

WINTER 2025



# 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



Happy 2025 from Kansas RTAP! We are excited about the projects that we have jumped into so far and can't wait to announce some of those projects soon. We will be hosting our bimonthly webinar on February 28th with the focus of Kansas Active Transportation and Rural Communities. Jenny Kramer will be our guest presenter. Be sure to register for the webinar ahead of time!

I hope you enjoy our Winter newsletter. We have received several questions around writing policies and emergency procedures, so hopefully you find the articles in this edition to be beneficial!

Please reach out with technical support requests or ideas for trainings, articles, or other content!

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## Let's Connect KANSAS RTAP SOCIAL



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**ATTENTION!**

The University of Kansas Transportation Center has launched a photo library service for all transportation professionals in Kansas to utilize and contribute to! The goal of this library is to provide photos from across Kansas that transportation professionals can utilize for any need they may have (reports, presentations, social media, etc.). This will be an ongoing project as we continue to add photos to the library. As we kick off the photo library, our photo collection is limited, so this is where we need your help! If you have any photos that you feel would be appropriate for the library and you are willing to share with everyone, please consider submitting your photos through this form found on the KUTC Photo Library webpage.

**PLEASE NOTE:**

Each photograph submitted to University of Kansas Transportation Center (KUTC) must be accompanied by separate Photo Release Forms for the photographer and for each identifiable person in the photos (if applicable).

Only the person who took or created the photograph or otherwise owns the copyright in the photograph may submit photographs. Person(s) in the photo must not be identifiable by name in the photo (e.g., last name on their clothing). Nor should they be wearing any trademarked materials that are visible in the photograph. Photographs submitted to KUTC without signed release forms for the photographer and any identifiable persons will not be considered.

The photo release forms can be found on the photo library webpage!

**<https://kutc.ku.edu/photo-library>**

# KDOT TRIENNIAL REVIEW PROCESS

By Nikhila Gunda, KS RTAP

Since we all contribute to taxes, it's essential to ensure that both recipients and subrecipients of federal, state, and local transportation funds comply with state regulations, so these funds remain eligible for allocation. According to the Federal Transit Administration (FTA), the Triennial Review is "one of FTA's management tools for assessing recipient performance and compliance with current FTA requirements and policies (Triennial Reviews, 2024)." This article will highlight the significance of the Kansas Department of Transportation (KDOT) Triennial Review Process and detail the steps involved, along with best practices, to assist Kansas transportation providers.

KDOT will carry out on-site reviews every three years for all programs and projects receiving funding. One of KDOT's objectives is to ensure consistency among various agencies and providers in their operations and services, such as loading wheelchairs or displaying Title VI posters in facilities and vehicles. This review process enables KDOT to assess agencies' policies and procedures and address any gaps or challenges in meeting these requirements. A variety of resources, including examples of transit providers' policies, can be found on the KDOT and Kansas RTAP websites (links available in the Resource section). KDOT's consultant will conduct these reviews for each agency's service area, and Coordinate Transit Districts will also be included in the process when feasible. This process also allows reviewers to offer technical assistance to agencies seeking to enhance their operations and services. Key review categories include, but are not limited to, the following ("Keys to a Successful Triennial Review," 2018):

- Financial management
- Maintenance
- ADA compliance
- Title VI
- Procurement
- Disadvantaged Business Enterprise
- Legal
- Public participation requirements
- Safety and security
- Equal employment opportunities



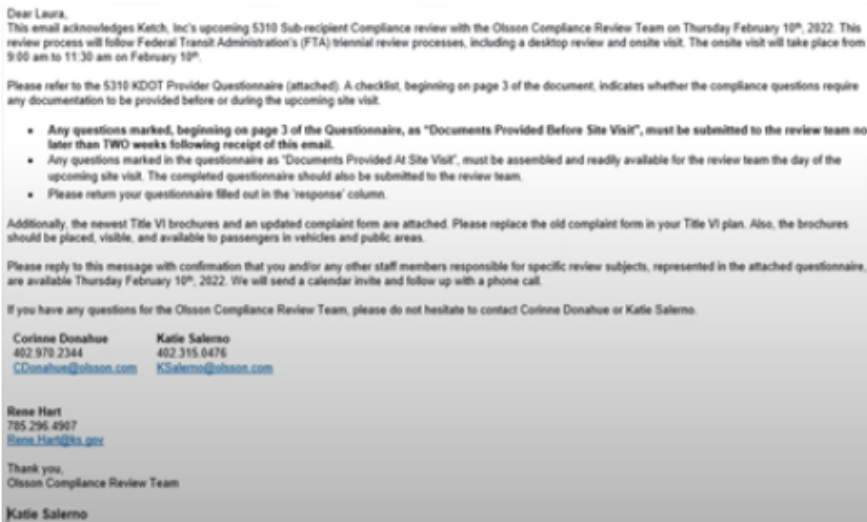
Graph 1 – Steps in the KDOT Triennial Review Process

