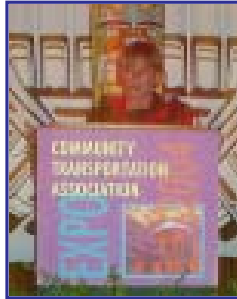


CTAA Sessions in Seattle, Washington



Sue Jeffers, BUS Transportation Director and Kentucky CTAA Delegate gave a presentation at the CTAA Conference in Seattle, Washington. The session: "Access for All: Building, Funding and Improving Community Transportation". Participants from the community and public transportation, senior, workforce development, disability and human services communities gathered to determine how to further expand transportation services in their communities. Special emphasis was placed on expanding transportation options for people with disabilities.

FTA Administrator Jennifer Dorn captivated an overflow crowd at the CTAA Conference, underscoring the commitment of the FTA to community transportation systems across the country, and emphasizing the scope and scale of its United We Ride campaign.



Brokerage . . . Programs . . . At Work

This article appeared in a publication "Human Services Transportation Brokerage Program, A form of Coordinated Transportation".

This brochure was produced by the National Consortium on the Coordination of Human Services Transportation in cooperation with the Coordinating Council on Access and Mobility.

They featured Pittsburgh, Pennsylvania, St. Louis, Missouri, and the states of Washington, Oregon, Georgia and Kentucky.

Kentucky - Yesterday: In the mid 1990's if you lived in the State of Kentucky without a car, getting to work or the doctor's office was a challenge. Transportation options provided by the State were inconsistent and therefore unreliable. Employment and Medicaid clients were left feeling helpless. The problem was so severe that the State's leadership became involved. Under the direction of the Governor, the Department of Families and Children, and the Workforce Development Department collaborated to establish the Committee on Human Services Transportation. The new group was tasked with coordinating the administration and delivery functions of transportation

services to each of the department's constituencies. The State chose the brokerage model to administer its transportation program and began the service in June of 1998.

Today: Kentucky expanded the brokerage system to the entire State, which divided into 15 regions each serviced by a single broker. Thirteen of those brokers are public transportation providers. Today with the coordination services, the State has seen sharp increases in transportation usage. For example, Medicaid clients account for nearly 2 million trips, which represents a 5% percent increase in five years. Subsequently, trip costs have decreased by 29 percent Statewide, from an estimated \$60 million in 2002 to an actual cost of \$43 million in 2003. Kentucky implemented call monitoring to assess the success of the program and receive firsthand accounts from their clients. Kentucky has reduced complaints to less than 1 percent.

Through brokerage, the Commonwealth of Kentucky has streamlined its transportation program and in doing so, has increased the number of trips. Over the years, the program has expanded its service area as well as provided transportation to additional populations.

OTD announces new staff

Lula Ray

Ray is the new Administrative Branch Manager for the Office of Transportation Delivery. She has worked in state government for approximately 20 years. In those 20 years she has worked in Medicaid. One of her strongest areas of expertise is with technical and systems analysis.



Jeremy Thompson

Thompson is the newest Program Coordinator for the Office of Transportation Delivery. He has a background in Medicaid eligibility. Thompson will provide services for OTD with recipient denials, appeals and hearings.



Daniel Boone Transit

Continued from Page 1

Mike Buckles and his staff at Daniel Boone must be commended on all their success and accomplishes over the years, said Bourne.

Murgatroy read a letter on behalf of Transportation Secretary Clay Bailey. He congratulated Daniel Boone on the completion of the project. This project will service the people of Daniel Boone and provide safe and reliable transportation for all its

passengers. This will provide jobs and economic growth to this area.

Representative Hal Rogers said this project was accomplished with team work. He said he earmarked the funds from the federal government and this project become a reality. This facility was desperately needed for Lee County and the region.



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

Thought for the Day

Sometimes I just get so frustrated by the rush hour traffic that I slam my head on the steering wheel. That's usually followed by the bus driver telling me to get out.

-J. Hutter

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 of Transportation Delivery and Rural Transit Assistance Program. Any comments or suggestions should be addressed to Pam Shepherd, FTSB, 1460 Newtown Pike, Suite 209, Lexington, KY 40511.



Federated Transportation Services of the Bluegrass
1460 Newtown Pike, Suite 209
Lexington, KY 40511

Daniel Boone Transit System dedicates new bus facility

"U.S. Rep Rogers and Deputy Secretary Murgatroy in attendance for ceremony"

Daniel Boone Transit System celebrated their dedication and grand opening of their new transit facility in Beattyville on June 7, 2004.

