



Tuesday, September 6, 2016

5:00 pm – 6:00 pm	<p>Welcome Reception Garden Terrace at the Woodstock Inn & Resort</p> <p>Check-in, relax and socialize with others who arrive early.</p> <p>Sponsored in part by </p>
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Wednesday, September 7, 2016

7:30 am	Registration <i>Rockefeller Foyer</i>
7:30 am – 8:15 am	Continental Breakfast <i>Rockefeller Room</i>
8:15 am – 8:50 am	<p>Welcome Remarks <i>Rockefeller Room</i></p> <p>Jim Moulton, President, Vermont Public Transportation Association</p> <p>Chris Cole, Secretary, Vermont Agency of Transportation</p>
9:00 am – 10:00 am	<p>Federal Transit Administration Updates <i>Rockefeller Room</i></p> <p>The FTA update will focus on the recently released Transit Asset Management Final Rule as well as other important FTA priorities.</p> <p>Presenter: Mary Beth Mello, Regional Administrator, Region 1 Federal Transit Administration</p>
Two-Day Workshops	Wednesday, September 7 and Thursday, September 8
10:15 am – 5:00 pm	<p>CSSO: Certified Safety and Security Officer Program <i>Lobby Floor Parlor</i></p> <p>Community Transportation Association's Certified Safety and Security Officer program: A Resources for States and Communities.</p> <p>Protocol for on-site assessments by Certified Safety and Security Officers (CSSO's) of their respective transit systems preparedness in the critical components and core elements of the Federal Transit Administration's Bus Safety and Security Program</p> <p>Presenter: Michael Noel, Noel Training and Consulting</p>
10:15 am – 5:00 pm	<p>Creating Innovative Solutions for Health Care-Related Transportation: A Training in Applying Design Thinking Strategies <i>Woodstock A</i></p> <p>This 2-day, in-person course is for community members who are ready to take a fresh look at health care-related transportation challenges, and learn how to design and implement bold, pre-tested, community-based solutions. The trainer will teach a four-phase process: 1) challenge identification and in-depth research with affected customer groups, 2) brainstorming solution concepts, 3) prototyping and testing solution concepts, and 4) the process for narrowing down to one concept and steps for creating a business model for the solution. Participants will leave with worksheets and other tools for use in their communities.</p> <p>Presenter: Amy Conrick, National Center for Mobility Management</p>



Wednesday, September 7, 2016 *continued*

Breakout Sessions	
10:15 am – 12:00 pm	<p>Reasonable Suspicion <i>Garden Terrace</i></p> <p>This Reasonable Suspicion training will be consistent with the federal requirements. This training will meet and exceed the requirements of 49 CFR Part 655.14(b) (2), and all attendees who complete the course will be certified to conduct reasonable suspicion determinations as required by 49 CFR Part 655.43.</p> <p>Post-Accident will begin at 1:45 pm.</p> <p>Presenter: George Gilpatrick III, Cahill Swift</p> <p>Sponsored in part by </p>
10:15 am – 11:45 am	<p>Mobility Services for All Americans (MSAA): The Intersection of Coordination and Technology <i>Woodstock B</i></p> <p>The USDOT Mobility Services for All Americans (MSAA) initiative focuses on applying technology solutions to support interoperable, coordinated human service transportation (HST) systems. Successful mobility management systems are based on a sustainable institutional model enhanced by information technology and data sharing that takes advantage of interoperable data specifications, wireless communications, and web-based technologies. This session will discuss the lessons learned from prior MSAA projects and describe the current MSAA projects.</p> <p>Presenter: Carol Schweiger. President, Schweiger Consulting LLC and Chairperson New England ITS</p>
10:15 am – 11:45 am	<p>Common Labor Law Issues <i>Woodstock C</i></p> <p>In recent years, the National Labor Relations Board has increased its focus on non-unionized workplaces, resulting in quicker union election processes and a greater scrutiny of common employer handbook provisions. This session will bring employers up to speed on recent changes in labor law and will provide information and best-practice tips for preparing for union activity under new NLRB rules.</p> <p>Presenters: Attorneys Heather Wright and Eric Jones, WrightJones PLC, South Burlington, Vermont</p>
12:00 pm – 1:30 pm	<p>Lunch with Keynote Speaker: Mark Aesch <i>Rockefeller Room</i></p> <p>Chief Executive Officer, TransPro Consulting and author of <i>Driving Excellence</i> and <i>Saving America</i></p> <p>Introduction by Barbara Donovan, Public Transit Administrator, Vermont Agency of Transportation</p>



