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## The MO-RTAP eNewsletter Is Here!

Welcome to the new Missouri RTAP eNewsletter. The MO-RTAP staff is excited to issue the first eNewsletter. As a part of a plan to expand the services of the program, we plan to publish a quarterly eNewsletter. This will be a way to help us stay more connected with you, the rural transit providers throughout Missouri. We hope you will find it informative and useful as a way of knowing what is happening in the state transit community and on a national level. In each issue, you can expect to see articles about current topics, features on transit agencies across the State, and announcements of upcoming events.

We welcome your input and any articles or announcements that your agency would like to include in an upcoming issue. Perhaps your agency has had a change in personnel, either new hires or retirements that you would like to announce, a new facility or even new services that you are offering to your riders. We would like to hear about it and share it with other readers. Please send them to Heath Pickerill, MO-RTAP Manager, at [pickerillh@mst.edu](mailto:pickerillh@mst.edu) or contact by phone at 573-341-7637. Also feel free to share your comments on what you would like to see included. We hope you enjoy the new eNewsletter.

## Scholarship Reimbursement to be Processed by MO-RTAP

Starting April 1, scholarship reimbursements will be processed by the Missouri RTAP office. Last year when we took over the management of the RTAP program, we began coordinating all of the training through our office. We hope this was a smooth transition for everyone. As a next step in the transition of the RTAP program from its home within MoDOT for many years to Missouri University of Science and Technology (Missouri S&T) in Rolla, we will start approving the requests for reimbursements and then paying the invoices for approved expenses to conferences, training, etc.

There are no expected changes in what will be allowed for reimbursement. It is our intent to keep this as much the same as possible and make it a smooth and seamless transition for everyone. We will be emailing an outline of the process, which should remain very much the same, to all current agencies served by MO-RTAP in March. Reimbursement payments will be made by Missouri S&T but still be funded through the Federal Transit Administration (FTA). If you have any questions or concerns, please contact our office.

## New MO-RTAP Website Coming Soon!

Another exciting addition coming to the Missouri RTAP program is a new website. Features include information about the program and staff, resources available, a training calendar, request forms for training, related links to various resources and organizations, as well as other helpful items. The website is available at [www.mortap.com](http://www.mortap.com), but please note that it is still under development.



### NEED TRAINING?

Call our office to schedule training at your agency.

**1.866.MORoads**  
(866-667-6237)



Federal Transit Administration



## Contact Information

### Missouri RTAP

710 University Drive, Suite 121  
Rolla, Missouri 65409

**Phone:** 1.866.MOROADS

**Fax:** 1.573.341.7245

**Email:** harkinsd@mst.edu

**Website:** www.mortap.com

## Missouri RTAP/LTAP Staff

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**John Rice**

*Contract Instructor*

## Publication Information

Missouri University of  
Science and Technology,  
Missouri RTAP Office

## The Fine Print

Missouri RTAP quarterly eNewsletter is published by the Missouri RTAP office located on the campus of Missouri University of Science and Technology. The opinions, findings and recommendations expressed in this newsletter are not necessarily those of Missouri S&T, MoDOT or the Federal Highway Administration.



## About RTAP

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

# LETTER FROM THE MANAGER

Dear transit friends,

Hello and welcome to the new Missouri RTAP eNewsletter. I hope that the first year of transition from the program being managed in-house by MoDOT for several years to now being contracted to Missouri University of Science and Technology (Missouri S&T) in Rolla has been stress-free for all of the transit providers served. As you are likely aware, the Missouri Department of Transportation (MoDOT) contracted the services of the Missouri Rural Transit Assistance Program (RTAP) to Missouri University of Science and Technology (Missouri S&T) beginning in April 2012. As my staff and I embark on our second year of managing the RTAP program, our goal is to expand the services provided to rural transit providers across the state. As part of this initiative, we will be publishing a biannual eNewsletter. We hope you find it informative and useful as you stay up-to-date on everything happening in the transit community both within the state and across the country.



If you have contacted our office to schedule trainings or request information, you have likely spoken to Doreen Harkins, Program Specialist. Doreen coordinates the training and processes all requests for classes. Starting in April, Doreen will process scholarship reimbursements. See the article on page one for more information on this transition. Supporting Doreen in the office is Suharsh Raj, Graduate Assistant, who is actively involved in the day-to-day activities as well as responsible for developing and maintaining the website.

