

TRANSPORT

The Newsletter of the Illinois Rural Transit Assistance Program
May 2002

Just the Beginning . . . Key Findings at Panel Discussion

The April 3, 2002 session at RTAC's 13th Annual Spring Conference in Springfield featured a panel discussion on transportation coordination. After the panelists spoke, all 90 attendees broke into groups to address coordination obstacles.

This edition of *Transport* reports the key comments of each conference panelist. The **next edition** will include a summary of the proceedings (the findings and conclusions of the breakout groups). Additionally, we will report on a transportation forum held April 26, 2002, in Schaumburg, Illinois, looking for similarities and differences in the coordination solutions offered at Springfield and Schaumburg, hopefully leading to conclusions that could result in some meaningful action toward further Illinois coordination efforts.

It is important to note that panelists universally praised the efforts of the rural transit providers in Illinois that, regardless of limited resources, have optimized service delivery within their regional boundaries. Panelists also praised efforts such as IDOT's regional maintenance program, DHS's Inter-Agency Transportation Coordination Committee, and RTAC's regional training programs. Some panelists provided information about their programs, but, for the sake of brevity, the following comments address only what transit professionals can do in the state this year to increase coordination efforts.

Tom Fawell—Deputy Director, IDOT DPT

"(T)he final act of this story has to be someone (on a higher level than we are) taking charge, with funding, who will control and guide . . . coordination statewide."

Tom Zucker—Executive Director, Voluntary Action Center of Dekalb County

"(W)e need to get a better sense of the state of the current system . . . to understand the extent of the coordination that is (currently) happening . . . in all of the . . . service areas out there Surveys could be done It's a huge undertaking. I think it will be easier in areas that are 5311 programs."

"There is an opportunity around the state to consolidate a variety of administrative functions, training functions, maintenance functions . . . that are currently being duplicated If this has become a thorn in your side you may be willing to give it up to a larger entity."

"The best coordination efforts we could achieve . . . will not solve the shortfall of operating and capital funds that exists in the State of Illinois. It may help the system become more efficient, but we need significantly increased funding"

Jeff Fulgenzi—Executive Director, Governor's Rural Affairs Council

". . . 80% of the legislative representation comes from northeastern Illinois, north of I-80"

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RTAC Notes-May 2002



Emergency preparedness has been a crucial transit topic since September 11. The November 2001 *Transreport* featured a special report on emergency preparedness, and my presentation at April 2002's RTAC Spring Conference was titled "Emergency Preparedness: It's Everyone's Job." Upon returning from the conference, I was pleasantly surprised to find in my mailbox the latest (Winter 2001-2002) edition of CTAA's *Community Transportation* magazine, with the cover titled "Preparedness," accompanied simply by a startling black and white photo of a funnel cloud and lightning set against a rural horizon. Nearly the entire edition was devoted to emergency planning and response.

Surprise turned to delight when I saw the article on page 34, "Seven Minutes, Seven Lives," which detailed the bus fire that occurred last summer in Bond County. I was pleased to read the story about Dennis Hundsdorfer and Anna Oestrich of Bond County Senior Center and Mo Berry and Larry Roeckeman of South Central Illinois Mass Transit District, which included their comments concerning the need for emergency response training.

I strongly urge all rural transit operators to develop a written emergency response plan, and encourage you to borrow the RTAP Library's new video, *Emergency Action Plan-Crisis Under Control*. If you were unable to attend our conference and are interested in receiving a copy of my presentation, please contact me. In addition, I would be glad to discuss your individual situation and needs with you in detail. Having been personally involved with, and given responsibility for an agency's emergency action plan, I would be glad to share my experience and help you locate the information and resources you need in order to start or update your plan.

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IPTA Notes

This is a new feature that will appear in every newsletter. Executive Director Linda Podeschi will provide current information from the Illinois Public Transportation Association. Linda, welcome to Transreport! ed.

