



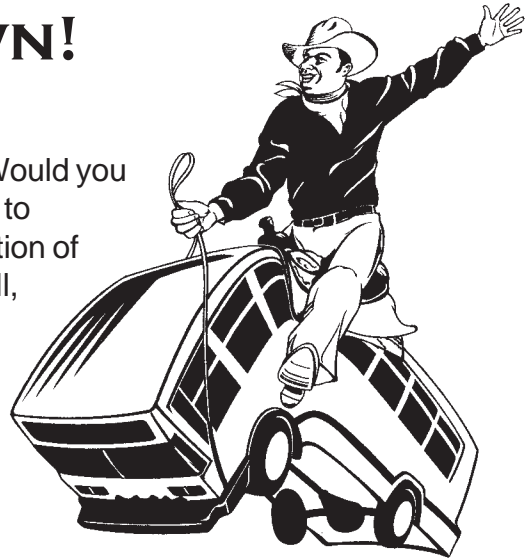
# TRANSREPORT

The Newsletter of the Illinois Rural Transit Assistance Program  
Winter 2004

## RTAC'S 3RD ANNUAL ROADEO IS COMIN' TO TOWN!

by Jacqueline Waters

Would you like to have a fun day with your peers? Would you like to win \$150 and the opportunity to fly to Seattle to compete in the Community Transportation Association of America (CTAA) national roadeo competition? Well, read on and I will explain everything you need to know to participate in the RTAC roadeo and win a chance at these opportunities.



I love my job, especially the part that allows me to interact with the diverse and fun-loving people that work for rural transit agencies around the state. One of my favorite events of the year is our annual roadeo, where fun abounds, and drivers from around the state participate in an event where everybody is a winner.

We conduct our roadeo in the same manner as the CTAA Community Transportation Roadeo. We use the same rules and driving courses, although we don't set up the course in the same order every year. Every driver who registers for the event receives the CTAA Roadeo Guide to read and study before the event. This important booklet contains roadeo rules, explains the driving course, and provides helpful instruction about the individual exercises.

Our first two roadeos, in 2002 and 2003, were held in late March and mid-April. That means the weather may be cold, windy, rainy or sunny and nice. Even on a cold day, please remember to bring sunscreen or a hat. My face was really sunburned during the first roadeo in 2002. Bundled up against the cold I wore a heavy coat, scarf, gloves, and earmuffs. Everything covered but my face – who would have thought about sunburn during March? Ed was prepared; he wore his sombrero. However, please don't worry about being uncomfortable on a cold day; Springfield Mass Transit District graciously provides a heated 35-foot bus for everyone's use.

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## RTAC Notes



If you look directly to your left you'll see the names of the folks that provide oversight to the Illinois Rural Transit Assistance Program (RTAP). We've profiled them individually in past *Transreports* and now want to explain their role in assuring the continuity of an effective (we hope) program of training, technical assistance, and research for Illinois rural transit providers.

Voting members include representatives from Section 5311 (operating assistance) and Section 5310 (capital assistance for specialized transportation) grantees, from a rural mass transit district, and from the Illinois Department of Human Services (DHS), as well as an at-large representative.

In addition to Gary DeLeo, non-voting representative from IDOT's Division of Public Transportation (DPT), IPTA executive director Linda Podeschi also usually attends RTAP advisory council meetings.

The council meets three times per year, monitoring the effectiveness of the present RTAC work plan and offering suggestions for future work plans. For example, at the February meeting we discussed ideas for the RTAC FY05 work plan.

Work plan, you say? What does that mean? Every year in the spring, RTAC formulates a work plan to submit to IDOT DPT for approval, along with a suggested budget for the following year. After IDOT approves the work plan and budget (usually after suggesting slight revisions), RTAC and IDOT sign an agreement which authorizes RTAC to deliver the following year's RTAP work plan.

The FY04 work plan includes sponsoring three conferences for managers, providing numerous classroom and hands-on training for support personnel, sponsoring a statewide paratransit rodeo, maintaining a reference library with materials available for loan to our

**Continued on Page 5**

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## IPTA Notes

As I sifted through some articles that I saved over the years, I was surprised and delighted when I ran across several pieces I had saved on *Women in Transit*. March is Women's History Month, so let's take a journey across our country with some of the American women who, in the last 170 years, have played extremely important roles in improving how we travel.

