



Third Quarter 2022 Edition
eNEWSLETTER

NEED TRAINING?

Call our office to schedule training for your agency at 573.341.6155.

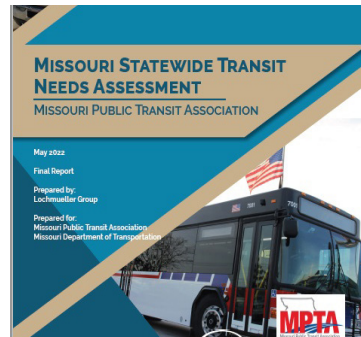


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The Rural Transit Assistance Program (RTAP) was initiated in 1986 by the Federal Transit Administration (FTA) to provide resources, training and technical assistance to rural transit providers. The Missouri RTAP Center is located at Missouri University of Science and Technology (Missouri S&T) in Rolla. Since April 2012, Missouri S&T has been contracted by MoDOT to manage the RTAP program.



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



Heath Pickerill
Missouri RTAP Manager

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DEAR TRANSIT FRIENDS,

Where has the summer gone? The last few months have certainly been busy and gone by quickly. They have been filled catching up on tasks from ongoing projects and starting new ones. Our team has spent the last week working on the proposal for the next RTAP contract. We are hopeful that our services to all the rural transit agencies around the state will make us an obvious choice to continue managing the program. This year marks our tenth anniversary of RTAP being located at Missouri S&T. We were first awarded the contract in April 2012 when MoDOT decided to contract the program services, which was partially prompted by the retirement of John Rice and other key personnel. We were fortunate to retain John as the trainer and greatly appreciate that he has remained engaged in the program. John's involvement provided a seamless transition in services from MoDOT to our team. As we look ahead, we remain committed to providing the same level of training while exploring new opportunities to broaden the scope of our services.

The MPTA State Conference and Expo, scheduled September 28-29 at the University Plaza Hotel in Springfield, is nearly here. If you have not registered yet, be sure to do so. Registration for all Section 5311 providers will be paid directly by MoDOT – use the 5311 – Register Now button! Doreen and I will provide a Missouri RTAP update and gather your feedback during the Missouri Rural Network Session at 2:45 p.m. on Wednesday, September 28. Please bring your business cards or plan to share any changes to your agency's contact information. We will also have a sign-up sheet where you can add your contact information to receive training alerts, eNewsletters, and other RTAP information. Don't forget to stop by and visit me at the National RTAP booth. There will be fun giveaways and a variety of resource materials.

Remember to contact Doreen with your agency's training needs. John Rice, RTAP instructor, has several training dates available each month. We again want to thank the agencies who have been contributing great newsletter cover photos and updates. Please feel free to contact Doreen at harkinsd@mst.edu or me at pickerillh@mst.edu with any questions, comments, or suggestion.

Looking forward to seeing everyone at MPTA!

Heath Pickerill,
Missouri RTAP Manager



HIGH GAS PRICES STEER DAILY COMMUTERS TO PUBLIC TRANSPORTATION

KANSAS CITY, MO — HIGH GAS PRICES ARE STEERING MORE AND MORE COMMUTERS TO RELY ON MASS TRANSIT.

The Kansas City Area Transportation Authority reports a 74% increase in ridership on weekdays, and the Kansas City Street Car Authority is operating almost back to pre-pandemic levels.

Daily commuters like Dale Dunnam have no choice but to adjust their daily routines amid record-breaking gas prices.

He often relies on ride share apps like Uber and Z-Trip, but even those companies have increased their rates. He estimates paying 25% more on a weekly and monthly basis.

"We all have to take our share of the increase in prices and inflation, we all have to do it," Dunnam said.

And for Jack Crisman, who travels 25 minutes to work in Lee's Summit everyday, he is paying double what he used to at the pump.

"I'm spending close to 400 dollars a month on gas on top of my rent here, so its definitely affected my budget quite a bit," Crisman said.

Crisman has been cutting back on on daily luxuries like eating out and going to bars with friends.

