

# RTAP

## BULLETIN

FLORIDA RURAL TRANSIT ASSISTANCE PROGRAM

FALL—VOL. 14, No. 3

3 SPOTLIGHT—CONNIE CONLEY

4 COMBINE FPTA-CTD ANNUAL WORKSHOP AND CONFERENCE

START TRAIN-THE-TRAINER

5 2016-2017 UPCOMING EVENTS

RTAP LISTSERV

## Preventative Maintenance Planning, Training and Technical Assistance

Another resource provided through the Florida Department of Transportation

Office of Freight Logistics and Passenger Operations is the Preventative Maintenance Planning, Training and Technical Assistance (PrMPT) program that was created as a joint effort between the Florida Department of Transportation and the Institute for Applied Business Research at Florida State University in the College of Business. The purpose of the PrMPT program is to provide maintenance oversight, maintenance technical assistance, training and resources to Florida's transportation providers at NO COST to the agency.

Preventive maintenance is essential to maintaining a successful vehicle fleet. Preventive maintenance includes inspections and repairs made to a vehicle before a breakdown occurs. By performing preventive maintenance inspections at timely mileage intervals, an agency can avoid foreseeable breakdowns and thereby reduce their number of in-service failures. With fewer breakdowns an agency will have fewer vehicles out of service and reduced maintenance costs due to expensive repairs. Through providing necessary recommendations and suggestions, the PrMPT program aims to help each participating agency reach these goals.

Once the agency has fully utilized the PrMPT program, their maintenance program will yield the following results:



• A clear, concise maintenance plan outlining the agency's current maintenance goals, procedures, and practices

- An organized vehicle filing system that contains daily inspections, preventive maintenance inspections, work orders, repair invoices and receipts
- A service agreement between the agency and the garage performing their inspections and repairs that details each party's responsibilities and expectations
- A schedule of preventive maintenance inspections in the A, B, C sequence that is being carried out at the appropriate mileage intervals
- Thorough, detailed daily pre-trip inspections performed by drivers and monitored by agency staff – these inspections should effectively identify defects and those defects should be repaired in a timely manner according to potential safety hazards to the public
- Road call data that is analyzed to show trends and identify goals that will enhance the agency's overall performance

The Paratransit Maintenance Consortium (PMC) plays a vital role in resolving maintenance-related issues and providing assistance and direction to agencies. The PMC facilitates the opportunity for transportation agencies that have in-house maintenance facilities to



address maintenance issues. Quarterly, PMC members are able to come together and discuss maintenance problems they have/are experiencing and seek resolution from peers and their experiences. The FDOT also participates in these meetings to stay abreast, offer resolution, and assist with existing and potential maintenance issues.

Please contact the Preventative Maintenance Planning, Training and Technical Assistance (PrMPT) program to see how your transit agency can take advantage of this FREE technical assistance.

## PrMPT Technical Assistance



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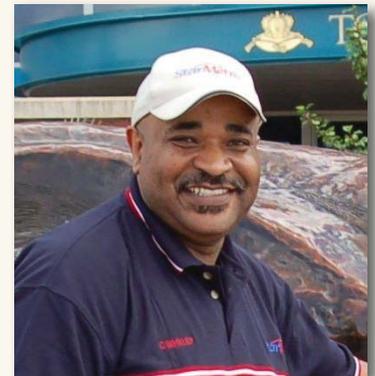
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### RTAP BULLETIN

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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.

Editor: Jay Goodwill Designer: Stephanie Lewis

## SPOTLIGHT—Connie Conley, Levy County Transit

Each SPOTLIGHT edition 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 Connie Conley, Levy County Transit .



**Name:** Connie Jelene Conley

**Title:** Transit Director

**Birthplace:** Plant City, Florida

**Professional History:**

1989-2003: 14 years General Manager for a privately owned Waste Company located in Levy County. Responsibilities included oversight of company, preparing and presenting bids and or proposals

to potential customers, municipality contracts, profitability, growth, and customer service and supervised 20 employees.

