



*Winter Edition*  
**eNEWSLETTER**





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## NEED TRAINING?

Call our office to schedule training for your agency at 1.573.341.6155

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



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# LETTER FROM THE MANAGER

## DEAR TRANSIT FRIENDS,

Happy holidays from the entire Missouri RTAP staff. Another year has come and nearly gone, yet it seems like only a few weeks ago we were visiting with everyone at the MPTA conference in Springfield. It has been a meaningful year as we wrapped up the first five years of managing the program. Over the past several weeks, we have worked tirelessly on the proposal for the new contract. Writing the proposal gave us an opportunity to reflect on all of the partnerships we have forged. Strengthening our relationship with the transit agencies we serve has been key to the development of an effective and efficient RTAP program. We have been able to build on where we started in 2012 by relying on the experience of our staff, understanding our customer base, and building trust with our customers. Our strong performance over the past five years is a result of the efficient processes we have developed for coordination and outreach to deliver high-quality training and technology transfer to the transit agencies.



Heath Pickerill, Missouri RTAP Manager

The proposal process also allowed us to outline our plans for the next few years. For example, I have traveled throughout the state alongside MoDOT personnel meeting with transit agencies in past years to assess your needs and satisfaction with the program. This proved very valuable in highlighting some additional training needs. I would like to hold similar meetings in the coming year to identify topics of interest beyond those that we currently offer. While we wait for the proposal review process to be completed, we remain hopeful that our experience and passion for RTAP will allow us to continue providing training and services to rural transit agencies throughout Missouri for the next five years.

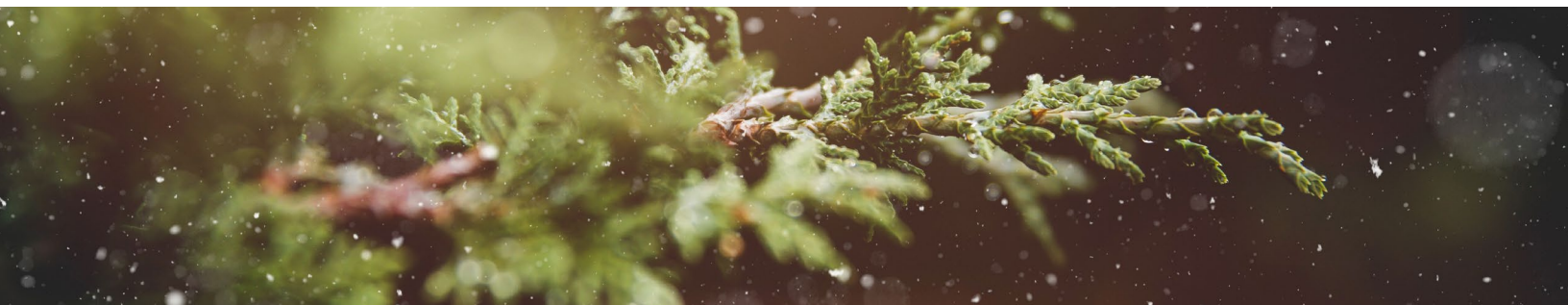
I recently had the opportunity to attend a MPTA board meeting and speak about Missouri LTAP. It was a wonderful opportunity to share details about our services to those board members not familiar with the program. As a follow-up, we have been invited to present at next year's MPTA conference being held at the Holiday Inn Executive Center in Columbia September 19-21, 2018. It is never too early to start planning to attend. Mark your calendars now! We will of course send out reminders next year to allow adequate time to submit all travel requests for scholarship reimbursement to which there are no foreseeable changes in the guidelines.

If you have anything exciting planned for 2018 in your agency or something from this past year you would like to recap, please let us know. We would love to include it in the first quarter eNewsletter for 2018. Additionally, if you know someone who is not receiving the eNewsletter, make their holidays brighter by forwarding this to them. They may also contact the MO-RTAP office to be added to the email list. In closing, I want to wish everyone a very safe and happy holidays from Missouri RTAP.

