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KANSAS TRANSIT REPORTER

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DIRECTOR'S MESSAGE

By Kara Cox, Kansa RTAP



April showers bring May...showers? Spring has certainly announced its presence with these endless severe storm warnings. That said, I hope you are all safe and not too affected by the storms we have been having.

We held our spring advisory committee meeting in April and were glad to virtually see everyone there! The ideas brought forth by the committee were fantastic and have the RTAP team's brains churning. We are working to expand on those ideas and present them to everyone in the coming year!

Payton Smith, our GRA from the past two years, graduated on May 12th. Payton thrived within the RTAP team, and we cannot thank her enough for all that she has done for KS RTAP. Payton coordinated our bimonthly webinars, developed our quarterly CTD presentations, created our Title VI handbook and so much more. We are proud of Payton and all that she has accomplished while obtaining her master's degree. We wish Payton the best of luck on her next journey – we will certainly miss her here at RTAP!

As always, if Kansas RTAP can help you in any way, please do not hesitate to reach out to me at kara.cox@ku.edu or message me on Slack!

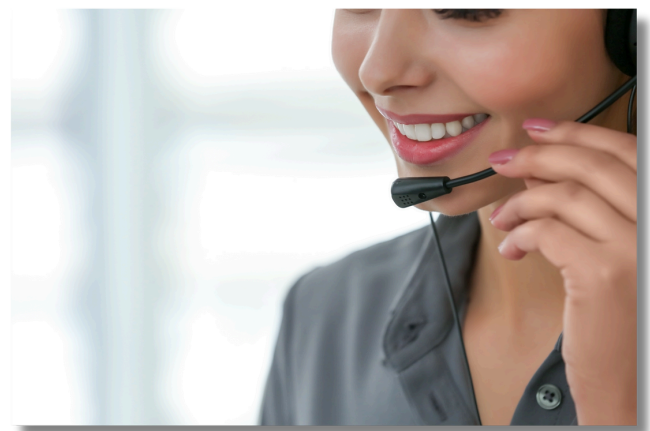
DISPATCH AND CUSTOMER SERVICE TRAININGS AND WHY THEY MATTER

By Beth Peterson, KS RTAP

Customer service is an important factor in the successful operation of transit agencies. Every interaction with transit employees leaves an impression, good or bad, so it is essential to always aim for excellence. Customer service trainings provide employees with the tools needed to put their best foot forward when interacting with customers in any situation.

CUSTOMER SERVICE FOR TRANSIT AGENCIES

Customer service is the support that agencies provide customers before, during, and after the use of their services. For transit agencies, this can take many forms, and each is important for ensuring your customers have



an easy and enjoyable riding experience. Every person in a transit agency, from the executive director to dispatchers and drivers, plays a role in providing quality service to transit users.

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Although customer service is a responsibility for all employees in a transit agency, those who interact with customers on an everyday basis have an additional responsibility to represent the agency. Dispatchers and schedulers are a key resource for those using the public transportation system and therefore must be equipped to handle a variety of situations and customer interactions. Similarly, transit drivers have face to face interactions with customers every day.

We've all been customers at some point in time, so we all have a basic understanding of what good customer service looks like, and for transit agencies, it's no different. Understanding, as well as meeting, or exceeding, customers' expectations is the foundation of providing excellent customer service. Some of the most essential skills needed to provide excellent customer service include active listening and reflection, prioritization, problem-solving and optimistic warmth, among others, according to National RTAP. Customer service trainings will help transit employees develop and refine these skills, as well as providing example situations of customer interactions to practice their implementation.

WHO IS THE CUSTOMER?

To a wide range of people, public transportation is a necessity for mobility. Customers may come from a diverse set of backgrounds, and it is important to treat all people with compassion and respect. Every person has biases and prejudice that they have picked up throughout their life, but it is important to know that these biases can be overcome through careful identification and evaluation. Diversity training, like diversity awareness and DEI, provides employees with the ability to embrace the uniqueness of all people while overcoming existing biases. Occasionally, employees may interact with a difficult customer, but learning the skills necessary to diffuse a tense situation can keep the interaction from escalating.