Wednesday, September 7, 2016 *continued*

	Breakout Sessions continue	
1:45 pm – 3:45 pm	<p>Post-Accident Training <i>Garden Terrace</i></p> <p>This Post-Accident section will provide attendees with an in-depth understanding of the federal requirements of Part 655.44 and will clarify many of the misconceptions and eliminate administrative and supervisory obstacles to effective post-accident testing. Attendees will be able to both conduct and oversee post-accident testing compliantly. The Reasonable Suspicion and Post-Accident training will be a customized, audience-specific, initial presentation for Tri-State Conference attendees. Certification program.</p> <p>Presenter: George Gilpatrick, Cahill Swift</p> <p>Sponsored in part by </p>	
1:45 pm – 3:15 pm	<p>Mobility on Demand (MOD) Sandbox Program <i>Woodstock B</i></p> <p>MOD is an innovative, user-focused approach which leverages emerging mobility services, integrated transit networks and operations, real-time data, connected travelers, and cooperative Intelligent Transportation Systems (ITS) to allow for a more traveler-centric transportation system that provides improved mobility options to all travelers and users of the system in an efficient and safe manner. The Federal Transit Administration (FTA) announced the availability of \$8 Million for this new program to demonstrate and evaluate innovative approaches to integrated MOD solutions within a public transportation framework. This session will describe the MOD program and examples of concepts that are expected to be demonstrated.</p> <p>Presenter: Carol Schweiger, President, Schweiger Consulting LLC and Chairperson New England ITS</p>	
1:45 pm – 3:15 pm	<p>Technology Session <i>Woodstock C</i></p> <p>A Real-Time Vehicle Tracking System for Small to Medium Carriers. Commercial vehicle-tracking systems are expensive, but cost-effective per vehicle for large operations. As a smaller carrier, Advance Transit built a custom system for vehicle tracking. This presentation will detail the components of this system and how they fit together.</p> <p>Presenter: Michael Geilich, Project Management Professional, Resource Systems Group, Inc.</p>	
3:15 pm – 3:30 pm	Refreshment Break <i>Pre Assembly Area</i>	
3:30 pm – 5:00 pm	<p>Ethics Workshop <i>Woodstock B</i></p> <p>Why are more people willing to cheat to get ahead in business and in life? We will explore the value of building integrity and accountability into our organizations and the benefits that these practices will bring.</p> <p>Presenter: Elaine Haytko, MS, Leadership Management</p>	
3:30 pm – 5:00 pm	<p>ADA Complementary Paratransit 101-A Quick Review <i>Wilder Room</i></p> <p>It has been 26 years since the passage of the Americans with Disabilities Act. This session will review the basic requirements of the regulation, and discuss issues around assessing performance to identify and remove capacity constraints. The ADA Circular 4710.1 will also be reviewed to assist grantees in finding answers to their ADA questions.</p> <p>Presenter: Peggy Griffin, Civil Rights Officer, Federal Transit Administration</p>	



Thursday, September 8, 2016

7:00 am	Registration	<i>Rockefeller Foyer</i>
7:00 am – 8:00 am	Buffet Breakfast	<i>Rockefeller Room</i>
Two-Day Workshops	Wednesday, September 7 and Thursday, September 8	
8:30 am – 4:00 pm	CSSO: Certified Safety and Security Officer conclusion Exam will begin at 3:00 pm	<i>Lobby Floor Parlor</i>
8:30 am – 4:00 pm	Creating Innovative Solutions for Health Care-Related Transportation: A Training in Applying Design Thinking Strategies conclusion	<i>Woodstock A</i>
8:30 am – 10:00 am	<p>Building Resilience in Transit: Leaders, Organizations and Industry <i>Woodstock B</i></p> <p>Series Description: Changing and uncertain times require transit leaders to examine their strengths, understand the shifting landscape and to consider ways to build upon the existing resilience of the industry, their organizations and their leadership capacity. This three-part series on resilience will set the context and start conversations that can be continued during the conference and beyond. You may attend any of this 3-part series.</p> <p>Transit Industry Resilience: This interactive session will consider the current critical issues facing tri-state transit providers and examine the ways they have been successful in the face of uncertainty and change. We will identify factors that build industry resilience and begin a conversation of ways to help each other to move the industry forward.</p> <p>Presenter: Dr. Barbara Gannon, Principal of GannonConsult</p>	
8:30 am – 10:00 am	<p>FTA Regulatory Overview – Recent Changes You Should Know <i>Woodstock C</i></p> <p>No one would argue that FTA promulgates regulations on a large number of topical areas – from Americans with Disabilities Act to Transit Asset Management. This session will focus on new regulatory issuances within the last 12 – 18 months and provide the highlights of key information you need to know. This session will also focus on new overarching requirements in the “Super Circular” (2 CFR part 200) that have been incorporated in FTA’s draft Award Management Requirements circular (proposed FTA Circular 5010.1E).</p> <p>Presenter: Richard Garrity, Senior Associate, RLS & Associates, Inc.</p>	
8:30 am – 10:00 am	<p>ADA Unplugged - Nothing is off limits! <i>Wilder Room</i></p> <p>All of those disability etiquette questions that you always wanted to ask but never quite dared. Now is your chance. Join me and my guide dog Cherish for a interactive, informative and fun session exploring what it is like to navigate living, working and playing in a sighted world. Although my session will focus primarily on blindness, my background is as a physical therapist so I am comfortable fielding questions about many other types of physical disabilities and assistive devices. Come hang out with us where you will have the opportunity to satisfy your curiosity and learn something new.</p> <p>Presenter: Heather Berg, Employment Consultant for the Vermont Division of the Blind and Visually Impaired</p>	