## STEPS INVOLVED IN THE KDOT TRIENNIAL REVIEW PROCESS:

The five common steps (Graph 1) in the FTA's Triennial Review Process are listed below, and they apply to almost every state, including Kansas. These five steps can be broadly divided into two parts – Desktop review and Onsite visit. The first part is the desktop review that includes the first two steps of the process, and the second part of the on-site visit as described below.

1. **Four Weeks Before Site Visit:** The selected agency will receive an email, example shown in Fig. 1, from the KDOT consultant sent at least a month ahead of time. This email notification includes requests to schedule a site visit or notification of scheduled site visit and to provide a questionnaire that must be completed no later than two weeks following the receipt of this email. 5310 and 5311 Triennial Interview Guides are available on the KDOT website for your reference, click [here](#).

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**Figure 1 - Example of an email notification sent to the selected agency prior to step 1 | Source: RTAP Webinar by Olsson**

- **Eligibility:** This section verifies if the provider is meeting the bare minimum to be receiving the federal funds that the provider is been receiving. It includes, but is not limited to, type of transportation services provided with the proof of advertisements, Title VI plan and its required elements, Limited English Proficiency (LEP) Plan and provision of incidental and other services. For example, if the agency provides general transportation, the consultant will verify if the agency is providing and advertising as general transportation that includes copies of advertisements, handbook, and the verbiage used in these copies to make sure the right services are mentioned. Title VI document is required to be sent prior to the site visit since it is a large document and on-site visit time can be better utilized to identify the gaps and changes, if required, in this document. Title VI is required to be reviewed and updated every three years by all the service providers. More detailed information on the Eligibility can be found in the 5310 and 5311 Triennial Interview Guides linked in the below resource section.
- **Management:** This section ensures that the agency has all the right and proper documentation. This includes, but not limited to, Equal Employment Opportunity (EEO) posters, reimbursement requests, payroll taxes, transportation across state lines, conceal and carry policy, and employee documentation such as FTA Drug and Alcohol Program in the Employee Assistance Plan, EAP policy and Driver Physicals. More detailed information on the Management can be found in the 5310 and 5311 Triennial Interview Guides linked in the below resource section.
- **Financials:** This section verifies if the agency's accounting system tracks all revenues and expenses attributable to the public transit program applicable with the utilization of the federal and state funds and explanation of financial tracking system.

- **General ADA:** It is one of the quick sections where most answers can be found in the rider's guide or policy handbook which makes sure those with disabilities or those who are ADA eligible are receiving the same treatment as those of like of similar age and situations. For more information on policies, visit the KDOT website (link in the resource section) that includes a sample of rider's policy guidelines which can be resourceful in developing and updating your agency's rider or policy handbook. In addition, this section also includes ADA Fixed Route only if applicable.
- **Procurement:** This section heavily involves a code of ethics with using funds from FTA along with some questions on the past procurement process. Typically, for larger agencies, these rules are already mentioned in the employee or organization handbook and almost all the agencies have them. If not, KDOT can provide a sample that can be easily applied to any agency. Though all providers follow the procurement rules, FTA and KDOT require it explicitly in writing to make sure that all providers are following the set rules and regulations.
- **Maintenance:** It is recommended that all providers have a written maintenance policy plan that follows the owner's scheduled maintenance plan. This plan can be either a separate book which has all the owner's charts or directly use the owner's booklet from the original manual and reference it as required when maintenance is performed. This section also includes reviewing titles and mileage of each of the agency's vehicles ensuring that they are FTA funded and are hitting 2,500 miles each year while also checking pre-, post-, and weekly trip checks. A review of the warranty policy

is also conducted to make sure Transit Asset Management (TAM) signature page that verifies if the agency is either part of KDOT or performing on their own.

