



Welcome

Ron Parker

Safety and Training Coordinator

A large, faded watermark of the 'BT' logo is positioned in the lower right quadrant of the slide, partially overlapping the text 'Safety and Training Coordinator'.



New Operators

Alan Volkmar

Julian Cooper

Shelby Greenburg

David Case

Owen Albrecht

Dillon Dunham

ITS : Alex Heivilin

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BT Compliments

during “Snowmageddon”



**BT is the
BEST
transit
system
EVER!!!**

Thank You!!

I want to commend BT. I'm on bus 2712, UCB route, and the driver has done an excellent job driving despite these terrible conditions. He helped me reach my stop in one piece.



BT's New Look





2018 State Bus Roadeo

Competition took place on Sunday 3/18
At Greater Lynchburg Transit Company
in Lynchburg, Virginia





2018 State Bus Roadeo Team





2018 State Bus Rodeo Team





2018 State Bus Rodeo Team





2018 State Bus Roadeo Team





2018 State Bus Rodeo





2018 State Bus Roadeo





2018 State Bus Rodeo





2018 State Bus Roadeo





2018 State Paratransit Roadeo

Held at Blacksburg Transit on April 28th





2018 BT Picnic

Nellie's Cave Park
Sunday, April 22, 2018
2-5pm

Transit Operators, Staff, Family, Friends are
invited to attend.

Games, food, fun and more



2018 BT Picnic



**The
Dunk
Tank**



Dispatch Reminders

“This Bus Ends” vs “Last Run”

Pull all the way up at Timechecks

When parking a bus outside leave it running, in fast idle, with the heat on. Also, be sure to close all windows and hatches

Open Windows

**Remember to close windows and Roof hatches
when you 10-90**





Scholarship



Scholarship Applications Now Available

WHO:

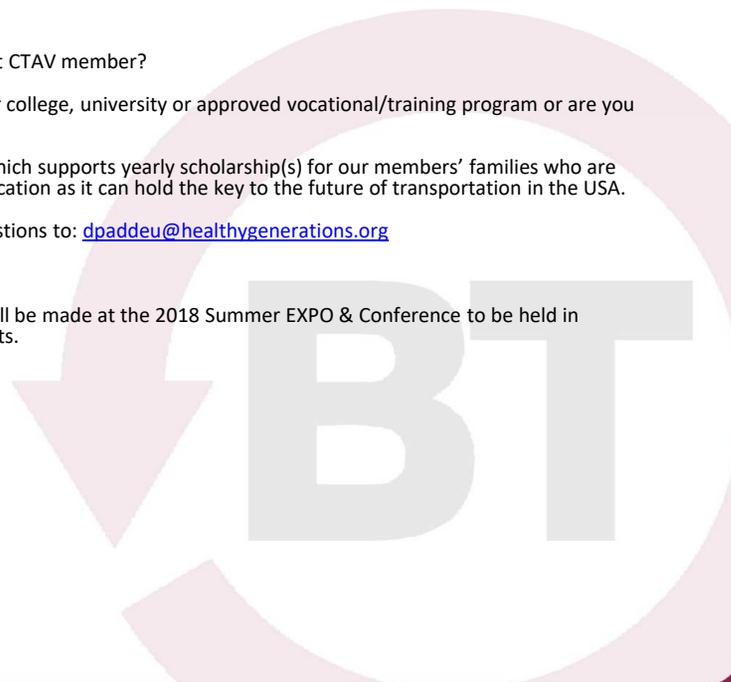
- Are you heading to college?
- Are you a Virginia High School Graduate or will you be in 2018?
- Have you received a GED certificate?
- Are you a child, stepchild, grandchild, legal dependent or spouse of a current CTAV member?
- Are you already in college looking to continue your education?
- Do you either intend to register as a full-time student at an accredited junior college, university or approved vocational/training program or are you already enrolled in one of these three options?

WHAT: Community Transportation Association of Virginia maintains a fund which supports yearly scholarship(s) for our members' families who are pursuing advanced education. We believe strongly in the value of higher education as it can hold the key to the future of transportation in the USA.

WHERE TO APPLY: http://www.ctav.org/page/2018_Scholarship - E-mail questions to: dpaddeu@healthygenerations.org

DEADLINE TO APPLY: May 1, 2018 at 11:59 pm

The scholarship recipient(s) will be chosen in the spring and a presentation will be made at the 2018 Summer EXPO & Conference to be held in Fredericksburg, August 7th. Visit www.ctav.org to see list of previous recipients.





Safety Corner

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Safety and Training Coordinator



BT



National Safety Council

Distracted Driver Awareness Month

“It Was Just...”

