

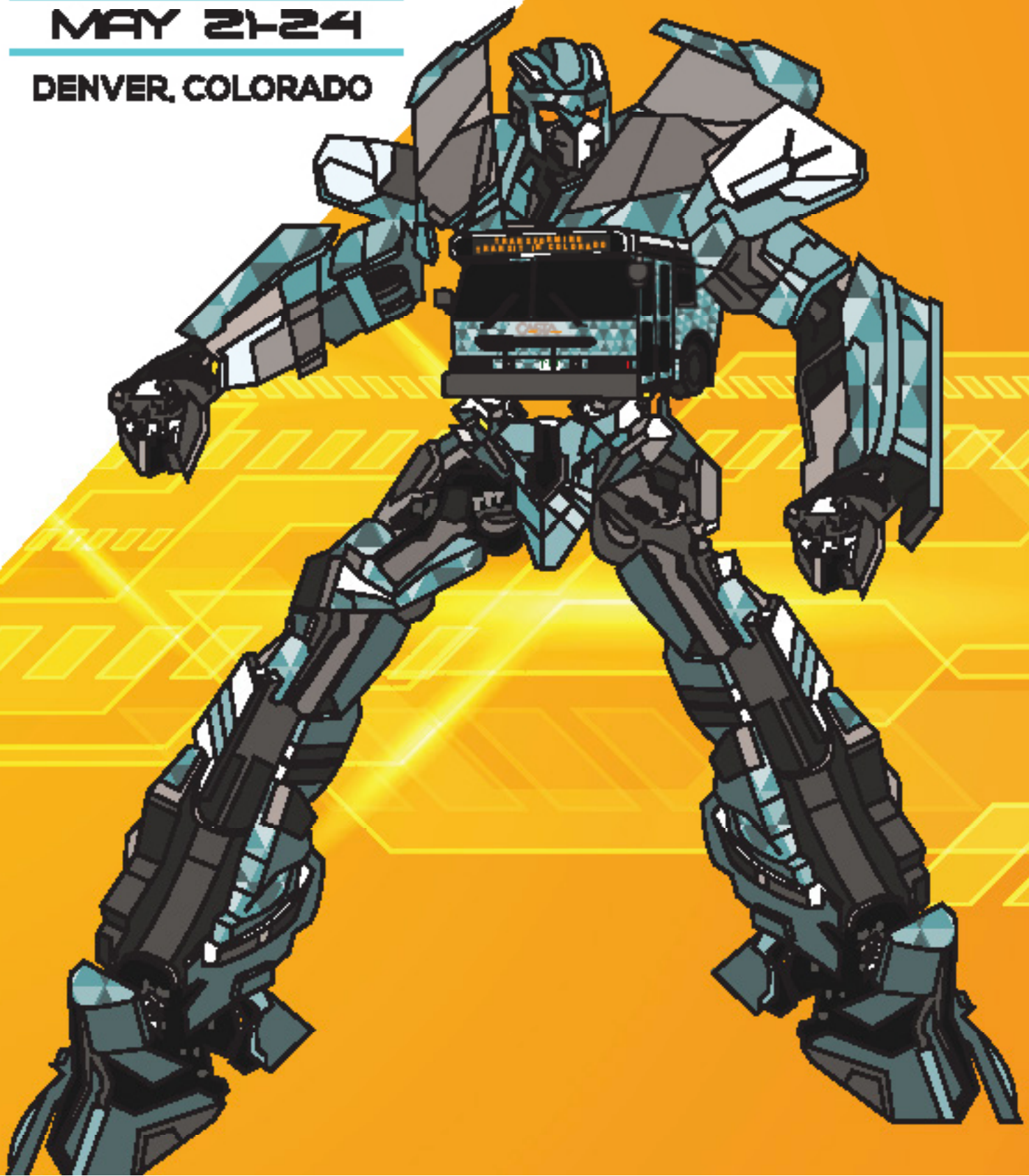
2019

CSTA

**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: Colorado Advisory Council For Persons 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 Persons 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: 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 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 (TransitPlus)

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.

Group Transit Asset Management (TAM) Plan Update and Implementation

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 Polo 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 who 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 (SWATA), Annie Sovcik (Truckers Against Trafficking)

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 (Douglas County), Josiah Masingale (Adams County A-Lift)

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 implementing 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 support 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, IGAs and MOUs, reimbursements, working with FEMA, implications of vehicles with federal interests, working with other government entities, what relationships you should have in place before something happens, and much more.

CDOT State Management Plan Coffee Break

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: Richard Garrity (RLS & Associates)

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.