In addition to transit riders, government agencies that provide funding for transit can be thought of as a customer. Similarly, community services that rely on

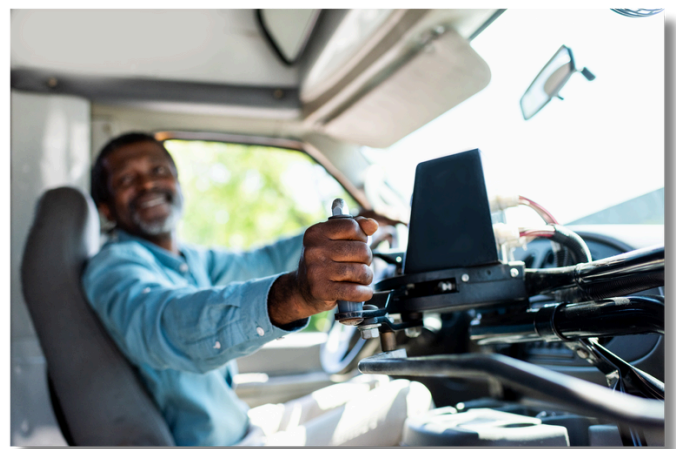
transit to provide transportation options for their clientele, such as hospitals, senior centers, and libraries, are customers as well.

IMPORTANCE OF CUSTOMER SERVICE

Providing excellent customer service benefits not only the customer, but also the transit employees and the agency. Prioritizing customer service can help employees limit stress produced by their job and contribute to the success of their agency, which in turn provides job security.

Quality customer service is tied to ridership. Research has found that 95 percent of customers chose companies based on their own customer service experience while 74 percent chose based on other's experiences that were shared online (John Martin Series). When customers recognize that they are a priority, they are more likely to have a good experience, use services again, and recommend services to others.

Additionally, a bad experience is more likely to spread than a good experience. It has been found that when the average person has a bad customer service experience, they tell 5.6 people compared to only 4.4 people for a good experience (John Martin Series). Making customer service a priority will ensure your agency maintains a positive image in the community.



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AVAILABLE TRAININGS

There are a multitude of available customer service trainings accessible online as well as guidelines for agencies to develop their own trainings. National RTAP's eLearning site offers an online training program on [Delivering Excellent Customer Service in Rural Transit](#). For more specified training, eLearning additionally offers a training course on [Managing Difficult Passengers and Situations](#). Additionally, eLearning offers a training course [on Dispatching and Scheduling Training for Rural Transit Systems](#) with a specific section focused on customer service for dispatchers. These trainings allow employees to complete the courses at their own pace while transit managers can track employees' progress and performance.

The American Public Transportation Association (APTA) has released a [Recommended Practice](#) which suggest guidelines for agencies developing and promoting customer service training for their employees. As recommended by APTA, effective customer service training should include topics such as communication, conflict resolution, empathy, and accountability, among many others.

CONCLUSION

Customer service skills are a necessity for transportation employees at every level, however dispatchers and schedulers have an important duty to represent their agency through every customer interaction. All people deserve to feel welcome using public transportation; providing excellent customer service to everyone helps ensure this is a reality. Doing so not only benefits the customer, but also benefits the employee and the agency. Maintaining a positive image with the community will help solidify your transit agency as an important community resource which maximizes ridership and use of services. Resources like online trainings will ensure that transit employees are equipped with the tools necessary to provide excellent customer service to all transit users.

RESOURCES

John Martin Series: Customer Service in Rural Transit: How to Identify and Meet Customer Needs Technical Brief. National RTAP. <https://cloud.nationalrtap.org/Resource-Library/Advanced-Search/?fid=139>

Customer Driven Service Learner's Guide: Your Keys to Providing Exceptional Customer Experiences in Transit. National RTAP. [RTAP CustomerServiceLearnerGuide.pdf \(mpta-transit.org\)](#).