Season Greetings!

A handwritten signature in black ink that reads "Heath Pickerill".

Heath Pickerill  
Missouri RTAP Manager







# Rural and Small Town Public Transit Ridership Increased Nearly 8% Since 2007

*Seniors, Veterans and people with disabilities have the highest public transit use, per APTA Study*

**WASHINGTON, DC.** While America's rural population declined by more than half a million people, small town and rural public transit ridership has increased nearly eight percent (7.8 percent) from 2007 to 2015, according to a new study by the American Public Transportation Association (APTA).

The study authors of Public Transit's Impact on Rural and Small Towns show that public transit's affordability and the demographic makeup of these areas combine to make public transit desirable for rural and small town populations. Seniors, veterans and people with disabilities have the highest public transit use in these areas.

"We know the impact of public transportation in urban areas, however, people may not realize it is a lifeline service for many in rural and small communities," said APTA Acting President and CEO Richard A. White. "As the Administration and Congress begin to discuss the prospects for creating a new infrastructure initiative, it is crucial to include investments in public transportation because of its importance among seniors, veterans and those with disabilities in these communities. In addition, a commitment from Congress to fully fund public transportation through the FAST ACT will also be essential in serving their needs."

Authors of the report note that rural and small town residents with disabilities particularly rely upon public transportation. These residents take nearly 50 percent more public transit trips than unimpaired people. There are 2.9 million veterans residing in rural and small towns, which make up 33 percent of the veteran population enrolled in the VA health care system. Public transit can help this population access needed services, particularly wounded veterans with limited mobility, according to the report.

"Public transit is an important factor supporting these rural and small town economies by connecting people with local businesses, healthcare and job opportunities," said Scott Bogren, Executive Director, Community Transportation Association of America (CTAA). "Because of the consistent resiliency of ridership in these areas, increased funding will be crucial to address growing demand and capital needs."

The authors of the report noted that seniors make up a larger portion of rural and small town populations (17%) compared to urban populations (13%). This is because most seniors want to age in place while many younger adults head for higher employment urban areas after they finish school.

Taking public transit can help reduce vehicle expenditures related to fuel and maintenance. In fact, rural and small town households spend nearly seven percent more of their budgets on transportation than those in urban households. Overall, costs of operating even an older car can cost \$3,000 annually or \$20 per trip. A five-mile rural public transit trip costs nearly \$7 compared to a \$10-15 cab fare.

"Expanding public transit in rural and small towns provides a safe alternative that helps reduce the risk of road accidents for vulnerable populations; while at the same time, its use promotes active lifestyles," said White. "Growing investments in rural public transit can have a big impact and increased federal investment can help address this."

To read the report in its entirety go to [www.apta.com/rural](http://www.apta.com/rural).

Article resource: <http://www.apta.com/mediacenter/pressreleases/2017/Pages/Public-Transit-Impact-on-Rural-and-Small-Towns.aspx>

# PUBLIC TRANSIT'S IMPACT IN RURAL AND SMALL TOWNS



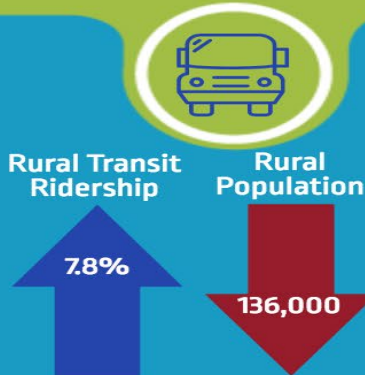
## A Vital Mobility Link



Click to download the full APTA-CTAA report, *Public Transit's Impact on Rural and Small Towns*

### BY THE NUMBERS

#### Rural Transit's Importance in the Community



While rural America lost more than 136,000 residents from 2010-2014, rural transit ridership increased by 7.8 percent 2007-2015.



