



# INDIANA DISPATCH

*A Newsletter for Indiana's  
Transportation Professionals*



Issue 1, 2014

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**EDITOR'S NOTE:** To ensure that  
this newsletter is relevant to your  
needs, we would appreciate your  
input. Please send us article sugges-  
tions, agency news, coordination ac-  
tivities, "best practices," etc.

Do you know of someone from  
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copy of this newsletter? Do you  
want to be removed from our  
mail list? Give us a call...

## RTAP ANNUAL REPORT

The RTAP staff is pleased to report a significant increase in training requests for 2013, providing 72 different training programs to 1,333 participants around the State of Indiana. This is an average increase of 17 trainings and 57 drivers over the previous three years. And, the training needs of Indiana's transportation providers show no signs of slowing down since more than 83 requests for 2014 training have been received so far; 98% of the requests are for Saturdays'. With only so many Saturdays available on the calendar, not all requests can be filled. At the time of this article, 63 total requests had been confirmed.

This trend clearly indicates a need to investigate avenues and methods for providing training programs and material in both the class room and alternate formats to ensure Indiana's transportation providers can continue to keep their drivers up to date with the most relevant information available. RTAP and INDOT will continue to discuss this during 2014.

RTAP updated material for several of the training modules in 2013 including the Passenger Assistance Techniques (PAT), Defensive Driving, and Emergency Procedures/Evacuation training programs. A Question and Answer document addressing changes in the ADA regulations was developed to assist drivers and systems in understanding the requirements; this document is available by contacting the RTAP offices.

In October 2012, systems were advised at the annual 5311 meeting of new Title VI requirements. RTAP staff, supported by RLS & Associates, Inc., responded by providing templates to assist Indiana's transportation providers with meeting those requirements. Individual Title VI Programs were required to be completed and submitted by all 5311 transit systems to the RTAP offices for review; this was completed in the first quarter of 2013, and compliant Title VI Program for all 5311 systems are now in place.

The Medical Qualification program continues to prove valuable in improving the health and safety of Indiana's transportation providers. The procurement process to continue this mandated program was again conducted by INCOST with support provided by the RTAP staff. Final negotiations were underway at the end of 2013 and the new program is expected to be in place by early 2014. For this year's program, the physical requirement will move from annual to bi-annual.

*continued on page 5*



INDIANA DEPARTMENT OF TRANSPORTATION  
*Driving Indiana's Economic Growth*

## NOT AGAIN @#%!\*

Once again the dreaded “mailing” has showed up in the mail box! Every year they send it. Roadeo... @%#! Seriously? As if I have time to deal with this. As if I have it in my budget to send anyone. As if I have enough staff to allow anyone to go. They don't need me, and my drivers don't care or don't know what they are missing anyway. I have more important things to be doing or worrying about, don't I?

If even one of the above statements is reflective of the thoughts that cross your mind when you hear the word Roadeo or receive the annual mailing, you are missing out, but more importantly, your drivers are missing out. How, you ask? Well, let's look at transportation in Indiana first and then the benefits of participating in the annual Indiana State Roadeo.

The fact is that many of the rural public transportation providers in Indiana are also social service agencies. And, in many cases, transportation typically falls under the “umbrella” of an organization's “other” services, although, for most of these agencies, without transportation, it would be unable to provide the majority of the services that were originally the foundation of that organization's existence. All of the services provided by these organizations, in particular the public transportation services, create a strong bond with the communities in which each organization is based. Even social service agencies that do not have a public transit component still provide, in the majority of cases, transportation services to their clientele, and serve a critical role within their communities.

With transportation being the valuable community asset that it is, it is important to invest in the drivers who put the rubber to the road, by providing training and other activities to boost morale. Cook outs and the occasional coffee and doughnuts are great, but not the punch line drivers often need.

Training is a great way to invest in drivers and, yes, the Roadeo IS training in addition to being a friendly competition among transit managers and drivers. And, consider these added benefits from participating in the Roadeo:

- Networking
- Morale Booster
- Motivational
- Bragging Rights



The Roadeo encompasses four events including a written test, pre-trip inspection, wheelchair securement, and a road course. Drivers of all skill levels are encouraged to compete and can benefit and increase their skill sets from each of the four different events. The written test reminds drivers of the rules of the road, serving as a refresher for most drivers, and is equally important for newer drivers.