Developing and maintaining a customer service culture. American Public Transportation Association. (2009). https://www.apta.com/wp-content/uploads/Standards_Documents/APTA-BTS-BO-RP-004-09.pdf

Delivering Excellent Customer Service in Rural Transit. National RTAP. [__images_Delivering Excellent Customer Service \(1\).pdf](#)

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CHECKLIST FOR TRANSFERRING VEHICLE OWNERSHIP



This National RTAP checklist for transferring vehicle ownership outlines the steps needed by transit agencies that receive FTA 5311 funding to transfer ownership of transit vehicles. This checklist is for public transit agencies purchasing used vehicles from other organizations, including other public transit agencies. It should not be used by agencies purchasing new vehicles from manufacturers. It does not include key components required for the sale of vehicles after the end of useful life or documenting Transit Award Management System (TrAMS) awards that may require additional award documentation and coordination with FTA.

A transfer may be different from a final disposition but also requires coordination and prior FTA approval. The transferring agency decides the terms of the transfer and coordinates requirements and terms with FTA. Some agencies choose to transfer without exchange of money; others ask for pro rata local share at the current straight-line depreciation value. A transferred vehicle will continue to be used in transit service. The evaluation of the FTA payback amount only occurs when the agency that receives the vehicle in a transfer transaction eventually disposes of the vehicle at the end of its useful life.

FTA recommends that agencies familiarize themselves with the APTA Bus Procurement Standards. As advised in NCHRP's Maximizing Proceeds from the Fleet Asset Disposal Sales Process, each state has its own unique laws, regulations, and administrative rules relevant to how agencies acquire fleet assets and it is the fleet manager's duty to seek legal consultation with the appropriate procurement and legal entities in the state.

As there may be award- or program-specific requirements and FTA prior approvals, recipients should review FTA's Regulations and Programs landing page on FTA's website. The checklist below has several components that should be reviewed when transferring vehicle ownership, but please consult FTA regional offices if FTA awards are involved to ensure proper documentation. The boxes with blue color coding are not applicable when transferring vehicles from other public transportation agencies, since these are included in the original vehicle purchase

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	Task	Date/Notes
<input type="checkbox"/>	Recipients certified that pre-award and post-delivery reviews will be conducted	
<input type="checkbox"/>	Asset maintenance plan undertaken	
<input type="checkbox"/>	Protest procedures written	
<input type="checkbox"/>	Assured that vehicle is ADA compliant (transit agencies may acquire some vehicles that are not ADA accessible if certain conditions are met – see 49 CFR Section 37.71 and Section 37.77)	
<input type="checkbox"/>	Assured that vehicle complies with Buy America and Disadvantaged Business Enterprise (DBE) requirements	
<input type="checkbox"/>	Vehicle mileage documented	
<input type="checkbox"/>	Vehicle inspection performed, noting vehicle age and other notable factors that could impact useful life	
<input type="checkbox"/>	Condition information submitted to FTA according to TAM Plan	
<input type="checkbox"/>	For transfers with sale, purchase order/signed agreement for vehicle purchase completed	
<input type="checkbox"/>	If the sale is a non-sale transfer where no money is exchanged, both parties agree to the owner's transfer of ownership via a Memorandum of Understanding (MOU) affidavit of gift or similar documentation.	
<input type="checkbox"/>	Settlement of existing financial obligations is conducted, including: a. Existing insurance proceeds local share is paid to transferring agency, if applicable	
<input type="checkbox"/>	b. Any applicable taxes paid	
<input type="checkbox"/>	c. Lien released, if applicable	

