

## Training Modules

Product	Description	Components	Date Released	Quantity Requested
<b>10 Golden Rules of Preventive Maintenance/Introduction to Preventive Maintenance</b>	Demonstrates ways to carry out a preventive maintenance program	Resource Guide with DVD video.	2002	
<b>Boards That Perform</b>	Addresses the roles, issues and responsibilities involved in being a transit board member	Resource Guide with training CD.	2008	
<b>Crossing Great Divides: A Guide to Elder Mobility Resources and Solutions in Indian Country</b>	Provides an overview of elderly mobility in Indian Country, including solutions from the field and funding resources for improving service	Resource Guide	2011	
<b>Customer Driven Service, Your Keys to Providing Exceptional Customer Experiences in Transit</b>	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	Instructors:  Learners:
<b>Emergency Procedures For Rural Transit Drivers</b>	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	Instructors:  Learners:
<b>Essential Skills for Trainers</b>	Provides important principles and techniques for training.	Trainer and Participant Guide with DVD video	1991	Trainer:  Participant:
<b>Fundamental Financial Management For Rural Transit Agencies</b>	Covers basic financial accounting such as revenue and cash management, budgeting, audits and cost allocation	Resource Guide with CD	2006	
<b>How to Buy a Vehicle</b>	Provides a variety of resources and information to help simplify the vehicle procurement process	Resource Guide	2010	
<b>Problem Passengers; Challenging Situations</b>	Offers strategies to drivers for handling difficult situations safely	Resource Guide with DVD video	2002	

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<b>Public and Private Partnerships In Rural Transit Systems</b>	Offers examples of partnerships between neighboring organizations to extend available resources	DVD Video	1998	
<b>Risk Management for Rural Transit Managers</b>	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	Instructors:  Learners:
<b>Roles &amp; Responsibilities of Transit Managers</b>	Helps managers achieve more cooperation, stronger teamwork, better attitudes, and effective results	Resource Guide with 3 DVD videos	2004	
<b>Scheduling &amp; Dispatching for Rural Transit Systems</b>	Describes the scheduler's and dispatcher's roles and responsibilities, and introduces ITS technologies	Resource Guide with self-training CD	2009	
<b>START Training</b>	Focuses on safety training for rural drivers	Instructors Guide; Learners Guide with CD	2008	Instructors:  Learners:
<b>Tap into RTAP</b>	Introduces the products and services available from the National RTAP program	DVD Video	2001, rev.2011	
<b>Threat &amp; Vulnerability Toolbox</b>	Guides rural transit managers through the process of setting priorities for safety, security and emergency preparedness	DVD training package with CD video	2003	
<b>Transportation Coordination</b>	Describes benefits of coordination and offers examples of various approaches to partnership efforts	Resource Guide with DVD video	1995	

### Technical Briefs

Product	Description	Format	Date Released	Quantity Requested
<b>Advisory versus Governing Boards</b>	Provides definitions of, and guidance for advisory and governing boards	PDF	2007	
<b>Advocating for Your Transit System</b>	Discusses establishing a formal advocacy plan, and offers ideas for immediate implementation	PDF	2000, rev. 2008	

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<b>American Indian Transportation: Issues and Successful Models</b>	Raises issues faced by American Indians: sovereignty, funding, coordination, computerization and economic growth	PDF	2006
<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	2006, rev. 2009
<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	1999, rev. 2008
<b>Copyright: Tips for Being a Good Digital (and Real-World) Citizen</b>	Explains the importance of adhering to copyright laws. Gives practical advice for following copyright laws online and in the workplace. Helps transit agencies protect their rights by developing a copyright policy.	PDF	2012
<b>Customer Driven Service</b>	Outlines the format, content and use of the Customer Driven Service training module	PDF	2011
<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
<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
<b>Developing Effective Policies and Procedures</b>	Outlines important areas within your agency for which policies and procedures need to be drafted	PDF	2008
<b>Developing, Designing and Delivering Community Transit Services</b>	Discusses leadership, service policy, vehicle selection, routing, scheduling, passenger assistance, and driver training	PDF	1999, rev. 2009
<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
<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
<b>Emergency Information Dissemination</b>	Explains the importance and objectives of a prepared crisis communication plan	PDF	2006

