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*A United Voice for Public  
Transportation in Connecticut*



*Far left: Brenda Clark  
from Greater New Haven  
Transit District (GNHTD)*

*Right: Dan Scace from  
Capitol Region Council of  
Governments (CRCOG)*

## **Connecticut Transportation Updates**

### **Workshop Sessions A Success**

On Tuesday, March 12, CACT presented the “Emergency Preparedness and Dispatcher Customer Service Workshop Sessions” at Greater Hartford Transit District. The event featured Brenda Clark, Supervisor Special Services/Training & Safety Outreach Services for Greater New Haven Transit District, who conducted the Dispatcher Customer Service Session. Brenda provided the attendees with a list of phrases that could be utilized by anyone who deals with the public (see sidebar on page 2.) Brenda noted that GNHTD offers an 8-hour Defensive Driving Course, broken into 2-4 hour sessions. For further information contact Brenda at 203-288-6282.

Dan Scace, CRCOG Urban Area Security Initiative Project Manager and Training Coordinator gave an overview of the Citizen Preparedness website: [www.getreadycapitolregion.org](http://www.getreadycapitolregion.org) and how to properly prepare for an emergency or disaster.

Bill Perkins, CRCOG Homeland Security Trainer and Planner and Project Coordinator for Region 3 Natural Hazards Mitigation Plan presented a comprehensive overview of Region 3’s Natural Hazards Mitigation Plan and noted the Incident Management Team consists of 56 members. The Regional Emergency Support Plan (RESP) supports communications and regional organizations when needed.

Karen Olson is Chair of the Division of Emergency Management and Homeland Security Region 3 Regional Support Function 1 (Transportation). Karen has a resource list for transportation needs. More information is available at [www.crcog.org](http://www.crcog.org).

### **2013 NEPTA Conference**

The 2013 Northeast Passenger Transportation Association (NEPTA) held on March 26 & 27 at the Marriott Hartford Downtown and the Connecticut Convention Center began with introductory remarks by GHTD Executive Director and NEPTA Immediate Past President Vicki Shotland and MBTA and NEPTA President William Pellegrin.

Mary Beth Mello, FTA Region 1 Administrator facilitated a “State of the Industry” panel discussion with Commissioner Jim Redeker, MBTA General Manager and Mass DOT Rail and Transit Administrator Dr. Beverly Scott, MAPC Executive Director Marc Draisen, YCCAC Transportation Director Connie Garber and Peter Pan Bus Line President Peter Picknelly. Discussions included the “X Campaign” in Atlanta; activism for rural transportation; coordinated system of operations; communication and team work which play vital roles in successful operations; articulating and actively pursuing a “transit vision”; breaking down silo’s; how social media is changing the need for better customer service; and the need for resiliency and enjoying the job. *(continued on pg. 2)*

## Customer Service Phrases

**Phrases that defuse emotion, they do not accuse or blame and they show respect.**

1. May I explain
2. It appears that
3. There are times when
4. I'll be happy to check
5. Would you be interested in?
6. I hear what you're saying
7. It might be possible to
8. Do you know what works well
9. Some people find it helpful to
10. It's important that
11. In order to
12. Do you have any suggestions?

### Phrases to avoid

1. Why didn't you
2. You should have
3. You never...or, you always
4. There's nothing I can do
5. Our policies and procedures do not permit
6. That's impossible
7. You don't realize
8. Calm down
9. I've got problems too
10. You're not the only one in a hurry
11. I've told you a hundred times

## Advertising in the CACT Newsletter

CACT is now accepting ads for our monthly newsletter. The rates are full page \$300; ½ page \$150; and ¼ page \$100. CACT members receive a 10% discount. All ads must be camera ready in either a tiff or jpeg format and received by the 25<sup>th</sup> of each month. The newsletter is emailed during the first week of each month. Email your ad to: [mary.cact@yahoo.com](mailto:mary.cact@yahoo.com)

## Forum

"The Last Mile: Housing, Transit and Access to Jobs" – A Conversation with Commissioner Jim Redeker. May 22 from 8:30-10:30 at the Lyceum.

## Nepta *(continued from page 1)*

Keynote speakers Governor Malloy and Mayor Pedro Segarra spoke at the Tuesday luncheon followed by vendor displays in the Convention Center Expo. At the Wednesday luncheon Connecticut's Greater Bridgeport Transit, Middletown Area Transit and Greater Hartford Transit all received FTA awards for their "Green Initiatives" followed by an afternoon of breakout sessions from "Map 21- What it Means to You" to "Implementing Streetcar Projects."

