



INDIANA DISPATCH

*A Newsletter for Indiana's
Transportation Professionals*



Issue 2, 2010

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Department of Transportation.*

EDITOR'S NOTE: To ensure that
this newsletter is relevant to your
needs, we would appreciate your
input. Please send us article sug-
gestions, agency news, coordination
activities, "best practices," etc.

Do you know of someone from
another agency who would like a
copy of this newsletter? Do you
want to be removed from our
mailing list? Give us a call...

AND THE WINNERS ARE...

The 2010 Roadeo resulted in another successful year with an abundance of helpful volunteers all sporting smiles, and gracious sponsors who provided the shirts, food, trophies and goodies. Of course, we cannot forget the reason the event even exists, for if it were not for the drivers, the wheels of the Roadeo simply would not roll.

That's right, folks, our most valuable asset in transit is our drivers, and the Roadeo is all about them. At this year's Roadeo, the sun was out, the music was just right, and everyone had a little pep in their step as the 19th annual State Roadeo went off without a hitch!

This special event would not be possible for our drivers if we did not have so many wonderful people willing to give their time to judge all the events of the day. A huge thank you goes out to our volunteer judges! And, of course, without our sponsors, there would be no shirts, food, giveaways or goodies for anyone, which would make the event a little more reminiscent of a family reunion instead of an event intended to honor the individuals that are on the front lines of providing community transportation! So, another very sincere thank you to all of our Roadeo sponsors!

Sometimes I feel like we don't give our sponsors enough credit or thanks for their gracious contributions to this event and others, since last year several of them sponsored and/or participated in our annual INCOST State Conference. I strongly urge each and every agency, transit system, manager, dispatcher, driver, and transit supporter to take each and every opportunity to show our gratitude to the companies that have made this event as special as it has become.

In no particular order, the corporate sponsors for the 2010 annual Indiana State Roadeo are as follows:

| | |
|---------------------|---------------------------|
| Q' Straint | Midwest Transit |
| Sure-Lok | Gillig Corporation |
| Goshen Coach | Ricon |
| Mobilitat | |

In addition to our corporate sponsors, we also have many other Roadeo sponsors that donate items for the end of the day drawings, the driver bags, radar, vehicle for the event, cones, judges, etc.

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INDIANA DEPARTMENT OF TRANSPORTATION
Driving Indiana's Economic Growth

Dear RTAP...



More Regulatory Changes to Drug & Alcohol Program

Dear RTAP,

I recently signed up for e-mail alerts through the Department of Transportation's Office of Policy and Compliance website to stay current with regulatory changes and updates with the drug and alcohol program. However, the number of e-mails that I have been getting is overwhelming; the information is a little hard to interpret; and I am not really sure what exactly pertains to us. I think I have just confused myself and would appreciate clarification on the recent NPRM issued February 4, 2010.

Signed, Plain English

Dear Plain English,

The e-mail alerts can be a very valuable resource, but you are correct that it can also be confusing at times. To answer your question regarding the February 4 NPRM, the Department of Health and Human Services (HHS) issued a Final Rule for the effective date of the Revisions to the Mandatory Guidelines for Federal Workplace Drug Testing Programs (Mandatory Guidelines) to be October 1, 2010.

Originally, the Notice of Proposed Rulemaking (NPRM) was issued on February 4, 2010, proposing to align our regulated-industry drug testing with the HHS laboratory drug testing requirements. The 60-day public comment period ended April 5, 2010, with federally-regulated workplace drug testing programs expected to implement the revisions to the Mandatory Guidelines by May 1, 2010. The HHS issued a Final Rule changing the effective date of the Revisions to the Mandatory Guidelines for Federal Workplace Drug Testing Programs (Mandatory Guidelines) from May 1, 2010 to October 1, 2010, permitting programs to implement the revisions without risking compliance or expending unnecessary resources.

