

ARKANSAS TRANSIT ASSOCIATION, INC.
ANNUAL REPORT

October 18, 2011

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ARKANSAS TRANSIT ASSOCIATION, INC.

ANNUAL REPORT

ANN HENDERSON GILBERT

Executive Director

October 18, 2011

This summer I ran into the attorney I clerked for in law school back in the late 70's. He asked where I was working now, and I told him that I was still at the Arkansas Transit Association, and had been since 1988. He looked at me and said "That's not a job, that's a Career!"

I had never really thought of it like that, but after reflecting, it is a wonderful career, and one I would have chosen in a perfect world.

I look at my association director counterparts, and I can tell you that without a doubt, ATA has the best membership of any association in the state, and of any transit association in the country. None of you are in it for the money – you lead your agencies because you love what you do and you care about your riders and clients.

Whether its membership, training, legislation, workers' comp, or special services, ATA continues to grow and always tries to respond to your needs.

10 new members joined this year for a record 247 members.

Since our last convention, Russ held 140 classes throughout the state, training 2,676 of your employees. During the past 12 years, he has conducted 2053 sessions and taught 25,732 students.

We've hosted 94 separate events at our training facility, including workshops on Rural Transit Need and Demand, Vehicle Maintenance, Management and Inspection, Advanced Mobility Device Securement, and Statewide Needs Assessment meetings. In all, groups met at our offices for 106 days since September of last year.

In our Drug and Alcohol Testing Program, we manage 3 separate consortiums: one with 15 transit systems regulated by the Federal Transit Administration, another with 46 agencies governed by the Federal Motor Carrier Safety Administration, and a third with 26 agencies with Non-DOT programs that choose to test their employees even though it's not required.

Our Workers' Compensation Self-Insured Trust Fund has turned into one of our biggest programs ever. The Trust, which began in 2006, now insures 59 members with more than 12,200 employees and about \$250 Million in total payroll. So far, \$700,000 in premiums has been returned to trust fund members, and more will follow.

In Fiscal Year 2011, the Public Transit Trust Fund collected over \$3,531,000 Million. With the \$350,000 released by the Governor from general revenues, Arkansas has gained almost \$72,000,000 Million more in State and Federal Discretionary funds since 1999 than we would have gotten from federal formula funds. Unfortunately, elections have consequences, and the \$1.3 Million Congressional earmark we anticipated last year was lost.

In the Legislative session, we worked on two bills. Act 192 of 2011, sponsored by Rep. Jonathan Barnett of Siloam Springs, allows non-profit agencies with 25 + vehicles that are eligible for Highway Department vans to renew their vehicle licenses for either 2 or 3 years in advance. Some of our larger members, like Southeast Arkansas Transit with 225 vehicles or Pathfinders with 160 vans, are spending all their time renewing their plates, so this will help them manage their renewal process efficiently and free staff time for other duties. We worked with all our members to make sure they were paying the correct amount for the renewal tags.

The second bill became Act 752. Representative Linda Tyler of Conway sponsored the bill that defined Public Transportation to make it clear that city and county highway turnback funds could be used to pay for transportation services provided by any non-profit agency for the general public or selected groups.

In February, I was honored when the Community Transportation Association of America Board of Directors elected me their President. Agencies around the country deal with the issues you face every day, and I hope I can share some of the ideas and solutions you have provided.

It is a pleasure to work for ATA. Every year, new people register for this conference and almost always come back. I want to thank you. I especially want to thank all of the members who have been attending ATA conferences since before I joined the association in 1988. Your long-time support is appreciated.

**ARKANSAS TRANSIT ASSOCIATION
2010 - 2011 BOARD OF DIRECTORS**

POSITION	DIRECTOR	OFFICE / STATUS	REPRESENTATION	TERM	EXPIRES
1	Betty Wineland Central Arkansas Transit Authority	Secretary / Treasurer	Urban Public Transit System	3 Years	2011
2	Larry Reynolds Pine Bluff Transit	Voting Member	Urban Public Transit System	3 Years	2012
3	Jo Anna Cartwright North Arkansas Transportation Services	Voting Member	Rural Public Transit System	3 Years	2013
4	Cindy Dedman South Central Arkansas Transit	Voting Member	Rural Public Transit System	3 Years	2013
5	Betty Bradshaw Area Agency on Aging - Southeast Arkansas	Voting Member	Paratransit Service / Elderly	3 Years	2012
6	Neil Wilkins Van Buren County Special School	Voting Member	Paratransit Service / Disabled	3 Years	2011
7	Ken Savage Fort Smith Transit	President	Member At-Large	3 Years	2013
8	Cindy Cloyd Frank C. Steudlein Learning Center	Vice President	Member At-Large	3 Years	2012
9	Jerry Williams Jerry Williams Enterprises	Non-voting Member	Vendor (Ex-officio)	N/A	N/A
10	Alan Meadors Arkansas State Highway and Transportation Department	Non-voting Member	AHTD (Ex-officio)	N/A	N/A

Election to Board - Effective at Annual Meeting (07/21/11)

Arkansas Transit Association, Inc.

Condensed Statement of Activities

Year Ended December 31, 2010

Support and Revenue

Grant funds for operations	\$ 480,166
Dues, conferences, testing and training fees	210,748
Property grant funds and building proceeds	1,890
Investment income and miscellaneous	<u>63,899</u>

Total Support and Revenue 756,703

Expenses

Salaries, fringe benefits and office expense	351,067
Building utilities, janitorial and communications	62,779
Conferences, seminars and training	54,845
Travel and automobile	11,202
Services, subscriptions and miscellaneous	19,355
Drug and alcohol program testing costs	88,802
Depreciation	<u>56,447</u>

Total Expenses 644,497

Increase in Unrestricted Net Assets 112,206

Unrealized gain on investments (766)

Total Increase in Unrestricted Net Assets 111,440

Net Assets, Beginning of Year 2,879,446

Net Assets, End of Year \$ 2,990,886

2010 ATA 3RD QUARTER ACTIVITY REPORT

TECHNICAL ASSISTANCE PROGRAM

July 1, 2010 – September 30, 2010

OFFICE MANAGEMENT

Prepared for October 19, 2010, Annual Membership Meeting and Board of Directors' Meeting, developed agenda, sent notice and proxy to Association members; announced Board elections and requested nominations.