The Illinois Public Transportation Association held its first Membership Retreat at the Jumer Hotel in Bloomington, Illinois on January 24 and 25. Thirty-eight IPTA members including associate members and our legislative consultant attended the event. Doug Carter of Booz Allen Hamilton facilitated the retreat. With 100 percent participation from attendees, Doug capably led us through the planning process, resulting in an action plan to guide us through the next three years.

We began the strategic planning process by first answering a survey to define our strengths, weaknesses, opportunities and threats, as well as addressing communication skills, membership awareness, partnerships, possible improvements and current features.

Strengths listed include membership diversity, experience, dedication and cooperation. Participants felt our main weaknesses are lack of membership communication and involvement on the part of some members. We have terrific opportunities, including Illinois involvement in TEA 21 Re-Authorization, statewide representation, and new state leadership. As always, our major threat is the shortage of funds (with budget constraints and the effect of the recession on state funding). Generally, participants agreed that IPTA is moving forward in a positive manner and that the strategic plan will only add momentum to our progress.

After articulating or identifying who and what we are, we clearly defined the organization and revised our Mission Statement, and made it more focused. Our Mission Statement now reads: The Illinois Public Transportation Association is dedicated to achieving the best public transportation service possible. We will accomplish this through:

- Advocating the value of public transportation;
- Representing the legislative, regulatory and administrative interests of members; and
- Providing a forum for the exchange of information, ideas and experiences.

We then developed goals and objectives, which include advocating the value of public transportation by establishing IPTA as “the voice of transit”. This will be accomplished by developing ongoing relationships with targeted groups and disbursing promotional materials that communicate the value of public transportation. IPTA will develop effective modes of delivery of those materials and coordinate a statewide resource center with RTAC.



We will represent the interests of our members by organizing coordination of administrative, regulatory, and internal legislative issues and creating the identity of IPTA as an important transit entity in the state. IPTA will increase internal communications, facilitate and promote training and technical assistance, and build and enhance partnerships and coalitions on specific topics. With regard to membership and partnership, IPTA plans to double its membership in ten years, keep membership affordable, increase membership participation, increase support staff and Association capabilities, and create and expand programs to benefit members.

Many of these tasks have already begun, for we are already implementing some of the priority tasks and actions. We have formed a membership committee to identify potential new members. The Executive Director forwards all Ronan Potts Weekly Reports (state legislative action items) to the membership, and keeps the membership updated with monthly IPTA progress reports. An informational packet has been developed for legislators and other entities. We are in the beginning stages of developing a method through which we can conduct a capital needs

Continued on Page 4

assessment among our members, which will be helpful at the federal level as well as with our state legislators. IDOT supports this process and will assist in making the assessment become reality. A TEA 21 Re-Authorization Committee has been formed to submit recommendations at the federal level. IPTA is establishing definite partnerships and relationships with various state agencies and individuals who are interested in coordination efforts. One of the most exciting and painstaking tasks is the design of an IPTA website. We are in the preliminary stages, but this is a very exciting opportunity for the organization.

The membership retreat was beneficial to all participants. We learned a lot about our

organization and ourselves. The strategic focus provides me with a valuable outline of what is expected from me and what the membership can expect from the association. If you have not done so, please take time to review the strategic focus. We welcome your comments and questions. If you did not receive a copy, please let me know and I'll forward one to you. Join us as IPTA moves forward to assist our members in providing the most cost effective, efficient and safest transportation service possible throughout the state of Illinois.

See you at the Illinois/Indiana RTAP co-sponsored workshop in June!

Linda P

Leadership Training In June for Illinois and Indiana Transit Managers

One of the primary benefits of attending training is the chance to interact with fellow managers. This means networking with others from within the state, but rarely with managers from other states. Now you have a chance to meet Indiana rural transit managers—an excellent opportunity to pick their brains or tell them about your system!

As for the training itself, both Illinois and Indiana RTAP are pleased to present consultant Michael Noel, who has been involved in managing school bus, community transit, rural transit, and urban transportation services as well as guiding the Pennsylvania RTAP (PennTrain) at Penn State University.

