

Where: RiverCentre in Saint Paul

When: Wednesday, October 9 through
Friday, October 11

Learn more and register on our website:

<https://www.mpta-transit.org/events>

Wednesday, October 9

8:00 AM – Registration Opens

10:00 AM to 12:00 PM – Training Session I: Recruiting
Staff, CTAA

1:00 PM to 3:00 PM – Training Session II: Measuring
Outcomes, Improving Performance

2:30 PM to 4:00 PM – CEO Summit

4:00 PM – MPTA Annual Meeting

5:30 PM – Transit Awards

6:30 PM – Welcome Reception

MPTC
MINNESOTA
PUBLIC TRANSIT
CONFERENCE
2019

PLANNING FOR
GREATNESS

Thursday, October 10

7:30 AM – Registration Opens

8:30 AM – General Session

- Welcome

- Keynote Speaker – *Scott Burrows: VISION - MINDSET – GRIT Success Strategies to Help You Stand Up to Any Challenge*

10:00 AM – Break in Vendor Expo Area

11:00 AM to 12:00 PM — 3 Breakout Sessions

Idea Café Sessions

- **Transit Mechanical Issues Updates:** Get the latest updates on electrical issues for buses, air conditioning and what you need to know about warranties from experts on these issues.
- **Customer Service:** Everyone plays a role in delivering a great transit experience. This session will explore strategies for dealing with challenges and providing high-quality service.
- **IT in Transit Today:** Technology is changing quickly and providing systems more options for managing transit service and communicating with riders and others. Learn more about how technology is making a difference and what makes sense for your system.

12:00 PM to 3:00 PM – Lunch and Vendor Expo

3:00 PM to 5:00 PM — Training Session I Continued: Retaining Staff — CTAA

3:30 PM to 5:30 PM – Tour: Green Line Maintenance Facility

6:30 PM – Reception, First Transit

Friday, October 11

7:30 AM – Registration Opens

8:00 AM to 9:15 AM – General Session: *MnDOT Commissioner Margaret Anderson Kelliher, Metropolitan Council Chair Nora Slawik (Invited)*

9:30 AM to 10:30 AM – 3 Breakout Sessions

- Transit Operator Safety

- Transit Oriented Development

- Five-Year Transit System Plans

10:30 AM to 11:00 AM – Break

11:00 AM to 12:00 PM – 3 Breakout Sessions

- Micro Transit and Role of TNCs

- FTA Update — *Kelley Brookins, Regional Administrator*

- Electric Buses

12:15 PM – Lunch and Closing Speaker — *Tane Danger, Theatre of Public Policy*