Prepared Second Quarter, 2010, Financial Reports.

Deposited funds and paid invoices for Workers' Compensation Self-Insured Trust Fund; generated reports for Trust Administrator; attended Workers' Compensation Self-Insured Trust July 15, 2010, Board Meeting.

Prepared monthly Requests for Reimbursement and quarterly activity report for AHTD grants.

Filed 2009 audit with AHTD and 2009 Form 990 with the IRS.

Filed Annual Report for Non-Profit Corporations with Secretary of State's Office.

Approved and submitted 2009 Form 5500 via Principal website (annual retirement report).

MEMBERSHIP

Drafted and mailed membership letters to providers, vendors and new prospects; explained membership advantages to potential members; received membership renewals and new memberships; entered into database; collected and recorded provider and associate member dues as received; sent thank-you notes as memberships received; updated contact information in Outlook.

Continued inputting contacts into Filemaker Pro for database management and updating membership and prospects lists.

TRANSIT NETWORK AND COALITION

Hosted and participated in Southwest Transit Association's ADA Conference, August 9-10, 2010; Little Rock, AR.

Communications Coordinator attended and presented "Effective Web Design" at SWTA's Marketing Seminar, September 19-21, 2010; Tempe, AZ.

SPECIAL PROJECTS

TRANSIT SAFETY TRAINING AND RESOURCE CENTER

Hosted DHS Developmental Disability Provider Driver Training, ATA Workers' Compensation Self-Insured Trust Board Meeting, AHTD Highway Police Meeting, Regional Transit Needs Assessment Advisory Committee Meeting, SAASHTO Conference Transportation Support, SWTA's ADA Conference (Advanced Mobility Securement Training by NTI), Medicaid Transportation Providers' Meeting, Child Care Transportation Risk Management Meeting, and Public Transportation training and meetings.

Conducted quarterly pest control, conducted North Little Rock Fire Department Building Inspection, repaired kitchen ice machine, applied lawn fertilization treatment, installed physical locks on lobby double doors for power outages, installed carpet squares in lobby, training room and training room office, painted and installed new furniture in training room office, replaced training room broken window, and conducted maintenance on HVAC Unit 2 in training room.

Serviced Color Laser Printer, renewed UltraBac (Backup Software) License, replaced security system backup battery, and purchased new printer for high capacity printing.

WEBSITE

Updated and edited training courses and locations.

Updated conference registration form and information.

Added PayPal functions for membership, training and sponsorships.

Reminded membership of professional advertising for equipment, vehicles and employment on website.

Developed a website follow-up survey for members.

BACKGROUND CHECK ALLIANCE

Received invoices for agency search requests; reviewed charges, billed agencies and archived receipts.

LEGISLATION – State

Received and reviewed rental car tax receipt notifications; updated spreadsheet to document monthly tax receipts.

Reviewed Legislative Digest Interim Reports and committee calendars.

LEGISLATION - Federal

Spoke with Arkansas Members of Congress about 2011 FTA Discretionary Earmark.

TRAINING/EDUCATION PROGRAM **July 1, 2010 – September 30, 2010**

ANNUAL CONFERENCE

Executed Holiday Inn Airport Conference Center contract and Heifer International Village Event Agreement.

Continued working on hotel registration issues; met with hotel planning staff to arrange conference meetings, vendor areas and food/beverage requests.

Met with representatives of Heifer Village to plan event and order food/beverages.

Received and recorded registrations; prepared invoices; issued refunds for cancellations.

Coordinated volunteer responsibilities with CATA and registration assistants.

Sought vendor conference participation and provided sponsorship opportunities; invoiced and recorded sponsorships; facilitated set-up and break down of vendor booths at trade show.

Purchased promotional items for attendees and other conference related materials; received free promotional items from Little Rock Convention and Visitors' Bureau, Arkansas Enterprises for the Developmentally Disabled, and Baptist Health.

Set conference schedule; finalized speakers; received bios, audio visual needs requests and handouts; notified by FTA Administrator's office that Administrator Peter Rogoff would attend to be the Annual Meeting Keynote Speaker; made arrangements for Mr. Rogoff.

Contacted printing companies for lowest price quotes on program printing.

Rented pipe and draping for conference meeting room.

TRAINING AND TECHNICAL ASSISTANCE

Conducted 2 Child Passenger Safety classes.

Training Coordinator held 56 classes with 754 participants, teaching 11 different topics in 3rd Quarter, 2010.

Held 8 open training classes in the Safety and Resource Center and notified all members and transportation training contacts by e-mail; held three classes in DHS/DDS Transportation Training, two classes in Passenger Assistance and one class in Train-the-Trainer (START), Supervisor Drug and Alcohol Training, and CPS.

Scheduled and conducted training classes as requested; prepared and mailed confirmation letters, class rosters and attendance certificates; invoiced agencies.

Updated Training Calendar; set bi-monthly Training Opportunities schedules, including open classes in the Safety and Resource Center; distributed to membership for area coordination and greater agency participation, received and recorded class registrations.

Updated website training calendar and included agencies' locations to promote coordination; listed open classes for on-line registration.

Updated tracking worksheet for training conducted at Safety and Resource Center.

Coordinated free Traffic Violation Report benefit application and reporting process to Information Network of Arkansas (INA); set up free reports using new process for requesting agencies.

Wrote letter to FTA Administrator Peter Rogoff about interstate carrier issues and worked with FTA Senior Staff on need for coordination between FTA and FMCSA enforcement.

Continued answering members' questions about FMCSA United Carrier Registration.

Training Coordinator recertified in Instructor CPR.

Sent Lending Library videos to requesting members; contacted other members to return loaned items.

Hosted National Transit Institute's Mobility Device Securement Class with Mike Noel for SWTA's ADA Conference.

Received two sets of updated lift restraint belts from Access-Arize for use in Passenger Assistance class.

Reviewed new FTA regulations clarifying changes to drug specimen collection panel which added Ecstasy.