Noel, who started his career as a bus driver with a rural system, will present a 1-1/2 day session on creating a climate to foster excellence within your agency. His premise: In order to excel externally (*your customers and community*) you must first focus internally (*yourself and your employees*). This training is appropriate for both veterans and those new to the field; veterans can “re-charge” their batteries, and newcomers can get off on the right foot.

Please join us in Champaign on June 19-21 (welcome reception is the only event on June 19) at the Hawthorn Inn and Suites. Please call RTAC at (800) 526-9943 to register. June 12 is the final date for registration. Hotel registrations must be made by May 31; call (217) 398-3400.

Best Practices Manual for Drug and Alcohol Here's How To Obtain A Copy!

A PDF version of the brand-new 2002 *Best Practices Manual: FTA Drug and Alcohol Testing Program* is available on the following web site:
<http://transit-safety.volpe.dot.gov/publications/Default.asp>

You may order paper reports by e-mailing your request to thompsona@volpe.dot.gov

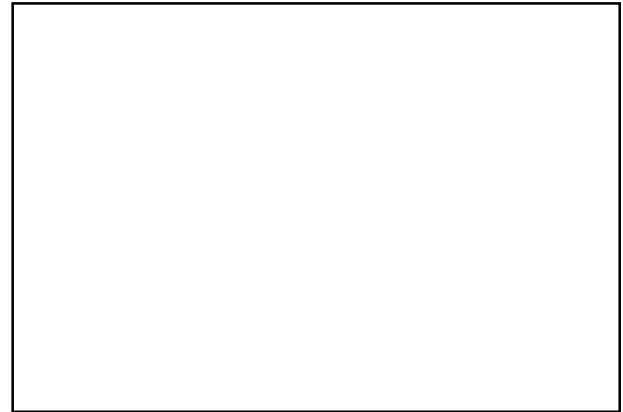
You may also order a hard copy through the mail by sending your request to:
Alison Thompson
Volpe National Transportation Systems Center
Infrastructure Protection and Operations Division, DTS-78
55 Broadway, Kendall Square
Cambridge, MA 02142

Deep In the Heart of Texas . . .

Charles Archer of Breese's CCRC Community Link is headed to Texas, all expenses paid. He is also \$100 richer, and has a big trophy and three plaques. Charles will compete in the CTAA National Roadeo on May 18 and 19, an event held in conjunction with Expo 2002 in Austin, Texas. Charles scored highest in a field of nine competitors at the First Annual RTAC Roadeo, an event open to all Section 5311- and Section 5310-funded transit providers and IPTA members.

Held on Saturday, March 23, at the Illinois State Fairgrounds, the inaugural event proved to be a good time for participants, judges, others who assisted in various ways, and spectators. On a clear and sunny day, the following participants (all of them winners, in our book) tested their transit skills:

- Charles Archer, CCRC Community Link
- Eddie Beavers, RIDES Mass Transit District
- Sandra Cammack, Counseling Center West of Pike County
- Eric Cresap, Coles County Council on Aging
- Dennis Hundsdorfer, Bond County Transit
- Sean Linehan, Access Springfield Paratransit
- Tracy Nugent, Coles County Council on Aging



Charles Archer accepts championship trophy from Linda Podeschi, IPTA Executive Director.



ingfield Paratransit
ing Center West of Pike County

g \$50 and a trophy, with Dennis Hundsdorfer coming in third, winning \$25
pty-handed, though, for all participants received a T-shirt, free lunch
f My Store), and other goodies stuffed into a complimentary canvas
ated the prize
d the scholarship
rip to Texas.

ating their time and
b and Nancy

Bugger, CEFS Economic Opportunity Corp.; Ed Burke, IDOT; Bill Jung, RIDES Mass Transit; Marilyn Kimery, Coles County Council on Aging; Larry Roeckeman, South Central Transit; Keith Shaw, RIDES Mass Transit; Susan Starwalt, Coles County Counsel on Aging; and Gerry Stodgel, RTAC Trainer. Richard Fix and Linda Tisdale of Springfield Mass Transit District provided a heated bus for everyone's comfort and were responsible for the site securement and pre-roadeo preparation.



Buses line up prior to the start of the driving portion.

