



Philo Shelton accepts the 2007 FTA Ridership Award for Black Hawk & Central City Tramway from FTA Administrator James S. Simpson.



Hope Bleeker accepts the award on behalf of the City of Durango Transit.

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2007 FTA Ridership Awards

Black Hawk & Central City Tramway (BHCCT) and City of Durango Transit earned the 2007 FTA Ridership Award. Only twelve agencies received the award.

The awards recognized transit providers who tried new approaches to boosting ridership between 2003 and 2005 agencies were to implement new strategies and measure the results. Techniques used were to be transferrable to other transit systems.

BHCCT nearly doubled its ridership from May 2004 to May 2005 by upgrading rolling stock; adding "real time" arrival information, bus wraps, signs, and brochures and merging service with Central City.

Durango Transit increased its ridership by 25.6 percent from June 2004 to June 2005. The agency improved routes, introduced a new logo, signage, and paint scheme and added biodiesel buses to the fleet.

CDOT Appoints New Transit Manager

CDOT is pleased to announce the appointment of Eric Ellis as its transit unit manager. Eric will return to the transit unit effective June 15.

Eric has been with CDOT since April 2002. He spent his first four years working in the transit unit as the Grants Coordinator. He then transferred to CDOT's Region 6 office, which encompasses the Denver metro area. He has served as the region's long range planner. He updated the Denver Regional Council of Government's 2030 Metro Vision Regional Transportation Plan, processed TIP and STIP amendments, worked on a \$1 million FHWA grant and helped coordinate the region's "bike to work day" activities.

Eric says, "My goal as the unit manager is to offer rural transit providers the highest customer service possible. I look forward to partnering with the state's transit providers, CASTA and

FTA. By working collaboratively, we can improve upon the transit community's strong tradition of providing cost-effective, efficient and environmentally sound modal choices for both residents and visitors of Colorado."



Eric graduated with a BA in Government from Lawrence University and received his MA in regional planning from State University of New York (SUNY) at Albany. He is a certified planner by the American Institute of Certified Planners (AICP). He and his wife Deidre have two sons and live in the southeastern suburbs of Denver.

Tom Mauser

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From the President, Larry Worth

Halfway through my term as CASTA president, I find that we have much to be proud of this year.

2006 Legislative Session

CASTA had an incredibly successful year at the State Capitol, including:

- Senate Bill 1: Since the passage of Referendum C, the state budget has been allowed to grow by 6% this year. The increased revenue has gone into Senate Bill 97-1 (SB 1) for transportation 10% of which is allotted for transit. SB1 is projected to receive \$230 million for 2007-2008. The 18 transit projects selected by CDOT are on track for funding and delivery.

- Medicaid Funding: Representative **Bernie Buescher** was instrumental in getting an additional \$2 million in the state budget for non-emergency Medicaid transportation, for a total of over \$7.8 million.

- Older Coloradoans Cash Fund: HB 1324 authorizes the state to spend \$40,000 of the \$170,000 in accumulated interest in FY 2006-07 to capture about \$680,000 in federal matching funds. An additional \$40,000 will be spent in FY 2007-08 for the same purpose.

Another bill, HB1100, increases funding from \$3 million to \$5 million beginning in FY2007-08 from receipts collected.

The Older Coloradans Program funds community-based services for persons 65 years of age or older, enabling seniors to live in their own

homes. Services include home-delivered meals, transportation, help with legal matters, elder abuse prevention, outreach and referral. Many counties choose to allocate funding to transit.

- Regional Transportation

Authorities: HB1190 limits the amount of sales or use tax levied by a regional transportation authority that the Department of Revenue may retain for its costs, allowing RTAs to retain a higher amount of the tax collected within their boundaries. Thanks to Dan Blankenship and Hank Braaksma for testifying.

Estimated revenue increases:

- Gunnison Valley - \$11,168 (07-08), \$22,403 (08-09)
- Roaring Fork - \$ 25,960 (07-08), \$52,075 (08-09)
- Pikes Peak - \$129,872 (07-08), \$260,522 (08-09)

Other State department meetings

CASTA Executive Director Elena Wilken met with Joan Hennebery, Executive Director of Health Care Policy and Finance and her staff to plan for future discussions on the rules and policies of the Non-Emergency Medicaid Transportation (NEMT) program.