Answered agency questions about DOT and Non-DOT Drug and Alcohol issues, policies and programs, including DER and alternate changes, collection site and on-site changes and additions, correct billing and reporting procedures for collection sites, active employee list updates and corrections, collection site errors (including collector who sent employee home for lunch after not being able to produce a specimen) and collector re-training, procedures after receiving an MRO "Safety Concern" notice, pre-employment testing procedures, pre-employment alcohol tests, DER training, whether agency can send positive test results to Workforce Services when employee fired for positive test applied for unemployment insurance, SAP Referral Forms, Model Testing Policy and forms for new consortium member, testing program information for FMCSA safety audit, whether part-time driver should remain in the random testing pool, alternate random selections, contact information updates, program set-up procedures, model policies and forms.

Sent agency reminders to complete quarterly drug and alcohol tests, and updating random pool lists before the next quarterly selections.

Assisted agencies, associations and vendors with various transportation issues, including ATA training programs, coordinating with INA Website to develop approval process for agencies wanting free TVRs, wheelchair tie down policies, FMCSA interstate travel regulations and federal coordination between FMCSA and FTA for training and enforcement, FMCSA safety audits, wheelchair securement training, pre-trip inspection forms, and offered advice on car seat selections.

Taught training programs to help agencies meet requirements of DDS licensure standards.

Presented training programs and technical assistance for daycare and preschool agencies for ASU.

FMCSA DRUG AND ALCOHOL CONSORTIUM

Held 2 Drug & Alcohol Training for Supervisors class.

Continued working with agencies to find alternate collection sites.

Monitored random selections to make sure only 50% random drug and 10% random alcohol tests were conducted according to drug and alcohol regulations, sent reminder to consortium members to update random selection lists, and assisted member update its list.

Updated computer drug and alcohol tests tracking spreadsheet to ensure accurate billing and reporting; made corrections with Third-Party Administrators as necessary; reviewed FirstLab and National MedTest invoices for accuracy; paid FirstLab and National MedTest for tests and invoiced FMCSA Consortium members for drug and alcohol tests.

Continued reviewing all mobile collection charges and assisted in correcting invoices for credit and to return over-payments to member agencies.

Sent reminders to FMCSA members to update random selection lists and to complete random tests before the quarter's end.

Assisted agencies with model policies, program review, documentation and testing questions, including action required after the MRO found a substituted specimen was a refusal, collection site additions and changes, mobile collector changes and charges, and DOT and Non-DOT updated and corrected random pools through Active Employee Lists; made DER and alternate changes as necessary.

FTA DRUG AND ALCOHOL TESTING PROGRAM **July 1, 2010 – September 30, 2010**

Received, reviewed and paid invoices from FirstLab (Third-Party Administrator, or "TPA"); prepared Requests for Reimbursement to AHTD.

Reviewed all monthly testing log sheets submitted by agencies; updated FTA Drug and Alcohol Testing spreadsheet to record all tests conducted and compared with TPA invoices; reported corrections as necessary.

Reviewed Second Quarter, 2010, random tests (including dates and times) conducted by agencies and recorded on their quarterly random selection notification provided by FirstLab to ensure tests were conducted randomly and properly documented; updated database records with DER changes.

Reviewed statistical reports for transit systems to ensure they are on track with required number of random tests; sent quarterly completion reminder to Consortium members.

Conducted 2 Drug and Alcohol Training for Safety-Sensitive Employees classes and 2 Supervisor Training classes.

Assisted transit systems with program issues, including an MRO Safety Concern Notice and driver re-evaluation, SAP Referral Form, collection panel changes, random list quarterly updates, DER changes and training, incorrect Custody and Control Form use, need for employee consent to submit positive test results to Arkansas Workforce Services, collection site procedural issues such as improper insufficient volume collections, and other technical assistance.

Notified by Volpe Center of collection panel changes that will now screen for the amphetamine drug Ecstasy.

Training Coordinator was asked to present at the 2011 FTA Drug and Alcohol Conference in St. Louis.

2010 ATA 4TH QUARTER ACTIVITY REPORT

TECHNICAL ASSISTANCE PROGRAM **October 1, 2010 – December 31, 2010**

OFFICE MANAGEMENT

Held October 19, 2010, Annual Membership Meeting and Board of Directors' Meeting, received and recorded nominations, printed and distributed agenda, nominations report and ballots, collected and recorded proxies; held Board membership elections and announced election results; and, Board of Directors held election of officers.

Prepared Third Quarter, 2010, Financial Reports.

Prepared 2011 Budget and submitted it to AHTD and ATA's Board Executive Committee for review and approval.

Prepared 2011 AHTD Grant Application.

Held December 13, 2010 Board of Directors' Meeting, prepared agenda and sent notice; Board approved 2011 Budget and Grant Application.

Delivered Grant Application and Budget to AHTD; received Grant award.

Deposited funds and paid invoices for Workers' Compensation Self-Insured Trust Fund; generated reports for Trust Administrator; attended Workers' Compensation Self-Insured Trust October 29, 2010, Board Meeting.

Prepared monthly Requests for Reimbursement and quarterly activity report for AHTD grants.

MEMBERSHIP

Explained membership advantages to potential members; received membership renewals and new memberships; made database entries; collected and recorded provider and associate member dues as received; sent thank-you notes as memberships received; updated contact information in Outlook.

Held Annual Meeting of ATA Membership, wrote, printed and distributed Annual Report.

Began preliminary work on 2011 Membership Information and Letters.

TRANSIT NETWORK AND COALITION

Attended Chamber of Commerce candidate meetings.

SPECIAL PROJECTS

TRANSIT SAFETY TRAINING AND RESOURCE CENTER

Hosted DHS Developmental Disability Provider Driver and Accreditation Training, ATA Workers' Compensation Self-Insured Trust Board Meeting, AHTD Highway Police Training and Supervisors' Meeting, AHTD's Research Division Meeting and National Highway Institute Training, Medicaid Transportation Providers' Meetings, Arkansas Common Self-Insurers Guarantee Fund Board Meeting, and Public Transportation training and meetings.

Conducted quarterly pest control and additional control for cobwebs and wasp nests, conducted Fire Sprinkler System and Fire Suppressor Systems Inspections, winterized irrigation sprinkler, and weed-treated lawn and beds.

Installed new carpet in training room and lobby, painted training room office.

WEBSITE

Updated and edited training courses and locations.

Updated conference registration forms and other transit-related information.

Discussed website ADA requirements for agencies receiving state and federal funds.

Created pages in new Content Management System.

BACKGROUND CHECK ALLIANCE

Received invoices for agency search requests; reviewed charges, billed agencies and archived receipts.