According to NEPTA this was one of the best attended Biennial Conference & Expos to date. Congratulations to the staff and NEPTA board for an excellent event!



## Mark Your Calendar

The 1<sup>st</sup> Annual CACT Golf Tournament will be held on Tuesday, September 24 at Blue Fox Run in Avon, CT. Registration will begin at 8 am followed by a 9 am tee time and includes a Barbecue Lunch, 1 ½ hour open bar, Putting Contest and more. CACT needs golfers, sponsors and golfing volunteers, so please contact either Golf Chairman DJ Gonzalez from Greater Hartford Transit District at [DJGonzalez@ghtd.org](mailto:DJGonzalez@ghtd.org) or CACT Executive Director Mary Tomolonius at [mary.cact@yahoo.com](mailto:mary.cact@yahoo.com).

## CACT Annual Meeting & Awards Luncheon

The CACT Annual Meeting & Awards Luncheon will be held on Wednesday, June 26, 11:30 am – 1:30 pm at Indian Hill Country Club in Newington. Each year transit agencies are urged to present their employees who've excelled at their jobs with the Excellence In Transportation Award. We are also looking for Friend of Public Transportation nominees. We also have the opportunity for vendors to sponsor the event at various levels from Platinum Sponsor to General Sponsor. The forms are on page 4.

## SEAT Update

On March 5 CONNDOT began managing the Southeast Area Transit District while continuing with the management contract SEAT has with First Transit to manage day-to-day operations. "We expect this transition to be seamless for SEAT riders and look forward to working with the towns on enhancing the customer experience," said Commissioner Redeker. Mike Carroll was named SEAT's new General Manager.

## Rail Proposal Meetings

On April 8 from 5-7 pm at Gateway College in New Haven the Federal Railroad Administration (FRA) will present their proposed long-term rail plans for the Washington, D.C to Boston lines. Reservations can be made at [necfuture.com/get\\_involved/rsvp.aspx](http://necfuture.com/get_involved/rsvp.aspx).

## CACT Membership Dues

We want to thank everyone who has sent their dues in to date, and remind everyone else to please mail in your dues. If you are interested in becoming a member, the information and Membership Dues Forms are available on our website: [www.cact.info](http://www.cact.info).

*"...emerging research has indicated that urban form and transportation options have played a key role in the ability of residential properties to maintain their value since the onset of the recession..."*

American Public Transportation Association

*The New Real Estate Mantra: Location Near Public Transportation*

## Transportation Career Day

APTA is sponsoring a Transportation Career Day for students on May 16. The initiative is to introduce students to transit career opportunities and provide information about the public transportation industry. More information is available by contacting Cheryl Pyatt, Program Manager- Educational Services at [cpyatt@apta.com](mailto:cpyatt@apta.com)

*“Households that take public transportation, and live with one fewer car can save more than \$9,900 per year.”*

APTA: Public Transportation Takes Us There Website

## CACT Member Highlight



**John Roode III**

John Roode III, is the executive director of the Eastern Connecticut Transportation Consortium, Inc. (ECTC). Hired in 1993 as an Operations manager he was promoted to executive director in 1994. He has worked in the transportation industry for the past 23 years on projects focused on creating and enhancing transportation for elderly, disabled and low income individuals residing in Eastern Connecticut.

Prior to ECTC, he worked for the United Way of CT – Southeast Infoline as a Transportation Coordinator. He coordinated transportation for several human service agencies demonstrating how transportation could be provided more efficiently.

## Welcome New CACT Members

We want to welcome our newest CACT members: Loraine M. Cortese-Costa, *Durant, Nicols, Houston, Hodgson & Cortese-Costa, P.C.*, (203) 366-3438; Jim Borsari, *Northern Bus Sales Inc.*, (603) 886-0880; and Pat Trotta, *Seward and Monde*, (203) 248-9341 x107.

### CORRECTION on the March 2013 newsletter:

Connecticut Bus Survey Results: CTTransit had a 5.5% increase which equates to 1.5 million more trips.