I have long admired Elizabeth Dole, the first woman to be named Secretary of Transportation. She was instrumental in guiding FTA toward the principle that transportation in America is not about highways, tracks, trains, cars or buses; transportation is all about people. It is about the intelligence and ingenuity of people who moved transportation from foot power to horse power, canal boats to steamships, locomotives to automobiles, and finally to the subways beneath the ground and the planes in the skies above us. Mostly it is about women and men who use transportation to participate in the opportunities of a free and open society – to go to work, visit family, access health and child care and to explore the world around them.



Just as modes of transportation have changed in the past two centuries, so, too, have the roles played by American women. Henry Ford may have invented the car, but it was Mary Anderson's 1903 invention of the windshield wiper that dramatically improved automobile safety when driving in rain, sleet, and snow. By 1923, more than 175 patents had been granted to women for inventions related to automobiles, traffic signals, and turn indicators.

Soon after the debut of the horseless carriage, Orville and Wilbur Wright were airborne in a motorized plane; in that same year their mother, Harriet Quimby became the first woman pilot. More female firsts came in 1921 when Bessie Coleman became the first African-American pilot and Amelia Earhart, our most famous early female aviator, piloted across the Atlantic.

The role of women in transportation, and the U.S. labor force changed forever during World War II. American women supported the war effort by entering the transportation field as never before – building and operating machinery, streetcars, buses, cranes, and tractors. Rosie the Riveter became the symbol for these working women. In addition, many women entered the Armed Forces. Yet it was the quiet determination and courage of Rosa Parks that led to opening transportation to every American.

By the late 1970s and early 1980s, women were taking greater leadership roles in transportation. In 1983, Elizabeth Dole was appointed Secretary of Transportation, and during her appointment, the first African-American woman, Carmen Turner, became the General Manager of the Washington Metropolitan Area Transit Authority.

Woman's voices can be heard at NASA's Mission Control, thanks to astronauts like Sally Ride, Shannon Lucid and Mae Jamison. And, who among us will ever forget the courage of Christa McAuliffe, as well as other outstanding women contributors who have made phenomenal sacrifices in the field of transportation to bring knowledge and inspiration to us all.

Women's History Month provides us with an opportunity to reflect upon the contributions not only of those who have come before us, but more importantly, they also remind us of our responsibility to look to the future. Today, Americans travel more than ever before. We walk, bike, drive, and take public transportation. Taking strength from the efforts of the women who fought discrimination and pioneered many different aspects of transportation over the last 170 years, we can be inspired by their success. There is no doubt that America is a far better place due to the courageous women who have made a difference in transportation.

See you at the Rodeo,

*Linda P*

## National RTAP Training Resource Catalog – On-Line

RTAC recently received the following e-mail about an important new resource:

RTAP Colleagues:

The National RTAP Program is proud to unveil the National RTAP Training Resource Catalog. You can access the catalog at <http://www.NationalRTAP.org/ResourceCatalog/>

The catalog is an excellent resource when you're looking for the latest training available. The catalog provides you with the ability to search more than 650 training resources. You can search by resource name, type, subject, author, agency, or keyword. The output of your search will tell you about each resource (i.e. how to access the resources, how much it might cost, etc.). You also have the option to update the materials in the catalog. So be sure to search through the catalog and find your own resources that might be listed and make sure all the information is correct.

In order to keep the catalog up to date and relevant we vitally need your help. You have the capability to add new resources to the catalog. We hope you will take the time to add any resources that you might have available. This catalog is intended to be a living document – ever growing in size and relevance. So be sure to come back often as new resources will be added.

Best to all

Matt

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## **The Value of Interlocks, Part II**

The August 2003 *Transreport* article, "The Value of Interlocks and Safety Buzzers" addressed the purpose and importance of interlocks on paratransit vehicles. Earl Amos, the Springfield Regional Maintenance Center manager, reports that a common problem he sees in vehicles in for repair is an increasingly higher number of vans that have the interlocks bypassed. We want to remind our customers that interlocks are installed to prevent the operation of the lift when the van is moving. The interlocks will not allow the lift to operate unless the van is in park, the parking brake is set, and the auxiliary power switch is turned on. For safety's sake, please do not bypass the interlocks!

