

# TRANSPORT

The Newsletter of the Illinois Rural Transit Assistance Program



Western Illinois University  
Stipes Hall 318  
Macomb, IL 61455  
(800) 526-9943  
Fax (309) 298-2162

January 2001  
Volume 2  
Issue 4

## RTAC NOTES

### Joel McQueen Retires



Illinois transit agencies lost a friend and colleague recently with the retirement of Joel McQueen. Joel served as the Director of the Rural Transit Assistance Center for three years, leaving RTAC October

15, 2000. Joel started his transit career as a Technical Assistant with RTAC September 19, 1994, and served in that capacity until his promotion to Director.

After spending time in the U.S. Army, Joel enrolled at Western Illinois University and earned an undergraduate degree in 1972, majoring in Geography. After a very successful management career in the private sector, he re-enrolled at WIU and earned an M.A. degree in Geography in 1991.

From his 1991 graduation until September, 1994, Joel was a planner for the Western Illinois Regional Council in Macomb, specializing in working with small communities in several western Illinois counties implementing sewer and water system improvement projects.

Continued on Page 2

### Ed Heflin, New RTAC Manager



Ed Heflin became part of the RTAC team on October 30, 2000, joining Lyle Nichols, Technical Assistant, and JoAnn Kennedy, Secretary.

Ed is appreciative of Joel's groundwork in establishing a regional training program and confident that RTAC can expand upon Joel's efforts.

Spending the past six years as a transit manager, facing the rural transit problems that providers face daily, gives Ed a perspective of experience from which to assist RTAC customers.

Ed's prior work experience includes twenty years in management, with stints as a hospital purchasing manager and human service agency operations manager. In the latter position, he had bottom-line responsibility for transportation (26-vehicle fleet), maintenance, purchasing and businesses ranging in diversity from a data entry center to a recycling facility. He wrote vehicle and equipment grants, working closely with several state agencies.

Continued on Page 2

## *Rural Transit Assistance Center (RTAC) Staff*

Ed Heflin, Manager, [Edward\\_Heflin@ccmail.wiu.edu](mailto:Edward_Heflin@ccmail.wiu.edu)  
Lyle Nichols, Technical Assistant, [le-nichols@wiu.edu](mailto:le-nichols@wiu.edu)  
JoAnn Kennedy, Secretary, [J-Kennedy1@wiu.edu](mailto:J-Kennedy1@wiu.edu)

RTAC Web Site:

<http://www.iira.org/directory/rtac.asp>

RTAC E-mail: [rtac@wiu.edu](mailto:rtac@wiu.edu)

### *RTAP Advisory Council*

Rich Machala, Chair, [richmachala@hotmail.com](mailto:richmachala@hotmail.com)  
JoDavie County Transit  
POB 329  
Galena, IL 61036  
(815)777-2211

Dave Diamond, Vice Chair  
Department of Human Services  
100 South Grand Avenue  
Springfield, IL 62762  
(217) 785-7648

Mary Davis  
SHOW BUS  
R. R. #1  
Chenoa, IL 61726  
(309) 747-2454

Betty Green, [ceo@ridesmtd.com](mailto:ceo@ridesmtd.com)  
Rides Mass Transit District  
Box 190  
Rosiclare, IL 62982  
(618)285-3342

Linda Mitchell, [lmitchell@effingham.net](mailto:lmitchell@effingham.net)  
CEFS Economic Opportunity  
Corporation  
Box 928  
Effingham, IL 62401  
(217) 342-2193

Rudy Muzzarelli  
Demand & Response  
Transportation System  
201 North Church Street  
Belleville, IL 62220  
(618) 234-4410

Anna Oestreich, [bondcosc@papadocs.com](mailto:bondcosc@papadocs.com)  
Bond County Senior Center  
305 South Third  
Greenville, IL 62246  
(618) 664-1465

Ron Weishaar, [www.ciscosconron.@hotmail.com](mailto:www.ciscosconron.@hotmail.com)  
Piatt County Mental Health Center  
1921 North Market, POB 140  
Monticello, IL 61856  
(217) 762-7521

Tom Zucker, [vacdk@aol.com](mailto:vacdk@aol.com)  
Voluntary Action Center  
1606 Bethany Road  
Sycamore, IL 60178  
(815) 758-3932

Continued from Page 1 **Joel McQueen**

In working with the transit agencies in Illinois one of Joel's greatest motivations was to improve transit driver training, in both quality and in the number of drivers trained. He spent countless hours planning, designing, and talking with transit professionals in Illinois and other states, probing others to learn ways in which the training curriculum and training approach could be improved. The result of his efforts can be seen over the past three years in the increase in the number of training programs held, better quality trainers and an enriched curriculum. He is the author of the newly implemented Regional Training Center program in Illinois.

