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KANSAS TRANSIT REPORTER

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By Kara Cox, Kansa RTAP



The season is not the only thing changing over at KS RTAP! It has been nearly a month since we said a bittersweet goodbye to Lisa Koch. Lisa was an outstanding RTAP director, and while we miss her, we can't help but cheer her on in her new endeavors!

I consider myself fortunate to have worked with Lisa for three years. Her knowledge and passion for the transit industry was inspiring and infectious. I am honored to be stepping into the RTAP director position and will strive to meet the high standards for KS RTAP that Lisa has set forth.

Another change to the KS RTAP program falls within the Approved Trainers policy. After reviewing the old policy, we feel that these changes are necessary in providing consistent, quality training across Kansas. Our KS RTAP Senior Trainer, Anne Lowder and our Senior Events Coordinator, Megan Hazelwood have written an article in this newsletter that more closely examines the changes made to the Approved Trainer policy.

As always, if you have any questions or need assistance, please reach out!

KANSAS RTAP APPROVED TRAINER PROGRAM UPDATE 2024

By Anne Lowder and Megan Hazelwood, National RTAP

The Kansas Approved Trainer program (AT) has been around since 2008. It was first established for 5311 programs that had significant employee turnover. The first set of approved trainers were established transit directors, many of whom started their careers as drivers. Since then, the Approved Trainer program has expanded and has also shown growing problems as far as quality assurance. The current update to the AT policy is to establish that ATs are proficient in wheelchair securement, emergency evacuations, and that the training replicates the KS RTAP Senior Trainer materials.



Figure 1: KS RTAP Approved Trainer Workshop August 16-17, 2023 in Lawrence, KS

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WHAT IS THE APPROVED TRAINER PROGRAM?

The AT program is designed to complement the KS RTAP Senior Trainer by providing scheduled opportunities for training when the KS RTAP trainer is unavailable.

In July, KS RTAP had all existing and any new applicants reapply or apply to become an AT in 2024. Twenty-four applicants were chosen from the application pool to become AT's. Each applicant then had to complete two skills assessments test: wheelchair securement and emergency evacuation.

The skills assessment was held in each CTD (Coordinated Transit District) in August 2023. Five AT's showed proficiency, eighteen scored high but not completely proficient and 1 applicant did not pass the skills assessment. Throughout 2024, the KS RTAP trainer will also attend AT trainings to assess the quality of the training material.

The AT program also has 11 AT's that are agency only. Agency only ATs are 5310's and will not be available for the public to attend. Twelve ATs are available to the general public.

WHAT IS PROFICIENCY?

Each skills assessment has a scoring sheet. To meet proficiency, the AT must verbally state what they are doing while physically performing each task. Scoring high but not proficient means that an AT could physically do the skills assessment but did not verbalize what they were doing. An AT's score can also be lowered by leaving out one or two steps, such as not checking the kickplates or checking the wheelchair before boarding. Some common errors that occur during the assessment are in emergency evacuations, where the ignition is not turned off, cutting wheelchair securement for evacuation is not verbalized, and the lift is not lowered manually. To be considered proficient, these tasks must be completed and verbalized.

TRAININGS

Two training courses will be offered for 2024.

- Defensive Driving and Distracted Driving and Emergency Procedures.
- Defensive Driving and Distracted Driving and Passenger Assistance with Wheelchair Securement

Defensive Driving sources materials from Coaching Systems "Coaching the Van Driver 4" and Distracted Driving uses materials from CTAA (Community Transportation Association of America) Pass 7.0, National Highway Traffic Administration and National RTAP. Emergency Procedures sources materials from CTAA Pass 7.0, National RTAP, FTA (Federal Transit Administration) Security and Denver Transit. Passenger Assistance with Wheelchair Securement sources materials from CTAA Pass 7.0, Q'Straint Wheelchair Securement Training and Denver Transit.

2024 UPDATES FOR THE KS RTAP TRAINING AND THE KS RTAP APPROVED TRAINER

Changes to the KS RTAP Approved Trainer program can be viewed in the updated policy that is housed on the KS RTAP website [here](#). These updates come from KS RTAP's desire to provide quality material and training that promotes transit safety. The following section provides an overview of the policy changes.

No Charges for KS RTAP Training

Starting on January 1, 2024, no fees should be charged for classes led by Approved Trainers, as KDOT/RTAP will be offering classes by the Lead Trainer for no cost.

One Stop Shopping for Registration on KS RTAP Learning Management System

All 2024 scheduled trainings will be listed on the KS RTAP Learning Management System. Trainings will no longer be

listed on the Blackcat calendar. Trainers must provide the trainings that will be provided and the date, time, location, and capacity of the training to the KUTC/RTAP Events Coordinator at least one month prior to the event. Posting all trainings on the KS RTAP Learning Management System will allow KS RTAP to collect and maintain training data. The KS RTAP database will also maintain records and certificates for each person that goes through a KS RTAP training. Only those participants who are registered for trainings through the Learning Management System will be eligible for a certificate. This eliminates the AT portal that the AT trainers were using. It had several problems including the laborious transfer of data to the LMS system.

LMS

Approved Trainers are required to advertise their trainings on the RTAP Learning Management System, and all registrations will be conducted through the Learning Management System.

Trainers must provide the trainings that will be provided and the date, time, location, and capacity of the training to the KUTC/RTAP Events Coordinator by one month prior to the event. After training is completed, the Approved Trainer will email the RTAP Lead Trainer and the KUTC/RTAP Events Coordinator with a list of participants who completed the training. Certificates will then be processed by RTAP and included in the Learning Management System record for each participant. Approved Trainers are required to keep records of classes and attendees for 5 years. (RTAP will email a summary of the data entered for each class, for record-keeping.)