Task	Date/Notes
<input type="checkbox"/>	d. If proceeds (not including insurance proceeds) exceed \$5,000, the excess was paid to the State DOT for the federal share of the amount that exceeded \$5,000.
<input type="checkbox"/>	e. Insurance proceeds received from the sale are transferred to the State DOT, if applicable
<input type="checkbox"/>	Vehicle title and registration transferred (State DOT was notified of this by Motor Vehicles)
<input type="checkbox"/>	License plates received
<input type="checkbox"/>	Compliance with the post-delivery Buy America certification requirement demonstrated
<input type="checkbox"/>	U.S. DOT number record and insurance forms filed with FMCSA
<input type="checkbox"/>	Vehicle reported in the FTA TAM Asset Inventory

Considerations

When there is a transfer between two transit agencies and the vehicles were procured with FTA funds, there are additional disposition elements that must be addressed in the donating and receiving awards and at the organizational level. Recipients are strongly encouraged to review requirements in the applicable Program Circular (C. 9040 for Rural Transit Programs) as well as the Award Management Circular (C. 5010) and discuss the transfer with FTA Regional Office staff to ensure prior approvals, documentation, and reporting requirements are understood. Additionally, there may be TrAMS or financial information that may need to be reflected for both the donating and receiving organizations. If the transferred vehicles were procured with federal funds and are sold after meeting their useful life, if the value is over \$5,000, there are specific disposition requirements that must be addressed under Circular 5010.1 and legislative requirements.

Acknowledgments

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POLICY SPOTLIGHT: ADDRESSING PERSONAL HYGIENE WITH COMPASSION

By Payton Smith, KS RTAP

Providing safe and adequate transportation services is the responsibility of the transit provider, but that does not come without its challenges. Issues of personal hygiene amongst transit riders can impact their own well-being and others, but navigating these situations can be tough. Passengers are also responsible for their own safety and welfare. With an understanding of one's responsibilities and with compassion towards other people's situations, creating a safe and clean environment is possible.

THE LAW

People cannot be denied service unless they are endangering others or preventing others from using the service. Everyone is entitled to the “full and equal enjoyment of service.” This means that service must be provided without discrimination. However, this does not give passengers the right to endanger the safety or wellbeing of other passengers, and a passenger must not impose upon another rider's right to full and equal enjoyment of a service.

“All persons shall be entitled to the full and equal enjoyment of the goods, services, facilities, privileges, advantages, and accommodations of any place of public accommodation, as defined in this section, without discrimination” 42 U.S.C. §2000a

The categorization of offenses that constitutes impacting the well-being and tranquility of citizens in Kansas include quality of life offenses, such as disorderly conduct, loitering, vagrancy, or sit-lie laws.

Crime	Criminal Act	Criminal Intent	Attendant Circumstance
Disorderly conduct	Unreasonable noise, obscene utterance or gesture, fighting, threats, fighting words, creating a hazardous condition	Specific or purposely or recklessly to disturb the public or create a risk thereof	Act takes place in public
Loitering	Loitering, wandering, remaining	Specific or purposely to beg, gamble, solicit prostitution	Act takes place near a school, transportation facility; the defendant is masked
Sit-lie law	Sitting or lying down	Strict liability*	Act takes place between certain times of day, in public, on a sidewalk, or on a street

*Exceptions for medical emergencies, people who have disabilities, protests

These quality-of-life offenses recognize that actions such as loud or obscene language, lingering in public spaces without a purpose, or creating a hazardous condition without a legitimate purpose can impact the well-being and tranquility of citizens. However, these laws have faced constitutional challenges due to their impact on individual rights and freedoms. Often, enforcing these laws disproportionately targets vulnerable populations including low-income or homeless people. It is important to maintain the safety and comfort of citizens, but it must balance individual rights and protection.

