

# THE VRTA UPDATE

Volume 1, Issue 1

1st Quarter 2004

*Special points of interest:*

- VRTA welcomes former CATS employees
- Great report card for Verona Greyhound agent
- Congratulations to Lael Alston (Tiny) for winning our 1st Annual Rodeo
- Welcome to Michelle King transferring to Dispatch-Purcellville
- Find "the best kept secret in the county"
- State Roadeo is scheduled for May 8th
- We commend Shirley Cockrell and Sarah Utterback for getting an excellent rating on the state DMV audit.

## New Facility

Perhaps the biggest endeavor for VRTA in 2004 will be the construction of a second facility in the Town of Culpeper. Negotiations were continued to secure property, which will pave the way for a permanent facility similar to the office in Purcellville. This new facility will provide training facilities, bus cleaning area, and a place to do vehicle repairs. Once the site is selected, John Conti, Construction Manager, will supervise the facility project.



## Safety News

### SAFETY COMMITTEE

In order to emphasize the importance of safety in all facets of VRTA, the Accident Review Committee was formed in November 2003.

#### Goals-

- No accidents for 1 year
- Develop training
- Develop awards & recognition program
- Follow accident procedures

### SAFETY FIRST

Our company is implementing a new accident reduction program provided by our insurance carrier, Cabell Insurance. The program is to recognize drivers that receive compliments and to help those who have been observed driving in an unsafe manner.

#### How the program works-

- Decals on bus with telephone number to call
- Motorists report good/risk behavior
- Reports generated & sent to VRTA
- Drivers are coached on be-

havior

- Reports returned noting action taken
- Monthly reports distributed to VRTA

#### Initial Results

<u>Month</u>	<u>Calls</u>
Aug 2003	1
Sep	3
Oct	4
Nov	1
Dec	1
Jan 2004	1
Feb	1

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# What's happening-

## Computer Training

In 2004 all office staff will be required to complete a 6-8 hour computer certification course for Windows 2000. Training will keep VRTA staff in step with the rapid changes occurring in today's high-tech world. Classes are being organized by Elena Yeger, Office Manager.

## Bowl-A-Thon

Get friends and family for a team (4+ bowlers) to participate in the

## 2nd Annual Bowl-a-Thon



Place: Village Lanes, Leesburg

Date: Apr 24, 2004

Time: 18:00

Contact- Elena Yeger (ext 20) for questions

## Fleet additions for 2004

12 new buses were delivered to us in the month of February. They were distributed throughout the existing as well as new services.

## New Routes for 2004

### Loudoun County

2 new routes for the 7-to-7-on-7. AOL revised fixed routes.

## Page County

Page County Transit effective Feb 23rd.



## Shenandoah County

Shenandoah Airport service effective Feb 16th.

# West Central Virginia District

The Warrenton office has moved to 173 Keith St. Warrenton, VA.

Contact numbers-

Office: (540) 341-3464

Fax: (540) 341-3092

Email: [angela@transitservices.org](mailto:angela@transitservices.org)

Warrenton held a ribbon-cutting ceremony on Feb 26th to initiate the new Circuit Rider bus.

Effective Apr 17th, VRTA will provide Saturday bus service for the Town of Culpeper from 09:30 until 14:30. Bus funding for Saturday service will be provided by cutting weekday service by one (1) hour Monday through Friday. Dispatch service will also be pro-

vided on Saturdays.

## People in the news-

Congratulations to Clarence Yeager for joining the CDL ranks.

*"The number one transportation provider in the Commonwealth of Virginia"*

# South Central Virginia District

Effective Feb 1st the conversion process was finalized between CATS and VRTA. The CATS employees have completed the necessary paperwork and are now officially VRTA employees.

Welcome to our VRTA team!

A recent Greyhound Company audit rated the Verona office with a 96%.

The agent, Jack Loesch, will be recognized for his great job performance by the Greyhound CEO.

Rider-ship continues to grow in Augusta County. CATS rider-ship showed an increase of 31% January 2003 vs January 2004. The **250 Connector** rider-ship has increased 50% for January 2004.



