

# CTAV

## Community Transportation Association of Virginia

SECOND QUARTER NEWSLETTER-2009

### *PURPOSE and MISSION STATEMENT*

***Purpose:*** Transportation solutions for everyone;

***Mission:*** to serve as an advocate for consumers and providers of community-based transportation.

### *FROM THE CTAV PRESIDENT*

The Roadeo this year was terrific! Glenn Jenkins from FRED did a super job in pulling it together, but his whole FRED team and all the CTAV volunteers really worked together to make the event go like clockwork.

Everyone had fun, en-

joyed the food and fellowship, as well as learning new ways to be better drivers. Congratulations to all the winners and our eternal gratitude to everyone who helped make this a success.

Our next CTAV Board meeting will be held in Front Royal on July 15th

at 10:00 a.m. We would love to have your presence, but would settle for just your ideas about how CTAV could be more useful to you. Please watch the website for details about the meeting and drop us a line if you have ideas to share.

*Donna*

### ROADEO RESULTS

#### *Three Top Scorers—*

#### *Body on Chassis:*

**1st Place:** Dennis McDonaldson, Harrisonburg Transit

**2nd Place:** Bernard Shields, Fredericksburg Transit

**3rd Place:** Bob Knicely, Fredericksburg Transit

#### *Van:*

**1st Place:** Wayne Watson, Mountain Empire Older Citizens

**2nd Place:** Mickey Conner, Virginia Regional Transit

**3rd Place:** Frank Theisen, Pony Express

#### *2009 Winning Team-*

**Harrisonburg Transit**

**For individual results, please visit the CTAV website, [www.ctav.org](http://www.ctav.org)**

#### Special points of interest:

- Letter From CTAV President
- State Paratransit Roadeo Results
- *What's Happening* at various transit agencies
- Upcoming Training Opportunity
- CTAV Calendar
- CTAV Scholarship Winner
- Help Wanted
- August 4-5 EXPO info



## NEWS FROM TRANSIT SYSTEMS & VENDORS

### FOUR COUNTY TRANSIT

In **BUSRide**—Transit Authority, from Volume 2009, Issue 4—4 2009 an article was published titled “Four County Transit staves off drought.” The article was written by Joe Ratliff, General Manager of Four County Transit.

Over the course of two stormy days this past winter FCT managed to capture 10,000 gallons of precious rainwater, enough to wash 400 buses.

Four County Transit is a fully coordinated rural public transit system that serves 118,000 citizens in the coalfields of southwest Virginia. Operating in a mountainous region with forests covering 80 percent of a service area that spans 1,830 square miles. FCT encompasses Buchanan, Dickenson, Russell and Tazewell counties, which comprise the Cumberland Plateau Planning District.

When the drought struck, Governor Kaine declared their four counties primary or contiguous drought disaster areas.

As FCT looked at the all-too-clear sky, they realized every little drop of rain counts. To that end, FCT decided to install a rainwater collection system in its new administrative and vehicle maintenance facility. Today FCT is the only public transit in southwest Virginia that boasts such a system. During the planning of the new facility, they tossed around several cost-savings ideas, including element harvesting.

Drawing on the power of wind did not seem feasible at the time, but rainwater collection did. The VDRPT distributed some Transit Administration (FTA) monies and their localities also helped fund the project with small matching grants.

They installed the system in late 2008. The rainwater capture system included a collection tank, filtration component and pump vault. The underground coated steel weather-proof storage tank is 6.5 ft high and 16 ft long, large enough to collect 10,000 gallons of water before overflow occurs. This system harvests rainwater that runs off the roof of the transit building as well as water from the roof of the nearby FCT parent organization, Appalachian Agency for Senior Citizens. The system stores the captured water until needed. With a simple spin of a valve, they can switch from using municipal water to using rainwater, routing it to their transit wash bay. In a matter of minutes dusty buses leave the garage with their red, white and blue colors gleaming in the sun.

For more information visit [www.busrider.com](http://www.busrider.com).