There are essentially 3 rules addressed in this NPRM:

1. One rule authorizes employers to disclose to State commercial driver's licensing (CDL) authorities the drug and alcohol violations of employees who hold CDLs and operate commercial motor vehicles (CMVs), when a State law requires such reporting. This rule also permits third-party administrators (TPAs) to provide the same information to State CDL licensing authorities where State law requires the TPAs to do so for owner-operator CMV drivers with CDLs. Therefore, it represents no change to our current DOT regulations and no changes to our current policies here in Indiana.
2. A second rule updates two important DOT forms – the U.S. DOT Alcohol Testing Form (ATF) and the Management Information System (MIS) Data Collection Form.

- While use of the new ATF is authorized immediately, its use is required by August 1, 2010.

Your local collection facility and our current TPA (Midwest Toxicology) should have these forms implemented by the required date. Please review all ATF's to ensure proper forms are being utilized by your vendors.

- The new MIS form is authorized for use in 2011 to report calendar year 2010 MIS data.

Therefore, when the MIS reporting information is sent out in January of 2011 and all systems enter their data, the new forms will be utilized for reporting purposes at that time. Information will be provided to assist all systems with this process.

3. The third regulation adopts in total an earlier Interim Final Rule's procedures for using an alcohol screening device. Therefore, it represents no change to our current regulations or policies.

Another NPRM to be addressed was published in the Federal Register on February 1, 2010 and is the DOT NPRM designed to align our regulated-industry drug testing with the Department of Health and Human Services (HHS) laboratory drug testing requirements. DOT is required by the Omnibus Transportation Employees Testing Act to follow the HHS requirements for the testing procedures/ protocols and drugs for which we test.

Primary laboratory proposals include:

- Testing for MDMA (aka ecstasy);
- Lowering cut-off levels for cocaine and amphetamines;
- Conducting mandatory initial testing for heroin; and
- Authorizing employers to use HHS-Certified Instrumented Initial Test Facilities to conduct initial drug testing.

We also propose bringing a number of our testing definitions in-line with those of HHS.



Should these changes be implemented into the regulations as proposed, several revisions to our current system policies will be required! But, don't worry—any necessary revisions that need to be made to the current drug and alcohol boilerplate will be made and distributed by the RTAP offices in a manner that affords Indiana's transit providers sufficient time to revise and implement individual policies.

Please be aware and prepared for upcoming revisions that will require your immediate attention in order to ensure your system's on-going compliance with this federally mandated program. In the meantime, if you have questions regarding the regulatory changes or proposed changes, please contact the RTAP offices at (800) 709-9981.

Submitted by: Vicky Warner
Resources: USDOT Office of Policy & Compliance (Recent News/ Upcoming Events Updated 4/30/10)

ROADEO IS ABOUT THE DRIVER

State Rodeos are held all over the country each year to showcase transit system drivers and their driving ability. It is a friendly competition that affords drivers one day out of the year where they are allowed to “show off” their unique skills. It also enables drivers to interact with their peers from around the state that otherwise they might not meet. It is the only type of event that is held specifically for transit drivers.

Each year in preparation for the annual Indiana Rodeo, the RTAP staff makes a point to announce and explain the Rodeo during training programs to transit drivers and managers in an effort to increase awareness and interest in the event. Response to these announcements has been consistent over the years, but never before as loudly as this year for the 2010 Rodeo. Traditionally, drivers and managers have said they could not afford to attend the Rodeo, or that time would not permit, but this year the responses were a little different.

At several locations when discussing the Rodeo, drivers became excited to learn that such an event even existed, let alone the fact that it is dedicated specifically to them and their unique set of skills. Several drivers indicated a strong desire to participate in this year’s Rodeo, but felt that they would not be permitted by management. Their excited tone changed rapidly to frustration as they expressed hopes that maybe next year they will be given the opportunity.

Over the years, the biggest factor transit systems have cited regarding their ability to send drivers to attend the Rodeo has been the associated financial costs: paying the driver for the day; the cost of travel, which in some cases may include an overnight stay; and the registration fee. These, of course, are all very valid reasons for a system not to send drivers and, in some circumstances, for some systems not to tell drivers about the event at all to avoid disappointing them. There have been a few circumstances in the last two years, however, where drivers have paid for their own registration and volunteered their time to participate in the Rodeo.