## PEOPLE IN THE NEWS

### SERVICE ANNIVERSARIES

1st Quarter 2004

#### 90 Days

Barbour, Paul	10/13/03
Maher, John	10/20/03
Abel, Holly	11/03/03
Walker, John	11/07/03
Brown, Nathaniel	11/12/03
Bailey, Jeff	12/08/03
Khawaja, Anwar	12/08/03

#### 6 Months

Yeger, Elena	07/09/03
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#### (6 Months continued)

Ernst, Philip	07/10/03
Gillespie, Jennifer	07/11/03
Swartz, Robert	07/14/03
Utterback, Sarah	07/14/03
Yeger, Clarence	08/05/03
Garrett, William	08/08/03
Wolfe, Yale	08/13/03
Kennedy, Sharon	08/25/03
Njuguana, George	08/25/03
Smith, Phinney	09/15/03

#### 1 Year

Socha, Michael	01/28/03
White, Antoya	03/10/03
Rector, Alma	03/11/03

Beall, Donald	03/19/03
Dovel, Daniel	03/28/03
Ray, Cindy	04/01/03

#### 2 YEARS

Ferrell, Donna	01/21/02
Brooks, Paul	03/28/02

#### 3 Years

King, Michelle	02/19/01
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#### 7 Years

McGregor, Mark	02/18/97
Sutler, Linda	02/28/97

#### 11 Years

Nelson, Alice	03/21/93
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## PURCELLVILLE HAPPENINGS

VRTA has started the *Guaranteed Ride Program* effective Feb 16th. The plan provides immediate transportation in case of emergency, illness and/or unscheduled events. This service is available in Loudoun County from 09:00 until 16:00 Monday through Friday. Donna Ferrell is the point of contact and will make the scheduling arrangements. Bill Brown has been assigned as the signed as the “stand

by” driver. Good news for dispatch, Michelle King is hanging up her driving gloves and transferring to dispatch effective Mar 15th. Sylvia Trammell has been running the operation almost single handed for the last month.

*“The best kept secret in the county”*

Have you ever wondered why you have to wait so long in the DMV? You can check out the website to see the wait time for any DMV office. [ [www.dmv.state.va.us/webdoc/utilities/office.asp](http://www.dmv.state.va.us/webdoc/utilities/office.asp)]. Our DMV customers call our office “the best kept secret in the county.” Can you guess why?

## MISCELLANEOUS

This is a reminder that VRTA pays a bonus, \$500, for any job applicant that you recommend that is hired and stays with the company for a minimum of 90 days. VRTA is looking for good employees and you probably know someone in need of a job. This is a “Win-Win” situation VRTA gets the needed help and you get extra cash.



### \$\$\$

Our newsletter is looking for a name. Your idea could be worth an extra \$50 in your pocket. Place your ideas in the Suggestion Box.

The *Roaddeo* is scheduled for May 8th. Drivers that would like to participate

please notify your supervisor by Mar 26th.

Community Transportation Association of Virginia is pleased to announce its *scholarship* program. Eligible high school seniors are encouraged to apply for the scholarship. At minimum, CTAV will award one \$1,000 scholarship. Information is accessible on [www.ctav.org](http://www.ctav.org). Time is running out ... apply TODAY!

109 N Bailey Lane  
 Purcellville VA 20132

Phone: 540-338-1610  
 Fax: 540-338-0690  
 Email: [shirley@transitservices.org](mailto:shirley@transitservices.org)

## Employee Spotlight

### Heinz Laude



**Position:** Driver

**Background:** Born in Berlin, Germany; lived in England for 3 years; Moved to the U. S. in 1955; educated in Baltimore, MD; worked for Marriott Corporation for 35 years in food service management; driver for VRTA for 8 years.

**Family:** Married for 38 years; 2 daughters; 1 granddaughter; 1 grandson.

**Interests:** Car racing; hunting; travel; taking vacations

**Comments:** We would like to express our gratitude and comment on his continuous support and dedication to this company. His CDL tutoring has helped more than one driver pass the test. Thank you, Heinz!



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[www.transitservices.org](http://www.transitservices.org)

## We the Team-

Don't spin your wheels-Leave the driving to us

Rider-ship continues to grow-

	Feb '03	Feb '04	%Dif
Loudoun County	6399	11380	+78
Clark County	143	285	+99
Warrenton+Area	4554	7511	+65
Augusta County	1422	2499	+76

### Celebrate Birthdays

#### January

1	Nora Payne
6	Linda Sutler
14	Michelle King
14	Robert Anson
14	Paul Doe
16	Jerome Jones
25	John Conti
26	Charlie Kirk
26	Buddy Smith

#### February

3	Mary Micelli
14	Sarah Utterback
28	Barbara Bush

#### March

2	Heinz Laude
3	Anwar Khawaja
16	Edward Eutsler
18	William Coram
19	Sylvia Trammel
21	Charles Gibson
23	Cindy Ray
24	Sharon Kennedy