For any questions regarding the KS RTAP Approved Training program, please contact Anne Lowder at alowder@ku.edu.

KUCDD: LINKING PEOPLE WITH DISABILITIES TO RESEARCH AND INNOVATION

By Evan Dean, KU Center on Developmental Disabilities

The Kansas University Center on Developmental Disabilities (KUCDD) is one of 67 University Centers for Excellence in Developmental Disabilities (UCEDDs) across the country. UCEDDs seek to advance research, policy, and practice for and with people with disabilities. KUCDD has been serving Kansans with intellectual and developmental disabilities for over 50 years. Our mission is to enhance the quality of life, self-determination, and inclusion of Kansans with developmental disabilities and their families through research, training and technical assistance, community service, and information dissemination.



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KUCDD is guided by our Consumer Advisory Panel (CAP), which is made up of people with intellectual and developmental disabilities, family members of people with intellectual and developmental disabilities, and partner organizations. Transportation is a key area of focus for the KUCDD CAP. Aaron Alspach, a KUCDD CAP member, noted that “I cannot work past 7:00 because the bus doesn’t run any later in my town. I miss out on jobs because of this.” Other community members have noted that their jobs are limited by the service area of the bus system in their towns. In fact, KUCDD has conducted needs assessment activities with the disability community throughout Kansas. We have found that access to transportation is routinely one of the highest priority areas for Kansans with disabilities.

KUCDD provides a unique opportunity to link people with disabilities directly to the supports and services offered by transportation agencies across the state.

We are seeking to expand our community services to partner and act as a resource to transit providers in Kansas. Do you need to learn more from people with disabilities in your community about their needs? Do Kansans with disabilities need to learn more about your services? Please get in touch and find out how we can support your goals to reach people in the community who will benefit from what your agencies offer. Please contact us at kucddcommunity@ku.edu and follow us on social media at <https://linktr.ee/kucdd>.

BUILD KANSAS MATCHING FUND

By Megan Tester & Kara Cox, KS RTAP



The Build Kansas Matching Fund (Build Kansas Fund) has been designed to provide state-funding for infrastructure projects throughout Kansas that apply for and receive Federal grants under the Bipartisan Infrastructure Law (BIL), which is also known as the Infrastructure Investment and Jobs Act (IIJA). Governor Kelly states that this bill allows “communities across the state to seize the tremendous opportunities provided by the Bipartisan Infrastructure Law.” This allows local Kansas leaders to move forward with infrastructure projects that not only benefit the Kansas economy, but

also benefit the people through connection and safer infrastructure. These projects can include, but are not limited to, improving water, transportation, and cybersecurity. The Build Kansas Fund provides up to \$200 Million in state-matching funds that projects are able to apply for and meet the requirements for a federal loan match. The Build Kansas Fund expires on June 30, 2027.

APPLICATION PROCESS

Applications for the Build Kansas Fund opened on September 15, 2023 and are processed on a rolling basis.

There are three requirements to be eligible for the Build Kansas Fund:

1. The applying entity must be eligible for AND pursuing a BIL funding opportunity.
2. The BIL opportunity MUST HAVE a non-federal match component.
3. The primary project zip-code MUST be located in Kansas.

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Entities applying can be counties, cities, federally recognized tribes, community organizations, higher education institutions, and private entities. Several grants require a local-match contribution. This is a non-federal cash for contribution that a grantee must contribute towards the cost of the project funded by a BIL grant. If a project falls across state-lines, the Build Kansas Fund amount will be prorated based on how much of the project is taking place in Kansas.

There are seven parts to the electronic application:

1. Basic Application Information (entity name, BIL program being applied for, etc.)
2. Eligibility Criteria (see Above)
3. BIL Grant Application Information
4. Build Kansas Fund - Match Application Information
5. Means Test (justification of need, etc.)
6. Additional Information (draft of BIL application or executive summary)
7. Terms and Conditions

Once an application is reviewed, applicants will be notified if approved for the Build Kansas Fund. If an applicant receives Build Kansas Funds, the applicant must comply with all regulatory requirements. Recipients will be required to use Build Kansas Funds to “support the non-federal or ‘cost-sharing’ match requirements of an awarded BIL grant.” If there are any further questions about the Build Kansas Fund or Bipartisan Infrastructure Law funding, please contact your Regional Point of Contact. To determine your point of contact and to learn more about the Build Kansas program, please visit https://static1.squarespace.com/static/6283fbbcc8dc401b8e9c87fd/t/650482c6803e9e60940eebae/1694794438891/09.15.2023+Build+Kansas+Program+Guidance_Final.pdf

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KEEPING TRANSIT EMPLOYEES SAFE AT WORK

By Nikhila Gunda & Megan Tester, Kansas RTAP

Fatal motor vehicle crashes happen every 12 minutes, but these crashes are not the only safety concern when it comes to transit employees (Safety Best Practices, 2014). Non-fatal injuries, like back pain from repetitive movements or fatigue from odd hours, occur every ten seconds according to the Occupational Safety and Health Administration. Due to exposure to hazards, injury and fatality, safety for transit employees should be a priority for any transit agency. Oftentimes, the safety of transit employees directly relates to the safety of transit passengers and the public. There are many proven ways to mitigate safety risks for transit employees, and safer employees means a safer public. The purpose of this factsheet is to highlight transit workers' safety risks and concerns, examine effective measures and best practices to reduce the identified risks, and promote the practical use of those strategies.



