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KANSAS TRANSIT REPORTER

The Newsletter for Kansas Rural and Specialized Transportation Providers • University of Kansas Transportation Center

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DIRECTOR'S MESSAGE

By Kara Cox, Kansa RTAP



Hello Kansas RTAP Community and happy fall!

The last couple of months have kept us busy with various trips around Kansas for training and spreading the word about the services that Kansas RTAP offers. It has been great seeing and catching up with many of you.

Just last week, we hosted the Approved Trainers Workshop in Salina, KS, with huge success. Anne Lowder once again set up an incredible agenda for the day that included sessions from Q'Straint and the Kansas Highway Patrol. Thank you, Anne, for all of the hard work you put into curating a lineup of great sessions, and a big thank you to OCCK for letting us use their facility!

As we wind down for 2025 and gear up for 2026, we wanted to give a couple of quick reminders:

We've had a few requests come through our online training request form and have been able to cover some of your suggested topics in newsletter articles, previous webinars, and upcoming webinars. That said, please keep the requests coming! The Training Request Form can be found at the bottom of our training webpage. This form should be used to request new training on topics that we do not already have training for. If there is a topic that you would like to learn more about, fill out the form, and we will work to provide that training in the format you request. Any requests for courses that Anne Lowder currently teaches should still be directed to her at alowder@ku.edu

We are also in the early stages of updating the Kansas Transit Provider Directory. Please take a moment to double-check the information for your agency. If something needs to be updated, you can complete the update form at the bottom of the directory webpage.

Finally, we encourage all transit providers to take the RTAP Feedback Survey. Your input helps guide future programming and ensures we are meeting the needs of transit agencies across Kansas.

From Kanas RTAP, we wish you all safe and happy holidays!

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MEDICAL EMERGENCIES IN PUBLIC TRANSPORTATION

By Anne Lowder, KS RTAP

Every day, public transportation professionals carry more than passengers—they carry responsibility. When a medical emergency happens onboard, the driver or operator often becomes the first responder. These moments can be stressful and unpredictable, but with preparation, calmness, and knowledge, you can help save a life before emergency responders arrive.

This article explores how to recognize and respond to common medical emergencies that may occur during transit, along with guidance for assisting passengers with invisible or chronic conditions that can affect their mobility and well-being.



STAYING CALM AND TAKING ACTION

The first step in any emergency is to remain calm. Take a deep breath, steady yourself, and follow your training. Before an emergency ever happens, make sure you are familiar with your organization's procedures for onboard medical incidents.

Ask yourself: *Are we providing our passengers with the fastest possible response?*

If company policy instructs you to contact dispatch first, consider whether that step might delay help. In some cases, calling 911 directly could save valuable time—because the information emergency responders need comes from you, the person on the scene.

When calling 911, remember:

- Stay calm and speak clearly.
- Give your location, including the nearest street address or landmark.
- Describe the nature of the emergency and any symptoms the passenger is experiencing.
- Follow the operator's instructions carefully and stay on the phone until told to hang up.

Many 911 centers will guide you through providing basic care—such as CPR or first aid—until professional help arrives.

RECOGNIZING A STROKE: EVERY MINUTE COUNTS

A stroke is a true medical emergency. During a stroke, the brain is deprived of oxygen, and every minute without treatment can cause further damage. Recognizing the signs quickly and acting fast can make all the difference.

Common warning signs include:

- Sudden weakness or numbness in the face, arm, or especially on one side
- Sudden confusion or difficulty speaking
- Trouble seeing in one or both eyes.
- Dizziness, loss of balance, or difficulty walking
- A sudden, severe headache with no known cause

To identify a stroke, remember to Act F.A.S.T.:

- **F – Face:** Ask the person to smile. Does one side droop?
- **A – Arms:** Ask them to raise both arms. Does one drift downward?
- **S – Speech:** Ask them to repeat a simple phrase. Is their speech slurred or strange?
- **T – Time:** If you observe any of these signs, call 911 immediately.

