



# Last Stop

## Bill Fanelli

2011 Superstar of Transportation

AMTRAN's Superstar of Transportation for 2011 is Bill Fanelli.

Bill joined AMTRAN in 1984 as a part-time bus operator. He has a great sense of humor which is a definite asset when working in transit. He is well respected by his peers and is often sought out for advice. He has served on the Executive Committee of Local 801 of the Amalgamated Transit Union for over 15 years.

In February 2009 when we launched our IT project, Bill's assistance was invaluable. He embraced the technology and was instrumental in training all of our operators on the new system.

### Stepping Up

In June 2009, Bill accepted the opportunity to become a

Driver/Dispatcher. This opportunity is often a difficult challenge with one foot in each world. Bill has met every challenge with professionalism. He quickly adapted to the responsibilities of the dispatch office. Bill mastered the technical duties of scheduling drivers and completing payroll reports in record time. Since then, he has successfully trained three additional Driver/Dispatchers.

Bill is also a 2011 graduate of PennTRAIN's Professional Supervisor Program.

### Effort and Persistence

The following quote from Gary Ryan Blair describes what Bill has achieved: "Success in any endeavor does not happen by accident. Rather, it's the result of deliberate



William J. Fanelli

decisions, conscious effort and immense persistence - all directed at specific goals."

### What makes a Superstar?

Some people are natural superstars, some are misunderstood superstars and some people grow into superstars. Bill has grown into an irreplaceable asset to our organization. His accomplishments have exceeded all expectations.



Altoona, PA

# THE TRIP SHEET

## You talked. We listened.

On Monday, June 13, AMTRAN will institute service improvements to the bus system based on feedback from our customers.

### Customer Survey Results

Last year, an outside firm did an in-depth survey of AMTRAN customers to find out what changes they would like to see for the bus service.

The overwhelming response was for shorter trip times, fewer transfers, one-seat rides to the grocery store, and more direct service to Walmart, Logan Valley Mall, and Logan Town Centre.

### System Re-design

Based on those survey results, AMTRAN staff have spent the last six months re-designing the bus system to meet those customer needs. Our drivers have provided valuable input in making these improvements. Beginning June 13, every route will include at least one grocery store so customers can have a one-seat ride to the supermarket. Most customers will be able to ride to Logan Valley Mall and Walmart without transferring. Return trips from Walmart and the mall will also be shorter.

### Customer Feedback

Over the past month, AMTRAN held five public meetings to talk to customers face-to-face about the service improvements. The response was overwhelmingly positive.

At the same time, there were a few customers on the

Holidaysburg route who were concerned that they might be left behind. So AMTRAN adjusted the route to make certain that they were included.

### Customer Information

We want our customers to have a clear understanding of how the service improvements will affect them. There is information on the new service improvements (including schedules) available 24/7 on AMTRAN's website [www.amtran.org](http://www.amtran.org).

You can also call AMTRAN Customer Service with your questions at 944-4074 Monday through Saturday from 5:30 a.m. to 5:30 p.m.

### Free Rides

To make it easy for our customers to learn the new system, AMTRAN is offering free rides all day on the first day of the new service, Monday, June 13. There are also free rides all day on Thursday, June 16 for National Dump the Pump Day.

### No service cuts or layoffs this year

Transit providers across the country are cutting service due to government funding reductions. AMTRAN has no plans to cut service hours for the new fiscal year beginning July 1. AMTRAN plans to implement these service improvements with the same number of buses and the same number of drivers as we have now. However, if there is not a funding solution from Harrisburg soon, AMTRAN customers will be looking at significant service cuts a year from now.

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Service Improvements  
begin June 13

In This Issue ...



With the return of high gas prices, AMTRAN will join with other public transportation systems nationwide to participate in the sixth annual National Dump the Pump Day on Thursday, June 16. The slogan of this year's National Dump the Pump Day is "Dump the Pump. Save Money. Ride Transit."

#### ***Free Rides All Day***

On June 16, three area transit providers will be offering free rides all day including AMTRAN in Altoona, CATA in State College, and CamTran in Johnstown.