He was always conscious of and respectful of other people's opinions, and frequently sought the counsel of other transit professionals. In his quiet way, he did not seek recognition for his results, just the satisfaction of doing his job and doing it well.

Joel McQueen will be missed at the RTAC office and in transit offices throughout rural Illinois.

Continued from Page 1 **Ed Heflin**

Realizing the importance of meeting RTAC customers, Ed spent his first weeks making 5311 site visits, attending a vehicle workshop, attending an inter-agency transportation coordination committee meeting, visiting the RTAP Advisory Council chairperson, attending a 5310 program review, spending three days at IDOT offices for training, providing on-site 5311 technical assistance, and attending a regional training.

Ed is enthused and optimistic about the future of rural transit in Illinois and looks forward to meeting and serving all providers.

# Successful Maintenance Workshop Held in Springfield

Over 60 technicians, mechanics and transportation professionals from agencies that provide transportation to Illinois citizens attended the annual maintenance workshop held at the Springfield Mass Transit District office October 18, 2000.

Paul Stock, who operates his own maintenance shop in Belleville and is a well-known maintenance professional, discussed a variety of topics that can turn into large problems if not properly handled. Stock talked in great detail about the role of a vehicle battery, alternator, starter, radiator cap and clamps and presented maintenance tips that will prolong the life of each of these components and improve their efficiency.

Stock emphasized the importance of vehicle fluids, presenting guidelines in purchasing, maintaining and changing anti-freeze, brake fluid and transmission fluid.



*Paul Stock makes a point about preventative maintenance.*

Les Patrick, Maintenance Superintendent of the Springfield Mass Transit District talked about the success of the Regional Maintenance Center (RMC) in Springfield. Since the RMC serviced its first vehicle in August, 1999, a total of 59 vehicles have been repaired. Repairs ranged from working on air conditioners and brakes to wiring, wheelchair lifts, batteries, shock absorbers, doors, heaters and a host of other items. Over 400 hours of labor



*Les Patrick discusses the success of the Regional Maintenance Center.*

have been devoted to repairing vehicles through the RMC. Patrick mentioned the \$30 hourly labor rate that is charged is very reasonable.

Patrick urged agency personnel to call him or his mechanics to discuss vehicle problems agencies may be having. Patrick said that sometimes they can solve a problem over the phone, other times it requires the vehicle being brought to the RMC and the agency can borrow the loaner vehicle. Patrick emphasized that the RMC was designed to solve the large or unusual mechanical problems, and not deal with routine maintenance.

To contact the Springfield RMC, call Les Patrick at (217) 522-6087 or e-mail [lpatrik@SMTD.org](mailto:lpatrik@SMTD.org)



*A portion of the large group that attended the Maintenance Workshop listen to Paul Stock's presentation.*

# Rockford Regional Maintenance Center Is Open for Business

**The Rockford Mass Transit District (RMTD)** in conjunction with the Illinois Department of Transportation (IDOT) has opened the Rockford Regional Maintenance Center (RMC) for all agencies that are operating paratransit vehicles in northwestern Illinois.

**Because of a shortage** of maintenance services to some paratransit operators, this maintenance center can offer maintenance support for all paratransit operators. The availability of many qualified mechanics at the RMC at Rockford will provide the opportunity for quality service at a low cost.