Donna Mandelbaum, with the Kansas City Street Car Authority, says they have seen a 72% recovery rate since the pandemic began. Ridership started bouncing back starting in March.

With more summer activities downtown and higher gas prices, the weekends are especially busy, averaging 10,000 trips on Saturdays.

"We actually have increased our service on Fridays and Saturdays from three streetcars, to four streetcars on the route, because we're seeing higher ridership on those days," Mandelbaum said.

KCATA says it is seeing a similar trend in ridership as well. It saw a 15% increase in ridership in May compared to same time last year.

Both streetcars and buses are encouraging commuters to take advantage of their zero fare rides.

KCATA has been publicizing the service on billboards and on social media to let commuters know there are alternative options.

"Zero Fare policy for streetcar and buses is great cause now, you can save that money and maybe put it back into your gas tank when you do need to use your car," Mandelbaum said.

Mandelbaum says streetcars have not been necessarily affected by gas prices because it is electric fleet. Now more than ever, they are relieved to be able to offer options to its customers.

KCATA says its diesel contracts are locked in do not fluctuate with gas prices, so it is also a win-win situation for them and commuters as well.

The agency is waiting, however, on federal funding to add three more electric vehicles to their routes to help reduce harmful emissions.

According to a 2018 study by the American Public Transportation Association, people who use mass transit instead of driving their own cars will save, on average, more than \$850 per month.

"I prefer to take public transportation either way, even with the gas prices when they were lower, but especially now that I'm spending so much on gas, it's definitely helped out a lot," Crisman said.

kshb.com/news/local-news/high-gas-prices-steer-daily-commuters-to-public-transportation



TRANSIT SYSTEMS TAKING STEPS TO COMBAT HUMAN TRAFFICKING

Human trafficking is a heinous crime that affects thousands of people all across the United States, but transit providers and services are uniquely positioned to help combat this illegal activity.

The United Nations defines human trafficking as “the recruitment, transport, transfer, harbouring, or receipt of a person by such means as threat or use of force or other forms of coercion, abduction, fraud, or deception for the purpose of exploitation.”

Millions of people across the globe are trafficked each year, and many of these victims are targeted by predators as a result of their migration statuses, economic hardships, and ethnicities. In 2020, the U.S. National Human Trafficking Hotline received 10,583 instances of human trafficking—a figure that likely undercounts the full scope of the problem across the country.

Traffickers often use public transportation services across the U.S. to find and transport victims, necessitating the need for transit employees, staff, and others to be on alert for the warning signs of potential trafficking. One report found that at least 42 percent of trafficking survivors across the country said their traffickers used buses (both local and long-distance) to facilitate their exploitation, while 27 percent reported that trains were used to facilitate their exploitation.

In an effort to identify instances of suspected trafficking and better assist victims, transit providers across the country are working to provide their employees and riders with the tools, training, and resources needed to combat this illicit practice.

ANTI-TRAFFICKING RESOURCES FOR TRANSIT PROVIDERS

From partnering with law enforcement and human trafficking task forces, to working with nonprofit organizations and state and federal officials, transit providers have a variety of resources they can utilize to improve their anti-trafficking efforts.

On the federal level, transit providers can apply for grants from the Federal Transit Administration to develop and implement their own anti-trafficking programs. And other programs, such as the Department of Transportation’s Transportation Leaders Against Human Trafficking (TLAHT) initiative, work to help transportation and travel providers maximize their collective efforts to better combat trafficking.

Other nonprofit groups are also providing transit providers with a host of free resources to establish their own human trafficking prevention programs. One of the leading organizations working to educate and equip transit employees with the resources needed to combat human trafficking is Busing on the Lookout (BOTL), a program of nonprofit organization Truckers Against Trafficking. BOTL offers transit providers a wide variety of easy to use resources and materials, including training videos, primers, wallet cards, and posters.

Annie Sovcik, BOTL's director, has worked with more than 245 U.S. transit agencies to train staff and employees about the signs of trafficking and the steps they can take to report suspected instances.