TRANSIT SAFETY RISKS AND MITIGATION STRATEGIES

This section will discuss prevalent safety concerns and dangers faced by transit workers during their work shifts and because of their occupational activities. Additionally, this section will explore various measures that can be implemented to address these concerns.

Chronic Health

Transit employees are at risk for a multitude of health issues due to the high-stress nature of the job and the repetitive motions performed for hours a day, year after year. Transit operators often work long, odd hours and face an aggressive public. These long hours and stress can cause problems from back pain and hearing loss to cancer and diabetes (Stoloff et al., 2020). The Transit Cooperative Research Program (TCRP) says it is important to note that these health conditions can lead to distracted driving and even greater levels of stress and fatigue (Stoloff et al., 2020). One way to alleviate some of these concerns is to provide resources to transit

operators that encourage healthier practices. Kansas RTAP's Anne Lowder wrote an article titled, "[Become a Healthier Driver](#)," in the 2022 Spring Kansas Transit Reporter that is a great resource for implementing healthier practices. Another cost-effective way of combating these health issues is to implement an incentive-driven wellness program (Stoloff et al., 2020). These programs encourage transit workers to focus on their health and wellness through monetary compensation and onsite treatment.

Example:

IndyGo, IN (Stoloff et al., 2020) - Employees with IndyGo insurance could join the health and wellness program. Approximately 88% of IndyGo employees had group health insurance in 2016. The program was voluntary but incentivized: Participants paid half of the insurance premium (15% of the overall premium) compared to non-participants (30%). IndyGo indicated that 97% of group health insurance plan employees participated due to the incentive (Russell 2018). Employees must undergo a physical, health risk assessment, biometric screening, four coaching sessions, and a health activity annually to preserve health premium reductions. Gardening, Weight Watchers, onsite exercise courses, walk-run groups, basketball competitions, a 5K for runners and walkers, and financial and nutrition classes are some of the physical and educational activities.

Crime

Another concern, for both transit workers' and the public's safety, is crime. Both transit workers and the public should be able to safely work and ride public transportation. The Federal Transit Administration (FTA) launched the Enhanced Transit Safety and Crime Prevention Initiative (ETSCPI) to prevent crime on public transportation and keep workers and riders safe (Enhanced Transit Safety and Crime Prevention Initiative, 2021). According to the FTA, funding can be used by transportation agencies to fund security personnel along with mental health and crisis intervention specialists to help prevent crime. The FTA offers trainings on preventing violence and assault and provides online webinars related to the public's safety concerns (Enhanced Transit Safety and Crime Prevention Initiative, 2021). FTA webinars on transit safety can be accessed by clicking [here](#). Preventing crime and violence keeps both the transportation workers and the public safe while also relieving stress that transit workers may face due to violent or aggressive passengers.

Onboard Driver Safety

Bus and rail workers are often attacked while simply doing their job. According to Amalgamated Transit Union (ATU) Canada, passengers may be annoyed with increased fares or with workers enforcing safety rules and take out their annoyance on transit workers (The Transit Worker & Pedestrian Protection Act, 2019). The Bureau of Labor Statistics (BLS) states that there were 13,587 injuries to bus drivers in 2013, out of which, 5,780 of these injuries required days away from work (Dowdell, 2015). Not only do these bus drivers take off work due to their physical injuries, but many must take even more time off due to lasting mental health effects. In 2011, 19% of violent cases led to mental disorders such as PTSD and anxiety (Dowdell, 2015). These injuries can also endanger passengers, especially if a driver is injured while driving. Transportation agencies are trying to mitigate violence and injury by adding cameras and protective partitions between the bus driver and the rest of the bus (Dowdell, 2015). One of the transit magazines, METRO, suggests mapping where most incidents happen and adding security at those stops (Stone, 2017). (5). They also place emphasis on

not making drivers enforce fare violations as that is the cause for 95% of assaults to bus drivers by either having a pre-recorded fare announcement or having undercover security on every bus (Stone, 2017). Preventing injuries and violence against drivers is important in supporting worker safety and the safety of the public. For more information about operator safety, refer to the article, "[How to Conduct Safety Risk Management Assessments to Identify Threats of Operator Violence](#)," written by Lisa Koch in the 2022 Spring Kansas Transit Reporter.

Maintenance

Safety risks occur when proper inspection and maintenance of a vehicle is not done. Daily pre-trip and post-trip inspections are required to keep vehicles safe, well-maintained, and in good condition. According to the Texas Transportation Institute (TTI), there should be maintenance programs for all major vehicle components (Turnball et al., 2003). These programs should have a schedule for when maintenance will be done and should follow the manufacturer's warranty maintenance schedule. There should also be basic daily maintenance checks such as making sure the vehicle is clean with no visible damage and there are proper fluid and fuel tank levels (Turnball et al., 2003). Doing pre- and post-trip checks properly and keeping up with a maintenance schedule is an easy way to mitigate any safety risks that could be the result of faulty equipment.

Substance Testing

An impaired driver is a safety risk for not only themselves but for passengers and the surrounding public. Ensuring that all transit operators are not working under the influence of drugs or alcohol is vital for maintaining safe conditions. The U.S. Department of Transportation requires all agencies to conduct drug and alcohol testing (Turnball et al., 2003) and KDOT has a drug and alcohol program that does testing and training during pre-employment, any post-accident, random test, and any reasonable suspicion. More information regarding requirements related to drug and alcohol can be found in the [Kansas Transit Manager Handbook](#). Kansas RTAP has developed and published an article on KDOT'S Drug and Alcohol Program in [Summer 2022 edition](#). Typically, most agencies are required to follow state drug and alcohol regulations if they want to receive FTA funding.