- **Safety and Security:** This section includes information requesting emergency management plans and after hours contact information. This information is required to make sure an emergency plan is in place when unexpected situations occur such as floods or tornados and, in that event, the city or county will need to know who to contact at the agency. This section also includes questions on vehicle inventory such number of ADA vehicles. Lastly, each agency is required to have one child safety seat and one booster seat available for every five KDOT vehicles. It is important to remember that these seats expire and are kept in good and safe condition.

**2. Two Weeks Before Site Visit:** The provider is required to send the requested questionnaire information, as detailed out in the previous step, either hard copy or soft copy via email, to the KDOT consultant. In this step, the consultant will review the completed questionnaire documents in addition provider's BlackCat files, and check if the paperwork is up to date before the consultant goes out to the site visit.

**3. On-Site Visit:** The consultant team will visit the site location of the scheduled provider, typically in the morning or afternoon, with the right people at the table for the reviews. The completed questionnaire and other materials provided will be reviewed and discussed in detail with the transportation services provider to make sure that all answers are clarified to the reviewers or review team's satisfaction, paying attention to the accounting and finance section and the accounting review section of the review document, if necessary. The consultants acting on KDOT's behalf have the authority to inspect the transit vehicle(s), check for all required safety items to be included in the vehicle(s), check the vehicle specific maintenance records of the agency (as well as compare these records to the preventative maintenance policies & procedures) and do a ride along to interview the driver and one or two passenger(s).

**4 Within 60 Days:** Within 60 days of the on-site review, the consultants will send a written follow-up report of the findings to the agency, copying KDOT. If there are any deficiencies, the agency will be given a chance to make any needed adjustments in their program or documents and reconnect with the consultants.



**Figure 2 - Examples of KDOT Decals on the Vehicles | Source: RTAP Webinar by Olsson**

**5. 45 Days After Findings Letter:** All transit providers will be given 45 days from the date of letter to address the findings. The provider must respond in writing to the onsite review findings. If a provider does not respond to the findings by the 45-day timeframe, the matter will be escalated to KDOT for final consideration and action.

### COMMON ISSUES OR FINDINGS:

Here are some of the findings or issues shared by the KDOT consultant team during their triennial review process and respective recommendations for a time-effective process.

- **KDOT decals on the vehicle:** It is required to have KDOT decals on the transit vehicle when purchased through the KDOT 5310 and 5311 program.

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**Figure 3 - Examples of Title VI brochures and posters in the transit vehicles | Source: RTAP Webinar by Olsson**

- **Title VI brochures and posters:** It is required to have Title VI brochures and posters in all vehicles and lobby/public areas. These documents provide information about civil rights law and provide examples of discrimination along with who and how can an individual file a complaint. This is a simple brochure and poster that can be placed in a schedule holder or in the glove box but a place or location where a driver or staff can easily grab and provide that information to a rider if requested or when an issue arises. It is also required to post the Title VI complaint form, complaint process and the poster on the agency's website.
- **Not having a denial log:** It is not common to deny a ride but for some reason if a ride was denied, it is important to document the reason for the denial along with the name of the person and when it happened.
- **Not having a written maintenance policy:** It is easier and effective to have a written maintenance policy that ensures consistent and continuous plan if an employee changes or a new employee joins the team and know when and how things are done. An agency can develop their own written preventative maintenance plan that details everything out or another option is having a binder or folder with copies of the owner's or manufacturer's manual that has details such as when to do oil changes or wiper fluid and etc.

- **Proper wheelchair securement policy:** It is important to have a wheelchair securement policy in place since a ride cannot be denied if the driver is unable to get the wheelchair secured. KDOT can provide policy examples upon request.



**Figure 4 - Wheelchair Securement | Source: RTAP Webinar by Olsson**

## ACKNOWLEDGEMENTS

Special thanks to Katie Salerno, Shawn Strate and Corinne Donahue at Olsson for going through the KDOT Triennial Process at the RTAP Webinar in 2022. The information that was presented in this webinar contributed to the development of this factsheet.