LEGISLATION – State

Received and reviewed rental car tax receipt notifications; updated spreadsheet to document monthly tax receipts.

Reviewed Legislative Digest Interim Reports and committee calendars.

Discussed vehicle tag renewal legislation with prospective sponsors and Department of Finance and Administration.

LEGISLATION - Federal

Spoke with Arkansas Members of Congress about 2011 FTA Discretionary Earmark and its likelihood of not being funded after the 2010 elections.

TRAINING/EDUCATION PROGRAM **October 1, 2010 – December 31, 2010**

ANNUAL CONFERENCE

Held Arkansas Public Transportation Annual Conference, October 18-20, 2010, at the Little Rock Holiday Inn Airport Conference Center.

Continued working on hotel registration issues; held meeting with hotel planning staff to finalize conference arrangements, vendor areas and food/beverage requests; monitored food and event counts.

Finalized and printed program, vendor, sponsorship and event signs.

Continued receiving and recording registrations; prepared invoices; issued refunds for cancellations.

Prepared request for Continuing Education Units from DHS' Office of Long-Term Care and Division of Developmental Disability Schools; reviewed approval of 12.5 CEU hours and prepared certification form; reviewed completed CEU forms; prepared and delivered certificates.

Made attendee nametags.

Coordinated volunteers at registration desk.

Set up vendor booths and conducted trade show.

Distributed promotional items and other conference related materials to attendees.

Worked with speakers on presentation needs; copied and distributed handouts at conference and on website.

Reviewed post-conference evaluations.

Wrote and sent thank you notes; sent follow-up email to participants.

Reviewed 2011 Conference proposals from the Fort Smith Holiday Inn, the Bentonville Doubletree Suites and the Eureka Springs Inn of the Ozarks.

Board of Directors selected the proposal from the Inn of the Ozarks, Eureka Springs, October 16-19, 2011.

TRAINING AND TECHNICAL ASSISTANCE

Conducted 1 Child Passenger Safety class.

Training Coordinator held 25 classes with 376 participants, teaching 9 different topics in 4th Quarter, 2010.

Set bi-monthly open class Training Opportunities schedule and notified all members and transportation training contacts monthly by e-mail; accepted and recorded registrations; held 4 open training classes – two classes in DHS/DDS Transportation Training and one class in Supervisor Drug and Alcohol Training and Coaching the Van Driver 3.

Scheduled and conducted on-site training classes as requested; prepared and mailed confirmation letters, class rosters and attendance certificates; invoiced agencies.

Updated Training Calendar; distributed through website to membership for area coordination and greater agency participation, received and recorded class registrations.

Updated tracking worksheet for training conducted at Safety and Resource Center.

Set up free TVR reports for agencies on INA website using new approval process for requesting agencies.

Continued answering members questions about FMCSA United Carrier Registration; assisted appropriate agencies receive fee payment exemption.

Ordered CPS videos for Lending Library and training mannequins for demonstrations.

Sent Lending Library DVDs and videos to requesting members; contacted other members to return loaned items.

Reviewed highlights of 2010 American Heart Association CPR Guidelines.

Received two postural belts from Q'Straint for Passenger Assistance trainings.

Assisted agency procure training seat from Freedman Seating.

Assisted agency to create a driving skills exam for new hires and veteran drivers.

Answered agency questions about DOT and Non-DOT Drug and Alcohol issues, policies and programs, including DER and alternate changes, collection sites, correct billing and reporting procedures for collection sites, active employee list updates and corrections, random alcohol tests, random tests, DER training, Model Testing Policy and forms for new consortium member, contact information updates, program set-up procedures, model policies and forms, and NON-DOT accounts.

Assisted agencies with various transportation issues, including ATA training programs, license tag renewals, approval of member agencies for free TVRs from INA Website, wheelchair tie down policies, training and issues, retractable wheelchair securement, passenger assistance, child passenger safety issues (transporting a one-year old for over an hour and a child that cannot use a booster seat on a bus with only lap belts), FMCSA interstate travel regulations and UCC fee exemptions, creation of a driver qualification list.

Called members to determine if they were getting correct license tags and paying the right renewal fees.

Taught training programs to help agencies meet requirements of DDS licensure standards.

Presented childcare transportation training programs and technical assistance for daycare and preschool agencies for ASU.

Assisted transit agencies/brokers with Medicaid proposals and oral presentations.

Contacted CTAA to discuss ATA hosting the Vehicle Maintenance Management and Inspection class; CTAA asked if ATA could host a PASS Master Trainers' Workshop.

FMCSA DRUG AND ALCOHOL CONSORTIUM

Set up 1 new DOT/FMCSA account for member and deactivated another account.

Updated computer drug and alcohol tests tracking spreadsheet to ensure accurate billing and reporting; made corrections with Third-Party Administrators as necessary; reviewed FirstLab and National MedTest invoices (including mobile collection charges) for accuracy; paid FirstLab and National MedTest for tests and invoiced FMCSA Consortium members for drug and alcohol tests.

Sent reminder to consortium members to update random selection lists.

Reviewed quarterly FMCSA random selection report and reminded consortium members to complete random tests before the quarter's end.

Assisted agencies with model policies, program review, documentation and testing questions; made collection site additions and changes; facilitated DOT and Non-DOT updates and corrections to random pools through Active Employee Lists; made DER and alternate changes as necessary; helped with on-site collection coordination for Western Arkansas agencies; assisted consortium member with random DOT alcohol tests, worked with TPA to evaluate consortium tests under new Part 40 standards, read new Federal CCF regulations, updated "Request to Test" form, discussed reasonable suspicion issues, and talked with two agencies about setting up non-DOT accounts.

Sent memo to consortium members explaining recent 40 CFR Part 40 updates (including the addition of MDMA, or ecstasy), and advising them to update their policies.

Sent memo to consortium members about the new Federal CCFs that will soon be used.

Sent memo with the updated "Request to Test" form that meets the new Part 40 requirements.

Attended Workplace Drug Testing workshop sponsored by the Human Resource Management Association and a'TEST Consultants.

FTA DRUG AND ALCOHOL TESTING PROGRAM
October 1, 2010 –December 31, 2010

Received, reviewed and paid invoices from FirstLab (Third-Party Administrator, or "TPA"); prepared Requests for Reimbursement to AHTD.