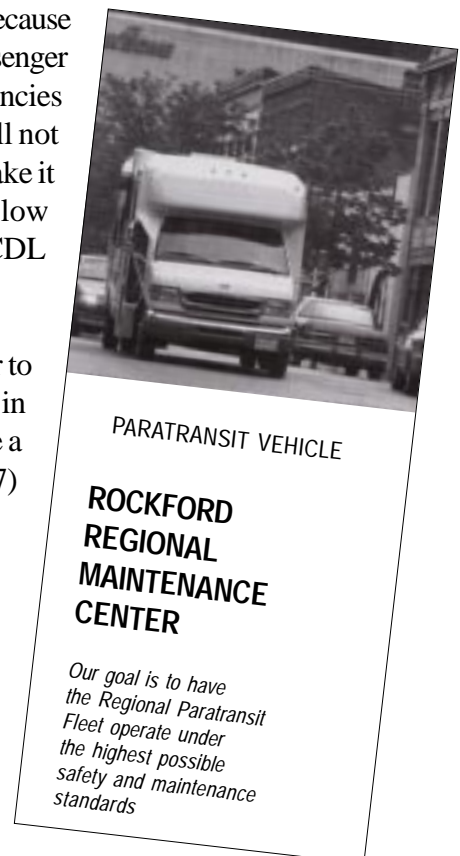
**The Rockford RMC** service program is offered to any nonprofit agency (including nursing homes and hospitals) in northwestern Illinois. Agencies that have received Section 5310 and 5311 paratransit vehicles from IDOT's CVP program will be given first priority in scheduling repairs. A complimentary loaner vehicle will be available for those agencies within a 60-mile radius of Rockford on a first-come, first-serve basis. The loaner vehicle is not available to agencies outside of this area or to agencies not included in the Section 5310 or 5311 programs.

**Technical Assistance.** The RMC is an excellent resource for assisting any paratransit operator in solving or analyzing problems with its paratransit vehicles. RMC personnel are available by telephone, (815) 961-2241 or e-mail, [maintenance @RMTD.org](mailto:maintenance@RMTD.org) to provide technical support.

**Loaner vehicle.** There will be no charge for the use of the loaner vehicle. Because many agencies do not have back-up vehicles, IDOT has purchased a 14-passenger medium-duty, lift-equipped paratransit vehicle for use by appropriate agencies (as described above) while its vehicle is at the Rockford RMC. This will not only allow the operator to continue its current level of service, but will make it possible for only one person to bring the vehicle in for service, and allow Rockford RMC the necessary time to complete the repair properly. A CDL license is not required to operate this loaner vehicle.

**Springfield RMC.** Rockford, the second Regional Maintenance Center to open, will be a great compliment to the RMC in Springfield. For agencies in central Illinois that may need specialized vehicle maintenance or just have a maintenance question, contact Les Patrick at the Springfield RMC at (217) 522-6087, e-mail [lpatrik@SMTD.org](mailto:lpatrik@SMTD.org)

The Springfield RMC, like Rockford, has a loaner vehicle that 5311 and 5310 agencies can use on a first-come, first-serve basis, within a 60-mile radius of Springfield.



# Regional Training Program

Regional training has been a topic of discussion among rural transit providers in Illinois for several years. In the early 1990s, there were instances where classes were presented on defensive driving, vehicle maintenance, and passenger assistance at various locations. Instructors were typically brought in from out-of-state, and classes were presented sporadically. The last of such programs was offered over six years ago.

In 1997, the Rural Transit Assistance Center (RTAC) initiated a revised concept of regional training. Working through Spoon River College (SRC), RTAC began offering Defensive Driving training courses to Section 5310 and 5311 agencies in selected regions of the state. The goal was to increase class size and enable local instructors to present programs. Since providers are scattered throughout the state, it made sense to obtain local training personnel. The program eventually developed into one that featured four instructors from Canton, Danville, Harrisburg, and Quincy. Those attending Defensive Driving sessions coordinated through SRC were given comparable training regardless of which instructor presented the class.

More recently, the idea of regional training was addressed at the RTAP Advisory Council meeting on February 23, 2000. At that time, the Advisory Council concurred with RTAC that RTAC should establish an expanded regional training program. Under this plan, certain courses would be provided at Section 5311 agencies. These two initiatives form the basis for the RTAC Regional Training Program that started in September, 2000.