## RESOURCES

- KDOT website – <https://www.ksdot.gov/burTransPlan/pubtrans/index.aspx>
  - Public Transportation Policy Manual (2023) - <https://www.ksdot.gov/Assets/wwwksdotorg/bureau/burTransPlan/pubtrans/pdf/PublicTransitPolicyManual.pdf>

- 5310 Triennial Interview Guide – [https://www.ksdot.gov/Assets/wwwksdotorg/bureau/burTransPlan/pubtrans/pdf/5311%20KDOT%20Interviewer%20Guide\\_2021\\_Final.pdf](https://www.ksdot.gov/Assets/wwwksdotorg/bureau/burTransPlan/pubtrans/pdf/5311%20KDOT%20Interviewer%20Guide_2021_Final.pdf)
- Kansas RTAP website - <https://kutc.ku.edu/ks-rtap-publications>
- National RTAP website - <https://www.nationalrtap.org/>
- RTAP Webinar by Olsson - <https://www.youtube.com/watch?v=WH9y41oNjKk>

## RESOURCES

- Triennial Reviews. (2024, March 12). USDOT Federal Transit Administration. Retrieved October 1, 2024, from <https://www.transit.dot.gov/funding/grantee-resources/triennial-reviews/triennial-reviews>
- Keys to a Successful Triennial Review. (2018, September 14). Mass Transit. <https://www.masstransitmag.com/home/article/12425672/keys-to-a-successful-triennial-review>
- University of Kansas Transportation Center. (2022, January 25). Tackling the Triennial Review Process [Video]. YouTube. <https://www.youtube.com/watch?v=WH9y41oNjKk>

# NAVIGATING THE DIGITAL THREAT: CYBERSECURITY SOLUTIONS FOR RURAL TRANSIT AGENCIES

By Beth Peterson, KS RTAP

As public transit and its managers become increasingly reliant on technology and the internet for operations and management, cybersecurity risks are continuing to grow. No matter the size of a transit agency, all are at risk of a possible cyberattack. Cyberattacks are becoming increasingly complex and can put your agency, employees, and customers at risk if a proactive approach towards cybersecurity is not adopted. The integration of technology within the transit industry has produced many benefits; the use of technology in public transit has allowed for more efficient service and has benefited both the agency and the users, but proper procedures must be put in place to ensure the security of this technology. A comprehensive cybersecurity strategy will help ensure the safety of your agency's critical information as well as maintaining a sense of safety and security among your transit users. Through this



factsheet, we will outline what cybersecurity issues are most pressing for rural transit agencies, what are the potential risks of a cyberattack, what is the recommended practice for transit agencies on cyber security, and examples of what cybersecurity can look like for a transit agency.

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## CYBERSECURITY ISSUES IN RURAL TRANSIT

Historically, transit's sole concern with cyberattacks were ones that are simply harmless pranks. However, with the increased involvement of technology within the transit industry and the intricacy of cyberattacks there is now concern of widespread disruptions of transportation systems by cybercriminals choosing to target local systems (Fok et al., 2024). Within the transit agency's system, cyberattacks may be focused on the following system layers (Cybersecurity Considerations, 2014):

- Operational systems – systems that are responsible for the control, movement, and monitoring of transit services and resources
- Enterprise information systems – any system involved in the internal and external exchange of information and management
- Subscribed systems – systems outside of the transit agency such as internet providers, cloud services, data storage, etc.

These systems often play an integral role within a transit system. Some examples of these systems in use include scheduling, communicating with the public, fare collection, vehicle location, telephones, accounting, and security cameras, among others (Enterprise, 2019).

## POTENTIAL RISKS

Cyberattacks against transit agencies will primarily focus on compromising the following within an agency's information and data sources (Cybersecurity Considerations, 2014):

- Confidentiality – cyberattacks may cause the disclosure of personal information or important company data to unauthorized sources
- Availability – cyberattacks may limit an agency's access to or ability to use necessary information or systems
- Integrity – cyberattacks may compromise or even delete important data

If a cyberattack successfully compromises an agency's technology, both the agency and its users may be at risk of sensitive data being in the wrong hands, services may

be delayed or even temporarily cancelled, and the agency may lose data that is integral for future funding, operations, and decision making.