Reviewed all monthly testing log sheets submitted by agencies; updated FTA Drug and Alcohol Testing spreadsheet to record all tests conducted and compared with TPA invoices; reported corrections as necessary.

Reviewed Third Quarter, 2010, random tests (including dates and times) conducted by agencies and recorded on their quarterly random selection notification provided by FirstLab to ensure tests were conducted randomly and properly documented; notified one agency that no random tests were being conducted in first week of any month; and updated database records with DER changes.

Reviewed statistical reports for transit systems to ensure they are on track with required number of random tests; sent quarterly completion and random list update reminders to Consortium members.

Conducted 2 Drug and Alcohol Training for Safety-Sensitive Employees classes and 1 Supervisor Training class.

Assisted transit systems with program issues, including collection panel changes, random list quarterly updates, DER changes and training, alternate site for alcohol tests, collection site monitoring and auditing, model policies and forms, weekend random collections, and other technical assistance.

Sent memo to agencies about explaining new Part 40 updates and collection panel changes that will now screen for the amphetamine drug Ecstasy; sent memo about new Federal CCFs to come soon; and sent memo with an updated "Request to Test" form that meets the new requirements.

Reviewed latest *FTA Drug and Alcohol Program Updates* newsletter.

Notified by FTA that the 2010 D&A MIS Reports are due March 15, 2011.

2011 ATA 1ST QUARTER ACTIVITY REPORT

TECHNICAL ASSISTANCE PROGRAM
January 1, 2011 – March 31, 2011

OFFICE MANAGEMENT

Prepared Minutes of December 13, 2010, Board of Directors' Meeting.

Held March 30, 2011, Board of Directors' Meeting, prepared agenda and sent notice; drafted Minutes.

Prepared Fourth Quarter, and Annual, 2010, Financial Reports.

Assisted CPA conduct 2010 audit.

Deposited funds and paid invoices for Workers' Compensation Self-Insured Trust Fund; generated reports for Trust Administrator; attended Workers' Compensation Self-Insured Trust February 3, 2011, Board Meeting.

Produced and distributed employees' 2010 W-2s.

Prepared monthly Requests for Reimbursement for AHTD grants.

MEMBERSHIP

Drafted and sent 2011 Membership Renewal Letter with updated Membership Benefits sheet and informational request form to providers and vendors.

Drafted and sent 2011 Membership Letter to prospective provider and vendor members.

Received membership renewals and new memberships; made database entries; collected and recorded provider and associate member dues as received; sent thank-you notes as memberships received; updated contact information in Outlook.

TRANSIT NETWORK AND COALITION

Executive Director elected President of the Community Transportation Association of America; attended CTAA Board Meeting, March 4-5, 2011; Washington, DC.

Attended Chamber of Commerce legislative meetings.

Training Coordinator attended SWTA Annual Conference, February 28-March 2, 2011; Austin, TX.

SPECIAL PROJECTS

TRANSIT SAFETY TRAINING AND RESOURCE CENTER

Hosted DHS Developmental Disability Provider Driver Training and Medicaid Meeting, DHS State Government Meeting, UAMS Planning Retreat, ATA Workers' Compensation Self-Insured Trust Board Meeting, AHTD Highway Police Training, FTA's Safety & Security Orientation Workshop, VHB's "Methodology for Forecasting Need and Demand for Rural Public Transportation" Workshop (for Transit Cooperative Research Program), TransSystems' Statewide Needs Assessment Meeting, and Public Transportation training and meetings.

Conducted annual termite inspection and quarterly pest control, replaced air filters, brought irrigation sprinkler system online from winterization, repaired sprinkler breaks, treated soil with limestone for low pH, and weed-treated lawn and beds with pre-emergent.

Upgraded Firewall software, conducted professional network security assessment, installed new router in training room to create sub-network for visitors, purchased and installed Adobe Professional software on Trainer's computer, dusted filters on training room main projector, and purchased Apple iPads for Director and Communications Coordinator for more efficient productivity at off-site locations.

WEBSITE

Updated website for ADA Compliance; coordinated with AHTD and 1011 Web to help transit systems with ADA website compliance for persons who have sight or hearing disabilities.

Updated and edited training courses and locations; updated transit-related information and 2011 website pages; added 2011 Conference information; met with 1011 Web to enhance website registration options; and helped plan ATA member login opportunities for website users.

BACKGROUND CHECK ALLIANCE

Received invoices for agency search requests; reviewed charges, billed agencies and archived receipts.

LEGISLATION – State

Received and reviewed rental car tax receipt notifications; updated spreadsheet to document monthly tax receipts.

Reviewed Legislative Digest Reports and committee calendars; obtained and delivered 88th General Assembly Legislative Directories to members.

Drafted vehicle tag renewal legislation with Legislative Bureau staff, sponsors and Department of Finance and Administration; testified at sponsors' request.

Drafted legislation lifting restrictions on city and county use of street turnback funds; testified at sponsors' request.

LEGISLATION - Federal

Met with Congressman Rick Crawford (R-1st District and Member of the House Transportation and Infrastructure Committee) and staff members in their Jonesboro office, along with several ATA Member Agency Directors, to discuss community transportation in Arkansas and the First District; Communication Coordinator attended House T and I Committee Field Hearing in Jonesboro.

Met with Congressman Tim Griffin and staff to discuss community transportation.

Met with Mayor of Jonesboro to discuss state and federal funding for Jonesboro Transit.

TRAINING/EDUCATION PROGRAM **January 1, 2011 – March 31, 2011**

ANNUAL CONFERENCE

Received and reviewed proposed event sheets and contract from the Eureka Springs Inn of the Ozarks sales staff for the 2011 Annual Public Transportation Conference planning.

Created filing system on server to house 2011 Conference information.

TRAINING AND TECHNICAL ASSISTANCE

Conducted 1 Child Passenger Safety class.

Training Coordinator held 35 classes with 469 participants, teaching 8 different topics in First Quarter, 2011.

Set bi-monthly open class Training Opportunities schedule and notified all members and transportation training contacts monthly by e-mail; accepted and recorded registrations; held 4 open training classes – two classes in DHS/DDS Transportation Training and one class in Supervisor Drug and Alcohol Training and Passenger Assistance.

Scheduled and conducted on-site training classes as requested; prepared and mailed confirmation letters, class rosters and attendance certificates; invoiced agencies.