United States Representative Hal Rogers and Kentucky Transportation Deputy Secretary Dick Murgatroy



Vickie Bourne (OTD Executive Director), Deputy Secretary Dick Murgatroy, Mike Buckles (Daniel Boone Executive Director), U.S. Rep. Hal Rogers and Lee County Judge Executive L.C. Reese.

officiated in the ribbon cutting ceremony.

Mike Buckles, Daniel Boone Executive Director, said how appreciative he was for this great facility. He appreciates the support from the governors office, Vickie Bourne and OTD, Representative Hal Rogers and Lee County. Also, to Mona Whitaker, Assistant Director for Daniel Boone, for all her hard work.

Lee County donated the property for the new transit facility.

Vickie Bourne, Executive Director for the Office of Transportation Delivery talked about the services of Daniel Boone. A rural transit company which, employees 20 people, 25 vehicles, provides 20,000 trips per year and drives 600,000 miles a year.

Continued on Page 5



Kentucky Transportation Secretary Clay Bailey attended the monthly meeting of the Bluegrass ADD. Bailey discussed highway and transit projects for the future.

-Eric Walsh, BGADD, photo

Gear up for the 2005 KPTA/KYTC Conference and Vendor Expo

The Kentucky Public Transit Association (KPTA) Conference will be held August 8-11, 2005 at the Hyatt Regency Hotel and Convention center in Lexington, Kentucky.

Speakers, activities and committees will be announced as it is decided.

Vendors are encouraged to reserve their spaces early.

If you are interested in being a vendor, participating or working on a committee please contact Pam Shepherd at 859-233-0066 or email pam.shepherd@ftsb.org.

From the Desk of the President

Dear KPTA Members:

Summer is almost over and everyone has started the new Fiscal Year that began July 1, 2004.

As the administration and congress works towards reauthorizing TEA-21, please continue to contact our congressional delegation and asking them to support at least \$318 billion in transportation funding. Also APTA encourages all public transportation industry employees, vendors, manufacturers and suppliers to contact Congress through the Transit Action Center at www.apta.com.



Even with all the attention being focused on reauthorization of TEA-21, the State of Kentucky still does not have a budget for the 2005-2006 biennium. The impasse could affect public transportation so it is our hope that the governor and the general assembly will come to an agreement on a budget. We also hope the transportation cabinet will match as many federal transit grants with toll credits as possible.

I also want to encourage all members to enlist at least one new associate member for membership in KPTA. We are trying to increase our membership in 2005 and we need the help of the entire membership.

As we begin the new KPTA Fiscal Year I want to thank the Board of Directors, Officers, committees and all members for a wonderful past year. Your help is invaluable as we continue to develop the Kentucky Public Transit Association into one of the best associations in the country.

As always, thank you for your ongoing support of the KPTA.

Sincerely,
Beecher Hudson
KPTA President
Director of WHEELS Transportation Louisville Red Cross

LexTran wins PRSA Award

The Lexington Transit Authority recently won a PRSA Award for "There's a lot riding on LexTran", a coalition building/education campaign to support putting LexTran on the fall ballot for a referendum.

Public Service Announcements were produced by AD-SUCCESS in the spring of 2003 to educate the community about the social and economic value of the city bus system. In the PSA's, the goal was to show that riders and non-riders alike depend on Lextran. The "non-bus riding" public is reminded of the value of Lextran to the community and to Lexington's economy.

Each spot featured an actual Lextran rider and



showed how their dependence on LexTran not only provides them with employment or valuable services, but the riders' mobility adds to the welfare of the community. Below is an outline of each spot's purpose and the key facts communicated in each.

"Medical" - those working in area medical facilities depend on Lextran to get to work to serve others.

Facts: 12 Months, 5.1 Million rides, 2.6 Million Employee Rides.

"Seniors" - community seniors depend on Lextran for daily activities, which enhance the quality of life in the Bluegrass and allow younger family members to continue working.

Facts: 5.1 Million Rides, 1.3 Million Rides for Seniors, Senior Olympics, Southern Lights

"Hotel" - hotel workers, as well as other service workers depend on LexTran.