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<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
<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
<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
<b>Exceptional Customer Service Across Generations</b>	Explores the impact of a multigenerational workforce on transit system operations and customer service	PDF	2010
<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	Rev. 2008
<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
<b>Getting Started: Creating a Vision and Strategy for Community Transit</b>	Describes process for starting, expanding or modifying an transit system	PDF	2001, rev. 2009
<b>GTFS Builder</b>	Provides an overview of the National RTAP web application, GTFS Builder	PDF	2011
<b>Healthy Habits</b>	Explains symptoms of, and provides tips for, reducing stress and fatigue	PDF	2009
<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
<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	Rev. 2008
<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	2006 , rev. 2009

<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
<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
<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
<b>Managing System Safety for Rural Transit</b>	Outlines how to develop a comprehensive system safety program for rural transit agencies	PDF	2000, rev. 2009
<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
<b>Mobile Driver Training Simulators</b>	Provides information about mobile driver training simulator units	PDF	2009
<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
<b>Operating the Rural Transit Agency</b>	Offers topics and resources required to run a rural transit agency under federal regulations	PDF	2006, rev. 2009
<b>Partnering with Greyhound</b>	Provides details about how transit systems can partner with Greyhound to provide expanded service	PDF	2011
<b>Performance Evaluation for Rural Transit Systems</b>	Discusses how to assess and interpret your rural transit system's performance	PDF	2007
<b>Responding to Transit Incidents</b>	Provides a framework for responding to transit incidents, including identifying key players, actions and procedures	PDF	2009
<b>Risk Management for Rural Transit Systems</b>	Defines risk management, provides examples, and describes the process of developing a risk management program	PDF	1999, rev. 2009

<b>Roles and Responsibilities of Transit Board Members: Board Member Responsibilities</b>	Outlines key transit board member responsibilities	PDF	1991
<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
<b>The Benefits of Electronic Grants Management Systems</b>	Details the benefits and best practices of building an electronic grants process	PDF	2009
<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
<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
<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	2006, rev. 2009
<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
<b>Training Adult Learners: How to Reach and Engage Your Audience</b>	Discusses the characteristics of adult learners, describes the process of learning, and provides agencies with tips on planning and delivering their training programs, conducting webinars, and using learning technologies.	PDF	2012
<b>Transit's Role in Emergency Response</b>	Suggests general guidelines for each stage of a critical emergency	PDF	2002, rev. 2009
<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	1998, rev. 2009
<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
<b>Vehicle Procurement</b>	Guides 5311 grant recipients on how to buy new vehicles	PDF	Rev. 2009

<b>Volunteers in Transportation: Some Issues to Consider</b>	Lists the advantages and disadvantages of utilizing volunteers, and provides ways to show appreciation	PDF	Rev. 2008
<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	Rev. 2009
<b>Writing a Coordinated Human Service Transportation Plan</b>	Provides resources to develop a coordinated human service transportation plan	PDF	2006, rev. 2009

### National RTAP in the Cloud Online Web Applications

Product	Description	Format	Date Released	Quantity Requested
<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		2011	Available Online
<b>Website Builder</b>	Build and manage a free website for your organization by using this complete content management system		2011	Available 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		2011	Available Online
<b>ResourceShare</b>	Add ResourceShare to your website, and manage and share documents online, with an easy-to-use web interface		2011	Available Online
<b>EventShare</b>	Manage, publish and share events online, and view events sponsored by other organizations		2013	Available Online
<b>Contact Builder</b>	Communicate with customers with this web-based email marketing tool		Coming Soon!	

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