

# RTAP

## BULLETIN

FLORIDA RURAL TRANSIT ASSISTANCE PROGRAM

FALL—VOL. 8, NO. 4

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## Disability Etiquette Workshop

The Center for Urban Transportation Research (CUTR) at the University of South Florida (USF) serves as an important resource for excellence in transit training, with emphasis on developing innovative, implemental solutions to transportation problems and needs. Through the Florida Department of Transportation's Rural Transit Assistance Program (RTAP), USF's Office of Diversity and Equal Opportunity, and The Advocacy Center for People with Disabilities, Inc., a joint effort was made to promote and bring awareness to the needs of people with disabilities through a "Disability Etiquette Workshop."

This one-day workshop provided an interactive and practical training opportunity with an overview of the Americans with Disabilities Act and other Fed-

eral requirements, as well as identified the barriers encountered by people with disabilities demonstrated through simulation. Communication techniques for interactions with people with hearing, vision, mobility, learning, speech, mental health, and cognitive disabilities were reviewed. These activities were geared to transit and mobility needs.

Workshop participants took part in a variety of activities, including hearing loss simulation, visual loss simulation, and a mobility field exercise with a Sunshine Line transit bus.

For the hearing loss simulation, an audio recording of 10 words simulated mild, moderate, and severe high frequency hearing loss. After the audio, methods for communicating

*continued on p.5*



Attendees learn to correctly guide a passenger with a visual disability to a bus seat.



The instructor, Raquel Peverini (left), demonstrates techniques for guiding passengers with visual disabilities.



Attendees try on glasses which simulate various types of vision loss.



# St. Lucie County Intermodal Transit Facility Groundbreaking

On October 8, 2010, the St. Lucie County Board of County Commissioners, Fort Pierce Redevelopment Agency and the Council on Aging of St. Lucie, Inc. hosted the groundbreaking of the future intermodal transit facility located on Avenue D and 8th Street in Fort Pierce.

St. Lucie County received a total of \$3.2 million dollars in grant funds from the Federal Transit Administration (FTA) American Recovery and Reinvestment Act 2009, and the Florida Department of Transportation, with local match provided by the Fort Pierce Redevelopment Agency. Funds have been used for land acquisition and design, and will be used for the construction of the intermodal facility.

The 5,400 square feet bus terminal and transfer station will be a sustainable “green” facility with a LEED equivalency rating of gold. This project was designed by the architectural firm of Edlund, Dritenbas, Binkley Architects and Associates. The transit facility will be comprised of a park and ride lot, bike racks and a linear pedestrian/bike trail.

The project includes space for ticket sales and a drivers’ lounge, as well as handicap accessible public restrooms, a janitorial room and vending machines, along with an open colonnade waiting area for transit riders.

Key green elements include:

- Photovoltaic panels on the roof
- Reclaimed water cistern system
- Xeriscaping
- High efficiency HVAC
- Alternative transportation supports
- Hybrid/electric vehicle charging outlet

Sisca Construction Services, the general contractor selected for this project, began construction in mid-October 2010. The transit facility is expected to be completed by mid-June 2011.



*Representatives from the Florida House and Senate, Department of Transportation, as well as past and present members of the City of Fort Pierce Commission and St. Lucie County Board of County Commissioners, the Fort Pierce Redevelopment Agency, St Lucie County School Board and the Council on Aging participated the groundbreaking.*



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Please direct all questions or comments to:

### RTAP BULLETIN

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### OUR MISSION

The Florida RTAP provides training, continuing education, and technical assistance to those who provide or assist in the provision of public transportation services in rural and small urban communities in order to promote the coordinated delivery of safe, efficient, and effective transit services.

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## SPOTLIGHT—Jay Goodwill, Florida RTAP Program Manager

**S**POTLIGHT highlights one of our many energetic Florida RTAP transit professionals and allows these individuals to introduce themselves in their own words. In this issue the SPOTLIGHT is on Jay Goodwill, Manager of the Florida RTAP Program



**Name:** Jay Goodwill

**Title:** Senior Research Associate at USF CUTR and Manager of the Florida RTAP Program

**Birthplace:** Warren, Pennsylvania

**Education:** Graduated from Warren Area High School – “the Dragons”! Then moved to the big city to obtain Bachelor and Master Science degrees and a Master of Public

Works, all from the University of Pittsburgh.

**Professional History:** In 1970s worked for Allegheny County Planning Department and the Port Authority of Allegheny County—both in Pittsburgh. In 1980, I moved to Sarasota to take the position of the Executive Director for the Sarasota/Manatee Metropolitan Planning Organization. In 1983, I was appointed the General Manager for the Sarasota County Area Transit (SCAT) bus system. After two decades at SCAT, I left to assume my current position with the USF Center for Urban Transportation Research.

