



AS THE WHEEL TURNS

Summer 2012

"Here For You Since 1972"



By Paul E. Davis

TTA will celebrate its 40th year on July 14th. As part of our birthday celebration, TTA



has partnered with WKEE and WTCR to provide free bus service for the day.

The radio station will be doing their morning show from TTA Center. As part of the promotion, the radio station will provide 40 prizes for the 40 years TTA has been in business. Customers will be able to register all week for the give-a-ways. The drawing will be held that Saturday, July 14, 2012.

On Sunday, July 15, the day after the birthday celebration, TTA will hold its annual picnic at Camden Park. TTA's drivers, mechanics, staff, and retirees and their families

are invited to come and enjoy a day at the park with TTA.

Welcome Aboard



We have a new member of "Team TTA". We very happy to welcome **Grace Casdorff** as TTA's new Dial-A-Ride Dispatcher. **Grace** comes to TTA with an Associate of Applied Science in Homeland Security with a concentration in Emergency Medical Services and an Associate of Applied Science in Health Care. She holds a National Certification in Emergency Medical Technician, FEMA Certifications, National Incident Management System Certifications and training in HazMat. **Grace** also brings with her

extensive computer knowledge and experience in marketing.

We are happy to have her on our management team working with our Dial-A-Ride customers. If you haven't met **Grace**, please stop in the Dispatch office and introduce yourself and welcome her aboard.

20 Years and Counting



Fred Adkins, Route Supervisor at TTA, was recognized by the Board of Directors and presented with a "20 Year watch" for his years of service at TTA.

Fred began working at TTA December 31, 1991 as a Cleaner and rapidly

moved up through the ranks as a Bus Operator, then Dispatcher and he has been an Operations Supervisor since July 1, 2007.

We are proud to have **Fred** as part of the Management Team here at TTA. He has proven to be an invaluable asset to TTA, the community and the customers.

New/Returning Board Member

TTA would like to welcome back **Mary Neely** to the TTA Board. Mary has previously served on TTA's Board and has been reappointed for a three year term. She replaced Russ Hauck who was appointed by the City of Huntington. My experience with Mary tells me she will be an active and concerned member of the Board....again Welcome Back Mary!

Performance

TTA ridership decreased slightly by 1,202 compared with April 2011. Year-to-date for the period of July 2011 through April 2012, ridership has increased 91,338. Now that is something we can all smile about.

JOKES



Finding The Cell Phone

We went to the movies the other night. I sat in an aisle seat as I usually do because it feels a little roomier. Just as the feature was about to start, a person from the center of the row got up and started working their way across.

"Excuse me, sorry, oops, excuse me, pardon me, gotta hurry, oops, excuse me."

By the time the person got to me I was trying to see the screen and I was a little impatient so I said, "Couldn't you have done this a little earlier?"

"No!!" was the loud whisper, "The TURN OFF YOUR CELL PHONE PLEASE message just flashed up on the screen and mine was out in the car."

Taking the Bait

A boy was taking care of his baby sister while his parents went to town shopping. He decided to go fishing and he had to take

her along.

"I'll never do that again!" he told his mother that evening. "I didn't catch a thing!"

"Oh, next time I'm sure she'll be quiet and not scare the fish away," his mother said.

The boy said, "It wasn't that. She ate all the bait."

Wrong Number

In the wee hours of the morning, Jeff was awakened by the sound of the telephone. He stumbled to the kitchen and picked up the phone.

"Is Robert there?" a female voice asked.

"No, I'm afraid you have the wrong number," Jeff replied.

"Is this 555-1212?" the woman asked.

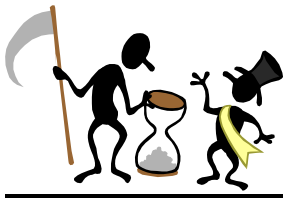
"No," said Jeff, "this is 555-2121."

"Oh, I'm so sorry for disturbing you," the woman said.

"That's alright," Jeff said, yawning. "I had to get up to answer the phone anyway."