Random testing is an effective way to deter drug and alcohol use. Agencies should also be able to provide resources to assist employees that struggle with substance abuse (Turnball et al., 2003). By taking precautions to make sure all operators are working free of any substance, roads are safer for other drivers, passengers and the public.

Training

Training is important in ensuring the safety of not only transit operators and passengers, but the surrounding public as well. If drivers are not trained properly or are unable to utilize the training they have, it could prove catastrophic. As we covered in Onboard Driver Safety, the safety of drivers is important to the safety of passengers and the surrounding public. According to transit magazine METRO, Passenger-Interaction training can help with burnout among bus operators. They believe that improving bus operator training by training them in how to interact with vulnerable populations is good not only for the drivers but for the passengers as well (Hart, 2020). With training, bus drivers should be able to recognize how trauma manifests and would be able to create a better interaction with passengers, reducing the stress of both the driver and the passengers aboard the bus. According to the Federal Transit Administration, many transit operators feel that though their initial training was “well-articulated,” all subsequent training was sub-par (Federal Transit Administration, 2021). These transit operators feel that training beyond the training required by state and federal laws was not offered. For example, many transit operators expressed frustration at the many challenges arising from “mixed fleets,” having vehicles from different manufacturers (Federal Transit Administration, 2021). They explain that having these mixed fleets makes operation difficult and staff need training on all the different vehicles. Having difficulty operating a vehicle is dangerous not only for the driver and passengers on public transportation, but also for others on the road. If a transit operator cannot operate a vehicle properly, they either need to be trained to operate that vehicle, or the vehicle needs to not be used for the safety of the driver, passengers, and the public.

- Encourage transit workers to place importance on personal wellness and get regular health check-ups
- Transit workers are recommended to take action in preventing violence by taking a violence prevention course offered by the FTA (provide link to course)
- Transit agencies should provide security for bus drivers when needed and implement barriers between the driver and passengers to keep drivers safe
- Transit workers should follow a Manufacturer's Warranty Maintenance Schedule for every vehicle.
- Transit drivers are required to take drug and alcohol screenings

CONCLUSION

The safety of transit operators and other workers directly correlates to the safety of passengers and the public. Implementing proper safety measures is the first step in mitigating safety risks that transit workers face every day.

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SAFETY TIPS FOR ALL TRANSIT WORKERS

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POLICY SPOTLIGHT: WHEELCHAIR SECUREMENT

By Anne Lowder, Kansas RTAP

For the past 15 years, I have been the KS RTAP (Rural Transit Assistance Program) instructor. In 2023, for the first time, I had a driver in my training that had excuses to not have the person using a wheelchair forward facing in the vehicle. Rambling list of excuses: The wheelchair will not fit in the minivan forward facing. I replied, "Take out the front seat and you should have enough room to get your person forward facing." The driver stated she could not do that because that is where the wife sits. I suggested taking a larger bus. The driver refuted that she does not drive the paratransit bus. I suggested another driver. Her reply was that they liked her. I was at that agency for two days. The next day I watched as she boarded the passenger side facing into the vehicle. OH! My! I felt like I was going down the yellow brick road of liability.

This article on wheelchair securement policy will look at the science of wheelchair securement, Q'Straint best practices in securing a wheelchair, liability to an agency and the driver by not securing the wheelchair to best practices, and finally, a look at wheelchair securement policies from Kansas agencies.



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DEFINITIONS AND REQUIREMENTS

How to Determine What a Wheelchair is?

The definition, under the Americans with Disabilities Act (ADA), of a wheelchair is a device with three or more wheels, usable indoors and designed for a person with mobility impairments. It is important to understand and follow the ADA's definition of a wheelchair because Q'Straint equipment is only designed to transport wheelchairs that meet the ADA definition. Grocery carts, hospital transfer beds, and walkers do not meet the ADA's definition of a wheelchair.

Engineering Behind Retractor Placement

On the rear of the wheelchair, the retractors need to be placed on the inside of the frame of the wheelchair. The engineering perspective behind the rear retractor placement is that the rear retractors are stopping the wheelchair's forward momentum. The front retractors are placed on the outside of the wheelchair frame and stabilize the wheelchair.

3 Essential Principals for Securing the Wheelchair

1. Solid Frame Member: Identify a solid frame member of the wheelchair that looks like it will be strong enough to withstand a crash.
2. Proximity to the seat (45-degree angle): Ideally, choose a securement point as close to a 45-degree angle as possible. The 45-degree angle creates a downward pressure on the wheelchair helping to keep it place during transportation.
3. Direct Path to the Retractor: The belt of the retractor must have a direct path from the retractor to the attachment point. The belt should not wind around wheels, cross each other or be twisted.

Must be Forward Facing

All Q'Straint retractor-based systems are designed for forward facing only. This means that passengers must be forward facing in the vehicle. If the person being transported is not forward facing in the vehicle, the engineering behind retractor placement and lap and

shoulder belt placement will not work potentially causing injury or fatality to the passenger.

CONSIDERATIONS

Liability for the Agency and the Driver

Proper securement can save lives and prevent injury even if the driver is responsible for the crash. If the driver does not follow basic wheelchair securement best practices, and there is an incident, such as an injury due to a wheelchair tipping over because of improper placement of or lack of securements or a death due to side facing securement, the liability will not only fall on the agency but on the driver as well.

WHAT ARE YOUR PEERS DOING?