Note the time when symptoms first appear, this helps medical staff determine the best treatment. Never try to drive the person to the hospital yourself. Ambulances can begin treatment on the way and receive priority when they arrive at the emergency room.

WHEN A PASSENGER HAS A SEIZURE

Seizures are more common than many people realize—one in ten people will have one in their lifetime. They happen when there is a sudden, uncontrolled burst of electrical activity in the brain, causing changes in movement, behavior, awareness, or consciousness. Seizures can look quite different. People may collapse and shake, while others may simply stare blankly or seem confused. Most seizures last only a few minutes, but they can be frightening to witness.

If someone has a seizure:

- Stay calm and stay with them.
- Move any nearby objects that could cause injury.
- Gently turn them onto their side with their mouth facing downward to keep the airway clear.
- Do not put anything in their mouth or try to restrain them.
- Time the seizure. If it lasts longer than five minutes, call 911 immediately.

Once the seizure ends, help the person to a safe, comfortable place. Reassure them—they may be confused or disoriented. Offer to call a friend or family member to assist them.

You should always call 911 if:

- The person has never had a seizure before.
- They have another seizure shortly after the first.
- The seizure lasts longer than five minutes.
- The person is injured, pregnant, or diabetic.

UNDERSTANDING DIABETES EMERGENCIES

Diabetes affects how the body uses blood sugar, its main source of energy. There are two main types:

- Type 1: The body does not produce insulin.
- Type 2: The body does not use insulin effectively.

People with diabetes can experience sudden medical emergencies if their blood sugar drops too low (hypoglycemia) or rises too high (hyperglycemia).

Signs of low blood sugar (hypoglycemia) may include confusion, blurred vision, seizures, or fainting. Signs of high blood sugar (hyperglycemia) can include thirst, nausea, vomiting, confusion, fruity-smelling breath, and slurred speech.

If a passenger becomes unconscious or unresponsive:

- Call 911 immediately.
- Do not give them food or drink.
- Keep them safe and wait for emergency responders.

These events can quickly become life-threatening, so your rapid response is essential.

AFTER DIALYSIS: WHAT TO EXPECT

Passengers who undergo dialysis may appear weak, tired, or ill after treatment. This is normal dialysis that removes waste from the blood, but it also puts strain on the body.

Be prepared for the possibility that your passenger may:

- Feel nauseated or vomit.
- Shiver or ask you to adjust the temperature.
- Struggle to enter or exit the vehicle.

Treat them with patience and care. A small act of kindness can make a difficult day a little easier.

INVISIBLE DISABILITIES: THE CHALLENGES YOU CANNOT SEE

Not all disabilities are visible. In fact, research from Kent State University shows that 96% of Americans with disabilities have invisible or hidden conditions. These include chronic pain, fatigue, dizziness, brain injuries, cognitive disorders, hearing or vision impairments, and mental health challenges.

As a transportation professional, you may not realize a passenger is struggling with one of these conditions. The golden rule is simple. Treat every passenger like a person first.

If you suspect someone might need assistance, politely ask if they would like help and follow their instructions. Passengers value their independence, but a respectful offer of assistance goes a long way.

YOUR ROLE AS A PROFESSIONAL

When emergencies happen, you are the bridge between crisis and care. Your composure, quick thinking, and adherence to company procedures can save precious time and potentially save a life.

CONTINUED ON NEXT PAGE

Always remember:

- Stay calm and act decisively.
- If you are in doubt, call 911.
- Follow your company's emergency protocols.
- Treat every passenger with dignity, respect, and compassion.

Every ride is an opportunity to make a difference. Being prepared for medical emergencies means being ready to protect the safety and well-being of those who depend on you every day.

