

Nebraska Transit Trends

October 2005



Left to right: Bobbie Lechner, 2nd place van winner presenting the NATP traveling trophy to driver of the year van winner, Carol Graham. Carol's score was 929 points from a possible 1000. Both drivers are from the Blue Rivers AAA transit system.



Left to right: Barbara Hull, Hall County Public Transit winner of the small bus division. Ardis Niederklein, 2nd place, from the Saline County Area Transit.



Pictured are the van drivers who competed at the recent NATP Roadeo.



Pictured are the small bus drivers who competed at the recent NATP Roadeo. Not pictured is Rhonda Keller.



Pictured Georgia Janssen presenting Director, Barb Graham with an engraved clock for her 25th anniversary as transit manager. The community Center of Hamilton county recently celebrates their 30th Anniversary.

Calendar of Events 2006

March	Legislative Day
April	6 Driver's Training held across the state
June 3 & 4	CTAA National Roadeo - Orlando
June 4-9	CTAA EXPO & Tradeshow - Orlando
June 20-21	NATP Managers' Workshop - Columbus
Sept. 19 & 20	NATP Driver Training - 14th Annual Roadeo
Oct. 22-25	TRB Rural and Intercity Conference - Stevenson Washington held at the Skamania Lodge

NATP's Newest Member

Welcome Osmond General Hospital Public Transit, our 62nd transit system!

The Osmond General Hospital introduced a new service to the residents of Osmond and the surrounding communities in October 2002. Services are available Monday through Friday, from 8 a.m. to 5 p.m. However other times may be scheduled by appointment. Nancy Bessmer, van coordinator at the Osmond General Hospital is in charge of the transit system scheduling.

The van was originally purchased by the hospital with grant monies from the Nebraska Department of Roads. The process took about 18 months from application to the delivery of the van. The vehicle is equipped with a wheelchair lift which makes it possible to accommodate all passengers. The Osmond General Hospital logo and the slogan "Let us take you where you need to go" are proudly displayed.

The drivers, Charles Pfanstiel and Richard Schmit, are the original drivers hired to transport passengers to and from Osmond, Coleridge, Belden, Randolph, Wausa, Pierce, Plainview, Bloomfield, Wayne and Norfolk. The drivers do a fantastic job of making sure the passengers reach their destination at the correct time and assisting each passenger personally. A cell phone is provided.

In the last year, the van has transported approximately 500 people to medical appointments, shopping, and other social outings. An average of 1800 miles are traveled per month. A nominal fee is charged for the use of the van.

The Osmond General Hospital van is a wonderful service to the community and surrounding area. It is a convenient and economical way to travel.

Nancy Bessmer
Van Coordinator
Osmond General Hospital



Nancy Bessmer, Coordinator for the Osmond Public Transit, with drivers Charles Pfanstiel and Richard Schmit.

2005 NATP Roadeo Winners

The 13th Annual Nebraska Association of Transportation Providers Van & Small Bus Roadeo was held September 21, at the UNK Safety Center in Kearney. Nineteen contestants from across the state competed for an all expense paid scholarship to compete at National CTA Roadeo in Orlando, Florida, June 3 & 4m 2006,

Driver of the year was awarded to Carol Graham, Blue Rivers AAA; (Van division) and Bobbi Lechner, Blue Rivers AAA, can 2nd place. In the small bus division, Barb Hull, Hall County Transit, 1st and Ardis Niederklein, Saline County Area Transit 2nd. All four of these drivers won an engraved item, cash award and will compete in Orlando.

NATP and the Roadeo Committee would like to thank the many volunteer judges (NDOR personnel, System Managers, and Drivers, spouse and friends). The annual Roadeo event would not be the success it is without the volunteers. Thank You!

At the conclusion of the event, a tour was held at the Trails and Rails Museum. An awards luncheon was held at the Holiday Inn with fifty in attendance. "Special" awards were given to the drivers by the Roadeo Committee. Korena Waltz was presented with an award for her perfect score and the best time in the wheel chair securement event.

Next year the NATP Roadeo event will be held September 20, 2005 in Kearney. Mark the date on your calendar now!

"Whatever you fear most has no power - it is your fear that has the power."

~Oprah

From Georgia's Deks!

Thanks to all that participated in the 13th Annual Roadeo, drivers, DOR personnel, managers, and spouses. Thank



you volunteers! There wouldn't be a Roadeo if not for YOU! Special thanks are extended to Fillmore County Transit, Phelps County Transit, and Webster County Transportation for the use of their vehicles. The NATP Roadeo committee did a super job! If you missed this years Roadeo, plan to attend the 2006 event. Always a learning, fun event.