Percentage of rural areas that are older persons (versus 13% in urban areas)



Rural Americans with disabilities take 50% more trips on transit than unimpaired



Rural transit's multiplier effect is \$3.55 for every \$1 invested



One third of American veterans live in rural areas (2.9 million)

### IMPORTANT

Over the past two decades, the number of rural and small town transit agencies has increased to more than 1,400.



### INEQUALITY OF OPPORTUNITY



People in rural areas have a harder go at it than urban dwellers. An imbalance of resources and trends towards urbanization make rural transit even more essential.

**\$44,212**

Rural



Average Income



**\$58,260**

Urban

**15%**

Rural



Rate of Poverty



**12%**

Urban

**\$434/29%**

Rural



Healthcare Costs  
(Median annual expenses / out-of-pocket costs)



**\$418/23%**

Urban



As rural isolation and economic imbalance increase, so too does the need for rural mobility options. Rural transit offers a means to overcome these challenges and reduce societal costs by connecting people with employment, healthcare, education and other resources.





## OATS FORMS TRI COUNTY TRANSIT IN CAMDENTON TO MEET DEMAND

With community based employment as a Senate Bill 40 focus, there has been an explosion in demand for transit services in the Camdenton area. OATS through a partnership with Camden County Developmental Disability Resource who provided the local funding match and many local stake holders formed Tri-County Transit to meet the demand in July 2017.

According to Jack Heusted, Regional Director of the Mid-Missouri Region for OATS, Inc., "Our focus was to extend operating hours to assist individuals with employment transportation. However, the service is also available for other needs such as shopping, medical, nutrition, recreation and other essentials as capacity and time slots allow."

The Tri-County Transit operating hours are Monday thru Friday 2 pm to 8 pm and 9 am to 3 pm Saturday and Sunday. Fares for the Tri-County Transit are \$5 round-trip within the city limits, \$7 for county service and \$9 for adjacent county service. Residents may schedule rides by calling OATS Mid-Missouri Regional Office at (800) 269-6287 or (573) 449-3789.

As a 501(c)3 organization, plans are in the works to seek grant funding to expand the services.

Resource: <https://mopublictransit.org/2017/11/10/oats-forms-tri-county-transit-camdenton-meet-demand/>

## Missouri Town Becomes Christmas Village Year after Year

Now that December has arrived you've probably started planning all the fun holiday outings that your family enjoys once a year. Plan to add a trip to St. Charles to your list of must visit Christmas villages. This magical holiday festival has been held each December in St. Charles for over 40 years. Every year the event becomes larger and even more magical so be sure to visit before St. Nick heads back to the North Pole!

Every year the streets of historic St. Charles transforms into a magical Christmas village. The town decorates their

businesses with garland, bow, and lights in preparation for the month long celebration.

Once Thanksgiving is over, the classic Christmas characters hit the street to welcome you to St. Charles Christmas Traditions. Keep an eye out for Jack Frost, he is always getting into mischief. However, be sure to stop and say hello to the Sugar Plum Fairy who often hands out sweets to children.

In addition to finding your favorite holiday characters, visitors can enjoy classic holiday festivities like visiting Reindeer. Enjoy chestnuts after they've been roasted on an open fire. Be sure to listen to the yuletide carols sung by the choir. You can see the whole Christmas village by carriage which makes the entire event much more magical. On your way home you can stop and see all the beautiful lights that adorn the businesses, trees, and parks in historic St. Charles.

St. Charles Christmas Traditions only lasts until Dec. 24th so plan your visit soon or you'll have to wait until next year. Find all the holiday cheer at 230 S Main St., St. Charles.

**For more visit: [http://www.onlyinyourstate.com/missouri/christmas-village-mo/?utm\\_medium=email&utm\\_source=missouri&utm\\_campaign=newsletter](http://www.onlyinyourstate.com/missouri/christmas-village-mo/?utm_medium=email&utm_source=missouri&utm_campaign=newsletter)**





# 2018 Federal Transit Grant Compliance Requirement Workshops

## How Do Transit Grant Compliance Requirements Impact You?

When an agency accepts Federal Transit Administration (FTA) assistance through a transit grant funded project, whether for a capital project, such as a bus, van, or for public transit operating assistance, then there are grant contract terms and conditions (federal requirements) that continue for the life of the project. FTA requires MoDOT to assure compliance with these requirements.