The current RTAP driver training program operates much the same as rural transportation services—demand-response. The program is very difficult to administer. Instructor availability and proposed training dates are sometimes incongruent. Worst of all, it is a real guessing game as to how much money

should be allotted to training each year as the new RTAP work plan is being developed. The proposed regional program should eliminate much of the uncertainty in the training program and make it more manageable. At the same time, this new delivery system will greatly enhance the training program for transit providers. At the start of each training year which is September 1, providers will know the type of training scheduled and the training locations for the next 12 months. This will allow transit agencies to schedule employees for the type of training desired months in advance.

## Regional Training Program—The Details

The Illinois RTAP regional training program was created with the following in mind:

- Create several regions with the goal of having a training facility no more than fifty miles from all agencies within a given region.
- Develop a training curriculum.
  - Customer Service
  - Defensive Driving
  - Emergency Procedures
  - Passenger Assistance
  - Pre-trip Maintenance
- Schedule program during early Summer for the following Fiscal Year. Publish a schedule well in advance so agencies can plan.
- Create multiple training sites within each region and rotate sessions when possible. Present on-site training to individual agencies as needed.
- Use specialized instructors where necessary, but develop train-the-trainer programs. There is considerable training capability within the current network of transit providers.
- Promote the peer-to-peer concept to include exchanging ideas in all facets of transit operations.

## Phases of the Program

### Phase I—September 1, 2000

#### Activities

- Initiate training program
  - Create six centers—Centralia, Danville, Sycamore, Morton, Quincy, and Ridgway
  - Provide on-site training as needed
- Provide three core courses
  - Defensive Driving
  - Emergency Procedures
  - Passenger Assistance

#### Performance goals

- Train a minimum of 50 percent of the Section 5311 driver workforce
- Maintain a minimum of 75 percent favorable rating on evaluations

### Phase II—September 1, 2001

#### Activities

- Introduce train-the-trainer courses
  - University of Wisconsin-Milwaukee
  - Community Transportation of America
  - Private companies
- Expand the number of instructors (estimated additional cost, minimal)

#### Option 1

Initiate circuit-rider concept of training—employ one or more full-time trainers to conduct programs at regional centers

#### Option 2

- Employ a full-time trainer at each regional center
- Consider adding training sites
  - Consider adding courses

#### Performance goals

- Train a minimum of 55 percent of the Section 5311 driver workforce
- Maintain a minimum 80 percent favorable rating on evaluations

- Conduct one train-the-trainer each year
- Add five instructors each year
- Add one new training course each year

### Phase III—September 1, 2002

- Driver certification
  - State agencies
  - Community colleges
  - Consortium (Community college, state agencies, and transit association)
- Develop curriculum
  - Beginners
  - Experienced
- Performance goals
  - Train a minimum of 60 percent of the Section 5311 driver workforce
  - Maintain a minimum of 85 percent favorable rating on evaluations
  - Develop driver certification by August 31, 2002
  - Develop a driver curriculum involving a minimum of 40 hours of training

## Regional Training Centers

### Centralia

**Host agency** South Central Transit  
**Address** 235 South Walnut  
**Contact** Larry Roeckeman  
**Phone** 618/532-8076  
**E-mail** sct@centralia.net

### Danville

**Host agency** CRIS Senior Services  
**Address** 309 North Franklin  
**Contact** Lisa Beith  
**Phone** 217/443-2999  
**E-mail** beith4@prodigy.net

### Morton

**Host agency** We Care  
**Address** Box 16  
**Contact** James Thompson  
**Phone** 309/263-8357  
**E-mail**

### Quincy

**Host agency** Quincy Transit Lines

**Address** 730 Maine Street

**Contact** Alan Van De Boe

**Phone** 217/228-4555

**E-mail** ALANV@ci.quincy.il.us

**Phone** 618/272-7321

**E-mail** utriders@shawneelink.net

### Sycamore

**Host agency** Voluntary Action Center

**Address** 1606 Bethany Road

**Contact** Tom Zucker

**Phone** 815/758-3932

**E-mail** vacdk@aol.com

### Ridgway

**Host agency** Rides MTD

**Address** Box 562

**Contact** Lloyd Belford



## TRANSIT MOVERS



*Transit Movers* is a new feature of TRANSREPORT. In each issue we will recognize people in Illinois transit who have been promoted, changed responsibilities or have moved to a different transit agency. If there are people within your agency who fall into these categories, contact TRANSREPORT, phone (800) 526-9943, e-mail le-nichols@wiu.edu or fax (309) 298-2162. Include pictures of these people!