RESOURCES

- WebMD. (n.d.). Early signs of diabetes. WebMD. <https://www.webmd.com/diabetes/understanding-diabetes-symptoms>
- Centers for Disease Control and Prevention. (n.d.). Signs and symptoms of stroke. Centers for Disease Control and Prevention. <https://www.cdc.gov/stroke/signs-symptoms/index.html>
- Community transportation. (2025, August 18). <https://ctaa.org/pass/>

MEASURING WHAT MATTERS: TRANSIT PERFORMANCE METRICS FOR SUBURBAN AND RURAL TRANSPORTATION PROVIDERS

By Nikhila Gunda, KS RTAP

Transit performance metrics are key tools that help suburban and rural transportation providers understand how well their services meet community needs. Unlike large urban systems, rural and suburban transit agencies often operate with smaller fleets, longer routes, and limited resources—making targeted and practical performance measurements essential for improving service quality, efficiency, and funding competitiveness.

In suburban and rural communities, every mile, minute, and dollar counts. Transit providers in these areas often operate with limited funding, longer routes, and a diverse set of trip purposes—from medical appointments to job access to community connections. Tracking and understanding **transit performance metrics** can help providers make smarter decisions, communicate value, and demonstrate accountability to funders and the public.

Performance metrics don't just help with compliance—



they tell the story of how transit changes lives. This factsheet outlines the key performance metrics that are essential for suburban and rural transportation providers to be aware of and consider for better and efficient transit services.

THE POWER OF MEASURING TRANSIT PERFORMANCE

Transit performance metrics are measurable indicators that show how well a transit system is operating. For smaller and rural systems, they can:

- **Guide operational improvements** by identifying strengths, gaps, and opportunities in service and efficiency.
- **Support funding and reporting** requirements for state DOTs and the Federal Transit Administration (FTA).
- **Demonstrate community impact** by showing how transit improves access to jobs, healthcare, and education.

- Encourage collaboration among providers, local governments, and human service agencies.

When used consistently, performance data can help agencies advocate for resources, plan for growth, and build stronger community support.

KEY METRICS FOR SUBURBAN AND RURAL SYSTEMS

While large metropolitan agencies track dozens of indicators, rural and suburban providers can focus on a concise, meaningful set of measures tailored to their scale and mission.

1. Service Availability - is a vital transit performance metric because it measures how many people and key destinations can realistically access public transportation within a community. It reflects the reach and inclusiveness of a system—showing whether residents can get to essential services such as jobs, schools, and healthcare facilities. For suburban and rural providers, where routes cover large areas and populations are dispersed, tracking service availability helps identify gaps in coverage, guide route planning, and ensure equitable access. Ultimately, it's a core indicator of how well a transit system fulfills its fundamental purpose: providing reliable mobility options for everyone who needs them.

- **Service Area Coverage:** Percentage of the population or key destinations (such as clinics, schools, or job centers) within the service boundary.
- **Service Span:** Days and hours service is available—critical for ensuring mobility for shift workers or seniors.
- **Trip Denials (Demand-Response):** The number of requested trips that couldn't be scheduled, a key measure of service capacity.

2. Reliability & On-Time Performance are essential transit performance metrics because they reflect how consistently and predictably a transit system operates. When buses or demand-response vehicles arrive and depart as scheduled, passengers can trust the service for daily travel needs such as work, school, and medical appointments. In suburban and rural areas—where service frequency is often limited—missing or delayed

trips can significantly impact riders who have few or no alternative transportation options. Tracking reliability helps agencies identify operational issues, improve scheduling and maintenance, and enhance overall customer satisfaction, ensuring that transit remains a dependable and valued community resource.

- **On-Time Trips:** How often do vehicles arrive or depart within the scheduled window.
- **Missed or Canceled Trips:** An indicator of operational consistency.
- **Vehicle Availability:** Percentage of vehicles in working order and ready for daily service.

3. Efficiency & Cost-Effectiveness are important transit performance metrics because they measure how well a transit system uses its resources—such as funding, vehicles, and labor—to deliver service and meet community needs. By tracking metrics like cost per trip, cost per vehicle hour, or trips per mile, agencies can assess whether their operations are sustainable and identify opportunities to optimize routes, schedules, or service types. For suburban and rural providers with limited budgets, maintaining cost-effective service is especially critical to ensure that every dollar spent provides the greatest possible benefit to riders and taxpayers. Ultimately, these metrics help balance financial responsibility with the goal of providing accessible, reliable transportation.