Liability for the Agency and the Driver

Reno County Area Transportation Policy on Wheelchair Securement

[Policy on: Policy \(renogov.org\)](https://www.renogov.org/policy)

Reno County Area Transportation Policies and Procedures Manual 52 Policy on: Wheelchair Securement Procedure on: Wheelchair Securement Date Initiated: 07/2011 Page 1 of 1

Purpose: To ensure the safety of all seated passengers and drivers during transport Policy Statement: All seated passengers are strongly encouraged to utilize seatbelt securement.

RCAT shall utilize the manufacturer's suggested procedures for proper securement of wheelchairs whenever possible. RCAT drivers will make the best use of securement technology based on the wheelchair to ensure the safety of seated passengers. If a driver cannot secure a wheelchair, the passenger will not be denied service.

It is the policy of Reno County Public Transportation Department that wheelchair securement is required and

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thereby creates a safer transport for all riders including those using wheelchairs. Anyone refusing to have their wheelchair secured will be denied transportation on RCAT vehicles.

Guidelines:

1. The driver shall use their best effort to appropriately secure wheelchairs according to industry standards using mfg. integrated clamp and/or floor mount securement system. If a driver is unable to secure the wheelchair, the passenger will not be denied service.
2. RCAT Route busses have the capacity to carry one wheelchair (manual or powered three or more wheeled devices)
3. The driver shall strongly encourage wheelchair passengers to use available lap and shoulder restraints.
4. Wheelchairs shall be secured with 4-point tie downs or as many as are standard for that tie-down system, in any combination of straps and/or clamps.
5. Wheelchair passengers shall be secured in a forward-facing manner. Side facing securement is prohibited.
6. Power driven mobility devices such as: power chairs, scooters etc. shall be turned off during transport.
7. Wheel brakes, if available, shall be engaged during transport.
8. Wheelchairs (manual or powered three or more wheeled devices) and occupants shall be transported if the lift and vehicle can physically accommodate them, Transportation may be denied if carrying the wheelchair and its occupant would be inconsistent with legitimate safety requirements, for example the wheelchair is so large it would block an aisle or would interfere with the safe evacuation of passengers in an emergency. Refer to: Manuals and videos on file for various restraint systems.

Consequences:

1. Failure to comply with the terms of this policy may result in serious bodily harm.
2. Failure by drivers to comply with the terms of this policy may result in disciplinary action up to and including dismissal, or suspension of active volunteer status.
3. Failure by passengers to comply with the terms of this policy may result in suspension of services.

Management Responsibilities: Monitoring and enforcement of this policy/procedure and the investigation of non-compliance expeditiously in a fair and thorough manner. Fair and reasonable decision making regarding positive corrective/disciplinary action.

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KUTC TITLE VI RESOURCE DEVELOPMENT

By Payton Smith, Kansas RTAP

Title VI, 42 U.S.C § 2000d et seq., was enacted in 1964 as a part of the Civil Rights Act. Title VI requires that "No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." If a recipient receiving federal financial assistance is found to have discriminated against a person, financial assistance can be terminated, and legal action can be taken. To avoid a situation like this altogether and demonstrate voluntary compliance, an agency receiving federal funding such as rural transit agencies in Kansas must develop and adhere to a Title VI Program.

A Title VI Program is a document that displays an agency's commitment to equal treatment under the law and the actions an agency has taken to promote nondiscrimination. Transit agencies who are direct or sub-recipients of federal funds must develop a Title VI program to be in adherence with the law. This includes but is not limited to 5310 and 5311 recipients.

Title VI programs have several different components including a public involvement plan, demographic analysis, and complaint procedure and monitoring. It's imperative that each component is addressed properly, but previously, transit providers in Kansas have had limited guidance on how to best do so. Kansas RTAP has developed a resource to assist providers in developing a Title VI program and maintaining and updating the program to continue to stay in compliance with Title VI. This article details what can be expected of the resource, and how transit agencies in Kansas can utilize the resource to develop their own Title VI program.

Kansas RTAP Title VI Resource Structure

The resource is divided into seven chapters. Each chapter details one aspect of a Title VI plan.

The chapters are as follows:

1. Complaint Procedure and Monitoring
2. Public Participation Plan
3. LEP Plan
4. Demographic Representation Information
5. Plan Approval
6. Fixed Route Services Special Requirements

*these are subject to change

Each chapter is structured to work as a model for that particular aspect of the plan. With the intent of transit providers using that format and following the guidance provided to replicate their own plan. This is accompanied by a checklist of information needed within each section. Some sections also have fill-in-the-blank templates provided by KDOT and sourced from other entities, which can be helpful for agencies who need more guidance and structure in developing their plan. Providers can choose to adhere to the templates provided which will produce a Title VI program that is sufficient in meeting the federal requirements, or they can choose to utilize the checklist and create a program that more closely suits their individual needs.

AN IN-DEPTH LOOK AT THE RESOURCE

The following sections provide a brief overview of each chapter within the Title VI development resource.

Complaint Procedure and Monitoring

This section encompasses the entirety of the Title VI complaint process which consists of three components. First is notifying the public of their right to submit a complaint to an agency if they feel their civil rights have been infringed upon, this is usually done in a notice to the public. Next is establishing a complaint procedure to address any complaints made to the agency. This section covers what is federally required of a complaint procedure and any additional guidelines established by the state. Finally, is developing a complaint monitoring process, which requires an agency to keep a record of any complaints, investigations, or lawsuits that have been conducted. This section includes not only the requirements of the law but how best agencies can adhere to these requirements.

Public Participation Plan (PIP)

A public participation plan is an imperative aspect of any transportation planning effort that an agency partakes in as a PIP helps to set the foundation for public engagement efforts and provide agencies with proactive and effective procedures and strategies for public engagement. This section provides insight into producing a PIP that adheres to the Title VI requirements and emphasizes the importance of engaging minority and LEP Populations.