Linda Podeschi is the Executive Director of the Illinois Public Transportation Association (IPTA) effective January 2, 2001. Podeschi comes to the IPTA position with eight years' transit experience at the Coles County Council on Aging.

Podeschi will work in the Springfield Mass Transit District office and coordinate IPTA efforts with the Illinois Department of Transportation (IDOT) and the Rural Transit Assistance Center (RTAC). She will gather information from federal and state agencies and transit organizations regarding current or pending legislation, changes in policy, procedure and compliance issues affecting transit in Illinois.

She will be IPTA's contact with FTA and IDOT and serve as IPTA's legislative consultant. Additionally, her work will include public relations, membership, strategic planning, drug and alcohol testing, working with consortiums, training and collecting reference materials.

Podeschi is one of five persons in Illinois and fifty nationwide who has received the designation of a Certified Community Transit Manager (CCTM). Podeschi resides in Mattoon with her husband Rick. They have one son, RJ who is a junior at Millikin University. She can be reached at (217) 522-4782 and her e-mail address is IPTA@springnet1.com

# GoWEST Celebrates One Millionth Rider

The GoWEST Transit System, located on the campus of Western Illinois University in Macomb reached a milestone October 17, 2000 when it transported its one millionth rider. GoWEST, one of the transit providers receiving Section 5311 funding from the City of Macomb's grant, has been transporting passengers just over a year and a half.

At a celebration of this ridership achievement, Jude Kiah, GoWEST's Transit Coordinator, presented the one millionth rider, WIU student Mike Osborn, with a fleece jacket embroidered with the GoWEST logo and specially designed one millionth rider insignia.



*Dave Spacek and Steve Schindel from IDOT's Division of Public Transportation presented a new bus for the GoWEST system, the tenth in their fleet. The City of Macomb recently received a grant for this additional bus.*

State Senator Laura Kent Donahue (48<sup>th</sup> District) from Quincy was on hand to add her congratulations. She said that the success of the GoWEST Transit System is a great example of cooperation between the state of Illinois, the City of Macomb and Western Illinois University (WIU).

Kiah said that at the start of operations in February, 1999 his fleet consisted of three buses, that transported 12,000 passengers that first week, mostly WIU students.

By October, 2000 GoWEST was transporting 25,000 passengers a week, about 95 percent being WIU students. The 5 percent non student riders are mostly Macomb residents who require transportation for medical and dental appointments, shopping, visiting friends and relatives and running errands.

Kiah said the approximately 10,500 WIU students pay about \$20 each semester to support the bus system. Non students ride free of charge. Kiah explained that if fare boxes were installed in each bus for non students, the GoWEST buses would not be able to stay on schedule because of the time of the driver and non student passenger required to deal with the fare. Kiah said that GoWEST is better off not charging non students because it encourages ridership of non students and is good public relations with the Macomb community that has been so supportive of GoWEST.



*Joining in the celebration of the one millionth rider were (left to right), Steve Schindel, IDOT; Dave Spacek, IDOT; Tom Carper, Macomb Mayor; Jude Kiah, Transit Coordinator, GoWEST; Andrea Gillett, President, Student Government Association, WIU; Lyle Nichols, RTAC; Mike Osborn, 1,000,000th Rider; Laura Kent Donahue, State Senator.*

## Transportation Coordination Workshop

On November 16, 2000, an inter-agency Transportation Coordination Workshop was held at Springfield's DHS office. Barbara Payne gave a brief history of DHS' increasing involvement in addressing transportation barriers and funding over the past two years as part of their welfare reform measures (improving access to employment, health care, child care and other services for DHS customers). Interaction with other DHS divisions regarding transportation projects and funding led to the formation of the DHS Transportation Coordinating Committee, which has expanded to include representatives from other agencies/organizations which have interest in or fund transportation services.