The pre-trip inspection portion of the Roadeo requires the driver to identify four pre-set defects in a set amount of time. This encourages drivers to be attentive during their inspection and brings attention to detail and the importance of completing a thorough pre-trip inspection in a logical and systematic manner to avoid missing things. The wheelchair securement requires the driver to greet, board the passenger onto the vehicle and secure them using the four point securement system and three point occupant restraints in a set amount of time. This teaches drivers to be thorough and methodical in the use of their techniques with proper securement of passengers. In addition, communication with the passenger during the wheelchair securement process is emphasized as an important customer service element.

The road course requires drivers to complete ten obstacles in a set amount of time while providing a smooth ride and using proper signals for each simulated scenario. This helps drivers hone their skills maneuvering transit vehicles in tight situations and to maintain their patience while doing so. All of this, while at the same time remembering the rules of the road with use of proper signals and maintaining a smooth ride for passengers.

*continued on page 7*

## LOVING THIS WEATHER YET?

Many of us are wondering and wishing when this white and wet stuff is going to stop. Only time will tell, so for now you have to make sure that your drivers are being mindful of the securements. Securements, you may ask?

Yes, wheelchair securements. If you are not aware that a driver or drivers are not properly storing securements in the vehicles, you may find out the hard way, such as during a training, a compliance review, or impromptu meeting with an RTAP or INDOT representative. This is not recommended. Even drivers visiting from other agencies will quickly identify improperly stored and maintained equipment.

Removing the securements from the L-Tracks when not in use (and the results of not doing so) is stressed during RTAP trainings. In addition to the safety risk, there is a significant price tag attached to these securement systems and budget-minded transit managers should be well aware of the associated costs for both the initial purchase and replacement of these safety devices.

The aluminum track and the steel track fittings are two dissimilar metals. Once they touch, the corrosion process begins. Add the mix of snow, ice, and road salt that is tracked into the bus and it only speeds up the process. Once the corrosion process occurs, you are looking at the securement(s) "becoming one" with the L-track. A single securement is roughly around \$85, so for 8 securements (8 per bus, if the bay area is equipped to secure 2 wheelchairs) your agency would be looking to spend \$680 that

could be very easily avoided. And, don't forget to add in the cost of labor to tear out the old and reinstall new, which will vary from vehicle to vehicle, based upon each unique configuration. The corrosion could reach the point where the securement itself would no longer fit properly into the track, allowing the securement to loosen, resulting in a potentially dangerous situation. All in all, a very expensive lesson.



The best practice is to stow the securements in the mounted bag on the vehicle wall or stow the securements in the bag they came in. It is of the utmost importance that you stress to your drivers the implications of leaving the securements in the floor, especially during the wintery conditions that we are now encountering. Then, perform spot inspections to determine if the equipment is being properly stored, and address issues of non-compliance whenever they are identified.

Take proper steps in taking care of the securements and you will not only extend their useful life, but ensure the safe transport of your passengers.

If you have any questions or need further information, contact the RTAP staff at (800)709-9981.

## DOES MY ORGANIZATION NEED AN AUDIT?

While the question is simple, the answer might not always be. There may be several reasons a nonprofit organization should have an audit, but usually nonprofits have audits because of requirements from grantors, regulators or other third parties. The following are reasons your nonprofit organization may need an audit:

- **Grantors/Donors** – As more nonprofit organizations increase their fundraising efforts, they often seek grants from various foundations and public/private sector agencies. These agencies may require that audited financial statements accompany the grant application. These grantors want to make sure that their money is going to legitimate, financially stable organizations that have reasonable controls in place to ensure the grant money will be spent for the purpose requested. These grantors may also request a copy of a "management" letter that may be the by-product of the audit and addresses control or operational deficiencies and related recommendations to address these deficiencies.
- **Federal, state, and local government agencies** – Some nonprofit organizations receive grants or other awards from government agencies under agreements that require the recipient organization to have an organization-wide audit. Nonprofits that expend more than \$500,000 during their fiscal year in federal awards are required to undergo a "Single Audit" (also called a financial and compliance audit) in accordance with OMB Circular A-133. These federal awards may be direct awards from the federal government or pass-through awards to state or local government agencies that are ultimately passed through to the nonprofit organization.

*continued on page 4*

# RTAP News & Notes

The RTAP program welcomes Barbara Zimmer as the newest member of the RTAP staff. Barbara brings a long, successful history in the financial industry with a strong background in compliance and regulatory oversight. Barbara will be primarily responsible for providing RTAP trainings, conducting compliance reviews, and assisting with the RTAP newsletter. Please join us in welcoming Barbara!

# INDOT News & Notes

Please remember that Transit Annual Report surveys are due to INDOT by March 21, 2014. In addition, be on the lookout for your National Transit Database Surveys soon as well.