### JAUNT Inc.

*Come Ride with a Star! JAUNT gets recognized for its new, updated look.*

The Virginia Transit Association (VTA) selected JAUNT Inc. of Charlottesville as the recipient of the 2009 Outstanding Public Transportation Marketing Award. “We are thrilled and honored to be recognized on a state level for our recent rebranding efforts,” commented Donna Shaunesey, Executive Direction of JAUNT. “We love our new look and better still, our passengers do too!”

JAUNT Inc. effectively launched a major advertising campaign which utilized its new logo and tag line “Ride with a Star!” in order to attract a new and diverse ridership. Since 1975 JAUNT has grown from a small transportation agency with a fleet of 6 vans focusing on human service agency needs, to a transportation system that provides over 290,000 trips a year to commuters, school children, senior citizens, people with disabilities, and the general public. With a fleet of 64 buses JAUNT currently serves Albemarle, Buckingham, Charlottesville, Fluvanna, Louisa, and Nelson Counties.

“The Old Look”



“The New Look”



# CERTIFIED COMMUNITY TRANSIT SUPERVISORY (CCTS) TRAINING

On October 5—7th, CTAV will be hosting a training and certification program for front-line transit managers and supervisors (CCTS); location and time will be announced at a later date.

The front-line supervisor has a pivotal role in the transit organization. He or she is accountable for most of the day-to-day success of its operating staff, and must learn to effectively supervise their peers. In their supervisory role, these individuals must also understand the overall objectives and mission of the transit organization, and they must be able to convey its practices, principles and priorities to the operating staff.

To meet the unique challenge facing these important personnel, CTAA has developed a three-day training and certification program for community transit supervisory staff. This training addresses core supervisory skills in front-line management, human resource management, operations and safety management, and performance-based management. Trainees will receive a manual including reference mate-

At the conclusion of this training, class participants are tested in their mastery of these areas. All trainees passing all four areas of this test will be professionally certified by CTAA as Certified Community Transportation Supervisors (CCTS); this certification will be valid for three years, whereupon the supervisor must be recertified.

All persons who successfully complete this program and become certified supervisors will receive a certificate, wallet card, training and reference manual, and a "Certified Community Transit Supervisor" lapel pin. In addition, CTAA maintains permanent records of CCTS certifications.

*Certified Community Transit Supervisory (CCTS) Training Overview.*

- Day One:**  
 Effective Leadership  
 Supervision in the Transportation Organization  
 Characteristics of an Effective Supervisor  
 Transit Supervisor's Role in Decision Making  
 Characteristics of Leaders who Manage Time and Stress Management  
 Team-Building and the Effective use of teams

Appendix 3: Progressive Discipline Outline

- Day Two:**  
 Employee Management  
 Strategies for Resolving Conflict  
 Sensitivity to the Difficult Customer  
 Staff Recruitment and Selection  
 How to Maintain Good Performance  
 When to Coach and When to Counsel  
 How to Counsel People  
 CCTS Manual—Appendix 1:  
 The Transit System Personnel Policy  
 CCTS Manual—Appendix 3:  
 Progressive Discipline Outline
- Day Three:**  
 Training and Record Keeping  
 Community Transportation Training and Development  
 Documentation and Record Keeping  
 Safety and Risk Management  
 Transit System Risk Management  
 Responding to Accidents  
 At the Accident Scene—The Supervisor's Role  
 Accident and Emergency Response  
 Policy Considerations  
 Evacuation and Rescue from Community Transportation Vehicles  
 CCTS Manual—Appendix 2: How to Write and FTA Drug and Alcohol Policy for your Transit System