Updated Training Calendar; distributed through website to membership for area coordination and greater agency participation; received and recorded class registrations.

Updated tracking worksheet for training conducted at Safety and Resource Center.

Set up free TVR reports for member agencies on INA website using new approval process.

Continued answering members questions about FMCSA United Carrier Registration; assisted appropriate agencies receive fee payment exemption.

Ordered Coaching the Van Driver and Coaching the Experienced Driver Response Books from the National Safety Council; ordered two copies of the "Trading Places" DVD from National RTAP and five copies of Project ACTION's ACCESS Matters DVD for Lending Library; ordered new Supervisor D & A DVD from FirstLab for training.

Sent Lending Library DVDs and videos to requesting members; contacted other members to return loaned items.

Researched new First Aid training materials.

Updated Child Passenger Seat PowerPoint presentation to add American Academy of Pediatrics' recommendations to keep children rear-facing until age two; sent recommendations to members and answered inquiries.

Coordinated and hosted FTA's Transit Safety and Security Workshop (Ream Lazaro, Instructor, March 15).

Organized, planned and led multi-date Passenger Assistance trainings for all Central Arkansas Transit Authority drivers, focusing on motorized wheelchairs, scooters and using securement webbing loops; borrowed motorized wheelchair, Jazzy and three-wheeled scooter from Pride Mobility for training.

Finalized plans to host CTAA's Vehicle Maintenance Management and Inspection class on May 25-27 at the Arkansas Public Transit Safety and Resource Center; sent notice and registration instructions to transit and large 5310 agencies; collected and recorded on-line registrations.

Set up National Transit Institute's Advanced Mobility Device Securement Workshop (July 12-13) at the Safety and Resource Center; created and sent marketing announcements and registration information to transit and large 5310 agencies.

Worked with the Vanasse Hangen Brustlin Consulting Firm to organize and host Transit Cooperative Research Program's "Methodology for Forecasting Need and Demand for Rural Public Transportation" Workshop; notified transit systems and recorded on-line registrations.

Answered agency questions about DOT and Non-DOT Drug and Alcohol issues, policies and programs, including DER and alternate changes, collection site sending employer's copies of CCFs to wrong location, incorrect billing, active employee list updates and corrections, pre-employment alcohol tests, random tests, post-accident tests, employee challenge of post-accident positive test, FTA and FMCSA 2010 MIS Reports, DER training, shy lung issue, refusal to test report to

CDL Database, on-site testing coordination, reorders of CCFs and collection kits, reporting FTA safety-sensitive employee's positive test to CDL Database and concurrent FMCSA-regulated school district employer, Model Testing Policy and forms for new consortium member, contact information updates, program set-up procedures, and NON-DOT accounts.

Assisted agencies with various transportation issues, including ATA training programs, correct license tags and cost of renewals, organizational handicap plates and placards, approval of member agencies for free TVRs on INA's Website, lift operation procedures, wheelchair tie down policies, training and issues, unoccupied manual wheelchair securement, passenger assistance, child passenger safety issues (advised one agency to check NHTSA recall list to determine if seat with Styrofoam in seat shell is safe, and another agency that children should not wear bulky clothes in car seat, but rather have as few layers as possible between child and harness), CPS Technician Workshop information, American Academy of Pediatrics recommendation (that children should be rear-facing until age 2), FMCSA interstate travel regulations and UCR fee exemptions.

Continued calling members to determine if they had correct license tags and were paying the right renewal fees; worked with DF and A to correct license plate errors and issue refunds where appropriate; helped DDS agencies find MRDDS forms for \$1.00 tags and assisted others with organizational handicap plates or placard forms.

Taught training programs to help agencies meet requirements of DDS licensure standards.

Received FOI'd copies of NEMT Medicaid RFPs; reviewed proposals, evaluations and score sheets.

Sent second notice of March trainings; recorded registrations.

Installed Adobe Acrobat "writer" software on desktop computer.

Requested and received updated "ATA subscribers" list getting free TVRs from Information Network of Arkansas (INA).

Requested and received permission from AHTD to attend the SWTA Annual Conference in Austin, TX, and the NTI Transit Trainer's Workshop in Tampa, FL.

Reviewed new CPR updates on the American Heart Association website; completed the AHA BasicLife Support and Heartsaver CPR Science Guidelines Update on-line to teach new Guidelines going into effect April 1; faxed copies of certificates to the Baptist Health Training Coordinator.

Sent driver safety resources to BRATS Transit in Robertsedale, AL.

Began working on presentation for FTA's D&A National Conference, April 6-7, 2011; St. Louis, MO.

Gave information about the CPS Technician Program to Arkansas Foundation for Medical Care staff.

Asked Emergency Care and Safety Institute Publications about an updated version of the Good Samaritan First Aid Guide and was told the First Aid Guide, 6th Edition, which corresponds to the new 2010 Guidelines, would be available in May.

Created new annual training report for ATA Board.

FMCSA DRUG AND ALCOHOL CONSORTIUM

Held 2 Drug and Alcohol Supervisor Training classes.

Set up 1 new DOT/FMCSA account for member.

Updated computer drug and alcohol tests tracking spreadsheet to ensure accurate billing and reporting; made corrections with Third-Party Administrators as necessary; reviewed FirstLab and National MedTest invoices (including mobile collection charges) for accuracy; paid FirstLab and National MedTest for tests and invoiced FMCSA Consortium members for drug and alcohol tests; made certain FirstLab on-site collector payments were made timely.

Sent reminder to consortium members to update random selection lists.

Reviewed quarterly FMCSA random selection report and reminded consortium members to complete random tests before the quarter's end.

Assisted agencies with model policies, program review, documentation and testing questions; made collection site additions and changes; facilitated DOT and Non-DOT updates and corrections to random pools through Active Employee Lists; made DER and alternate changes as necessary; helped with on-site collection coordination for Western Arkansas agencies; assisted consortium member with pre-employment alcohol tests, post-accident tests, refusals to test, CDL database, and reorders of CCFs and collection kits.

Helped agency with a test refusal when a new hire left testing site after testing procedure had begun; advised the refusal positive be reported to the CDL database.

Compiled information and completed 2010 FMCSA Drug and Alcohol MIS Report.

