

## Taylor and McVickers address 2009 KPTA/KYTC Conference

Dr. Yvette Taylor the Regional Administrator in Region 4 for the Federal Transit Administration and Michelle McVickers, Special Agent in Charge with the Department of Transportation Office of the Inspector General were the



Michelle McVickers, Special Agent in Charge with the Department of Transportation Office of the Inspector General.



Dr. Yvette Taylor, Federal Transit Administration spoke to KYTC/KPTA Conference.

guest speakers at the 2009 KPTA/KYTC Conference in Lexington. Taylor said

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## 2009 Kentucky Transit Hall of Fame winners inducted

The fifth annual Transit Hall of Fame inductees were announced at the 2009 KPTA/KYTC Conference.

Mark Davis(Purchase Area ADD Assoc. Dir. of Physical Planning) and Joe Duke ( Executive Director of LKLP) were the newest inductees into the Transit Hall of Fame.

Their transit peers selected Davis and Duke.

These individuals join previous inductees Vickie Bourne, Executive Director of the Office of Transportation Delivery, Buddy Fugua, retired Transportation Director of GRITS, Sue Jeffers, retired Transportation Director of BUS, Shirley Cummins, Executive Director of RTEC, Beecher Hudson, CEO with Louisville Wheels Transportation, Bonnie Rhoades, retired Transportation Director at Owensboro Transit, Gary Kitchin, former General Manager with Paducah Transit Authority, Gail Mayeux, from



*Joe Duke and Mark Davis the newest inductees to the Transit Hall of Fame.*

Kentucky Transportation Cabinet, Office of Transportation Delivery, Pam Whitter, Transportation Director with HART, Barry Barker, Executive Director with TARC, Joe Sheilley, KYTC and Pam Shepherd Executvie Director at FTSB.

Congratulations to the new inductees they are well desiring of this honor.

## *From The Desk of The President*

Dear KPTA Members:

Spring is here and 2010 is just flying by already. At the Federal level there are still questions about the reauthorization of a six year Federal surface transportation program. It is our hope that congress will pass the reauthorization soon because in the appropriations bill it provided some \$10.2 billion for public transportation. At the State level as of this date that I am writing this article we do not have an agreement on an overall State budget. We have no idea what the transportation budget will look like until the House and Senate agree on a budget. There could possibly be a special session called by the Governor if a budget compromise is not reached.



Even though Jack Fish retired at the end of 2009 the Kentucky Public Transit Association would like to thank Jack Fish for his many years of service to KBT and wish him all the best during his retirement. KPTA would like to welcome Stan Lampe as the new President of KBT and we look forward to working with Stan as we continue to advance transportation in the State of Kentucky.

My congratulations go out to Andrew Aiello in being promoted to General Manager of the Transit Authority of Northern Kentucky (TANK). Congrats also goes out to the newly elected Board of Director's and officers of the KPTA.

Finally, don't forget to register for the CTAA Conference in Long Beach, California, May 23-28, 2010. As always, I appreciate your support of the KPTA and I look forward to working with you in advancing public transportation in the commonwealth of Kentucky.

Sincerely,

*Beecher Hudson*

Beecher Hudson

KPTA President

Chief Executive Officer of WHEELS Transportation Louisville

## **Taylor and McVickers . . . .**

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"Kentucky Gets It". She said Kentucky was the first state to submit payments for an ARRA project. Taylor said US DOT Transportation Secretary Ray LaHood echoed her words. Kentucky is a model for the other states.

McVickers addressed the group about the dos and don'ts of the ARRA projects.

***KPTA/KYTC  
MINI-CONFERENCE***

***AUGUST 25-27, 2010***

***CAPITAL PLAZA HOTEL  
FRANKFORT***

## KPTA Members Enjoy Activities During Conference



*Dan Lanham, GRITS visit with vendors during the vendor expo..*



*Kim Adair and Chuck Simpson, PATS visits vendors.*



*Robin Hudnall and Don Forbes, BUS working during a session.*



*Petra Espinosa, FTSB visits with Angel Trax's booth at the KPTA Expo.*



*Dawn Johnson, Lou. Wheels and Wanda Trimble, BUS work during a session.*



*Members listen for their name to be drawn at the expo.*



*Participants listen during a presentation at the KPTA Conference*



*Visiting vendors during the expo.*



*During the presentations at the KPTA Conference.*



*Debbie Lunsford and Mona Whitaker, Daniel Boone show off their hats during the Big Night Out.*



*Kentucky Transportation Cabinet employees join in on presentations during the KPTA Conference. Ann Estes, Pat Puckett, Vickie Bourne and Gail Mayeux along with Jodie Alford from TACK.*



*All enjoy the big night out from FTSB, Daniele Milholland, Sharon Burge, Meredith Johns and LaMont Taylor.*

## KPTA presents awards during 2009 conference

The Kentucky Public Transit Association awarded three distinguished awards during the 2009 KPTA Conference in Lexington, on August 12, 2009.

The first award presented was to Diana Spurlock with Daniel Boone Transit, as the 2009 KPTA Dispatcher of the Year.

She has been dedicated to providing services and goes above and beyond to help low-income families.

Spurlock is an outstanding employee and is the dispatcher/office manager for Lee and Wolfe Counties. She serves on numerous committees, boards, and local civic organizations and is proactive in seeking to provide additional services to low-income people.