The RTAP staff has tried to address this issue by considering the inclusion of a Rodeo scholarship program in the annual RTAP budget. These scholarships would provide funding for transit systems, that otherwise could not afford, to send drivers to the State Rodeo. Unfortunately, the complexity for the selection criteria needed for this type of program and available funds has delayed its implementation.

The INCOST Rodeo committee has also had several discussions on this topic. And, with the gracious support of the current and, hopefully, future Rodeo sponsors, the committee is hopeful that INCOST may be able to offer its members free registration for the Rodeo. However, these are all just thoughts, ideas, and future plans in an attempt to address the issue. So, why even bring any of it up? Because, the RTAP staff and the INCOST Rodeo Committee are not the only ones with the ability to come up

with creative ways to address the issue. All of us, RTAP, INCOST, and transit systems together, should be discussing this issue for one reason: the Rodeo is for and about the drivers. The drivers should have every opportunity to be there and be a part of this event if they have a desire to be.

In working with both the State and National Rodeos, the RTAP staff has listened to several creative ways that transit systems have addressed the issue of costs associated with participating in State and the National Rodeos. In some states, annual fundraisers are used to cover the costs to send drivers to the National Rodeo. In one case, a transit system placed an ad in their newsletter notifying their readers, which included local vendors, of the need to raise funds to send a driver. Yet another transit system sent out a sponsorship letter directly to local vendors requesting a sponsor or sponsors to step up and support their local transit system by financing a driver to compete in their State Rodeo. In all cases, this worked out to be great public relations for the transit system and brought more awareness to the service being provided to the community. State Rodeos cannot only be motivational to the drivers and the transit system, but also can help bolster the support of the community the transit system serves. *(Editor’s note: Although Indiana RTAP pays for the State Rodeo champion to attend the National Rodeo, and INCOST has paid the costs for the second place finisher in recent years, not all states do this.)*

This year’s State Rodeo saw nineteen (19) drivers compete from eight (8) different systems statewide, compared to last year’s event with twenty four (24) drivers competing from ten (10) different systems. Based on the number of providers and drivers that operate throughout the state of Indiana, however, these numbers should be at least triple what these figures are.

In 2011, we have a great opportunity. The 2011 Community Transportation Association of America (CTAA) Conference and the National Rodeo will be held right here in Indianapolis, Indiana. As you can imagine, RTAP and INCOST are looking to make our 2011 State Rodeo the biggest and best Rodeo ever!

We are asking that all transit systems begin promoting the 2011 Rodeo and, if nothing else, plan for next year’s State Rodeo as preparation for “the big show,” since you won’t have to win a State Rodeo to compete in the Nationals. It would be an awesome sight to see several of our drivers competing in “our big show” right here in Indiana!

If you have questions about this year’s Rodeo, the National Conference, or about any of the information in this article, please contact the RTAP offices at (800) 709-9981.

Submitted by: Vicky Warner

PAT TRAINING SESSIONS OFFERED FOR MANAGERS AND SUPERVISORS

The Indiana RTAP Program is proud to announce two opportunities for Managers and Supervisors to attend Passenger Assistance Techniques (PAT) sessions in July and August of this year (see notice below).

The purpose of these RTAP classes is to provide transit system management with the information and tools to conduct initial new hire driver training until RTAP training can be scheduled. (Note: While this training is based on the RTAP Train-the-Trainer curriculum, participants will receive a certificate of participation for completion of these sessions, not a train-the-trainer certificate.)

A second, equally important purpose for this training is to allow transit management to conduct driver evaluations following an RTAP training to ensure drivers are performing the techniques to proficiency. For this purpose, new driver training evaluation forms have been implemented to document and evaluate driver performance with the hands-on practicum that is required to complete PAT training. The RTAP program will retain copies of these evaluations for each driver; each agency will also receive a copy of their drivers' evaluation for their training records.