Continued from Page 2

customers, publishing four newsletters, sponsoring two maintenance workshops, making a minimum of sixteen site visits to customers, providing operational assistance to customers via a toll-free line, working on a transportation coordination project, and serving on the transportation committee of the Illinois Terrorism Task Force.

In addition to the official work plan items, RTAC members are tackling other duties. Jacqueline is researching the possibility of conducting our classroom trainings on-line, Mable is maintaining the ten-year capital needs assessment data base that is so important to IPTA, IDOT, and all downstate operators, and I participate in IPTA board meetings and on IPTA committees. RTAC will also assist in this year's Job Access Reverse Commute selection progress.

Gosh, now that I list all of the stuff we do, I need to ask the advisory council members to lighten up on us... Just kidding! The advisory council oversight is fundamental to a successful RTAP because it assures that we continue to focus on the issues that are important to those that do the real work- those dedicated people at rural transit agencies who perform all the functions necessary to assure that people in rural areas maintain access to rides.

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## Defensive Driving Training

Gerry Stodgel, RTAC's defensive driving trainer, consistently revises and adapts his instruction to meet the individual needs of the many and diverse organizations that we serve. A good example is an upcoming training at Galesburg Transit. Gerry will train the Galesburg Transit drivers on their thirty-foot Bluebird bus, though paratransit vans are usually the vehicles used for his trainings. Gerry, who has vast driver training experience, is the owner of Uptown Driver Training, which runs the gamut from teaching driver education to high school students to preparing professional semi drivers for their commercial driver's licenses. Gerry's newest approach to the RTAC hands-on defensive driving training involves teaching skills that drivers can use in preparing for the CDL driving test. Gerry says that the drivers are much more attentive and serious about the trainings since he has implemented this approach. Gerry is also flexible with the scheduled trainings; he will train on Sundays if that is the only time that the drivers are available. RTAC applauds Gerry's innovative approaches and dedication to his craft.

### CALENDAR OF UPCOMING EVENTS:

March 10-11, 2004	15th Annual IIRA Rural Community Economic Development Conference, Peoria
April 3, 2004	3rd Annual RTAC Paratransit Rodeo, Springfield
April 12, 2004	CCTM Exam, Springfield
April 13-14, 2004	15th Annual RTAC Spring Conference, Springfield
May 19, 2004	Rockford Mass Transit Maintenance Workshop, Rockford

# How about a lift?

## **Galesburg's Handivan provides mobility to more than 1,000 disabled Galesburg citizens**

By Janet Klockenga of the Galesburg Register-Mail reprinted with permission

GALESBURG- Doctor's appointments and trips to the grocery store can't just wait for fair weather, of course. But for hundreds of disabled riders of Galesburg's Handivan, a brutally cold, finger-numbing morning is no extra impairment

The six Handivans - Galesburg's transit system for people with special needs - run all over the city from 7 a.m. to 10 p.m., taking their riders or clients to and from appointments, social outings and errands.

Clients are young and old, permanently or temporarily physically and developmentally disabled, and they receive door-to-door, non-emergency transportation virtually wherever they need to go in the city.

The Handivan means mobility - or freedom - for hundreds of Galesburg residents, said Jo Ann Harris, human service coordinator for the city of Galesburg.

Harris is proud of what she calls Galesburg's "proactive" stance on providing transportation for the disabled.

In 1979, she said, several Galesburg citizens encourage the city to provide public transportation for the disabled, and eventually the first Handivan rolled out of the garage and started driving people about town. It wasn't until 1991, after the passage of the Americans with Disabilities Act, that entities which already had fixed-route (bus) service had to provide paratransit services, too.

Neil Spencer, Galesburg, was one of those early instigators.

"There was a need for it, we had nothing here," he said of public transportation for the disabled.

Spencer, who is disabled and uses a wheelchair, said the fight continues to tear down barriers to the disabled.

"It's gotten a lot better," he said. "But, we still have the same issues we had 30 years ago." He cites examples such as many downtown curbs left uncut, businesses on Seminary Street that are not accessible to wheelchairs from the front and lack of accessible parking downtown for those in wheelchairs.

