

# Smart Bus Project

**myStop**

After years of planning and procurement, design and development, AMTRAN demonstrated its Smart Bus Project in actual use on April 15. The project was funded by a special Intelligent Transportation System grant through Congressman Bill Shuster.

## Customer Benefits

For customers, the most exciting benefit is “myStop.” According to John Palko, AMTRAN Director of Staff and Customer Services, “myStop means that you don't have to worry about missing your bus or standing out in the rain or cold. We'll tell you when your bus is coming. Just go online to [www.amtran.org](http://www.amtran.org) and click on myStop. Select your bus route then the closest bus stop, and the computer will tell you when the bus should arrive in real time.”

“myStop information will also be available through your home phone or cellular phone later this summer,” adds Palko.

myStop also includes electronic signs at Penn State Altoona, Logan Valley Mall (inside and outside), the downtown Transit Center (inside and outside), and at the AMTRAN office that tell customers when the next bus should arrive in real time.

AMTRAN customers are used to the electronic signs that tell them where their bus is located on the plat-

form at the downtown Transit Center, but now the signs will also tell them when their bus will arrive. An additional sign inside the Transit Center lets them stay warm and comfortable until their bus arrives.

“Not knowing when or if the bus is coming is the frustrating part of public transportation,” says Eric Wolf, AMTRAN General Manager. “myStop solves that problem.”

The Smart Bus Project also automates onboard bus stop announcements so that people with hearing disabilities can see them and people with seeing disabilities can hear them. This new function helps to make sure that no one misses their stop.

“Keeping our customers better informed makes taking the bus more convenient,” according to Scott Cessna, AMTRAN Board Chair. “Congressman Shuster wanted us to have this system because it usually results in increased ridership.”

The system was designed by Avail Technologies of State College.

## Enhancing Safety

Since bus stop announcements and destination sign changes are automated, the driver can concentrate on driving with fewer distractions.

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## Smart Bus Project

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### GPS Technology

Global Positioning Satellite (GPS) technology in each bus ties into a central computer that tracks the bus against its scheduled route allowing the computer to predict when the bus will arrive at designated stops throughout the AMTRAN system. Tied into the atomic clock at the Naval Observatory, the system also lets the driver know when they are running early or late helping the driver to stay on time. In addition, the system alerts the dispatcher as to which buses are running early or late.

Maureen Gilbert, Director of Transportation, stated, "The entire system should run more smoothly and more on time with this new technology in place."

### Automatic Passenger Counting

As part of the Smart Bus Project, AMTRAN is also installing Automatic Passenger Counting on the buses that, when tied into the GPS, tells the company exactly which bus stops and trips are most and least utilized. This information is invaluable for service planning.

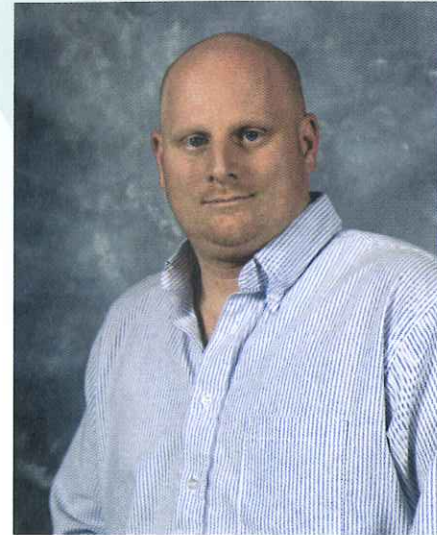
### Google Transit

AMTRAN will soon be offering trip planning through Google Transit as part of this technology project.



myStop

## Frank Lang graduates from PennTRAIN Supervisor Training



On April 22, Driver/Dispatcher Frank Lang will graduate as part of the PennTRAIN Professional Supervisor Program (PSP) Class of 2009.

The PSP, part of a multi-state training program for transit professionals, is made up of four 3-day sessions. The program is completing its second year graduating 27 people from three states in 2008 and 35 people from six states in 2009.

### Need for Training

According to PSP trainer Michael Noel, "We know that moving from front-line employee to supervisor is the most difficult transition in a person's career. We realized that, as an industry, we were saddling these folks with a lot of responsibility, but giving them very little training to prepare them for it."