## CTAV CALENDAR OF MEETINGS, LOCATIONS AND EVENTS

<p style="text-align: center;"><b>OCTOBER 23rd</b>                  10:00 a.m.—1:00 p.m.                  CTAV Board Meeting                  Chesterfield County MHSS                  Richmond</p>	<p style="text-align: center;"><b>NOVEMBER 20th</b>                  10:00 a.m.—1:00 p.m.                  CTAV Board Meeting                  Michie Tavern                  Charlottesville</p>	<p style="text-align: center;"><b>DECEMBER</b>                   HAPPY HOLIDAYS                   No Meeting</p>	<p style="text-align: center;"><b>JANUARY 22nd</b>                  Time: 10:00a.m.—12:00 p.m.                  CTAV Board Meeting                  Holiday Inn, 3207 N. Blvd.                  Richmond</p>
<p style="text-align: center;"><b>FEBRUARY 9th</b>                  5:00 p.m.—7:00 p.m.; VTA/                  Sponsors Legislative Recpt.                  26th                  CTAV Bd. Mtg.; 10:00am—                  1:00pm                  BABS, Blackstone</p>	<p style="text-align: center;"><b>MARCH 26th</b>                  10:00 a.m.—1:00 p.m.                  CTAV Board Meeting                  Four Co. Transit—Cedar                  Bluff                  Cedar Bluff</p>	<p style="text-align: center;"><b>APRIL 17th</b>                  4:30 p.m.—6:00 p.m.                  CTAV Board Meeting                  Fredericksburg Regional                  Transit                  April 18th -CTAV ROADEO</p>	<p style="text-align: center;"><b>MAY</b>                   NO MEETING</p>
<p style="text-align: center;"><b>JUNE 25th</b>                  10:00 a.m.—1:00 p.m.                  CTAV Board Meeting                  Blacksburg</p>	<p style="text-align: center;"><b>JULY 15th- WEDNESDAY</b>                  10:00 am -1:00pm                  CTAV Board Meeting                  Front Royal</p>	<p style="text-align: center;"><b>AUGUST 4—5</b>                  CTAV EXPO                  Roanoke Civic Center</p>	<p style="text-align: center;"><b>SEPTEMBER</b>                  CTAV RETREAT                  DATE &amp; LOCATION                  TBD</p>



## CTAV 2009 Scholarship Recipient

CTAV is pleased to announce the winner of our 2009 scholarship—Kimberly Marie Caudill.

Kimberly's father, Randy, works at Mt. Rogers CSB and this remarkable young woman will be starting at Emory & Henry College this fall. Kimberly maintained exemplary grades during her four years of high school (ranked 4th in a class of 288) while being a standout athlete and student leader. In addition to being a volleyball and softball player, she is in the National Honor Society, the Carroll County, New River Honors and All District Band, Prep, Interact and SADD Clubs. She was an officer in the Family, Career and Community Leaders of America and won 2nd place in Culinary Arts at the State Competition. Kimberly has also demonstrated a strong desire to serve and help others.

We hope to have Kimberly join us at the CTAV Expo to receive her scholarship award before she heads off to study Accounting. In any case, we congratulate Kimberly on a job well-done.

## HELP WANTED

*Chesterfield Mental Health Support Service -  
Chesterfield Employment Services is recruiting for a  
Dispatcher.*

Duties: Functions include providing daily assistance to van drivers; prepare, print and distribute vehicle manifests, answer phones and respond to customer requests. Acts as a checks and balances with the Transportation Assistant to ensure that all trips are scheduled appropriately and that all passengers arrive to the appropriate destination on time to not only ensure their safety but also to ensure that services are rendered and billed appropriately. The Customer Service Technician (Dispatcher) is the main point of contact with the drivers offering support in times of emergencies (accidents, behavioral issues, etc.). They support the drivers by giving them directions when they are lost and communicating traffic issues via Text Messaging. Completing all system processes as outlined in the operations manual. Complete monthly Medicaid Billing and performing other related work as required.

Qualifications: High School Diploma or GED, Previous experience in public transit, data entry, or dispatch required.

Hours: Monday—Friday 10:30 a.m. to 7:00 p.m.—May be required to work some holidays.

For more information or to apply on-line, go to <http://www.chesterfield.gov/humanresourcemanagement/joblist.asp>

## **CTAV EXPO AUGUST 3—4**

**All Training Classes, EXPO and Vendor Reception held at Roanoke Civic Center**

### Address:

Roanoke Civic Center  
710 Williamson Road, N.E.  
Roanoke, VA 24016

### Host Hotel:

Holiday Inn Tanglewood  
4468 Starkey Road, SW  
Roanoke, VA 24018  
Reservations: 540-774-4400  
**<ask for CTAV block>**  
Room Rate: \$96.00 plus taxes

CTAV HOSPITALITY SUITE at Host Hotel will be open for early EXPO Registration on Monday, August 3, from 6:00 p.m.—9:00 p.m., plus enjoy light refreshments! Parlor #336.