MoDOT will continue to review all agencies receiving FTA funding for conformance to these requirements.

The Transit Section of the Missouri Department of Transportation (MoDOT) will hold five (5) workshops

January 22-26, 2018 to address federal transit grant requirements and MoDOT's compliance reviews approach for 5309/5339, 5310 and 5317 sub-recipients. MoDOT has retained Milligan & Company to assist with the implementation of this program. Milligan will make workshop presentations and work with MoDOT to conduct on-site grantee reviews. These workshops will provide technical assistance as well as assure greater compliance. *Sessions run 9 am - 3 pm at the locations listed below:*

*(Note – Section 5310 & 5317 funded agencies need only attend the morning portion)*

## 2018 TRANSIT WORKSHOP AGENDA / OVERVIEW

### Oversight and Compliance Presentation

Legal Status & Governance  
Project / Grant Administration  
Procurement  
Equal Employment Opportunity  
Service Provisions & Eligibility  
Safety & Security  
Non-discrimination / Civil Rights  
Grant Applications

Organizational Control Environment  
Financial Management  
Disadvantaged Business Enterprise  
Asset Management  
Americans with Disabilities Act  
School Bus and Charter Bus  
Planning and Coordination  
Vehicle Acquisition Repair & Disposal

#### **JANUARY 22**

MoDOT SE District Office  
District Conference Room  
2675 North Main Street  
Sikeston, MO 63801

#### **JANUARY 23**

MoDOT Transport Mgmt. Center (St. Louis)  
Conference Room 209  
14301 South Outer U.S. 40 Road  
Chesterfield, MO 63017

#### **JANUARY 26**

MoDOT KC District Office  
Conference Rooms 136 East & West  
600 NE Colbern Road  
Lee's Summit, MO 64086

#### **JANUARY 24**

MoDOT NE District Office  
Mississippi River Conference Room  
1711 S. Highway 61  
Hannibal, MO 63401

#### **JANUARY 25**

MoDOT Central District Office  
Muri Conference Room  
1511 Missouri Blvd.  
Jefferson City, MO 65102

**ONLINE  
REGISTRATION**

**FOR ALL WORKSHOPS**



# MOBILITY MANAGEMENT: STEP BY STEP

National Center for Mobility Management (NCMM)

**THERE ARE TWO MAIN ACTIVITIES THAT MOBILITY** management professionals must perform to connect people with transportation solutions. The first is to understand the customer (or population) they are serving. The second is to have a complete understanding of all of the transportation services and providers within the service area their customers live and are traveling to and from. Once a mobility manager has a handle on those two main actions the step-by-step process of connecting customers to transportation solutions can begin. This section will detail the process by which a mobility manager understands customers' needs and builds a database of transportation options in the community and/or region. What follows is a condensed five step process that lays out the cycle of mobility management from beginning to end and back again.

## Step 1: Understanding Your Customers

To serve all the different types of customers, a mobility manager-- in concert with partners, must first understand the needs of those customers. This step focuses on how to do that by first identifying who a mobility manager's customers are and then exploring how to begin to understand their transportation and other needs.

It is important to understand that the customers of a mobility manager are not just the individuals who are seeking transportation, customers can also include other organizations and the community as a whole.

Broadly speaking, there are four types of potential "customers" of mobility management professionals:

- Individual riders and their caregivers
- Particular groups of individuals (e.g., the general public, rural residents, people with disabilities, those needing medical trips, etc.)
- Agencies and transportation providers that serve groups of individuals
- The mobility management network itself

As a new mobility manager, it may be overwhelming to work with many different types of customers at once. Partner organizations can help prioritize which customers get top priority. Keep in mind that these priorities will likely change over time.