FTA DRUG AND ALCOHOL TESTING PROGRAM **January 1, 2011 – March 31, 2011**

Received, reviewed and paid invoices from FirstLab (Third-Party Administrator, or "TPA"); prepared Requests for Reimbursement to AHTD.

Reviewed all monthly testing log sheets submitted by agencies; updated FTA Drug and Alcohol Testing spreadsheet to record all tests conducted and compared with TPA invoices; reported corrections as necessary.

Reviewed Fourth Quarter, 2010, random tests (including dates and times) conducted by agencies and recorded on their quarterly random selection notification provided by FirstLab to ensure tests were conducted randomly and properly documented; and updated database records with DER changes.

Reviewed statistical reports for transit systems to ensure they are on track with required number of random tests; sent quarterly completion and random list update reminders to Consortium members.

Conducted 3 Drug and Alcohol Training for Safety-Sensitive Employees classes and 1 Supervisor Training class.

Assisted transit systems with program issues, including, random list quarterly updates, DER changes and training, documentation, post-accident requirement for alcohol test, collection site monitoring, auditing and retraining, model policies and forms, positive random tests, refusal to test, former employee challenging positive result, alcohol test shy lung procedures, reporting positive test to CDL database and concurrent school district employer regulated by FMCSA, collection site sending "Employer Copy" of CCFs to wrong location, and other technical assistance.

Notified transit systems that their 2010 D&A MIS Reports were due March 15, 2011; worked with agencies to complete Reports with data from FirstLab; reviewed all reports, accepted and issued user names and passwords for data submission to FTA's website; reported approvals to AHTD.

Sent Model Policy and forms to new director of TUTD; explained program and determined they are eligible for ATA/AHTD payment of tests.

Began work on FTA D&A Nat'l Conference workshop (April 6-7, St. Louis, MO).

2011 ATA 2ND QUARTER ACTIVITY REPORT

TECHNICAL ASSISTANCE PROGRAM

April 1, 2011 – June 30, 2011

OFFICE MANAGEMENT

Prepared Minutes of March 30, 2011, Board of Directors' Meeting.

Prepared First Quarter, 2011, Financial Reports.

Deposited funds and paid invoices for Workers' Compensation Self-Insured Trust Fund; generated reports for Trust Administrator; attended Workers' Compensation Self-Insured Trust April 21, 2011, Board Meeting.

Prepared monthly Requests for Reimbursement for AHTD grants.

Packed office files, bookcase contents and electronics for temporary storage; installed carpet in administrative offices and conference rooms.

Assisted CPAs with 2010 ATA and ATA Workers' Compensation Self-Insured Trust Audits.

Worked with insurance auditor on liability audit.

Hired new Communications Coordinator and conducted employee orientation.

MEMBERSHIP

Sent follow-up e-mail with 2011 Membership Renewal Letter and invoices to providers and vendors.

Received membership renewals and new memberships; made database entries; collected and recorded provider and associate member dues as received; sent thank-you notes as memberships received; updated contact information in Outlook.

TRANSIT NETWORK AND COALITION

Attended Community Transportation Association of America's Expo, June 4-10, 2011; Indianapolis, IN; Director attended Board of Directors' Meeting, Trainer helped with Roadeo and led 3-day PASS Train-the-Trainer Workshop.

Training Coordinator attended NTI Transit Trainers' Workshop, April 11-13, 2011; Tampa, FL.

Training Coordinator attended and presented two workshops at FTA's Drug and Alcohol National Conference, April 6-7, 2011; St. Louis, MO.

Attended DHS Medicaid meeting with DHS Director and Medicaid Administrator and staff to hear new program payment plans.

SPECIAL PROJECTS

TRANSIT SAFETY TRAINING AND RESOURCE CENTER

Hosted DHS Developmental Disability Provider Driver Training, AHTD's TRC Meeting and Conference Call, Arkansas Highway Police Meetings, MetroPlan Streetcar Planning Task Meeting, ATA Workers' Compensation Self-Insured Trust Board Meeting, CTAA's Vehicle Maintenance, Management and Inspection Training, ASAE's Parliamentary Procedure Education, and Public Transportation training and meetings.

Conducted quarterly pest control, replaced air filters, had fire extinguishers and fire suppression systems inspected, applied lawn, fire ant, and weed control treatments, mulched; pulled weeds from beds, cleared cottonwood debris from roof drains, installed carpet on office side of building, and worked with Myers Supply to provide janitorial products.

Purchased monitor and training television, configured newly formatted iPhone to work with Exchange server, changed conference phone lines from 3 to 2 to avoid alarm company interference with conference calls, and updated postage machines with latest rates.

WEBSITE

Updated website for ADA Compliance; coordinated with AHTD and 1011 Web to help transit systems with ADA website compliance for persons who have sight or hearing disabilities.

Added 2011 Annual Conference registration forms and information on website.

Updated and edited training courses and locations; updated transit-related information.

BACKGROUND CHECK ALLIANCE

Received invoices for agency search requests; reviewed charges, billed agencies and archived receipts.

Received Driver Release Audit Notification for member agency and assisted with audit process.

LEGISLATION – State

Received and reviewed rental car tax receipt notifications; updated spreadsheet to document monthly tax receipts.

Reviewed Legislative Digest Reports and committee calendars; attended committee meetings.

Arranged signing picture with Governor Beebe for Faulkner County agencies helped by Act 752 of 2011 (use of city and county turnback funds for passenger transportation).

LEGISLATION - Federal

Met with Federal Transit Administrator Peter Rogoff to discuss transit programs and discretionary FTA grants.

TRAINING/EDUCATION PROGRAM **April 1, 2011 – June 30, 2011**

ANNUAL CONFERENCE

Met with the Eureka Springs Inn of the Ozarks sales staff to discuss tentative event agenda for the 2011 Annual Public Transportation Conference; toured possible event site.

Prepared and sent e-mail notifications with website registration links to providers and vendors; began receiving and processing early registrations.

Worked on preliminary agenda and contacted speakers to develop program.

TRAINING AND TECHNICAL ASSISTANCE

Conducted 1 Child Passenger Safety class.

Training Coordinator held 34 classes with 660 participants, teaching 11 different topics in Second Quarter, 2011.