A key to a seamless transition has been John Rice's involvement as an instructor. John retired from MoDOT in February 2012 but continues to teach all of the Missouri RTAP classes on contract. He provides years of experience and will continue to offer his expertise and commitment to the program, which remains focused on training and resources for transit providers throughout the state. Our main focus continues to be providing quality training. We continue to offer the same classes but are looking at additional training opportunities, such as hosting National Transit Institute (NTI) and Transportation Safety Institute (TSI) classes and a mobile driver training simulator. See additional information on both of these opportunities in the related articles of this issue.

As we explore ways to expand the program, we welcome your input. We feel it is important to offer expanded services that are designed around best serving you our customers. Please feel free to contact me at pickerillh@mst.edu or by phone at 573-341-7637 with any questions, comments or suggestion you have. I look forward to hearing from you and hope that you enjoy the first issue of the new Missouri RTAP eNewsletter and find it useful and informative.

Best wishes,

Heath Pickerill

*Missouri RTAP Manager*

# 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.

## **Defensive Driving**

Makes sure all your drivers know how to develop safe, defensive driving habits and attitudes. This program covers essential defensive driving techniques that can reduce collision-related injuries and fatalities and can help you reduce insurance claims, lost work time and vehicle repairs by decreasing the number of collisions. This program also includes student course guides with a certificate of completion.



## **Passenger Assistance/Mobility Aid Securement**

Provides classroom and hands-on training to demonstrate proper assistance techniques and mobility aid securement.

## **Emergency Procedures**

Discusses how transit drivers should handle emergency situations such as breakdowns, collisions and transit passenger vehicle evacuations.

## **Drug Abuse Awareness in Rural Transit**

Educates transit drivers about the hazards of both illegal and legal drugs and alcohol. Various drug-testing regulations are also discussed.

## **Blood Borne Pathogens**

Covers various problems that may be encountered when having to deal with a body fluid spill on the bus and stresses protection for the driver and other passengers.

## **Operation Lifesaver – Highway-Rail Crossing Safety**

Covers the importance of safety when utilizing a highway rail crossing. Laws and regulations for commercial drivers are emphasized.

## **Basic First Aid**

Stresses the importance of calling 911. It is a program by the Red Cross that is a refresher course for CPR and rescue breathing.

## **Backing Safety**

Reduce the number of backing collisions. The program is designed by the National Safety Council.

## **Reversing the Trend – Backing Safety**

Emphasizes components of the Smith System Defensive Driving Institute defensive driving strategies to reduce backing collisions.

## **Winter Driving Safety**

Covers safety tips and techniques for handling the hazards of winter driving. Topics cover pre-season preparation, pre-trip procedures, and on-the-road issues such as anti-lock brakes and obstructed views.

## **Fatigue Awareness for Drivers**

This program covers: fatigue, signs and symptoms, factors that affect it, sleep, effect on family and social life and strategies and countermeasures.

## **Driven to Extremes**

Covers the myths and realities of aggressive driving.

## **Entry Level CDL Driver Training**

Meets DOT requirements for new CDL Drivers.

## **Diversity & Awareness Training - Providing Quality Customer Service for Transportation Passengers who have Disabilities**

Learn how to provide quality customer service and support for passengers with disabilities. As a result of this training you will have an enhanced understanding of disability and diversity, improved ability to communicate respectfully and effectively with people with disabilities and increased ability to provide needed transportation accommodations.

## **Safe & Secure Proper Infant and Child Seat Installation**

Provides information for safely installing and securing a car seat for children.



# EXPANDED TRAINING OPPORTUNITIES

## MO-RTAP Can Host Simulator Training

Missouri RTAP is interested in offering simulator training available through the Paducah Area Transit System. Paducah Transit's Mobile Driver Training Simulator has a proven record of enhancing existing training, and reducing risk through improved safety performance that has resulted in a decreased accident frequency through simulator training. Their simulator training is a perfect fit, or addition, for your transit agency. The high-tech, state-of-the-art, simulator is entirely self-contained in a 53-foot expandable mobile classroom containing three separate simulators, which can emulate many different types of vehicles small or large. Their mobility sets them apart, allowing them to accommodate training needs by conveniently coming to our area with their certified instructors.