## PREVENTATIVE MEASURES

In order to ensure your agency is protected against cyberattacks, it is important to know some basics of cybersecurity and putting them into practice. The following strategies will help reduce the likelihood of your agency falling victim to a cyberattack (*Cybersecurity Basics*, 2021):

- Update your software – including apps, web browsers, and operating systems
- Require strong passwords – use strong passwords (at least 12 characters that are a mix of numbers, symbols, and capital and lowercase letters) on all laptops, tablets, and other devices and do not save them on public computers.
- Secure your files – back up important files offline or on the cloud
- Secure your router – change the default name and password and turn off remote management
- Train all staff – make cybersecurity a part of your culture by having regular employee trainings

## RESOURCES FOR CYBERSECURITY

The following resources can help your agency to get started with cybersecurity or further improve your cybersecurity plan:

- APTA's Cybersecurity Resources: <https://www.apta.com/research-technical-resources/safety-security/cybersecurity-resources/#:~:text=The%20most%20common%20cybersecurity%20incidents,hardware%2C%20and%20supply%20chain%20risks.>
- Federal Trade Commission's Cybersecurity for Small Business: <https://www.ftc.gov/business-guidance/small-businesses/cybersecurity>
- FTA's Cybersecurity Resources for Transit Agencies: <https://www.transit.dot.gov/regulations-and-programs/safety/cybersecurity-resources-transit-agencies>

## RESOURCES

- Cybersecurity Basics. Federal Trade Commission. (2021, November 9). <https://www.ftc.gov/business-guidance/small-businesses/cybersecurity/basics>
- Cybersecurity Considerations for Public Transit. American Public Transportation Association . (2014, October 17). [https://www.apta.com/wp-content/uploads/Standards\\_Documents/APTA-SS-ECS-RP-001-14-RP.pdf](https://www.apta.com/wp-content/uploads/Standards_Documents/APTA-SS-ECS-RP-001-14-RP.pdf)
- Enterprise Cybersecurity Training and Awareness. America Public Transportation Association. (2019, March 27). <https://www.apta.com/wp-content/uploads/APTA-SS-ECS-RP-002-19.pdf>
- Fok, E., Sheehan, R., & Harding, J. (2024). Transportation Cybersecurity: Changes and developments over the last decade. Federal Highway Administration. <https://highways.dot.gov/public-roads/summer-2024/01>

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# UNIVERSITY OF KANSAS TRANSPORTATION CENTER: PROJECTS AND PARTNERS

By **Nikhila Gunda, KS RTAP**

Since 1977, the University of Kansas Transportation Center (KUTC)'s goal is to provide an institutional focus for multi-disciplinary work in the field of transportation. Our commitment to finding solutions for the unique transportation problems of Kansas and the nation through our two programs - Kansas LTAP and Kansas RTAP – has been a successful and an exciting journey.

With growing needs and opportunities, KUTC is now equipped to collaborate and partner with, but not limited to, local agencies, city and county departments, state departments, private consultants, and transportation researchers on various engineering and planning projects.

If you are seeking a project partner, we are here to assist you! Please contact Nikhila Gunda at [gundanikhila@ku.edu](mailto:gundanikhila@ku.edu) for more information. For a quick overview of our past projects and partners, please visit our website <https://kutc.ku.edu/projects-and-partners>



# POLICY UPDATE ON SECURING CHILD SEATS ON PUBLIC TRANSPORTATION

By Anne Lowder, KS RTAP

## SHOULD BUS OPERATORS BE RESPONSIBLE FOR SECURING CHILD CAR SEATS ON THE BUS?

The answer is NO – unless.... The reason behind the no is that Kansas RTAP does not provide training to become a certified Child Passenger Safety Technician, but the Kansas Traffic Safety Resource Office does which works with Safe Kids to provide a 2 to 3 days of training for certification. Unless your agency sends all drivers for certification and recertification every two years to install child seats on agency vehicles the agency policy would be to put that responsibility on the parent or guardian.

## WHAT IF THE OPERATOR THINKS THE PARENT IS NOT INSTALLING THE SEAT CORRECTLY?

That would be a judgement call made by the driver that could lead to a confrontation with the passenger. If agency policy is that securing the child seat is the parent's responsibility the driver should not interfere unless all drivers at the agency are certified Child Passenger Safety Technician. A scenario such as that the driver does offer advice to the passenger on how to install child seat or the driver installs the child seat incorrectly and an injury occurs this could lead to liability for both the agency and the driver. If the agency policy is that it is the parents' responsibility, then it needs to be the parent/guardian's decision.

