

# RTAP

## BULLETIN

FLORIDA RURAL TRANSIT ASSISTANCE PROGRAM

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2 2007 ATLANTIC HURRICANE SEASON  
PLANNING: GETTING READY FOR  
"PABLO" AND "WENDY"

4 2007  
UPCOMING EVENTS

4 NON-EMERGENCY  
STRETCHER TRANSPORT  
OF PARATRANSIT  
PASSENGERS

## Maintenance Plan Development 101: Goals and Objectives Part 2 in a Series

**S**pecifying goals and defining measurable objectives to reach those goals is the first step in creating a sound maintenance plan. An excellent way to specify goals is to identify areas in your maintenance program that need improvement and then tie specific goals to those areas. Areas to consider may be financial, organizational, operational, maintenance-related, or customer-service-oriented.

Decide on what you want to improve, and then identify the goal(s) that facilitates improvement. After goal identification, identify the objectives that will ultimately drive the goal. Some goals accomplish multiple missions across several departments. Maintenance (M), Operations (O), Purchasing (P), and Customer Service (CS) generally share several measurable objectives that are easily identifiable by most transit agencies.

**Example 1:** If your goal is to improve the customer's experience while riding your bus, the objectives may be to improve vehicle cleaning attention to detail (M); improve on time delivery of service (O); improve customer complaint response time (CS); establish a thorough pre-season air-conditioning preventative maintenance program (M); and enhance customer service training (O and CS). All objectives need a method to collect data, analyze results, respond accordingly, and archive results.

**Example 2:** If your goal is to save money on inventory holding costs, the objectives may be

to improve the procurement process to include three quotes (P); "right size" your inventory by identifying what items can be carried by local vendors (M and P); and establish an aggressive component exchange program for major items that will improve customer service and allow these items to be purchased with capital money (M and P).

**Example 3:** If your goal is to reduce vehicle road calls, the objectives might be to reduce oil consumption per vehicle (M); improve technician preventive maintenance inspection processes (M); perform trend analysis on prior breakdowns to focus on trouble areas or vehicles (M); and improve driver inspection routine (O).

**Example 4:** If your goal is to provide one hundred percent accessibility to your fleet, the objectives might be to avoid dispatching vehicles with an inoperable wheelchair lift or ramp; address the urgency of these type repairs (M and O); improve communication between maintenance and operations (M and O); and improve identification and repair of defects (M and O).

Finally, goals should relate to your organization's vision or mission statement. Efficiencies gained through maintenance plan goal accomplishment are products of cross-departmental cooperation and as such should reflect and protect organizational wellness.

For more information on Plan Development, contact [ebart@cutr.usf.edu](mailto:ebart@cutr.usf.edu).



# 2007 Atlantic Hurricane Season Planning: Getting Ready for “Pablo” and “Wendy”

Think in Terms of Several P’s and Five W’s

by Julia B. Davis, AICP

**A**s I write this, the first month of the 2007 Atlantic Hurricane Season has passed and we’ve already had two named storms. I’m watching the “cauliflower” clouds build up for an afternoon thunder shower. We need the rain, but I, like many, many people around Florida, am watching this storm season with a wary eye. I’ve lived in Florida 25 years and have experienced many hurricane seasons. But the worst season started with Hurricane Charley in August 2004. That season seemed to last until Hurricane Wilma in October 2005 (18 months later.)

We’ve heard the weather predictions: “For the 2007 Atlantic hurricane season, NOAA scientists predict 13 to 17 named storms, with seven to 10 becoming hurricanes, of which three to five could become major hurricanes of Category 3 strength or higher...” “An average Atlantic hurricane season brings 11 named storms, with six becoming hurricanes, including two major hurricanes.”

Since Florida has such a huge influx of new people each year, we have to repeat our messages. To newcomers, it may seem odd to say we plan for hurricanes and natural disasters, but we do. And some people who have lived in Florida from August 2004 to now, but who somehow escaped the brunt of the storms, may be complacent, thinking that since they have not been hit during the last two hurricane seasons, they won’t be hit this year. All Floridians need to prepare for hurricanes and other natural disasters.