Thursday, September 8, 2016 *continued*

10:15 am	<p>Break <i>Pre Assembly Area</i></p> <p>Sponsored in part by </p>
10:30 am – 12:00 pm	<p>Building Resilience in Transit: Leaders, Organizations and Industry <i>Woodstock B</i></p> <p>Organizational Resilience: Delivery of transit services is dependent on safe and reliable equipment – <u>the physical infrastructure</u>, but as important is <u>the human infrastructure</u> – the people who make the real difference in the lives of our passengers and our communities. This session will consider the people side of the business and explore the following questions: What does the research tell us about transportation workforce availability? What is the story of workforce availability in the tri-state region? What are you worried about? What strategies are being used to address recruitment and retention of employees? What further thinking do we need to do? Let's start and continue the conversation.</p> <p>Presenter: Dr. Barbara Gannon, Principal of GannonConsult</p>
10:30 am – 12:00 pm	<p>FTA Circular Updates <i>Woodstock C</i></p> <p>Provision of Service Under Contract – The Key Role Cost Allocation Plays in Pricing Transit Services</p> <p>Providing service under contract has long been a hallmark of coordinated transportation operations. In today's environment, with decreasing human service agency funding, it is imperative that transit management price contract services correctly. More recently, Medicaid funding has emerged as the single largest human service agency client transportation program. Additionally, state Medicaid agencies have embraced brokerage models – models that are driven, in part, by efforts to reduce NEMT costs. This can be reflected in capitated rates to NEMT service providers. Given these circumstances, transit managers must know strategies and techniques to accurately price transit services, taking into account individual trip characteristics, load factors, and other elements to ensure full cost recovery.</p> <p>Presenter: Richard Garrity, Senior Associate, RLS & Associates</p>
10:30 am – 12:00 pm	<p>Workman's Compensation <i>Wilder Room</i></p> <p>Steven is a highly recognized safety expert throughout New England and will present various ways to manage workers' compensation claims including medical costs associated with medical fee schedule. Open discussion will include questions and answers.</p> <p>Presenter: Steven R. Meyers, CFI, Kinney-Pike Insurance</p>
12:00 pm – 1:30 pm	<p>Lunch with Scott Bogren, Executive Director, Community Transportation Association of America <i>Rockefeller Room</i></p> <p>Sponsored in part by </p>



Thursday, September 8, 2016 *continued*

1:45 pm – 3:15 pm	<p>Exhibitor Transit Best Practices <i>Woodstock C</i></p> <p>The following topics will be presented in 20 minute intervals in order as they are listed.</p> <p>RouteMatch: First/Last Mile and Inter-Modal Mobility Presenter: Pepper Harward</p> <p>ABT/Supersprings: Best Practices for Enhanced Suspensions Presenter: Lisa Horchos/Mike Barton</p> <p>Double Map: On-Demand in the Public Transit Space Presenter: Brady Young</p> <p>SEON: Enhancing Driver Visibility/a 360-degree approach Presenter: Dan Melleady</p> <p>Gillig LLC: New production facility and the latest bus technology Presenter: Jerry Sheehan</p> <p>Moderator: Barbara Donovan, Public Transit Administrator, Vermont Agency of Transportation</p>
1:45 pm – 3:15 pm	<p># HASH TAG #: Social Media and Online Marketing 101 <i>Woodstock B</i></p> <p>Whether new to social media, or somewhat knowledgeable, this session will help you understand what it takes to strengthen your on-line presence and get your company noticed! In this session you will learn how important it is to post relevant and engaging content daily, you will hear insider tips and tricks to achieve your maximum results, grow your audience of targeted followers and potential riders, discuss online marketing best practices based on decades of experience, hear about future trends and much, much more!</p> <p>Presenter: Deanie Harris, Principle, B > Followed Consulting for Social Media and Online Marketing</p>
1:45 pm – 3:15 pm	<p>Advocacy and Legislations: Understanding the Basics of Advocacy <i>Wilder Room</i></p> <p>Are you ever mystified, confused or even frustrated by the legislative process in Northern New England? You're not alone. This session will discuss that process and its challenges, explore and discuss some basic principles and elements of advocacy, and discuss how public transit can position itself to become a better advocate.</p> <p>Presenter: Jamie Feehan, Government Relations Director, Primmer Piper Eggleston & Cramer PC</p>