- **Operating Cost per Passenger Trip:** The cost of providing each trip.
- **Trips per Vehicle Hour:** Measures productivity and helps compare service types.
- **Farebox Recovery Ratio:** Percentage of operating expenses recovered through fares.

4. Ridership & Utilization are key transit performance metrics because they measure how much the community is actually using the service and how effectively vehicles are carrying passengers. Tracking total trips, passenger miles, and average trip lengths helps agencies understand demand patterns, identify popular routes, and detect underused services. For suburban and rural transit systems, where resources and service frequency may be limited, these metrics are essential for planning, allocating vehicles efficiently, and justifying funding. High ridership and effective utilization indicate that transit is meeting community needs, while low or declining figures can signal

opportunities for improvement in coverage, scheduling, or marketing.

- **Total Passenger Trips:** Total one-way rides provided over a period.
- **Average Trip Length:** Can help balance efficiency with service reach.
- **Service Type Split:** Percentage of trips by fixed route, deviated route, or demand-response.

5. Safety & Customer Experience are critical transit performance metrics because they directly affect passenger trust, satisfaction, and overall system reputation. Monitoring accidents, injuries, security incidents, and compliance with safety standards ensures that transit operations protect both riders and staff. Similarly, measuring customer service through surveys, complaints, and accessibility features helps agencies understand rider experiences and identify areas for improvement. For suburban and rural providers, where alternatives may be limited, maintaining a safe, reliable, and welcoming service is essential to encourage continued use, build community confidence, and demonstrate the value of public transportation.

- **Accidents per 100,000 Vehicle Miles:** A critical safety measure.
- **Customer Satisfaction Ratings:** Regular surveys provide insights into comfort, timeliness, and communication.
- **ADA Accessibility:** Share of vehicles equipped to accommodate passengers with disabilities.

6. Community and Economic Impact is an important transit performance metric because it measures how transit contributes to the well-being and growth of the communities it serves. By tracking access to jobs, healthcare, education, and essential services, as well as partnerships with local organizations, agencies can show how transit supports social equity, mobility, and economic development. In suburban and rural areas, where transportation options may be limited, effective transit can directly influence employment opportunities, local business activity, and quality of life. Evaluating these impacts helps agencies justify investments, guide planning decisions, and communicate the broader value of transit beyond ridership numbers.

- **Access to Essential Services:** Number of trips to healthcare, jobs, or education.

- **Partnerships and Coordination:** Collaboration with human services, schools, or senior centers.
- **Local Economic Benefit:** How transit supports workforce mobility and local spending.

MAKING METRICS WORK FOR YOU

Collecting data is only the first step—turning it into action is what makes performance measurement valuable. Here are a few best practices:

- **Start Small:** Focus on a manageable set of core metrics tied to your goals.
- **Track Trends Over Time:** Progress often matters more than one-time snapshots.
- **Use Data for Storytelling:** Combine numbers with real-life examples of how transit helps residents live independently or stay connected.
- **Leverage Technology:** Tools like scheduling software, AVL systems, and passenger counters can simplify data collection.
- **Share Results Broadly:** Use metrics in reports, presentations, and community meetings to build understanding and support.

NEW AND EMERGING MEASURES

As mobility options evolve, rural and suburban agencies are exploring new ways to evaluate success:

- **Equity of Access:** How well the system serves low-income, senior, or disabled populations.
- **Environmental Performance:** Tracking fuel efficiency and emissions from alternative fuel vehicles.
- **First/Last Mile Connections:** Assessing connections to shared mobility, walking, or biking infrastructure.
- **Technology Use:** Adoption of real-time information tools, apps, or automated scheduling systems.

CONCLUSION

For smaller transit agencies, performance metrics aren't just numbers—they're proof of purpose. They help communities see the value of every trip provided, every mile driven, and every life connected. Whether it's helping a veteran reach a clinic, a student get to class, or a senior stay active, these measures ensure that rural and

suburban transit continues to move people—and communities—forward.

