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THE FALL CONFERENCE IS ALMOST HERE

The KyTC/KPTA conference is just around the corner. It will be held October 19-21 at the Radisson Hotel at the Airport in Covington.

There are many interesting topics to be discussed and training sessions to be held, some of which are:

- New OSHA Regulations;
- Drug and Alcohol Testing and Detection in the workplace;
- Human Rights Issues (sexual harassment in the workplace);
- Funding concerns and projections; and,
- Reducing Workers Compensation Liability.

Additional information as well as registration forms will be mailed to you at a later time. This year's conference looks to be one of the most informative ever held in the state, so please make your calendars and plan to attend.

SHOULD YOUR SYSTEM ESTABLISH A SERVICE GUARANTEE

If you offer a service guarantee, such as a free ride for a trip that is late, you may be able to improve your employees' performance.

Why: When you offer a service guarantee, you're encouraging employees to focus on customer needs.

Example: A bank promised to pay \$5 to any customer who encountered an out-of-order automatic teller machine. When a machine broke down, employees at one branch worked until 8:30 p.m. to service customers.

Bonus: When you offer a guarantee, customers are more likely to come to you with a complaint or a problem to take advantage of the guarantee. If you don't offer this kind of opportunity, patrons usually just complain to friends, family, and neighbors about the bad experience with your organization.

Source: Sibons & Co. Inc., cited in *Small Business Reports*, P.O. Box 53140, Boulder, CO 80322.

NEW PEOPLE IN TRANSIT

Steve Rowland is the new General Manager for the Lexington Transit Authority (Lextran). Rowland is a native Corbin-ite who took the long way in getting to Lexington. After graduating from ECU in 1976 he worked for the Transportation Cabinet as a planner, assumed a like role at New Jersey Transit and eventually moved onto PRTC in Fredricksburg, Virginia.

Rowland is employed by DAVE Management. DAVE received the management contract for Lextran in May and began serving July 1.



Mike Rogers, a native Carter Countian, has been appointed General Manager of the Ashland Bus System (ABS). Rogers comes to ABS from the City of Ashland's Community Development Department where he has worked for 10 years.

Rogers is replacing Ron Caudill who has moved to Oklahoma to assume the Pastorship of a church.

TARC has appointed Phillip Price as director of maintenance. He will be responsible for all maintenance activities involving TARC's 300-vehicle fleet.

Price most recently served as regional vice president of the Flxible Corporation, where he was responsible for bus sales to transit properties in the northeastern United States.

He has also been the general superintendent of bus maintenance for the Washington Metro Area Transit Authority as well as administrator of contracts and operations for WMATA's office of marketing.



A SPECIAL ANNIVERSARY

We would like to congratulate Maxine Banks on her 25th anniversary as a driver for Kentucky River Foothills Development Council.

Maxine said that a lot has changed over the last 25 years. She recalled the days when her role also included outreach, "we would knock on people's doors, and tell them all about our service." Today, Maxine is responsible for the daily medical transportation run from Powell and Clark Counties into Lexington, about 120 miles round trip.

"Over the last 25 years," Maxine remembers, "I've worn out two personal automobiles, that was before vehicles were supplied, two army surplus Ford Falcons and a few vans."



One thing that Maxine said that was funny about working for Foothills, was that in the beginning she was uncertain about her ability to do the work, so she told the people that hired her, "I'll work a week, if you're not satisfied, I'll leave and you don't need to pay me." Needless to say they were satisfied with her work.

Linton Confirmed To FTA Top Post

President Clinton's nominee Gordon Linton was confirmed as the FTA Administrator. Linton, a member of the Pennsylvania legislature is known to be a strong advocate for public transportation. Linton also serves on the Board for the Southeastern Pennsylvania Transportation Authority.

Also nominated for an FTA post, that of the deputy administrator, is Grace Grunican. Grunican, another strong advocate for public transportation, is the former director for the Surface Transportation Policy Project and former deputy director of transportation for the city of Portland, Oregon.

Transit System Spotlight

Paducah, one of our state's most western cities is where we find ourselves for this month's transit spotlight. The Paducah Area Transit System (PATS) began serving the people of Paducah in February of 1981 with five coaches on six routes. Over the years the system has picked up a couple of more routes and buses as well as a trolley that runs on the city's tour and circulator route. PATS has also implemented an ADA paratransit service that is contracted to Security Taxi Company in Paducah.

Many people are familiar with PATS'

history because of the system's founding transit manager, Dwayne Stice, a former KPTA president and active member. Dwayne left PATS in December 1992 and his shoes were aptly filled by Jana Cole, PATS' 12 year veteran Administrative Assistant.

The American Quilters Society annual convention is one of the city's biggest events and is also a big event for PATS. Over the convention's four day run in April, more than 12,300 quilters converge on the city and its services. Needless to say that the tour route and circulator get a work out.

Commuters crossing state and county lines in droves
By Melissa Bernodoli

"On the road again..."

That country tune could be Kevin Jett's theme song. The Louisville native spends more than 15 hours a week driving to and from his job at the Toyota manufacturing plant in Georgetown.

Jett is one of 5570 workers who commute to Scott county for jobs at Toyota and elsewhere. These commuters, who come from 63 counties and several states, make up 44 percent of the county's work force, according to a study by the Kentucky State Data Center.

This is a substantial increase from 1983, when 1,664 people from 28 counties commuted to Scott County.

The center, at the University of Louisville, recently released a report of commuting patterns from the 1990 census.

Center Director Ron Crouch said commuting is on the rise because people are willing to go farther to get or keep jobs.

"It's in part because of the economy," he said, "But it's more a matter of lifestyle than anything else."

In the '80s, Crouch said, a lot of people moved from the cities to the suburbs. Most jobs are in urban areas, so these people became willing to

commute in order to maintain their style of living. He said expressways and other transportation improvements also made widespread commuting possible.

Commuters often cross state lines for jobs. The report said 98,748 people commute to Kentucky for work and 104,251 commute from Kentucky to neighboring states.

Ohio draws the most Kentucky commuters at 57,323, and Kentucky attracted most from Indiana, with 39,608. Crouch said this illustrates the availability of jobs in Louisville and Cincinnati and other border cities.

Georgetown's Toyota plant attracts many commuters to Scott County. About 3,600 people, or about 80 percent of Scott's commuters, work at Toyota. Jett is one of more than 400 Toyota employees who make the three-hour round trip commute from Louisville.

Jett said commuting can be costly and difficult, and he has considered moving closer to Georgetown.

"I'm in no hurry though," he said, "I've been doing this for five years, I think I'll last a little longer."

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