CONTINUED ON NEXT PAGE

LEP Plan

This section covers the necessary requirements of an agency in recognizing, serving, and involving Limited English Proficiency (LEP) persons in transit planning and servicing efforts. The first step is recognizing the LEP persons within one's service area, this is done by conducting a four-factor analysis, a series of steps taken to analyze the demographic makeup of an area. The next step is recognizing how an agency can better service this community, which involves a series of methods for improving service for LEP individuals including training staff and providing information about service in other languages and formats. The final step is including LEP persons in the transit planning process, by providing a public involvement plan that caters to multiple demographics of people.

Demographic Representation Information

This section details the reporting requirements of a recipient with a transit related non-elected planning board, council, or another related group or committee.

Plan Approval

After an agency has created a Title VI program the plan must be approved for use. This section covers the necessary actions an agency must take to obtain approval. Plans must also be updated and resubmitted for approval periodically. That process is outlined in this section as well.

Fixed-Route Special Requirements

The above sections detail the requirements of all subrecipients; however, additional requirements are given to fixed-route providers. Fixed route providers must also set system-wide standards and policies. These policies must establish a set of standards that the transit agency adheres too when providing service and enforce equitable access to the services the agency provides.

CONCLUSION

This resource can be expected to be available on the KUTC website before the end of 2023. KS RTAP will be hosting a webinar on October 20, 2023, which will cover how best to navigate the resource and answer questions regarding developing a Title VI program. In the meantime, various resources exist to assist subrecipients in developing a Title VI program that can be helpful to rural transit agencies in Kansas.

FTA Circular 4702.1B: [Title VI Requirements and Guidelines for Federal Transit Administration Recipients](#)
Wisconsin Department of Transportation: [Title VI/ADA/Non-Discrimination Handbook for Transit](#)

RESOURCES

[Civil Rights Division | Title VI Of The Civil Rights Act Of 1964 42 U.S.C. § 2000d Et Seq. \(justice.gov\)](#)

[USCODE-2010-title42-chap21-subchapV.pdf \(govinfo.gov\)](#)

[FTA Circular 4702.1B: Title 6 Requirements and Guidelines for Federal Transit Administration Recipients \(dot.gov\)](#)

LEARNING MANAGEMENT SYSTEM REFRESHER

By Megan Hazelwood, Kansas RTAP

The Kansas RTAP Learning Management System (LMS) has been live for over a year now. We know it was not the easiest system to grasp in the beginning and understand that, with new updates, there may still be difficulties being able to efficiently navigate the system. This article , will give a brief overview of the basic functions of the LMS and go over some of the system's newer features.

CONTINUED ON NEXT PAGE

WHAT IS THE LEARNING MANAGEMENT SYSTEM

The Learning Management System is a searchable course calendar site that allows users to:

- Register multiple people for multiple courses in one transaction.
- View future and past course registrations.
- View and download training certificates.
 - Registration Managers can view all employees' certificates.
 - Employees can view all their certificates.
- Pay invoices via invoice/check or credit card.
- Newly enabled feature – Users can now go back into their accounts and pay outstanding invoices via credit card if they had previously chosen to pay via invoice/check.

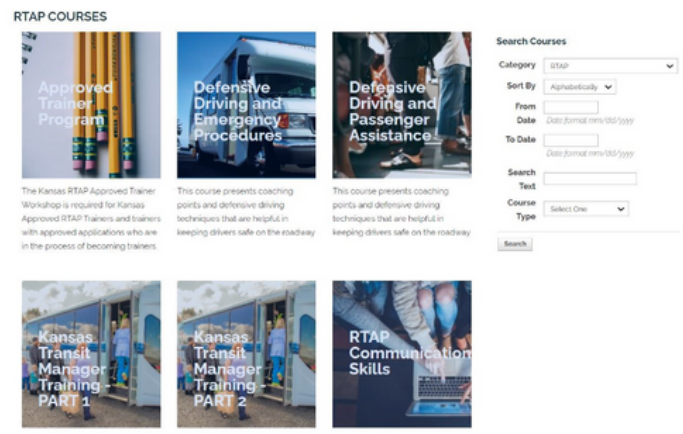
HOW TO LOG-IN

Visit the LMS log-in page (<https://www.events-kutc.ku.edu/login.asp>)

- Enter your email and password to log in.
- If you have forgotten your password, follow the prompts shown on the log in page: type your email and leave the password field blank. This will send you a password reset link.
- If you do not have an account already, click the “Create New Profile” button.
- Things to remember:
 - Only one email address per account. You cannot use the same email for multiple accounts.

REGISTERING FOR A CLASS

Visit our RTAP LMS course listing page (<https://www.events-kutc.ku.edu/kutc/RTAP.asp>). You can also use the “Search Courses” function on the right side of the page and select “RTAP” as the course category.



Once you have identified which course you would like to register for, you will click the “Register” button in the bottom right corner of the course page.

Follow the registration prompts to register yourself, yourself and others, or others only.

CONTINUED ON NEXT PAGE

YOUR LMS PORTAL PAGE

Your LMS portal page is accessible via the “Portal” button in the top right-hand corner of the webpage.



MY REGISTRATION PORTAL

Welcome Megan Hazelwood | View Profile

The events and courses you have registered for are listed below. Certificates are available for any class that you attended. To access a copy, click on “Attended” under “Attendance”.