Visit CTAV website to Register online:  
[www.ctav.org](http://www.ctav.org)—also for more information.

### Tuesday, August 4th—Civic Center

7:30 am - 9:00 pm	Registration
9:00 am - 1:00 pm	Vendors Move-In
9:00 am - 11:50 am	Training*
12:00 pm - 1:00 pm	Lunch
1:00 pm - 3:30 pm	Training*
3:45 pm - 5:45 pm	Vendor Round Table
6:00 pm - 10:00 pm	Vendor Reception & EXPO

### Wednesday, August 5th—Civic Center

8:00 am - 9:00 am	Annual Meeting & Breakfast
9:00 am - 10:30 am	Training; 2 separate sessions*
10:40 am - 12:00 pm	Training; 2 separate sessions*
12:05 pm - 1:30 pm	EXPO Lunch

Conclusion of the EXPO 1:30 p.m.

# THERE'S A NEW DAY DAWNING!



## *New Ride Along!* **CTAV Workers Compensation Insurance Program**

Our Workers Compensation Insurance Program can now ride along with your existing CTAV Insurance package. If you presently have your commercial package, auto and umbrella coverage through the CTAV Insurance Program, the new Workers Compensation program is available to you. If you currently participate in the Virginia Workers Compensation Assigned Risk program you can move your workers compensation coverage over to the CTAV Program at any time without penalty. We believe most members will see substantial cost savings with this new program. Don't have your insurance through CTAV? Give us a call today, to get a quote.

For a free, no obligation CTAV insurance  
analysis and proposal contact:  
Don Thornhill, AFIS, CIC, LUTCF  
Bankers Insurance: 800-541-1419

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Tel: 800-541-1419 or 434-977-5313 • Fax: 434-977-3954 • email: [dthornhill@bankersinsurance.net](mailto:dthornhill@bankersinsurance.net)  
*Formerly Cabell-Bankers Insurance*

**Coverages offered through the CTAV program include, (but are not limited to):**

• **Commercial Property:**

- Business income—actual sustained loss
- Systems breakdown coverage
- \$50,000 computers and media
- \$25,000 employee dishonesty
- \$25,000 food spoilage
- \$10,000 money and securities and many other coverages automatically included

• **General Liability**

- Volunteer and temp workers included
- \$15,000 medical payments

• **Professional Liability**

- Occurrence form
- \$1,000,000 – \$3,000,000 limits
- Employees, volunteers and students in training included in coverage

• **Automobile**

- Liability symbol 1 – any automobile
- Lease gap coverage
- \$35,000 Hired car physical damage
- \$500 Physical damage for employees' or volunteers' vehicles

• **Crime**

- **Workers' Compensation**
- **Fiduciary Liability**

• **Other Optional Coverage:**

- Sexual misconduct coverage
- Key employee replacement
- Directors and officers liability
- Umbrella catastrophe liability coverage up to \$15,000,000 limit
- Fidelity bonds



## **CTAV Delivers Superior Insurance Coverage to You!**

**As a member of the Community Transportation Association of Virginia, you're eligible to participate in the CTAV Property and Casualty Insurance Program.**

This comprehensive insurance program offers superior coverages tailored specifically to organizations such as yours. Many of these coverages are not found in traditional insurance policies. Additionally, your organization can benefit from the premium savings offered through the "group rate".

The program is underwritten by **Selective Insurance**—a stable company with A+ (superior) rating from both A.M. Best and Standard and Poor's.

In addition to superior coverage, the program includes:

- Loss control/risk management/safety training
- 24-hour claims service
- "Safety First" Program and *National Safety News* Newsletter
- Customer Care Website

**For a free, no obligation CTAV insurance analysis and proposal contact:  
Don Thornhill, AFIS, CIC, LUTCF  
of Bankers Insurance: 800-541-1419**

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