Sponsored by the American Public Transportation Association (APTA), the 2011 National Dump the Pump Day is a day that encourages people to ride public transportation and save money, instead of driving a car. Started in June 2006 when gas prices were \$3 per gallon, this national day emphasizes that public transportation is a great travel option that also helps people save money.

#### ***Gasoline Near Record Highs***

Now that gas prices are around \$4, saving money is on everyone's minds and public transportation is the quickest way to beat high gas prices. According to the latest APTA Transit Savings Report, individuals in a two-person household can save an average of more than \$10,000 annually by downsizing to one car.

#### ***Transit Facts***

Last year, Americans took 10.2 billion trips on public transit. That means that 35 million times each week-day, people board public transportation.

## Technology that is easy to use

AMTRAN has two user-friendly tools that make it easier to ride the bus - myStop and Rider Alert. If you're not using these tools, you should be.



With myStop, you will always know when your bus will be at your stop. Just dial 944-1200 and punch in your bus stop number (posted at every bus stop). The computer will tell you when your bus will be at your stop. No need to stand outside in the rain or snow wondering if your bus is coming.

#### ***No computer necessary***

You don't have to be computer savvy to use myStop. You don't need to understand the technology. Just pick up the phone and dial 944-1200.

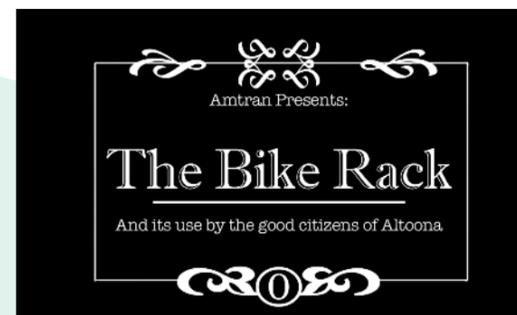
## Rider Alerts

Sometimes road construction or bad weather means our buses can't follow their regular routes. If you sign up for Rider Alerts on our website, we can alert you by e-mail or text when your bus has to go off-route.

All you have to do is go to AMTRAN's website at [www.amtran.org](http://www.amtran.org) and click on **Rider Alerts**.

#### ***You are in control.***

You, the customer, get to choose which bus routes you want to know about. You decide how you'll receive the alert. You can add routes, change alerts, or even cancel the service when you want to. Give it a try.



All AMTRAN fixed route buses now have bike racks on the front including all the buses that serve Penn State Altoona. So if you want to ride your bike to the Downtown Campus or to Martin's Chestnut Avenue, you can ride the bus back.

#### ***Demonstration Video***

A great new video by Sam Wagner is located at [www.amtran.org](http://www.amtran.org) and demonstrates how to use the bike rack. Sam styled the video after the old black & white educational films of the 1950's. The biggest question to Sam - "Where did you find that crazy vintage footage of buses and bicycles?"

## Free Rides !

### **Monday, June 13 - New Service !**

The new service improvements begin Monday, June 13.

To make it easier for our customers to learn the new system, we will offer free rides all day.

### **Thursday, June 16 - Dump the Pump !**

In honor of National Dump the Pump Day on Thursday, June 16, we offer free rides all day.



## Important Info for our Customers

*"How will the service improvements affect me?"*

We want you to know how the service improvements will impact you before they go into effect.

New printed schedules will be on the buses at least one week prior to June 13. But there is information on the service improvements available right now on AMTRAN's website [www.amtran.org](http://www.amtran.org).

You can also call AMTRAN Customer Service with your questions at 944-4074 Monday through Saturday from 5:30 a.m. to 5:30 p.m.



***amtran is the smart choice. take the bus!***

#### ***Bus Stop Signs Will be Moving***

Bus stop signs will be added and removed prior to June 13 when the service improvements actually take place. But even if your bus stop sign goes missing, the bus will still stop there until June 13. If you aren't sure, just call us at 944-4074 Monday through Saturday from 5:30 a.m. to 5:30 p.m.

#### ***Revise your Rider Alerts***

All customers should revise their Rider Alert preferences on our website [www.amtran.org](http://www.amtran.org) to reflect which routes you will be riding after the service improvements begin June 13.

#### ***Fare Increase on July 1***

This is the final year of our multi-phase fare increase. Adult fares will increase to \$1.50 beginning Friday, July 1. Check the website for other fare changes.