*Diana Spurlock, Daniel Boone, was presented the KPTA Award for Outstanding Dispatcher of the Year by Shirley Lewis, CVADD.*

Spurlock has been employed at Community Action for the past 18 years and has served as dispatcher since 1995. Diana voluntarily operates a Food Bank located at Daniel Boone's Transit Office in Beattyville, Kentucky, which provides food for approximately 25 families per month.

Spurlock is a single mother of three boys and has volunteered for the past 18 years with Summer Work Groups from Pennsylvania and Ohio. These Summer Work Groups do minor home repairs for low-income, disabled and/or elderly families in Lee County. These repairs include building wheelchair ramps, porches, painting, etc.... Spurlock has worked very hard to ensure these Summer Work Groups continue to serve the people of Lee County. Without Spurlock's efforts these services would have stopped many years ago.

The second award was presented to Teresa Baker with Louisville WHEELS Transportation as the 2009 KPTA Volunteer of the Year.

The Metro East Nutrition Site was opened four years ago as a volunteer driver site. It started with five drivers. That number has since dwindled to one.

Baker is now single handedly keeping that center going. She drives Monday through Friday picking up a group of passengers that has come to rely on Metro East for both nutrition and socialization.

Her dedication to the seniors is truly admirable. Baker also functions as the Metro East Site Manager. She helped start that site and nurtured it into a valuable asset for the seniors in Southeastern Jefferson County. The volunteer driving that she does for Wheels is in addition to her normal duties as Site Manager.

Baker is a team player. She works well with the Wheels staff in submitting reports, providing radio information to the Dispatcher, and responding to requests from Wheels staff and management. We are lucky to have Baker as a member of our team.

The 2009 Driver of the Year was presented to Rhonda Heightchew with Louisville WHEELS Transportation.

Rural county drivers operate in the county to which they're assigned. WHEELS decided to try a regional approach by combining three counties and Heightchew volunteered to help. She regularly drives in three counties and helps in a fourth because she is a Driver.

She schedules trips for all three counties, taking calls and working with the Broker, even though she's a Driver not a Scheduler. She dispatches the runs for 11 drivers in her area,



*Jodi Alford, TACK presented Teresa Baker Louisville WHEELS with 2009 Volunteer of the Year.*



*Rhonda Heightchew, Louisville WHEELS, presented with the KPTA Award for Outstanding Driver of the Year from Daniele Milholland, FTSB*

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## KPTA Conference addressed by many speakers



Former Kentucky Transportation Secretary Joe Prather.



Customer Service session with Mike Noel, Lazaro and Noel Consultants and Trainers



Robert Buckley, FTA Region IV State Programs for KYTC



Ollie Barber, Employment Law



Dr. Greg Elam, National Toxicology with Physical Exam information indicators.



"Building Diversity Skills in the Transit Workplace" with Joan Martin, NTI



Brian Tynan, APTA Senior Legislative Representative



Gina Douthat, TANK talked about Marketing Transit.



Nina Woorfort, TARC gave her views on Transit Marketing.

## 2009 KPTA Golf Tournament 1st Place



2009 KPTA Golf Tournament winning team included from left to right: Ed Brady KPTA Golf Chair presents trophies to: John Langendorf (FTSB), LaMont Taylor (FTSB), Meredith Johns, (FTSB) John Walsh (National Bus Sales)

## 2nd Place



2009 KPTA Golf Tournament second place team included from left to right: Ed Brady Golf Chair presents Dale Shelton with the RTEC trophies. The second place RTEC team included: Randy Lewis, Jackie Hansford, Troy Lovell, and Tommy Schoolcraft.

## 3rd Place

The third place team for 2009 KPTA Golf Tournament. The KACO team included: Shawn Weir, Scott Martin and Larry Denny.

## LexTran Buses Provide Ride to Shelter for Victims of Domestic Violence

Victims of domestic violence may board any LexTran bus and say, "I need a ride to shelter." Bus drivers will then immediately enact the ***Ride to Shelter*** procedures modeled after YMCA's Safe Place program. Next, LexTran radio operators will notify the route supervisor, who will then pick up the victim(s) and ensure they are transported to the Bluegrass Domestic Violence Program Shelter.

Children who may be with adults fleeing domestic violence will also be transported. LexTran employees will not act as counselors. Their sole responsibility is to enact and fulfill to the ***Ride to Shelter*** procedures.

## Regional Transit Talks Ramps Up

Bluegrass Tomorrow, a regional planning organization of community and business leaders, recently held its Innovision 2018 Breakfast and Awards meeting focusing on the major issues facing Central Kentucky in the coming years.

Regional public transportation ranked high on the group's list of priorities. As a matter of fact, the issue ranked number one in two of the three separate polls of approximately 300 people attending a Bluegrass Tomorrow event October 30.

At earlier Innovision planning meetings, leaders from throughout the region placed alternative public transportation focused on future needs, including intercity public transportation, on their tope ten list. Other alternatives listed include light rail, high seed rail, monorail options, bus rapid transit, and expansion of the traditional bus system to include city to city service.

# KPTA Award winners from OTD

## **EASTERN REGION SECTION 5311**

This agency, located in southeastern Kentucky, purchased its first fifteen (15) passenger public transportation van in October 1986 and one month later (November, 1986) began operating a one-county demand-responsive transportation service. Since that time, they have grown in:

- Adding four more counties to their transportation services, currently serving a total of five counties with the highest county trips/passengers of 7,100 per month; providing an in-town service within their city limits accessing recreational, education and medical facilities; and accommodating special requests for non-emergency medical transportation,

- In FY10 formally initiating an intercity service for their transportation area. They are a FY09 5311 ARRA recipient in addition to working on their home county transit facility, which should be completed by November, 2009, and

- They have excelled in meeting their DBE Goals as follows: FY'08 \$15,462 and FY'09 \$12,238.