Set bi-monthly open class Training Opportunities schedule and notified all members and transportation training contacts monthly by e-mail; accepted and recorded registrations; held 7 open training classes – two classes in DHS/DDS Transportation Training and Supervisor Drug and Alcohol Training, and one class each in Coaching the Van Driver 3, Passenger Assistance, and Child Passenger Safety.

Scheduled and conducted on-site training classes as requested; prepared and mailed confirmation letters, class rosters and attendance certificates; invoiced agencies.

Updated Training Calendar; distributed through website to membership for area coordination and greater agency participation; received and recorded class registrations.

Updated tracking worksheet for training conducted at Safety and Resource Center.

Set up two member agencies for free TVR reports on INA website using new approval process.

Ordered training materials from the National Safety Council; ordered revised version of Transit Operator's Pocket Guide (ADA) from Project ACTION to be used with Passenger Assistance and DDS training.

Sent Lending Library DVDs and videos to requesting members; contacted other members to return loaned items.

Reviewed new American Heart Association CPR product orientation video on-line in preparation for new training guideline; reviewed "Travel Safety Tips" from the American Academy of Pediatrics.

Received and reviewed the updated version of the Good Samaritan First Aid Learner's Guide 6th Edition and Instructor DVD from Emergency Care and Safety Institute Publications; updated online First Aid

course description to reflect new standards and requirements, including changing recertification from 3 to 2 years.

Ordered new Heartsaver CPR training materials (books and instructor DVD).

Reordered and received Supervisor Drug and Alcohol DVD from FirstLab.

Trainer recertified as Child Passenger Safety Technician with Safe Kids Worldwide.

Received and reviewed updated PASS course changes.

Executed agreement and hosted CTAA's Vehicle Maintenance Management and Inspection class held May 25-27 at the Arkansas Public Transit Safety and Resource Center.

Taught 3-day PASS Train-the-Trainer Workshop at CTAA's Expo in Indianapolis, IN.

Collected on-line registrations and registered attendees for the National Transit Institute's Advanced Mobility Device Securement Workshop to be held July 12-13 at the Safety and Resource Center.

Taught training programs to help agencies meet requirements of DDS licensure standards.

Assisted agencies with various transportation issues, including ATA training programs, approval of member agencies for free TVRs on INA's Website, FMCSA interstate travel regulations and UCR fee exemptions.

Answered agency questions about DOT and Non-DOT Drug and Alcohol issues, policies and programs, including DER and alternate changes and additions, active employee list updates and corrections, incorrect billing, billing and results sent to wrong location, procedures for waiver employee's positive pre-employment test result and following agency's policy, pre-employment alcohol tests, random tests, post-accident tests, employee's challenge of positive post-accident test and claim that melanin effected test result, DER Training, on-site testing coordination, review of new CCFs, assistance to new consortium members, contact information updates, FTA and FMCSA program set-up procedures, and set up FTA, FMCSA and NON-DOT accounts with FirstLab.

Continued assisting members with correct license tags and organizational handicap plates or placard forms.

FMCSA DRUG AND ALCOHOL CONSORTIUM

Held 2 Drug and Alcohol Supervisor Training classes.

Set up 1 new DOT/FMCSA account for member.

Updated computer drug and alcohol tests tracking spreadsheet to ensure accurate billing and reporting; made corrections with Third-Party Administrators as necessary; reviewed FirstLab and National MedTest invoices (including mobile collection charges) for accuracy; paid FirstLab and National MedTest for tests and invoiced FMCSA Consortium members for drug and alcohol tests.

Sent reminder to consortium members to update random selection lists.

Reviewed quarterly FMCSA random selection report and reminded consortium members to complete random tests before the quarter's end.

Assisted agencies with model policies, program review, documentation and testing questions; set up member in FMCSA consortium, made collection site additions and changes; facilitated DOT and Non-DOT updates and corrections to random pools through Active Employee Lists; made DER and alternate changes as necessary; helped with on-site collection coordination for Western Arkansas agencies; assisted consortium member with positive pre-employment test procedures; and reorders of CCFs and collection kits.

FTA DRUG AND ALCOHOL TESTING PROGRAM

April 1, 2011 – June 30, 2011

Received, reviewed and paid invoices from FirstLab (Third-Party Administrator, or "TPA"); prepared Requests for Reimbursement to AHTD.

Reviewed all monthly testing log sheets submitted by agencies; updated FTA Drug and Alcohol Testing spreadsheet to record all tests conducted and compared with TPA invoices; reported corrections as necessary.

Reviewed First Quarter, 2011, random tests (including dates and times) conducted by agencies and recorded on their quarterly random selection notification provided by FirstLab to ensure tests were conducted randomly and properly documented; and updated database records with DER changes.

Reviewed statistical reports for transit systems to ensure they are on track with required number of random tests; sent quarterly completion and random list update reminders to Consortium members.

Conducted 1 Drug and Alcohol Training for Safety-Sensitive Employees class and 1 Supervisor Training class.

Assisted transit systems with program issues, including random list quarterly updates, DER changes and training, documentation, collection site monitoring, auditing and retraining, model policies and forms, former employee challenging positive result, and other technical assistance.

Prepared RFP for Third-Party Administrator Services and submitted to AHTD for approval; distributed RFP to interested vendors and published in statewide newspaper; compiled responses to bidder questions and distributed to interested vendors; received and evaluated proposals; made recommendation to AHTD and received concurrence; selected FirstLab as the TPA effective July 1, 2011; notified bidders of selection results; began drafting contract.

Training Coordinator attended and led two workshops on transit contractors' oversight at FTA's Drug and Alcohol National Conference (April 6-7, 2011, St. Louis, MO).

Requested further monitoring support from FirstLab by asking for notification when a transit system has a post-accident or reasonable suspicion test.

Reordered and received new Supervisor Drug and Alcohol Training DVD from FirstLab.

Assisted agency with challenge of a positive drug test result by a former employee; researched employee's claim that melanin can effect the validity of a test result.

Ordered additional Post-Accident Determination cards from Volpe.

Downloaded and updated the Prescription and Over-the-Counter (OTC) Medication Toolkit from FTA's website.

Downloaded and reviewed new CCF (Custody and Control Form).

Added new rural transit system to Consortium; worked with agency employees to explain program and responsibilities; led special session for new DER and Alternate on FTA Drug and Alcohol Management and how to use the "toolkit" forms; sent Memo of Understanding to agency director.