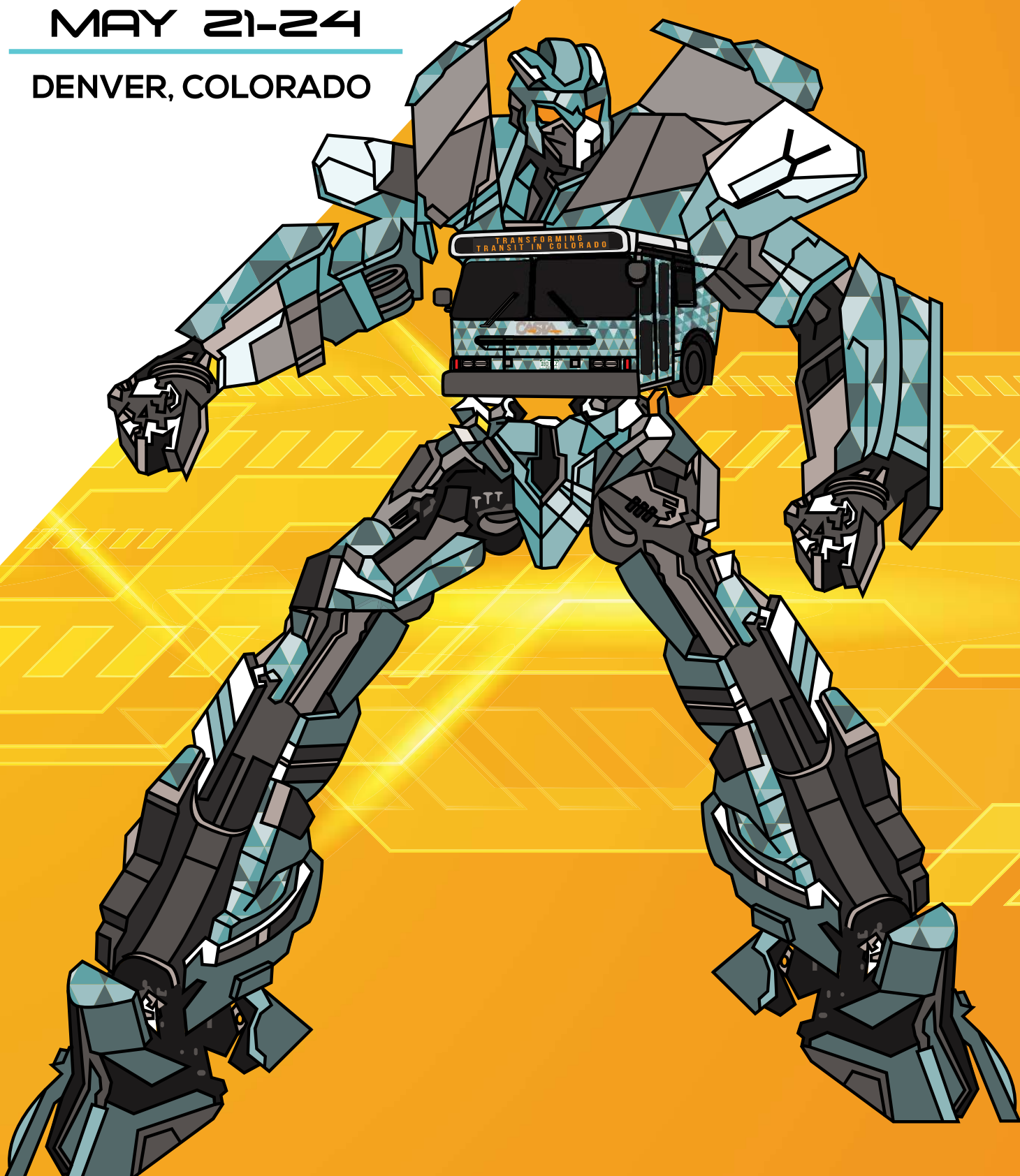


2019  
CASTA

# SPRING TRAINING CONFERENCE

MAY 21-24

DENVER, COLORADO



### Check-In Open

11:00 am

3rd Floor Foyer

### Emerging Leaders Luncheon & Workshop

10:00 am - 1:00 pm, Tuesday, May 21

Four Square B

**Sponsored By: Hanover Displays**

*Presenter: Dave Mitchell, The Leadership Difference*

This workshop on “The Power of Understanding People” provides the tools to understand each Emerging Leader's own unique communication and leadership style. This info-filled, energizing training event provides an ideal combination of strong content, laugh-out-loud humor and audience interaction. Emerging Leaders will discover the cornerstone of high performance and tips for enhancing communication, teamwork and influence.