For FY'08, this agency had passenger/trips of 146,207 and a fleet of 108 active vehicles. Their Transit Manager has been promoted to Deputy Director of the parent organization but still works with transit. This person is exceptional in running their day-to-day transit system, and is always among the first responders to requests made by the State, which frequently have a short turn-around time! This person has worked with transit for 18 years and is considered one of Kentucky Public Transit's very best and finest! This year's Outstanding Eastern 5311 Grantee goes to Daniel Boone Transit, Mona Whittaker, Deputy-Director/Transit Manager.

## **CENTRAL REGION SECTION 5311**

This agency has nearly doubled their ridership over the past year and has truly expanded their Public Transportation Services in their service area. In fact their Ridership has soared from providing over 48,000 trips in FY08 to over 93,000 in FY09. What makes this even more remarkable is the fact that these figures do not include NEMT trips, because this agency is not a broker or subcontractor. All of these trips are purely public transportation trips provided by the demand response and deviated fixed route services that they provide. They're truly listening to and working with the public and local governments to provide the type of transportation their community needs. Over the Last Two Years they have:

- Successfully started and maintained three deviated fixed routes in Berea, Richmond, and

Winchester as well as a connector route connecting the Berea and Richmond routes.

- They have Begun Commuter Routes where the public can park their cars in certain parking lots in Winchester & Mount Sterling and ride the Bus to Lexington for work.

- They have increased the public's awareness of their services and because of that they've seen their demand response requests increase significantly. They've expanded their Fleet from 22 vehicles in FY08 to 32 vehicles in FY09.

We would like to present the Central Kentucky 5311 Transit System of the Year 2009 Award to Kentucky River Foothills.

## **WESTERN REGION SECTION 5311**

There are many fine public transit systems in the Western part of our Commonwealth, all the way from the rolling hills of the Pennyryle Region to the Mississippi River. We have chosen a system where transit is starting to take a leading role in the community because of its active Board and its indispensable Manager. The system's trips had an increase of 15% over FY 2008 and traveled over 400,000 miles, an increase of 13% over FY 2008. Established in 1980, this system welcomed its one millionth rider in February of this year. They provided vital and life-saving services to the community during the Ice Storm of 2009 that devastated Western Kentucky.

They have just finished the construction and move into its new, modern transit facility whose address happens to be 1111 Transit Way. This upcoming year, the system will utilize new, additional vehicles to begin the Racer Line deviated route which will initially connect three communities and enhance the current demand-response system. The Racer Line will make connections with the area hospital, major industries and employment centers and the local University. Through the efforts of its Board and Manager, the transit system has worked on an agreement with the University to assist with local matching funds for these new services. The arrival of the new ARRA trolley will only increase the visibility and attraction of public transit to the community and the University. This system is also a member of a partnership that will be coordinating transportation and human service needs in eight counties of the Purchase ADD through a one-stop call center.

To top it off, its Manager has been photographed even more than George Clooney this past year. He

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## KPTA Award winners. . . . .

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has been photographed in an intense meeting of emergency management personnel, with the U. S. Secretary of Transportation Ray LaHood, with Senator Mitch McConnell and Representative Ed Whitfield, just to name a few.

The Kentucky Transportation Cabinet is proud to award the Outstanding Western Kentucky Section 5311 Public Transit System to the Murray Calloway Transit Authority.

### MANAGER OF THE YEAR AWARD

This person began their career in transportation 22 years ago.

In 1987 she started driving for Fulton County Transit, later employed by another transit system relocating their family.

In 1989 she won driver of the year. In 2000 was promoted to Transit Foreman with the current transit system. In 2006 promoted to Superintendent for Transit, while in this position has changed fixed routes to deviated routes, promoted and encouraged going GREEN, started New Freedom and JARC, redesigned the bus schedules to make them more user friendly, bilingual and even Braille.

Her drive and energy has changed their transit system. Everywhere you look you can see the Blue and Yellow buses. 2009 Manager of the Year is Betty Burris with Frankfort Transit.

### NEW FREEDOM AND JOBS ACCESS AWARD

In November 2008 this agency started the New Freedom route with a slow start of 61 passengers. While the program struggled over the first few months, as of July 2009, just 9 months later ridership has grown to 662 rides.

This transit system works on a small budget. It starts at 6:45 am picks up the disabled from the door and ends at 6:30pm giving rides to grocery stores, shopping centers, and events that people with disabilities might not have gone to before. Vehicles are equipped with wider 800lb lifts, color coded for easy identification.

The JARC program was also started in November 2008. Its ridership has grown from 769 to 1,363. While the unemployment rate is currently at one of the highest levels it's been in our nation's history, JARC has opened the door of opportunity for so many low-income citizens seeking to obtain and maintain employment. Employment locations include Wal-Mart, Chilies, Kroger, Rite-Aid etc. In addition they are working with Bluegrass to connect to factories.

The award for New Freedom and JARC goes to Frankfort Transit.