INDOT will be updating the 5311 Program Manual (Blue Book) to include additional guidance on Title VI require-

ments and Indirect Cost Allocation Plans. Updates will hopefully be available for distribution at the 2014 5311 Annual Conference.

Also, as a reminder, the Annual 5311 North/South meetings will be held in May. Systems will be notified of the exact dates as soon as they are finalized.

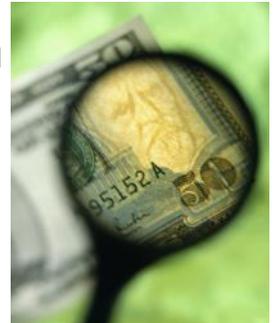
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## DOES MY ORGANIZATION NEED AN AUDIT? *continued from page 3*

- **State law** – In Indiana, a financial audit is required when public funds disbursed by a nonprofit organization exceed \$200,000 and exceed 50% of total disbursements for the period. Public funds are defined as funds originating from state or local governmental entities. Such audits are subject to oversight by the State Board of Accounts and the audit contract must be approved by the State Board.
- **Banks, vendors, landlords, or other third parties** – Loan agreements may have covenants or other provisions requiring the borrower to submit annual audited financial statements so they can get an accurate picture of the organization's financial status. Vendors, landlords, and other third parties may have the same requirements depending on the level of financial interaction and resources at stake.
- **By-laws or articles of incorporation** – An audit may be required for some nonprofits, especially for

membership organizations, because of their organizational and corporate documents.

- **Management and/or the Board of Directors** – An organization's governing body and/or management leadership may believe that having an annual audit is a good annual financial check-up which can also help to satisfy fiduciary obligations.



Brian Oberlie, CPA is a shareholder with Cullar & Associates, P.C., CPA's. Mr. Oberlie's practice areas include audit and attestation services for nonprofit organizations. You can reach Mr. Oberlie at 574.288.8320 or at [boberlie@cullar.com](mailto:boberlie@cullar.com).

## 2014 Regional Training Site Calendar is Now Available on the RTAP Website at [Indianartap.com](http://Indianartap.com)

Please RSVP for all drivers attending classes no later than one week in advance of the training to [wwarner@indianartap.com](mailto:wwarner@indianartap.com), [mLawson@indianartap.com](mailto:mLawson@indianartap.com), [bzimmer@indianartap.com](mailto:bzimmer@indianartap.com) or call the RTAP offices at (800)709-9981.

Seven Drug and Alcohol compliance reviews were completed in 2013 with one policy template update also completed and made available to all of Indiana's transportation providers. The annual MIS report submission information was distributed by RTAP, and all reports for each transit system were reviewed and approved by the RTAP staff on INDOT's behalf ahead of the March 15 deadline. The RTAP staff also successfully assisted INDOT with their triennial FTA State Management Review which included site visits to one 5311 provider and one 5310 provider. There were no findings with the drug and alcohol portion of the FTA Review.

Website updates included the addition of the new Title VI template, revisions to selected Medical Qualification forms, and one revision to the drug and alcohol template. The quarterly newsletter was again filled each quarter with timely and relevant topics such as system safety, distracted driving, accident preparedness, driver performance and evaluation, driver health and wellness and ADA requirements. Each issue also contained sections for INDOT news and notes to the transit providers and a page for the state association, INCOST, to reach out to readers.

The RTAP staff assisted with obtaining sponsorship, judges and recruitment of drivers for the annual RTAP/ INCOST Roadeo, which was held on April 6, 2013 in Columbus, IN. Staff also prepared the judges book and other material needed for the event, made arrangements for lunch, developed the Roadeo artwork, coordinated the Roadeo t-shirt order, and transported everything on-site. The RTAP staff along with members of INCOST and INDOT staff set up the course on the Friday before the event and acted as course marshals on the day of the event. The RTAP staff then traveled to Albuquerque, NM to assist with the Community Transportation Association of America's (CTAA) National Roadeo. Indiana RTAP staff, along with membership on the National Roadeo committee staff, assisted with setting up the national Roadeo obstacle course, conducting the drivers meeting, judges meeting, drivers test and finally managing and judging events on the day of the Roadeo. Staff also assisted with the presentation of awards at the Roadeo awards banquet.