FUTURE COURSE REGISTRATIONS				
Course Session	Program	Date	Link	Attendance
KDOT Pre-Project Certification Program (ONLINE)			Online Module	Attended
Providing Employee Safety (VIRTUAL)			Online Module	Attended
KDOT Pre-Project Certification Program (ONLINE)			Online Module	No Show
Providing Employee Safety (VIRTUAL)			Online Module	No Show
Concrete Road and Street Maintenance (VIRTUAL)			Online Module	No Show
ADA Basic Requirements (VIRTUAL)			Online Module	No Show
Asphalt Road Maintenance (VIRTUAL)			Online Module	No Show
Bridge 101 (VIRTUAL)			Online Module	No Show
Guardrail Maintenance and Repair (VIRTUAL)			Online Module	No Show

Your Portal Page houses your future course registrations, past registrations, and your open invoices.

PAST REGISTRATIONS				
Course Session	Program	Date	Link	Attendance
KDOT Right of Way Certification Program (ONLINE)				No Show
Providing Employee Safety (VIRTUAL)				No Show
Risk and Liability (VIRTUAL)				No Show
Legal Permitting and Regulatory Processes (VIRTUAL)				No Show
Guardrail Maintenance and Repair (VIRTUAL)				No Show
Bridge 101 (VIRTUAL)				No Show
Asphalt Road Maintenance (VIRTUAL)				No Show
ADA Basic Requirements (VIRTUAL)				No Show
Concrete Road and Street Maintenance (VIRTUAL)				No Show
KDOT Pre-Project Certification Program (ONLINE)				No Show
Providing Employee Safety (VIRTUAL)				Attended
Foundations in Customer Service Session		11/13/2023		No Show
KDOT Pre-Project Certification Program (ONLINE)				Attended

OPEN INVOICES				
Invoice	Date	Amount Due	Action	
Invoice	4/7/2022 3:55:27 PM	\$35.00	Pay Now	
Invoice	4/7/2022 4:57:45 PM	\$35.00	Pay Now	
Invoice	5/10/2022 4:14:35 PM	\$35.00	Pay Now	
Invoice	5/10/2022 4:25:35 PM	\$35.00	Pay Now	
Invoice	5/10/2022 4:38:50 PM	\$35.00	Pay Now	
Invoice	5/10/2022 4:50:09 PM	\$35.00	Pay Now	
Invoice	5/11/2022 4:55:37 PM	\$35.00	Pay Now	
Invoice	5/11/2022 5:05:00 PM	\$35.00	Pay Now	

HOW TO RETRIEVE YOUR CERTIFICATE FROM YOUR PORTAL PAGE

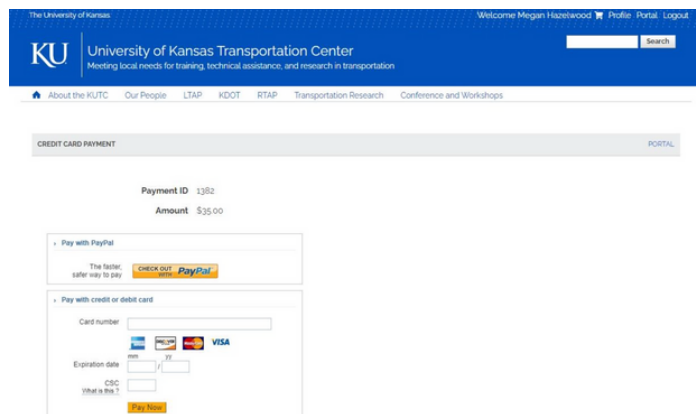
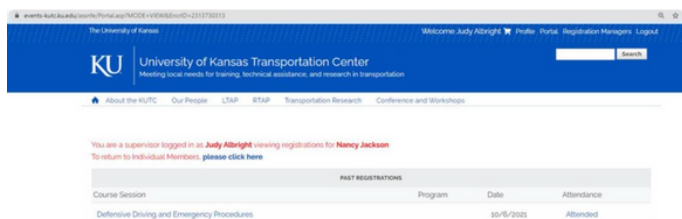
- Go to your portal page.
- View your past registrations.
- Under “Attendance” you will see “No Show” or “Attended.”
 - If you are listed as a “No Show” it probably just means we have not received the sign in sheet yet.
- Click on “Attended” to populate your certificate.

PAST REGISTRATIONS				
Course Session	Program	Date	Link	Attendance
KDOT Right of Way Certification Program (ONLINE)				No Show
Providing Employee Safety (VIRTUAL)				No Show
Risk and Liability (VIRTUAL)				No Show
Legal Permitting and Regulatory Processes (VIRTUAL)				No Show
Guardrail Maintenance and Repair (VIRTUAL)				No Show
Bridge 101 (VIRTUAL)				No Show
Asphalt Road Maintenance (VIRTUAL)				No Show
ADA Basic Requirements (VIRTUAL)				No Show
Concrete Road and Street Maintenance (VIRTUAL)				No Show
KDOT Pre-Project Certification Program (ONLINE)				No Show
Providing Employee Safety (VIRTUAL)				Attended
Foundations in Customer Service Session		11/13/2023		No Show
KDOT Pre-Project Certification Program (ONLINE)				Attended

HOW REGISTRATION MANAGERS RETRIEVE CERTIFICATES

- Click the “Registration Manager” link in the upper right-hand corner (next to the portal button).
- Click “View Registrations” of the user you are wanting to retrieve a certificate for.
- Click on the “Attended” link next to the course you need a certificate for.
- This will populate the certificate.
- Things to remember:
 - If you are not a Registration Manager but need to become one, please email Megan Hazelwood at mhazelwood@ku.edu.