### NEW HORIZON AWARD

This person became the third Transportation Director for his company in less than two years, and

a time where his company was in the rebuilding stages for their public transportation image, he has lead the agency to become one of the best public transit systems in the State. In fact many of his accomplishments have lead his transit system to become an example for other transit systems in the state to learn from. He did not come in with the mindset of "this is what we've always done" but instead truly looked for ways to expand and alter his transportation services to best meet the needs of his increasingly diverse population. His agency's ridership has nearly doubled from last year. He takes his job seriously and is willing to do whatever it takes to get the job done and help make sure that the population in his area gets the transportation they so desperately need. In fact there have been many times that the state has called to ask him questions and he is driving a bus himself in order to help get the people where they need to go by the time they need to be there. Since his arrival his agency includes A new deviated fixed route in Winchester as well as a connector route connecting the Berea and Richmond.

We would like to present the New Horizon Award to David Sowder, Kentucky River Foothills.

### 2009 PUBLIC TRANSIT ARRA AWARD

All of the Commonwealth's transit systems, large and small, have taken to heart the goals of ARRA, "of job preservation and creation, infrastructure investment, energy efficiency and science, assistance to the unemployed and State and local fiscal stabilization." They aim to accomplish this through transit capital improvements that are ready to proceed.

This may be a one-time award, but the Cabinet feels it is worthy to recognize a transit system for their efforts in helping the Kentucky Transportation Cabinet become the first state in the nation to have an ARRA transit grant awarded. ARRA was passed on February 17, 2009. A Section 5311 nonurbanized area ARRA grant was awarded to the Kentucky Transportation Cabinet on March 12, 2009. Once a contract was executed, this transit system moved swiftly to procure the equipment needed to stimulate its local services and economy. Approval was given to this system on March 25, 2009 for the purchase of vehicles.

Documentation followed on bid packages for other items. This system then worked with a Kentucky dealership to procure the approved hybrid SUV for long-distance medical trips and for transportation in inclement weather. By May 7, 2009, at a time when most States had not yet been awarded any ARRA funds, this transit agency had paid for and purchased the hybrid vehicle. The ARRA logo was placed on the vehicle, and the vendor completed the ARRA form on jobs. Reimbursement was processed by OTD on May 13, 2009.

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# What "team" building efforts does your agency participate in?

At Paducah Area Transit System, we've had several events to promote team building and simply to allow employees to interact with each other and our board members away from their regular daily activities. I think these activities are very important for any business, but especially in transit. We have employees in different departments with vastly different duties, from drivers, to dispatchers to customer service representatives. It's important for them to participate in activities which help them realize that although their roles may be different, they all fit together in the bigger picture to get the job done. It's also important to let them see each other as real people, and not just persons who work at the same place.

One event, which has proven very popular with employees and board members, is our annual cookout with board members. All our board members don their aprons, light the charcoal and actually grill for all our employees. It gives our board members a chance to see the drivers, dispatchers, mechanics, and customer service representatives as more than a name or number on a piece of paper. They can speak with them informally about what they like or dislike about their jobs, and learn first hand what it's like "on the routes." On the other hand, our employees can see our board members in a different light, too. Because of the cookout, they see board members as people who care enough about them to actually come and spend time with them and listen to them. Of course, everyone also loves the food!

At Paducah Area Transit System, like other places of business, we've found that healthier employees make happier and better employees, so this past year, we've made an effort to get healthier. We began early in the summer by announcing PATS' Weight Loss Challenge. Many of our employees signed up and weighed in for the summer-long contest. They began watching what they ate and exercising for the

contest. Although it was competition, it was great to see how they supported each other throughout the summer, and even offered tips to each other on healthier eating habits. Many employees spent time during the day to "walk off the pounds". By the end of the summer, we lost lots of weight and gained healthier lifestyles. During that period we also began a weekly health series during which employees or other guests spoke with us about health issues. One employee talked about how diabetes had taken its toll on his and his family's health, while also explaining what it is, and how the rest of us can have a better chance at avoiding it. Another talked about exercise, and how it transformed his life and could for the rest of us, too. After the weight loss challenge was over, many employees carried over the healthy habits they learned and continued to lose weight and live healthier lives. It made a real difference in the quality of their lives, and the quality of their work!

Another annual event for our transit is a Flu Shot Clinic. Each year, we work with the Purchase Area Health Department to provide flu shots for our employees in the lobby of our main transfer station. It's a popular event for our employees and another way in which we've made it easier for them to remain healthier. It's also very popular with our passengers, as the shots are made available to them, as well.

While employee picnics are enjoyable, at Paducah Area Transit System, we've long had a tradition of employee Thanksgiving and Christmas dinners. It's a special time of the year for family, and it brings our employee family together to give thanks and celebrate the holidays. For those of our employees who don't have family in the area, it's a special way to celebrate the holidays with their surrogate family. For all of our employees, it's a way to bond and reaffirm our thankfulness for what we have, while looking forward to the coming year.

*Taken from Mass Transit, November 2009*

# 2009 KPTA/KYTC Conference Honors Transp

## *Outstanding Overall Statewide Transit System*



*Pam Shepherd, FTSB, is presented the 2009 Outstanding Overall Transit System Award from Vickie Bourne and Gail Mayuex, KYTC.*

## *Kentucky Outstanding Transit Manager and Statewide Outstanding Section 5316 & 5317*



*Betty Burris, Frankfort Transit, presented the 2009 Outstanding Transit Manager Award and 2009 Statewide Outstanding Section 5316 & 5317 Award from Dee Stamper, KYTC.*

## *Outstanding Western Kentucky Section 5311 Transit Agency*



*Bjarne Hanson, Murray County Transit, is presented the 2009 Outstanding Western Kentucky Section 5311 Transit Agency Award from Gail Mayuex, KYTC.*

## *Outstanding Central Kentucky Section 5311 Transit Agency and New Horizon Award*



*David Sowder, Kentucky River Foothills, is presented the 2009 Outstanding Central Kentucky Section 5311 Transit Agency Award and New Horizon Award from Joe Sheilley, KYTC*

# Transportation Representatives for Exceptional Work

## Kentucky Outstanding Statewide Section 5311 Transit Agency



Deley Cummins, RTEC, Executive Director, presented the 2009 Outstanding Statewide Section 5311 Transit Agency Award from Ann Estes, KYTC.