## TIPS ON CHILD SEAT SECUREMENT

Currently, the Agency policies that I looked up Kansas



leave them to the parent to secure the child seat. What might not be known to parents is that there are currently 397 Certified Child Passenger Safety Technicians across Kansas. This information can be found at National Child Passenger Safety Certification A program of Safe Kids Worldwide. [Welcome! | National CPS Certification](#) This could be information given to parents in your ridership policies for your agency.

## WHAT ARE YOUR PEERS DOING?

Below are some of the policy examples on 'Children riding a bus':

- Flint Hills Area Transportation Agency Inc.'s Rider Information Handbook, June 2018 on page 12 - [056f4d\\_cf2478962cce4781bb0ef38911b169b0.pdf](#)
- Lyon County Area Transportation's Rider Information Handbook on page 8 - [Rider-Handbook--English-PDF](#)

## RESOURCES

- *Rider Information Handbook*. (2018, June). Flint Hills Area Transportation Agency Inc. [056f4d\\_cf2478962cce4781bb0ef38911b169b0.pdf](#)
- *Rider Information Handbook*. (2024, January 1). Lyon County Area Transportation. [Rider-Handbook--English-PDF](#)
- *Become a Child Passenger Safety Technician*. Kansas Traffic Safety Resource Office. (2025). <https://www.ktsro.org/cpst-training>
- *National CPS Certification*. Safe Kids Worldwide. (n.d.). <https://cert.safekids.org/>

# EMERGENCY PROCEDURES FOR RURAL TRANSIT DRIVERS

By Anne Lowder, KS RTAP

Providing transit services in a safe, secure, and customer-oriented manner requires that bus and van operators be well-trained and knowledgeable. Drivers must understand the equipment they operate, the conditions they navigate, and the number of passengers they serve. Ensuring preparedness allows transit drivers to effectively manage situational emergencies that may arise during daily operations.

Key training areas include:

- Ensuring drivers understand and conduct pre-trip, post-trip, and enroute vehicle inspections.
- Emphasizing personal preparedness (both physical and mental) for handling emergencies.
- Firsthand experience with emergency equipment such as fire extinguishers, first-aid kits, seat belt cutter/window punch and manual lift operation.
- Documenting driver competency in emergency preparedness through pre-trip inspection forms and emergency preparedness training records.

## TRAINING FOR ONBOARD EMERGENCIES

National Rural Transportation Assistance Program (Nation RTAP) Emergency Procedures for Rural Transit Drivers training program focuses on managing onboard emergencies and effectively responding to unforeseen situations. The training is divided into three core units:

1. Preparedness
2. Hazards and Threats
3. Emergency Procedures

## PREPAREDNESS

Preparedness ensures that transit drivers are physically and mentally fit for duty and capable of operating their vehicles safely under various conditions. It also emphasizes anticipating passenger safety concerns, particularly when service disruptions occur or during emergency situations.

## HAZARDS AND THREATS

Transit service safety can be compromised by various hazards and security threats that impact operators, customers, and the community. National RTAP training focuses on familiarizing drivers with common hazards and threats and understanding through training and agency policy with response strategies to react quickly and effectively.

There should be an agency policy on the key topics covered:

- Accidents and incidents
  - Most agencies in Kansas have an accident/incident report form on board to help the driver navigate the situation. Steps to follow include:
    - Check Passengers
    - Determine to evacuate or stay on the bus (only evacuate if there is immediate danger of fire).