"Human trafficking is an everywhere problem, and it requires an everywhere solution," Sovcik said. "Frontline transportation professionals could be coming into contact with victims of human trafficking and with the crime of human trafficking, so it's important that they know how to recognize it. And, most importantly, they need to know about the resources that are available to support victims and get law enforcement or victim services involved in a situation."

Sovcik said that transit services not only act as potential hubs for traffickers, but also as one of the first places that victims might go for safety or to escape from a trafficking situation. She said that it's especially important for transit employees to have the training needed to identify, support, and assist those individuals.

"An interaction with a caring and knowledgeable person could make all the difference in a victim actually having the chance to break free, or getting lured back into their trafficking situation," Sovcik said.

In addition to using BOTL's resources to train employees to identify the signs of human trafficking, Sovcik said transit providers should work to establish an internal reporting process and work to strengthen their local relationships with law enforcement and victims services providers. Keeping these channels of communication strong is critical, Sovcik said, particularly when it comes to quickly addressing a suspected trafficking situation or connecting a potential victim with immediate support.

"We're not asking transit employees to be law enforcement or victims services providers or social workers," Sovcik said. "It's about getting them to recognize the signs of trafficking, and having them be equipped to respond in a way that allows them to take action."

ESTABLISHING A TRAFFICKING PREVENTION AND INTERVENTION PROGRAM

Large-scale transit systems that serve urban communities are working to improve their anti-trafficking efforts by training their employees and partnering with local law enforcement and victims services groups.

In California, a state law signed in 2018 requires transit agency employees to undergo training to identify and report suspected incidents of trafficking. Even before the law went into effect, however, providers such as the San Diego Metropolitan Transit System (MTS) were already working to train their employees. As a large city not far from the U.S.-Mexico border, San Diego is one of the nation's hotspots for human trafficking, necessitating the need for enhanced vigilance on the part of transit employees.

Brandan Shannon, MTS's Director of Human Resources, is responsible for managing the system's human trafficking prevention and intervention program. While the state law is geared more toward public-facing transit employees, the program provides top-to-bottom training for every MTS employee to identify the signs of trafficking.

In addition to an initial training course, which lasts around 30 minutes, front-line employees are retraining in the program every two years. The MTS's buses and trains are also equipped with dash stickers that include the system's security numbers and the number for the National Human Trafficking Hotline. Employees are also given wallet cards that summarize some of the red flags to be aware of, as well as reporting procedures.

"There is no need to reinvent the wheel," Shannon said. "There are many local and national organizations standing by to assist. BOTL has graciously given us permission to use some of their videos in our training sessions, and we also use BOTL's victim-centered postings in transit centers. And the San Diego Human Trafficking Task Force provides additional training and coordinates with our transit security and Passenger Safety Department." While it's often difficult to find out the outcome of a trafficking report to law enforcement because of ongoing investigations, Shannon said MTS works to share information in their internal communications about successful outcomes in order to keep

employees aware of the importance of this type of preventive training.

One successful instance that MTS reported happened not long after the rollout of the system's prevention and intervention program. A transit security officer noticed a man at one of their transit centers acting aggressively toward a young woman. After the same man came back to the transit center and was spotted approaching other young women, MTS reported their concerns and evidence to the San Diego Human Trafficking Task Force. The ensuing investigation, conducted and coordinated by state law enforcement agencies, resulted in the arrest of the trafficker and an accomplice at a motel outside of Los Angeles, where they were found to be holding another woman against her will.

"One of the reasons we thought publicizing that incident was important is that people don't always hear the outcome when they file a report," Shannon said. "So this helps show that, for the few moments we're asking folks to report suspicious activity, they really can help save lives."

COMBATING TRAFFICKING ON RURAL TRANSIT SYSTEMS

Human trafficking occurs all across the U.S., from large cities to small rural communities. That's why it's important for all transit systems—no matter their size, location, or coverage area—to consider implementing training and resources to combat this nationwide issue.

One of the rural service providers leading the way in these prevention and intervention efforts is Oregon's Sunset Empire Transportation District (SETD), which covers an area of roughly 840 square miles along Oregon's northwestern coast. Jeff Hazen, SETD's executive director, developed the provider's trafficking prevention program after meeting Sovcik at a conference in 2018 and viewing BOTL's materials.