Milestones



YEARS OF SERVICE

Deborah Bryan-Bator ...	29
Stella Fowler	28
Jim Forto.....	27
Larry Collins.....	26
Curtis Hodges.....	25
Roger Kipp.....	25
Mark Hunt.....	25
Jeff Heinl.....	24
Paul Davis	23
Chuck Boggs	21
Robert Patrick.....	21
Fredrick Adkins.....	21
Danny Stanley	19
Jim Pine.....	18
Albert Thomas	15
Julian "Lee" Spires.....	15
Renee Mullins.....	13
Greg Kipp	13
Scott Stultz	12
Dianna McCallister	12
John Smiley	12
James Howerton.....	11
Robert King.....	11
Thomas McRae	11
Shaun Upchurch.....	10
John Webb	10
Randy Rodriguez.....	10
Janie Fraback.....	8
Brian Frazier	8
Donnie Tiller	8
Carole Holbrook.....	7
Peggy Miller.....	7
David Mannon	7
Norman Andrews.....	6
Ben Martin	6
James Edmonds.....	6
Jeffery Connor	6

Denny Wheeler	5
Keith Murdock	5
Ronald Thomas.....	4
Cathy J.Craighead	4
DuVaughn Hale.....	4
Mary Marcum	4
David Budd	4
Michael Dickerson.....	4
Mary Gold	4
Darrell Price	3
Donnie Adkins.....	3
Randall Waller.....	3
Steven Kunges.....	3
James Williamson	2
Lonnie Black	2
Jennifer Woodall	2
Tom Day	2
David Banks	1
Mark Taylor	1
Brenda Wells.....	1
Jason Mullens	1
Scott Williams	1
Casey Steele.....	1
Craig Miller.....	1
Howard Curtis	1
Timothy Ferguson	-
John Scott.....	-
Ronald Miller	-
Randy Mullins	-
Dean Fuller	-
Robin Lusher.....	-
Lonnie Bledsoe	-
Stephanie Holman.....	-
Steven Hughart	-
Donald McKenzie	-
Brooks Johnson	-
Gene Bragg.....	-



Birthdays Aren't They Great? May 2012 Birthdays



Michael Dickerson ..	05/07
John Smiley.....	05/14
Robert Patrick.....	05/19
Gregory Kipp	05/25
David Banks	05/25

June 2012 Birthdays

Randy Rodriguez ...	06/09
James Pine.....	06/10
Lonnie Bledsoe.....	06/14
Jeff Heinl	06/16
Deborah Bator	06/17
Larry Collins	06/19
Peggy Miller.....	06/25

July 2012 Birthdays

James Howerton.....	07/03
James Forto	07/04
Norman Andrews....	07/08
Donald McKenzie ...	07/13
Mary Marcum	07/15
John Scott	07/18
Charles Boggs.....	07/20
Lee Spires	07/28
Paul Davis	07/30

If you should see these folks on their special day, please wish them a Happy Birthday.



Jeff's World



By Jeff Heint

Call me paranoid but sometimes I just get the feeling that when "Trouble" gets bored he feels the need to come looking for me. Trouble is an evil that comes in many different manifestations. I've become so acquainted with him over the years I can feel and smell him approaching.

During his most recent visit, he passed by my office in the form of a complaint from the dispatch office that Line 1 had quit working at the TTA Center. Many of you may not be aware that this is the "roll-over" line. When the volume of calls gets too high in the dispatch office, rather than receiving a busy signal, the call rolls over and rings at the TTA Center. This line enables the dispatcher to tend to the other pressing issues that crop up during the day. With the line out and the uptown supervisors unable to help, the volume of calls increases significantly to the point where the calls seem almost non-stop.

Problems with the phones are never simple

because the roll over line involves 3 different phone companies. Each phone company is more than willing to lay the blame at the feet of one of the *other* entities. I thought I had dodged a bullet when Paul Davis told me to have Chuck Boggs look into it. A little over a year ago I had to deal with a similar situation which took nearly 3 weeks to solve. Trouble pulled up a chair in Chuck's office. Chuck called primary phone (name was changed) and was assured on a Thursday that after the long Memorial Day weekend it be fixed on Tuesday, but certainly no later than Wednesday of next week. They contracted the work out to phone company #2, who would supply the technician.