We hope to pursue similar meetings with Russell George, Executive Director of the Colorado Department of Transportation, on

Continued on the next page.



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transit and inter-modal transportation policy; with the Department of Public Safety staff about bus driver record keeping policies and with the Department of Revenue staff regarding CDL licensing issues.

Changes to the CASTA Bylaws

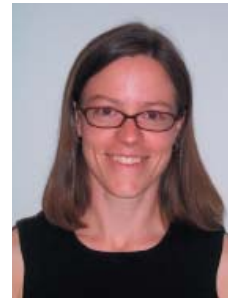
The CASTA Board of Directors will forward amendments to the Bylaws for membership approval at the CASTA annual business meeting, scheduled for Thursday, September 13 in Breckenridge at the CASTA/CDOT Fall Conference. Changes include clarification of the officer election process and staff guidance on contract approval. Please review the changes when you receive them by mail in August.

CASTA Board Nominations

This summer you will also receive the call for nominations for the CASTA board of directors; I strongly urge you to consider applying. As a member of the board of directors, you engage in state-wide transit issues, set policy for the association and interact with fellow transit providers. The board of directors elections will take place at the CASTA business meeting mentioned above. The board meets four times a year, and members may be asked to serve on committees. Please call me or any of the other current board members if you have questions.

CASTA Welcomes New Program Manager

Molly Piester recently joined the CASTA staff as Program Manager. She comes to the organization with several years of experience in multi-faceted program management and community outreach. She has worked for the YMCA as director of numerous community program centers and camps, administered grants and financial accounts for Mile High Youth Corps, and helped perform research and program evaluations for TriWest Group. She also recently earned a certificate in nonprofit program development from Regis University.



Molly is deeply committed to serving the communities of Colorado and looks forward to supporting the success of transit across the state.

TRB List of 2006 Publications

The following were published in 2006 by the Transportation Research Board (TRB):

- Alternative Bus and Truck Inspection Strategies
- Bus Transit Service in Land Development Planning
- Bus Use of Shoulders
- Commuting in America III: The National Report on Commuting Patterns and Trends, 2006
- Cost-Benefit Analysis of Proving Non-Emergency Medical Transportation
- Elements Needed to Create High-Ridership Transit Systems: Interim Guidebook
- Estimating the Impacts of the Aging Population on Transit Ridership
- Fixed Route Transit Ridership Forecasting and Service Planning Methods
- Linking Transportation and Land Use: A Peer Exchange
- Methods of Rider Communication
- Transit Agency Participation in Medicaid Transportation Programs
- Transportation Security, Volume 7: System Security Awareness for Transportation Employees (CD-ROM)
- Transportation Security, Volume 9: Guidelines for Transportation Emergency Training Exercises
- Using Archived AVL-APC Data to Improve Transit Performance and Management
- Web-Based Survey Techniques

To order a copy of these or any other TRB publications, please call the CASTA office at 303-839-5197 or visit the TRB website at www.TRB.org.

Announcing

CASTA's new look on the world wide web.

Visit www.coloradotransit.com

More resources that are easier to find!

Overcoming “Overwhelm” by Marcia Pessemier

In today’s face paced and ever changing transportation world, we all wear many hats whether we are a transit provider, vendor or government agency. We can be both competent and confident in our jobs, and yet still feel overwhelmed.

From management, to mobility, from maintenance to inspection, from safety to security, each of us is dedicated to the development, operation and enhancement of transportation. It can be a daunting task to keep up with all the changes our daily roles demand from us.

After some research and focus groups, I have found five terrific tools to help with “the overwhelm” we often experience.