**Invitation Only.** Email josephp@coloradotransit.com if you are interested.

### Trainers Workshop

1:00 pm - 5:00 pm, Tuesday, May 21

Hop Scotch

*Presenter: John Filippone, RFTA*

This session will deliver tips, tricks and best practices for trainers. Content and time constraints of training programs will be discussed. Participants will share ideas and techniques on effective training methods. Come with an open mind and your best ideas, there will be no ‘We’ve always done it that way’ in this session.

### Human Services Transportation Committee: CO Advisory Council - For People With Disabilities

1:00 pm - 2:45 pm, Tuesday, May 21

Duck, Duck, Goose

Chair: Hank Braaksma

*Presenter: Julie Beems*

Join us for the Human Services Transportation Committee (formerly the Elderly and Disabled Transportation Committee) meeting. We will send an agenda two weeks out from the conference. This committee discusses issues and best practices around providing transportation for those with disabilities or who are elderly. We will also have a

presentation by the Colorado Advisory Council for People With Disabilities, they will share their new disabled parking program, parking lot assessments and available trainings. As always, all are welcome to attend the committee meeting!

### CDOT Orientation for New Grantees

1:00 pm - 5:00 pm, Tuesday, May 21

Red Rover

*Presenter: Various CDOT Staff*

Are you new to the CDOT grantee ranks or is your organization thinking about applying for funding for the first time? This session is for you. In just one morning and afternoon get a good overview of what CDOT requires from grantees, how the various CDOT departments interact with grantees and resources to make your venture into partnering with CDOT a success. Each topic will be led by the CDOT contact for the topic area making this also a great way to get to know CDOT staff and their responsibilities.

### Strategic Business Planning

1:00 pm - 5:00 pm, Tuesday, May 21

Four Square A

*Presenter: Ralph Power, Transit Plus*

Did you know that CDOT requires organizations to have a three year Financial Plan and a Capital Improvement Program? These plans are probably not as intimidating as they seem and done well can provide a strong blueprint for moving your organization forward over the next few years. See how it's done and pick up some best practices for putting a plan together no matter how small or large your organization may be.

### Asset Management

3:00 pm - 5:00 pm, Tuesday, May 21

Duck, Duck, Goose

*Presenter: Michael Snow, CDOT*

Please join other Tier 2 agencies participating in or considering joining the CDOT-sponsored Group TAM Plan to discuss Plan implementation strategies and to collaborate on the next update to the Group Plan. What does the Plan mean to your agency and to CDOT? How can you use the Plan to support better funding decisions and improved State of Good Repair (SGR)? How will you implement the asset condition evaluations required by the TAM Rule? In what ways would participating agencies want to further develop and improve the Group Plan

for the next update? This session will explore these and other topics related to asset management.

## Welcome Reception

5:00 pm - 7:00 pm, Tuesday, May 21

Four Square A

**Sponsored By: Davey Coach**

Catch up with old friends and meet new people as we gather to celebrate all that is great about our industry and our people.

## Wednesday, May 22nd

### Keynote Breakfast

8:00 am - 9:00 am, Wednesday, May 22

Marco Pollo Ballroom

*Keynote: Dave Mitchell, The Leadership Difference*

This powerful program focuses on the leadership characteristics that are the foundation of the most successful organizations worldwide. Attendees will discover the behaviors embodied by leaders that instill a desire in others to perform at a high level while avoiding environmental stress and burnout. The content is a preview of Dave's next book, *The Five Metrics of Peak Performance Culture*, scheduled for release in Spring 2020 and represents data collected from over 1000 organizations over the last 25 years.



### Human Trafficking - TTT

9:00 am - 10:30 am, Wednesday, May 22

Hop Scotch

*Presenters: Kristen Joyner & Annie Sovcik, SWATA*

Human traffickers exploit legitimate systems within multiple business sectors for their own profits.

From traffickers who use banks to store their earnings and buses to move their victims around, to the hotel rooms that are integral to the operations of some sex traffickers and the social media that are vital recruitment tools. This presentation will demonstrate ways transit agencies can make fundamental shifts to their systems to prevent, detect, and disrupt human trafficking.

### ROMA Program Assessment Training

9:00 am - 5:00 pm, Wednesday, May 22

Duck, Duck, Goose

*Presenters: Rand Clark & Josiah Masingale,*

ROMA addresses Results-Oriented Management by: assessing needs and conditions within the community; defining a clear agency mission for action and a strategy to address those needs, both immediate and longer term, in the context of existing resources and opportunities in the community; identifying specific improvements, or results, to be achieved among low-income people and the community; and organizing and implement programs, services, and activities, such as advocacy, within the agency and among "partnering" organizations, to achieve anticipated results. ROMA addresses Results-Oriented Accountability by: developing and implementing strategies to measure and record improvements in the condition of low-income people and the communities in which they live that result from community action intervention; and using information about outcomes, or results, among agency boards and staff to determine the overall effectiveness of strategies, inform annual and long-range planning, and supporting agency advocacy, funding, and community partnership activities.

### CDOT Orientation for New Grantees Cont.

9:00 am - 12:00 pm, Wednesday, May 22

Red Rover

See Tuesday's description for more information.

### Preparing for Emergencies

9:00 am - 3:15 pm, Wednesday, May 22

Four Square A

Getting your agency ready for an emergency or natural disaster takes more than just a loose plan in a 3-ring binder tucked in someone's office these days. We'll get serious in this session as we discuss topics like bus sharing agreements, IGA's and MOU's, reimbursements, working with FEMA, implications of vehicles with federal interests, working with other

government entities, what relationships should you have in place before something happens and much more.

### **Coffee with CDOT**

10:30 am - 10:45 am, Wednesday, May 22  
3rd Floor Foyer

Join CDOT Staff for coffee! CDOT Staff will be available during the coffee break to answer questions

### **Title VI - TTT**

10:45 am - 12:00 pm, Wednesday, May 22  
Hop Scotch

*Presenter: Eboni Younger-Riehl, CDOT*

This training takes a deeper dive into the history of Title VI of the Civil Rights Act of 1964, the federal requirements for transit agencies, and the current trends. Learn more about how this landmark legislation is responsible for protecting our equal right to transportation services.

### **Luncheon - Keynote Speaker TBD**

12:00 pm - 1:00 pm, Wednesday, May 22  
Marco Polo Ballroom

### **Customer Service - TTT**

1:00 pm - 5:00 pm, Wednesday, May 22  
Hop Scotch

*Presenter: Kristen Joyner, SWATA*

Customer Driven Service, Train the Trainer. This class focuses on teaching transit staff that 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 the customer. Each person will leave with a training book and cd that includes 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. The training materials, Customer Driven Service, were developed by National RTAP and have been enhanced with video, discussion and exercises by the instructor, Kristen Joyner for improved retention, interaction and applied learning.

### **FTA 101**

1:00 pm - 3:15 pm, Wednesday, May 22  
Red Rover

*Presenter: Tracey MacDonald, CDOT*

Are you curious about what makes FTA tick? The FTA will answer all your burning questions: Who is FTA? What do we do? What you should know when applying for and managing grants? What types of technical assistance are available? How do pass thru funds work? Or, how does the State work with FTA on pass through funds? Or, how do FTA requirements relate to CDOT grant partners?

### **RTAP Committee Meeting**

3:30 pm - 5:00 pm, Wednesday, May 22  
Red Rover

Colorado RTAP has new program goals and a new strategy for delivering timely, effective training to rural transit agencies in Colorado. Please come join the discussion about changes to the RTAP program, weigh in on important Colorado RTAP policies and fill us in on the training needs in your agency or region. All are invited!

### **CREST Committee Meeting**

3:30 pm - 5:00 pm, Wednesday, May 22  
Four Square A

What's new in resort operations, and the Colorado tourism industry? How are your fellow operators and managers hiring for those difficult-to-fill positions, maintaining fleets in extreme weather and altitudes, and working through local and regional politics and economics. All are welcome to join this lively and experienced group.

---

## **Thursday, May 23rd**

---

### **Breakfast and CASTA Membership Update**

8:00 am - 9:00 am, Thursday, May 23th  
Marco Polo Ballroom

**Sponsored By: MCI**

*Presenter: David Averill, CASTA Board President*

Join CASTA President David Averill for a review of CASTA's 2019 strategic goals, legislative initiatives, and the new training program. All are welcome - bring your questions, issues and success stories.



## **RTAP - Tool Web Design**

9:00 am - 12:00 pm, Thursday, May 23

Hop Scotch

*Presenter: Frank Condon, National RTAP*

Did you know NRTAP provides free website hosting and a free app/tool to use to build a website for your agency? Even if you didn't grow up surrounded by electronics this tool is user friendly and provides a lot of flexibility to allow your agency to meet its website goals. This isn't just an informational session it's a workshop-bring your laptop and content ideas and Frank will help you start using the tool to build a great website that puts your agency's best face forward and meets the needs of your riders.

## **Grant Writing**

9:00 am - 12:00 pm, Thursday, May 23

Duck, Duck, Goose

Learn the basics of Grant Writing. We'll cover how the grant process works at CDOT the FTA and local Foundations, how to write a great proposal and provide you with best practices, tips and tricks for the different types of proposals you could find your agency writing.

## **CMAC Committee Meeting**

9:00 am - 10:30 am, Thursday, May 23

Red Rover

*Chair: Sarah Dodson, Durango Transit*

## **New Technologies: Electric Bus Follow Up**

9:00 am - 10:30 pm, Thursday, May 23

Four Square A

*Panelists: Lee Kemp (MCI), Joe Saldona (Gillig), Bobby Hill (BYD), Dale Hill (Proterra), Marcus Jackson (BAE Systems)*

Join us for a time of discussion with the electric bus vendors. Each vendor will give a short presentation on their technology and products and then it's your chance to ask them about the technology, performance, and any other burning questions you may have. This session will be helpful for those of you putting together RFP's but also those just starting to dip their toe into the electric bus discussion.

## **Related Electric Bus Technology**

10:45 am - 12:00 pm, Thursday, May 23

Four Square A

*Panelists: Sharad Agarwal, Merlin Maley, Tim Reeser*

There's a lot more going on in the electric conversation beyond what bus to buy. Check out this session to hear about Easy Mile who is doing a pilot project with RTD to provide first and last mile service with an electric autonomous vehicle. Stantec Architecture Inc, will present on electric bus facilities including strategic solutions they've found to create flexibility for your bus fleets of the future as well as tips and tricks they've learned in building a number of electric bus facilities around the US. In addition, we will hear about a local Colorado company who is taking diesel buses nearing their end of life and rehabbing them into an electric vehicle. We've also invited a speaker to talk about transitioning your CNG equipment to charge electric buses.

## **Design Thinking Next Steps**

10:45 am - 12:00 pm, Thursday, May 23

Red Rover

*Presenter: Sara Comacho*

In this class, you'll learn and practice simple innovation tools that you can put into use right away to address real-world problems facing the transit industry. We'll try out two design thinking tools (customer interviews and analogy brainstorm) with a real-life transit problem selected by class participants. You'll leave the session with practical ways to generate new ideas and solutions.

## **Luncheon - Keynote Speaker**

12:00 pm - 1:15 pm, Thursday, May 23

Marco Polo Ballroom

*Keynote: Jim Doyle, MobilityNEXT*

**Sponsored By: MCI**

New transportation and mobility technology is rapidly changing our industry, from electric buses to autonomous vehicles and beyond. mobilitynext is a new public-private partnership here in CO that is focused on testing and scaling these new technologies, but in a pragmatic way that meets the unique needs of public agencies across CO. Jim Doyle, mobilitynext's Managing Director, will talk about global trends, mobility innovation, and pragmatic approaches for rural communities to understand and leverage these new technologies.

## **Understanding Financial Statements**

1:15 pm - 2:15 pm, Thursday, May 23

Hop Scotch

This session is for those of us who are not accountants or MBA's but want to figure out how to

read a financial statement. No excuses, everyone should know the basics of financial statements, how to read them, spot things that raise concerns and to know when your agency is doing a good job providing it's service within the expected budget.

### **NEMT Discussion**

1:15 pm - 2:15 pm, Thursday, May 23

Duck, Duck, Goose

We've invited a representative from the Colorado Department of Health Care Policy and Financing to give us an update on what they have planned for NEMT in the future including the regional and possibly statewide brokerage system.

### **Other Innovations in Transit**

1:15 pm - 2:15 pm, Thursday, May 23

Red Rover

You may not have heard much about new mobility projects in Colorado but they're happening! Join this session to hear about projects from RTD and others in the state to provide better mobility.

### **Rail Command Center Tour**

2:30 pm - 5:00 pm, Thursday, May 23

Meet at Confernce Check-In Desk

We've heard it's a little like being on the Star Trek Enterprise, well maybe that's an overstatement but it's definitely cool. See RTD's state of the art commuter rail command center, learn how they manage the system and what goes into the safety and security of a heavy rail line.

### **61st & Pena AV Pilot Project Tour**

2:30 pm - 5:00 pm, Thursday, May 23

Meet at Confernce Check-In Desk

RTD, in partnership with EasyMile, City and County of Denver, and many other stakeholders, launched the 61AV project, a first and last mile connection to their rail line with a driverless shuttle. The project goal is to assess the reliability and availability of a driverless shuttle service and its applicability to a transit application. Come take a ride in the shuttle and hear about the project development process through the eyes of a few different project stakeholders

### **Union Station & CDOT Tour**

2:30 pm - 5:00 pm, Thursday, May 23

Meet at Confernce Check-In Desk

This tour will take you through the beautifully restored historic Union Station which has become a hot entertainment venue for the city of Denver. Then head over to the new CDOT headquarters for a tour that will highlight all the built in state of the art features and some great views of the city!

---

## **Friday, May 24th**

---

### **Scrambled Eggs and Politics**

8:00 am - 9:15 am, Friday, May 24

Marco Polo Ballroom

### **What Happened with Proposition 110 & Next Steps - Legislative Committee**

9:15 am - 10:45 am, Friday, May 24

Hop Scotch

*Presenter: Carla Perez, RTD*

The politics around transit and transportation have been exciting in 2017. Join us to hear how Colorado's legislative session ended up, and where we're going from here. We'll also check in to see how things are looking at the federal level.

### **Drug & Alcohol Training: Designated Employer Representative**

9:15 am - 12:00 pm, Friday, May 24

Duck, Duck, Goose

*Presenter: Linda De Herrera, RTD*

Every agency must have at least one Designated Employer Representative (DER). This employee is responsible for the drug and alcohol testing program at their agency and are authorized to make decisions around employees performing safety-sensitive duties. If this is you or you supervise the DER sit in on this session to learn about DER responsibilities and to understand the terminology, regulations, procedures and best practices.

### **Travel Training**

9:15 am - 12:00 pm, Friday, May 24

Red Rover

This session will show you how to develop and implement a travel training program at your agency. Travel training can be a great asset to your riders and your agency. Riders that may be hesitant to

ride fixed route find confidence in using your system once they've been trained and that leads to freedom for that rider. Your agency could find cost savings because they are using fixed route service rather than paratransit.

## **Communications with Elected Officials**

11:00 am - 12:00 pm, Friday, May 24

Hop Scotch

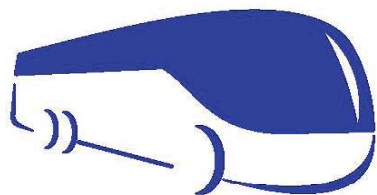
This session will be chock full of tips and tricks in connecting with your local, state and federal elected officials. Don't worry we aren't going to make you into lobbyists just effective advocates for your agency and community.

## **Conference Adjourn**

12:00 pm, Friday, May 24

*Training at this conference is made possible by a grant from the Rural Transit Assistance Program (RTAP) from the Federal Transit Administration (FTA) through the Colorado Department of Transportation.*

Thank you Sponsors!



Bus Stuf Inc