## Kentucky Outstanding Statewide Section 5310



Twana Johnson, PACS, 2009 Outstanding Statewide Section 5310 Transit Agency Award presented from Paula Cissell, KYTC.

## Kentucky Outstanding Statewide Section 5307



Pam Whitter, HART is presented the 2009 Outstanding Statewide Section 5307 from Paula Cissell, KYTC.

## Outstanding Eastern Kentucky Section 5311 Transit Agency



Whitaker, Daniel Boone Transit is presented the 2009 Outstanding Eastern Kentucky Section 5311 Transit Agency Award from Ann Estes, KYTC.

## Outstanding Statewide ARRA Award



Beecher Hudson, Louisville WHEELS, is presented the 2009 ARRA Award from Gail Mayeux, KYTC.

## Outstanding Statewide DBE Award



Joyce Hinkle, Sandy Valley Transportation Services, presented the 2009 Kentucky Outstanding Statewide DBE Award from Paula Cissell, KYTC.

## KPTA Award winners. . . . .

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The uniqueness about this system is that July 1, 2008 they severed ties from their national parent organization, stood on their own, successfully providing public transportation the past year. The parent company basically did not believe that Louisville Wheels Transportation could be successful on their own, but the Transportation Cabinet knew that they could and they....did!

The Kentucky Transportation Cabinet is proud to award the 2009 Public Transit System ARRA Award to, Louisville WHEELS Transportation, Inc.

### **OUTSTANDING DBE ACHIEVEMENTS**

Our public transit agencies achievements in purchasing from Disadvantaged Business Enterprises (DBEs) are increasing each year. By your efforts, the Cabinet is able to meet its federally-mandated transit goal. Your efforts not only help these small businesses but allow Kentucky to continue to receive valuable federal public transit assistance.

Our Section 5307 systems have routinely purchased from DBE firms, and all but two (2) report directly to FTA. For rural systems, finding eligible firms has not always been easy. Our systems even seek out firms and help them to obtain Cabinet certification. Almost 92% of Section 5311 systems were able to purchase from a certified DBE firm during FFY 2008. Of course, we will always look for 100%. There are some agencies that come through year after year, like RTEC. Other notable results for the FFY report year were reported by DBDC, Maysville, and Middle Kentucky Development Council, Inc. We encourage all of you to continue your hard work and efforts in assisting these small businesses. Based on the amount of dollars spent with DBE firms as compared to the amount of eligible funds spent, here are the top three achievements for FFY 2008, and we congratulate you all: (3) Federated Transportation Services of the Bluegrass, Inc., (2) Harlan County Community Action Agency and the award for Outstanding Disadvantaged Business Enterprise Achievement for 2009 goes to: .....Sandy Valley Transportation Services, Inc.

### **OUTSTANDING STATEWIDE 5311 AGENCY**

This agency was organized in 1989 and began providing community transit services open to the public in their service area during July 1990.

Beginning as a single county transit system, the agency quickly grew and today covers 13 counties for public transportation with the likelihood of adding additional counties to their service area during FY10. The agency is a Broker for Human Service Transportation Delivery (HSTD) in Region 12, serving 12 counties and they serve 6 additional

counties in Region 5 operating through a joint venture.

This agency is no stranger to receiving awards, beginning in FY90 (Fall of 1989) receiving their first award as "Outstanding Section 5311 Public Transit Grantee". ..... and the awards haven't stopped coming. This exceptional transit system operates a Deviated/Flexible Fixed Route System and a 24-Hour Notice Demand Response Service as well as providing an Intercity Bus service. For FY10 they are the recipient of Sections 5310, 5311, 5311 (b) (3); and 5316. They were also a recipient of FY09 5311 ARRA funds. This transit agency excelled in meeting their DBE Goals as follows: FY'09 \$24, 795 and FY'09 \$13,825

Their Executive Director is "amazing" in that this person has been with the agency since the beginning; is absolutely a 24-7-365 all around transit person providing expertise to statewide agencies in all aspects of transit, excelling in the procurement field. They have prepared three massive KPTA Statewide Vehicle Specification Packages which helps other statewide transit agencies with vehicle procurement, saving the State and transit agencies countless man-hours of time and hard work. This agency's Executive Director always answers phone calls with a "smile"..... and believe me; it does come across to the caller. This Executive Director and veteran staff have excelled throughout the years making public transportation convenient and efficient in their region. Did we mention that to date this agency has the largest FTA fleet of 193 active vehicles, with 16 more vehicles on order. Their ridership/trips for FY08 was 584,218 and is growing. It is with great pleasure that we present The 2009 Outstanding Statewide 5311 Agency award to RTEC (Rural Transit Enterprises Coordinated, Inc.) Shirley Cummins, Executive Director.

### **OUTSTANDING STATEWIDE 5310 AGENCY**

This agency has devoted so much to the Seniors in their area. They have a monthly newspaper the "Senior Star", they manage Senior Citizen Centers in 8 counties and have for the past 30 years! They have also worked with a local center for mental health for 25 years! I have pulled out a few statements in letters we have received on their behalf.: They are "Instrumental" in keeping our program going. They are "Exceptional" in their treatment of our clients., They play a "Vital" part in the life of our clients. They are our "Friends".