The most straightforward way to learn about individual riders' needs is through one-on-one or group conversations. Those individual conversations may take place after a referral from an agency or a family member or when an individual makes direct contact. For individuals with emotional, cognitive, or communication disabilities, it is important to bring family members and or other caregivers into the conversation to ensure the group forms a complete picture of needs and resources.

If a mobility manager is hired to work directly with individuals, it is likely that those individuals will have complex transportation needs. To guide the process of discovering these needs, we have created an Individualized Transportation Needs Assessment tool. The tool is available for download [here](#) and use it as is or it can adapt to specific requirements.

The Needs Assessment tool consists of six steps that are arranged in a manner to help guide mobility management professionals through the process of collecting all pertinent information from individuals or groups. If you have any questions about the contents of the Needs Assessment tool, its implementation in the field or have trouble downloading the file from the link above please contact the Regional Liaison for the local area.

As previously mentioned, collection of this information can be done through direct interviews. However, there is also the possibility of building a network of healthcare and human service organizations which may be able to provide a mobility manager with much of the information needed about individuals and groups. This is the point at which the other customer types become more relevant to a mobility manager's work. By both requesting



information from and assisting other organizations in finding transportation solutions for people they come in contact with, a mobility manager is serving groups of people and other agencies as well as their mobility management network as a whole.

In terms of serving employment and human service needs, the mobility manager can work with staff within these agencies, such as job developers, social workers, or case managers. In so doing, mobility management professionals can leverage the relationships these professionals already have established with individuals. Thus, the mobility manager's "customers" are also staff at workforce or human services agencies. Mobility management professionals need to understand the reality of these professionals' daily lives and how to best serve them. For example, what is the most effective way for a mobility manager to inform them about transportation services that will help their clients? What type of process for collecting data on client unmet needs is the least burdensome for agency staff? How should mobility management professionals approach these agencies and their directors?

Thus, the mobility manager's "customers" are also staff at workforce or human services agencies. Mobility management professionals need to understand the reality of these professionals' daily lives and how to best serve them. For example, what is the most effective way for a mobility manager to inform them about transportation services that will help their clients? What type of process for collecting data on client unmet needs is the least burdensome for agency staff? How should mobility management professionals approach these agencies and their directors?

A mobility manager's "customer" could be the organization or agency itself, which also has needs. Employment, social services, and other agencies often identify missed or late appointments as a frustrating and costly issue. When individuals have effective options to travel around their community, this can help reduce the number of late or missed appointments, can lower resistance to following through with referrals, and enhance their ability to adhere to training or treatment regimens and/or maintain employment.

Another customer could be businesses. Employers are often concerned when their employees cannot get to work because their usual mode of transportation has fallen through, their car needs maintenance, they don't have enough money for gas, or their carpool didn't go that day. Or perhaps a youth-services organization has lots of good after-school programs available, but young people can't get there. Or people going to a center for independent living are having difficulty getting to the

site. All of these agencies and programs could effectively be customers of the mobility management network. These intersecting groups all come together to form a mobility management network. So, in addition to understanding the needs and capabilities of the individuals to whom transportation solutions are provided, it is incredibly important to understand the needs, capabilities and limitations of partner organizations and entities.

## Step 2: Understanding Your Community's Transportation Options

In concert with understanding the customers you will serve as a mobility manager professional it is vital to be know all of the existing transportation options available in the community and region. These options can include a wide breadth of services, such as:

- Bus and van services
- Shuttles
- Shared ride services, such as carpools and vanpools
- Ferries
- Volunteer services
- Bicycle and pedestrian options
- Shared cars and bicycles

If you have been working with transportation or human services organizations there's a very good chance you are already aware of many of these options. However, it is always useful to do a thorough search to make sure that there are no transportation options that have been missed. In order to help systematize this search, the National Center for Mobility Management has a few tips as well such as a [Transportation Provider Profile](#) tool which will help organize all options and fit them to the customer needs identified with the Individualized Transportation Needs Assessment.

