



# Kansas Trans Reporter

October 2005

The Newsletter for Kansas Rural and Specialized Transportation Providers • The University of Kansas Transportation Center

## Kansas “United We Ride” efforts are under way



**Y**ou may have read about the United We Ride (UWR) initiative in our January 2004 issue. UWR is a transportation coordination effort spearheaded by the Federal Coordinating Council on Access and Mobility (CCAM), made up of representatives from 11 federal agencies involved in transportation funding. It is intended help improve

mobility and access to services by eliminating barriers in regulation, funding or practice that limit coordination at the federal, state, and local levels. Initial surveys by CCAM identified a

total of 62 federal funding programs supporting transportation!

### What’s happening at the federal level?

Federal activities have been under way for several months now, with regular meetings to change or clarify

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## Connecting the dots... for riders

Federal program helps foster intercity transit

.....  
by Justin Dorsey  
.....

**S**ince 2004, intercity bus service has been abandoned in many Kansas communities. For example, in August 2004 Greyhound Lines abandoned service to eight locations along I-70, and in April 2005, TNM&O Coaches abandoned their South Hutchinson to Wichita to Pueblo, Colorado route. Due to service abandonment, citizens have been forced to find alternate means of

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## United We Ride,

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federal regulations, produce reports and guidance for use at the state and local level, and hold planning and training sessions around the country. An Executive Order on Human Service Transportation was issued by President Bush in January 2004 (Executive Order 13330) to require greater efforts at coordination and to report back to the President on those efforts. A report was completed by

The United We Ride effort acknowledges all sources of funding and programs (not just Section 5310 and 5311 funding) that support human service transportation: aging, Medicaid, job services, rehabilitation services, education, and many more.

CCAM in 2005 identifying several focus areas and an action plan to support those focus areas. The Report to the President and other products of the federal effort can be seen at <http://www.unitedweride.gov>.

### **New federal legislation supports human service transportation coordination**

In addition to the efforts of CCAM, the recent transportation reauthorization bill, SAFETEA-LU, includes several key provisions related to human service transportation coordination as part of the Job Access Reverse Commute Program, Program for Older Adults and People with Disabilities, and the New Freedom Initiative. One significant requirement of the bill is to have human service coordination plans at the local level. While guidance has not been issued for complying with this requirement, it is clear that an emphasis on coordination from federal funding sources is here to stay.

### **What is “Kansas United We Ride”?**

We can easily say that the State of Kansas has been working on transportation coordination for many years. The establishment of the Coordinated Transit Districts in 1995 formalized efforts to work within a region to coordinate transportation efforts. However, the primary emphasis within the Coordinated Transit Districts has been to coordinate the efforts of

agencies receiving funding from the Kansas Department of Transportation, that is, those receiving Section 5310 and Section 5311 funding. The United We Ride effort acknowledges all the other sources of funding and programs that exist to support human service transportation, such as senior services, Medicaid, job services, rehabilitation services, education, and many more.

The United We Ride initiative attempts to bring those funding sources together at all levels—federal, state, and local—to streamline administration and improve actual transportation service delivery at local levels. It also includes a local planning component to encourage local communities to complete self-assessment to look for improvements.

The State of Kansas effort at United We Ride has been underway for a few months and will gain momentum this fall as the state implements a grant received from the Federal Transit Administration to

conduct a state self-assessment of transportation coordination. Submitted in partnership with several state agencies, with endorsement from Governor Sebelius, the grant provides assistance to identify our strengths and areas that need improvement to allow greater coordination of services and funding streams at the local level.

The self-assessment process includes a request to the Governor’s Cabinet Secretaries to appoint key representatives from each of their respective agencies to a Governor’s Committee on Transportation Coordination. This committee will then be responsible for overseeing the completion of a state self-assessment on human service transportation coordination. Participants in this process will include state staff, representatives of local transportation agencies, human service agencies, and consumers. The project will be carried out in several working meetings to develop a state action plan to improve transportation services.

### **What has happened so far?**

A meeting was held last December in Kansas City with representatives of each of the four states in FTA’s Region VII (Kansas, Missouri, Nebraska, and Iowa). Participants in the meeting included state and local agencies; some of you may have participated in this meeting. The purpose of that meeting was to begin the process of identifying goals for each of the participating states.

Our work group identified a vision for our efforts: *Enhance multi-agency coordination to provide efficient, sufficient and reliable transportation to all Kansans.* Here are some of the key elements of that vision identified by the working group: —Provide transportation as needed across the state. The services provided must be customer-focused.

- Consider the needs of both rural and urban communities.
- Ask “why not?” instead of “why?” Develop an understanding of how to make the regulations work to meet the needs of our state and debunk myths about funding regulation where they exist.
- Identify incentives for each state agency to participate in the effort.
- State agencies should work to develop consensus on priority needs within the state.
- Be inclusive in involving stakeholders, both public and private, in the coordination process.

Five goals were suggested by this working group and will be refined as we move forward with the Governor’s Committee. These goals address: 1) broadening the perspective of federal and state regulations to achieve coordinated services, 2) identifying common goals of state agencies to meet mobility needs, 3) inventorying providers and the types of trips provided, 4) increasing use of technology to assist in cost allocation or cost sharing, and 5) identifying strategies to sustain the effort among all the stakeholders to reach our goals.

Last December the group began the process of assigning some action steps to each of these goals. A working session at the recent annual meeting of the Kansas Public Transit Association in Topeka continued that process, with actions suggested for each of the goals. This list of action steps is being compiled and will be presented to the Governor’s Committee for review and consideration as their work moves forward.

**What’s next?**

There are several activities taking place at the moment to help work on this project. The Kansas United We Ride work group has made a request to place the establishment of the Governor’s Committee on the

Cabinet Secretaries’ agenda. A state-level stakeholders’ meeting is being planned tentatively for November 2005. Finally, a state and local stakeholders’ meeting is tentatively scheduled for early 2006 to complete the self-assessment for the self-assessment and action plan report.