1. The Table-Top Filing System:

For everyday paper work place a graduated wire file holder that holds only 7 files. All are action files and everything that comes over your desk in a day can fit into one of the folders to make work time more effective and efficient. The files are named: To Do, To Hold (waiting on response), To Bill, To Pay, Personal (thank you notes, social invitations, directions, etc.), To File and To Read. The “To Read” file goes with you everywhere. Did you know that statistics show that 80% of papers filed in the traditional filing system are out of date by the time you retrieve them, or are never referred to again?

2. Filing by Project:

This filing system is for major, ongoing and more complicated projects with many parts and pieces. File everything about one project together. Use a three-ring notebook with dividers; wire baskets with labeled ends; or

use traditional file folders. Try using file folders that are separated by color, with one color for each major project.

3. The Empty Drawer:

If you value an uncluttered work space, or would like a clean desk, all you have to do is keep one drawer empty in your desk. I prefer the top drawer to the left of my desk. At the end of each work day, prioritize all the files, lists, articles, etc. on your desk and place the most important on the top. Then set this prioritized stack in the empty drawer. That way, your desk is clean when you leave, clean when you arrive the next day and your work is organized in order of importance.

4. Email Strategies:

Email can interrupt our productivity and focus. One way to eliminate this problem is to turn off the signal that alerts you each time an email comes in. Take charge of your time and pick one, two or three times a day to check emails. Checking emails first thing in the morning can alert you to changes for the day, help you update priority tasks and read responses from emails sent the day before. Checking emails at mid-day, and again at the end of the day can catch you up on the happenings of the day.

5. Your Calendar:

Research indicates that 50% of us prefer hands-on paper calendars,



while 50% prefer electronic devices. Find what works best for you and stick to that. It is advised to keep only one calendar and avoid the sticky note problem. One calendar keeps all vital information in one place for ease of retrieval, increasing productivity and decreasing wasted time looking for information in many places.

With information doubling every 6 months, finding ways to “overcome overwhelm” is becoming more and more crucial. These five strategies can help reduce stress, find information more easily and become even more productive in our work.

© Marcia Pessemier, Centennial, CO. Marcia is the owner of Limelight Presentations, LLC where she helps professionals “shine in the limelight” through coaching, training and motivating those who are competent, confident and yet overwhelmed. Marcia may be reached at 303/794-6760 or www.limelightpresentations.com. This article originally appeared in Business Altitude, the quarterly magazine of the Denver Metro Chamber of Commerce.

Google Transit in Colorado

Google recently unveiled their new Transit Trip Planner. This is part of Google Maps and allows users to plan a transit trip. Transit agencies that participate have their routes and stops noted on Google Maps.

The intention of Google Transit is not to replace the trip planners many agencies have on their websites, but to encourage the transit option for a whole new set of consumers. The Google folks suggest that if someone who doesn't normally use transit sees that there is a bus route that is conveniently noted on their Google map he or she may consider taking transit.

There are only ten agencies in the US that have uploaded their information. We would like Colorado to be

the first state to upload all the information available on transit agencies with fixed route service.

As part of this effort CASTA staff will be encouraging Governor Ritter to acknowledge the accomplishment by declaring a "State Transit Day." We will also work on getting buy in from various elected officials and provide press kits with press releases for agencies to use to make a splash in their community.

Next we plan to take the momentum gained by the Google Transit project and use it to carry us into a full-fledged state-wide Try Transit

Day/Week in the Fall of 2008.

A number of people sat in on a Google Transit Webinar during the spring conference to get a better feel for what's involved in the process. If your agency is interested in participating, visit the CASTA website and click on the Google Transit CASTA Program. There you will find links to more information about Google Transit.

Ann Rajewski



Summer Training Opportunities

Fundamentals of Bus Collision Investigation (TSI); Colorado Springs, CO; July 23-27, 2007

Includes basic investigation tools and techniques relating to data collection, on-scene evidence documentation, damage and debris observation, evidence analysis, witness interview techniques, computation of simple speed estimates and report writing. This course requires working knowledge of basic high school algebra and involves homework assignments.

Vehicle Maintenance Management and Inspection (VMMI); Glenwood Springs, CO; August 15-17, 2007

The Community Transportation Association of America (CTAA) offers this unique training and certification program for maintenance managers and staff. Designed to

improve the maintenance oversight of fleets of smaller transit vehicles (those less than 25 feet long). Based on an established maintenance training curriculum developed by Halsey King and applied to countless vehicle fleets nationwide.