Following completion of the PAT training, managers and supervisors will receive materials that include these evaluation forms to enable them to implement, document, and evaluate their drivers' performance. These tools will be invaluable when conducting annual reviews,

evaluating incident reports, establishing criteria for physical qualifications, and increasing safety awareness.

It is a false belief that because a driver has been working at a transit system for fifteen plus years and has been through multiple, repetitive training programs that they do not need on-going training. Actually, the contrary is true. The RTAP staff consistently finds year after year that drivers are still not utilizing all the techniques and/or procedures that they have been taught. This can be contributed to drivers having become complacent, having forgotten the techniques, or because they did not see the need for the techniques.

Over the last three years, the RTAP office has received too many phone calls from managers looking for guidance in regards to an incident that occurred regarding securement, occupant restraints, or lift operations. The RTAP staff is very passionate about implementing programs and guidance that will increase system safety and reduce and/or eliminate these types of phone calls. It is up to you, the transportation managers and supervisors, to take advantage of the resources, training, and tools to make it work. Please plan to attend one of the two training opportunities being offered this year. If you have any questions, please contact our offices at (800) 709-9981 or visit the RTAP website at indianartap.com.

PAT Training Sessions for Managers and Supervisors

Boone County Senior Services July 14th & 15th
515 Crownpoint Dr. Lebanon, IN 46052

Columbus City Hall August 18th & 19th
123 Washington Street · Columbus, IN 47201

**Registrants must RSVP by July 9th for the Boone County session and by August 12th for the Columbus session. Classes will be limited to 15 participants, so don't hesitate to reserve your seat now!*

WHEELCHAIR LIFT MAINTENANCE

Daily pre-trip and post-trip inspections and periodic service inspections, including lubrication and adjustments, are integral elements of the preventive maintenance process.

The time intervals for preventive maintenance of wheelchair lifts vary due to several factors. Lift usage, weather conditions, and contamination are three important factors that will affect maintenance. Naturally, larger agencies or agencies that serve a larger disabled population require more maintenance because of higher lift usage than do smaller agencies.

Harsh weather conditions will also affect lift operation and maintenance. Rain, snow, sun, and other weather elements can cause wear or corrosion on lifts. This will increase the amount of maintenance required depending on the type of weather conditions in which the lift is operated. Contamination of the lift usually is directly related to weather conditions. So, in any extreme condition, pay special attention to keeping the lift clean and well lubricated.

The Preventive Maintenance Requirements of the American with Disabilities Act (ADA) require agencies to maintain their lifts in operating condition and repair them promptly if they malfunction. There are five (5) primary requirements of the ADA that an agency must keep in mind in developing its preventive maintenance program for lifts.

1. Establish a system of regular and frequent maintenance checks of lifts sufficient to determine if the lifts are operative.
2. Ensure that the vehicle operator reports to the entity, by the most immediate means available, any failure of a lift to operate in service.
3. Take the vehicle out of service before the beginning of the vehicle's next service day, and ensure that the lift is repaired before the vehicle returns to service.

4. When there is no spare vehicle available to take the place of a vehicle with an inoperable lift, such that taking the vehicle out of service will reduce the transportation service the entity is able to provide, the public agency may keep the vehicle in service with an inoperable lift for no more than five days (if the entity serves an area of 50,000 or less population) or three days (if the entity serves an area of over 50,000 population) from the day on which the lift is discovered to be inoperable.
 - o Once the allowable times have elapsed, the vehicle must go into the shop and not return until the lift is repaired.
5. In any case in which a vehicle is operating on a fixed route with an inoperative lift, and the headway to the next accessible vehicle on the route exceeds 30 minutes, the agency must promptly provide alternative transportation to individuals with disabilities who are unable to use the vehicle because its lift does not work.

Do not attempt to make repairs or adjustments for which you are not qualified. Faulty repairs could result in lift performance that could cause property damage or serious injury. Refer to the manufacturer's manual or consult with trained personnel for more specific procedures.



