

# CTAV

## Community Transportation Association of Virginia

FIRST 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

It has been a busy time in transit with all the economic stimulus excitement countered by the cuts in state funding. Plus, sometime soon we will be starting to work on the new federal legislation that sets the stage for transit for the next decade. Stick with CTAV to stay in touch.

Congratulations to Chip Badger, who has just officially been named Director of the Virginia Department of Rail and Transportation. Chip's knowl-

edge, dedication and experience make him a great asset to transit systems across the state. We look forward to working with him through the interesting times ahead and are grateful for the support he has given to all of us in the past.

We are working on lots of new training over the next six months, with a special focus on the August EXPO. Look for a nationally-known community transit expert to enlighten and inspire us, as well as training on thorny le-

gal issues, procurement and security.

The Roadeo being held in Fredericksburg is going to be a great event! The folks at FRED (especially Glenn Jenkins) have been working hard to put together a terrific experience with great food, a challenging course and lots of opportunities to have fun. Please join us.

Thanks for everything you do to keep Virginians moving!

*Donna*

### STATE PARATRANSIT ROADEO—APRIL 18TH

**Sponsored by:** CTAV and DRPT

**Hosted by:** Fredericksburg Regional Transit (FRED)

**Location:** James Monroe High School  
2300 Washington Avenue, Fredericksburg

**Host Hotel:** Fredericksburg Hospitality House  
2801 Plank Road, Fredericksburg  
540-786-8321 (CTAV Block)

#### Special points of interest:

- Letter From CTAV President
- State Paratransit Roadeo
- *What's Happening* at various transit agencies
- CTAV Scholarship
- CTAV Calendar
- Upcoming Training Opportunities
- Open CTAV Board Seat
- Place Open Positions on the web
- August 4-5 EXPO info
- Sure-Lok Above and Beyond Award



## NEWS FROM TRANSIT SYSTEMS & VENDORS

### CHESTERFIELD EMPLOYMENT SERVICES TRANSPORTATION (CEST)

Chesterfield Employment Services Transportation provides transportation to adults with developmental disabilities to and from their homes to employment sites throughout the community. Transportation is also provided to adults with developmental disabilities attending Day Support programming. Service runs from 5:00 a.m. to Midnight, Monday—Friday, transporting individuals to employment sites throughout the Richmond, Hopewell, Colonial Heights and Petersburg metro areas. We provide an average of 5,750 trips per month to 200+ individuals with disabilities. CEST is a Medicaid Transportation Provider offering service for both ambulatory passengers and passengers in wheelchairs. Drivers are trained in First Aid, Basic Life Support (to include AED—Automated External Defibrillator), Passenger Assistance, Defensive Driving, Crisis Prevention Intervention, Lift Operations, and Wheelchair Securement.

For the population served, a Key Quality Indicator was defined as being the amount of time a passenger has to ride on the van. The goal was to reduce that time by 10% or to 18.5 hours per passenger per month. This was not happening through straight efficiency of routing so the decision was made to start from scratch. A committee consisting of two Van Drivers elected by their peers, the Transportation Supervisor, and the Transit Manager formed to completely overhaul or re-route existing routes. The three major goals were; 1. Reduce Passenger Ride Time 2. Reduce or eliminate overtime 3. Reduce or eliminate split shifts.

The re-route project began with the formulation of the team in May 2007. Drivers interested in the project submitted their names, background, and why they were interested in the project. Ballots were created and distributed to all drivers to select two representatives. By June we had a team. In September we traveled to Roanoke to visit RADAR—Unified Human Service Transportation Systems, Inc. and to Charlottesville to visit JAUNT. Between September and November, we collected data on passengers' work hours, pickup addresses and dropoff addresses. In December the names, work hours or Day Support hours, as well as the pickup and drop off times and days of the week they attended, were entered into a computer and generated post-it notes for scheduling purposes. There were separate post-its for pickup and drop off. In January 2008 the team began having weekly 8 hour sessions to develop new routes. Based on times and addresses, the team placed passengers on easel paper to develop new routes. In order to manage the overtime issue 7 hours from first pick up to last drop off was the guideline for each route. This part

of the project took a few months. As the team got close to completion, they had to review data and update passengers who had changed jobs, addresses, or work times. In May, the team began to test the routes, using Google Maps; each route was entered into the computer to assure viability. Team members would then take a test manifest out and run it per actual times to see if in fact it worked. June 24, the project was a go for startup. Data changes could not be made until after routes for Monday, June 23 were completed. At that time the Transit Manager could start transitioning for Monday, June 30. New "temporary" route numbers had to be set up in the scheduling software to use through the transition. Trips were reassigned in the scheduling software as outlined on the manual routes developed (Tuesday, June 24—routes for Monday, June 30 were created; Wednesday, June 25, routes for Tuesday, July 1 were created, etc.). The routes were evaluated on a daily basis and there was a standby driver ready to assist should a route not work. After two weeks on the new routes, routes were assigned permanent numbers and drivers were given the option to select their new route based on seniority. Evaluation and adjustments continued to be made through the month of July.

In terms of goals, the project was huge success.

Goal #1: Reduce passenger ride time— we were able to reduce passenger ride time to 18.94 percent on average for the first six months. While we did not achieve the 18.5, three out of the six months were well below 18.5 (17.12, 16.16, and 17.91). October was our highest month as staff must complete required annual trainings and we were not able to break out those hours.