Have you updated your hurricane plans? Have you made your preparations? You need to prepare a plan, and you need to practice your plan. Your plan should cover how you will protect your people, your property, and your documents. You should have your personal plan for your family, and your professional plan for where you work. Each plan should identify:

- What needs to be done “prior to” a storm. What must be protected during a storm, and what needs to be done or purchased to achieve that protection?
- What you will do in the days leading up to a storm, as it is approaching and as it is hitting, and what you will do in the 24 hours following a storm?
- What will you do in the days, months and years after a storm has passed?

The **Pre-Storm** section of your hurricane plan might contain the following information, at a minimum:

- A policy on when your administration, operations and maintenance units (as examples) will be required to work in the time leading up to a storm.
- Lists of phone numbers of all personnel.
- Phone numbers of key suppliers and contact people.
- A phone tree system so that people can let each other know where they are and whether they need help after a storm.
- A photograph of your building’s interior and exterior. As you take your photographs, note what needs to be repaired or upgraded to withstand the next storm.
- What equipment, supplies or funding is needed to make those repairs or improvements? How long will it take to make the improvements? Who will make the improvements?
- Photographs of your fleet, and all equipment.
- Sources of emergency supplies of fuel.
- List of serial numbers and other important information for all equipment.
- Determine the extent of your paper files and your computer files.



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Please direct all questions or comments to:

#### **RTAP BULLETIN**

Center for Urban Transportation Research  
University of South Florida  
4202 East Fowler Avenue, CUT100  
Tampa, FL 33620-5375  
(813) 974-3120, fax (813) 974-5168  
email: [moore@ctr.usf.edu](mailto:moore@ctr.usf.edu)  
website: [www.rtap.ctr.usf.edu](http://www.rtap.ctr.usf.edu)

#### **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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- Verify your insurance policies and make sure you have adequate coverage, and that you know where the policy documents are.

In terms of hurricane planning, redundancy is good. Make copies of important documents and computer files, and ship them to your cousin in Nebraska. At the very least, develop a reciprocal relationship with your peers in other parts of the state. For example, an agency in southwest Florida could agree to swap and store critical files with an agency in northeast Florida.

At some point, you need to procure, purchase or otherwise obtain supplies like plastic containers and bags to protect and transport documents and equipment, flashlights and batteries, food and water. **Adequate planning reduces panic.**

The **second phase of your hurricane plan** should cover what you will do in the days leading up to a storm, what you will do as it is approaching and as it is hitting, and what you will do in the 24 hours following a storm. This section might include:

- Preparations instructions—how to secure the office equipment if wind or water is expected. This may involve moving sensitive equipment off ground floors, and away from windows, and covering everything with plastic.
- Packing lists—deciding what will be taken with you, if you need to evacuate the building.
- Provisions—stocking non-perishable food and bottled water for the number of people who may be there for 3 to 5 days. Locating sources of ice.
- Resources to monitor the storm’s path, and the location of evacuation routes and shelters.
- Maps of where your customers are located.

**Remember, predictions of the storm’s path are just *predictions*.** Here is where the 5 “W”s come in:

- Watch = storm conditions are possible in 36 hours.
- Warning = storm is expected in 24 hours.
- What to expect—
  - » *Water*: Storms bring water in the form of RAIN and FLOODING.
  - » *Wind*: Tropical storms are measured in terms of wind strength.
  - » A certain “wildness”

Storms cannot be controlled—they go where they are going to go. Sometimes (like 2004-Jeanne and 2004-Frances) they will sit in the Atlantic for several days.

Sometimes, they will come across the state (2004-Ivan-I), loop up to Pennsylvania, and come back to hit another part of the state (2004-Ivan-II.)

Before, during and after a storm, people do odd things under pressure. Some people are calm and are very helpful to be around. Other people can’t stand storms and would like to hide under their beds (or evacuate) until it is all over.

