

TRANSIT EXPRESS

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The Newsletter of the Wyoming Public Transit Association

2011 WYTRANS AWARDS

The Wyoming Public Transit Association honored outstanding transit professionals June 16, 2011 at the annual awards ceremony, held in conjunction with the **23rd Annual WYTRANS Conference** in Rock Springs. Awards for *WYTRANS Agency of the Year*, *Trainer of the Year*, *Transit Administrator of the Year*, *Dispatcher of the Year*, *Driver of the Year*, *Volunteer of the Year* and an *Outstanding Service Award* were selected by WYTRANS members. The 2011 winners are highlighted in this edition of *The Wyoming Transit Express*.

2011 Outstanding Service Award—Beth Knapp

Agency: Cody Council on Aging, Inc.

Nomination by Terry Hinkle, Acting Director

Beth has been employed by the Cody Senior Center since 2003 and serves as our Outreach Coordinator. She spends the majority of her time providing direct services to our clients, helping to match clients' particular needs with the appropriate services that may be available to them. When Beth is not interviewing people, completing applications for them or generally being helpful, she performs a number of other important functions. She serves as a substitute driver for the center and coordinates our entertainment schedule.

What makes Beth an outstanding employee is the cheerful, helpful outlook with which she tackles all of her projects. She goes above and beyond the call of duty to make sure that our clients are well-served. Here are just two examples: Beth became worried when one of the regular clients wasn't showing up at the center. Beth called her and found out that she had been stuck in her apartment for several days because of a defective screen door that had frozen shut. Between calls to law enforcement and the building's management, Beth was able to get the woman rescued from her apartment and to get her screen door replaced. Another incident involved Beth helping a disabled client resolve some personal appearance and hygiene issues – not glamorous work but the kind of attention that so many clients without families require. Instead of turning a blind eye to this type of need, Beth dives in and takes the time to do what should be done.

Beth treats all of our seniors with the dignity, compassion and concern normally afforded dear friends and relatives. We are fortunate to have her at the Cody Senior Center. 🚗



Beth Knapp receiving award for Outstanding Service from WYTRANS President Sean Solan

2011 Dispatcher of the Year— Bobbie Purcell

Agency: STAR

Nomination by Judy Owens, Director

Being raised a Transit brat, Bobbie Purcell knew how demanding transportation could be, but she still agreed to join the STAR team 10 years ago as a bus aid. In November 2003, a dispatching position opened and Bobbie was promoted to Dispatcher. At this time Bobbie was unable to be placed on STAR vehicle insurance, due to her age, so she was just dispatching. When she turned 25, she quickly obtained her CDL and also took on the responsibility of supervising drivers, some more than twice her age, with ease.

Bobbie was instrumental in the selection of our new software along with the conversion of data and installation. This conversion included Automatic Vehicle Locators (AVL) as well as Mobile Data Computers (MDC) which were installed on all the buses. Along with this came the training of the drivers on how to use the MDC. Bobbie had the patience of a saint with the drivers.

As a Rock Springs native, Bobbie’s knowledge of the area was extremely helpful when STAR implemented the Deviated Fixed Route which started in August of 2009. She helped set the times for each stop and made sure that there was enough time between the stops, which could make or break a route system.

Bobbie is our go to person when it comes to the “artsy” things for STAR. She is responsible for STAR’s web page www.ridestartransit.com which she constantly updates in order to keep it current. She is always at work 15 minutes before her shift begins regardless if it is first thing in the morning or when she comes back from lunch.

As a dispatcher and a catchall person, Bobbie is a key factor in creating an incredible work environment. Bobbie is the true meaning of “Great Dispatcher” and is very deserving of WYTRANS Dispatcher of the Year honor. 🚗



Bobbie Purcell accepting WYTRANS Dispatcher of the Year award from Sean Solan, WYTRANS Board President.

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Mark your calendars now!

June 2012						
Su	M	Tu	W	Th	F	Sa
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3	4	5	6	7	8	9
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17	18	19	20	21	22	23
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Next year’s WYTRANS Annual Conference will be in Gillette, Wyoming, June 20-22, 2012.

2011 Trainer of the Year — Jim Forrest

Agency: Star

Nomination by Judy Owens, Director

Jim Forrest has worked for STAR since 1998 as a part-time driver. After nine years of driving he volunteered to become a PASS and Safe Driver trainer. He has been instrumental in maintaining the training program for STAR.

Jim is a wonderful trainer and his training sessions are always a joy to attend. He works hard to ensure the participants understand how important this training is. The participants walk away from his training enthused and confident with their abilities to handle all types of issues they may encounter on the bus.