Defensive Driving

CASTA is seeking a host agency for a Defensive Driving Train-the-Trainer session this summer or fall. Please call the CASTA offices if you are interested in this opportunity.

For more information, or to register for a course, visit our website at www.coloradotransit.com or contact: Molly Piester, CASTA Program Manager at molly@coloradotransit.com or (303) 839-5197.

Post Conference Resources Web Page

Missed the conference or just want more information?

- Win-Win Marketing Partnerships Workbook
- Transit to the Rescue Luncheon Presentation
- Google Transit Links
- APTA Brief on the Charter Bus Rule

All this and more can be found on:

www.coloradotransit.com

Click on "Conferences" on the upper bar and then "Post Conference Links."



On Its Way: 2007 Transit Resource Directory!

The Colorado Department of Transportation (CDOT) and the staff of CASTA are excited to announce the completion of the 2007 edition of the Colorado Transit Resource Directory. This joint publication by CDOT, the Federal Transit Administration (FTA), and CASTA compiles information related to transit in Colorado and includes contact information for local transportation officials, profiles of Colorado's transit providers, definitions of acronyms and terms commonly used in the transit industry, and information about who funds and provides transit in the state. The directory is intended as a handy reference for persons in the transit industry who need information concerning transit in Colorado.

Each transit agency in Colorado will receive a minimum of two paper copies of the directory. Agencies should contact CASTA to request additional copies. However, a searchable, electronic version will also be hosted on the CASTA website, www.coloradotransit.com.

Dan Kayser

Secret Shopper Pilot Funded by RTAP Grant

Thanks to great advocates on the RTAP committee, the Secret Shopper pilot program has been funded by this year's RTAP grant.

The program is simple. Agency A sends a CDL certified supervisor/manager to be a Secret Shopper for Agency B. The host agency provides the Shopper an itinerary and evaluation forms for each driver.

Unbeknownst to the drivers, the Shopper rides along, evaluating their performances. The Shopper submits the evaluation forms to the host agency. In return, Agency B sends a qualified representative to Agency A and repeats the process.

Supervisors at each agency review the findings with the drivers and include the information to their employee files.

The RTAP pays some of the travel costs for the Secret Shoppers. Staff time is not reimbursed.

A sample evaluation form used by Summit Stage can be found on the CASTA website on the RTAP Program page. Steve Sterling of Summit Stage

and his staff developed the evaluation form using CDL requirements so that everyone who participates has the same expectations.

Many agencies in Colorado have already participated in the Secret Shopper program with good results. One of the keys to the program's success is having drivers assessed by someone who knows and understands the requirements of CDL certifications. Participating supervisors noted that once the drivers understood that they were assessed by someone who had a CDL license, they were much more willing to take the observations seriously.

Agencies desiring to participate may approach other agencies directly or call the CASTA office for recommendations.

To obtain reimbursement for this program the Secret Shopper should fill out and submit the RTAP Secret Shopper Reimbursement Form found on the CASTA website. For more information call the CASTA offices at (303) 839-5197.

Governor Ritter's Transportation Finance and Implementation Panel

Governor Ritter has established a blue ribbon panel to explore funding and implementation options for Colorado's transportation system. The panel kicked off its work on April 5, when nearly 600 people gathered for the "Bridges to the 21st Century" statewide transportation summit. The panel then held its first official meeting on April 19. It will continue meeting throughout the year before reporting back to Gov. Ritter at the end of 2007.

It is critical that transit receives significant attention from the panel members. Please consider attending the meeting in your region, and providing information on your transit system during the public comment period.

Upcoming Meeting Dates and Locations:

- June 29, 9 a.m., Meeker, Fairfield Center, 200 Main Street
- July 12, 9 a.m., Pueblo, Pueblo Convention Center
- July 31, Akron, Washington County Events Center
- Aug. 23, Central Mountains
- Sept. 13, Durango
- Oct. 4, Metro area/Front Range
- Oct. 25, Metro area/Front Range
- Nov. 15, Metro area/Front Range

For more information visit www.colorado.gov/governor and click on the Blue Ribbon Transportation Panel item.



