

Results of the Kansas RTAP Rural Public Transit Providers Survey

By Janellys Long

Introduction

Late last year the Kansas Rural Transit Assistance Program (KS RTAP) sent a survey to public transit providers in Kansas to evaluate the effectiveness of the training and technical assistance it offers to rural public transit providers, and to learn more about their needs. The purpose of the survey was gain feedback to guide updates of existing training and technical assistance programs and to create new training programs based on the needs of those we serve.

The survey had a response rate of 15 percent with 30 respondents out of 201 invited participants from the KS RTAP contact list.

Data Analysis

RTAP Training

The majority of respondents said KS RTAP's training is effective in providing informative content, but could be more interactive, and updated more frequently. Respondents also expressed interest in receiving further training in the following topics:

- First aid/CPR
- Customer service
- Internal procedures
- Hands-on use of safety tools such as seat belt cutters and fire extinguishers

- Modified true colors personality tests
- Hands-on simulated disability training such as low vision, non-hearing, and mobility device use
- Braun lift trouble shooting
- HIPAA
- Wheelchair training
- Dispatcher/manager training.

KS RTAP Approved Trainer Program

The majority of respondents shared positive feedback about the KS RTAP Approved Trainer Program. However, respondents requested that KS RTAP Approved Trainers post their training events on the BlackCat Calendar consistently, to make it a more reliable source of available training events.

Progressive Training Curriculum

KS RTAP is interested in developing a progressive curriculum for drivers. The curriculum would be set up so drivers complete the basic training in their first year. Then, they would advance to different, more advanced coursework during their second required driver's training, and so on. After a specific period of training, they would receive a certificate for completing the progressive training.

The majority of respondents shared positive feedback toward this proposal. However, feedback was split regarding the proposal that agencies provide incentives for the completion of the progressive training curriculum.

KS RTAP/ National RTAP Technical Assistance

Respondents were asked which technical assistance resources they used from KS RTAP and National RTAP. The following tables illustrate their responses.

Table 1: Use of KS RTAP Technical Assistance Resources

Newsletter	13
Manuals	7
Grant Assistance	6
Operator Training	20
Management Training	7
Special Projects and Research	2

Table 2: Use of National RTAP Technical Assistance Resources*

Newsletter	7
Manuals	3
Grant Assistance	2
Operator Training	11

Management Training	6
Special Projects and Research	3

*National RTAP resources can be found at www.nationalrtap.org.

Kansas Transit Roadeo

The majority of respondents shared positive feedback about the Kansas Transit Roadeo, held annually. However, some expressed they would participate at higher rates if the event were advertised more heavily and in a way that made the event less intimidating for drivers.

Respondents said this would make drivers more excited to participate rather than afraid of not scoring well. Also, respondents requested that minivans be included, so drivers who are more familiar with minivans than the transit buses previously used in the competition, would not be excluded or at a disadvantage.

Conclusion

The survey provided valuable feedback that will help inform KS RTAP in shaping its training events in the future. Thank you to all who participated in the survey!

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