- Call 911
- Call the Office
- Keep passengers calm and provide information such as ETA of new bus.
- Begin the reporting process
- Do not talk to others involved in the situation. Only to first responders.
- Acts of nature (e.g., severe weather conditions)
  - Kansas can have severe weather conditions such as heavy storms/tornadoes, snow/ice, and wind. The best preventive advice is to have a weather alert app downloaded on your phone to monitor severe weather.
  - Some agencies follow the school district guidelines during severe weather conditions and close if the school closes. Other agencies might delay two others as public works clean the roads.
  - It should be important for each driver to know about tornado shelters in the community. Big box stores such as Walmart or Dillons lock their doors when the tornado alarm sounds and would not be a choice for shelter. If the driver is out on the open highway do not seek shelter from an underpass. According to National Transit Institute Emergency Preparedness Guide for Transit Employees: If the driver is traveling on open highway and sees a tornado “drive at a right angle away from the tornado’s path or alternatively get as low as possible in a ditch.”
- Hazardous materials exposure
  - A sign of hazardous materials exposure would be if two or more people simultaneously start coughing. The solution to pollution is dissolution. The driver should pull over and open the doors and windows to release the contamination. The likely source would be a can of wasp spray accidentally spraying in the vehicle.
  - Second scenario would be a semi rolling over and spewing out a toxin. In this situation the driver should shut down the HVAC system and try to get out of the situation as soon as possible.
- Loss of critical infrastructure (e.g., power outages, bridge failures)
  - Each community is unique so agencies should partner with the County Emergency Management office and local services such as police and fire to identify probable scenarios and outcomes.
- Criminal activity (e.g., assaults, thefts)
  - In 2023 the Kansas Legislation induced House Bill 2808 to protect bus drivers from assaults. According to statistics cited at the hearing from the National Transit Database, the Urban Institute found that “major assaults on transit defined by the Federal Transit Administration (FTA) as an event resulting in a fatality or injury requiring medical transport—nearly tripled between 2008 and 2022, from 168 to 492 annual events nationwide”. Deasiray Bush, Director of the Transportation Department of the Unified Government of Wyandotte County/Kansas City, Kansas also testified for bill sighting “a rise in abuse and harassment from riders to transit workers.” Currently, abuse of a driver is considered a misdemeanor and often is not reported by the driver. Agency policy should require all incidents be reported and compiled to provide statistics to help in passing a bill making it a felony to assault a driver.
- Terrorist attacks
  - Prevention observation is the key to preventing attacks at both the facility and on the bus. Personnel should report any suspicious activity at the facility such as people that do not belong there. Also, if a suspicious package spotted it should not be touched and do not use your cell phone around the package because it could cause a bomb to set off.

Overall, drivers are encouraged to engage in "mental rehearsal" to improve response times and decision-making during emergencies. By simulating emergency scenarios, drivers can better anticipate and manage real-world crises.

**NATIONAL RTAP’S SEVEN STEPS FOR CRISIS MANAGEMENT**

Transit drivers must be able to respond efficiently during emergencies to protect lives and property. The emergency response framework follows the Seven Steps of Crisis Management:

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1. **Protect Yourself** – Prioritize personal safety to ensure that you can effectively assist others.
2. **Assess the Situation** – Verify personal safety, check passengers' conditions, and identify any immediate threats (e.g., fuel leaks, fire hazards).
3. **Notify Dispatch/911** – Communicate the emergency promptly, providing location details and incident specifics.
4. **Protect Others** – Secure the vehicle, administer aid within the scope of training, keep passengers informed, and ensure vulnerable passengers remain comfortable.
5. **Secure the Vehicle** – Follow safety protocols such as activating four-way flashers and moving to a safe location.
6. **Gather Incident Information** – Document key details for reports, including witness accounts and incident descriptions.
7. **Complete Post-Incident Reports** – Ensure all necessary reports are filed to improve future emergency responses.

## CONCLUSION

Ensuring transit driver preparedness and emergency response training is critical for maintaining a safe and secure transit system. By focusing on initiative-taking measures, hazard awareness, and structured emergency protocols, drivers can protect themselves, their passengers, and the broader community. Ongoing training and mental rehearsal will further enhance emergency readiness, ensuring a swift and effective response to any crisis that may arise.

