

## Minnesota Public Transit

### Conference

October 9-11, 2019

St. Paul RiverCentre

**Theme:** Planning For Greatness



**Wednesday, October 9**

8:00 AM – Registration Opens

10:00 AM to 12:00 PM – Training Session I: Recruiting Staff and Building a Sustainable Workforce – *Caryn Souza, CTAA*

In today's environment, effectively recruiting and retaining staff is a challenge for all transit systems. Organizational awareness, executive support and effective employee relations are critical factors impacting your service and are key in any effort to address staffing. In this training session, learn from a trainer with national experience on how to develop and maintain a successful recruitment and retention program. This session is divided into two time slots; the first slot focuses on recruitment. The second slot is on Oct. 10 at 3:00 PM.

1:00 PM to 3:00 PM – Training Session II: Measuring Outcomes, Improving Performance – *Jill Cahoon, AECOM; A.T. Stoddard, LSC*

As systems work to improve the quality and availability of transit service, it's important to track and measure outcomes. Tracking trends over time can clearly demonstrate the impact of service design changes and other efforts to advance transit service. In this session, you'll learn how similar systems track key outcomes and use their data to make decisions.

2:30 PM to 4:00 PM – CEO Summit: **By Invitation.**

Join with other transit system CEO's for a discussion about your challenges and successes.

4:00 PM – MPTA Annual Meeting

Get the latest news and updates while reconnecting with colleagues at the MPTA Annual Membership Meeting. You'll learn more about the work of the association and what MPTA is doing to assist you in providing great transit service.

5:30 PM – MPTA Transit Awards Ceremony

Recognizing leaders in transit is important for everyone in the community. Join in the celebration as we honor people who have done amazing work and who provide inspiration for all of us.

6:30 PM – Welcome Reception: Great Food, Great Company, Great Experience!

## Thursday, October 10

7:30 AM – Registration Opens

8:30 AM – General Session

- Welcome – *Craig Rempp, MPTA President*
- Keynote Speaker – *Scott Burrows: VISION - MINDSET – GRIT Success Strategies to Help You Stand Up to Any Challenge*

Burrows is an inspirational speaker who challenges audiences while adding takeaway value with high energy, humor and substance. Burrows has published a book “Vision Mindset Grit!” and has delivered his story in 45 states and at least 10 countries. Burrows believes that the true measure of success is how well a person responds to change, self-doubt, setbacks and fear. Burrows will walk the audience through how vision, mindset and grit can help people and organizations stay focused on manageable goals, even when facing difficulties.



10:00 AM – Break in Vendor Expo Area

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

- Latest Updates for Mechanics — *Ken Krych, North Central Bus Sales; Troy Fregine, Metropolitan Council*  
Keeping your equipment in proper working order has a big impact on your service quality and your budget. Hear directly from people with expertise in electrical issues, interlock/lifts, air conditioning and understanding warranties.
- Customer Service — *Caryn Souza, CTAA*  
The Community Transportation Association of America (CTAA) has been providing premier training sessions on how to provide excellent customer service for many years with systems from across the country. This is a great opportunity to take advantage of.
- Transit System Planning – *Tori Nill, OTAT; Margaret Donahoe, MPTA*  
Without a plan, it’s hard to get where you want to go. In this session, we’ll look at why long-range planning is important and how newly developed 5-year plans will help all of us achieve better transit service throughout the state.

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

We have the largest Transit Expo in the Midwest! Visit vendors and see first-hand all of the new products and services that will help you do your job and improve your system!

3:00 PM to 5:00 PM — Training Session I Continued: Developing and Retaining a Sustainable Workforce — *Caryn Souza, CTAA*

Creating a workplace that staff find motivating and enriching is perhaps the most effective and low-cost retention strategy that you can adopt. It's essential to commit resources to employee development and recognition to demonstrate that employees are valued by your organization. We'll be evaluating retention processes to give you the tools to customize an implementation plan that's ready to use when you return to your transit agency.