Next year we'll be back at the same site, though in the warmer month of April, and hope to have more participants (and thus will need more judges). If you think you might be interested, please call RTAC to get a peek of the video of the event, or call one of the participants or judges and let them tell you about the fun we had!

Meet the RTAP Advisory Council Members!

In February we explained the mission of the advisory council and introduced readers to Linda Mitchell and Rudy Muzzarelli. In this edition we are profiling Betty Green and Tom Zucker. Betty and Tom, ardent supporters of rural public transit, are extensively involved in extracurricular activities that promote rural transit progress in Illinois. RTAC encourages all *Transreport* readers to interact with Betty, Tom, and all other advisory council members. And remember, don't be shy about offering suggestions to them regarding upcoming work plans!



Thomas Zucker has been the Executive Director of the Voluntary Action Center (VAC) since February 1991. VAC is a not for profit corporation that has been providing community transportation and nutrition services throughout DeKalb County for the past 27 years.

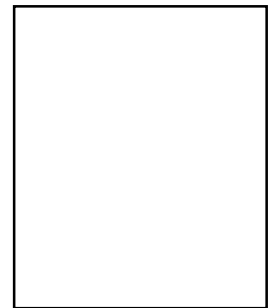
Tom worked in several human service related jobs prior to coming to VAC. He was the director of the Senior Services Center (a multipurpose senior center) operated by the Family Service Agency of DeKalb County for five years prior coming to VAC. He worked as a case manager with persons with developmental disabilities and and mentally ill-diagnosed adults at Sheltered Village in Genoa, Illinois. In addition to his Bachelor of Science degree in Human and Family Resources, Tom is a licensed social worker in the

state of Illinois. He is also a Certified Community Transportation Manager (CCTM), through the Community Transportation Association of America. Tom served as president of the Illinois Association for Community Transportation from 1997-1999. He currently serves as Secretary for the Illinois Public Transportation Association, and is president of the RTAP Advisory Council as well.

Tom enjoys the challenges of managing an agency that provides community transportation. "Every day brings a new set of challenges," he said. "The reward for me in this job is knowing that we provided the best possible services in our community with a broad base of limited support."

Tom has been involved with the RTAC for the entire time he has been at VAC. "At first, I got involved to learn everything I could from the RTAC staff and advisory board. At some point over the years, I guess I have learned a few things about managing transit operations and am happy to share what I can with others. I continue to be open to learning new things about this business, and do every time I get together with RTAC staff and other operators from around the state."

Betty Green is CEO for RIDES Mass Transit District and has been involved with rural public transportation for 25 years. Betty, like most people in the transit field today, did not start out to become manager of a transit system. In 1976 she began her transit career when the senior citizens program she worked for received a Section 147 Research and Demonstration Grant. That transportation project was named RIDES and was the first rural mass transit district in Illinois. In 1977, shortly after RIDES began, Betty was hired as the part-time director while she continued to work with the senior program as assistant director.



Under Betty's direction, RIDES has grown from a four-van transportation project providing services to Pope and Hardin counties to the largest rural mass transit district in Illinois serving nine counties. RIDES has 53 full-time and 23 part-time employees. In 1997 RIDES received the Federal Transit Administration's Outstanding Service Award and in 2000 received the Community Transportation Association of America's "Transit System of the Year" award. Betty has served on many state and national committees over the years, including the advisory committee to the Illinois Department of Transportation that started the Rural Transit Assistance Center (RTAC) in the Illinois Institute for Rural Affairs.

"When I first became director of RIDES in 1977 there was no one I could call and talk with about the problems I was facing in providing rural transportation. I determined at that time that we needed an organization that could

provide assistance for this new industry. I have been very pleased to serve on the advisory council of the Rural Transit Assistance Center and know that anyone with a transportation problem can pick up the phone and get help.”

Betty believes that transit plays a major role in the economy of the area served. In an ongoing effort to improve economic opportunities in its communities, RIDES began offering river taxi service last August. The river taxi is an extension of the transit district and operates Thursday through Sunday from March through November.