CODE OF CONDUCT

Municipal transit agencies are encouraged to develop policies and procedures that prioritize the health and safety of both workers and passengers. Through the power of the State of Kansas, municipalities have the authority to operate and maintain public transportation services, and the board that governs them has the authority to make rules and regulations surrounding the operations (state statutes). While code of conduct procedures does not supersede federal or state regulation, they can complement it by helping agencies to avoid nuance and have guidelines to point to in difficult situations. A few examples of code of conduct include Curry Public Transit in Oregon and Community Transit in Washington, with specific language discussing adequate public hygiene.

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Curry Public Transit:

Curry provides context for providing a code of conduct and how it is to be enforced. The code of conduct also addresses who has discretion to make decisions, in this case the Transit Manager. They also provide language of the enforceable conduct including personal hygiene that is offensive.

Curry Public Transit has the right to refuse service to anyone not complying with the rider rules of conduct or safety instructions given by a driver. Drivers have the right to refuse service to anyone who may pose a direct safety threat to other passengers and/or the driver. All rider guidelines and policies apply to everyone regardless of age or disability.

Verbal warnings or incident reports may be issued for any transgressions. Depending on severity, immediate and/progressive sanctions on the use of transit service may occur. Transgressions during a rolling twelve month period will be taken into consideration. The Transit Manager has final discretion in all decisions. If you disagree with the sanctions, you may file an appeal with the Transit Manager within 5 working days.

Enforcement of this policy will provide a safe and enjoyable ride for all passengers.

- Dress appropriately and maintain personal hygiene so that personal odor does not become offensive.

Community Transit:

Community Transit provides a comprehensive explanation of their rules of conduct including how it facilitates their goals, how the rules are enforced, and compliance and appeals. The rules of conduct then provide language of offensive conduct and notes on how to address ambiguity or special considerations such as with personal hygiene.

Who enforces our Rules of Conduct?

Our bus drivers, employees, authorized contractors, and transit police may remind you of the Rules of Conduct and warn you of potential consequences. They may ask you to leave a bus or facility or move seats if necessary.

Offensive Odor

- Having body odor or personal hygiene to unreasonably interfere with other customers' ability to use the transportation services and results in multiple complaints from customers and/or employees. This includes odor arising from one's person, clothes, articles, accompanying animal or other source.

Note: Individuals who have fecal matter or urine seeping through their clothing are unable to use our services due to creating a biohazard, but alternative courtesy transportation may be obtained from a Field Supervisor or Transit Police as resources allow. Individuals whose sole violation is offensive odor due to being homeless or insecurely housed will be provided an opportunity to engage with a Community Transit and/or Office of Neighborhoods Social Worker to address the issue instead of being excluded unless it is a repeat offense.

Rabbittransit:

Rabbittransit code of conduct has different levels of enforcement. Inappropriate or offensive personal hygiene falls under 'Level I'. These different levels of enforcement have various repercussions, with Level 1 being the most lenient and allowing for transit riders to first receive a warning.

- Changing a child's diaper.
- Not wearing shoes or a shirt.
- Exhibiting inappropriate personal hygiene, i.e., an individual whose bodily hygiene is so offensive as to constitute a nuisance to other passengers.

COMPASSION

In addressing situations where individuals may present hygiene challenges, compassion is paramount. Recognizing that everyone requires transportation, it is incumbent upon transit providers to extend understanding and support. Where possible, offering resources or directing individuals to appropriate assistance can be invaluable in fostering a compassionate and inclusive transit environment.

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One notable initiative in this regard is Indianapolis Public Transit IndyGo's Wellness in Transit Program. Indianapolis transit offers multiple community engagement and wellness programs under the umbrella IndyGo Cares. Wellness in Transit is one installment of this program focused on providing wellness services such as healthcare, mental health services, housing resources, and personal hygiene items. This is achieved through partnerships with local organizations such as Gennesaret Free Clinics, Step-Up, Inc. and Adult & Child Health, with IndyGo hosting the services they provide at their transit centers on designated days.