Chuck went on vacation naively believing the problem would soon be solved. When Thursday arrived and nobody had shown up, Trouble came looking for a new office to haunt. I tried to slam the door shut but it was no use, he was in the room live, large and ugly and I now had to deal with him. Knowing the fate that awaited me, I picked up the phone and began what was certain to be another long and painful odyssey of phone calls, broken promises and disappointment. I could tell after the first phone call that

Trouble had not only fastened his seat belt to the empty chair in my office but he had super-glued himself to it and was eating a large pepperoni pizza! The evil grin he flashed let me know that he intended to stay awhile. You may have caught a glimpse of him in your own experiences. I think he is an employee of the (take your pick) phone company, cable company or DMV.

The representative from the primary phone company pretended to hear my complaint of broken promises and dangled a carrot in the form of another promise to "take care of the problem" on Friday. He was so confident that he was going to deliver service that he further promised that maintenance supervisor Danny Stanley would receive a phone call shortly before the technician arrived on scene. Friday came and went, as did Saturday. Someone did call for directions but nobody ever arrived. Danny left the dreaded note that contained the next promise that somebody would call me on Monday morning. Kind of like a scavenger hunt huh?

Monday arrived and when I had not received a phone call by 10:00, I once again called the primary phone company. I was promised by 3rd representative that someone would call me

back and give me a time and a date. By 4:00, nobody had called me so I called them once again. A 4th representative apologized for the delay and informed me that the promise of service by June 4th was a typo on the repair ticket. She assured me that the phone would be fixed on the 5th but not later than the 6th. It was at this time that my patience was reaching a breaking point. Jennifer Woodall could hear my voiced displeasure from her office down the hall. Trouble was have a good old time sitting across from me as he slapped his knee and let loose with an evil gaffaw.

June 5th, time to check the status of the work order. The 5th representative promised to check on the work status. I'd had it ... time to call in the Marines and the Coast Guard ... or at least the Public Service Commission to lodge a complaint! One hour later I get a phone call Ron Miller at TTA Center telling me that the contracted phone company had arrived! Cancel the parade and the confetti because the technician said the address on the repair ticket was wrong and he would have to go back to the office to get a new ticket. Curt Hodges and Scott Stultz began remove sharp objects from my office

as I began to mumble under my breath.

June 7th arrives and still no phone service. I called the primary phone company again and spoke with representative number 5 again. At least I knew the answer to the trivia question how many people worked in their customer service office. They were recycling them on me now! I didn't get another phone call but Chuck and I did get a visit from a real live technician from the contracted phone company. He showed up at the wrong address but at least we had a live one. Later another technician from the primary phone company arrived. We had representatives from the primary phone company and the contracted phone company looking into things, what could possibly go wrong? Well the two of them promptly informed Chuck that the problem belonged to a 3rd phone company. Chuck pleaded with the contracted technician and he reluctantly agreed to meet together and discuss the problem with the 3rd phone company. After their meeting they both concluded that the problem now resided with primary phone company ... confuse so am I ... I had to type this story out! They said all the primary phone company had to do was throw a switch and the problem

would be fixed. One could only hope the solution was that simple. Chuck called primary phone company and was told that they would look into the situation. Nobody called and nobody showed up.

I called the primary phone company on June 8th. The 6th representative (did they hire another one) proudly informed me that they were going to have a scheduled “vendors meeting” to discuss our dilemma. I was underwhelmed at her response and weakly surrendered to the consuming apocalypse. 3:30 approached and I nervously reached for the phone and called Ron Miller at TTA Center. I asked him “did they fix the phone?” I couldn't believe my ears when he told him it was working. I think I regained consciousness a few minutes later. I pushed my jaw back into place and said a silent thank you to whoever delivered me from my misery.