The most important thing to know before starting this process is that many providers can be found in preexisting lists. The first place to check for an "inventory of transportation services" is with the local metropolitan planning organization, rural planning organization, local economic development organization, or local council of government. Since October 2007, communities were required to develop such a list before they could apply for certain types of federal transportation funding. These organizations may also have an inventory of services that was pulled together as part of a study of transportation needs.

For more information on Mobility Management, click [here](#) for the entire article.



## SURVEILLANCE PROGRAM BEST PRACTICES

CAMERAS ON TRANSIT VEHICLES CAN PLAY AN important role in the safety and security of operators and customers, and can have valuable financial impacts as well.

A recent [TCRP Synthesis 123: Onboard Camera Applications for Buses](#) surveyed small, medium, and large transit agencies across the country and provides practical examples, challenges, and lessons learned regarding onboard cameras. According to the synthesis, all of the responding agencies achieved their goals of improving safety and security. Almost all of the agencies also reported financial benefits from a reduction in accident claims and insurance payouts.

In addition, onboard cameras benefited agencies by assisting in training operators, with 87% of the agencies in the synthesis using cameras this way. The videos are used to help operators develop safer and more efficient driving habits and also for learning from any incidents that occur on the bus.

One example of an agency using onboard cameras for training, as well as for all of the other benefits mentioned above, is the [Southern Nevada Transit Coalition \(SNTC\)](#) through their new Safety Assurance and Award Program. SNTC is a multijurisdictional system in Nevada serving rural areas outside of Las Vegas.

### **Southern Nevada Transit Coalition's Safety Assurance and Award Program**

SNTC's program launched in fall 2015, with the goal of improving safety on their vehicles, decreasing accidents and incidents, and thereby reducing the agency's

insurance costs. What makes their initiative work so well is that it combines a safety and security program with refresher training and staff appreciation. By choosing the drivers randomly and rewarding those with successful reviews, the program takes what could be seen by drivers as a punitive surveillance program and turns it into an opportunity for improvement and recognition.

Some agency background; SNTC provides fixed route, demand response, and commuter services in seven rural communities outside of Las Vegas. They have 85 drivers with three different operations hubs. The program took about seven weeks to plan and launch. SNTC already had cameras on all vehicles, although previously the videos were reviewed only after incidents, accidents, or customer complaints. Now the videos are being used pro-actively.

### **The new program works like this:**

Every month multiple drivers' names are randomly selected at each SNTC location (like with drug and alcohol testing, where the same driver could get picked two months in a row, or could never be picked). Surveillance videos for those drivers are then reviewed, with the reviewer looking for certain criteria. If the driver made mistakes, constructive feedback is provided during a review. If the mistake is serious enough, management is informed immediately, and the appropriate level of disciplinary action is taken. If the driver did well, they, too, receive input on room for improvement during a review.

Finally, management selects the monthly Safe Driver Award winner for each location, presenting them with a \$50 gift card and a personalized, framed certificate





Photo from Rural Transit Assistance Program

(costing around \$1.50) at the monthly staff meeting. Then they boast about the winning driver and all the wonderful things observed on the video.

Some key elements of the program are the positive tone and the mutual benefit to the staff, with the objectives of improving and recognizing drivers fitting into the overall goal of safety for both drivers and passengers.

Another key element is the fairness of the program, with the random selection process and an impartial video reviewer. SNTC hired a new Surveillance Specialist to review video for approximately 30 hours per week. They made sure he had no ties to SNTC staff and keep him separate from the other employees. He is not permitted to socialize with other staff, on or off the property, in order to prevent favoritism.

Although the results are not quantifiable quite yet, SNTC has noticed a reduction in incidents, customer complaints, and disciplinary actions. The drivers are more careful and aware of their surroundings, using the defensive driving skills they were trained on. Staff morale has also increased and monthly safety meetings are a lot more exciting!