Jim is very dedicated to transit and goes the extra mile. When he is asked to conduct a class he is always willing to provide the training; whether the training is in Rock Springs or wherever the training is needed. He enjoys visiting with people and helping them become confident with passenger safety securement. 🚌



*WYTRANS Trainer of the Year
Jim Forrest receiving award from
WYTRANS Board President
Sean Solan.*

2011 Driver of the Year — Diana Brush

Agency: Worland Senior Center *Nomination by Karen LeBoeuf, Director*

Diana Brush has been with the Worland Senior Center for fifteen years as Transportation Manager and Driver. Diana's love for the seniors she assists is contagious. She always has a bright smile and a kind word for everyone she meets. Our seniors know that they can count on Diana to be there on time, whether it be just giving them a ride to the Center for lunch and Bingo, or taking them to an appointment. She is one reliable gal!

Her ability to be flexible is also a great attribute to her character and to those who count on her for daily rides. She always manages to squeeze in those last minute calls. Our seniors know, when she comes to pick them up in the winter months, the van is going to be all warm and toasty, welcoming them in from the cold. She is very diligent about maintenance, upkeep and servicing on all the vans. The staff never has to worry about whether the vans will be in great running condition when we have to take them out on the road; we know that we are in good hands!

Diana is also very conscientious about making sure her monthly reporting to WYDOT is filed in a timely manner. Again making sure our Center is taken care of for funding, so that our seniors have the transportation they need. We are very fortunate to have Diana on our team as our Transportation Manager! 🚌



*Diana Brush,
WYTRANS Driver of the Year*

2011 Transit Administrator of the Year—Carol Andreen

Agency: NOWCAP

Nomination by Linda Sutherland, Outreach Worker

Carol has been with NOWCAP for 23 years and has been the director for the Foster Grandparent Program for the last 10 years. The Foster Grandparent Program has two buses in two different towns with an average of 1,200 passengers per month. Carol has acquired both buses since she took over as director of the program. One of the buses has integrated car seats (no more putting car seats in and out 10 times a day) and a lift.

In Thermopolis the bus transports young children (2-5 years of age) to and from pre-schools, day cares, Head Start, Children's Resource Center, elementary school, and the library. The volunteers are transported each day to and from sites as well as any other place they need to go each day. The seniors love the bus because they don't have to worry about cleaning off car windows or warming up their cars each day. The bus is used by young and old to run errands, go to doctors, special field trips, and the million other places people go each day.

Carol coordinates the rides, the drivers, and the dispatching to make sure everyone arrives safely at their destinations. Carol can and does substitute as driver and aide when needed. Carol also does all the reports and bookkeeping needed to run the buses. She also coordinates all the maintenance and makes sure the buses stay on the road. Carol also writes federal, state and local grants each year to coordinate everything into a comprehensive program that benefits the volunteers, the children, and the community. 🚌



Carol Andreen, WYTRANS Transit Administrator of the Year

2011 WYTRANS Agency of the Year CATC / The Bus

Nomination by WYDOT - LGC Staff

Casper Area Transportation Coalition - CATC was nominated for numerous reasons. Their ridership increased by 8% in FY2010, from 169,325 to 182,660. They also had a 7% increase in rides from individuals with disabilities from all age groups. They do an excellent job of submitting their monthly reports in a timely manner. Their staff is very efficient and willing to provide us with any information requested. They are also in the process of considering future public transportation projects to further meet the needs of individuals in the Casper area. 🚌



2011 WYTRANS Agency of the Year Award Winner CATC, Director Marge Cole accepting award.

2011 Volunteer of the Year—Dana Kinsley

Agency: Services for Seniors, Inc.

Nomination by Kimberly Hopfauf, Administrative Assistant

Once in a life time a volunteer comes your way that you are most certain was sent to you straight from heaven. One with which if it were at all possible to create a pattern from, you would so knowing you would never have to be without them.

Dana Kinsley is truly our “Special Angel”. Dana and his wife Phyllis came to Wheatland Senior Center participating in the congregate meal program. It didn’t take long for Dana to provide his assistance volunteering for the home delivery meal program. Twice a week Dana and Phyllis take time from their personal schedules to take meals to citizens of our community. With a warm smile and a friendly hello Dana greets everyone he delivers a meal to with the utmost respect and care knowing in his heart he may be the only human contact some of them have that day.

Dana participated in the Passenger Safety training so he would qualify to transport our clients. Every Sunday Dana provides transportation to the homebound, elderly and disabled as well as the general public in the Wheatland area so they may attend the church service of their choice. His patience and dedication to each client is above and beyond what anyone could expect or hope for.

When Dana isn’t delivering meals or providing transportation for Services for Seniors, Inc. he is taking individuals to Cheyenne for their medical needs once or twice a week for such needs as dialysis treatments.

I can honestly say that on a personal level I am honored to know the man Dana is. As an agency we are extremely grateful for his countless acts of selflessness to the seniors of our community. 🚗



Dana Kinsley accepting WYTRANS Volunteer of the Year award from Sean Solan, WYTRANS Board President.

WYTRANS Board Meeting

The WYTRANS Board of Directors held the summer meeting June 16 in Rock Springs, Wyoming. The next meeting is scheduled for October 20, 2011 in Casper.



Special Thanks to the staff of STAR for hosting this year’s WYTRANS Conference.

WYTRANS
20045 State Highway 150 S.
Evanston, WY 82930
Phone: 307-679-3220

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