Noel added, "Frank showed up ready to learn. He jumped in with both feet and participated fully. He made the training better, not just for himself but for everyone in the room."

## AMTRAN recognizes Safety and Years of Service

At a Company Meeting on March 12, AMTRAN recognized employees for years of service and for excellent safety records over an extended period of time.

Ten-year service pins were presented to Brenda Becker, Rob Devore, Mamie Mann, Tim Seymore, José Silva, and John Warfield.

Twenty-year service pins were presented to Dave James and John Stoy, Jr.

### Safety Milestones

Twenty-five employees were recognized for having zero preventable accidents in 2008. They will receive an additional personal day in 2009.

Award checks were presented to employees who reached certain non-consecutive-year milestones without a preventable accident.

Richard Strasser and John Warfield received \$50 checks for 5 years accident-free. Tim Seymore received a \$100 check for 10 years accident-free. Bill Fanelli received a check for \$200 for 15 years accident-free. Marty Walters received a \$300 check for 20 years accident-free.

## Amtran Board of Directors

Scott Cessna, Chair

Terri Kelley  
Bob Reifsteck  
Tony Roscia

Dick Moran  
Mike Robinson  
Denny Stewart



In February, AMTRAN announced plans for the Trolleyworks Business Park Phase I as part of the redevelopment of the former Roaring River Mills property in Altoona.

### Phase I - renovation

Phase I of the project includes renovation of the former Gold's Gym on 5th Avenue to include 1,600 square feet (sf) of conference room plus 2,000 sf and 2,850 sf of flex space available for lease. More information at [www.amtran.org](http://www.amtran.org).

Construction specs for the renovation project were released by The EADS Group on April 2 with bids due back May 6. Contact Brent Cartwright at EADS (814-944-5035) for bid documents.

### Phase II - private development

Phase II of the Trolleyworks Business Park will be the competitive selection of a private developer to design and build out the 2+ acres fronting 6th Avenue and 35th Street. That Request for Proposals will be released later this year.

Phase II development will be funded entirely by private sector investment, and the entire site will remain on the tax rolls.

AMTRAN's investment in that part of the property is limited to the real estate purchase, the environmental mitigation, and the demolition of the Roaring River Mills building and old foundations to clear the site for development. In exchange for that investment, the developer will pay AMTRAN a long-term land lease.

For more information on Phase II, a 1-page Project Summary and a 21-page Market Study are available for download at [www.amtran.org](http://www.amtran.org).

## Mamie Mann

### 2009 Superstar of Transportation

Mamie Mann, AMTRAN's Finance Assistant, is our Superstar for 2009.

Mamie joined AMTRAN in September 1998. Her title is Finance Assistant, but she assists all of us in a multitude of ways.

Mamie is an irreplaceable asset to our organization. Just as important, we all really like her and enjoy working with her.

In her 10+ years, Mamie has never missed a payroll. Imagine having to schedule your time off around a bi-weekly payroll.

In addition to her primary responsibilities, she has assisted with many additional tasks in Operations and Maintenance. Mamie is great at solving problems and is a wiz at creating time-saving processes utilizing many software programs. Mo calls her "the Queen of Excel."

Born and raised in Pennsylvania, Mamie grew up in Sproul. She enjoys reading and outdoor activities like camping and bicycling. Mamie, her husband John, and her precious puppy live in Altoona.

#### A Perfectionist

Zenith Dodson, Director of Finance, commented, "Mamie is diligent about completing her finance responsibilities. I never have a concern about the accuracy of her reports. Her work is of the highest quality and is always finished in a timely manner."

Gary Williams, Director of Maintenance, adds, "I get Mamie for two hours a week to help me with purchase orders, inventory, oil samples, and other items too numerous to mention. Her talent as a perfectionist in everything she



**Mamie Dee Mann**

does makes for a few tense moments and a lot of laughs."

#### A Positive Attitude

According to Maureen Gilbert, Director of Transportation, "Mamie has a great smile and a positive attitude. She never fails to share both, even when you know she may not be having a great day."

For all of these reasons, Mamie Mann is AMTRAN's 2009 Superstar of Transportation.

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