We also receive notes from their employees who have told us they love their job and have been there for 20, 23, even 25 years.

In writing this brief introduction, one particular event comes to mind, The Ice Storm. This agency and their Senior Centers produced home delivered

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# Inter-City Bus Service Begins new routes in several Kentucky areas

Bluegrass Ultra-Transit Service (BUS), a program of Blue Grass Community Action Partnership, Inc., is implementing the Bluegrass Intercity System with routes from Frankfort to Louisville

(Derby City Route), Frankfort to Lexington (Big Blue Connector Route), Danville to Frankfort (127 Route), Lancaster to Danville

(Wilderness Trace Route), and Georgetown to Frankfort (Capital City Route).

Fares will range from \$2.00 to \$8.00 one way depending on the particular route.

Our Lexington stops are the Greyhound Bus Station, LexTran Transit Facility, and the Blue Grass Airport.

Our Louisville stops are TARC, Greyhound Bus Station, and the Louisville International Airport. We are continuing our Danville to Lexington and Stanford to Danville (150 Connector) routes.

BUS has installed luggage bins in eight (8) intercity vehicles. These bins will allow riders to safely bring luggage on board while traveling to destinations to connect with other modes of intercity travel.

The bins are made of steel and powder coated to protect the luggage. We anticipate our routes starting in early 2010.

Federated Transportation Services of the Bluegrass, Inc., FTSB began their Inter-City routes on February 1, 2010.

One route began in Morehead and travels to

Lexington making stops at LexTran Transit Center, Greyhound Bus Station and the Bluegrass Airport. FTSB will depart the Morehead Wal-Mart at 10

a.m. on Wednesday, Friday and Saturday to begin. The service will

increase to six days a week after routes are in full service. FTSB began a route from Morehead to Ashland stopping at Ashland Bus Station for passengers to ride their fixed route.

FTSB is also offering service to residents in Bourbon, Harrison and Nicholas Counties to Lexington daily. This bus will also stop at LexTran Transit Center, Greyhound Bus Station and the Bluegrass Airport. Each route will make daily return trips.

Rural Transit Enterprises, Inc. RTEC rolls out its new

Intercity Buses with wraps by SignSmith Design, Donavon Smith.

The routes will run

Monday through Friday to bus stations and airports located at Lexington and Louisville. Additional routes will operate by demand response to Frankfort, Nashville, or Knoxville.

Other new routes now being provided by RTEC include transportation to work and job training with stops for child day care through Jobs Access and Reverse Commute

(JARC) and transportation for elderly and disabled through New Freedom. For more information or rides through these programs, passengers can call toll-free- 800-321-7832.



# TARC'S 17 Snazzy New Buses Hit the Streets

Louisville's TARC buses have a snazzy new look! Coach operators have dubbed the 17 new clean-diesel buses, in a metallic silver color with bright red, white and blue decals, the "Silver Bullet."

The design, created by TARC's graphic designer Erin Back, gives TARC buses a sharp, clean modern look.

It's the first time TARC buses have sported a color other than white since TARC began in 1974. The new look will be used on every new TARC bus to arrive in the future. A variation on the design will be introduced on nine new hybrids expected to arrive in August 2010.

The new clean-diesel buses were introduced at a press conference at TARC Headquarters on Monday, November 9 with Congressman John Yarmuth, Louisville Mayor Jerry Abramson, and Vickie Bourne, Executive Director of the Office of Transportation Delivery attending.

"Thanks to their fuel-efficient, clean-diesel technology, these new buses will cost less to operate and keep our air cleaner," said Congressman John Yarmuth. "I am glad federal funding will be used to

strengthen this transportation option that serves thousands of Louisvillians from all over our community."

The buses cost about \$330,000 each and were purchased with federal and local funds and a matching contribution from the Kentucky Transportation Cabinet.

The 40-foot, 280-horsepower low-floor vehicles are manufactured by Gillig Corp. in Hayward, Calif. They have 40 seats and a life expectancy of 12 to 15 years. They get about 4.1 miles to the gallon, an improvement of .5 miles to the gallon over the 15-year old buses they are replacing.



## ***Kentucky Rural Transit Assistance Program Committee Members***

### **MIDWEST DIVISION**

**Pam Whitter - HART**

### **CENTRAL DIVISION**

**Pam Shepherd - FTSB**

### **NORTHEAST DIVISION**

**Ray Young - Maysville Transit**

### **WEST DIVISION**

**Mark Davis - PADD**

### **SOUTHEAST DIVISION**

**Shirley Cummins - RTEC**

### **STATE LEVEL**

**Paula Cissell, Project Manager**

**Ann Estes, Project Manager**

**Office of Transportation Delivery  
Kentucky Transportation Cabinet**

***Send items for the  
KPTA Newsletter***

***Call Pam Shepherd at 859-233-0066  
or email at [pshepherd@ftsb.org](mailto:pshepherd@ftsb.org)***

# KPTA Award winners. . . . .

*Continued from 12*

meals. The centers have gas stoves and the meals were prepared by oil lamps, flashlights or even hats with lights attached! When the hot meals were delivered, they found seniors who had fallen in basements and could not get up the stairs, a wheelchair client in bed with a coat and gloves on almost frozen to death, a client using diesel fuel in his kerosene heater. One Center coordinator took 14 seniors to her house and kept them for 4 days. One van driver put a chainsaw on the van so he could clear the road and get to the seniors.