### **More than just a ride**

"When we began it was thought that the Handivan wouldn't be used a lot," Harris said. "People then with disabilities were kind of hidden. The attitude was, 'These poor cripples, they have to go to the doctor.' They meant well; it was a laudable sentiment. But, people didn't really think the Handivan would be used for anything except taking people to the doctor.

"It's freedom, it gives a person an option to choose," Harris said. "Look at all the things most of us do in our daily lives that we take for granted. (For the disabled) it gets to be a lonely existence.

"We can take nursing home patients home to visit, we can take people to the Orpheum, to Railroad Days, to a movie, just about anywhere in town."

Handivans run all day long, until 6:30 p.m. when the night shift begins. Fares are \$1 each way in the daytime and \$3 at night. Nighttime appointments must be arranged a week in advance. For all trips, clients call the Handivan office to get their ride home, and vans are dispatched to arrive as soon as possible to pick them up.

Drivers have to take annual classes in CPR and first aid for children and adults, defensive driving and blood-borne pathogens.

The Handivan program gets funding from the federal government, the state and the city.

The Handivan program started with one van in 1978 and it's grown to six vans and six drivers (all but one full time).

It may be used by any temporarily or permanently physically disabled person. Those with a severe disability may need an able-bodied personal attendant, who may ride with them.

## **Assistance is appreciated**

Vera Lasley, a client who uses a motorized wheelchair and is a co-founder of the local organization Disabled Individuals Getting in Touch, has used the Handivan for years. It helps her get her errands done, and it transports her to her volunteer work at Galesburg Cottage Hospital.

On a trip aboard the van to Wal-Mart and Hy-Vee Food Store last week, she talked about the mobility the Handivan has helped give her.

"I use it two or three times a week," she said. "It's great. It's hard being disabled. You have to adjust your life and you are restricted. But the (Handivan) drivers are really helpful, they'll assist you however they can."

Another client, Nellie Sedgwick, a resident of Mary Allen West Tower, used the Handivan for her many doctors' appointments. She is an elderly cancer survivor with vision in just one eye and doesn't drive any longer. The Handivan saves her money and keeps her from inconveniencing her family or friends, she said. "This is a lifesaver," she said. "I used to take a cab and that runs into some money."

## **'You get pretty attached'**

Along with the responsibilities Handivan drivers take on when they are hired come personal relationships with riders, says Casey Weedman, 29, a Handivan driver since June 1999.

On a busy day Weedman puts more than 100 miles on the van without ever leaving city limits during his shift from 6:30 a.m. to 2:30 p.m. Friendly and patient, he says he tries to help the riders as much as possible. He has his "regulars," and he cares about how they get from here to there.

"You get pretty attached to these people," Weedman said. "You see these people every day and some of them don't have any family to drive them around, so that's why they're riding the van. A lot of times, they're not feeling well, too. You get to know these people so well you can kind of tell when they're not well.

"You've got to have a lot of patience and you've got to really like people," he said. "You've got to be dependable and reliable, too. Some of them have to go to the doctor's or have (kidney) dialysis, and you've got to get these people to their appointments."

Around 6 every morning, Weedman is at the City of Galesburg's garages inspecting the Handivan he'll drive that day. He fills the gas tank and checks brakes and fluids. He then heads to the office at the Community Center to pick up his schedule for the day. He tries to get to each appointment at least a few minutes early.

Because he drives for a living, Weedman is attuned to how others follow the rules of the road.

"I trust myself, but I don't trust other drivers," he said. "When there's a fresh coating of snow, the driving's horrible," he said. "Or, on a hot summer day when you get a little rain and people don't slow down, they don't see the road grime. You've got to be extra careful. We're responsible for (clients') lives."

Weedman said drivers even try to avoid Galesburg's brick streets, which can make for a jarring ride, uncomfortable for unwell riders.

Along his route, Weedman talks to the Handivan dispatcher at the office, who may reroute him, or ask if he can transport a client for another driver.

"People want to be as independent as they can be," he said. "That's what we're here for: to help make people independent."

Harris agrees.