A task force of state staff who have attended the planning meetings for United We Ride is currently meeting to help develop the meeting schedules. The Kansas University Transportation Center is working with the committee to provide logistical and technical support as needed on the effort.

During the time we are working on the state-level assessment, we encourage local communities to begin their own self-assessment process. There are worksheets and other tools available to communities to assist with this process. Kansas RTAP also is available to provide technical assistance when your community is ready to move forward.

We all know that coordination takes work...more meetings...more reports...more negotiation...more time — time that none of us feel like we have. But the benefits are there and have been proven. Better coordination and cooperation at the federal, state, and local levels, in partnership, means more rides in our communities. And that’s why we’re all here at the table.

If you have questions about Kansas United We Ride, or would like to explore technical assistance for your community for transportation coordination in your community, contact either Jim Van Sickel at KDOT, (785) 296-5192 or Pat Weaver at Kansas RTAP, (785) 864-2595. ▲

**Intercity bus service,**  
*continued from page 1*

transportation to distant cities, medical facilities, and transportation links. However, alternate means are not available in many areas of Kansas.

One way to address this problem is for communities to offer intercity transportation themselves, by making use of the Intercity Bus Program,



The program gives grants to agencies that create, maintain, and/or improve intercity bus service.

funded by the Federal Transit Administration. This program gives grants to agencies in rural and small urban communities to improve bus service.

**The program**

The Intercity Bus Program, detailed in 49 U.S.C. Section 5311(f), is part of each state’s mass transportation program for non-urbanized areas (population under 50,000.) The program gives grants to agencies that create, maintain, and/or improve intercity bus service. According to the Federal Transit Administration, intercity bus service is: “Regularly scheduled bus service for the general public which operates with limited stops over fixed routes connecting two or more urban areas not in close proximity, which has the capacity for

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## Intercity bus service,

*continued from page 3*

transporting baggage carried by passengers, and which makes meaningful connections with scheduled intercity bus service to more distant points, if such service is available.”

Keep in mind, “urban,” in FTA’s intercity bus service description above, may not mean what you think. Urban, in this context, means an area including a municipality or other built-up place that a state’s transportation secretary decides is appropriate for a local mass transportation system. Whether a community fits the “urban” requirement is decided when an application for funding is submitted to the Kansas Department of Transportation. The application can be found at: <http://www.ksdot.org/burTransPlan/pubtrans/5311.asp>.

### Funding

The federal government requires that each state spend at least 15 percent of its rural transportation funds on intercity bus service. However, if a governor certifies that the state’s intercity bus needs are being adequately met, the state can spend the money elsewhere. Each state must consult with intercity bus providers before certifying that intercity bus needs are adequately met.

In Kansas, all current intercity bus service programs are fully funded. Those programs do not exhaust all the designated intercity bus funding; therefore, Governor Sebelius has certified that the state’s intercity bus needs are being adequately met, and remaining intercity bus funds can be used elsewhere.

Grants can be used for:

- planning and marketing for intercity bus transportation;
- capital grants for intercity bus shelters;

- joint-use stops and depots;
- operating grants through purchase-of-service agreements, user-side subsidies, and demonstration projects; and
- coordinating rural connections between small mass transportation operations and intercity bus carriers.

Eligible grant recipients include state and local agencies, non-profit organizations, and operators of mass transportation services. Further, in Kansas, all agencies that receive

**Developmental Services of Northwest Kansas, Inc., part of Coordinated Transit District 8, uses intercity bus grants to help provide regularly scheduled transportation service from St. Francis to Hays, Kansas. Service includes three fixed routes with stops in 13 counties.**

intercity bus grants must be part of a Coordinated Transit District (CTD.)

As with many grants, funding requires a local match. Capital expenses require a 20 percent local match, while operating expenses require a 50 percent local match.<sup>1</sup>

### Use of Intercity bus funds: An example in Kansas

Developmental Services of Northwest Kansas, Inc. (DSNWK, Inc.), part of Coordinated Transit District 8, uses intercity bus grants to help provide regularly scheduled transportation service from St. Francis to Hays, Kansas. Three fixed routes exist; two have round-trip service twice a week and one has round-trip service once a week. Stops exist in 13 counties and include medical facilities and social services.

<sup>1</sup> In Nebraska, the State Legislature sets aside funds to help localities meet the match requirement.

### Three examples from other states

In Missouri, intercity bus funds are generally dispersed to routes that incur an operational deficit and have rural stops, said Shirley Tarwater of the Missouri DOT. For example, Greyhound has received an operating subsidy of \$106,000 to operate two routes. The first route runs from Kansas City, MO to West Plains, MO then enters Arkansas, a total

one-way distance in Missouri of around 320 miles. The second route runs from St. Louis to Farmington, MO then enters Arkansas, a total one-way distance in Missouri of about 70 miles. Also, a regional provider has received an operating subsidy of \$45,000 to provide feeder service to St. Louis. Passengers are picked up in Potosi, MO, travel to Farmington, then continue to St. Louis. One-way service is 100 miles. Service is popular with recently released prisoners needing transportation to Lambert International Airport in St. Louis.

In South Dakota, in FY 2004 the governor certified intercity bus needs were being adequately met, thus no intercity bus funds were dispersed, said Melissa Schofield of the South Dakota DOT. However, in FY 2005, intercity bus funds were dispersed to six public transportation companies. These companies provide feeder service, taking passengers to and from intercity bus stops.

In Nebraska, according to Jerry

Wray of the Nebraska Department of Roads, intercity bus funds are generally dispersed on a per-mile basis for routes that incur an operational deficit. For example, the Northeast Nebraska Area Agency on Aging received \$46,600 for two routes. The first route is operated by Black Hills Stage Lines, Inc. and runs from Norfolk, NE to Omaha, NE, a total one-way distance of 138 miles. The second route is operated by K & S Express and runs from Norfolk, NE to Chadron, NE, a total one-way distance of 323 miles.

**Bottom line**

If better links to intercity service is something your community wants or needs, the Intercity Bus Program may help. Contact John Rosacker at the Kansas DOT at (785) 296-0342 for more information.