Goal #2: Reduce or eliminate overtime—we have virtually eliminated overtime. From a program that had 1,244.50 hours of overtime in FY08 to 55 hours of overtime for the first six months of FY09 (October and November had 0 overtime.) The bulk of the overtime (40.75) was accrued in July while we were still in the evaluation stage. We did find that driver route time had to be reduced to no more than 6.5 hours from first pickup to last drop off in order to manage the time. Using this figure, all drivers can work 5 days a week without risk of overtime.

Goal #3: Reduce or eliminate split shifts—split shifts were reduced from 9 routes to only 6 routes.

# CON'T NEWS FROM TRANSIT SYSTEMS & VENDORS

## CEST Con't

Chesterfield Employment Services Transportation would like to thank Curtis Andrews and Kevan Danker for sharing their knowledge and time in support of this project.

## RADAR

On January 5, 2009 a press release was released that RADAR in cooperation with VDRPT, City of Martinsville and Henry County began operation of PART (Piedmont Regional Area Transit), a deviated fixed route public bus service.

The service operates from 6:00 a.m. to 6:00 p.m., Monday through Friday. The service consists of two routes or loops, one route operates primarily in the City of Martinsville with the second route concentrating on coverage in Henry County. Both Routes begin and finish at Lowe's with a fare of \$1.00 per ride.

Some of the primary locations on the routes are:

Wal-Mart, Patrick Henry Community College, Municipal Building, City of Martinsville, Dept. of Social Services, Administration

& Courthouse, Patrick Henry, Hollie Drive, Industrial Park, Library, City of Martinsville, Spruce Village, Memorial Hospital, Liberty Fair Mall, Social Security Office, Collinsville Shopping Center and Museum of Natural History.

## Virginia Regional Transit

On February 9th, VRT introduced a vegetable oil/diesel powered Trolley that had been converted to run mainly on vegetable oil with some diesel assistance. The kickoff event was very well attended by the news media from all over including the Washington Post.

On February 17th VRT along with the Towns of Purcellville and Lovettsville introduced the new "Western Flyer" which connects these towns to the MARC Train in Brunswick, MD.

March 2nd VRT, in partnership with Loudoun County introduced the new revised West Falls Church to George Washington University Foggy Bottom to GWU Ashburn, VA Campus and the Howard Hughes

Medical Institute.

The Culpeper facility is slated to open in June and all will be invited to the ribbon cutting ceremony. Interior finishing work has begun and the building is really looking good.

VRT is having an all day "Boot Camp" training on February 21st. This will be 8 hours of training and refresher courses for all drivers.

## CTAV Scholarship

Applications are now being accepted for 2009 CTAV \$1,000.00 Scholarship.

For the application, eligibility requirements and deadline date. Visit the CTAV website: [ctav.org](http://ctav.org)

The 2008 CTAV Scholarship winner was Pamela Harding, whose mother works for Blackstone Area Bus. She graduated 7th in her class from Nottoway High School with a GPA of 4.08 and is now attending Northern Virginia Community College. Pamela attended the Governor's School, played in the Marching Band and Symphonic Wind Ensemble, was active in her church and will study radiology.

# CTAV CALENDAR OF MEETINGS, LOCATIONS AND EVENTS 2008—2009

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



## Upcoming Training, CTAV EXPO And Opportunities

### UPCOMING TRAININGS

SURE-LOK Wheelchair Securement training will be held across the state the week of April 13—16th. Please check the CTAV website for dates and locations near you.

Certified Community Transit Supervisor Training is coming to Virginia this fall. Please check out the CTAV Training page for more information—[http://ctav.org/pages/id\\_52/n\\_training/](http://ctav.org/pages/id_52/n_training/)

#### Nomination Needed For Open CTAV Board Seat

Qualifications:

- Be in transit
- Willing to travel to various locations in Virginia.
- Wants to be involved to help make a difference in transit.

Send nomination to—[pggoates15@gmail.com](mailto:pggoates15@gmail.com)

Or call: 540-247-0486

#### Open Transportation Positions

If members would like to send us information about any open transportation positions, we will advertise the positions on the CTAV website.

The web address for further information is:

[http://ctav.org/pages/id\\_69/n\\_transporation\\_jobs/](http://ctav.org/pages/id_69/n_transporation_jobs/)

## CTAV EXPO AUGUST 3—4 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

\*Visit CTAV website: [ctav.org](http://ctav.org) for more information

#### Tuesday, August 4th—Civic Center

7:00 a.m. Vendors Expo Move In  
8:00 Registration  
9:00-12:00 Training\*  
12:00-1:00 Lunch  
1:00-3:30 Training\*  
3:45 Vendor Round Table  
6:00-10:00 EXPO—Vendor Reception on-site

#### Wednesday, August 5th—Civic Center

8:00-9:00 a.m. Annual Meeting & Breakfast  
9:00-10:30 Training; 2 separate sessions\*  
10:40-12:00 Training; 2 separate sessions\*  
12:00 EXPO Lunch  
Conclusion of the EXPO 1:30 p.m.

### SURE-LOK ABOVE AND BEYOND AWARD

Sure-Lok will be presenting a \$200.00 sponsorship award at the CTAV luncheon to a driver who has excelled as an employee. Please submit your candidate to Erin Moran, Marketing Coordinator, [info@sure-lock.com](mailto:info@sure-lock.com), phone 866-7873565 or fax 610-814-0644 by July 1st.

# 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

**BANKERS INSURANCE**  
insuring today to insure tomorrow

315 Old Ivy Way, P.O. Box 7606, Charlottesville, VA 22906  
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**



## 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: