

## Tuesday, September 12, 2017

11:00 am	NEPTA 18-hole Scholarship Golf Tournament <span style="float: right;"><i>Freeport Country Club</i></span>
	
5:00 pm – 7:00 pm	Welcome Reception <b>Old Town Hall Meeting Place</b> at the <a href="#">Hilton Garden Inn Freeport Downtown</a> . Check-in, relax and socialize with others who arrive early. Sponsored in part by  and 

## Wednesday, September 13, 2017

7:30 am	Registration <span style="float: right;"><i>Eagle Room Foyer, Hotel 1<sup>st</sup> floor</i></span>
7:30 am – 8:30 am	Continental Breakfast <span style="float: right;"><i>Eagle Room Foyer, Hotel 1<sup>st</sup> floor</i></span>
8:30 am	<b>Welcome Remarks</b> <span style="float: right;"><i>Eagle Room, Hotel 1<sup>st</sup> floor</i></span> Alfred Schutz, Executive Director, ShuttleBus – Zoom and President, Maine Transit Association
Three-Day Workshop	Wednesday, September 13 - Friday, September 15 <span style="float: right;"><b>CTAA Certification Program</b></span>
8:45 am – 5:00 pm	<b>VMMI: Vehicle Maintenance Management and Inspection</b> <span style="float: right;"><i>Town Hall School Room</i></span> Vehicle Maintenance Management and Inspection (VMMI) training program, offered through Community Transportation Association of America (CTAA), is a unique training and certification program for maintenance managers and staff. This program promotes the community transportation industry's commitment to safe, reliable transportation through building up the professional skills of maintenance personnel and managers and is designed to improve the maintenance oversight of fleets of smaller transit vehicles (i.e. less than 25-foot length). This training is based on an established maintenance training curriculum developed by Halsey King, SAE and applied to countless vehicle fleets nationwide, to which CTAA has added a layer of testing, certification and performance quality. <b>Presenter:</b> Halsey King, CTAA
	<b>Breakout Sessions</b>
8:45 am – 11:45 am	<b>Learning from Adversity</b> <span style="float: right;"><i>Town Hall Bow Room/Park Room</i></span> Developed for leaders at every level of the organization, Learning from Adversity is a vital, relevant, timely presentation especially suited for those in not-for-profit organizations today. This insightful, morale boosting presentation is assured to stimulate spirited, creative conversation among those in your organization. <b>Presenter:</b> Bill O'Brien Consultant to Leadership
8:45 am – 11:45 am	<b>Customer Driven Service</b> <span style="float: right;"><i>Jewell Room, Hotel 1<sup>st</sup> floor</i></span> Developed by National RTAP, this session will focus on teaching transit staff who interact with customers the importance of customer service, as well as providing them with the tools and training they need to provide excellent customer service regardless of the situation or who the customer may be. This workshop will offer fast facts, best practices, exercises, quizzes and other guidelines to help drivers, dispatchers and other transit staff cultivate the best attitude for truly excellent customer service. <b>Presenter:</b> Michael Noel

**Wednesday, September 13, 2017 *continued***

	<b>Breakout Sessions continued</b>	
8:45 am – 11:45 am	<p><b>Collection Site Monitoring</b></p> <p>Do you conduct drug and alcohol tests regulated by the United States Department of Transportation (USDOT)?</p> <p>If so, understanding what your responsibilities are as the employer in providing compliance oversight of your drug and alcohol testing collection site is vital. The federal regulations place responsibility on the employer for the actions and compliance of its service agents (such as your collection site). However, this is often an area where employers are not providing sufficient attention.</p> <p>This session will provide you with practical procedures and industry standards for providing sufficient monitoring of your collection site.</p> <p>Learn key strategies for gauging the compliance of your collection site; how to ask the right questions of your collectors and breath alcohol technicians; and how to follow up and maintain compliance. This session will walk you through topics including the review of federal forms, physical site security and integrity, and the mock collection process.</p> <p><b>Presenter:</b> Robbie L. Sarles, President RLS &amp; Associates, Inc.</p>	<i>Eagle Room, Hotel 1<sup>st</sup> floor</i>
12:00 pm – 1:00 pm	<p><b>Lunch with Guest Speaker: Scott Bogren</b></p> <p><b>Executive Director, Community Transportation Association of America (CTAA)</b></p> <p>The Community Transportation Association of America (CTAA) and its members believe that mobility is a basic human right. From work and education to life-sustaining health care and human services programs to shopping and visiting with family and friends, mobility directly impacts quality of life. Hear the latest news from Scott Bogren, CTAA Executive Director, on important issues that CTAA is involved in.</p>	<i>Eagle Room, Hotel 1<sup>st</sup> floor</i>
1:00 pm – 2:30 pm	<p><b>Keynote Speaker: Travis Mills</b></p> <p>Retired United States Army Staff Sergeant, Travis Mills, of the 82<sup>nd</sup> Airborne is a recalibrated warrior, motivational speaker, actor, author and an advocate for veterans and amputees. Travis's <i>New York Times</i> bestselling memoir, <i>Tough as They Come</i>, is currently available on sale in bookstores. Despite losing portions of both arms and legs from an IED while on active duty in Afghanistan, Travis continues to overcome life's challenges, breaking physical barriers and defying odds: Travis lives by his motto: "Never Give Up, Never Quit".</p>	<i>Eagle Room, Hotel 1<sup>st</sup> floor</i>
2:30 pm – 2:45 pm	<b>Break</b>	
2:45 pm – 4:30 pm	<p><b>Reducing Stigma – Mental Health 101</b></p> <p><b>National Alliance on Mental Illness (NAMI Maine)</b></p> <p>1 in 5 adults in America experience mental illness each year. Of those, only 41% seek treatment. Unfortunately, stigma and negative perceptions are huge barriers to those individuals seeking care and resources. Education is one way in which to decrease this pervasive stigma. In this session, you'll learn the basics about mental health, including what is mental health first aid and how to speak to a person with an illness or who is in crisis. Jenna Mehnert, Executive Director of NAMI Maine, draws on her many years of both professional and personal experience with the goal of decreasing stigma and increasing awareness of mental health issues.</p> <p><b>Presenter:</b> Jenna Mehnert, Executive Director, NAMI Maine</p>	<i>Town Hall Bow/Park Room</i>

**Wednesday, September 13, 2017 continued**

	<b>Breakout Sessions continue</b>	
2:45 pm – 4:30 pm	<p><b>Transit Alternative Fuels</b> <span style="float: right;"><i>Jewell Room, Hotel 1<sup>st</sup> floor</i></span></p> <p>There are numerous examples of transit systems around New England and the US using compressed natural gas (CNG), biodiesel and electricity to power their fleets as a way to save money, reduce vehicle maintenance, and reduce petroleum use and emissions. The Federal Transit Administration also has a competitive funding program for low and zero-emission transit buses and infrastructure. Learn about these fuels and opportunities, and how they could benefit your own system.</p> <p><b>Presenters:</b> Scott Zepp, Alternative Vehicle Service Group (AVSG LP); Alex Pine, Maine Standard Biofuels; Hank Berg, Casco Bay Lines; Stephen F. O’Neil, Proterra; Kristen Wood &amp; Ryan Bartlett, FTA Region 1</p> <p><b>Moderator:</b> Benjamin Lake, Clean Communities/Greater Portland Council of Governments</p>	
2:45 pm – 4:30 pm	<p><b>Marketing is more than advertising....</b> <span style="float: right;"><i>Eagle Room, Hotel 1<sup>st</sup> floor</i></span></p> <p>“...marketing is designated as a <i>means</i> to achieve the <i>organization’s</i> goal. It is a tool – really a process and a set of tools wrapped in a philosophy – for helping the organization do what it wants to do. Using marketing and being customer oriented should never be thought of as goals; they are ways to achieve goals.” Kotler, Philip and Alan R. Andreasen. <u>Strategic Marketing for Nonprofit Organizations</u>, 5th ed. Prentice Hall. Upper Saddle River, New Jersey. 1996. Pp. 58-59</p> <p>“Marketing management is the process of planning and executing programs designed to create, build, and maintain beneficial exchange relationships with target audiences for the purposes of satisfying individual and organizational objectives.” Kotler. P.37. This session will discuss marketing, behavior, information exchange and transactions to help improve your marketing skills.</p> <p><b>Presenter:</b> Peter Schauer, Peter Schauer Associates</p>	
	<p><b>Dinner on your own</b> Freeport sits on the north shore of beautiful Casco Bay. Well known for its outlet shopping, the town is rich in history and recreational opportunities. Our community is dedicated to a harmonious and balanced life. Freeport is a remarkable place to visit and live. Enjoy one Freeport’s many restaurants and shopping outlets.</p>	

**Thursday, September 14, 2017**

7:30 am – 8:30 am	<p>Registration continues <span style="float: right;"><i>Eagle Room, Hotel 1<sup>st</sup> floor</i></span></p> <p>Buffet Breakfast Sponsored in part by</p> <div style="text-align: center;">  <p>MCI Reliability Driven</p> </div>	
Three-Day Workshop	Wednesday, September 13 - Friday, September 15	
8:45 am – 5:00 pm	<b>VMMI: Vehicle Maintenance Management and Inspection continued</b> <span style="float: right;"><i>School Room</i></span>	
	<b>Breakout Sessions with Break 10:15 am – 10:30 am</b>	
8:45 am – 11:45 am	<p><b>Overview of the ADA</b> <span style="float: right;"><i>Town Hall Bow Room</i></span></p> <p>This workshop will offer a better understanding of the challenges associated with physical and intellectual disabilities and the Americans with Disabilities Act of 1990, including the 2009 changes under Title II of the ADA. Avoiding discrimination includes review of policies, practices and procedures, examining reasonable modifications, and practices regarding denial of service. <b>Presenter:</b> Michael Noel</p>	

**Thursday, September 14, 2017 *continued***

8:45 am – 11:45 am	<p><b>DPA Lift Field Training</b> <span style="float: right;"><i>Eagle Room, Hotel 1<sup>st</sup> floor</i></span></p> <p>BraunAbility will conduct a technical training session on the Dual Parallel Arm Lift. This training will include: Classroom presentation on theory and operation, maintenance and lubrication; hands-on demo including inspections, operation checks and adjustments.</p> <p><b>Presenter:</b> Cody Reynolds, BraunAbility <span style="float: right;"><b>Sponsored by</b> </span></p>
8:45 am – 11:45 am	<p><b>Transit Asset Management (TAM)</b> <span style="float: right;"><i>Town Hall Park Room</i></span></p> <p>This session will provide an understanding of the FTA requirements for Transit Asset Management (TAM) and State of Good Repair (SGR). You will learn about the impacts TAM has on various areas of your transit system including maintenance, procurement, and finance. By developing strong maintenance plans, performance measures and planning tools your system will reduce vehicle downtime, increase productivity and lower costs. The session will help you organize, develop and implement a Transit Asset Management Plan meeting FTA requirements while working with a Tier II state-wide plan developed by the state DOT.</p> <p><b>Presenter:</b> Kelly Shawn, Senior Associate, RLS &amp; Associates, Inc.</p>
12:00 pm – 1:30 pm	<p><b>Lunch</b> <span style="float: right;"><i>Eagle Room, Hotel 1<sup>st</sup> floor</i></span></p> <p><b>Peter Butler</b>, Deputy Regional Administrator, Federal Transit Administration, Region 1</p> <p><b>Guest Speaker David Bernhardt</b>, Commissioner, Maine Department of Transportation</p> <p>Sponsored in part by </p>
1:30 pm	<p><b>Vendor Fair</b> <span style="float: right;"><i>Jewell Room &amp; Monhegan Boardroom, Hotel 1<sup>st</sup> floor</i></span></p> <p>Stop by the vendor tables presented Jewell Room as well as in the parking lot located just outside. View the latest products and services from vendors serving the transit industry.</p>
5:00 pm – 6:00 pm	<p><b>Reception</b> <span style="float: right;"><i>Eagle Room Foyer/Eagle Room, Hotel 1<sup>st</sup> floor</i></span></p>
6:00 pm	<p><b>Big Night In</b> <span style="float: right;"><i>Eagle Room, Hotel 1<sup>st</sup> floor</i></span></p> <p>Enjoy a traditional Maine dinner while listening to nationally recognized Maine humorist Tim Sample. Tim is a New England humorist, famous both for his presentation and his Maine accent. He has sold well over a million copies of his books, albums, and videos, including four albums and a video for the Bert and I company. In the summer of 1993, Sample was recruited by Charles Kuralt as a correspondent for the Emmy Award winning TV Show CBS News Sunday Morning. Over the following 11 years, Tim produced over 100 "Postcards from Maine" segments which introduced millions of CBS viewers around the nation and the world to the lifestyles of <u>Mainers</u>.</p> <p>Sponsored in part by  <i>and</i> <b>Shepard Bros., Inc.</b></p>

**Friday, September 15, 2017**

7:30 am – 8:30 am	<b>Registration &amp; Buffet Breakfast</b>	<i>Eagle Room, Hotel 1<sup>st</sup> floor</i>
8:45 am – 11:30 am	<b>Three – Day Workshop Conclusion</b> <b>VMMI: Vehicle Maintenance Management and Inspection conclusion</b>	<i>Town Hall School Room</i>
8:45 am – 11:30 am	<b>ChallengeME: MaineDOT’s Workplace Wellness Initiative</b> MaineDOT has recently adopted this initiative to change the culture at MaineDOT by developing a healthy workforce through promoting health, reducing healthcare costs, improving morale and productivity, aiding in employee retention and recruitment and assisting the workforce in making positive lifestyle changes. Scott Rollins has been on the MaineDOT Wellness Committee that has been developing and implementing this initiative since the beginning and will explain the needs and benefits of such an initiative for any group. More importantly, Scott will explain and share many of the things that they have learned during the process that can be applied to any group or to any individual to help improve their overall wellness whether they are a bus driver, plow driver, office worker or in any other occupation. Be prepared to learn ways to help you get on a path to better health. <b>Presenter:</b> Scott Rollins, Assistant Director, Bureau of Planning, Maine Department of Transportation	<i>Town Hall Park Room</i>
8:45 am – 11:30 am	<b>Driver Recruitment and Retention</b> Good drivers are the backbone of any good transit organization. This session will provide excellent training on techniques for recruiting and keeping good drivers. Finding, interviewing, hiring, training and keeping the best employees in the current job market: How to align your organization’s goals with employee expectations for long term employee retention. <b>Presenter:</b> Peter Schauer, Peter Schauer Associates	<i>Eagle Room, Hotel 1<sup>st</sup> floor</i>
8:45 am – 11:30 am	<b>Social Media How do you tell your story using modern technology?</b> How do you tell your story using modern technology? With all of the tools, all the modern options including Facebook and other social media, how do you tell your story using modern technology? Josh Hamel is Creative Director at Mix Maine Media, a Waterville and Augusta based media company representing three radio stations and a marketing division. Josh is a Certified Professional Commercial Copywriter and has produced creative copy for hundreds of Maine businesses. Dick Dyer is Director of Marketing and has worked in marketing nationally for more than 35 years. Together they represent the newer and older technologies (including social media) of marketing your products and services from their unique perspectives. <b>Presenter:</b> Josh Hamel and Dick Dyer, Mix Maine Media	<i>Town Hall Bow Room</i>
11:30 am	<b>Event Concludes</b>	
11:45 am	<b>Committee meeting wrap-up</b>	

[Location of Meeting Rooms:](#)

Bow, Park and School located in the Old Town Hall

Eagle, Jewell and Monhegan Boardroom located Hotel 1<sup>st</sup> Floor Meeting Rooms

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