The National Centre for Mobility Management provides resources for transit providers on collaborating with community health providers and the importance of transportation in promoting public health. While IndyGo represents an ambitious and large-scale example of compassion in action, it's important to recognize that not all transit agencies have the capacity for such initiatives. However, there may already be local organizations available in your region that could provide services to assist riders in need of support. For example, Giving the Basics in Kansas City acquires hygiene products such as shampoo, soap, and deodorant, and administers these products to people in need. Awareness of such organizations in one's area can aid transit riders in need and help transit agencies address hygiene-related challenges effectively.

RESOURCES

Code of Conduct & Transit Suspension Policy. (2017). rabbittransit. <https://www.rabbittransit.org/wp-content/uploads/2019/07/rider-code-of-conduct-policy.pdf>

Communicating with the Public. (n.d.). Retrieved April 30, 2024, from <https://www.nationalrtap.org/Toolkits/Transit-Managers-Toolkit/Operations-and-Planning/Communicating-with-the-Public>

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TECHNOLOGY SPOTLIGHT: SLACK

By Kara Cox, KS RTAP

In an age where effective communication is the cornerstone of progress, KDOT has embarked on a journey towards enhanced collaboration and efficiency within the realm of transit agencies. By embracing modern technology, KDOT has turned to Slack, a versatile communication app, to foster dialogue, streamline processes, and propel the state's transit initiatives forward.

With Slack, KDOT has established a centralized hub where transit agencies across Kansas can converge, share insights, and coordinate efforts seamlessly. This article will look at some of Slack's most beneficial features.

CENTRALIZED COMMUNICATION HUB

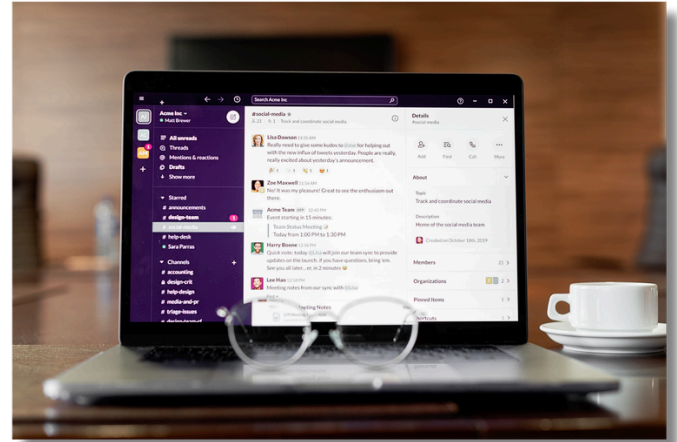
Slack serves as the nerve center for transit-related discussions, announcements, and updates. KDOT has created dedicated channels for various transit agencies, ensuring that pertinent information reaches the right recipients promptly.

INSTANT MESSAGING AND NOTIFICATIONS

One of the most valuable features of Slack is its instant messaging functionality. Transit professionals can communicate swiftly, exchanging ideas, addressing concerns, and making decisions on the fly. With notifications enabled, users are alerted to important messages, ensuring that no critical information goes unnoticed. This real-time communication capability enhances responsiveness and enables rapid problem-solving, ultimately assisting transit operations statewide.

FILE SHARING AND COLLABORATION

Slack simplifies the sharing of documents, images, and other files, facilitating collaboration among transit agencies. Whether it's sharing route maps, technical



specifications, or policy documents, individuals can easily access and collaborate on shared files within Slack channels. This feature promotes transparency and ensures that everyone is working from the same page.

INTEGRATION WITH THIRD-PARTY TOOLS

Slack's versatility extends beyond simple messaging. It seamlessly integrates with a myriad of third-party tools and services, further enhancing its utility for transit agencies. From scheduling software to project management tools, Slack can be customized to accommodate the specific needs of each transit agency. Integrations with applications like Google Calendar, Trello, and Asana streamline workflow processes, allowing transit professionals to manage tasks and deadlines efficiently without switching between multiple platforms.