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

6:30 PM – Reception, Hosted by First Transit

## Friday, October 11

7:30 AM – Registration Opens

8:00 AM to 9:15 AM – General Session: Transit in Minnesota – *MnDOT Commissioner Margaret Anderson Kelliher; Metropolitan Council Chair Nora Slawik*

This is your opportunity to hear directly from the MnDOT Commissioner and Chair of the Metropolitan Council about the direction and goals of the agencies and how they plan to work with you to improve transit service throughout Minnesota.

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

- **Transit Operator Safety** – *Dean Henkemeyer, Josh Sachs, Scott Stark, St. Cloud Metro Bus*  
This session will look at violence awareness and prevention as well as other safety related concerns, such as a work/life balance, fatigue, continued professional development, morale, etc. There are many issues that affect operators on a daily basis and can directly or indirectly impact operator safety. We will take this opportunity to share what Transit Operator Safety may look like from various perspectives and have a conversation about what you and your colleagues are doing to support the operators at your agencies.
- **Transit's Impact on the Economy and Economic Development** – *Lucy Galbraith, Metro Transit; Jeremy Mattson, NDSU*  
The availability of transit service has a direct impact on economic development. Transit Oriented Development (TOD) benefits communities with additional benefits thanks to the presence of transit. Jeremy will describe the different types of benefits and economic impacts provided by rural transit and how these could be measured. A current study of the economic benefits of rural and small urban transit in Minnesota will be discussed, and early findings from a series of case studies across the state will be presented.
- **Technology and Transit** – *Andrew Carpenter, CTAA; Mark Nelson, OTAT*  
What are the hot new apps, products and tools that can make your life easier? Andrew will discuss strategies for identifying and prioritizing technology needs, as well as trends and opportunities in transit technology at the national level. Mark's presentation will cover important information about a planned Technology Assessment for transit systems in Minnesota, as well as work being done in the state around connected and autonomous vehicles.

10:30 AM to 11:00 AM – Break

11:00 AM to 12:00 PM – 4 Breakout Sessions

- **Micro Transit and Role of TNCs** – *Matt Fyten, SouthWest Transit; Meredith Klekotka, Metro Transit*  
Many transit systems face the first-mile/last-mile challenge as they work to attract more riders. With a changing landscape that includes ride sharing, how can transit systems compete and work with other providers to give customers what they need? This session will give you an update on the SouthWest Prime On-Demand Service, as well as what future trends can be expected in terms of micro transit and Transportation Network Companies (TNCs) expansion, which we're seeing with car pool service and assisted ride service.
- **FTA Update** – *Kelley Brookins, Regional Administrator, Region V*  
The Federal Transit Administration (FTA) is a key partner in providing quality transit service. Keeping up with the latest regulations and developments is important. In this session, updates will be provided related to FTA funding opportunities and training availability, as well as highlights from grant awards to Minnesota recipients.

- **Electric Buses – *Phil Pumphrey, Duluth Transit Authority; Matthew Dake, Metro Transit***  
The push is on to make transit fleets cleaner and more efficient. Electric buses will be a big focus in the effort to reduce carbon emissions. Hear first-hand about the experiences of transit systems that are currently using electric buses and what you can expect as policy makers look to increase the use of electric bus fleets.
- **Disadvantaged Business Enterprise Participation in Greater MN Transit – *Thomas Mebrahtu, Ashanti Payne, Andrea Robinson, MnDOT***  
This session will provide a brief overview of the DBE Program and its application to Greater Minnesota transit. You will learn the roles and responsibilities of FTA, MnDOT and sub-recipients, and the programs activities and services that require DBE goals and regulations. We will provide tools, resources and best practices for obtaining DBE participation in Greater Minnesota Transit. We will demo MnDOT’s geographic mapping tool that is used to locate DBE(s) anywhere in the State.

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

Danger has been performing, directing and teaching improv comedy since 2003. The Theatre of Public Policy was started by Danger and Brandon Boat to communicate feelings of political disconnect and isolation through the creative art of improv comedy. Danger will be speaking on creativity, problem-solving and working across divides in the public sector.