RESOURCES

- Transportation Research Board (TRB) TCRP Report 141: A Methodology for Performance Measurement in Rural and Small Urban Transit Systems
- Federal Transit Administration (FTA): Rural Transit Performance Measures Manual
- National Rural Transit Assistance Program (RTAP): Performance Measurement Toolkit

PREVENTING DRIVER ASSAULTS THROUGH EFFECTIVE POLICIES AND PREVENTION PROGRAMS

By Anne Lowder, KS RTAP

Transit operator assaults are on the rise across the country, placing increasing strain on drivers, agencies, and passengers alike. In response, transit leaders like Bill Churchill of County Connection and CALACT, and Kristen Joyner of the Georgia Transit Association and KJ Backpack, are advocating for a structured and strategic approach to driver protection that is rooted not only in policy but also in education, enforcement, and empathy.

THE REALITY OF RISING ASSAULTS

Between April 2023 and October 2024, the National Transit Database recorded:

- 5 fatality events (less than 1%)
- 1,078 injury-only assault events (4.6%)
- 7,068 physical assault events (29.9%)
- 15,456 non-physical assault events (65.5%)

These figures reflect both improved reporting and an alarming increase in violent and disruptive behavior. Many agencies are turning to resources such as [Safety4Transit.org](https://www.safety4transit.org) to address these growing threats and equip themselves with preventive tools.

BEYOND DRIVER TRAINING: BUILDING A CULTURE OF PREVENTION

Contrary to popular belief, training alone doesn't prevent assaults. Instead, it offers operators the tools to identify threats, remove offending passengers from the bus



when necessary, and protect themselves and others during incidents. The true deterrent comes from system-wide engagement, proper policies, and fostering a workplace where safety is prioritized at every level.

Agencies are encouraged to treat every incident (even verbal abuse or spitting) as a “near miss,” like how potential collisions are investigated. This mindset shift enables agencies to track and respond to escalating behaviors before they turn physical.

THE POWER OF POLICY AND DATA

A 900-agency survey reveals a clear correlation. Agencies That track incidents thoroughly and use the data to shape policy improve safety and morale. Riders feel more

secure. Drivers feel supported. And the system gains public trust.

For instance, California has implemented structured policies like a phased violation approach, requiring safety committees to review incident reports. Agencies like BART, Fresno Area Express, Sac RT, SFMTA, and VTA have seen benefits from policies that allow for passenger suspensions — though the process can be complex and must include an appeals process and rider notifications.

Legal frameworks such as California Penal Code 243.3 and Civil Procedure 527.8 empower employers to pursue temporary restraining orders (TROs) on behalf of employees and enforce penalties for battery against transit workers. However, indefinite suspensions are prohibited under FTA guidance; agencies must limit suspensions (e.g., initial 5-day with a 30-day cap) and have resolution policies approved by their boards.

INNOVATIVE TOOLS AND TECHNIQUES

- Creative and collaborative solutions are also emerging:
- One agency partnered with a sheriff's department to assist in enforcement.
 - The Nebraska Safety Center introduced a discreet driver alert system—using coded language like “How many cans of corn?” to gauge the severity of an onboard threat.

Meanwhile, educating frontline workers on what constitutes an assault remains essential. Many operators dismiss aggressive verbal behavior as “part of the job,” leading to underreporting and missed intervention opportunities. Maintenance teams and non-operations staff also play a role in recognizing and documenting incidents.

TRAUMA-INFORMED SUPPORT

Operators are on the front lines—not just of service delivery, but of social issues. Stories such as a woman trafficked across states highlight the complex, real-world threats that transit professionals encounter. Agencies are beginning to staff social workers, trauma-trained professionals, and mental health advocates to support both passengers and staff in moments of crisis.

KEYS TO MITIGATION

The most effective strategies reported by agencies include:

Mitigation Strategy	Reported Effectiveness
Video/Audio Surveillance	83%
Operator Area Protective Barriers	75%
Operating Policies & Procedures	72%
De-escalation Training	67%

Equally important is rider education. When passengers know about surveillance systems and the consequences of misconduct, behavior improves. Early and clear communication reduces misunderstandings and empowers staff to intervene before escalation.