## Resources

Be sure to review the [TCRP Synthesis 123: Onboard Camera Applications for Buses](#), which includes a helpful one-page summary. It presents useful information regarding onboard cameras including:

- Functions
- Benefits
- Technical integration
- Maintenance
- Legal and labor issues
- Financial impacts
- Training
- Policy examples

Note that the TCRP synthesis reports present the current knowledge and practice on a given topic in a compact format, without the detailed directions usually found in handbooks. The reports provide a compilation of the best knowledge available on those measures found to be the most successful in resolving specific problems.

For more information on Surveillance Program Best practices and implementing a similar program in your agency, please contact Deb Dauenhauer, SNTC Executive Director and National RTAP Review Board Member. Contact her at [sntced@gmail.com](mailto:sntced@gmail.com).

# AVAILABLE TRAINING PROGRAMS

The following is a list of the training programs and a course description of each that are currently available to rural transit providers through Missouri RTAP. Requests for training can be made by contacting Doreen Harkins, MO-RTAP Program Specialist, at [harkinsd@mst.edu](mailto:harkinsd@mst.edu) or 573-341-6155.

1. AGGRESSIVE DRIVING — 1 hour.
2. BACKING SAFETY — 1/2 hour.
3. BASIC FIRST AID — 1 hour.
4. BLOOD BORNE PATHOGENS — 1 hour.
5. CPR & BASIC FIRST AID — 4 hours.
6. DEFENSIVE DRIVING — 3 hours.
7. DISTRACTED DRIVING — 1 hour.
8. DIVERSITY & AWARENESS TRAINING - PROVIDING QUALITY CUSTOMER SERVICE FOR TRANSPORTATION PASSENGERS WHO HAVE DISABILITIES — 2 hours.
9. DRIVEN TO EXTREMES — 1 hour.
10. DRUG ABUSE AWARENESS IN RURAL TRANSIT — 1 hour.
11. EMERGENCY & EVACUATION PROCEDURES — 1 1/2 to 2 hours.
12. ENTRY LEVEL CDL DRIVER TRAINING — 2 hours.
13. FATIGUE AWARENESS FOR DRIVERS — 2 hours.
14. HIPAA — 1 hour.
15. OPERATION LIFESAVER – HIGHWAY-RAIL CROSSING SAFETY — 1 hour.
16. PASSENGER ASSISTANCE/MOBILITY AID SECUREMENT — 2 hours.
17. REASONABLE SUSPICION TRAINING FOR SUPERVISORS — 2 hours.
18. SAFE & SECURE PROPER INFANT AND CHILD SEAT INSTALLATION — 2 hours.
19. SENSITIVITY AWARENESS — 1 hour.
20. SLIPS, TRIPS AND FALLS — 1 hour. **NEW**
21. WHEELCHAIR SECUREMENT — 2 to 3 hours depending on number of participants.
22. WINTER DRIVING SAFETY — 1 hour.



For more information on classes and to register please visit: [mltrc.mst.edu/mortaphome/mortaptraining/](http://mltrc.mst.edu/mortaphome/mortaptraining/)

## RESOURCES

### National RTAP – Rural Transit Assistance Program

[www.nationalrtap.org/](http://www.nationalrtap.org/)

### Transportation Safety Institute – Transit Safety & Security Training Division

[www.tsi.dot.gov/Transit.aspx](http://www.tsi.dot.gov/Transit.aspx)

### Federal Transit Administration – Rural Transit Assistance Program Page

[www.fta.dot.gov/funding/grants/  
grants\\_financing\\_3554.html](http://www.fta.dot.gov/funding/grants/grants_financing_3554.html)

### Missouri Public Transit

[www.mopublictransit.org/](http://www.mopublictransit.org/)

### National Transit Institute

[www.ntionline.com/](http://www.ntionline.com/)

### Kansas RTAP – Kansas University Transportation Center

[www.kutc.ku.edu/cgiwrap/kutc/rtap/  
index.php/index.html](http://www.kutc.ku.edu/cgiwrap/kutc/rtap/index.php/index.html)

### Transportation Research Board's (TRB) Transit Cooperative Research Program (TCRP)

[www.tcrponline.org/](http://www.tcrponline.org/)