Facts: 12 Months, 2.6 Million Employee Rides \$10 Million in Increased Income. That is The Economy of LexTran.

"Jack" - the disabled community depends on LexTran's Wheels service to get to patient care, jobs, shopping, and for daily transportation. This enhances quality of life for these individuals, as well as their family members and friends.

Facts: LexTran Wheels, 45,000 Hours, 616,000 Miles, 85,900 Rides.

The Central Kentucky television media provided \$100,480 worth of free matching PSA spots to help educate the community, and provided affidavits for their television schedules.

Douthat gives birth to a second daughter

KPTA newest member is Lily Douthat. Gina Douthat gave birth on leap day, (February 29, 2004), so she'll be forever young!

Gina was missing in action for a little while from TANK and KPTA. We congratulate her on their newest arrival and welcome her back.



Lily and 3-year old Tori in their PJs ready for bed.

Rack and Roll--All buses now have bike racks

All 240 buses that run on regular TARC routes are now equipped with bike racks. The four-year project to install bike racks was completed this spring.

The bike racks are easy to use and available for no charge. Last summer, more than 5,000 bicyclists used the racks each month, with a high of 7,500 in July.



Project Gobility: Help Shape the Future of TARC

TARC is putting your ideas in motion with Project Gobility, the most comprehensive service review in TARC's history. TARC is seeking public input, analyzing travel patterns and conducting a series of surveys in an effort to determine transit's role in improving the livability of our community. If you have ideas about improving service, expanding TARC's customer base or other public transportation issues, be a Community Driver and let us hear

from you.

To enter your comments on our website, go to www.ridetarc.org and click on the Project Gobility icon. You can also leave comments on our hotline at 1-866-210-1450.



TARC Joins "Amber Alert" Team

TARC operators are going the extra mile to support community and police agencies with their participation in the Kentucky State Police's "Amber Alert" program.

TARC's 400 operators will provide extra eyes on the street when state police activate an Amber Alert, releasing information about a missing or abducted child. TARC's operators will be contacted in writing and by radio when a child is believed abducted, and will be on extra alert until the child is recovered or the alert is cancelled.

The AMBER Alert System began in 1996 when Dallas-Fort Worth broadcasters teamed with local police to develop an early warning system to help find abducted children. AMBER stands for America's Missing: Broadcast Emergency Response and was created as a legacy to 9-year-old Amber Hagerman, who was kidnapped while riding her bicycle in

Arlington, Texas, and then brutally murdered. Other states and communities soon set up their own AMBER plans as the idea was adopted across the nation.

Kentucky started its program last year and three children have been recovered since its inception. The initial phase of the program involved notifying media sources of missing children. It is now in its second phase, which has given state employees, private companies and other agencies a role in finding abducted children.

Nearly 800,000 children are reported missing each year and another 500,000 children are believed missing without being reported to authorities. While 75 percent of them will return home within one week, tens of thousands will not. TARC is doing its part to reduce those numbers.

RTEC receives the Central Kentucky Kidney Foundation Award

Rural Transit Enterprises Coordinated, Inc. (RTEC) recently received the "Corporation of the Year Award", presented by the Kentucky Kidney Foundation. A banquet was held in Lexington and two drivers accepted the award for RTEC.

RTEC, a non-profit corporation, was organized in 1990 solely for the purpose of providing public transportation services. RTEC serves 12 counties of rural Southeast Kentucky, including trips to the doctor, pharmacy, dialysis, day care, shopping and community services.

Also, RTEC regularly provides trips to urban areas where the passenger can access adequate health care services that are not available in the local area. If asked what is

RTEC's greatest asset, they would respond "our drivers". They are well trained, special people and usually being the only RTEC employee that the passenger will ever meet. Customer satisfactions are attributed to these skilled professionals and along with the reservation staff, are responsible for RTEC being nominated for this award. It is very appropriate that two transportation specialists (drivers) Lola Swinney and Bonnie Barron accepted the award on behalf of RTEC.



Lola Swinney and Bonnie Barron, RTEC Transportation Specialists accept the Central Kentucky Kidney Foundation Award.

"Many thanks to those people who nominated RTEC and a special thanks

to those wonderful customers who ride the buses at RTEC each day", said Shirley Cummins, Executive Director of RTEC.

"We are very honored to receive the award presented by the Central Kentucky Kidney Foundation", said Cummins.