# It's So Much More Than The Sum Of Its Parts.

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**OVER 50 BODY VARIATIONS TO MEET YOUR NEEDS**

## 2013 CACT Annual Meeting & Awards Luncheon Forms

Email forms to [mary.cact@yahoo.com](mailto:mary.cact@yahoo.com). Make check payable to: Connecticut Association for Community Transportation (CACT)

Send check & form(s) to: CACT, 148 Bahre Corner Rd, Canton, CT 06019

### 2013 Excellence in Transportation Award FORM SUBMISSION DEADLINE: May 30, 2013

You can recognize as many individuals from your agency as you want. COST: \$75 for the Award, Awardees lunch, program booklet. SUBMIT: jpeg photo of awardee (labeled with nominee's name) & brief one page description about why the individual is being selected. The **Excellence in Transportation Award** is given by CACT members to recognize the people within their agency who excel at their jobs in transportation but rarely have a formal recognition of their efforts by those in the public transportation industry. Honor individuals from your agency with this award and let everyone experience their appreciative smiles and heartfelt thanks at the Annual Meeting & Awards Luncheon. Then you just sit back and bask in the glow of your award recipient. *(Please copy this form for additional awardees)*

Nominee Name: \_\_\_\_\_

Agency: \_\_\_\_\_

Nominated by: \_\_\_\_\_ Email: \_\_\_\_\_

Included a jpeg of nominee, properly labeled (sent via email)  Included no more than a one page brief description (sent via email)  
 SENT CHECK,(\$75 for each awardee)

### 2013 Friend of Public Transportation Award FORM SUBMISSION DEADLINE May 30, 2013

The **Friend of Public Transportation Award** is given in recognition of outstanding leadership and dedication to the enhancement of public transportation in the State of Connecticut. CACT members may submit a nomination for the Award by May 30.

Nomination Name: \_\_\_\_\_

Nominee's email address \_\_\_\_\_

Nominee's phone \_\_\_\_\_

Nominated by: \_\_\_\_\_ Agency/Company \_\_\_\_\_

Included a one page brief description on why this individual deserves the award (sent via email to [mary.cact@yahoo.com](mailto:mary.cact@yahoo.com))

### 2013 Annual Meeting Sponsorship FORM SUBMISSION DEADLINE May 20, 2013

Vendors are invited to become a sponsor and highlight your company and products at the event.

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Your Title \_\_\_\_\_ Organization/Company: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone \_\_\_\_\_

Email: \_\_\_\_\_

Please indicate what you wish to sponsor by placing an X next to the sponsor amount.

**\$400 2013 Platinum Sponsor** - (Unlimited Sponsors) includes a Full-page company ad in program booklet and your logo on the 2013 CACT Awards Program Booklet Cover. Your Company sign that will be displayed at the luncheon. *You provide the ad, sign and a jpeg of your logo.*

**\$300 2013 Gold Sponsor** - (Unlimited Sponsors) includes a Half-page company ad in program booklet and your logo on the 2013 CACT Awards Program Booklet Cover. Your Company sign that will be displayed at the luncheon. *You provide the ad, sign and a jpeg of your logo.*

**\$250 Sponsor of the 2013 CACT Awards Luncheon** - (Unlimited Sponsors) includes Your Company logo on 2013 CACT Awards Luncheon Program Booklet Cover. Your Company sign that will be displayed at the luncheon. *You provide the sign and a jpeg of your logo.*

**\$225 Sponsor of the 2013 Excellence in Transportation Awards** - (8 Sponsors) includes Your Company logo on sign on award table noting award sponsorship. *You provide a jpeg of your logo.* Your Company logo in 2013 CACT Awards Luncheon Program Booklet noting sponsorship.

**\$225 Sponsor of 2013 Friend of Public Transportation** - (2 Sponsors) includes Your Company logo on sign on award table noting award sponsorship. *You provide a jpeg of your logo.* Your Company logo in 2013 CACT Awards Luncheon Program Booklet noting sponsorship.

**\$100 2013 General sponsor** - (unlimited sponsors) includes Your Company name listed in 2013 CACT Awards Luncheon Program Booklet noting general sponsorship.

**PLEASE NOTE: \* Company logo must be presented camera ready. A jpeg file is acceptable.** CACT will take all reasonable precautions in the production and presentation of company information. It is expressly understood and agreed that no officer, director, employee, agent or representative of CACT will be held responsible for any losses, damages, and claims that may arise out of a sponsor's participation at this event. CACT does not assume any liability for errors or misprints.