Scholarships for Fall Conference

RTAC will sponsor ten scholarships in the amount of \$50 each to partially defray the fee for attending the 2002 IPTA Fall Conference. Please call for details.

On Site Training Schedule FY02

IMPORTANT ANNOUNCEMENT: RTAC and the Illinois Department on Aging (DoA) are finalizing the DoA funded portion of the training schedule. Please contact RTAC for further information. In June, RTAC staff will schedule additional regional and/or on-site trainings for the remainder of FY02, based on availability of funds. If we are able to provide more trainings, announcement letters will be sent to the appropriate regions.

Regional Training Schedule FY02

- Region 1: Sycamore
June 1, 2002 Passenger Assistance
- Region 3: Danville
July 13, 2002 Passenger Assistance

(FY03 schedule will be announced in September 2002)

Spring Conference Photos



Gene Englehart, Director of Operations, Gateway Services; Bert Weber, Transportation Liaison, Illinois Department on Aging.



Steve Bochenek, Attorney at Law, answers questions after his presentation on legal issues.



IDOT DPT's Section 5311 personnel: Barbara Crowe-Hickey, Tom Fawell, Steve Todd, Louise Stigler-Baker, Ed Burke.

Stephenson County Senior Center Transports More Than Just Seniors

Stephenson County Senior Center Transportation Service, located in Freeport, annually provides over 25,000 one-way trips to approximately 500 seniors, totaling 62,500 miles. Passenger destinations include grocery stores, medical appointments, club meetings, workplaces, and business activities.

With seniors dependent on the service for accessing their medical and shopping needs, the Stephenson County Senior Center Transportation Service plays a critical role in the community. The ten part-time drivers, all semi-retired, are caring, dedicated and reliable people who take the extra time and effort to provide courteous and safe service, always willing to fill in to help out. All of them have developed a great rapport with the riders.

Bob Niblo, Transportation Coordinator for the past three years, previously worked for Honeywell for 37 years. His background in quality assurance brings valued expertise to the transportation program. A long time member of the Lions Club organization, serving in many capacities at the local, district, and state level, Niblo is also currently president of the Board of Directors for the Center for Sight and Hearing Impaired in Rockford. Lona Kniskern, Executive Director of the Stephenson County Senior Center for over 24 years, states, "It is a privilege and a pleasure to work with Bob and our drivers. They do a great job and we are fortunate to have them on staff."



The center provides transportation to people 55 years of age and older, with service also available to people of all ages who require wheelchair accessible transportation. If space permits, additional public transportation is provided to individuals who require transport to essential and critical activities such as doctor appointments, prescription pick-ups, grocery shopping, or educational pursuits that lead to a degree or skilled trade. Stephenson County Senior Transportation Service is equipped to transport wheelchairs, service animals, oxygen equipment, and is ADA compliant. Five buses (four medium duty and one heavy duty) provide all of the transportation services.

Operating on a donation system, the suggested donation is \$1.00 per one-way ride. Policies include no smoking on the bus, service animals only, and no abusive and reckless behavior by a rider. The service schedule is Monday through Friday from 8:00 a.m. until 4:30 p.m. Monday and Tuesday are preferred days for medical appointments, although other times are also available. Wednesday is a major grocery-shopping day at Eagles North. Thursday and Friday afternoons are for shopping on the south side of town at grocery, discount, department, and drug stores. Transportation to nutrition sites is available each day with pick-up times at 10:30 a.m. and returning at noon. Each day there are also scheduled pick-ups at the senior housing sites, at Garrity Drug in the mall, and at Mickey's Deli.

The Senior Center itself is a multi-purpose facility that provides a wide range of services. It is the contracted Case Coordination Unit and Elder Abuse provider for Stephenson and Jo Davies County (through the Illinois Department on Aging). Information and Assistance, Case Management, Caregiver Services, and Health Promotion Services are provided with Older American Act funding from the Northwestern Illinois Area Agency on Aging. The many services and programs include Money Management, Friendly Visitor, Intergenerational, Exercise, Dancersize, Grandparents Raising Grandchildren Support Group, Alzheimer's and Arthritis Informational/Support groups, Trips, Educational Programs and Income Tax Assistance. The Center is a member agency of the United Way of Northwest Illinois.