Thirty two drivers received "Safe Driving" patches at the September driver's training luncheon. To be eligible for this award, they were accident free for twelve months. We have great drivers! Nice going.

The Norfolk Public Transit System began their expended weekend service. Congratulations! Managers play a crucial role in developing their systems. I hope more of our city/county transit systems will offer (if it is not now available) this service to their communities in the near future.

This fall weather has just been unbelievable. With the increase of gas and operating costs, more people than ever are dialing for transit. Keep up the terrific job of providing the essential services of public transit. Public transportation is a vital part of your community.

The greatest thing in the world is not so much where you stand, as in what direction you are moving.

~Oliver Wendell Holmes

USE IT OR LOSE IT - EVERYDAY MAINTENANCE

By now, you all are expected to have in place and practice a Vehicle Preventative Maintenance Program. Incorporated in that program should be preventative maintenance for the wheelchair lift.

Some things to remember:

As a part of your driver's daily pre-trip inspection of the vehicle, it is important to cycle the wheelchair lift. This assures the driver that the lift is in operating order and it is good for the life of the hydraulic seals.

It is a good practice to review the manufacturers maintenance schedule for the type of lift you have to ensure that routine maintenance occurs. It is also important that the lift inspection at the proper intervals by an authorized technician. This will extend the life of your lift and it's reliability.

A manual for your lift should have accompanied the vehicle when it was delivered. If you need information regarding your lift, try searching the internet by brand of lift. The companies can provide you with the information you need for proper maintenance and an authorized dealer in your area.

Wayne Masek
NDOR Transportation Planner

**“Don’t call it failure.
Call it an education.”**
~ **Thomas Edison**



Wayne Masek, DOR Transportation, teaching the proper technique to opening the escape hatch to driver Sharon Brown, Hitch & Hay Public Transit.



**“It’s not what you tell your team that counts.
It’s what they hear.”**
~ **Ben Franklin**



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UNDERSTANDING THE PASSENGER

Customer relations is an important part of the transportation operation. In fact, satisfied passengers are crucial to the success of the transportation operation. AND, whether or not they come back depends on how well they are satisfied!!

Quality customer service is learned -- no inherited. And, in order to provide quality customer service, the transportation operation team members must understand the needs of the passengers. The transportation operation team members must recognize that every passenger is an individual, and needs to be treated in a courteous and respectful manner.

IDENTIFY THE NEEDS OF THE PASSENGERS



It is very important that every member of the transportation operation understand what the basic needs of the passengers are. These basic needs will affect the way the passenger interacts with the transportation team members.

What exactly do your passengers need?

1. Need to feel welcome -- Is the telephone answered quickly? Is the passenger transferred from person to person. Is the passenger put on hold for long periods of time? Is the passenger greeted politely by the drivers?
2. Need for timely service -- Does the vehicle arrive for the passenger on time? Are the telephones answered promptly?
3. Need for orderly service -- Is the reservations prepared when the passenger calls in to schedule a trip? Is the driver prepared to assist the passenger into the vehicle?
4. Need to be understood -- Are the reservationists and drivers empathic to the speech, vision and hearing impaired passengers.

5. Need to receive help or assistance -- Do the drivers provide the passengers with the service they are entitled to: Assistance into the vehicle...assistance with packages?
6. Need to feel important -- Does the transportation operation allow for special circumstances: such as same day service if a trip can be fit into the schedule?
7. Need to be appreciated -- Do the reservationists thank the passengers for scheduling the ride? Do the drivers thank the passengers for using the program?
8. Need to be recognized or remembered -- Do the reservationists and drivers address the passengers by name?
9. Need for respect -- Are passengers thanked if they register a complaint, or offer a suggestion?
10. Need to feel comfortable -- Is the transportation operation set up so that it is easy for a passenger to schedule and get a ride?

Look closely at the passenger's needs. What are they saying? What do they really want?

Fast Stress Relief



Sit in a comfortable position and take several long, deep breaths, inhaling and exhaling very s-l-o-w-l-y. With each breath, say to yourself "RELAX".



Stretch! Raise your arms above your head and interlace your fingers. Keeping your shoulders down, stretch upwards. Hold for 10 seconds. Repeat.

Take a walk, giving yourself time to observe the beauty around you.

Close your eyes and use all of your senses to imagine yourself in a quiet, peaceful scene.



Think positively about all the good things in your life.

Make stress management part of every day!
 Eat a well-balanced diet ... exercise regularly ... get enough sleep ... express your feelings ... prioritize your tasks ... look for the humor in life ... and take time to relax and have fun!