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These positions require at least an undergraduate degree and five years of directly related “**public transit**” management experience. Willingness to relocate may be a requirement for some positions. Relocation packages are available.

We offer competitive a compensation package, and the prestige of working for a preeminent transit enterprise committed to safety, efficiency, ethical and professional conduct. Expressions of interest will be held in strict confidence. Please telephone, or send your resume and letter of interest to:

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National Recruiting Manager
First Transit, Inc.
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Cincinnati, OH 45202-5755
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Cell – 910.431.1407
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bob.kingsbury@firstgroupamerica.com

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CASTA Seeks Nominations for 2007-2008 Board of Directors

The CASTA Board of Directors nominating committee is accepting letters of application for the director positions that are becoming vacant this fall. Nominees will be voted on by the membership at the CASTA annual business meeting scheduled for Thursday, September 13, 2007 in Breckenridge, CO. The CASTA board seeks to represent both rural, urban and resort transit systems from the four quadrants of the state. Terms are for two years.

Serving on the CASTA board is a great way to become more involved with CASTA and its members. The board determines association policy and is responsible for the overall operation of the organization. Meetings are held quarterly.

Under CASTA bylaws, members of the Board of Directors must represent organizations that have been full CASTA members for at least one year. If you are interested in serving on the board, submit a letter of application to the chair of the nominating committee, George Krawzoff, no later than July 15, 2007 via email: gkrawzoff@steamboat-springs.net.

Current board members are:

- President, Larry Worth, NECALG, term ends Fall 2008
- Vice President, Sherry Ellebracht, RTD – Denver, term ends Fall 2008
- Secretary, Dan Blankenship, Roaring Fork Transportation Authority, term ends Fall 2007
- Treasurer, Rob Andresen, First Transit, term ends Fall 2008
- Past President, George Krawzoff, City of Steamboat Springs, term ends Fall 2007
- Director, Lenna Kottke, Special Transit, term ends Fall 2008
- Andrea Phillips, City of Colorado Springs, term ends Fall 2007
- Director, Vacancy, term ends Fall 2008
- Todd Hollenbeck, Mesa County MPO, term ends Fall 2007

Protecting Your Post-Accident Assets

Who protects your assets after an accident?

The responsibility often falls to the maintenance department, who are ill-trained for such a situation. Halsey King, well-respected maintenance trainer and expert witness in state and federal cases involving bus accidents, is traveling around the country making presentations based on his work with maintenance departments and the legal system.

Halsey explains, "As an expert witness I have noticed a move by the courts to reach into the maintenance departments to get testimonies from the technicians. Employees have been known to use critical parts as spare parts for other buses, allow visitors to remove parts, and otherwise compromise vital evidence for trials. They can literally make or break the case for the agency, and yet there is very little training regarding appropriate procedures."

Halsey has developed training for maintenance personnel to provide critical information on:

- Whom you should allow to have access to the vehicle and why
- Analytical aspects to post accident and fire buses and who performs these tests
- When to document with photos
- Gaining authority to repair the bus
- Practical ways to benefit from the post-accident vehicles after it has been released.

Halsey King will be returning to Colorado **August 15-17, 2007** for the Vehicle Maintenance Management and Inspection (VMMI) training in Glenwood Springs.

CASTA/CDOT Fall Transit Conference and Vendor EXPO

September 11-14, 2007

Breckenridge, CO

- Valuable sessions on human resources, ADA policies, transit facility planning and design, procurement and much more!
- CDOT Grantees workshop!
- Vendor show with new and effective products for your services!
- The Annual CASTA Awards dinner

Watch your mailbox In July for conference brochures and registration material.

Transit Moves

Hope Bleecker, former director of Transit Services for the city of Durango, resigned her position this month for personal reasons. She will be spending the summer on her farm in North Carolina. We will sorely miss Hope's intelligence, good will and enthusiasm!