CONCLUSION

- Protecting transit workers isn't just about punishing offenders—it's about creating environments that prevent incidents in the first place. That means:
- Investing in meaningful, trauma-informed training
 - Implementing and enforcing clear operating policies
 - Educating riders about expectations and consequences
 - Ensuring that data guides decisions

As assaults continue to rise, agencies must not only react—but act. By working across departments, engaging with lawmakers, and supporting front-line workers, transit systems can transform into safer, more resilient public spaces for all.

RESOURCES

- Churchill, B of County Connection and CALACT, and Joyner, K of the Georgia Transit Association and KJ Backpack (June 2025). Preventing Driver Assaults through Effective Policies and Prevention Programs [Conference presentation]. Community Transportation Association of America (CTAA) 2025 Expo, San Diego, California, United States. [Community Transportation](#)
- Protecting transit workers from assault. (n.d.-b). <https://www.transit.dot.gov/sites/fta.dot.gov/files/2023-10/Protecting-Transit-Workers-from-Assault-10-10-2023.pdf>
- [Protecting Transit Workers & Customers from Assaults](#)

SUBSCRIPTION VS. NON-SUBSCRIPTION RIDERS — WHAT KANSAS TRANSIT AGENCIES NEED TO KNOW

By Kara Cox, KS RTAP

Transit agencies that operate demand-response services commonly serve two different rider groups: subscription riders (regular, recurring trips) and non-subscription riders (one-time or occasional trip requests). The distinction matters because it affects scheduling, capacity management, fare and eligibility rules, no-show policies, federal reporting, and how agencies meet ADA requirements. Below is a practical, policy-focused guide tailored to Kansas agencies (what they typically do and which state/federal rules apply).



occurrences. Non-subscription trips typically require advance notice (same day or next day) and are more flexible about pickup windows.

DEFINITIONS

- **Subscription riders (subscription trips)** — riders who request the same trip repeated on a regular schedule (for example: Monday–Friday round-trip to work or weekly dialysis appointments). Agencies usually reserve a standing space on specific vehicle runs for those trips.
- **Non-subscription riders (one-time / spontaneous trips)** — riders who call or book for individual trips on specific dates/times with no expectation the trip will repeat. These are scheduled on a first-come/first-served basis or fit into the remaining capacity after subscription trips are placed.

OPERATIONAL DIFFERENCES

Booking & Priority

- Subscription trips are entered into the schedule as recurring reservations; dispatchers may give them priority in route planning because they're predictable, which helps drivers and riders plan. Non-subscription requests are fitted into the remaining capacity or offered at alternate times within the scheduling window.

Flexibility

- Subscription trips often allow limited flexibility: agencies may require riders to call ahead to suspend (vacation or hospital stays) or to cancel individual

No-show and Cancellation Rules

- Agencies commonly apply the same no-show/late-cancellation policies to subscription and non-subscription riders, but enforcement can be stricter for subscription riders (e.g., suspension after repeated no-shows) because one recurring no-show can block that slot for others. RideKC explicitly states that no-show/late-cancel policies still apply to subscription trips and allows temporary suspension of subscription service for vacations, etc.

Scheduling Window

- For demand-response ADA compliance, agencies must be careful with pickup windows (e.g., the one-hour window concept used to schedule pickups). Scheduling practices must not force riders (including subscription riders) to arrive earlier than necessary for work/appointments.

CONTINUED ON NEXT PAGE

PRACTICAL POLICY ITEMS TO INCLUDE IN A LOCAL SUBSCRIPTION POLICY

- **Definition of “subscription trip”** (days/times recur every week or other regular cadence)
- **How to apply and the minimum notice for establishing a subscription.**
- **Rules for suspending or temporarily stopping a subscription** (vacation, hospitalization) and the process to reinstate.
- **Cancellation and no-show policy** (how many occurrences trigger warnings or suspension; appeal process).
- **Priority rules** (are subscription trips guaranteed or conditioned on remaining capacity?).
- **Fare policy for subscription vs. non-subscription trips** (same fare? discounted pass?).
- **ADA compliance statement** and how equivalent service will be provided.
- **NTD/third-party reporting statement** (how sponsored subscription trips will be recorded).
- **Contact procedures** (how to book, cancel, or request changes; after-hours options).