Annually the RTAP staff assists with several INCOST and INDOT meetings, and 2013 was no exception. RTAP assisted with the annual INCOST conference by providing all AV equipment, assisting with the awards banquet presentation, and providing sponsor contact information for the Roadeo event. In addition, RTAP assisted INDOT with the annual North/South meetings and the annual 5311 meeting. RTAP provided information on topics that included drug and alcohol, ADA frequently asked ques-

tions, Origin to Destination, Medical Qualifications, and RTAP trainings.

The RTAP staff spends numerous hours researching and responding to requests for technical assistance on a variety of topics ranging from the ADA to tire maintenance. Not all requests require a document to be drafted, meetings to be held, or a training to be conducted. However, some topics do stand out as needing special attention. Some of the hot topics for 2013 included:

- The definition of origin to destination (related to ADA compliant service) and what systems are required to do. This resulted in a full training session that was provided at the INDOT annual 5311 meeting.
- Several systems experienced issues with the Indiana BMV accepting the physical forms for their PPC and/or CDL operators early and/or in faxed format. To resolve these issues' a meeting with the staff at the State BMV offices was required following multiple phone calls and emails to try and resolve the issue.
- The applicability of FMCSA rules regarding vehicle registration and operational safety rules relevant to interstate rural public transit systems. This issue has also required meetings with the Indiana State Police and Indiana Department of Revenue following multiple calls and emails. Although an understanding was made during the conclusion of the meeting, there appears to still be confusion, and this issue will continue into 2014.

As rural public transportation continues to grow and expand across Indiana, the demand for training, technical assistance and other relative services remains constant. RTAP will continue to provide timely technical assistance and respond to the needs of Indiana's transportation providers by developing the training and materials necessary to ensure compliance while keeping systems current with the most relevant and up-to-date information. The Indiana RTAP staff is dedicated to responding to and providing the best services available in the industry. If you have a question, comment, or suggestion, need assistance, or would like to schedule training, please contact your Indiana RTAP at (800)709-9981 or visit us at [www.indianartap.com](http://www.indianartap.com).



Well, it's that time again. Yes, that's right Roadeo is right around the corner, and we have some decisions to make.

Recently, to improve the Roadeo and hopefully increase participation, we asked people to give us some suggestions. One suggestion was to have regional Roadeos that would determine which finalists to send to the State Rodeo. The winners of the state competition would then go to nationals.

While this is an intriguing idea, it would require a substantial increase in funding for INCOST to conduct more than one Roadeo a year. This does not seem feasible from the funding standpoint, and since over the past several years we have had a very difficult time getting enough people to participate in one Roadeo. Another problem is the equipment (barrels, cones, and vehicles) necessary for multiple Roadeos. We have been fortunate over the years as part of the State Roadeo that the City of Columbus has graciously loaned us the barrels and cones we need for competition. We have also been fortunate that Columbus Transit and Access Johnson County have allowed us to use their vehicles (6 in total) to put on the Roadeo.

While an interesting idea, the required funding, staffing and equipment alone for regional Roadeo's could be overwhelming and is not realistic at this time. Still, we need the help and support of all transit providers if this event is to be continued for the drivers who are, after all, what this day is all about.

INCOST also surveyed drivers after last year's Roadeo and found that they loved the shirts and goodie bags, but some complaints were received regarding the Roadeo being held during spring break and about the cold lunch that was provided. In addition to these driver comments, we have heard lots of other reasons over the years as to why drivers aren't participating. Some of the most common comments have been "it's on a weekend," "it's too far to drive," and they have to "compete." Unfortunately, the only time most of us including drivers can get away from our regular duties is on the weekends, and although it is a competition it is also a great networking opportunity not to mention fun. As for the location and cold lunch, the logistics of obtaining the cones, barrels and material needed to put on the roadeo keeps the event in the Columbus area. However, the Roadeo committee has elected to try and improve the quality of the lunch that will be provided.

From a personal standpoint, I have also had the same experience getting drivers excited for the Roadeo. In the past, I have had to beg and bargain and plead until one day we had someone place in the top three. Suddenly, it became a challenge to place in the Indiana State Roadeo, and my drivers couldn't wait to compete!

It also doesn't hurt that we have required a once a month Saturday training for years. We treat the Roadeo as just another training Saturday. And, we have several drivers that routinely compete and some bring their families. The INCOST committee has also selected some of them to judge the competition, which they view as an honor.

We use the Roadeo as a day to bond as a team and have some fun. After all, we have very stressful jobs and sometimes it's fun to cut loose with the ones we work so hard with every day. It also doesn't hurt that I pay my staff for participating in the Roadeo. So my secret is out, but why not? It is a legitimate part of our budget that we plan for.