Submitted by: Megan Lawson

Source:

A Handbook for Rural Transit Providers:

Wheelchair Lift Maintenance

Pgs. 1-1, 2-1/2-3, & 3-3

U.S. Dept. of Transportation

Federal Transit Administration

RTAP News & Notes

Training and Training Coordination are a Necessary Investment: Training programs are in full swing and to date, system response and advance RSVP notices have assisted with the success of the classes that have already been conducted. The RTAP staff continues to field calls from agencies and transit providers wishing to schedule independent trainings, but with the majority of available Saturdays already booked, there is limited availability even for weekday trainings on the calendar.

Any new requests for training will be determined based on availability of staff, equipment, and current training calendar availability. Please review the

regional RTAP training calendar available on the RTAP website at indianartap.com (June and July dates are provided on the back page of this newsletter) and RSVP your drivers a seat today. Safety is no accident, and our drivers are our most valuable asset; invest in their future by scheduling training today.

Upcoming Events: Mark your calendars for the INCOST conference, September 30 and October 1, 2010. The INDOT annual 5311 meeting will be held the day prior to the conference, September 29, 2010. Both events will be held at the Sheridan in Downtown Indy.

Hoosier Ride Bus Service Connects More than 30 Indiana Cities *Partnership between Miller Trailways, INDOT, Greyhound Officially Launches*

INDIANAPOLIS – More than 30 Indiana communities now have a new public transportation option for connecting with other parts of the state, as well across the country. A public-private partnership between Miller Trailways, the Indiana Department of Transportation, and Greyhound Lines, Inc. today officially launched the Hoosier Ride intercity bus service.

“Thousands of Indiana residents depend on intercity bus service to travel across Indiana and the United States,” said Miller Trailways President John Miller. “Miller Trailways is pleased to work with the Indiana Department of Transportation and Greyhound to now provide rural passengers this freedom and flexibility of travel.”

Since January, Hoosier Ride has expanded into five regional fixed routes that are timed to connect with existing Greyhound national service in Evansville; Indianapolis; Kalamazoo, Michigan; Louisville, Kentucky; and South Bend. Hoosier Ride operates at least one trip daily in each direction using Miller Trailways’ fleet of clean, comfortable charter buses. Scheduling information about the routes listed below is available at www.hoosieride.com/schedules.asp.

- **Muncie to Indianapolis:** Stops along S.R. 67 in Anderson, Pendleton and Fortville.
- **Seymour to Indianapolis:** Stops along U.S. 31 in Columbus, Edinburgh, Franklin, and Greenwood.
- **Kalamazoo, Michigan to Indianapolis:** Stops along U.S. 20 and U.S. 31 in Elkhart, South Bend, Lakeville, LaPaz, Plymouth, Rochester, Peru, Kokomo, and Carmel.
- **Morganfield, Kentucky to Louisville, Kentucky:** Stops along I-64 in Evansville, Jasper, Ferdinand and Corydon.
- **Evansville to Indianapolis:** Stops along U.S. 41, U.S. 150 and S.R. 37 in Princeton, Vincennes, Washington, Loogootee, Shoals, Paoli, Orleans, Mitchell, Bedford, Bloomington, and Martinsville.

“Hoosier Ride is an important service that allows customers the freedom to travel at their convenience,” said Dave Leach, president and CEO of Greyhound. “With more than 2,300 destinations throughout North America, Greyhound is an economical, flexible transportation option for those throughout the state. We are pleased to work with Miller Trailways and INDOT on this important venture.”

Hoosier Ride tickets and can be purchased individually, or as connections for national Greyhound service, through any of the methods listed below. In the future, Hoosier Ride hopes to open additional ticketing terminals along its routes and offer the ability to purchase tickets directly through Greyhound online or over the phone.

- **Online** at www.hoosieride.com/ticketing.
- **In person** at Miller Trailways ticketing terminals in Bloomington, Kokomo, Muncie and Princeton or Greyhound ticketing terminals in Elkhart, Evansville, Fort Wayne, Gary, Hammond, Indianapolis, Marion, South Bend, and Terre Haute.
- **Climbing aboard** a Hoosier Ride bus at one of its more than 30 stops across the state and riding the route until tickets can be purchased at one of the terminals listed above. Drivers do not carry cash and are not able to sell tickets.
- **Calling** Miller Trailways at (800) 544-2383.