Terry Rosapep

was recently appointed Acting Regional Administrator for Region 8, providing executive direction to a multidisciplinary staff



which delivers FTA's planning, operating, and capital programs in the States of Colorado, Montana, North Dakota, South Dakota, Utah and Wyoming.

Terry has worked for the FTA for five years. Prior to joining FTA, Terry served as Director of Transportation Planning with the city and county of Denver. In that position his office initiated the city's transit station area development program; established public/private transportation management associations in key activity centers; substantially influenced the incorporation of alternative modes into the redevelopment plans for Stapleton Airport, Lowry Air Force Base, and the Central Platte Valley and conducted the initial feasibility studies for Union Station and the Airport/East Corridor rail service, now part of RTD's FasTrack program.

Eva Vietch recently took over the operations of the Montrose County Senior Transportation. The organization provides transportation

for the seniors in the region, and is considering providing other types of public transportation.

Valdon Lewis is the new transportation director for Grand Valley Transit, now operated by Laidlaw. Valdon comes to Colorado via California. Their loss!

The City of Greeley Transit Services Division received a perfect score on the Federal Transit Administration Triennial Review. Only one agency in FTA Region VIII (CO, MT, ND, SD, UT & WY) received a perfect score in the last triennial review.

Congratulations to Julie Lorton, Tena Mose, Brooke Peterson, Adela Gain, Steven Van Asselt, Eric Rupp, Joe Shelor, Stacey Aurzada, Steve Bagley, Doug Clark, Vicky McLane (NFRMPO), Dale Lyman and Officer Mark Fogue for their good work and great support in their areas of expertise.

Kudos also to Tom Russell, John Hoffman, Tammi Anderson, Marci Bailey and all of the equipment maintenance mechanics.

Brad Patterson, John Lee, Lori Bernal, Carrie Giggy and Brad Bauer provided leadership, dedication, organization and effort.

Tips for Working with People with Disabilities

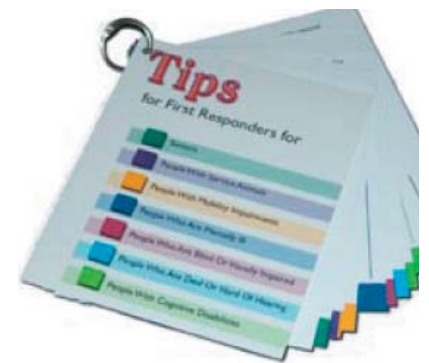
Some disabilities are obvious. Others, including some cognitive disabilities, mental illness or multiple chemical sensitivities, are difficult or impossible to detect.

This quick-reference guide contains quick, easy-to-use procedures for assisting persons with disabilities. It can be used either during emergencies or routine encounters.

Situations include:

- People with Service Animals
- People with Mobility Impairments
- People with Autism
- People who are deaf or hard of hearing
- People who are blind or visually impaired
- People with cognitive disabilities
- People with chemical sensitivities

For the full brochure, please visit the website at: http://cdd.unm.edu/products/tips_web020205.pdf.



Upcoming Events

FTA Real Estate Requirements

June 12-13, 2007

Sponsor: NTI

Location: Denver, CO

The Mobility Management Conference

June 21-22, 2007

Sponsor: CTAA

Location: Reno, NV

The Tribal Transit Conference

June 21-22, 2007

Sponsor: CTAA

Location: Reno, NV

Fundamentals of Bus Collision

Investigation

July 23-27, 2007

Sponsor: TSI/CASTA

Location: Colorado Springs , CO

Vehicle Maintenance Management and Inspection (VMMI)

August 15-17, 2007

Sponsor: CTAA/CASTA

Location: Glenwood Springs , CO

Association of Travel Instruction

Education Conference

August 17-19, 2007

Sponsor: NTI

Location: Reno, NV

CASTA/CDOT Fall Conference

and Vendor EXPO

September 11-14, 2007

Sponsor: CASTA/CDOT

Location: Breckenridge, CO

Visit www.coloradotransit.com and click on Training for more information on these events.