People who have experienced one-too-many storms may experience significant stress while getting their lives back together, or even as each next storm approaches. It is never too late to remind people of the availability of your Employee Assistance Program.

Wild animals, including but not limited to alligators and poisonous snakes, are displaced by rising water!

The **post-disaster plan** describes what you or your agency will do after a hurricane has passed through the area. This should include who will conduct damage assessments, and how to obtain assistance. You should think in terms of:

- The week after the storm—assume that there may be no electricity or running water; determine how to clear debris and/or how to obtain fuel.
- A month after the storm—by now you should have seen your insurance agent(s). You should have some estimates on what needs to be fixed, and how much it will cost to do so.
- Three months—by now, your roof may be “up.”
- Six months—your screened enclosures may be replaced by now.
- And after a year—your landscape may be coming back after being sheared off at the height where the winds came through.

**Perspective is everything!**

Remarkably, some people who did have their property destroyed in storms last year still express excitement about this storm season. It is, after all, nature’s way of adjusting the temperature of the planet. They say, “Bring it on!” Other people have said, “Prepare for the worst, hope for the best.” And I say, let’s hope we don’t have to deal with ***Pablo and Wendy***.<sup>1</sup>

For more information, visit the National Hurricane Center online at <http://www.nhc.noaa.gov/>.

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<sup>1</sup> ***Pablo and Wendy*** are some of the names from the 2007 Hurricane list.

## 2007 & 2008 UPCOMING EVENTS

The classes and conferences listed below are sponsored by the Florida Department of Transportation and the Center for Urban Transportation at the University of South Florida in Tampa. If you would like to attend any of the courses, you may find a brochure and registration form for each course at [www.cutr.usf.edu](http://www.cutr.usf.edu) in the Upcoming Events and Training section. If you have any questions, please contact Molly Buffington at (813) 974-7810.

September 10-13, 2007

TSI Effectively Managing Transit Emergencies

October 2-4, 2007

Non-Emergency Stretcher Transfer Course, Instructor Dave Cyra—Mt. Dora, Florida

October 21-23, 2007

FPTA Annual Conference—Wyndham Orlando Resort. For reservations, (407) 351-2420. For information, (850) 878-0855 or [FPTA@earthlink.net](mailto:FPTA@earthlink.net).

November 6-8, 2007

3rd Bi-Annual NCTR GIS in Transit Conference—Embassy Suites, USF Tampa

January 14-18, 2008

Transit System Security—South Daytona, FL

January 28-31, 2008

Instructor's Course in Bus Operator Training—Orlando, FL

February 1, 2008

1-Day Paratransit Operator Training Certification

## Non-Emergency Stretcher Transport of Paratransit Passengers

On July 9-11, the Florida Rural Transit Assistance Program at CUTR presented a three-day NEST (Non-Emergency Stretcher Transport Training) course. The training was hosted by Lake County in Mt. Dora, Florida, at the EMS Facility.

The safe handling and transporting of stretcher clients presents the driver and the attendant with a broad spectrum of challenges. For this reason, the Florida Department of Transportation (FDOT) and the USF Center for Urban Transportation Research (CUTR) presented the NEST training course to raise the awareness of roles, requirements and needs of paratransit bus operators and responders for non-emergency stretcher transport passengers.

Procedures (the chronological sequence of required actions for the attendants) are very important in the delivery of passengers. They tell precisely what is to be done and when. Any deviation from the sequence can result in error and a potential incident,



and that deviation is likely to be held accountable from a liability standpoint.

The NEST course is presented several times each year in different regions of the state. Course elements of the training include legal responsibilities, equipment review, safety, communication, and client transfer, as well as other related topics.

If your agency would like to host an RTAP or NEST class, please contact Molly Buffington at [buffington@cutr.usf.edu](mailto:buffington@cutr.usf.edu) for further information. To attend a training session, visit the CUTR website at [www.cutr.usf.edu](http://www.cutr.usf.edu), Upcoming Training & Events.

### RTAP ADVISORY COMMITTEE MEMBERS

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