Keynote Luncheon

12:00 pm - 1:00 pm, Wednesday, May 22

Marco Polo Ballroom

Keynote: Shoshana Lew (Executive Director CDOT)

Shoshana M. Lew was recently appointed as the executive director for the Colorado Department of Transportation (CDOT). She is charged with leading the department in planning for and addressing Colorado, transportation needs and overseeing 3,000 employees statewide and an annual budget of approximately \$2 billion.

Prior to coming to Colorado, she served as the Chief Operating Officer (COO) for the Rhode Island Department of Transportation (RIDOT). Also she was the Chief Financial Officer and Assistant Secretary for Budget and Programs for the U.S. Department of Transportation (USDOT) as well as the Deputy Assistant Secretary for Transportation Policy at USDOT.

Ms. Lew has also worked in other areas of the federal government including the U.S. Department of the Interior and the Office of Management and Budget and Domestic Policy Council within the White House. Prior to her federal service, she worked at the Brookings Institution. She is a graduate of Harvard College with a B.A. in history. Ms. Lew also has an M.A. in history from Northwestern University.

Customer Service - TTT

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

Hop Scotch

Presenter: Kristen Joyner (SWATA)

This class focuses 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 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 (FTA)

Are you curious about what makes FTA tick? The FTA will answer all your burning questions: Who is FTA? What do we do? What should you know when applying for and managing grants? What types of technical assistance are available? How do pass-through funds work? 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

Presenter: Rich Garrity (RLS & Associates)

Learn the basics of Grant Writing. We'll cover how the grant process works at CDOT, the FTA, and local foundations and how to write a great proposal. We'll 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

CMAC provides an effective support network for anyone in Colorado who works in Mobility Management and coordination. The group aims to promote mobility needs, issues, and accomplishments through education and awareness. Our conference calls and online group portal allow for information sharing such as funding and educational opportunities, workshops, resources, and other support functions.

New Technologies: Electric Bus Follow Up

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

Four Square A

Panelists: Lee Kemp (MCI), Joe Saldana (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 RFPs 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 (EasyMile), Merlin Maley (Stantec), Tim Reeser (Lightning Systems)

There's a lot more going on in the electric conversation beyond what bus to buy. Check out this session to hear about EasyMile, which 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: Sarah Comacho (Comacho Insights)

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 brainstorms) 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 Colorado that is focused on testing and scaling these new technologies, but in a pragmatic way that meets the unique needs of public agencies across Colorado. Jim Doyle, MobilityNEXT 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

Presenter: Christine Odle (Rockin Beeby Enterprises)

This session is for those of us who are not accountants or MBAs but want to figure out how to read a financial statement. No excuses everyone should know the basics of financial statements, including how to read them, spotting things that raise concerns and know when your agency is doing a good job providing its 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 Conference 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 Conference 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 transit. Come take a ride in the shuttle and hear about the project development process through the eyes of project stakeholders.

Union Station & CDOT Tour

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

Meet at Conference 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

Presenters: Eulois Cleckley (City & County of

Denver), Doug Tisdale (RTD Board Chair), Faith Winter (Senator)

What Happened with Proposition 110 & Next Steps - Legislative Committee

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

Hop Scotch

Presenters: Carla Perez (HDR), Sheila MacDonald (MIDG Group), Morgan Cullen (CML), Cindy Terwilliger (FTA)

The politics around transit and transportation have been exciting in 2019. 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 (RLS & Associates)

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 is 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

Presenter: Susan Unger (Via Mobility Services Travel Training Program)

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 transit find confidence in using your system once they've been trained, and that leads to freedom for that rider. Your agency could save on costs because these riders are using fixed-route service rather than paratransit.

Communications with Elected Officials

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

Hop Scotch

Presenters: David Rossini (The Public Interest Network)

This session is 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.

Regional Transit Data and Coordination

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

Hop Scotch

Presenters: Alex Gordon (NFRMPO), Chelsey Voden (Northwest Colorado COG), Renee St. Andre (Red Hawk Marketing & Public Relations), Suzanne O'Neil (Transit Plus)

Join us to learn more about the ways Colorado agencies are already connecting, coordinating and sharing resources. We'll hear about the work Via Mobility and Broomfield has done with their Mobility Services for All Americans project and how that project spurred on a related project in the North Front Range Region. The group will also hear about the coordination that's happening through Mountainview Rides in the Northwest Colorado COG. And we'll hear about a regional marketing campaign happening in the South West part of Colorado

Conference Adjourn - 12:00 pm

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 (CDOT).

THANK YOU SPONSORS