**Sources**

[http://www.fta.dot.gov/legal/statutes/49\\_usc\\_53/501\\_2107\\_ENG\\_HTML.htm](http://www.fta.dot.gov/legal/statutes/49_usc_53/501_2107_ENG_HTML.htm) (Federal Transit Administration policy definitions);

[http://www.fta.dot.gov/legal/statutes/49\\_usc\\_53/501\\_2116\\_ENG\\_HTML.htm](http://www.fta.dot.gov/legal/statutes/49_usc_53/501_2116_ENG_HTML.htm) (Federal Transit Administration information on the Intercity Bus Program);

<http://www.fta.dot.gov/library/reference/statsum03/sec5311.html> (Federal Transit Administration information on public transportation funding for non-urbanized areas). ▲

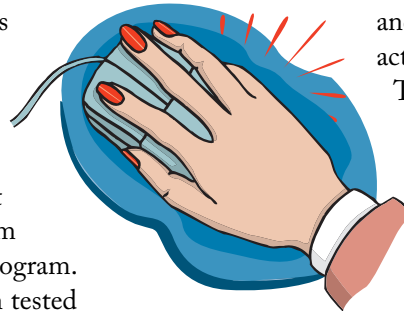
# DP Live now available to all Kansas transit agencies

.....  
by Sandy Flickinger, Kansas DOT  
.....

- Provide a secure connection. Data cannot be seen by anyone but the logged-in user.

**T**he Mental Health Consortium's (TMHC)

drug-testing management system, DP Live, is an Internet-based result reporting and random pool maintenance program. The system has been tested through a pilot project involving a number of agencies over the last year, and has proved to be very efficient and easy to use.



- Provide full logging and audit trail of user activity for review by TMHC staff.
- The ability to provide test results to our customers as soon as they are processed by TMHC staff.

DP Live is now available to all Kansas Section 5311 transit agencies, at no cost to the agencies. The greatest advantage of this program is the user's ability to track tests and obtain results immediately after they are entered into the system by TMHC staff. The system is designed to:

- Provide access to test results virtually anytime and anywhere.
- List, add, edit, delete, and print participant information.
- Update company information such as contact, address, telephone and fax numbers.

- The ability to update random pools at your convenience.

When you sign up for DP Live, your agency's designated employer representative (DER) is given an account name and password. This limits access to your DER to information for your agency only and ensures that confidentiality is maintained as required by FTA Drug and Alcohol regulations.

All transit agencies with Internet access are encouraged to enroll in DP Live. Signing up is quick and easy; just contact Annette McNaul, Manager of Third Party Administrative Services at The Mental Health Consortium at (800) 886-1123. ▲

**More information about intercity bus service can be found at:**

- [http://www.fta.dot.gov/legal/statutes/49\\_usc\\_53/501\\_2143\\_ENG\\_HTML.htm](http://www.fta.dot.gov/legal/statutes/49_usc_53/501_2143_ENG_HTML.htm)
- [http://www.fta.dot.gov/library/policy/circ9040\\_1E/chp7.htm](http://www.fta.dot.gov/library/policy/circ9040_1E/chp7.htm)
- A list of public transportation contacts at the Kansas Department of Transportation can be found at: <http://www.ksdot.org/burTransPlan/pubtrans/pubtranscontacts.asp>





# Healing the burn

Recovering from bus-driver job burnout

by Laura Snyder

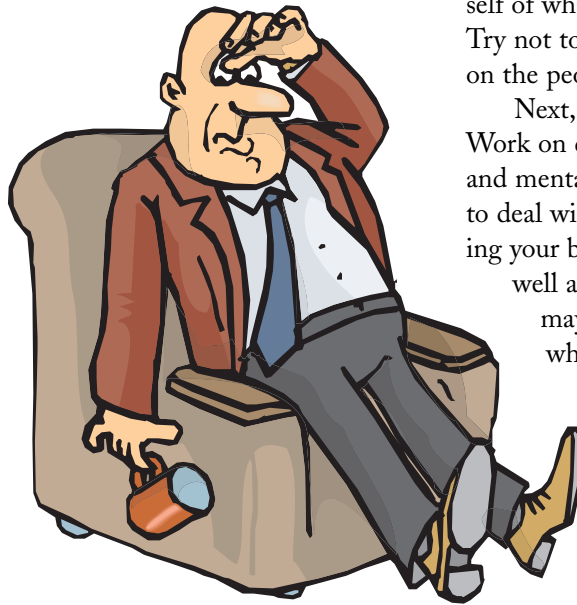
Admit it. It's Sunday night, and you're not thrilled about the idea of going back to work tomorrow. If you're truly dreading Monday, and the only way you can get through the week is by looking forward to your breaks and thinking about going home at the end of the day, you might be suffering from job burnout.

## What is job burnout?

The Center for Management Development at Wichita State University defines job burnout as "that stage of life when an individual has little enthusiasm for their current position and feels trapped and helpless to change the situation." Stress is a major contributing factor of job burnout. Being stressed may lead you to frequently feel tired, have difficulty laughing, want more time alone, and be afraid of the future.

Work stress could have more than one source. Maybe there have been recent changes at work, or you feel as though your supervisors aren't as supportive as they could be. Maybe you're exhausted from putting in extra hours to boost your income. Or maybe you just generally feel unappreciated.

Mike Noel, consultant for Lazaro & Noel, a transportation training and consulting firm in Johnstown, Pa., says the nature of a bus driver's job lends itself to burnout. "It's repetitive. You drive the



same routes and pick up the same people every day," says Noel. The job also tends to encourage poor health habits. "You sit down a lot, and you eat in 10 minute gulps because you

If you know you're burned out, admit it. Say it out loud—to peers, family members, and your employer. It's okay to feel that way. Silence doesn't help.

get 10 minute breaks," he says. However, while you can't control the nature of the job, you can control your time when you aren't at work.