"Just because a person has a disability or something that impedes their mobility doesn't mean they have to be cloistered or treated like a second-class citizen," she said. "This way, people who were born with a disability or even acquired one have a chance to live in the mainstream, to live a more normalized life."

## ***Facts about Handivan***

- In 1979, the Handivan made 3,897 trips; as of Nov.20, 2003, it made 14,324 for the year. In 2002, it made 16,569 trips
- In 2002, it generated \$15,795 in income from fares, public aid and external advertising. Tabulations through November 2003 show an income of \$17,765 for last year.
- The van averages 60 to 70 trips a day. Busiest times are 9 a.m. to 1 p.m. and 3 p.m. to 5 p.m.
- First-time users of the Handivan must have a registration card issued before they ride, with the exception of persons visiting the city who are registered and certified as ADA paratransit eligible with another paratransit service in their home community.
- Applications for Handivan service may be obtained by the Handivan office, 150 E. Simmons St., 7 a.m. to 6:30 p.m. Monday through Friday, or by calling 345-3686 during business hours.

## Continued from Page 1

Last year the weather was beautiful and actually balmy. Many people simply wore their official rodeo t-shirt with blue jeans. Although it is difficult to predict the temperature and weather conditions, I feel safe in predicting that the enjoyment level will be high. The first two rodeos were a blast, full of laughter and good times.

On the Friday afternoon prior to the event, RTAC staff and volunteers set up the course, marking the stations with paint so that the cones are easily put in place the next morning. During the first year set-up, Ed wore black gloves while spray-painting orange dots on the pavement; his right-hand glove now has a permanent orange tipped finger! Rides Mass Transit District generously provides the cones, the measuring equipment, and labor for the set-up, though no drivers help in the course set-up. Setting up the course is as enjoyable as the actual event because it gives us additional time to pick on Bill Jung of Rides, and former Rides employee and RTAC trainer Keith Shaw. Bill and Keith are good sports and have donated a lot of time and effort to ensure the success of the rodeos.

If the thought of driving a course you've never seen scares you, be assured that drivers and judges will walk through the course and its nine driving exercises before anyone has to drive through it. We assign judges their responsibilities ahead of time and give them a clipboard with the score sheets for each driver, plus a fortunate few receive cool stopwatches to time the events. The drivers then draw a number from a hat to determine their order of participation in the events.

The rodeo has four events and begins at eight o'clock. We administer the twenty-five question written test first, so I can grade them while the contestants are participating in the wheelchair securement and pre-trip inspection events. The written test consists of twenty-four true or false questions and one short answer question. There is no time limit in which to finish the written test. Each question is worth five points and the written test represents 125 points or 12.5% of the total score. Last year two drivers tied for first place in this event. I broke the tie by individually asking the two drivers to verbally respond to the same tiebreaker question. I would have continued to ask questions until one person answered incorrectly.

The wheelchair securement and the pre-trip inspection events follow the written test, and are held simultaneously. The pre-trip inspection is a timed, seven-minute exercise, with twenty-five points earned for completing the event in seven minutes. In addition, the judge creates four safety defects on the vehicle, which are the same for each contestant. The driver earns twenty-five points for each defect he or she finds. Twenty-five additional points are given to the driver for conducting an orderly inspection, which involves verbally identifying each part of the bus that he or she typically inspects during the daily pre-trip, such as the lift, engine, and brakes. Physically inspecting each item on the bus would take more than seven minutes and that is why drivers are expected to verbally describe what they would check during each pre-trip inspection. Drivers earn 150 points or 15 percent of their total rodeo score for a perfect pre-trip inspection.

Four categories comprise the wheelchair securement exercise; sensitivity and awareness, loading onto platform, raising lift, and wheelchair and passenger securement. Two hundred points are available, which equals 20 percent of the driver's total rodeo score. Each of the categories are judged on **verbalization** and **performance**. For example, the driver should **ask** the passenger if their lap belt is secure while also **physically** checking the lap belt. As well as observing the driver's verbalization and performance, the judge also checks the securement of the tied down wheelchair. If the chair does not move side-to-side or forward and backward then the driver will receive twenty-four points. If the chair moves at all, the driver will not receive any points for this part of the exercise. Rudy Muzzarelli, the RTAC passenger assistance trainer, teaches the correct wheelchair securement procedure at his hands-on trainings, so anyone who's attended his training should have no problem in properly securing the wheelchair. Wheelchair securement is a seven-minute timed exercise. If the driver fails to complete all of the exercise in seven minutes, the driver still receives their total score up to the point that time ran out.