It was just a quick call

It was just a short trip

It was just one drink

It was just a picture

It was just an email

It was just a glance

It was just a text

It was just a bite

**‘Just’ is all
it takes**





ACS Refresher

Ron Parker

Training Division

A large, faded version of the Blacksburg Transit logo, consisting of the letters 'BT' inside a circular arrow, positioned in the lower right quadrant of the slide.

BT



ADA CUSTOMER SERVICE TRAINING (ACS)

AN INTRODUCTION FOR BUS OPERATORS





ADA AND YOU

- Americans with Disabilities Act of 1990
- What is ADA?
 - The ADA is an extensive civil rights law.
- Who does ADA Protect?
 - Individuals with disabilities – Someone's son or daughter; brother or sister; parent; grandparent; family member; friend
 - The ADA isn't just the law – it's a way to serve all customers with respect, courtesy and efficiency



ADA REQUIREMENTS

- Operators are prohibited by the ADA from passing customers with disabilities at stops - When all securement areas are in use, stop and advise the customer of the situation and that another vehicle will be along shortly
- Operators must not ask passengers on the bus to disembark to make room for a disabled person – An operator may ask an able-bodied passenger to move from a seat in a securement area to load a disabled passenger when room permits
- Operators must not deny any passenger the option to kneel the bus and deploy the ramp when requested - Remember some disabilities are hidden





ADA REQUIREMENTS

- Operators must assist the passenger onto the bus and allow passengers in wheelchairs to board the ramp in a forward or backward direction
- Operators must transport any mobility device that fits on the ramp
- Operators must secure mobility devices using the available securement system
- Operators must announce all transfer points, major intersections and destinations as well as stops requested by a passenger – Use a clear understandable voice with sufficient volume to be heard in the rear of the bus





SERVICE ANIMALS





SERVICE ANIMALS

- ADA definition: Any animal that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.
- Federal law only recognizes guide dogs and horses; individual state laws can expand coverage to other animals
- All service animals must have a collar or harness and leash or in a secure transport container
- Service animals must be kept under control at all times and not distract the operator in any way
- Service animals must not block the aisle and must not use a seat – the best place for a service animal is at the feet of the passenger





SERVICE ANIMALS

- Operators must permit all service animals to accompany passengers with disabilities
- It is **ILLEGAL** to require a person to prove that the animal is a service animal
- ADA does not specifically mention requirements for service animal identification, training or animals in training
- BT has a “no pets” policy

SERVICE ANIMALS



- Questions you may ask:
 - First: “Is this a service animal?”
 - If yes, and the animal is under control of the handler, welcome them aboard as a team.
 - Second: “What service does the animal provide?”
 - If the passenger can describe a service, welcome them aboard as a team.



SAFETY ISSUES AND SERVICE ANIMALS



- Service animals are socialized and trained to interact with other animals and people. However, it is possible that a service animal could be provoked and become aggressive. You may not make assumptions about a particular animal based on past experiences. Each situation must be considered individually
- A service animal may be excluded from your vehicle when the behavior of the animal poses a direct threat to the health or safety of others
- You **MUST** call Dispatch first and request a Supervisor
- An incident must occur prior to exclusion of a service animal
- The animal, not the person, may be suspended from transportation service





SECUREMENTS





MOBILITY DEVICES

- The ADA defines a “common wheelchair” as a 3- or 4- wheeled device that does not exceed 30 inches in width and 48 inches in length measured two inches above the ground, and does not weigh more than 600 pounds when occupied.
- A common wheelchair is not required to have brakes or any other equipment.
- A mobility device is as valuable to the user as the body part or function it has replaced
- Many mobility device users consider their mobility device to be a part or extension of their own body
- Do not lean on or touch the device unnecessarily as it is similar to touching the person



MOBILITY DEVICES TIPS ON PROVIDING ASSISTANCE



- Ask if assistance is needed before you assist
- Do not jerk or jolt
- Move slowly and carefully
- Treat the chair with care because of its value
- Be aware of the changing center of gravity with wheelchairs
- Talk directly to the person in the chair rather than the person pushing it
- Use the back of your hand towards the passenger when securing the lap/shoulder belts



MOBILITY DEVICES DRIVING TECHNIQUES



- Smooth, steady, even
- Take bumps with caution and care
- Take turns slowly, at 3-5 mph for passenger safety and comfort





Wheelchair Securement Exercise

6 - Vehicles will be positioned in Bay #3
All operators will secure a Mobility Device in a BUS & BOC
Bring agenda, wheelchair securement sheet and pay sheet

Mind if I drive?

Open Forum

Can we swing
by my house real
quick?

QUESTIONS?

Does this go
to the Math
Empo?

I forgot my I.D.,
Can I ride for free?