## Physical and mental health

If you know you're burned out, admit it. Say it out loud, Noel says, to peers, family members, and your employer. "It's okay to feel that way. Silence doesn't help. It just builds," he says. It might feel good to unload yourself to peers, because they often

understand better than anyone else. Let your family and colleagues know what's going on, and ask them to be understanding if you are short on patience. When you feel irritable, take a deep breath and remind yourself of what is really upsetting you. Try not to take your frustration out on the people you care about.

Next, develop a plan of action. Work on developing good physical and mental health habits. It's easier to deal with stress when you're feeling your best. Exercising and eating well are essential because you may not always be able to do that while on the job. Try to walk for 30 minutes every day, cut back on alcohol and caffeine, drink more water and get eight hours of sleep at night. After sitting on the bus all day, don't come home and watch TV for hours, says Noel. And evaluate if working overtime is necessary. "You might make extra \$30, but what is it worth?" says Noel. Decide what things are important to you, such as

birthdays, kids' baseball games and anniversaries, and don't give them up for work.

## Detached concern

Another way to deal with job burnout is to adopt a "detached concern" demeanor. This is a way of dealing with the aspects of the job that you can't control—like complaining passengers or a grouchy boss. Take the attitude that you will change what you can, but detach

yourself from what you have no control over. For example, if your passengers are complaining, do the best you can to address their concerns, but if the problem is out of your control, don't dwell on it. Think of yourself like an athlete who plays to win, but accept that you can't always win. Do your best, but be detached.

Another way to use detached concern is to focus on the present. Ask yourself, "What can I do about it today?" Also try to be flexible and don't get attached to a fixed idea of the way things should be. If you don't like management's policies, give them a chance, or better yet, be creative and suggest alternative solutions to problems.

Finally... laugh. Find the humor in a situation or laugh at the absurdity of it.

### Other options

Although it's not always an option in smaller agencies, you might want to look into redefining your position, or even seeking a transfer within the company. That way you could do the tasks you enjoy most and have a change of pace.

If you still aren't happy, you may want to consider quitting. The Center for Management Development recommends you ask yourself the following questions before deciding to quit: Is the stress of changing jobs worth the long-term benefits you hope to gain by quitting? Can you handle that amount of stress right now? Have you taken steps to counter the consequences of leaving, such as looking for a new job, or making sure you can afford to quit? Have you learned all the lessons this situation has to offer? If the answer to all of these questions is "yes," it may be time to move on.

### You're in control

Your managers may want to take a

## A healthy investment

Managers should take an interest in job burnout, because it decreases productivity and increases sick days. "It's a good investment to teach stress management," says Noel. "Companies owe their drivers that." Noel recommends companies initiate programs that teach employees how to deal with customers and manage conflict and stress.

Keeping happy, loyal employees means safer agencies. More than half of transit accidents—up to 60 percent—happen within a driver's first three years, says Noel. Burnout leads to a higher turnover rate and more new drivers—which can mean more accidents.

### Create a "family"

Noel also says transit agencies should take a team approach and try to get drivers involved in problem-solving and safety-planning with other agency employees. Employees who feel like family won't burn out as easily. Even having company picnics and celebrating birthdays make employees feel like a more important part of the company. Because driving is a very independent job, says Noel, drivers tend to have an "us" and "them" attitude about management.

Positive feedback can also help eliminate an "us" and "them" concept. "A lot of drivers tell me they only hear from management when they're in trouble," says Noel. "Management staff need to give positive feedback and thank drivers for doing a good job, not just be the cops and catch them for doing a bad job." He urges managers who ride along on routes not to look for what drivers are doing wrong, but to become aware of and talk with the drivers about what they do, and the problems they deal with.

Noel says companies don't suffer as much from job burnout when they support their employees going through rough times in their lives. Give time off to spend with a family member in hospital, offer paid time when emergencies arise, and be understanding about kids and marriage problems. You will create loyal employees, he says.

look at our sidebar to see how they can help combat job burnout, but remember, you do have some control over your job satisfaction. And also remember the job you do is needed and appreciated by your riders.

"Drivers shouldn't think of their jobs as driving from A to B," says Noel. "They make sure people get to the doctors, to college, and to their jobs. They provide the opportunity for people to live a high quality of life." Noel says he considers rural drivers luckier than those in big cities

because they have the opportunity to connect with their customers. "Good drivers shouldn't go without cookies at Christmas," he said. "They should have too many of them."

For more information, contact Mike Noel at (814) 262-7535 or [direction@lazar-noel.com](mailto:direction@lazar-noel.com)

### Source

"How to Beat Job Burnout" by Dr. Don Hackett, Center for Management Development at Wichita State University. ▲



# How to design an ad

by Laura Snyder

If you've ever used the yellow pages or your local newspaper to advertise your transit company, you know that print advertising is a powerful marketing venue. A well-done, attention-grabbing ad makes your advertisement even more successful. Unfortunately, creating an ad isn't easy for those of us who lack artistic talent. But if you can master some basic principles of design, with a few tips from a pro, you can create an ad that is appealing and profitable.

## Contrast

The first principle of design, contrast, helps you achieve that stand-out effect. To add contrast to your advertisement, look for ways to make elements different. Contrast should be striking. If you're going to make two items contrast, make them very different. Don't use a 14 point font and an 18 point font. The text in 18 point is supposed to stand out, so make it bigger!

Contrast in text can also be shown through font face. If you use two fonts, use a serif, like Times New Roman, and a sanserif, like Arial. If you're unfamiliar with the difference between the two font families, serif fonts have the "flags" on the points of each letter, and sanserif fonts do not. Sanserif fonts are generally hard to read in small print, so use a serif for this purpose. However, sanserif fonts are a great contrast to a small, serif font and are a good choice for headers.