Noted locally for their willingness to work collaboratively and cooperatively with other service providers and organizations in the community, Kniskern and other staff members serve on many committees in the



community, and are recognized by their peers for their dedication to quality service, excellence and caring for the seniors that are served.

The Senior Center and Kniskern have deservedly received national and state recognition. In 1987 the Senior Center was named 1 of 13 senior centers in the United States for Outstanding Community Achievement. The Association of Illinois Senior Centers, in 1996, named the Senior Center Outstanding Senior Center for the State of Illinois. The Elder Abuse Unit received the Governor's Award for Unique Achievement in 1999. Kniskern received the 1996 Sid Granet Aging Network Achievement Award for an individual from the

Illinois Association of Area Agencies on Aging. In 1999 she received the Jean Johnson Farrar Social Service Women of Excellence Award.

Availability of funds will dictate Kniskern's future plans for the Stephen County Senior Center, but she would like to replace vehicles as needed, relocate the Senior Center (which would include the garage), increase the transportation coordinator position to full-time, institute the use of scheduling software, and expand services.

RTAC Library Adds More New Items!

Video

Emergency Action Plan - Crisis Under Control

OSHA'S 1910.38 requires that each company develop a workable Emergency Action Plan. With the new threats facing our society today, such a plan is required not only for compliance, but also for survival. Make sure your organization has a well thought out plan in place by following the guidelines provided in this program.

2001. (16 minutes)

Handout is included that covers:

- Developing an effective written emergency plan for each different emergency
- Emergency alarm, evacuation and check-in
- Emergency supplies
- Medical services
- Employee training – practice before an emergency
- Cooperation with law enforcement/fire department

Please read RTAC Notes for more information about Emergency Preparedness

Introduction to Preventative Maintenance: An Investment That Pays Off

The video and workbook, developed by the Federal Transit Administration's National Rural Transit Assistance Program (RTAP), features "Ten Golden Rules of Preventive Maintenance" to demonstrate ways to carry out a preventive maintenance program and build the team work in your agency necessary for top-notch results. Presented in the video by a sprightly Wizard, the Golden Rules come alive visually and address the basic components of a successful preventive maintenance program—both attitudinal and physical.

2001. (20:08 minutes)

CD ROM

APTA Resource Kit: Strategic Planning

This CD ROM is based on documents supplied by the American Public Transportation Association (APTA) transit system members. The CD ROM is comprised of short- and long-range public transportation planning documents from 28 diverse-sized transit systems across the U.S. This compilation of documents provides helpful information to transit organizations looking for ways to structure and format their strategic plans, special features to include, and how to present these plans to the public. 2001.

TRANSIT MOVERS



***Transit Movers* recognizes people in Illinois transit who have been promoted, changed responsibilities, moved to a different transit agency, etc. If there are people within your agency who fall into these categories, contact *TRANSREPORT*, phone (800) 526-9943, e-mail rtac@wiu.edu or fax (309) 298-2162. Please include pictures of these people!**

Debbie Salisbury has been the training supervisor/assistant program director at Voluntary Action Center (VAC) since January 1, 2002. Her career in transportation began in 1996 with Pace River Division Dial-A-Ride located in Elgin, Illinois. At Dial-A-Ride, Debbie trained new drivers and arranged demand response service. Forgoing the daily commute to Elgin, Debbie accepted a bus operator position with VAC. After a short time she started to job share with VAC's Kishwaukee College. Debbie's new position includes all hands on training for new and existing employees from dispatching to obtaining their Commercial Driver's License (C.D.L.). She also acts as VAC's local representative for RTAC's regional training programs.



On a personal note, Debbie has been married to her husband Jim for 27 years. Their son Eric is attending college in Portland, Oregon. They also have two more boys, Ben and Josh. Ben is a seven-year-old black lab and Josh is a four-year-old Doberman.

Special congratulations to Debbie Salisbury for passing all written and skill test criteria for the Secretary of State's Office. She is now certified to do third party testing for new drivers who are obtaining an endorsed C.D.L.