**Years Working with Current Agency:** 8

**Years Working in Transit Industry:** 35

**Biggest Surprise in Transit:** The lack of understanding of public transportation by the majority of the community—including many elected officials and policy makers.

**Biggest Challenge in Transit:** Balancing the budget! Also, an on-going challenge is keeping everyone happy—from the customer, to the employees, to the administrators and elected officials, to the community at large.

**Personal Benefit of Working in Transit:** Almost everything we do in public transportation is directed toward helping the community and providing mobility options for our community’s residents. There are not many professionals that can make this claim. Our cause and efforts are just and much needed.

**Community Involvement:** Over the years I’ve been involved in a wide range of community activities, including: Gulf Coast Kiwanis, Leadership Sarasota, United

Way, Boy Scout Troop 90, Junior Achievement, and the Church of the Palms. Professionally, I’ve been active with the Florida Public Transportation Association (FPTA) since 1983.

**Personal Background:** Married 37 years to my wife Mimi, two children: Sam and Julie, two dogs: Sashi and Buddy, sports spectator and an occasional golfer.

**Childhood Ambition:** To go to the Naval Academy in Annapolis and to visit Mt. Vernon

**Inspiration:** My parents—Ruth and Albert

**Favorite Book:** *Atlas Shrugged* by Ayn Rand, *Pillars of the Earth* by Ken Follet, *World Without End* by Ken Follet

**My Motto:** Do the little things right and the big items will fall into place!

**Favorite Candy:** The Mallow Cup as a youth, and now Reese’s Peanut Butter Cups

**Save the Date!**  
**April 15 - 16, 2011**

**15<sup>th</sup> Annual Florida  
Paratransit Roadeo**

**T**he 15<sup>th</sup> Annual Florida Paratransit Roadeo has been scheduled for April 15-16, 2011 at the VOTRAN facility in South Daytona. This year’s event will be a SUPER ROADEO and held concurrently and in conjunction with the fixed route MEGA Roadeo.

Participants and judges will stay on Daytona Beach at the Hilton Daytona Beach Resort. Registration and training will take place at the hotel on Friday.

The Roadeo will take place on Saturday at the VOTRAN facility at 950 Big Tree Road in South Daytona. An award banquet will follow on Saturday evening at the hotel.

The brochure and registration forms for the April 2011 Florida Paratransit Roadeo will be available in late February 2011.

# Grand Opening of St. John's County Transit Center

The St. Johns County Board of County Commissioners and the St. Johns County Council on Aging hosted a Grand Opening for the public on Sunday, October 3, 2010 at the new St. Johns County Transit Center located at 2595 Old Moultrie Road. The celebration included an old-fashioned Oktoberfest with music, festivities and plenty of food.

At the event, Cathy Brown, Executive Director of the Council on Aging, was thrilled with the new transit facility. "This has been a long time coming and we appreciate Congressman Mica and the County Commission holding this as a priority. We are honored to utilize this new facility to continue providing mobility options for the people of St. Johns County."

The ceremony included comments by United States Congressman John Mica, Florida Department of Transportation Secretary Stephanie Kopelousos, COA Executive Director Cathy Brown and County Commission Chair Ron Sanchez. The new facility, funded through federal grants, will provide much-needed headquarters for the COA Transportation Department and Sunshine Bus Company, the official public transportation provider for the County.

Federal funds were used for the transit center, including a \$1.54 million 2009 federal appropriation secured by Congressman Mica. This funding was paired with \$1,025,382 of stimulus funds in March, 2010 to allow the facility to be built in its entirety. The transit center belongs to St. Johns County, but it will be used by the Council on Aging Sunshine Bus Company to improve public transportation and paratransit or door-to-door services. County Commission Chair Ron Sanchez is also proud of this new community

asset. "Access to reliable public transportation is a key component of our community's future success," Sanchez said. "We appreciate Congressman Mica's support, as well as the hard work of Cathy Brown at the Council on Aging and our County staff."

The new transit center is 6,600 square feet and allows more efficient operations in areas such as administration, maintenance, wash areas, fueling stations, dispatch, storage and secure paved parking.

The Sunshine Bus Company has provided public transportation in St. Johns County since 2000 and has a ridership of over 18,000 per month. Additionally, the Council on Aging provides 300-400 life-sustaining paratransit trips each day, primarily for dialysis, medical appointments and shopping needs.



*Top: U.S. Representative, John Mica, joins Cathy Brown in Ribbon Cutting Ceremony.*

*Left: New St John's County transit center.*

# 2011 National Transit Institute, Transit Trainers' Workshop and FDOT/FPTA/CUTR Professional Development Workshop

In April 2011, the FDOT/FPTA/CUTR Professional Development Workshop will be combined with the National Transit Institute's (NTI) Transit Trainers' Workshop offering a unique professional development opportunity for public transportation professionals. This one-stop-workshop will provide participants with an excellent opportunity to learn from industry experts and public transportation researchers, attend professional development training, and network with their peers.