In the ads below, you can see how contrast makes a difference. In

*The advertisement at right does not have enough variation in font size or font weight. The reworked ad, below, fixes the problem and is easier to read.*

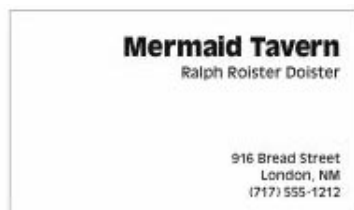
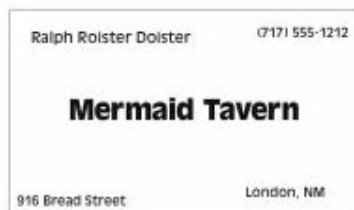


## Alignment

Contrast alone won't help you if your text is flying around in your ad. Alignment, the second principle of design, means anchoring down your text and graphics. Nothing should be placed on a page just because you think it looks good there. Everything should link to something else.

"Let the picture tell you what to do with the design," says Carol Holstead, journalism professor at the University of Kansas who specializes in design. For example, If you have a picture of a person looking up and to the right, put the header

*In these business cards, you can see the difference in readability between the first example, where the text is all over the place, and the second example, where the text is neatly aligned to the right.*



the first ad, your eyes glaze over the information because it all looks the same. Choose some pieces of information to bold and put in a "heavier" font, and you have a much more readable ad. See the construction ad examples above.

where the person's eyes are looking. Just remember that too many bits of text all over the page make the eye wander and lose focus. See the business card examples above for an illustration of this principle.



## Repetition

Another way to keep your ad looking clutter-free is to stick with only a few elements and repeat them. This is called repetition, the third principle of design. Repetition helps you organize and unify your ad. You can repeat fonts, colors, bullets, or any element in your ad. Above all, be consistent. Don't put your phone number in a 12 point Garamond font and your fax number in an 8 point Franklin Gothic font.

The ad below shows good use of font repetition. The list of items on sale is in the same font as the sale information at the bottom of the ad. The italicizing of "at" is repeated with the list of sale items italicized.



*This advertisement makes effective use of font repetition.*

## Proximity

Proximity, the fourth and last element of design, is another way to unify the elements in your ad. This means you group together items that relate to one another. For example, put all of the contact information together, instead of splitting up the



phone number and e-mail address. Look at the wine tasting ads above for another example. See how, in the second example the date and location are grouped together, separate from the rest of the ad text? This makes the information much more accessible to the reader, not to mention easier on the eyes. See what a difference proximity makes?

## A note about white space

Sometimes inexperienced designers are afraid of blank space. Don't be! Remember, white space adds contrast to the bold elements already on your page. But don't go overboard with white space, especially between elements that should be grouped together. Don't forget the principle of proximity. Also, be careful not to trap white space between elements on your page. All white space should somehow be connected to the margin of the page.

## A few more tips

Holstead offers some final tips to keep in mind when designing your ad. Remember that less is more. "I think that people err on the side of trying to put too much information into ads," Holstead says.

Holstead also recommends thumbing through newspapers or magazines and seeing which ads

*At right, all the information is presented together, and tends to get lost. In the re-worked ad, below, similar items are grouped together, making them easier for the reader to find.*



catch your eye. "Look at where your eye goes," she says. "It's always going to be ads that have contrast, a bold graphic or picture, or something that stands out. Not too much text."

For more great tips on designing your ad, check out *The Non-Designer's Design Book* by Robin Williams.

## Sources

*Marketing Ideas to Get You There: West Virginia Transit Manual.* West Virginia Division of Public Transit, Jan. 2001.

Williams, Robin. *The Non-Designer's Design Book.* Peachpit Press, 2004.

(Graphics in this article were excerpted from pp. pp 26, 27, 32, 33, 57, 70, and 71 from *The Non-Designer's Design Book, 2nd Edition* (ISBN 0-321-19385-7) by Robin Williams, Copyright © 2004, with permission of Pearson Education, Inc. and Peachpit Press.) ▲

# Be a pain-reliever

Accommodate passengers with arthritis

.....  
by Laura Snyder  
.....

With 25 percent of Kansans over age 18 having doctor-diagnosed arthritis, and 15.6 percent more having possible arthritis, the likelihood that you will transport someone with arthritis symptoms is great<sup>1</sup>. Here are some suggestions of what you can do to make your passenger's boarding, ride, and exit more comfortable.

Individuals with *doctor-diagnosed arthritis*, according to the Center for Disease Control and Prevention, are individuals who report they have been told by a health care professional that have some form of arthritis. There are over 100 forms of arthritis. Some examples include osteoarthritis, rheumatoid arthritis,

lupus, gout, fibromyalgia and carpal tunnel syndrome.

Individuals with *possible arthritis* are individuals who report that they have had symptoms of pain, aching, or stiffness in or around a joint during the past 30 days that began more than three months ago. However, they have never been told by a health care professional that they have a form of arthritis.

Of the Kansans with doctor-diagnosed arthritis, over a third report activity limitation, and 12 percent with possible arthritis reported activity limitation. This means tasks like boarding and exiting a bus are more difficult for passengers with arthritis.

Symptoms of arthritis may not be obvious in a passenger. A passenger with arthritis may seem to be in pain, have limited motion, or show



Give support underneath the elbow, rather than grasping the rider's hand.

fatigue. He or she may also have joints that creak and pop. You can also look for skin that is pulled taut over a swollen joint and shiny.

Although you should not ask the passenger what his or her condition is because of privacy concerns, you can always ask if and how you can be of assistance. Cindy Winters, manager of the Kansas Arthritis Program, suggests this tip for offering assistance to passengers boarding the vehicle. "If you take them by the hand, do not squeeze it," she says. "Give support underneath the elbow, and let the passenger gently rest his or her hand on yours."

## Sources

*Impact of Doctor-Diagnosed Arthritis for Kansans.* Kansas Arthritis Program fact sheet, Kansas Department of Health and Environment. Provides statistics, by age, of Kansans with doctor-diagnosed arthritis.

"People with Arthritis Can Travel Too!" Eustice, Carol and Richard, 2005. [http://www.arthritis.about.com/cs/travel/a/youcantravel\\_p.htm](http://www.arthritis.about.com/cs/travel/a/youcantravel_p.htm). This article gives advice for travelers with arthritis, as well as some tips for more comfortable car travel.