Please let us know if your agency would be interested in attending driver simulator training. This training will be scheduled based on a large enough response to make it cost effective to bring it to Missouri. We look forward to hearing from you. More information on the mobile driving simulator can be found at [www.paducahtransit.com/mobile-driving-simulator.html](http://www.paducahtransit.com/mobile-driving-simulator.html).



Resource: <http://www.paducahtransit.com/mobile-driving-simulator.html>

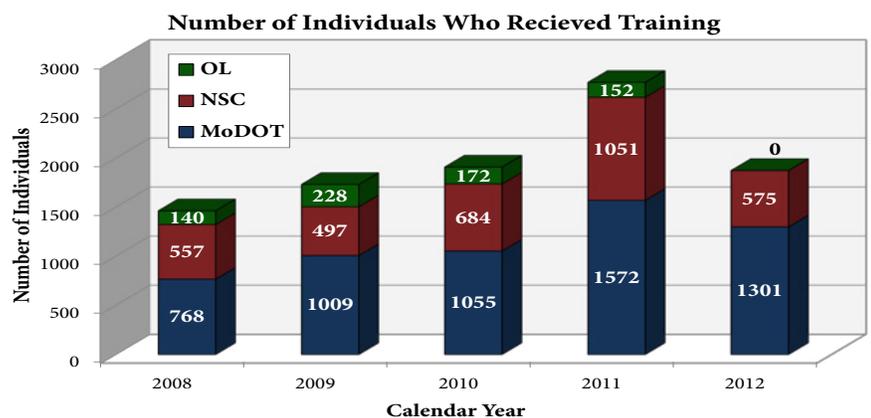
## Broadening the Scope of RTAP Training

Missouri RTAP is interested in offering more classes in the state. Historically it has been left up to transit providers to host National Transit Institute (NTI) and Transportation Safety Institute (TSI) related courses in Missouri; however, Missouri RTAP would like to start hosting these types of classes for transit providers. We can coordinate efforts such as advertising and registration to hold the trainings for multiple providers. To obtain sufficient numbers to attract NTI to Missouri, we are also considering centralized training

for supervisors/managers in Rolla or Columbia. RTAP programs in other states annually host NTI and TSI courses. We are interested in knowing what types of additional training would interest you. For more information and a complete listing of courses available, visit the following websites: Transportation Safety Institute (TSI) – Transit Safety & Security Training Division, <https://www.tsi.dot.gov/Transit.aspx> and National Transit Institute, <http://www.ntionline.com/>.

## Number of Individuals Receiving Transit Training in 2012

For calendar year 2012 in the Rural Transit Assistance Program (RTAP), 1,301 individuals received training in MoDOT developed transit classes (wheelchair securement, passenger assistance, vehicle backing, etc.), 575 persons employed by rural transit agencies received training in National Safety Council (NSC) courses delivered through RTAP in such topics as First Aid, CPR and Defensive Driving. No Operation Life-saver (OL) presentations were delivered in 2012. The transit training program attendance data is collected and reported by the total number of individual training certificates issued to participants. The decline in participation from 2011 can be attributed to some agencies scheduling NSC defensive driver courses for their employees on a biannual basis as well as no RTAP training delivered in the month of March 2012.



Resource: January 2013 Multimodal Operations Division Tracker



## LIMITED ENGLISH PROFICIENCY WORKSHOP

The Missouri Department of Transportation (MoDOT) Multimodal Operations and External Civil Rights Divisions are co-sponsoring a Limited English Proficiency (LEP) Workshop across the state in several different locations. The Federal Transit Administration (FTA) recently revised the “Title VI Requirements and Guidelines for Federal Transit Administration Recipients” circular dated October 1, 2012. FTA recipients will be required to have a Title VI Plan in place at the time their next submittal is due, which will also include the agency’s LEP plan. MoDOT is hosting this workshop to assist you with creating and updating your LEP plan.

### DEVELOPING AND MAINTAINING AN AGENCY PLAN FOR LEP PERSONS

The guiding document, “Title VI Requirements and Guidelines for Federal Transit Administration Recipients” (FTA Circular 4702.1A, dated May 13, 2007), has recently been updated (FTA Circular 4702.1B, dated October 1, 2012).

Agency recipients of federal financial assistance are obligated to have a plan in place for addressing language barriers that can prevent meaningful access by limited English proficient (LEP) persons to federally funded programs and activities.