Ileta Smith, director of Danville Mass Transit (DMT) has accepted an appointment to the RTAP Advisory Council, a vacancy created with the retirement of Mary Davis of SHOW BUS.

Ileta has been director of DMT since January 1995. With 12 years of transportation experience, Ileta will bring to this position a valuable understanding of transportation issues. Her responsibilities at DMT include working with staff members to facilitate organizational developmental processes that promote and support customer satisfaction and quality cost effective public transportation. Other duties include the preparation and management of the operating and capital budget, supervision of all department personnel, union relations and contract negotiations, and city council relations.

Throughout her career, Ileta has been actively involved in professional and community organizations that include the Zoning Board of Appeals, Labor Management Council, Prairie Center Health Systems, Incorporated Advisory Board, Illinois Public Transportation Association, and Blacks in Government

“When we talk about downstate transportation . . . that’s not on their radar screen. We need to work with our legislators.”

“Bring . . . groups together and work on strategic planning (B)ring in your local officials, bring in your employers . . . Educate the local officials, make them understand what the needs are.”

Ron Weishaar—Operations Manager, Piatt County Transportation

“We were a small 5310 recipient We became a coordinated public transportation agency We began working with them (other agencies in the county), talking with them, in order to determine their needs. We now have a fully coordinated transportation program Maybe . . . we need to consider . . . a little more of that kind of pressure on the 5310 agencies that could provide some of these services.”

“ . . . We need to bring in some new players that have not been involved before but that have some key components as far as equipment, know-how, knowledge of the area . . . to at least get some input from them.”

“Our local county boards often time do not know what is happening as far as local transportation . . . we need to do a better job of educating them to what is really happening.”

“We need to be adequately funded to . . . pick up the people we drive by every day.”

Betty Green—Chief Executive Officer, Rides Mass Transit District

“I know there’s a place for studies . . . but we’ve studied things out. We need a study with a demonstration component.”

“IDOT’s been a longtime friend, but they need to be more forceful on coordination. They need to say, ‘If you’re going to accept 5311 funding, you’re going to provide general public service (W)e need to mix clients on all buses for us to really have coordination.’”

“The people who are here today . . . have their heart in it, but often they go back to their local board of directors who refuse to let them coordinate.”

“Yes, we need funding, but I don’t think funding is the answer to coordination. Coordination is getting together and agreeing to serve everyone who gives us a call, if we’ve got a bus out there.”

Kate McAtee—Program Service Administrator, DHS

“University of Illinois-Chicago is establishing a data base of transportation projects and initiatives. The completion of the data base will help us identify . . . resources.”

Rance Carpenter—Bureau Chief, Planning and Program Management, Division of Older American Services, DoA

“Transportation is . . . the key to accessing the rest of our network We’ve been involved through the area agency in Edgar County in getting a 5311 provider started.”

“Under the final analysis, our programs, providers, are limited by some of the things (in the) Older Americans Act That’s a challenge”

Minivans Recalled in 2000 Will Be Repaired

Following up on the November *Transreport* article, “Recall Reminder: 1995-1999 Dodge Caravans,” DaimlerChrysler began repairing the leaky fuel-rail seals on the recalled Dodge Caravans on January 25, 2002. The initial recall on September 8, 2000 affected up to 1.4 million minivans.

To clarify: 1996 – 2000 are the model years of the recalled minivans. The repair delay is being blamed on limited availability of replacement parts and the “time-consuming effort to come up with a solution.”

The O-rings degrade over time, thus making the 1996 van the most critical model year in need of repair and the model year that is being repaired first. DaimlerChrysler does not know yet when they will begin repairing the 1997, 1998, 1999, and 2000 models. Owners of the caravans are being asked to wait until they receive a recall notice before taking their van to a dealer. In spite of this, if gas fumes are noticed—immediately take the vehicle to a dealer.

Illinois Rural **TRANSREPORT**
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- Defensive Driving Course?*
- Emergency Preparedness Course?*
- Passenger Assistance Course?*

Call RTAC at (800) 526-9943

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