"Tips for Car Travel." Arthritis Foundation, 2004. [http://www.arthritis.org/resources/travel/Automobiles/car\\_travel.asp](http://www.arthritis.org/resources/travel/Automobiles/car_travel.asp). This article tells how to use cushions, knee wedges, and seatbelt pads to minimize discomfort while traveling.

"How to Recognize the Signs of Arthritis," 2005. [http://www.ehow.com/how\\_10162\\_recognize-signs-arthritis.html](http://www.ehow.com/how_10162_recognize-signs-arthritis.html). Learn to identify the visible signs of arthritis in your passengers.

<sup>1</sup>Even if you transport mostly passengers with disabilities, they, too may have arthritis. According to the Kansas Arthritis Program, more than half (55 percent) of Kansans with disabilities have doctor-diagnosed arthritis, while 14 percent have possible arthritis.

# Ready for winter driving?

by Justin Dorsey

As old man winter approaches, icy and snow-packed roads are around the corner. Are you ready to drive on them? If not, this article's discussion of winter driving techniques and safety precautions can help.



Encourage passengers with arthritis symptoms to sit toward the aisle so they can stretch their legs. If possible, adjust the seat so there is more leg room.

Getting up to exit the vehicle could also be a problem for a passenger. If there are no armrests for the passenger to push up from, you may want to again give support from

Although you should not ask the passenger what his or her condition is because of privacy concerns, you can always ask if and how you can be of assistance.

under the elbow. "Don't try to take their hands to help them, because you don't want to put a lot of pressure on smaller joints," says Winters. "Use a larger joint or area, like the elbow or the forearm."

You can also carry a few items in your vehicle to make the trip more comfortable for passengers with arthritis. Winters recommends carrying a step-stool to assist passengers as they climb into the vehicle, especially if the first step of the bus is high.

You may want to have a pillow to offer to the passenger to place behind the neck or lower back for support. Seatbelt cushions that Velcro onto the shoulder strap are also a good idea.

Helping a passenger with arthritis is as simple as offering a hand or a pillow. By following these tips, you can make the ride more comfortable and enjoyable for your passenger. ▲

While lying in bed, before drifting off to sleep, you flip on the news for tomorrow's weather. The weatherman says the year's first snowfall, likely between 3 and 5 inches, will happen overnight. Instinctively, you know to set your morning alarm a little earlier. However, the Kansas Highway Patrol knows something else. They

you remember to slow down? You should. Driving too fast for conditions was cited by Lieutenant Eichkorn as the leading cause of accidents in winter driving conditions. He suggests increasing follow-

This winter, if your bus begins to lose power or is difficult to start don't assume an engine problem. It might be something else. It might be caused by your diesel fuel. Diesel fuel, in cold conditions, can turn into a gel type substance which can cause a vehicle to lose power, start, but only have enough power to idle, or not start at all. The problem occurs when molecules in the diesel fuel combine to become more solid, thus restricting fuel from passing through the fuel filter. As a result, the engine is starved of fuel. If this occurs, add a diesel fuel additive to lower the fuel's "gelling temperature," or install a diesel fuel heater, or both.

know many accidents are likely to happen. According to Lieutenant John Eichkorn of the Kansas Highway Patrol, "Most people's winter driving skills are rusty from driving in warmer conditions so the first snowfall is often the worst."

Once at work, you will remove snow from your vehicle's windshields and lights as part of your pre-trip inspection, buckle up, and leave for your first stop of the day. But will

ing distance, remembering that acceleration and braking times increase on winter road conditions, and knowing whether your vehicle has anti-lock brakes. Knowing whether your vehicle has anti-lock brakes determines the correct braking technique. If your vehicle has anti-lock brakes, firmly press the brake pedal until your vehicle stops. However, if your vehicle does not have anti-lock brakes, firmly

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# Keep it to yourself

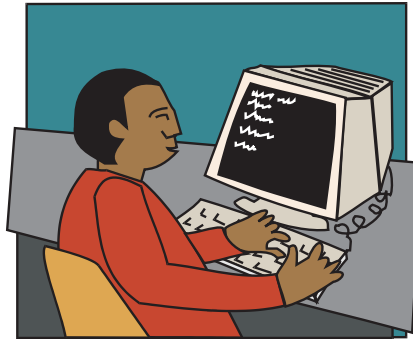
Protecting passengers' privacy

by Laura Snyder

You may have heard the term "HIPAA" floating around, but what does it mean? The Health Insurance Portability and Accountability Act of 1996, or HIPAA, was designed to ensure health insurance coverage for people when they change or lose jobs. Before HIPAA, people leaving one job risked losing coverage for pre-existing conditions when they switched to a new insurance policy. HIPAA is designed protect those individuals. Further, HIPAA's new security rule requires confidentiality and holds medical providers accountable for disclosing protected health information.

What does this have to do with transit? According to Peggy Graham, HIPAA Officer for the state of Kansas, HIPAA normally applies to medical providers who bill for those services electronically. However, a transit agency might be subject to HIPAA regulations if they have business associate agreements with medical professionals who are subject to these regulations.

"If a doctor has to tell information to a transportation service about a passenger in case of an emergency during transport, then the doctor would have a business associate agreement with that transportation agency. The agency is then bound under the same HIPAA agreement with the doctors," said Graham. For example, if doctor tells a transit agency that a particular passenger is



prone to seizures, the agency should not share that information. Whether you legally fall under HIPAA regulations or not, Graham says protecting privacy by limiting access to passengers' health information is always a good business practice.

## What information is protected?

HIPAA defines protected health information (PHI) as any information that could be used to individually

Whether you legally fall under HIPAA regulations or not, protecting privacy by limiting access to passengers' health information is "good business."

identify a patient. These identifying pieces of information include the name of the patient or patient relatives, patient address, phone numbers, social security numbers, Medicare or Medicaid ID numbers, medical record or case numbers, patient diagnosis, and date of birth.