ENHANCED COORDINATION AND DECISION-MAKING

By facilitating open dialogue and information sharing, Slack promotes collaboration and consensus-building among transit agencies. Discussions within Slack channels enable agencies to weigh in on important decisions, share best practices, and brainstorm innovative solutions to common challenges. This inclusive approach fosters a sense of community and collective ownership, empowering transit agencies to work together towards common goals and objectives.

CONCLUSION

In leveraging Slack as a communication tool, the KDOT has embraced innovation and efficiency in transit management. By providing a centralized platform for collaboration, information sharing, and decision-making, Slack has revolutionized the way transit agencies in Kansas can communicate and coordinate their efforts.

EMPOWERING TRANSIT: A BLUEPRINT FOR EFFECTIVE STORYTELLING AND COMMUNITY ENGAGEMENT

By Anne Lowder, KS RTAP

Transportation plays a pivotal role in connecting communities, and the narrative surrounding transit systems often shapes public perception. At the National RTAP conference, Kristen Joyner with Backpack by KJ gave a session on "Telling Your Story" with an emphasis on proactively sharing the remarkable aspects of transit systems to counteract any negative preconceptions. This article explores strategies for telling compelling stories about transit systems, with a focus on breaking the stigma, engaging the community, and involving key stakeholders.

THE POWER OF STORYTELLING

Transit is described as having people with big hearts, but transit also needs to tell remarkable stories to gain opportunities and community support. The call is to tell your story before others do it for you by building an elevator speech that answers (what, how, why, and what if we do not do it). Use templates such as Georgia's Augusta Transit template. They developed an 8 x 11 fact sheet with data and a wish list on one side and rider perspective on the other side. Transit data, a wish list and rider perspective can be used if you are on an elevator with a legislator, talking to a prospective rider or at a community organization that is looking to fund something in the community. By taking control of the narrative, transit agencies can present a positive image and garner support from state officials, legislators, and boards.

REMOVE STIGMA

It is important to remove the stigma associated with transportation. Kristen Joyner cited typical barriers to ridership include, "Service that is inconvenient, a knowledge gap such as when and where to get on and off the bus, and finally correcting a perceptual stigma that public transit is only for low-income, elderly, or persons with disabilities." The approach is to use storytelling to highlight the positive impact and essential nature of transit systems in people's lives.

HOW TO TELL YOUR STORY

It is important in telling your story that you use all available sources that you have at hand. Examples are listed in the sidebar but include social media, rider videos and community partnerships. Joyner stated five key points in telling your story include:

1. Know your audience
2. Gather your data
3. Ask people, "Why do you ride?"
4. Ask the four key questions – create an elevator speech
5. Use photos that speak for your service and support your message

How to Tell Your Story

KJ Backpack

Kristen Joyner

National RTAP Conference

December 3, 2023

Social media and Buses: Utilize social media platforms to disseminate information about transit services. Buses can serve as moving billboards, sharing information and stories with the community.

Word of Mouth: Leverage the power of personal recommendations and testimonials. Encourage riders and staff to share positive experiences, creating a ripple effect of positive narratives.

Community Events: Use community events to shuttle people and engage with them directly. Participation in these events not only raises awareness but also fosters a sense of community.

Publication (Digital and Hard Copy): Create publications that highlight both facts about transit and personal stories. Distribute these publications in both digital and hard-copy formats for broader reach.

Community Partnerships: Collaborate with local organizations and community leaders to amplify the transit story. Engaging in partnerships helps build a positive image and strengthens ties with the community.

Trans Flip Trans Con: Model after successful transit systems like Augusta Transit, combining information with compelling stories on different platforms.

Video Testimonials: Record passengers and drivers sharing their experiences. Authentic testimonials humanize the transit system and resonate with the community.