The chair across from was vacant. Trouble was gone, the weekend was here and then I read the note he left for me ... “When you least expect it, EXPECT IT!” Only those of us who are acquainted Trouble will ever understand the horror of his promise!

Shop Talk



By Danny Stanley

Smoking

Despite over-whelming evidence in favor of quitting, The Centers for Disease Control and Prevention estimates 46 million Americans continue to smoke. Full of dangerous and addictive compounds, tobacco smoke is a hazard to both you and your family's safety. Although smoking may be temporarily relaxing or enjoyable, the rewards of quitting are far greater. Take the time and consider some compelling reasons to quit smoking. Here are ten good reasons for quitting smoking.

Smoking greatly increases your risk of cardiovascular disease. The correlation is so strong in fact, The American Heart Association points out that smoking is the most important risk factor for men and women under the age of 50.

Smoking is the leading cause of the lung disease emphysema, according to the Mayo Clinic. Tobacco smoke is also a cause of and trigger for asthma. Quitting greatly reduces your risk of these serious illnesses.

Smoking is the leading cause of lung cancer. According to the National Cancer Institute, risk of cancer is reduced following quitting although it will still remain

higher than for someone who has never smoked. Cigarette smoke contains over 4800 chemicals, 69 of which are known to cause cancer. Smoking causes an estimated 90% of all lung cancer deaths in men and 80% of all lung cancer deaths in women. The sooner you quit smoking, the better.

Cigarette smoke is a vasoconstrictor, meaning it narrows blood vessels. Vasoconstriction causes poor circulation as well as high blood pressure.

Passive or second hand smoking is the inhalation of tobacco smoke from the environment, rather than from actively smoking. American Cancer Society estimates close to 50,000 yearly deaths from cancer and heart diseases due to second hand smoke. Second hand smoke also contributes to childhood asthma, lung infections and middle ear infections. Quitting smoking greatly reduces health risks to your friends and family.

Tobacco smoke contains tar, which leaves unattractive brown stains on your teeth. Smoking also contributes to gum disease and tooth loss.

The vasodilating effects of nicotine causes decreased blood flow to your skin, contributing to wrinkles and making you look older. Quitting smoking will prevent further damage to your skin.

Smoking is frowned upon in many social circles and professional environments. Most restaurants and many bars will

no longer accommodate smokers.

With most states placing high taxes on cigarettes, smoking is an increasingly expensive habit. Quitting smoking now could wind up saving you thousands over the course of the year. Thank of getting a raise or a weekly bonus.

Smoking leaves an unpleasant odor on your clothes, breath and hair.

Dispatcher's Corner



By Janie Fraback

Changes, all kinds of changes are in the air here at TTA. The extra board, new drivers, a new mark-up, the Guyandotte Bridge opening back up and last but not least of all the new construction starting soon at TTA!

While many things stay the same here at TTA many things change also. It takes all of us to make these changes go smoothly for our customers and to help each other too.

Change is not always a bad thing. Here at TTA change is something that benefits all of us that work here and the customers that depend on us to get where they need to be. More efficient

routes, schedules and better service for customers. So like the seasons that come and go the year changes but it's still a year; just as here at TTA there are changes but we are still TTA serving the Tri-State area and our customer's in the most efficient way possible. With gas prices ever on the rise the TTA is certainly a way to stretch that already stretched budget.

It takes all of us as a team helping each other do the best that we can; to make it all work for all of us. Have a wonderful safe summer and watch out for the kids that don't watch out for you.

LIFE'S BATTLES



By Fred Adkins

The most important of life's battles is the one we fight daily in the silent chambers of the soul. I know what you're thinking, OH NO, here he goes again being philosophical. Not really.

Have you ever went through a drive through window at a fast food joint, paid for it, picked it up and drove home only to find that what you received is not what you ordered? Yea, me to.

Have you ever waited in a long line at the D.M.V. and when you finely make it to the desk they inform you that you are in the wrong line? Yea, me to.

Have you ever measured a board and then

went outside to cut it, only to find out when you go back to nail it on, it's an inch to short? Yea, me too.