It is a huge morale booster when one or more of our drivers win at the state Roadeo and then receive an all expenses paid trip to the national Roadeo. Over the past several years, we have had drivers compete in Baltimore, Maryland, Albuquerque, New Mexico, and Long Beach, California! Think of how great it would be to say one of your drivers won a national professional driving competition!

So to all of the managers out there, I challenge you to bring your best drivers to this year's state Roadeo and compete with some of the top professional transit drivers in the state of Indiana!

As an extra incentive, INCOST will again pay for hotel rooms for participants. I hope to see you all at the Roadeo on Saturday, April 12, 2014.

If you have questions, did not receive your Roadeo mailing, or need additional information, please contact the Indiana RTAP at (800)709-9981 or visit [www.indianartap.com](http://www.indianartap.com).

by Becky Allen

Most of the information on each part of the Roadeo is provided in the annual mailing as well as during the morning driver walk through prior to the Roadeo beginning. No further instruction is provided or questions allowed once the driver walk through is completed. The CTAA Roadeo guidelines manual is also available online for anyone who would like to prepare ahead of time.

Throughout the day, drivers and managers have the opportunity to network and discuss everything from Roadeo, to how they do what they do in their system back home. Lessons learned from networking alone can prove invaluable and can be anything from a technique shown at the Roadeo during the driver walk through to information sharing between agencies regarding scheduling techniques.



The operation of a transit vehicle in most cases is a low paying, high stress position with little recognition. Most transportation providers try very hard to do things for their drivers including providing annual training, periodic cookouts, or other events. As we have previously mentioned, social service agencies that are a public transit provider or provide transportation as part of their overall service typically conduct training or special events agency wide rather than department specific. The Roadeo is an event for drivers only, and used appropriately can serve as a motivational tool to boost morale among drivers and improve their skills. You benefit by having more skilled, motivated individuals operating your transportation vehicles. Use the Roadeo to promote your drivers within the agency, onboard your vehicle, to your local supporters, or even drum up some friendly local competition with another transportation provider in your area to create a fun rivalry.

Finally, there are no guarantees who will win the Roadeo each year. We have had first time drivers compete and win, and we have had drivers who have competed several years in a row before winning their first competition. One thing is certain, though: the winner will represent the State at the National Roadeo, which this year is in Minneapolis/St. Paul, MN. They will also have their name added to the "Traveling Roadeo Trophy," which they will take back to their agency until next year's Roadeo when they will have an opportunity to maintain their crown. They will also win money, but possibly most importantly, bragging rights that they carry right back to the agency along with the trophy. Now that's something to be proud of!



The Roadeo is more than just some silly event, and that mailing you receive is more than just a waste of paper. It is an opportunity! The Roadeo in and of itself is not going to address all morale issues, but it is a very important management tool that should be taken advantage of. It is the only event that is dedicated solely to the transportation driver. INCOST, RTAP and INDOT work hard to put on this event using the resources available, with the support and sponsorship of the City of Columbus and many other industry sponsors. Remember, better morale among drivers will provide for better motivated and skilled drivers resulting in better customer services, reduced accidents, reduced complaints and increased efficiencies. Take advantage of this opportunity and see what it can be and do for you, your drivers and your agency!



Who else in your agency could benefit from the Indiana Dispatch?

Route to: \_\_\_\_\_

### In This Issue...

- RTAP Annual Report
- Not Again @#%!\*  
• Loving This Weather Yet?
- Does My Organization Need an Audit?
- RTAP News & Notes
- INDOT News & Notes
- INCOST Corner

For additional resources please visit: [www.rlsandassoc.com](http://www.rlsandassoc.com)

# CALENDAR

## March:

3/13/2014 Logansport PAT  
3/15/2014 Vincennes Safety & Security  
3/17/2014 St. Patrick's Day  
3/20/2014 LaGrange DD/EVAC  
3/25/2015 Paoli DD/DDP  
3/29/2014 Brookville PAT



## April:

4/2/2014 Terre Haute PAT  
4/3/2014 Terre Haute PAT  
4/15/2014 Michigan City DD  
4/20/2014 Easter  
4/22/2014 Seymour PAT  
4/23/2014 Shelbyville PAT  
4/26/2014 Noblesville PAT  
4/30/2014 Logansport PAT



## May:

5/10/2014 Warsaw PAT  
5/11/2014 Mother's Day  
5/13/2014 Monticello PAT  
5/17/2014 Frankfort PAT  
5/22/2014 Lebanon Customer Serv./DD  
5/26/2014 Memorial Day  
5/31/2014 Liberty PAT