This workshop will include several useful interactive exercises allowing participants to gain personal understanding of effective characteristics of your agency’s LEP plan.

### CREATING AND UPDATING YOUR AGENCY’S LEP PLAN

Co-Sponsored by Missouri Department of Transportation’s External Civil Rights & Multimodal Operations Division

#### Four Factor Analysis

Learn how to obtain and use information obtained in the Four Factor Analysis to identify LEP characteristics.

#### Language Assistance Plan

Learn how to develop a Language Assistance Plan to identify resources and services that address identified needs of the LEP populations your agency serves.

#### Safe Harbor Provision

Learn what “triggers” can provide a “safe harbor” for agencies regarding translation of written materials for LEP populations.

### WORKSHOP OUTLINE

- Objectives Overview
- Developing a shared understanding of Title VI Civil Rights and LEP Programs
- Defining relevant characteristics of community you serve
- Understanding how your agency is expected to interact within your community
- Identifying resources for LEP Language Assistance
- Handling Investigations and Complaints
- An outline for your agency’s LEP Plan

### 2013 WORKSHOP DATES & LOCATIONS

To register, select a location most convenient for you. Once you select a location, click on the city name or web address to register for the workshop.

#### **Springfield – March 15**

The Library Station, 2535 N. Kansas Expressway, Springfield  
<http://modotlepspringfield.eventbrite.com>

#### **St. Louis – April 24**

Transportation Mgmt. Ctr. 14301 South Outer Road  
<http://modotlepstl.eventbrite.com>

#### **Sikeston – May 3**

MoDOT District Office, 2675 North Main St, Sikeston  
<http://modotlepsikeston.eventbrite.com>

If you have any questions, contact Angela Sutton, MoDOT External Civil Rights, at (573) 751-1355 or via email, [Angela.Sutton@modot.mo.gov](mailto:Angela.Sutton@modot.mo.gov).

# NATIONAL RTAP CONNECTION

## National RTAP offers a Variety of Resources & Services



The National Rural Transit Assistance Program (National RTAP) is a program funded by the Federal Transit Administration that provides free technical assistance products and services to rural and Tribal transit operators and state DOTs. Committed to bringing technology and innovation to rural and Tribal transit, National RTAP has developed cutting-edge technology tools for tasks such as building a website, managing resources and events, and finding federal clauses for procurement projects. Other products and services include training modules, webinars, technical briefs and newsletters, and networking resources. Transit providers can use National RTAP services and products to enhance their own knowledge and effectiveness by creating or updating training classes, getting expert advice from a peer, or asking questions about transit planning, operations, and funding.

National RTAP's website ([www.nationalrtap.org](http://www.nationalrtap.org)) contains a wealth of information about products, programs, and news in the public transit sector. All resources, including training materials, eNews, and technology tools, can be accessed online through the website. A bi-weekly newsletter (eNews) is published by the staff, and includes updates about new resources, notices from federal and national agencies, and current events in the field. To receive eNews, interested individuals can sign up on the home page of the website. National RTAP also provides past webinar videos on the site, as well as an extensive collection of web app (web-based application) instructional videos.

Web apps available at no cost include:

- EventShare, a global calendar for sharing events
- ProcurementPRO, a tool that identifies the appropriate federal clauses and certifications for federally-funded procurement projects
- Website Builder, a website-building application hosted with National RTAP
- GTFS Builder, a tool that helps to organize transit route and schedule data for upload to Google Transit
- ResourceShare, a web app that allows users to upload and share documents, links, and other resources, as well as connects customers to National RTAP's Resource Library
- Upcoming web app Contact Builder, a contact management and emailing tool, to be released in 2013



Transit agencies and states interested in using National RTAP's web-based applications simply need to sign up for a free Cloud account. National RTAP In-the Cloud is an online space where customers can access National RTAP web apps without having to download any programs.