"I made it my mission to make sure that everyone in the district—the bus drivers, office staff, transit center staff, managers, and even the Board of Commissioners—received the training and saw the BOTL video," Hazen said. "When we did the first training as a group, everyone was glued to the screen

listening to the stories and learning what to look out for on the system."

SETD was the first transit agency in Oregon to train 100 percent of its employees and board members on trafficking prevention and intervention, and new employees go through the training as part of their orientation. All SETD employees are re-trained once a year to keep them aware of red flags to spot, as well as the necessary reporting procedures to follow. And SETD has also utilized a public-facing advocacy campaign to help keep riders aware of the warning signs of trafficking as well.

"We put up posters on the buses and in the transit center waiting lobby and on the inside of stalls doors in restrooms, so someone in there could see it if they were being trafficked," Hazen said.

The program has seen results right from the time it was launched at the end of 2018. Hazen said that within several months of the training, two different drivers identified instances of suspected trafficking and reported them to their supervisors, who then contacted the police and the National Sex Trafficking Hotline. In another instance, a pregnant woman was visibly in distress in the transit center lobby, saying that she had to get home to Minnesota and escape from her so-called boyfriend. The employees got her out of the lobby to a safe location, and then Hazen purchased a ticket for her to get back to her family in Minnesota.

"It doesn't have to be an urban area for human trafficking to happen," Hazen said. "We're a rural community on the coast, and it happens here as well. So not only has this program gotten us a lot of positive buzz throughout the district, but it's helped us make sure that these people are safe and can get the help that they need."

<https://nationalcenterformobilitymanagement.org/blog/transit-systems-human-trafficking/>

CITY OF EXCELSIOR SPRINGS TRANSPORTATION



Courtney Kennedy, Transportation Coordinator, Johnna Craven, Helen Powell, Bobbie Thacker, and Debbie Asher (from left to right)

Located in the heart of Excelsior Springs, Missouri, the City of Excelsior Springs Transportation has provided transit services since October 1981.

They continue serving the residents within the city limits and operate a curb-to-curb public transportation system. Their two full-time and two part-time drivers transport approximately 770 riders and drive approximately 3,040 miles each month using three buses, one van, and one SUV.

Excelsior Springs Transportation offers a fixed route and deviated route transit system. The hours of operation are 9:00 a.m. to 4:00 p.m., Monday through Friday. Their deviated route provides services to senior riders who are transported to the Senior Center in Excelsior Springs. Seniors enjoy fitness classes and other health programs along with social activities such as card games and listening to music while enjoying a hot, nutritious meal. They provide medical routes for city residents needing dialysis on Monday, Wednesday, and Friday from 4:30 a.m. to 4:00 p.m. They also deliver medical riders to various hospitals on Tuesdays and Thursdays.

Excelsior Springs Transportation provides a “Ride-a-Share” program.

Area merchants and professionals can participate in the program, which provides the return trip fare from their

location. This service is provided Monday through Friday. Some of the Ride-a-Share participants include the City of Excelsior Springs Hospital, Price Chopper, Wal-Mart, Family Vision, North American Savings Bank, Dr. Craven Family Dentistry, and City of Excelsior Springs Clinic.

Excelsior Springs Transportation is excited to congratulate Patsy Braden on her retirement. After 29 years and 3 months of service, Patsy retired on February 15, 2022 as the City of Excelsior Springs Transportation Coordinator. Patsy handed the torch to Courtney Kennedy. It was a bittersweet moment. Patsy will certainly be missed, but Courtney is excited to tackle this new and exciting adventure.



Congratulations!

Patsy Braden retired on February 15, 2022 as the City of Excelsior Springs Transportation Coordinator after 29 years and 3 months of service.