“By providing transportation options to work, airports, schools, and other vital public and private services, Hoosier Ride improves the quality of life and promotes growth of our economy,” said Reginald Addy, Miller Trailways’ Director of Business Development. “Intercity bus service is economical, fuel efficient, and provides an important travel option for families, senior citizens, students who don’t drive, are without a personal vehicle, or just want to sit back and enjoy the ride.”

Hoosier Ride is partially funded with a \$2 million Federal Rural Transit grant administered by the Indiana Department of Transportation (INDOT). Greyhound tickets purchased in conjunction with the Hoosier Ride service helps finance the matching funds required under this Federal program.

Each year the Indiana Department of Transportation (INDOT) administers more than \$40 million in state funds and more than \$40 million in federal funds that help offset operating expenditures for more than 60 urban and rural transit systems.

Miller Trailways has provided reliable charter bus service in Indiana for more than 25 years, and also operates IndyGo Commuter Express (ICE) routes that connect downtown Indianapolis with suburbs of Carmel and Fishers. Greyhound is the largest North American provider of intercity bus transportation, serving 48 States and 10 Canadian provinces.

May 2010
From the Desk of the President – *Deborah Thornhill*

INCOST will hold its next Board of Directors Meeting on June 11 in the IndyGo Board Room, 1501 W. Washington St., Indianapolis. **Mark your Calendar!** Everyone is welcome to attend to see what's happening with our projects, committees, and to hear from our Technical Advisors regarding activities at INDOT, RTAP, and CTAA.

Many of our members will be attending the CTAA Annual Conference the last week of May in California. I, unfortunately, will not be there, but will be at next year's CTAA Annual Conference in Indianapolis. I hope that each of you will make plans to be there, too. The INCOST 2011 CTAA Conference committee has established a goal to make the conference as affordable as possible for our members next year. We hope to roll out the red carpet and

offer our assistance in establishing venues and providing volunteer assistance where needed.

If you've never checked out the CTAA website (www.ctaa.org), you should. You'll find information, publications, resources, links, toolkits, and best practice documents at your disposal. They also have two newsletters, FastMail & Tappy News, that you can sign up for even if you're not a member. FastMail & Tappy News will keep you up to date on the latest from CTAA and the FTA.

Also, I urge everyone to read the March 12, 2009 testimony CTAA presented to the House Appropriations Committee. Go to their website and do a search for "Transportation Challenges of Rural America." It's a thought provoking look at the possibilities for transportation services in the not so distant future.

Keep up the good work, and see you at the Board Meeting!!

AND THE WINNERS ARE... *continued from page 1*

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| <i>RLS & Associates, Inc.</i> | <i>ACCESS Johnson Co.</i> |
| <i>New Castle Transit</i> | <i>The City of Columbus</i> |
| <i>Developmental Services Inc.</i> | <i>Midwest Toxicology</i> |
| <i>LifeStream Services</i> | <i>Indiana State Police</i> |

To each and every sponsor, we say THANK YOU!

And now, what you all have been waiting for: The winner of the 2010 annual Roadeo is Kathy Lee, Columbus Transit in Columbus, IN. Second place went to Joe Dean with ACCESS Johnson County in Franklin, IN. Congratulations to both as they move on to compete in the National Roadeo in Long Beach, CA on May 23, 2010. To round out our top five: Third place, Andrew Hebel with LINK Hendricks County; Fourth place, Derek Johnson with Columbus Transit; and in Fifth place, Shelia Lyle with Columbus Transit. Congratulations to all participants for a job well done each and every day!

For additional information on the Roadeo and complete scoring information, visit the Indiana RTAP web page at indianar-tap.com and click on the Roadeo link, or contact the RTAP offices at (800) 709-9981.

Submitted by: Vicky Warner