### Attendees:

Chicago Area Transportation Study: Ann Risen  
Dept. on Aging: Bert Weber  
Dept. of Children & Family Services: Tim Britton  
Dept. of Commerce & Community Affairs: Grey Warmer  
Dept. of Human Services: Barbara Payne, Dave Diamond, Cheryl Dolenc, Darlene Forte, Susan Gatlin, Iris Lugo, Phil Matute, Shirley Nolen,

Larry Rau, Adelisa Samaniego, CJ Sizemore, Susan Wood  
Dept. of Public Aid: Lois Schell  
Dept. of Public Health: Marcia Franklin  
Federal Transit Administration: Doug Gerleman  
Governor's Rural Affairs Council: Jeff Fulgenzi  
IL Dept. of Transportation: Tom Fawell, Ed Burke, Dale Laningham, Steven Todd  
IL Council on Developmental Disabilities: Margie Harkness  
IL Rural Transit Assistance Center: Ed Heflin  
Lt. Governor's Office: Lori Williams  
Regional Transportation Authority: Jay Ciavarella, Joe Voccia  
Rural Partners: Paul Galligos  
University of Illinois/Chicago: Joe DiJohn

Attendees described their agency's involvement with transportation services and funding. All attendees believed services could be better coordinated. Agency representatives were tentatively assigned to workgroups addressing the following categories: tasks that can be completed now, tasks requiring longer term solutions, and barriers to coordination. The workgroups will begin meeting in January 2001.

### **Spring Conference Set for April 3 and 4, 2001**

The RTAC Spring Conference will be April 3 and 4, 2001 at the Northfield Center in Springfield. The conference will be two full days and not spread over three days as recent conferences have been.

One of the conference topics will be drug and alcohol training and testing, including information on the FTA new Part 40 which affects both urban and rural transit agencies.

Reserve these dates on your calendar now. More information will be available shortly.

*The Illinois Institute for Rural Affairs, in conjunction with Rural Partners and the Governor's Rural Affairs Council, is hosting the 12th Annual Rural Community Economic Development Conference in Springfield, Illinois on February 21-22, 2001. This day and a half conference is for civic, community, businesses, education and government leaders to examine changes in rural Illinois in the coming decade. The conference will be held at the Crowne Plaza, 3000 South Dirksen Parkway, Springfield, Illinois. Conference brochures and registration information can be requested from the Illinois Institute for Rural Affairs, Western Illinois University, 518 Stipes Hall, One University Circle, Macomb, IL 61455 (800-526-9943 or 309-298-2237).*

# Rural Partners Transportation Task Force

*Editors note: For a copy of a printed report mentioned in the article below, contact RTAC at 800/526-9943.*

Rural Partners is a not-for-profit corporation established in 1989. It coordinates private and public leadership for economic development in rural Illinois. Rural Partners membership is comprised of individuals and public and private organizations throughout the state.

Sometime ago, Rural Partners established a Rural Transportation Task Force. Over the past two years, the task force has worked to identify the barriers to more effective public transportation service in rural Illinois. Rural Partners recently released a report of the task force project, including a series of recommendations as to how the barriers might be overcome. These are:

- At the present time, the state of Illinois spends millions of dollars annually on uncoordinated and often duplicative human services transportation programs. Yet, there is no central accounting of the resources utilized among the many programs operated by a plethora of state agencies. We call on the state of Illinois to identify and report on human services transportation expenditures in order that rational planning efforts within and between agencies can promote a more efficient and effective use of resources.
- In a related area, we call on federal and state transportation officials to eliminate, where possible, “categorical” transportation funding to assist special population groups at the expense of the entire population. Where it is possible or infeasible to eliminate categorical programs, we call on federal and state officials to decrease the barriers which

currently prevent cross-utilization of vehicles purchased with categorical funds.