2003-Current: Levy County Board of County Commission (BOCC)/Levy County Transit became my new home for employment when I stepped out of the waste industry.

**Years Working with Current Agency:** In December 2016, I will have been employed with Levy BOCC for 13 years.

**Years Working in Transit Industry:** In December 2003, I accepted a job as a billing clerk here at Levy County Transit. During my tenure I have driven, scheduled, dispatched and provided employee training, which I still do. I moved into the Office Manger position in 2005. In 2006, I was moved into the position of Operations Manager and, in 2012, I became the Director.

**Biggest Surprise Working in Paratransit:** Low wages for drivers and lack of recognition for what they do.

**Biggest Challenge Working in Paratransit:** Hiring and maintaining good employees due to low wages, shift changes week to week and the responsibilities that go with being a Paratransit driver.

**Community Involvement:** Haven Hospice Community Advisory Board Member, Tri County Community Resource Center Advocate, Florida Public Transportation Association (FPTA) Board member and Community Transportation Association of America (CTAA) member.

**Biggest Benefit of Working in Paratransit:** Paratransit for us is like having a large family. The employees out on the road and in the office have a common bond to help those in need not just for transportation but for their overall welfare. Knowing that a difference has been made in someone's life by providing them transportation whether it is to a medical appointment or to visit a loved one in a nursing home .

**Personal Background:** I have been married for 35 years to the man I fell in love with when we were 14 years old. We have 3 wonderful children who have given us the gift of 10 grandchildren. I love to quilt by hand, when I can find the time. I have always loved to read and still read several books a week. However, on the weekends my favorite hobby is fishing with my husband.

**Childhood Ambition:** I wanted to be a hair stylist but never pursued this path.

**Inspiration:** Marilyn Dickson who battled bone cancer until the Lord took her home about 6 years ago. I met her when I hired her to be my secretary while working at the waste company back in 1991. She always had a smile and loved to laugh. During her battle with the cancer each time I saw her she would reminisce and tell stories of memories with my children and funny things that happened while working together. She did not want pity or for anyone to feel sorry for her. She wanted to live each and every day to the fullest for the time she had remaining. She was full of faith, giving to those in need, honest, caring, beautiful, and loved without boundaries. She provided wisdom each day that I will always remember and cherish.

**Favorite Book:** Bible

**Favorite Color:** Orange

**My Motto:** Due unto others as you would have done unto you. This has always been my way of thinking and I do my very best to live up to this on a daily basis.

Florida RTAP's  
Website Address  
[www.floridartap.org](http://www.floridartap.org)

## Combined FPTA-CTD Annual Training Workshop and Conference

**M**ake your plans to attend the second combined 2016 FPTA/CTD Annual Training Workshop and Conference with the Florida Public Transportation Association (FPTA) and the Commission for the Transportation Disadvantaged (CTD) in Jacksonville, Florida! Over 500 transportation professionals are expected to join the host transit property, Jacksonville Transit Authority (JTA) in downtown Jacksonville, Florida on December 11-14, 2016.

The 2016 event promises to be an interesting and enjoyable event with a substantial and diverse program including topics

for everyone in the industry, whether you provide fixed route or paratransit services. There will be sessions on planning, operations, maintenance, marketing, financial management and professional development.

Don't miss this great event where you can learn the latest in the Florida public transit industry, meet the industry vendors, and network with your peers.

For information on the event and to register, go to <https://fpta.memberclicks.net/annual-conference>.

## START Train-the-Trainer Scheduled for LeeTran—January 2017

**T**he Florida Department of Transportation's Florida Rural Transit Assistance Program (RTAP), administered by the Center for Urban Transportation Research (CUTR) will present the two-day National RTAP's START (Safety Training and Rural Transit) Train-the-Trainer Workshop, January 18-19, 2017 at the LeeTran facility in Fort Myers, Florida.

The provision of transit services in a safe, secure, and customer-oriented manner demands that bus and van operators (drivers) are well trained and knowledgeable about the equipment they operate, the conditions under which they drive, and the passengers they serve. The National RTAP developed START course guidebook as a training tool to help guide operators in these three very important areas of knowledge and skill. This course provided a guide for trainers on how to effectively use the START materials when training transit drivers.