Thursday, September 8, 2016 *continued*

3:30 pm – 5:30 pm	<p>Vendor Fair <i>Pre Assembly Area</i></p> <p>Stop by the vendor tables presented in the pre-assembly area as well as in the spa parking lot located just outside.</p>
3:00 pm – 3:30 pm 3:45 pm – 4:15 pm 4:30 pm – 5:00 pm	<p>Vehicle Evacuation Demo <i>Spa Parking Lot</i></p> <p>Come experience a transit bus emergency evacuation! Green Mountain Transit's Walter Gulfield will be presenting an on-board live demonstration of a bus fire, using a fog machine to simulate smoke. In three separate 30 minute sessions, Walter will invite you onto a transit vehicle provided by Alliance Bus Group to experience what happens in the event of a bus fire. He will use industry best practices for evacuating passengers in a timely manner via emergency exit windows and manual deployment of a wheelchair lift. Presenter: Walter Gulfield, Lead Trainer, Green Mountain Transit</p> <p>Alliance Bus Group's vehicle will host the evacuation demonstrations.</p>
6:00 pm – 8:00 pm	<p>Evening Reception - It's for the Birds <i>Pre Assembly Area & South Garden</i></p> <p>Join your colleagues for an evening reception for a chance to relax, network and enjoy some great food and beverages. New England Falconry and some feathered friends will be visiting for the evening. The falconers will offer casual mingling with guests...for an informal opportunity to see raptors up close and learn about the ancient art of Falconry. The inn will have the fire pit lit and will provide lawn games for your enjoyment.</p> <p>Sponsored in part by </p>

Friday, September 9, 2016

8:00 am - 9:00 am	<p>Registration & Buffet Breakfast <i>Rockefeller Foyer</i></p>
9:15 am – 11:00 am	<p>Emerging Trends in Wheelchair Transportation: Rearward Facing Securement & Train the Trainer Wheelchair Lift & Securement <i>Woodstock A</i></p> <p>With the ever growing demand on transportation to find solutions for rising liability costs, timely service, expensive para-transit options and many more challenges in an evolving industry. Rear facing wheelchair securement is gaining momentum and increased ridership while still a foreign concept in the U.S. This presentation will explore current practices taking place overseas and in Canada that demonstrate the successes and short comings of rear facing wheelchair securement options outside of the U.S. Q'Straint invites you to digest and discuss this information and what it means for the transportation industry with new innovative technologies now available to the public through the Quantum system.</p> <p>Presenter: Andrew Gardner, Q'Straint</p> <p>Sponsored in part by </p>



Friday, September 9, 2016 *continued*

9:15 am – 11:00 am	<p>Building Resilience in Transit <i>Woodstock C</i></p> <p>Individual Resilience: It's your turn to think about your career and your own resilience. Your next job may be three years away, but it is never too early to evaluate the skills and experience you will need to take the next step in your career. This interactive workshop will help you to recognize your current strengths, understand the gaps in your experience, and help you make a plan to prepare yourself for your next career opportunity. Finally, we will apply what you learned in a conversation about succession planning and developing your staff.</p> <p>Presenter: Dr. Barbara Gannon, Principal of GannonConsult</p>
9:15 am – 11:00 am	<p>Maximizing Your Health as You Work <i>Lobby Floor Parlor</i></p> <p>As we age it is easy to become less active and experience more aches and pains that seem to come out of nowhere. Learn more about how your body works, what causes it to deteriorate and how you can incorporate movement and healthy habits into your work day. Ergonomics is the study of work and YOU are part of that equation. This workshop will be interactive and fun!</p> <p>Presenter: Louise Lynch, Injury & Health Management Solutions, Inc.</p>
9:15 am – 11:00 am	<p>Re-Branding Your Product <i>Woodstock B</i></p> <p>Support and Strengthen Your Brand Identity</p> <p>A discussion on the importance of creating, supporting, and maintaining a recognizable brand, and effectively promoting it in your marketplace. Carefully selected products that reinforce a company's goals and mission statement through identity marketing can strengthen – or weaken – the bottom line, profit.</p> <p>Presenter: David Cioffi, President, IBF Solutions</p>
11:00 am – 12:00 pm	<p>State Association Meetings <i>Visit registration desk for meeting room information</i></p>
11:00 am	<p>Box Lunch To-Go <i>Pre Assembly area</i></p>
11:00 am	<p>Event Concludes</p>
12:00 am	<p>Committee meeting wrap-up</p>

Meeting rooms subject to change. Be sure to check the updated agenda available at the registration desk located in the Rockefeller Foyer.

Meeting location:
[The Woodstock Inn & Resort](#)
 14 The Green
 Woodstock, VT 05092
 Toll-free: (888) 338-2745