## Who CAN you share it with?

HIPAA regulation allows disclosure of identifying information only to someone involved with the patient's treatment, such as the patient, imme-

diated family, a legal representative of the patient such as someone who has power of attorney, and doctors, nurses and other health care professionals involved with the patient's treatment. Care should be taken that information is discussed with these individuals alone, not in the presence of others who are not involved in the treatment of the patient.

You should not discuss the passenger with the media, his or her employer, ex-spouse, in-laws, or even other drivers. If your bus has a radio, do not discuss patient information over it. Radio waves can be intercepted, and it is considered a form of public communication. Keep papers that may divulge PHI in a folder or envelope, not lying on the seat for another passenger to see. A good rule of thumb for sharing information with a third party is to ask yourself,

"If I were the patient, would I want this person to know about this?"

When in doubt, you can always ask your supervisor.

## Electronic privacy

Privacy breaches about health information don't just spread by word of mouth. The information age has created new avenues for privacy leaks, both accidental and intentional. If you have a computer database that lists PHI about passengers, take care

to keep that information private.

Keep the computer monitor out of view of people who don't need to see that information. Limit the number of people in your agency who have access to the information, and make sure it's only accessible with a password. Passwords should consist of a combination of numbers and letters, both capital and lowercase, to make them more difficult to crack. You should also change your passwords periodically.

E-mails can easily be intercepted if you do not use encryption. Buy encryption software for your computer, or use a HIPAA-secure e-mail service, from companies such as Safety Send, PostX or Orchestra. Even with protected e-mail, try not to discuss PHI via e-mail at all, if you can help it.

Even if your services do not fall under a HIPAA agreement, take the initiative to protect your passengers' privacy anyway. Your passengers will appreciate it.

For more information, contact Peggy Graham at: [peggy.graham@da.state.ks.us](mailto:peggy.graham@da.state.ks.us).

### Sources

"Data Entry: Doing more for Privacy." Clolery, Paul. *The Non-Profit Times*. May 1, 2005.

*HIPAA Information Guide: Drivers Quick Reference*. State of West Virginia Department of Transportation, Division of Public Transit.

"HIPAA: Safeguarding Information." Holloway, Jennifer Daw. *Monitor on Psychology*. <http://www.apa.org/monitor/jan05/hipaa.html> 2005. ▲

## Winter driving,

*continued from page 11*

press the brake pedal until the point of wheel lock-up, then release.

Quickly repeat this process until your vehicle stops.

Does this thought sound familiar?: "My vehicle is four-wheel drive so I have nothing to worry about from snow-packed roads." If so, think again. According to Lieutenant Eichkorn, "Drivers of four-wheel drive vehicles have a false sense of security on winter road conditions. Therefore, they may become complacent." Remember, although four-wheel drive gives a vehicle additional maneuverability on winter roads; four-wheel drive will not stop a

vehicle quicker than if it had two-wheel drive. Bottom line, no matter what the vehicle, winter driving is dangerous, even for large vehicles, like buses.

No one wants to be stranded, especially in a snow storm, but it happens, so being prepared is important. For example, Reno County Area Transit puts kitty litter in their paratransit vehicles to spread on the road for additional tire traction. They also provide their paratransit drivers with rubber shoe covers with spikes on the bottom. The shoe covers are placed over the driver's shoes and provide additional traction for walking on wintry surfaces. Finally, for extra precaution, a vehicle emer-

*Go to next page*

## Winter driving videotapes available from Kansas RTAP:

**Winter Driving Safety** (re: buses), 13 minutes. Discusses driving techniques and safety hazards. Produced by MetroLink, 2000.

**Driving Snow: The Keys to Winter Driving** (re: automobiles), 15 minutes. Discusses braking techniques, skid techniques, front wheel and four wheel drive differences, and the importance of proper tires. Produced by Savafilm, 1993.

**Ready, Set, Winter: Driving Safety on Ice and Snow** (re: automobiles), 13 minutes. Discusses pre-winter maintenance, braking techniques, skid techniques, and what to do if you become stuck in the snow. Produced by AAA, 1996.

**Safe Winter Driving Considerations** (re: automobiles), 13 minutes. Discusses pre-winter maintenance, braking techniques, front wheel and four wheel drive differences, handling hills, and passing. Produced by the National Safety Council, 2001.

**Why Skid?: Winter Driving Techniques** (re: automobiles), 18 minutes. Discusses wheel grip, weight transfer, steering, and braking techniques. Produced by Bridgestone Tire, 1994.

To request a video, go to <http://www.kutc.ku.edu>, click on the Lending Library link, then type the video title in the "Resource Name" box and click Search. Then continue with the request process. Or contact Jason Pfister at the Kansas University Transportation Center at (785) 864-5658.



## Rural Transit Conferences and Workshops

October 10-11, 2005  
 Innovative Transit Marketing  
 Strategies  
 Milwaukee, Wis.  
 Contact: Maribeth Sacho  
 Phone: 414-227-3337

October 16-19  
 Transit Trainers' Workshop  
 2005  
 Phone: 732-932-1700  
 E-mail:  
 gloehner@nti.rutgers.edu

October 17-21, 2005 or  
 November 14-18, 2005  
 Transit and Paratransit Mgmt  
 Certificate Program  
 Santa Fe, NM  
 Phone: 210-366-1436  
 www.swta.org

October 23-25, 2005  
 SWTA Transit Marketing  
 Seminar & Marketing Spotlight  
 Awards  
 Tucson, Arizona  
 Contact: Carol Ketcherside  
 Phone: 210-366-1435

November 14-16, 2005  
 2005 International Truck and  
 Bus Safety and Security  
 Symposium  
 Alexandria, Va.  
 Contact: Richard Pain  
 E-mail: rpain@nas.edu

November 15-16, 2005  
 Professional Dispatching and  
 Scheduling Training Session  
 Charleston, WV  
 Contact: Len Cahill  
 Phone: 202-451-9653  
 E-mail: cahill@ctaa.org

November 16-18—Oacoma, SD  
 December 7-9—Oakland, CA  
 Passenger Service and Safety  
 Training Session  
 Contact: Len Cahill  
 Phone: 202-451-9653