The final rodeo event is the seven minute timed driving course. There are nine exercises included in the driving course, plus drivers are scored on their smoothness of operation by the onboard judge who also times the event. If the drivers of your organization have participated in RTAC's defensive driver training program with RTAC trainer Gerry Stodgel, then they have received hands-on driving training in techniques similar to the driving exercises in the rodeo. Besides the onboard judge, other judges are positioned at each station to determine

whether or not the cones, curb or tennis balls are hit or bumped. The driving exercise is worth 525 points or 52 percent of the total roadeo score.

After all of the contestants have driven the course, it is time to eat! The first two years, IPTA executive director Linda Podeschi has brought delicious box lunches that she and her husband Rick donate to the roadeo. During lunch I compile the scores and inform Ed who the top scoring drivers are in the written test, pre-trip inspection, wheelchair securement and driving categories, as well as the first, second and third overall winners. Linda Podeschi then presents the plaques, trophies, and prize money to the winners, with the first overall winner also receiving the opportunity to compete in the national roadeo. **Everyone** receives a colorful t-shirt and the chance to talk to peers from other organizations, an added benefit of participating in the roadeo.

We truly feel that everyone who participates in the roadeo is a winner. It takes guts to perform in front of colleagues and we applaud everyone who attends. Ed and I certainly could not pull the roadeo off without all of the support that we receive from everyone. Without the volunteers who provide the “relaxation bus”, the delicious lunch, and those who set-up and help judge the event, we would be unable to include this item in our annual work plan. Even if you don’t win a plaque, trophy, or money, you’ll have a great time at the 3<sup>rd</sup> Annual Illinois Rural Transit Assistance Center Roadeo on April 3, 2004 at the Illinois State Fairgrounds.



## *New Material Available From RTAC Library*

### **All of these new material were acquired from the Easter Seals Project ACTION Resource Catalog**

#### **Manuals**

##### *Fixed Route Travel Training: A Collaborative Approach*

A travel training program designed to provide paratransit users with opportunities to increase their transportation options through the use of fixed-route services and to establish transportation training as a permanent service. 1995

##### *Bridging the Gap between the Elderly and the Disabled: A Volunteer Transportation Option*

A project to build infrastructure that can connect people with disabilities with other travel options. Volunteer drivers are used as the primary alternative to established transit and paratransit systems in this model. 1999

##### *Handbook for Rural Flexroute Implementation*

This guidebook was developed to identify ways to accommodate the needs of people with disabilities with respect to public transportation in rural areas. The best way to distinguish the flex-route concept from deviated fixed-route service is that it is the opposite: deviated fixed-route buses primarily serve the general public and make service stops for qualified persons with disabilities. Flex-route service is first and primarily a reservation paratransit service that also serves the general public. 2000

#### **Video**

##### *Motorcoach Safety and Securement*

In response to recent Department of Transportation regulations that require accessibility of new Motorcoach buses and Motorcoach service to people with disabilities, this video was developed to aid in training Motorcoach operators with safe wheelchair lift operation and wheelchair securement devices on over-the-road buses. It refers to ADA regulations and includes some basic customer service guidelines for serving customers who use wheelchairs. If you want your own copy, this video is available free of charge from Easter Seals Project ACTION at 800-659-6428 or [project\\_action@opa.easter-seals.org](mailto:project_action@opa.easter-seals.org). The website is [www.projectaction.org](http://www.projectaction.org). 2002 (12:55 minutes)

Below is part of an e-mail from Mo Berry, the director of driver training from South Central Transit informing RTAC of the Motorcoach Safety and Securement video and his opinion of it.

I received a video this morning regarding wheelchair/ lift operation with standee and motorized mobility aids...I strongly encourage you to get a copy. The name of this video is "Safety and Securement". Easter Seals Project Action produced this video and workbook.