(Use KDOT guidance to finalize wording).

EXAMPLE: COMMON APPROACHES USED IN KANSAS AGENCIES

Many smaller county systems schedule rides on a first-come/first-served basis but accept subscription trips when capacity allows; they publish that “subscription trips are subject to availability” and require riders to call to cancel or suspend. Larger systems (or urban on-demand services) may guarantee subscription slots for predictable commute or medical trips but enforce stricter no-show rules. Example: RideKC explicitly applies no-show/late-cancel policies to subscription trips and allows temporary suspension for vacations. Local policies are shaped by funding source rules and fleet capacity.

QUICK RECOMMENDATIONS FOR KANSAS TRANSIT MANAGERS

1. Review KDOT grantee policies and confirm any grant-specific restrictions before adopting subscription practices.
2. Write clear, public subscription rules (eligibility, suspension, no-show consequences) and publish them in rider manuals and on your website.
3. Train dispatchers in how to code/report subscription trips and how to balance recurring trips with same-day demand. Dispatcher manuals and scheduling tools can help manage recurring runs.
4. Verify ADA consistency — ask whether subscription practices unintentionally disadvantage riders with disabilities; modify policies as needed to ensure equivalency.
5. Keep NTD reporting in mind when subscription trips are sponsored by third parties—check the latest FTA guidance before you report.

WHERE TO LOOK FOR OFFICIAL GUIDANCE (KANSAS + FEDERAL)

- Kansas Department of Transportation — Public Transportation program pages and grantee policy appendices.
- KS RTAP resources (dispatch manuals, policy templates) — useful practical guides for Kansas demand-response operations.
- Federal Transit Administration — demand-response requirements, ADA guidance, and NTD reporting manuals

RESOURCES

- Federal Transit Administration. (2023). 2023 NTD full reporting policy manual [PDF]. U.S. Department of Transportation. <https://www.transit.dot.gov/>
- Kansas Department of Transportation. (n.d.). Public transportation. <https://www.ksdot.gov/>
- Kansas University Transportation Center. (2023). Kansas transit manager handbook [PDF]. <https://kutc.ku.edu/>
- RideKC. (n.d.). RideKC Freedom paratransit. <https://ridekc.org/>

APPROVED TRAINER WORKSHOP 2025 RECAP

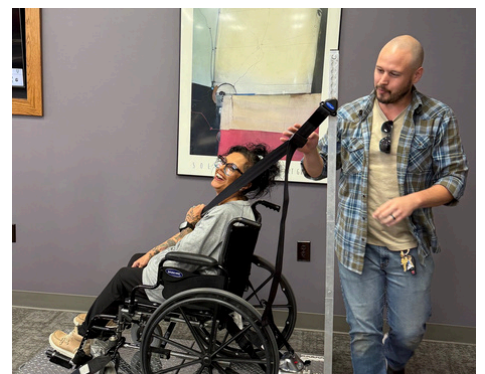
By Kara Cox, KS RTAP

The Approved Trainer Workshop held on November 12th at OCCK in Salina brought trainers together for a full day of skill building, hands-on practice, and program updates. The day opened with registration, followed by an engaging team-building exercise of pick-up sticks!

The morning focused heavily on Q'Straint safety training, beginning with an overview of liability considerations and progressing through detailed instruction on securing wheelchairs, securing occupants, and handling difficult wheelchair types. Participants then applied what they learned through hands-on practice.

After lunch, attendees were surprised by a special visit from the Kansas State Highway Patrol. The officer provided an informative discussion on responding to active shooter situations.