Upcoming EVENTS



MISSOURI PUBLIC TRANSIT ASSOCIATION
2022 STATE CONFERENCE & EXPO

MISSOURI PUBLIC TRANSIT ASSOCIATION (MPTA) CONFERENCE 2022

September 28-29, 2022

University Plaza Hotel & Convention Center
333 S John Q Hammons Pkwy | Springfield, MO
Phone: 417.864.7333

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National Center for Mobility Management

NCMM MOBILITY MANAGEMENT CONNECTIONS WEBINARS

Mobility Management: The Role of a Mobility Manager and Developing Partnerships

January 23, 2023 12:30 PM EST

Register for this webinar.

[https://us02web.zoom.us/webinar/register/
WN_9IQcb35fSzmEwMDLn58zUw](https://us02web.zoom.us/webinar/register/WN_9IQcb35fSzmEwMDLn58zUw)



National Prescription Drug Take Back Day

October 29, 2022, 10 am – 2pm

[deaddiversion.usdoj.gov/drug_disposal/takeback/in-
dex.html](https://deaddiversion.usdoj.gov/drug_disposal/takeback/index.html)



National Cybersecurity Awareness Month

This year's campaign theme is "See Yourself in Cyber".

October 1-31, 2022

cisa.gov/cybersecurity-awareness-month



**If you need to send mail to the
MO-LTAP Office, please use zipcode**

65409

MISSOURI PUBLIC TRANSIT ASSOCIATION RELEASES FINDINGS OF STATEWIDE TRANSIT NEEDS ASSESSMENT STUDY

The Missouri Public Transit Association (MPTA) released the findings of a Statewide Transit Needs Assessment Study commissioned by the Lochmueller Group – a full service, survey, planning, engineering and environmental firm – in partnership with the MPTA, its member agencies and the Missouri Department of Transportation (MoDOT).

Over the last 10 months, this first-of-its-kind study examined public transit access across Missouri to help identify service gaps and operational needs, guide future mobility enhancements, prioritize investments and develop policies to better deliver transit service to customers and communities.

According to the study, 2,000 transit vehicles – operated by 4,500 workers – transport 156,000 riders every day in Missouri, yet there are unmet transit trip needs in virtually every corner of the state. Demand is especially acute for more rural areas that have non-programmed transportation needs or trips needed by individuals who do not qualify for Veterans Administration, Medicare and/or Medicaid. Urban areas are affected too as every operator and system throughout the state has some form of unmet needs. Total trips would need to increase by more than 39 million annually to meet derived demand estimates, costing more than \$341 million a year in additional operating dollars.

Historically Missouri's state funding has been only \$0.28 per capita. Comparatively, the average transit investment of other states is \$7.34 per capita. The Missouri legislature has recently approved \$8.7 million, a historic level of funding not seen for more

than two-decades, which increased the amount to \$1.41 per capita. According to the study, concerted efforts will need to be made on the part of many stakeholders to ensure this level of investment occurs annually, and a significant amount of additional funding will need to be identified to attempt to reach the peer average and close the identified funding gap in Missouri.

Beyond funding, the study found that 34 transit operators face additional challenges, including a dire labor shortage. Increasing tightness in the labor market is an issue being felt across the transit industry, as well as other markets statewide and nationally. Recruiting, training and retaining drivers takes time and effort, and the pool of applicants is increasingly small. The same rings true for mechanics and vehicle maintainers. Vehicle needs are acute. These needs, which include vehicle replacements, are valued at more than \$240 million dollars to meet the Federal Transit Administration useful life benchmark. Supply chain, microchip issues and Buy America requirements are exacerbating wait times for new vehicles even when funding is available. It takes two to five years from the time of ordering to the time for delivery, regardless of vehicle type.

"The goal of the study was to not only identify the current transit accessibility landscape, but to also provide direction for next steps," stated Shawn Dikes, Senior Project Manager for the Lochmueller Group. "We worked to help identify short-term, mid-term and long-term recommendations to hopefully be accomplished in one to five years, six to 10 years and more than 10 years, respectively."