The same principals apply to the para-transit vehicles even though this video is done with a motor coach. This video is narrated with the ADA guidelines and has on screen narration...

I stumbled on this quite by accident and I am glad I did. I believe that this is excellent and something that everyone should have access to that does wheelchair transportation. The best part about accessing this is that the material is free!

RTAC sincerely thanks Mo Berry for passing on this video resource information and for his critique of it. If anyone else knows of resources that would benefit our RTAP Library and its customers, please let us know at 800/526-9943 or [RTAC@wiu.edu](mailto:RTAC@wiu.edu).

Remember: please call 309/298-2417 to borrow any of our library items!

# A Little Fun!

Here is a little something a bit out of the ordinary for the RTAC newsletter – a word search puzzle. There are no prizes or awards for finding all 45 transportation related words. There is just a deep sense of satisfaction that you are a word search master. HINT: The RTAC staff can also be found in this word search puzzle. Have fun!!!

D Z S T A E S R G N M D P E A K P E R I O D W Z A Q  
 P P B A D F Y O I D I E S E L P O I N U Y T H R E W  
 A P T L A Y T I L I B A S I D K J H G I F D E S A Z  
 S O R I U Y T T I R E S R E I W M Q M N L B E V C X  
 S P A L K S J H C G F D S A S Z A X C V B O L N D M  
 E U N F Y C T R E E W Q A S P D I D F G H J S K R L  
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 G A M S A E H E S S D F G G T H T H J K L P O I G U  
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 L L O A T P I S B R A K E S W N C E G R S Z E F I A  
 E I N C B A G W Q I W E R T Y S E U I A O P E T N N  
 S N S D E F H E D V G H J K L F M N B N V C R E G S  
 F E R C L D T N E E N G I N E E X S W C Z A I G Q P  
 V W T G T B S Y H R N U J M I R K O L E P L N N Q O  
 Z A X C S V B N M S T W O W A Y R A D I O I G I A R  
 L T K J H G F D S E C R U O S G N I D N U F W T Z T  
 A E T R A N S I T R F I X E D R O U T E R T H E W A  
 Q R W E R T Y U O I O P L K J A H G P O F V E K S Y  
 A S G D B H J K D L M N B F D N Z X C I V A E R X I  
 Z W B R A K E L I G H T S C V T B V M K B N L A E O  
 Q S P A R A T R A N S I T Y L O W F L O O R D M D N  
 E D W A R D H E F L I N C L S P E R K E L B A M C Y  
 X C B R W H E E L C H A I R L I F T J U T Y Q Z R B  
 B R I A N Z U P D R U G A N D A L C O H O L W N F G  
 T H E R E A E C N E R E F N O C G N I R P S Z H V T

- |                  |                |               |                   |
|------------------|----------------|---------------|-------------------|
| ACCESSIBILITY    | DRUG TESTING   | IDOT          | PASSENGER MILES   |
| STEERING WHEEL   | ADA            | ENGINE        | IPTA              |
| PEAK PERIOD      | TIRES          | BRAKE LIGHTS  | FIXED ROUTE       |
| LICENSE          | PLANNING       | TRANSFER      | BRAKES            |
| FLEET            | LIFTVAN        | ROADEO        | TRANSIT           |
| DIESEL           | FUNDING SOURCE | LOW FLOOR     | RTAC              |
| TRANSMISSION     | DISABILITY     | GASOLINE      | MAINTENANCE       |
| SCHEDULE         | TRANSPORTATION | DISPATCH      | GRANT             |
| MARKETING        | SEAT BELTS     | TWO WAY RADIO | DRIVERS           |
| HEADLIGHTS       | NEWSLETTER     | SEATS         | WHEELCHAIR LIFT   |
| DRUG AND ALCOHOL | INSURANCE      | PARATRANSIT   | SPRING CONFERENCE |
| WHEELS           |                |               |                   |

By: Mable Kreps

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### What's Inside

Front Page .....	1
RTAC Notes .....	2
IPTA Notes .....	3
National RTAP Training Resource Catalog .....	4
The Value of Interlocks .....	4
Defensive Driving Training .....	5
Calendar of Events .....	5
Spotlight .....	6
RTAC Library Additions .....	10
A Little Fun! .....	11



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