Have you ever pulled your bus up to a person who has been waiting for the bus for ten minutes, but wait till they are on board before the start looking for their money? Yea, me to.

Life can get very frustrating sometimes for sure. But what I have come to realize as I reach old age is this, Just like the beginning line of my story suggest. I figured out that it is not a war between me and the world but a battle between me and me. If I let the fast food worker who messed up my order, or the D.M.V. worker who pointed me to the wrong line destroy my day, that's my fault not theirs.

What I try to do is think of times that I have dropped the ball or made a grave err. Yes as hard as it is to believe it is true, I have made a mistake or two in my day.

We all make mistakes but it seems that when a mistake is made against us, we somehow forget all the times we have done the same or even worse. You know the old saying: if you've never made a mistake it must be because you've never done anything.

When it happens to us we get angry and frustrated and can't believe how stupid those people are, but if you stop and think about it, and remember your own mistakes you realize HEY: I'm stupid too. Not really. Making mistakes does not mean you're stupid. There is usually

a reason for it. Most of us make mistakes because we get stressed out or we get in a hurry.

When you allow people to get you stressed out you are losing another battle with your soul. Do not let life win the battle. Stay calm, slow down, and stay focused on what your job is. Do not let the pressures' of your schedule or the slow poke driver in front of you win the battle and ruin your day.

Road rage is bad for your heart and your mind. You might be a couple of minutes late getting your passengers to the center, But Hey, you got them their alive and in a safe way. So the next time the girl at the fast food joint gets your order wrong and you want to drive back there and throw it at them, don't. Just laugh about it and remember that they are human to, I know it's hard to do because I still remember when it happened to me, MAN, I really wanted that chocolate shake. But Oh well it could have been God looking out for me, because you know I, of all people, do not need a chocolate shake. So I guess that's it for this month, drive safely and don't let life win the battle. HEY I BET IF I HURRY I STILL HAVE TIME TO GO GET THAT CHOCOLATE SHAKE!!!!



From the Chief



By Scott Stultz

Congratulations

We would like to send out our congratulations to **Jacob Heini**. Jacob had several accomplishments recently. He finished in second place at the SCORES competition at Marshall University in the area of Sociological Concepts. In addition, he was a member of the Mu Alpha Theta National Mathematics Honor Society. Furthermore, he graduated *Cum Laude* (with honors) from South Point (Ohio) High School on 27 May 2012. Finally, he has been accepted to attend Marshall University in the Fall 2012 term; he plans to major in pharmacy. Jacob is the son of **Jeff and Kim Heini**.

Free Will & Basic Legal Services

Minnesota Life (the company that administers our basic and optional life insurance through PEIA) has announced a new benefit for covered employees. The service provides assistance with preparing a Will or with other basic legal services.

If you have basic life insurance or optional life insurance through PEIA, then you are eligible to use this service.

Minnesota Life will provide a free 30-minute initial consultation with one of their attorneys to assist employees. In addition, if the employee needs additional assistance, they offer a 25% discount off the normal hourly fees or their attorneys.

If you are interested in using this service, you may call 877.849.6034 or visit their website at www.lifeworks.com (user name: will; password: preparation).

Editor's Corner

By Jennifer Woodall



**Ready or
Not.....
Here We Go!!**

It is official!! We are all moved into the temporary office trailers and concrete trucks and men in hard hats and tool belts will once again be common sites at TTA's



Administration Facility and Maintenance Garage. TTA has awarded a contract to PORTCO Construction to renovate and add a second floor to our administration facility. TTA's new space will have amenities that have been

long a necessity for the transit authority. Those amenities will include a training/class room, a larger lunch room and some additional office space mainly for the dispatchers. In addition to the office renovation, PORTCO will replace the roof on the maintenance portion of the garage. As you have seen, the roof has been known to leak during hard rain storms.

The new construction will necessitate that the staff move into office trailers while the work is being done. If everything goes well, the project will be completed in nine months. So we should be having a building dedication May of 2013.

So with all the construction going on, please be patient with the parking situation. When all the construction is done, we think you will be very happy with your new surroundings.