On the funding front, the overall recommended goal is to increase funding for transit across the state to be more in line with funding levels of surrounding states. State matching funds for capital acquisitions – which are often vehicles – also needs to increase and there should be a \$0 match for non-programmed rural transit providers since they have the most trouble procuring new vehicles and maintaining operations. Furthermore, the Lochmueller Group recommends the FTA 5311 reimbursement regulation that limits what can be counted as match and how MoDOT interprets the split for funding for 5311 operations and the reimbursement rate(s) be reexamined. Since this is a federal law, this could be a more complex and lengthy effort.

Snapshot data produced through this Statewide Transit Needs Assessment Study is essential, but additional data will need to be collected in a consistent manner in the future to reveal trends and needs more proactively. It is also essential that factual data be disseminated and used for educational purposes among stakeholders, decision-makers, riders and the community at-large. Holding a Missouri Transit Summit focused on face-to-face networking to discuss technical issues and peer information exchange was also proposed.

It was also recommended that the Missouri Rural Transit Assistance Program (RTAP) be rescoped to take on an expanded role and perhaps be the premier program to conduct transit data collection, research and outreach.

Regardless of who heads the effort, there is a need for a one-stop, Missouri-centric repository for all service areas and geographies, as well as the line data and attributes, that make up transit services. An online transit planning, estimation and stimulation tool – which integrates socio-economic, land use and transit network data into a platform for scenario-based transit ridership estimation and analysis – would also be crucial to have.

Incremental steps are recommended as it relates to service delivery, operations and assets. Transit providers and their partners and advocates should seek to fill 5 percent of unmet needs within five years, 7.5 percent within 10 years and 15 percent within 15

years. This would be an increase in the number of trips by approximately 1.9 million, 2.9 million and 3.9 million, respectively, in those time frames. For non-programmed rural needs, this could be partially achieved by increasing the amount of revenue miles and hours that are delivered as this is the number of miles where vehicles are actively engaged in providing services. Lastly, Missouri should seek to replace vehicles in such a manner so that none of them are beyond useful life recommendations.

The Statewide Transit Needs Assessment Study can be accessed [here](#). Information specific to all 34 transit providers in Missouri can be found in the study. Details relative to ridership, passenger and vehicles miles, operating funding sources and service efficiency and effectiveness for the 11 largest transit providers in the state can be found on pages 20-30 of the study.

The recent MPTA Education Series Webinar on the study can be seen [here](#).

mopublictransit.org/2022/07/06/missouri-public-transit-association-releases-findings-statewide-transit-needs-assessment-study/





BUS OPERATORS ARE IN CRISIS. HERE'S HOW AGENCIES CAN TURN THINGS AROUND

A national bus operator shortfall is wreaking havoc at transit agencies. In a February 2022 APTA (American Public Transportation Association) survey of 117 transit agencies of all sizes, 71% reported that they have either had to cut service or delay service increases because of worker shortfalls. In the same survey, more than nine in ten public transit agencies stated that they are having difficulty hiring new employees. And nearly two-thirds of transit agencies indicated that they are having difficulty retaining employees.

Bus drivers are indispensable people that provide an essential service, but in most U.S. cities, their working conditions and compensation don't recognize their value. Transit Center's new report, "[Bus Operators in Crisis](#)," details the challenges American operators are facing, and offers solutions that transit agencies can take to solve issues locally. It also proposes steps that states and the federal government can take to support transit agencies in this effort.

A key cause of difficulties recruiting and retaining new workers is the steady deterioration of one of transit's most essential jobs. The pay has not kept pace with the skyrocketing cost of living in cities across the country. At the same time, the job has become more difficult. Operator assaults have increased, rigid scheduling requirements make it difficult for junior operators with child or eldercare responsibilities, and a lack of access to restrooms on route and break rooms at depots exacts a health toll. The transit industry is losing these workers to delivery services and trucking companies, which often offer workers more flexibility and higher pay.

To tackle operator shortfalls, "[Bus Operators in Crisis](#)" makes the case that the transit industry must make driving a bus a good job, a job with dignity, a job that is respected, well compensated, and rewarding. Operators are the backbone of the transit industry, and deserve better pay, more flexibility, and safer working conditions. They also deserve paths for advancement within agencies, and the opportunity to have their voices heard.