The Transportation Facility and vehicles were used by the Emergency Management Services to carry out emergency procedures. A Transportation employee with a personal Verizon phone and an R.N. with her Verizon phone coordinated Dialysis transportation for Hopkins and Muhlenberg Counties for two days.

It's actions like these that make us happy to award this years Statewide Section 5310 to Pennyryle Allied Community Services.

## OUTSTANDING STATEWIDE 5307 AGENCY

This Year's Statewide 5307 has been a big presence in KPTA. This manager started as a driver and has done everything, maybe even some mechanic work, in the agency. Hard work has always been a way of life for this manager. Nothing about this agency is textbook, it goes through a different FTA Regional Office, which has to get a special waiver to receive money. It kind of reminds me of a small child in front of a counter that is getting overlooked. Fortunately the small child has a voice that says, "Excuse me, I'm right here". I can honestly say that I have never seen a cleaner, neater garage anywhere! The facility has just undergone a rehab, so I am sure now it's even better!

We are happy to award this year's Statewide 5307 to Henderson Area Rapid Transit and Pam Whitter!

## STATEWIDE OVERALL TRANSIT SYSTEM

This Transit System helped create a better state of transportation services in many communities throughout the state. They were willing to come in and pick up in areas that where without the transportations services they needed. Many times they

were asked by communities to come in and pick up where other transit agencies left off. This system has:

- Taken over Morehead Area Transit System and increased the monthly ridership from 80 trips a month to over 2,000 trips a month, by increasing public awareness of the deviated fixed route, expanding time and days of the route, reduced the headway times, expanded the route to include factories and Wal-Mart as well as using two buses during peak times.
- Started Providing Demand Responsive public Transportation Services in Bourbon, Harrison, Nicholas and Rowan Counties who had been without service for over a year after the previous grantee pulled out. Since they took over, the demand response trips provided in those counties have more than doubled.
- Began a JOBS route in Lewis County to provide training and employment transportation for Vanceburg and Tollsboro that will go to Maysville, Morehead, Ashland, and Portsmouth, Ohio.
- Was awarded the NEMT Broker for Region 6 and again in Region 10 and has done a great job in a very difficult situation.

We would like to present the Overall Transit System Award to FTSB.

**KPTA/  
KYTC  
Mini  
Conference  
August 25-27,  
2010**

## Purchase Area Regional Transit Opens Travel Center

A large crowd gathered March 12, 2010 at the main office of Paducah Area Transit System (PATS) to celebrate the grand opening of the Purchase Area Regional Transit's Travel Management Coordination Center.

The single-point access center coordinates transportation for Murray-Calloway County Transit, Fulton County Transit, Easter Seals West Kentucky and Paducah Area Transit System through its call-center and internet website. All four transportation providers came together as the cooperative Purchase Area Regional Transit (PART) to more efficiently manage the transportation needs of the entire 8 county Jackson Purchase Area of Western Kentucky.

Vickie Bourne, Executive Director of the Kentucky Transportation Cabinet's Office of Transportation Delivery booked the very first trip with Purchase Area Regional Transit. The center utilizes the latest in high tech Intelligent Transportation Systems (ITS) to coordinate travel throughout the region. All vehicles from the four providers are tied together with Mobile Data Terminals (MDT) and Automatic Vehicle Location (AVL) and centralized Computer Assisted Dispatching (CAD) to coordinate the efforts of the



Vickie Bourne, Executive Dir. OTD



Kim Adair, Executive Director PATS

three separate transit authorities, plus an additional provider. Passengers will have one single center to contact for their transportation needs, no matter where they are in Western Kentucky. They'll be able to reserve and manage their transportation either over the internet, or by calling one telephone number, through which they can speak with a live customer service representative, or make their arrangements through an Interactive Voice Response (IVR) System. While much of this technology is not new, it represents a "cutting edge"

to tie it all together for multiple rural transportation systems.



Adair & Bourne

After opening ceremonies, guests saw live demonstrations of the technology the transits are sharing to make transportation easier and more efficient for passengers and the transits alike.

Purchase Area Regional Transit (PART) was born out of the US Department of Transportation's Mobility Services for All Americans grant initiative. Paducah Area Transit System was one of 8 sites chosen for Phase 1 of the project, to design such a travel management center, and one of only 3 sites chosen to make their designs a reality in Phase 2 of the Initiative. (Aiken, SC and Camden, NJ were also chosen) Paducah Area Transit, Fulton County Transit, Murray Calloway County Transit and Easter Seals West Kentucky joined together as Purchase Area Regional Transit to form the umbrella under which the Center operates. The goal of the initiative is to improve performance and cost efficiency for the transportation providers, while making transportation management easier for passengers, through Intelligent Transportation Systems (ITS). The Travel Management Coordination Center is meant to be a replicable model for rural transportation systems.

This kind of center will be especially important in the Purchase Area of Western Kentucky: eight rural counties on the far end of the state, bordered by the Ohio River, the Mississippi River and to the south, by Tennessee. Combined, the center will manage public transportation for the region's 2,500 square miles and near 200,000 population. By phone or internet, people will be able to reserve their rides, edit their reservations and even find where their vehicle is located and if it's on time.

In addition to the transportation management, callers or those visiting the center's website will also be able to access a searchable database of human service resources, government and educational institutional information. The database will include valuable information such as where to go for utility bill assistance, where to find local food pantries, where to find support groups for health issues, how to contact officials concerning local governmental questions and so much more.