In addition to technology-based tools, National RTAP has developed a suite of training modules covering a range of topics from transit system management to emergency procedures to customer service. National RTAP's training modules provide transit providers and state DOT officials with practical training tools. Most training modules consist of an Instructor's and Learner's guide, and at least one disc with digital content. Training modules may be used for self-training, group training classes, or adapted in other ways. National RTAP also produces technical briefs on timely topics in the rural and Tribal transit industry. Both training modules and technical briefs can be downloaded from the National RTAP Resource Library, and training modules can be ordered at no cost by searching for the item in the Resource Library and completing a check-out. Training

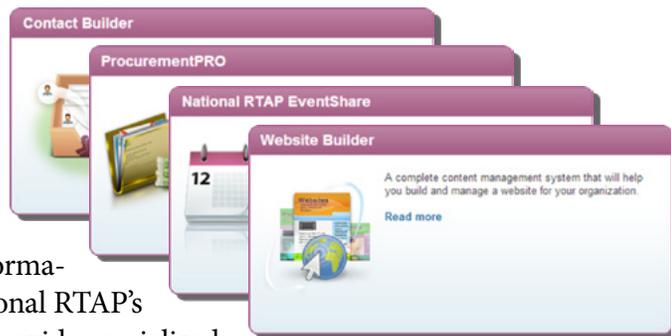
# National RTAP offers a Variety of Resources & Services *(continued)*

materials can also be ordered by phone or e-mail. For a listing of National RTAP's training modules and other materials, download a copy of the latest Resource Catalog from the website.

Rural and Tribal transit providers and state DOT officials can also take advantage of National RTAP's technical assistance services. Staff will answer questions and provide information for requests relating to public transit, or refer customers to the appropriate source of information. Transit providers and DOT officials may take advantage of National RTAP's Peer-to-Peer network, connecting transit professionals with peers to provide specialized support for specific questions. Requests for information and our peer network can be made via email, phone, or through the chat on our website.

To contact National RTAP or to take advantage of the free resources offered to rural and Tribal transit providers and other stakeholders, visit [www.nationalrtap.org](http://www.nationalrtap.org), e-mail [info@nationalrtap.org](mailto:info@nationalrtap.org), or call 888-589-6821.

**Resource:** Jess Wallis, National RTAP Resource Center Customer & Product Specialist



## RESOURCES

### Links

**National RTAP – Rural Transit Assistance Program**

<http://www.nationalrtap.org/>

**National Transit Institute**

<http://www.ntionline.com/>

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

<https://www.tsi.dot.gov/Transit.aspx>

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

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

**Kansas RTAP – Kansas University  
Transportation Center**

<http://www.kutc.ku.edu/cgiwrap/kutc/rtap/index.php/index.html>

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

<http://www.tcrponline.org/>



*Watch for  
the next  
eNewsletter  
later this  
spring!*

### Upcoming Events

**Deadline for Sub-recipient Submission of 2012 DAMIS Reports**

Friday, March 1

**Anticipated Printing of Proposed State Transit Assistance Rules in MO Register**

Friday, March 1

**MPTA Strategic Planning Meeting, Jefferson City**

Tuesday, March 5, 1 p.m.

**MoDOT “On the Move” Listening Session**

Tuesday, March 5 - Joplin

Thursday, March 7 - Springfield

Tuesday, March 12 - Kansas City

Wednesday, March 13 - Kansas City

Thursday, March 14 - Kansas City

Tuesday, March 19 - Lebanon

Thursday, March 21 - Poplar Bluff

Wednesday, April 3 - Kirksville

Thursday, April 4 - Hannibal

Tuesday, April 9 - Maryville

Thursday, April 11 - St. Joseph

**MPTA Special Board of Directors Meeting, Jefferson City**

Wednesday, March 6

**APTA Legislative Conference, Washington, DC**

Sun – Tue, March 10 – 12

**NTI Mgmt. of Transit Construction Projects Course, Chicago**

Tue – Thu, March 12 – 14

**Deadline to FTA for 2012 Drug & Alcohol MIS (DAMIS) Report**

Friday, March 15

**MoDOT LEP Workshop at Springfield – Library Station**

Friday, March 15, 10 a.m.

**FTA Annual Drug & Alcohol Program Conference, Phoenix**

Tue – Thu, April 9 – 11

**NTI FTA Real Estate Requirements Course, Kansas City**

Wed – Thu, April 10 – 11

**NTI ADA Comprehensive Paratransit Eligibility, Kansas City**

Wed-Thu, April 17 – 18

**MoDOT LEP Workshop at MoDOT Transportation Mgmt. Center, Chesterfield**

Wednesday, April 24, 10 a.m.