The report lays out eight recommendations for how agencies can improve job quality for operators.

It also issues recommendations for how state governments can help alleviate the shortfall by increasing the labor pool, and how the USDOT and Secretary Buttigieg can use the power of the federal government to call greater attention to the crisis.

The necessary work of decreasing transportation emissions and closing transit access gaps simply isn't going to be possible without operators to drive our nation's buses. While the operator shortfall problem is multifaceted, many of the solutions are well within agency control. Agencies must begin taking steps now to develop a stable, healthy, and supported 21st-century workforce. "Bus Operators in Crisis" charts a path towards a prosperous and dignified future for these essential workers.

[Read the full report.](#)

transitcenter.org/bus-operators-in-crisis-charts-the-deterioration-of-one-of-transits-most-essential-jobs-and-shows-how-agencies-can-turn-things-around/#:~:text=recognize%20their%20value,-,TransitCenter's%20new%20report%2C%20%E2%80%9CBus%20Operators%20in%20Crisis%2C%E2%80%9D%20

AVAILABLE TRAINING PROGRAMS

The following is a list of the training programs and course length 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 or 573-341-6155.

1. ACTIVE SHOOTER PREVENTION AND RESPONSE – 2 HOURS.
2. AGGRESSIVE DRIVING – 1 HOUR.
3. BACKING SAFETY – 1 HOUR.
4. BASIC FIRST AID – 1 HOUR.
5. BLOOD BORNE PATHOGENS – 1 HOUR.
6. CPR & BASIC FIRST AID – 4 HOURS.
7. DEALING WITH DIFFICULT PASSENGERS – 2 HOURS.
8. DEFENSIVE DRIVING – 3 HOURS.
9. DISTRACTIVE DRIVING – 1 HOUR.
10. DIVERSITY & AWARENESS TRAINING - PROVIDING QUALITY CUSTOMER SERVICE FOR TRANSPORTATION PASSENGERS WHO HAVE DISABILITIES – 2 HOURS.
11. DRIVEN TO EXTREMES – 1 HOUR.
12. DRUG & ALCOHOL AWARENESS – 1 HOUR.
13. EMERGENCY & EVACUATION PROCEDURES – 1 1/2 TO 2 HOURS.
14. FATIGUE AWARENESS FOR DRIVERS – 2 HOURS.
15. HIPAA – 1 HOUR.
16. NIGHT DRIVING – 1 HOUR.
17. OPERATION LIFESAVER – HIGHWAY-RAIL CROSSING SAFETY – 1 HOUR.
18. PASSENGER ASSISTANCE/MOBILITY AID SECUREMENT – 2 HOURS.
19. REASONABLE SUSPICION TRAINING FOR SUPERVISORS – 2 HOURS.
20. SAFE & SECURE PROPER INFANT AND CHILD SEAT INSTALLATION – 2 HOURS.
21. SENSITIVITY AWARENESS – 1 HOUR.
22. SEXUAL HARRASSMENT – 1 HOUR.
23. SLIPS, TRIPS AND FALLS – 1 HOUR.
24. WHEELCHAIR SECUREMENT – 2 TO 3 HOURS DEPENDING ON NUMBER OF PARTICIPANTS.
25. WINTER DRIVING SAFETY – 1 HOUR.

For more information on classes and to register please visit: mltrc.mst.edu/mortaphome/mortaptraining/

RESOURCES

National RTAP – Rural Transit Assistance Program

www.nationalrtap.org/

Transportation Safety Institute – Transit Safety & Security Training Division

www.tsi.dot.gov/Transit.aspx

Federal Transit Administration – Rural Transit Assistance Program Page

www.fta.dot.gov/funding/grants/grants_financing_3554.html

Missouri Public Transit

www.mopublictransit.org/

National Transit Institute

www.ntionline.com/

Kansas RTAP – Kansas University Transportation Center

www.kutc.ku.edu/cgiwrap/kutc/rtap/index.php/index.html

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

www.tcrponline.org/

