues and Successful Models</b>	Raises issues faced by American Indians: sovereignty, funding, coordination, computerization and economic growth	PDF	2006	Online
<b>Emergency Information Dissemination</b>	Explains the importance and objectives of a prepared crisis communication plan	PDF	2006	Online
<b>Emergency Response Checklist – During Normal Operating Hours</b>	Identifies the responsibilities of the Emergency Response Coordinator in an emergency that occurs during normal hours	PDF	2006	Online
<b>Emergency Response Checklist – After Normal Operating Hours</b>	Identifies the responsibilities of the Emergency Response Coordinator in an emergency that occurs after operating hours	PDF	2006	Online
<b>Developing and Maintaining a Transit System Personnel Policy</b>	Explains the need for creating a Personnel Policy Manual and provides a list of considerations for development	PDF	2002	Online
<b>Roles and Responsibilities of Transit Board Members: Board Member Responsibilities</b>	Outlines key transit board member responsibilities	PDF	1991	Online

### National RTAP in the Cloud Online Web Applications

<b>Product</b>	<b>Description</b>	<b>Format</b>	<b>Date Released</b>	<b>Availability</b>
<b>Contact Builder</b>	Communicate with customers with this web-based email marketing tool	Web App	2013	Online
<b>EventShare</b>	Manage, publish and share events online, and view events sponsored by other organizations	Web App	2013	Online
<b>GTFS Builder</b>	Allows your agency to create and manage General Transit Feed Specification (GTFS) data for on-line trip planning and other uses	Web App	2011	Online
<b>ProcurementPRO</b>	Provides the appropriate federal clauses and certifications regarding federal procurement requirements and processes when utilizing federal funds to procure vehicles or other materials	Web App	2011	Online

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<b>Website Builder Version 2</b>	Build and manage a free website for your organization by using our template, design tools, and easy to follow videos	Web App	2014	Online
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### Toolkits and Other Products

Product	Description	Format	Date Released	Availability
<b>ADA Toolkit</b>	Everything rural and tribal transit managers need to know about ADA compliance	Online Toolkit	2014	Online
<b>Bus Roadeo Toolkit</b>	How to run a roadeo from planning to judging and scoring the event.	Online Toolkit, DVD	2014	Online, DVD
<b>Directory of State RTAP Managers</b>	Online listing of RTAP managers from each state and US Territory	Online Directory	2009	Online
<b>Directory of Trainers</b>	Listing of trainers and their topic specialties by location	Online Directory	2014	Online
<b>How to Find Almost Anything Toolkit</b>	Guide to finding information on- and off-line, including lists of free and low-cost resources by topic	Online Toolkit	2014	Online
<b>Marketing Transit Toolkit</b>	A toolkit to guide your transit organization through developing a marketing plan and creating marketing materials	Online Toolkit	2015	Online
<b>Rural INTDAS</b>	A Rural NTD Module developed by National RTAP to assist transit operators with accessing relevant data	Online Tool	2007	Online
<b>State RTAP Manager's Toolkit</b>	Guide to setting up and managing a state RTAP program	Online Toolkit	2014	Online
<b>State RTAP Managers' Forum</b>	Online forum for RTAP Managers to communicate with each other and share information	Online Forum	2014	Online
<b>Transit Manager's Toolkit</b>	Comprehensive information for transit managers to ensure that their agencies run smoothly and are in compliance with FTA 5311 Regulations	Online Toolkit	2014	Online

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