Ray Young receives promotion at Maysville

Ray Young has been promoted to Maysville's Assistant City Manager as of June 10, 2004.

A new public works manager will be hired by January 1, 2005 to replace Young. The public works manager's duties include being the Maysville Transit Manager.

Young has worked for the city of Maysville for

18 years. His new duties as assistant city manager will include being in training to become the new city manager.

Dennis Redmond, Maysville City Manager is taking a new position in North Palm Beach, Florida.

Young will continue doing the public works duties including transit manager until a new manager is hired.

PATS driver keeps woman alive with pressure on neck

Yolanda Nance's supervisors say the Paducah Area Transit System bus driver saved the life of a 24-year-old Rosiclare, Illinois woman severely injured in a head-on collision June 2004 that killed another driver.

PATS Operations Manager Kim Adair and Transit Safety Supervisor Delbert Steele gave this account based on discussions with Nance after the incident.

Nance, headed east on Ill. 146 to the Golconda Job Corps Center, came upon the wreckage and called for help. When she left the bus, she heard driver Guillermina Steele moaning in her crumpled sport utility vehicle and noticed her neck bleeding.

Resting Steele's head against her chest and wrapping her arm around Steele's neck, Nance applied pressure to a bleeding artery and told Steele not to fall asleep.

"Yolanda kept her calm by talking to her" Adair said. "She told her that everything would be Okay. She prayed with her and asked about her family."

Steele, who received major injuries, was taken by ambulance to Western Baptist Hospital in Paducah where she was listed in serious but stable condition in the critical care unit.

Illinois State Police said Steele's car was struck head-on by a car and the driver was killed in the wreck.

"Later, the ambulance person told us that Yolanda saved the woman's life," Adair said. "Her training paid off. What she did was way beyond the call of a bus driver."

According to her supervisors, a bus passenger stopped traffic while Nance helped Steele. Nance noticed an empty safety seat and sent the passenger to look for a child she feared might have been thrown from Steele's SUV. Nance later learned that although Steele has three children, she was driving alone.

"I don't think she realized that she saved a life at the time," said Delbert Steele, who drove Nance back to Paducah.

The wreck happened four miles west of Golconda at Waltersburg Road in Shawnee National Forest. Smith passed the bus, which was going 50 mph as Nance approached a curve, Adair said.

"It's a bad curve. I know because we go there everyday." Adair said. "Our drivers go slowly through there to avoid the deer."

State police said Smith struck a deer and veered into the west-bound lane, hitting Guillermina Steele's vehicle. Seconds later, Nance came upon the wreckage; Smith's car was in a ditch and smoking.

"Yolanda told me she was very hesitant to go into the ditch," Delbert Steele said. "She thought the car might burst into flames."

He said Smith's family arrived amid response by police and emergency workers. Nance asked an officer how the woman driver was doing, and the officer answered that he wasn't sure, the supervisor said.

Delbert Steele trains every new employee, including all drivers, who take a two-week course in cardiopulmonary resuscitation and first aid. He said he never knows how a trainee will react in emergencies.

"In training, we talk, watch videos and demonstrate these techniques, but I never know if people absorb what we give them," he said. "Today, Yolanda wanted to help so badly that she drew from somewhere deep inside, and she did the right thing."

Adair said she is proud of Nance. "It's impressive that she stopped and helped. These days, not many people stop to help when there is an accident.

Steele agreed. "She's a real-life good Samaritan. In training we preach courteous driving. What Yolanda did was the ultimate courtesy."

Taken from The Paducah Sun, June 11, 2004

2004 CTAA Conference in Seattle, WA



Pam Whitter (HART), Beecher Hudson (ARC Wheels), and Bonnie Rhoads.



Helen Tucker, Wanda Trimble and Debra Wallace with BUS.



Gary Kitchin with PATS talks with a CTAA member from Missouri.



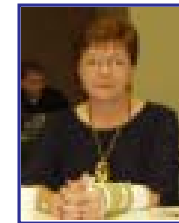
Sabrina Justice and Shirley Cummins with RTEC.



Chuck Simpson and Kim Adair and her husband with PATS.



Lois Lindsay (OTS), David Clawson (National BUS) and Beecher Hudson (ARC Wheels).



Lois O'Keefe with TACK.



Mike Jackson and Bruce Brown with LKLP.

Send KPTA news articles to
pam.shepherd@ftsb.org.