## RESOURCES

- Assaults on transit workers have tripled in the past 15 years. income inequality and societal tensions have contributed. | urban institute. (n.d.). [Assaults on Transit Workers Have Tripled in the Past 15 Years. Income Inequality and Societal Tensions Have Contributed.](#) | Urban Institute
- Bills & laws. HB 2808 | Bills and Resolutions | Kansas State Legislature. (n.d.). [https://www.kslegislature.org/li/b2023\\_24/measures/hb2808/](https://www.kslegislature.org/li/b2023_24/measures/hb2808/)
- Emergency Procedures for Rural Transit Drivers. National RTAP Portal. (n.d.). [National RTAP Portal > LMS Learner > Courses](#)
- US Department of Transportation. (2017, February 14). Emergency preparedness guide for transit employees on the job and at home. FTA. <https://www.transit.dot.gov/regulations-and-guidance/safety/emergency-preparedness-guide-transit-employees-job-and-home-0>

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# KANSAS RTAP TRAINING, TRAINING RESOURCES AND CONFERENCES

By Anne Lowder, KS RTAP

Below are training courses available from Kanas RTAP and other sources through October of this year. If you are interested in hosting a training class, I am still scheduling for 2025. Please contact Anne Lowder at [alowder@ku.edu](mailto:alowder@ku.edu) if you would like to host a training course at your agency. 2025 Kansas RTAP Trainings can be found at [KUTC - RTAP](#)

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## KANSAS RTAP TRAINING

### 2024/2025 KANSAS RTAP TRAINING DEFENSIVE DRIVING AND PASSENGER ASSISTANCE/WHEELCHAIR SECUREMENT

[https://www.events-kuttc.ku.edu/assnfe/CourseView.asp\\_MODE=VIEW&cICourseID=591](https://www.events-kuttc.ku.edu/assnfe/CourseView.asp_MODE=VIEW&cICourseID=591)

February 26   Independence, KS	May 22   Atwood, KS
March 5   Wichita, KS	June 12   Emporia, KS
March 26   Wichita, KS	July 24   Hutchinson, KS
March 27   Hutchinson, KS	July 30   Wichita, KS
March 27   Emporia, KS	September 10   Garden City, KS
April 2   Garden City, KS	September 11   Dodge City, KS
April 3   Dodge City, KS	September 25   Hutchinson, KS
April 30   Hays, KS	October 7   Atwood, KS
May 7   Ellsworth, KS	October 22   Hays, KS
May 21   Wichita, KS	October 23   Beloit, KS
May 22   Hutchinson, KS	November 20   Hutchinson, KS

## KANSAS RTAP TRAINING

### 2024 KANSAS RTAP TRAINING DEFENSIVE DRIVING AND EMERGENCY PROCEDURES

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

February 11   Manhattan, KS	June 26   Hutchinson, KS
February 13   Hutchinson, KS	June 26   Wellington, KS
February 27   Hutchinson, KS	July 16   Garden City, KS
March 6   Lindsborg, KS	July 17   Dodge City, KS
March 19   Troy, KS	July 29   Hays, KS
March 20   Emporia, KS	August 5   Atwood, KS
March 26   Columbus, KS	August 28   Hutchinson, KS
April 10   Emporia, KS	September 18   Emporia, KS
April 23   Parsons, KS	October 23   Hutchinson, KS
April 24   Hutchinson, KS	October 29   Garden City, KS
May 1   Beloit, KS	October 30   Dodge City, KS
June 25   Lindsborg, KS	December 18   Hutchinson, KS

## 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 \(dot.gov\)](https://www.fta.gov/de-escalation-training-resource-directory)

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.

### **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 (nadtc)**

[National Aging and Disability Transportation Center \(nadtc.org\)](https://www.nadtc.org/)

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

## WEBINARS

### **Determining ADA Complementary Paratransit Eligibility Virtual Workshop**

March 4, 2025 @ 11:00 am – 3:00 pm

[Determining ADA Complementary Paratransit Eligibility Virtual Workshop – Easterseals Project Action](#)

### **Certified Community Transit Managers/ Certified Transit Programs Administrators**

February 26-27, 2025

[CCTM/CTPA Virtual Training – CTAA Training & Certifications Shop](#)

## CONFERENCES

### **Community Transportation Association of America (CTAA)**

CTAA 2025 Expo and Bus Rodeo

June 2-4 San Diego California

[Community Transportation](#)

### **6th National RTAP Conference**

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

Austin, TX

[National RTAP 2025 Conference in Austin, TX](#)

### **APTA (American Public Transportation Association)**

Mobility Conference and International Bus Rodeo

April 4-8, 2025

Austin, TX

[Mobility Conference](#)



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If you know individuals who would like to receive our newsletter, please have them go to: [www.ksrtap.org](http://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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