

RURAL TRANSIT ASSISTANCE PROGRAM

Strategic Plan '20 - '23

Minnesota Department of Transportation

www.mnrtap.us

Harinee S. Iyengar
MnDOT RTAP Manager



Minnesota's RTAP

Mission

The Minnesota Department of Transportation Rural Transit Assistance Program funded by FTA, supported by an advisory committee support the following mission.

Minnesota's RTAP provides resourceful training and educational opportunities to the transit agencies, advancing skills, competencies and knowledge to the various positions within the agency.

Goals

PROVIDE RESPONSIVE AND QUALITY TRAINING EVENTS

QUALITY TRAINING MATERIALS AND INSTRUCTION

SUPPORTIVE PROGRAM TO USERS

PROGRAM OF CHOICE LOCALLY, STATEWIDE, NATIONALLY

RESPONSIVE AND ACCOUNTABLE TO REVENUES AND RTAP

PROACTIVE RTAP COMMUNICATION, OUTREACH & ENGAGEMENT

Goals & Objectives

Provide responsive and quality training events

- a. Events are prioritized and scheduled based on transit agency needs.*
- b. Event topics are peer reviewed prior to being scheduled.*
- c. Events are scheduled and adaptive to the situation.*

Quality training materials and instruction

- a. Training materials, agenda and general outline is reviewed and approved prior to the training.*
- b. Instructors / trainers are provided materials, resources and support that is needed for quality training.*

Supportive program to users

- a. RTAP events, workshops, peer to peer programs or training exceeds the expectations from the participants.*
- b. Program advances the skills, competencies and knowledge for various job classifications within a transit agency.*

Mn. RTAP is a program of choice locally, regionally and nationally

- a. Minnesota's RTAP is a program and partner of choice for public transit agencies in Minnesota.*
- b. Minnesota RTAP collaborates, coordinates, communicates and networks locally and nationally with the goal of advancing the program in Minnesota.*

Responsive and accountable to revenues and RTAP.

- a. Federal revenues and program actions are aligned to the federal requirements.*
- b. Decisions are evaluated based on costs versus outcomes for the program.*
- c. Scholarship program is balanced between agencies and requests.*

Proactive RTAP communication, outreach and engagement.

- a. Utilize various tools, techniques and applications to support communication, engagement and outreach for RTAP.*
- b. Articulate, responsive and proactive communications for transit in Mn.*
- c. Connect the transit services / agencies for mentorship / peer to peer exchanges*

Measuring Success / Metrics

Provide responsive and quality training events

- Annual RTAP work plan and annual report.
- Report number of events / trainings / workshops.
- List yearly training, additional training added based on requests, cancelled training & reasoning.

Quality training materials and instruction

- Report on training materials (based on peer review, participant review).
- Report on the assessment of trainers / instructors with standard feedback and on-site review.
- Illustrate number of training materials updated or provided (current year, current legislation, topics).

Supportive Program to Users

- Surveys / check in with transit agencies evaluating needs vs. what is offered.
- Events, programs, workshops, trainings have evaluation forms.
- Review before performance vs. after performance for skill enhancement, individual improvements.
- Report on events based on attendance, no shows, etc.
- Measure trainings to advance skills for promotions / succession planning.
- Mn. RTAP is a critical program for new hires / enhancing skills and competencies.

Mn. RTAP is a program of choice locally, regionally and nationally

- Report locally, regionally and nationally coordination, collaboration and communication aligned with events, training, workshops and cross training.
- List partners coordinated, collaborated and communicated with to advance the Mn. RTAP.
- Evaluate relationships for positive outcomes for the transit agencies and the reputation of Mn. RTAP. Identify referenced materials, minimizing or eliminating rework for Mn. RTAP.

Responsive and accountable to revenues and RTAP.

- Report on expenditures based on categories of services and expenses
- Monitor and report on scholarship requests, reimbursements
- Report on cost per person for an event, workshop, training.
- Report on cost for labor, expenses for events, workshops and training.
- Deploy online / webinars to support cost effective RTAP and costs to transit agencies.

Proactive RTAP communication, outreach and engagement.

- Provide reports on website use and areas of site visited.
- Review 'read' emails based on return receipts (Mail chimp)
- Evaluate with agencies and advisory committee communication strategies and ways to enhance.
- Outreach to transit agencies to support local events occurring.
- Maintaining a data base of transit agencies – to support communications.