The motto of the center is "One Call Gets It All In Western Kentucky," but if the person would rather mouse over to <http://www.ridepart.com> they can still "get it all" without even picking up the phone!



# Devine the newest Internal Policy Analyst III with OTD

The Office of Transportation Delivery announces their newest employee. John Devine has been named Policy Analyst III with the Office of Transportation Delivery. Devine will work with the Public Transit Branch and will be active in ARRA reporting.

He will assist the Project Managers with audits

and compliance reviews.

Devine has a Master of Business Administration degree from the University of Kentucky. Some of his past work includes serving as a Market Research Supervisor with The Matrix Group and Financial Advisor with Merrill Lynch.

## TANK announces new General Manager

*Andrew Aiello Replaces Mary Lou Franzoni as Transit Authority GM*

Andrew Aiello, a TANK employee since 2004, has been selected as the agency's new General Manager. Aiello was promoted by the Transit Authority Board of Directors to head the three-county agency.

Aiello is currently TANK's Deputy General Manager, responsible for external and government affairs. He will assume his new position on Monday, March 15, 2010. As General Manager, Aiello will be responsible for the overall management of the organization.

The promotion of Aiello to General Manager marks the first time in TANK history that the agency has employed a General Manager directly. In the past, the position has always been a contract position with a transit management company.

"The decision to become a "self managed" Transit Agency required a long and arduous process of evaluating the talents within the staff," commented Board of Directors Chair, Jean Miller. "The TANK Board Members are confident that the employees at TANK are dedicated, knowledgeable and very effective at what they do. Andrew has the full support of the TANK Board in his new role. "

Aiello graduated from Miami University in Oxford, Ohio with degrees in Urban Planning and Philosophy (Phi Beta Kappa). He is a member of the American Institute of Certified Planners (AICP).

Aiello is on the Northern Kentucky University College of Informatics Dean's Advisory Board, the Northern Kentucky Chamber of Commerce Board of Advisors, the Ohio Kentucky Indiana Regional Council of Governments Board of Directors and is both a Graduate and Program Committee Member of the Chamber's Leadership Northern Kentucky program.

Aiello will replace Mary Lou Franzoni, the TANK General Manager of the last three years through a contract with *First Transit, Inc.*

"The TANK Board is pleased to be in a position to have such a committed and talented individual to be assuming the position of TANK General Manager," stated Miller. "Andrew's consistent approach, knowledge and dedication to TANK have made him effective in every position that he has held at TANK. The Board is pleased about the future with Andrew in the driver's seat."

## 2009 KPTA Rodeo Activities

### *First Place*



*Wanda Trimble, BUS, presented a first place KPTA Rodeo trophy to Rick Satterfield, BUS.*

### *Second Place*



*Wanda Trimble, BUS, presented a second place KPTA Rodeo trophy to Ollie Wallace, FTSB.*

### *Third Place*



*Wanda Trimble, BUS, presented a third place KPTA Rodeo trophy to Bobby Lawson, RTEC*

### *Rodeo Participants & Judges*



*Thanks to all who participated.*



## Ray Denny's RTEC assigned vehicle # 0229 hits 300,000 mile mark! And it's still going strong!!!



*Shown above with Vehicle # 0229 is Gary Repert, RTEC Fleet Manager (left) and Ray Denny, RTEC Driver (right).*

Ray, or RT as he is known around the office, states "It says something about RTEC's maintenance program." The longevity of the vehicle can depend on what type you operate, but driving and maintenance habits are also vital and can extend the life of the vehicle keeping it running well beyond the 300,000 mile mark.

## KPTA presents .....

*Continued from Page 4*

even though she's a Driver not a Dispatcher. She runs our area office, even though she's a Driver not an Administrative Assistant. She acts as a front line supervisor for 11 drivers, even though she's a Driver and not a Supervisor. She represents Wheels at events, works with the sites that we serve, and handles complaints, even though she's a Driver and not the Assistant Chief Operating Officer. She is a one woman Wheels Program in three Counties even though her Job Description says "Driver".

Her efforts have proven to WHEELS that the regional concept works and works well. WHEELS is nominating her for Driver of the Year because that's what she is and because the KPTA doesn't have an award for the Driver / Scheduler / Dispatcher / Administrative

Assistant / Chief Operating Officer of the year. Heightchew is a remarkable individual.

Before driving for Wheels Heightchew worked in home healthcare which really helps her work with our clients. She grew up in the region and seems to know everyone. This, coupled with the fact that she's not afraid to talk to anyone, has dramatically increased our service in her area.

She is very client oriented. Heightchew knows her passengers. One day a lady that she transports was not acting like her usual self. Heightchew stopped the bus, began talking with the lady, and decided that something was wrong. She called EMS. The lady was having a heart attack. Rhonda's knowledge of and concern for her riders helped to save this woman's life.

**Call FTSB  
if you have  
KPTA Newsletter Items.  
859/233-0066.**

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## Thought for the Day

*Look at all the buses now that want exact change. I figure if I give them exact change, they should take me exactly where I want to go.*

- George Wallace

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The KPTA newsletter is published for the Kentucky Public Transit Association by Federated Transportation Services of the Bluegrass with the financial support of the Kentucky Transportation Cabinet's Office for Transportation Delivery and Rural Transit Assistance Program. Any comments or suggestions should be addressed to Pam Shepherd, FTSB, 2308 Frankfort Ct. Lexington, KY 40510.



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