The afternoon continued with KS RTAP updates and an overview of new program material. A big thank you to all of our trainers for participating!



ROAD SAFETY ASSESSMENT TRAINING

Road Safety Assessment (RSA) trainings will begin in January 2026. These trainings are open to all transit professionals and provide valuable insights into identifying potential roadway safety issues before they lead to crashes. By learning how to assess roads, intersections, and pedestrian environments through a safety-focused lens, transit professionals can better advocate for safer routes, contribute to local safety planning efforts, and enhance the overall safety of the communities they serve. We encourage agencies to consider participating when registration opens.



The graphic features a background image of several people wearing high-visibility orange vests with 'KDOT' on the back, standing in a grassy field. Overlaid on this is the 'Kansas Active Transportation' logo, which includes icons for a person walking, a person on a bicycle, and a person in a wheelchair. The text '2026 ROAD SAFETY ASSESSMENT TRAINING' is prominently displayed in large, bold, blue letters.

RSA Online Training	RSA Applications	RSA Field training
Register and complete the self-paced training starting January 15th!	Apply for a location to be considered for a field visit during Round 4.	Half-day hands-on training will be conducted at up to six locations to allow participants to assess real-world road safety issues.
		

CONTACT US! KUTC: kutc_training@ku.edu
KDOT – MATT MESSINA: Matthew.Messina@ks.gov OR JENNY KRAMER: Jenny.Kramer@ks.gov



KANSAS RTAP TRAINING, TRAINING RESOURCES AND CONFERENCES

By Anne Lowder, KS RTAP

Below are training courses available from Kansas RTAP and other sources through February of 2026. If you are interested in hosting a training class, I am still scheduling for 2026. Please contact Anne Lowder at alowder@ku.edu if you would like to host a training course at your agency. Kansas RTAP Trainings can be found at [KUTC - RTAP](#)

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 Mobility Management (NCMM)

<https://nationalcenterformobilitymanagement.org/>

Promoting Customer-Centered Mobility strategies that advance good health, economic vitality, self-sufficiency, and community.

Federal Transit Association

[De-Escalation Training Resource Directory | FTA \(dot.gov\)](#)

De-Escalation Training Resource Directory
De-escalation training is one component of a multi-faceted Safety Management System (SMS) that can also include other measures such as mirrors, signage, security cameras, and working with law enforcement.

APTA (American Public Transportation Association) Workforce Summit

[Home - American Public Transportation Association](#)

APTA is the only association in North America that represents all modes of public transportation, including bus, paratransit, light rail, commuter rail, subways, waterborne services, and intercity and high-speed passenger rail. More than 90 percent of the people using public transportation in the United States and Canada ride APTA member systems.

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

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).

National Aging and Disability Transportation Center (nadt)

[National Aging and Disability Transportation Center \(nadt.org\)](#)

Resources that include Driver Training Videos and Transportation Diversity, Equity, Inclusion and Accessibility (DEIA) initiative.

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WEBINARS AND CONFERENCES

National Transit Institute

December 1-4, 1:00-5:00 PM

Introduction to Paratransit Management and Operations
Online Course

CTAA Certified Community Transit Supervisor

December 10 – 11 (Virtual)

Community TransportationCommunity Transportation

National Transit Institute

December 17, 1:00-4:30 PM

Assault Awareness and Prevention for Transit Operators
(Train-the-Trainer) Online Course

APTA (American Public Transportation Association)

What's Next for Workforce: 2025 Virtual APTA

Workforce Summit

February 12, 2025

APTAU Learning: What's Next for Workforce: 2025

Virtual APTA Workforce Summit

MCX Workshop Marketing, Communications and Customer Experience Workshop

February 22-25, 2026 Savannah, GA

About the Workshop

6th National RTAP Conference

December 6-10, 2025 APTA (American Public
Transportation Association)

Austin, TX

National RTAP 2025 Conference in Austin, TX

Intertribal Transportation Association (ITA)

ITA Annual Meeting

Oklahoma City, OK, **(formerly October 27-29)**

Now January 13-15

SHARE!

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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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