EMPLOYEE ROSTER				
VIEW COMPANY ROSTER FOR KANSAS COUNTY COUNCIL ON AGING (KACC)				
7 COMPANY USERS				
Last Name	First Name	Middle Initial	Phone	Email
Adbright	Julie			julie@kacc.com
Drake	Ardis			
Gertz	Debi		605.335.744	debi.gertz@yahoo.com
Hawkins	Donald			
Jackson	Nancy			
Thompson	Ashley		605.335.744	tysonparent@gmail.com
Woodard	Danna			



HOW TO PAY AN OUTSTANDING INVOICE

- New Feature!
- Click the “Pay Now” link under the “Open Invoices” section.
- Enter your billing information and then “Process.”
- The PayPal credit card payment box will populate on the next page so you can pay your invoice via a credit card.

We understand that the Learning Management System can present difficulties when trying to register, pay invoices, and/or retrieve certificates. If you ever need assistance that this article and other online help-guides cannot offer, please do not hesitate to contact us at kutc_training@ku.edu

OPEN INVOICES			
Invoice	Date	Amount Due	Action
Invoice	4/7/2022 3:56:27 PM	\$35.00	Pay Now
Invoice	4/7/2022 4:57:46 PM	\$35.00	Pay Now
Invoice	5/10/2022 4:14:32 PM	\$35.00	Pay Now
Invoice	5/10/2022 4:21:35 PM	\$35.00	Pay Now
Invoice	5/10/2022 4:31:50 PM	\$35.00	Pay Now
Invoice	5/10/2022 4:36:09 PM	\$35.00	Pay Now
Invoice	5/11/2022 4:56:37 PM	\$35.00	Pay Now
Invoice	5/11/2022 5:05:00 PM	\$35.00	Pay Now

KANSAS RTAP TRAINING, TRAINING RESOURCES AND CONFERENCES

By Anne Lowder, Kansas RTAP

Below are training courses available from Kansas RTAP and other sources through October of this year. If you are interested in hosting a training class, I have started scheduling dates for 2024. Please contact Anne Lowder at alowder@ku.edu if you would like to host a training course at your agency. I have dates available in October.

KANSAS RTAP TRAINING

2023 KANSAS RTAP TRAINING DEFENSIVE DRIVING AND PASSENGER ASSISTANCE/WHEELCHAIR SECUREMENT

https://www.events-kutc.ku.edu/assnfe/CourseView.asp_MODE=VIEW&cID=591

December 6 | Mayetta

2023 KANSAS RTAP TRAINING DEFENSIVE DRIVING AND EMERGENCY PROCEDURES

<https://www.events-kutc.ku.edu/assnfe/CourseView.asp?MODE=VIEW&cID=580>

RESOURCES FOR TRANSPORTATION AGENCIES

EasterSeals Project Action Consulting

<https://www.projectaction.com/>

Easterseals Project Action Consulting provides instruction in a variety of formats to meet your community's needs and budgets.

National RTAP eLearning Transit Resources

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

- Training Modules
- eLearning Courses
- Technology Tolls
- Webinars
- Toolkits
- Topic Guides
- Technical Briefs
- Spotlight Articles

National Center for Applied Technology

<https://n-catt.org/>

Providing small-urban, rural, and tribal transit agencies with practical resources for replicable technological solutions and innovations. The site shares case studies, research, technologies, and provides information on technologies that enable solutions that solve problems and enable goals to be reached.

Community Transportation Association of America (CTAA) Resources

- Legislative and Federal Policy priorities
- Crime and Human Trafficking Prevention
- Census Issues 2020 Urban Area Determinations
- CT Reader Regular Updates
- Training Calendar

National Center for Mobility Management (NCMM)
<https://nationalcenterformobilitymanagement.org/>
Promoting Customer-Centered Mobility strategies that advance good health, economic vitality, self-sufficiency, and community.

U.S Department of Transportation
['Back to Basics' for Service Agents | US Department of Transportation](#)
The Office of Drug and Alcohol Policy and Compliance (ODAPC) is introducing a short series of reminders called "Back to Basics" for service agents (e.g., collectors, Medical Review Officers, etc).

CONFERENCES, WEBINARS, AND CHATS

Southwest Transit Association (SWATA)
October 29-November 1, 2023
444 Saint Charles Ave, New Orleans, LA
[2023 Louisiana Public Transit Conference - Your Regional Transit Association \(swta.org\)](#)

Southwest Transit Association (SWATA)
February 3 – February 7, 2024
Tulsa, Oklahoma
[2024 SWTA Annual Conference & Expo \[February 03, 2024 - February 07, 2024\] - Your Regional Transit Association](#)

5th National RTAP Conference - Navigating the Tides of Change with Rural and Tribal Transit
December 3 – 6, 2023 , Myrtle Beach South Carolina
<https://www.nationalrtap.org/News/Conference/2023-Myrtle-Beach>

SHARE!

If you know individuals who would like to receive our newsletter, please have them go to: www.ksrtap.org and sign up for the Kansas RTAP email list. There is a box to check to request electronic notification of each new issue of the TransReporter. Back issues are available at our website in the newsletter archives section.

KANSAS TRANSIT REPORTER

The Kansas Transit Reporter is an educational and technology transfer newsletter published quarterly by the University of Kansas Transportation Center (KUTC). The newsletter is free to rural and specialized transit providers and others with an interest in rural and specialized service. The Kansas Transit Reporter is co-sponsored by the Federal Transit Administration under its Rural Transportation Assistance Program (rtap) and the Kansas Department of Transportation. The purposes of the RTAP program are to:

1) educate transit operators about the latest technologies in rural and specialized transit; 2) encourage their translation into practical application; and 3) to share information among operators.

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