January 22-26, 2006  
 SWTA's 26th Annual Conference  
 & EXPO  
 Mesa, Az.  
[http://www.swta.org/pages/  
 seminar.html](http://www.swta.org/pages/seminar.html)

January 28-31, 2006  
 APTA General Managers  
 Seminar  
 Long Beach, Calif.  
 Contact: Heather Rachels  
 Phone: 202-496-4838

March 14-15, 2006  
 Managing the Cost of ADA  
 Paratransit Services  
 Austin, Texas  
 Phone: 732-932-1700

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Editor's Note:  
 To include meetings or  
 workshops in our calendar,  
 send information to:  
 Kansas Trans Reporter, KUTC,  
 1530 W. 15th St., Room 2160,  
 Lawrence, KS 66045.  
 Email: weaver@ku.edu

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### Winter driving, continued from page 13

gency kit can be placed in a vehicle. The emergency kit should include at the minimum: a blanket, book, booster cables, candle, clothing, flashlight, first aid kit, gloves, hat, kitty litter, non-perishable food, shovel, and a send-help flag to alert passing vehicles of the emergency situation.

We hope this article has refreshed you on winter driving techniques and safety precautions. For additional winter driving instruction and information please check out the source below and those mentioned throughout the article.

#### Sources

"Winter Survival Kit," *Grassroutes*, Volume 15, Number 3: 2002.

Other sources include videotapes and Web sites listed in this article. ▲

### Winter driving Web sites

<http://www.kansashighwaypatrol.org/> then click media  
 Kansas State Highway Patrol brochure on winter driving.

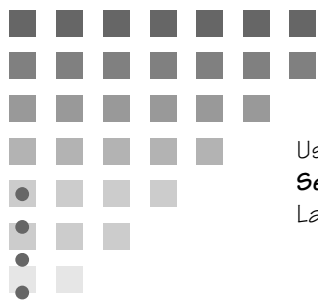
<http://www.fema.gov/pdf/hazards/wndrvfs.pdf>  
 Federal Emergency Management Agency brochure of winter driving tips.

<http://www.mto.gov.on.ca/english/safety/winterdrive/winterdrive.htm>  
 Information on winter driving techniques and emergency kit preparation from the Ontario Ministry of Transportation

<http://www.cartalk.com/content/features/WinterDriving/>  
 Information on pre-winter vehicle maintenance and winter driving techniques from "Car Talk" on National Public Radio.

<http://www.mto.gov.on.ca/english/safety/quicknotes/badsnow.htm>  
 Information on driving in blowing snow and whiteout conditions from the Ontario Ministry of Transportation.

## Resources Order Form



Use this order form to order the resources listed here.

**Send the order form to:** KUTC Lending Library, 1530 W. 15th Street, Room 2160, Lawrence, KS 66044. Or fax the form to 785/ 864-3199.

### Publications and videotapes

**Carbon Monoxide** – National Transit Institute  
A fact sheet that provides a definition of carbon monoxide, the effects, what can be done to reduce carbon monoxide hazards and the legal requirements and professional guidelines for carbon monoxide exposure. Also available at no charge at: [www.ntionline.com](http://www.ntionline.com)

**Effective Approaches to Meeting Rural Intercity Bus Transportation Needs** – American Public Transportation Agency. This report will be of interest to individuals who plan, fund, market, or operate rural intercity bus transportation services. This research report is a valuable resource that addresses funding for intercity bus projects, barriers to implementation, and strategies for initiating, preserving, and enhancing effective intercity bus transportation. The report consists of three parts. Part I addresses "Rural Intercity Bus Transportation Needs, Funding, and Program Issues." Part II covers "Strategies to Improve and Support Intercity Bus Services." Part III provides detailed project descriptions.

**System Security Awareness for Transit Employees: Warning Signs** – Federal Transit Administration, National Transit Institute (videotape for two-week loan). Provides key aspects of system security for transit employees. Increases the viewer's awareness of what to look for and what to do regarding suspicious activity, packages, devices and substances. The practices put forward will not only help a transit system define the threat relative to terrorism, but will also improve overall security, helping to reduce all levels of crime.

More Web sites to visit:

[http://www.docpotter.com/art\\_bo-summary.html](http://www.docpotter.com/art_bo-summary.html)  
Ways to identify job burnout and tips to help you overcome it.

<http://www.powerhomebiz.com/vol154/printad.htm>  
This site offers more helpful hints for designing an advertisement.

[http://www.arthritis.org/resources/travel/Trains/bus\\_travel.asp](http://www.arthritis.org/resources/travel/Trains/bus_travel.asp)  
Advice for travelers with arthritis, which can easily be applied to passengers.

<http://www.hipaa.org/>  
Confused about HIPAA? Find answers here.

Name		Title	
Agency		Phone	
Street address		Email address	
City	State	Zip + 4	Date materials needed

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# Kansas Trans Reporter

The *Kansas Trans Reporter* is an educational publication published quarterly by the Kansas University Transportation Center. The newsletter is distributed free to rural and specialized transit providers and others with an interest in rural and specialized service.

The *Kansas Trans Reporter* is co-sponsored by the Federal Transit Administration under its Rural Transportation Assistance Program (RTAP) and the Kansas Department of Transportation. The purposes of the program are to: 1) educate transit operators about the latest technologies in rural and specialized transit; 2) encourage their translation into practical application; and 3) to share information among operators.

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Send us the inside form with your corrected address, or fax your changes to 785/864-3199.

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## Other services

In addition to publishing the *Kansas Trans Reporter*, the Kansas RTAP program offers a variety of other educational services. Following is a partial list of these services:



- Publication dissemination
- Technical assistance
- Telephone consultation
- Training development
- Web site
- Program planning assistance
- Video lending library
- Computer database searches
- Referral services
- E-mail discussion group

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## Kansas RTAP staff

Assistance can be obtained by contacting a *Kansas Trans Reporter* staff person at the numbers or address above.

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