The START program has been designed to train new and veteran trainers and drivers in community transit safety and security. The three unit modules that were taught include: Vehicle Safety, Driver Safety, and Passenger Safety.

By the end of this course participants will be provided the oversight and training materials to instruct their bus operators on how to:

- conduct a pre-trip inspection to ensure that their vehicle does not have an obvious safety deficiency
- operate the vehicle using industry best-practices in safety and security
- safely load and unload ambulatory and non-ambulatory passengers
- utilize industry best-practices for managing on-board incidents

In addition to the START materials, participants will also be exposed to two other CUTR operator training aids – the Curbing Transit Operator Distracted Driving video and the Disability Etiquette for Transit Operators computer-based training (CBT).

For information on the Florida RTAP program and the professional development opportunities available for Florida rural transit agencies, contact Florida RTAP Project Manager Jay Goodwill at [jaygoodwill@cutr.usf.edu](mailto:jaygoodwill@cutr.usf.edu).

### Save the Dates

April 28–29, 2017 | Daytona Beach, FL

2017 Florida Triple Crown  
Bus Roadeo

June 5–7, 2017 | Tampa, FL

2017 FPTA/FDOT/CUTR Professional  
Development Workshop and Florida  
Transit Safety and Operations Summit

## 2016 & 2017 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 the 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 Lisa Staes at [staes@cutr.usf.edu](mailto:staes@cutr.usf.edu).

### How to Perform a Bus Collision Investigation – A Short Course

- October 25-26, 2016—Bartow, FL
- November 1-2, 2016—Vero Beach, FL
- November 15-16, 2016—Ft. Myers, FL

### November 8-9, 2016

Transit Dispatch and Supervisor Training—Miami, FL

### November 14-18, 2016

Transit Bus System Safety (FT00533)—Miami, FL

### December 7-9, 2016

SMS Principles for Transit (FT00564)<sup>1</sup>—Tampa, FL

### December 11-14, 2016

Combined FPTA-CTD Annual Conference—Jacksonville, FL

### January 18-19, 2017

START (Safety Training and Rural Transit) Train-the-Trainer Workshop—Ft Myers, FL

### April 28–29, 2017

2017 Florida Triple Crown Bus Roadeo—Daytona Beach, FL

### June 5–7, 2017

2017 FPTA/FDOT/CUTR Professional Development Workshop and Florida Transit Safety and Operations Summit—Tampa, FL

<sup>1</sup> Register directly with the Transportation Safety Institute (TSI). Fees: \$110 apply when registering.

## RTAP Listserv – Your Email Information Portal

**S**ometimes the answers can't be easily found in a book, report, or a website. The RTAP Center has developed this email listserv for transportation professionals to ask each other questions and gather information about various aspects of rural transit.

### Listserv Purpose

The purpose of this listserv is to provide an open forum for the posting and discussion of news and information relating to rural transit services. That means nearly **anything** rural transit related is fair game.

Think of this listserv as an automatic e-mail distribution system. Anyone may send a message to the "listserv" and it will be automatically distributed via e-mail to everyone who is subscribed. Other listservs managed by CUTR have found this to be an excel-

lent tool for quickly identifying current practices and procedures used by other systems (e.g., looking for sample schedules), announcing events (e.g., Florida Paratransit Roadeo) or simply comparing notes (e.g., how do you deal with driver training?).

This listserv is open to all rural transit systems. Rural transit systems face many of the same problems and Florida systems will benefit by sharing with their colleagues in other states.

### Sign-Up Today

**There is no charge for this service.** Your information is never sold or shared with commercial vendors. No one except for the list administrator will be able to obtain a list of the members. Visit [http://lists.cutr.usf.edu/read/all\\_forums/subscribe?name=rtap](http://lists.cutr.usf.edu/read/all_forums/subscribe?name=rtap) to register. Don't Delay – Sign Up Today!