Participation in Community Events: Actively participate in county meetings, Rotary clubs, and chamber meetings. Joining boards within the community enhances visibility and involvement.

Use Augusta Transit as a Template: Follow the template of Augusta Transit, balancing facts about transit on one side and personal stories on the other. This consistent approach reinforces the positive narrative.

Riders' Video Contributions: Encourage riders to create and share their own videos. User-generated content adds authenticity and diversity to the storytelling effort.

CONCLUSION

Telling the story of transit is not just about conveying facts; it is about creating an emotional connection with the community. By employing a multifaceted approach, combining social media, community engagement, publications, and partnerships, transit agencies can shape a narrative that resonates with riders, stakeholders, and the broader community. In doing so, they can build support, remove stigmas, and transform the perception of transit from a mere service to an integral part of community life.

RESOURCES

Joyner, Kristen (2023, December 3) Telling Your Story [Conference presentation]. 5th Annual National RTAP Conference, Myrtle Beach, Georgia, United States. [National RTAP 2023 Conference in Myrtle Beach, SC](#)

REMINDER: POLICIES FOR KS RTAP APPROVED TRAINERS

By Kara Cox, KS RTAP

KS RTAP truly appreciates our Approved Trainers and their dedication to providing high-quality training. We understand that since updating our policy last year, there has been some confusion in the transition—and that's okay! To ensure consistency and maintain the standards of our program, we would like to set forth this reminder of several key points in the new policy. Please review the following guidelines carefully to stay compliant and avoid any disruptions to your training activities.

POSTING RTAP CLASSES

Approved Trainers are required to advertise their trainings on the RTAP Learning Management System (LMS). All participant registrations must be conducted through the LMS. To facilitate this process:

- Submit the details of your training, including the title, date, time, location, and capacity, to the KUTC/RTAP Events Coordinator at least one month prior to the event.
- **Only participants who register through the LMS will be eligible to receive a certificate.**

OPEN TRAININGS FOR ALL AGENCIES

All trainings must be open to participants from outside your agency and must be publicized on the RTAP LMS, unless you are an Agency-Only Approved Trainer. Please note:

- Registration priority cannot be given to participants from your own agency.
- **Trainings not listed on the LMS will not be eligible for RTAP Certificates.**

TRAVELING TO OTHER AGENCIES

Approved Trainers may travel to other agencies to conduct driver training. For travel expenses to be reimbursable by KDOT:

- Notify KDOT in advance and obtain approval for the travel.

RECORD KEEPING

To ensure proper documentation and tracking of training activities:

- Advertise all trainings on the RTAP LMS and handle all registrations through the LMS.
- Provide the training details to the KUTC/RTAP Events Coordinator at least one month in advance.
- After each training, please send the completed sign-in sheet provided by Kansas RTAP to the RTAP Lead Trainer and the KUTC/RTAP Events Coordinator. Certificates will then be processed and recorded in the LMS.
- Maintain records of classes and attendees for five years. RTAP will email a summary of the data entered for each class for your records.

DISCIPLINARY PROCESS FOR NON-COMPLIANCE

To maintain the integrity of our training program, we have a disciplinary process for non-compliance with the policies:

- **First Infraction:** You will receive a letter detailing the policy violation. You must respond with a plan to address the issue. You will be on probation until the Kansas Lead Trainer verifies the implementation of corrective steps by attending one of your classes.
- **Second Infraction:** You will receive a letter detailing the policy violation and notice of your removal as an Approved Trainer. You will no longer be allowed to teach Kansas RTAP Driver Training classes.
- **Appeals:** If you wish to appeal the decision, submit a letter to Kara Cox, Kansas RTAP Director, outlining your reasons. Kansas RTAP staff will review the appeal with KDOT staff and provide a written decision within 30 days.

CONCLUSION

By adhering to these policies, we can ensure the consistent quality and accessibility of training across Kansas. Thank you for your cooperation and commitment to excellence in training!

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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