The workshop program will include a variety of training and networking topics covering a wide array of topics including public transportation operations, maintenance, planning, marketing, and safety and security. Sessions will be facilitated by nationally recognized transit professionals, university faculty and staff, and industry consultants.



Session formats will include full day pre-workshop sessions, three-hour concurrent sessions, and ninety-minute concurrent sessions.

The Workshop will be held at the Grand Hyatt Tampa Bay from April 11-12, 2011. The Grand Hyatt is nestled along a wildlife preserve on the upper shores of the Tampa Bay and is perfectly located just minutes from the airport, downtown, and beaches.

Registration will open in January 2011. The registration fee of \$295 per person will be waived for Florida Public Transportation Association (FPTA) members, others who work for Florida's public transportation agencies, and Florida Department of Transportation employees.

If you have any questions, please contact Amber Reep at [reep@cutr.usf.edu](mailto:reep@cutr.usf.edu) with questions or visit [www.cutr.usf.edu/fpta](http://www.cutr.usf.edu/fpta).

## Disability Etiquette—cont'd from cover

with persons who are deaf or those with hearing loss were discussed. Participants were provided with recommended methods for use by transit systems for accommodating persons with hearing loss.

For the visual loss simulation, the goal was to instruct the participants in the correct way to guide a person with a visual disability. In order to understand the importance of using the correct technique, participants had to guide one another in an incorrect fashion. The participants were paired with one partner being blindfolded. After this was completed, the correct way to offer assistance was demonstrated. By having the participants experience the incorrect method prior to the demonstration of the correct method, they were able to fully understand the difference in assistance techniques, allowing them the opportunity to gain a great understanding of the barriers that confront people with visual impairments.

For the mobility simulation field exercise, the instructor had volunteers use wheelchairs to travel to a transit bus located in a nearby parking lot. Participants not using wheelchairs were asked to take note of any barriers or difficulties experienced by the volunteers and the attendees who

used wheelchairs. Upon arrival at the bus, issues related to using the transit vehicle lift and other boarding and alighting issues were discussed.

The course instructor reviewed communication techniques for use when serving people with disabilities, including those specifically for those with hearing, visual and mobility impairments. Also provided during the class were examples of discrimination cases filed by people with vision loss and other disabilities with the United States Department of Justice.

Many thanks go out to Raquel Peverini, USF's ADA Coordinator and Barb Page, Senior Advocate/Investigator with The Advocacy Center for People with Disabilities, Inc. A special "Thank you" to Hillsborough County's Sunshine Line for the use of their Sunshine Line transit vehicle!

If you would like more information on the Disability Etiquette Workshop, please contact Yolanda Moore, at (813) 974-7748 or via email at [moorey@cutr.usf.edu](mailto:moorey@cutr.usf.edu)

## 2011 UPCOMING EVENTS

The classes and conferences listed below are sponsored by the Florida Department of Transportation and the Center for Urban Transportation Research at the University of South Florida in Tampa. If you would like to attend any of the courses, you will find a course announcement and registration form for each course at [www.floridartap.org](http://www.floridartap.org) in the Training Calendar section. Click on course name to download or view training class details. If you have an idea for a training course or would like to host a course, please contact Amber Reep (813) 974-9823.

**January 20, 2011**

Fatigue Awareness for Transit Agencies Train-the-Trainer (FT00526)<sup>1</sup>—  
Ft Myers, FL

**January 31 - February 4, 2011**

TSI Supervisor Certification Course—  
Tampa, FL (CLOSED)

**February 8 - 10, 2011**

Florida Paratransit Driver's Qualification Train-the-Trainer Workshop—  
Tampa, FL

**March 7 - 10, 2011**

Instructor's Course in Bus Operator Training (FT00429)<sup>1</sup>—Tampa, FL

**March 11, 2011**

I-Day Instructor's Course in Paratransit Operator Training (FT00542)<sup>2</sup>—  
Tampa, FL

**May 10 - 11, 2011**

NTI Implementing Rural Transit Technology Workshop—Tampa, FL

**October 3 - 4, 2011**

NTI Advanced Mobility Device Securement Train-the-Trainer—Tampa, FL

<sup>1</sup> Required course for the Florida Transit Operator Trainer Training Certification

<sup>2</sup> Pre-requisite: Successful Completion of the Instructor's Course in Bus Operator Training (FT00429)

**Florida RTAP  
Wishes You a  
Happy Holiday  
Season**



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