- Often the requirements for matching funds and significant local investments required to access state and federal grants decreases participation from local units of government in economically distressed areas. We encourage federal and state officials to work in partnership with organizations like the Illinois Development Finance Authority, the Rural Bond Bank, and other federal and state agencies in order to develop innovative financing programs to assist local areas.
- We call on state and federal transportation officials to reexamine funding decisions in order to prioritize expenditures in the areas of greatest need, rather than continuing to fund existing programs at the expense of new program development.
- We call on local government units to put aside issues of turf and territory in order to promote regional transportation solutions that might serve the greatest numbers of their residents. From our efforts, we have learned that only by such multi-jurisdictional approaches can truly effective programs be developed.
- Finally, we call on Rural Partners to convene a statewide summit on rural transportation issues, bringing together federal, state, and local officials to discuss the findings of this report, to formulate an agenda for the future, and to learn from each other and those who have implemented successful programs in other areas.

# RIDES Mass Transit District Holds Annual Meeting

Rides Mass Transit District (RMTD) held its annual meeting October 12, 2000 in Harrisburg. Following the meeting theme “Rides Mass Transit District Helping to Build Better Communities,” RIDES CEO Betty Green presented an informative look at the growth and expansion of RMTD over the years.

Highlights included the district’s first Bus Roadeo, development of a local and regional training center, FTA’s Job Access Grant, Rides involvement in economic development, and future goals of RMTD.

Illinois Senator Dick Durbin was awarded the “Friend of Transit” Award. Kappy Scates from Senator Durbin’s office accepted the award on his behalf. Other special guests included Ed Burke, Section Chief for IDOT and Lyle Nichols from the Rural Transit Assistance Center.



*The top three finishers in the first annual Bus Roadeo are: from left to right, Mike Furlong, Saline County, third place; Bob Patterson, Saline County, second place; and Dennis Lousig-nont, Wayne County, first place.*

This year, additional plaques and trophies were awarded to division winners of the Bus Roadeo. The winners were: Pre-Trip Inspection, Mike Furlong, Dennis Lousig-Nont, Bob Patterson, David Terrance and Terry Fowler; Wheelchair Securement, Mike Furlong; Written Division Winner, Tom Crider; Driving Skills Division, Dennis Lousig-Nont. In the overall Bus Roadeo competition Dennis Lousig-

Nont was first, Bob Patterson second and Mike Furlong third. Linda Smothers received the Customer Service Award.

Pope County Transit System received the Safest Overall Operation travelling plaque. The Perfect Driving winners—drivers who have driven their entire careers without so much as a scratch—were James Trepanier, Dennis Lousig-Nont, Roberta Morse, Chris Sexton, Mike Furlong and Kathy Zirklebach. Drivers who have demonstrated a safe operating period for over a year were Roger Brown, Mary Mayberry, Bob Patterson, Donald Mayberry, Judy York, Dan Conrad, Tim Carpenter, Hershel Phillips, Carolyn Epperheimer, and Leonard Largent, all received Safe Driving Records.



*Linda Smothers, Supervisor of Wayne and Hamilton Counties, was presented the first annual Customer Service Award by RIDES CEO Betty Green.*

Retiring Driver Hershel Phillips, was honored for providing four decades of public transportation in Saline County, first as a driver for McCormick Coach and the last 19 years as a RMTD driver. Hershel was presented with an engraved pocket watch and well wishes for the future.

Rides would like to thank everyone who participated in the meeting with their attendance and those individuals and vendors who supplied door prizes for the event.

Illinois Rural **TRANSREPORT**  
Illinois Rural Transit Assistance Program  
Western Illinois University  
Stipes Hall 318  
1 University Circle  
Macomb, IL 61455-1390

PRSRT STD  
U.S. POSTAGE  
PAID  
MACOMB, IL 61455  
PERMIT No. 489

*Need a . . .*  
*Customer Service Course?*  
*Defensive Driving Course?*  
*Emergency Preparedness Course?*  
*Passenger Assistance?*  
*Call RTAC at (800) 526-9943*

<b>What's Inside</b>	
RTAC NOTES .....	1
Successful Maintenance Workshop .....	3
Rockford Regional Maintenance Center .....	4
Regional Training Program .....	5
Transit Movers .....	7
GoWest Celebrates One Millionth Rider .....	8
Transportation Coordination Workshop .....	9
RTAC Spring Conference .....	9
IIRA Economic Development Conference .....	9
Rural Partners Transportation Task Force .....	10
Rides Mass Transit District Holds Annual Meeting .....	11