

2018 FPTA/FDOT/CUTR Professional Development Workshop & Transit Safety and Operations Summit

Schedule of Sessions

2018 FPTA/FDOT/CUTR Professional Development Workshop and Transit Safety and Operations Summit **Final Draft Version**
"Be Prepared" 3/23/2018

Transit Safety and Operations Summit -- June 4, 2018

Monday - June 4th							
8:00 - 8:30am	8:30-9:45am	9:45 - 10:00am	10:00 - 11:45am	12:00-1:00pm	1:15 -3:00pm	3:00 - 3:15pm	3:15 - 5:00pm
Registration	Opening Session	BREAK	Session #2	Luncheon	Session #3	BREAK	Closing Session

Professional Development Workshop -- June 5-6, 2018

Tuesday, June 5th

7:00 - 8:00am	8:00 - 9:45am	9:45 - 10:00am	10:00 - 11:45am	12:00-1:00pm	1:15 -3:00pm	3:00 - 3:15pm	3:15 - 5:00pm	5:30 - 7:00pm
Registration Networking Time with Coffee & Pastries	COMMON SESSION - TRANSIT SECURITY	Coffee / Drinks	Stress Management – A Formula for Success	General Session Luncheon	Crisis Communication for Transit Employees	BREAK	Crisis Communication for Transit Employees (Continued)	Networking Reception
	Transit's Response to Active Shooter and Crisis Events (APTA, BCT, Charlotte Area Transit, City of Orlando)		Florida Maintenance Consortium Quarterly Meeting		Maintenance Roundtable		Conflict Avoidance	
Bus Operator Recruitment and Training			Assessing and Enhancing Transit Security for an Evolving Transportation Society	How to Implement SMS at Your Agency				
Drug & Alcohol Regulatory Updates: MRO Safety Concerns			A Win-Win: Public Transit and TNC Partnerships	Marketing Skills: Videography & Storytelling – What are effective methods?				

Wednesday, June 6th

7:00 - 8:00am	8:00 - 9:45am	9:45 - 10:00am	10:00 - 11:45am	12:00-1:00pm	1:15 -3:00pm	3:00 - 3:15pm	3:15 - 5:00pm
Registration Networking Time with Coffee & Pastries	Tips on Supervising Your Supervisor or Manager	BREAK	Marketing on a Shoestring: Tightening the Laces	General Session Luncheon	Marketing: Internal Communication Roundtable	NO BREAK	NO SESSIONS
	Mobile Fare Payment Systems in Florida		Transit Taxonomy for Transit Safety Events		GIS Guided Transit Planning and Decision Support		
	FDOT Compliance for Small and Rural Systems (CUTR)		Drug & Alcohol Compliance Concerns for Rural Systems	Small and Rural System Roundtable			
	Motivating the Transit Instructor		Autonomous and Shared Public Transportation	FDOT Central Office/District Meeting	FDOT Central Office/District Meeting (continued)		

Breakout Session Descriptions

Monday, June 4, 2018

REGISTRATION (8:00am-5:00pm – Closed 12:00-1:00pm)

PRE-WORKSHOP EVENT (Open to All Participants):

2018 Florida Transit Safety and Operations Summit (8:30am-4:00pm)

The 2018 Florida Transit Safety and Operations Summit, sponsored by the Florida Department of Transportation and the Florida Public Transportation Association and hosted by Florida's Transit Safety and Operations Network (FTSON), will once again bring a slate of national speakers, opportunities for interaction and engagement with your peers, and fresh and enlightening conversation.

This year's Summit, which precedes the two day Professional Development Workshop, joins transit safety and operations professionals in a forum to discuss critical issues confronting Florida's public transportation industry. The focus of this year's Safety Summit will be on multiple topics, including: developing a fatigue management program using the TRACS 4th model, developing and utilizing Key Performance Indicators, bus operator and maintenance training, updates on Federal and State safety focused guidelines and standards, and the Florida State Management Plan compliance efforts.

We encourage you to attend the 2018 Florida Transit Safety and Operations Summit and urge you to register early.

Tuesday, June 5, 2018

REGISTRATION (7:15am-3:30pm – Closed 12:00-1:00pm)

Common Session:

Transit's Response to Active Shooter and Crisis Events (APTA, BCT, Charlotte Area Transit, and LYNX) (8:00-9:45 am)

As active shooter and other crisis events continue to occur, we are learning more about the ways in which our transit agencies are being called upon in response, recovery, and other post-event activities. This opening session will include presentations from the American Public Transportation Association (APTA), Charlotte Area Transit, Broward County Transit (BCT), and the LYNX.

Drug & Alcohol Regulatory Updates: MRO Safety Concerns (10:00-11:45am)

Recent amendments to the USDOT rule changed the Medical Review Officer's process for reporting medication safety concerns to employers. This session will explain the rule changes and provide guidance to employers on how to handle an MRO safety concern.

Florida Transit Maintenance Consortium Quarterly Meeting (10:00-11:45am)

Join the Florida Transit Maintenance Consortium (FTMC) for their quarterly meeting and help shape the future of the organization. The FTMC will present for comment, an organizational charter to define the organization's mission and develop bylaws. Other topics to be discussed will be: review of Chapter 14-90, Florida Administrative Code (FAC), and development of statewide preventative maintenance standards. All maintenance professionals from around state are welcome to attend and be heard.

Bus Operator Recruitment and Training – Today & Tomorrow (10:00-11:45am)

Recruiting and training bus operators is perhaps the most critical component of service delivery, and one of the most challenging. Modern transit organizations are evolving new ways of attracting, selecting and training candidates to support operations. This session shares innovative approaches to this universal challenge so we can all keep our wheels rolling.

Stress Management – A Formula for Success (10:00-11:45am)

This session is being presented by Chris DeVoll, Transit Risk Consultant with the Washington State Transit Insurance Pool. The presentation will focus on defining stress and how we view it and will spotlight the techniques that can be used to manage stress in our lives and at work. It will provide us with strategies for self-empowerment.

General Session: Welcome Luncheon (pre-registration required) (12:00-1:00pm)

Relax and network with your peers after the morning of professional development. FPTA, FDOT, and CUTR representatives will be on hand to welcome everyone to this annual event. The 2018 graduates of the Florida Transit Operator Training Certificate Program and the Drug and Alcohol Testing Program Management Certificate Program will be recognized and awarded their certificates.

Crisis Communication for Transit Employees (1:15-5:00pm)

Effective communication is essential to the management of transit crises – whether they are catastrophic events such as derailments and terrorist attacks, or more mundane ones such as power outages or prolonged service delays. This class will equip frontline and supervisory personnel with the skills and techniques they need to

communicate effectively within their organizations and with passengers throughout a crisis to enable successful response and recovery.

Maintenance Roundtable (1:15-3:00pm)

Join the discussion as maintenance leaders gather to find solutions to issues negatively impacting operations around the state. Topic that will be covered are: an update on the *Tracking and Investigating the Performance of Alternative Fuel Buses* project, establishment of a statewide warranty tracking system, development of an APTS contract, and an update from the Transit Maintenance Analysis and Resource Center (TMAARC). This session will also include a presentation on updated technology from Allison Transmission.

Assessing and Enhancing Transit Security for an Evolving Transportation Society (1:15-3:00pm)

This session will discuss how to assess and enhance your transit security needs while staying current with trends and threats. Assessment tools and potential funding sources for security projects will be discussed.

A Win-Win: Public Transit and TNC Partnerships (1:15-3:00pm)

Transit agencies are finding new ways to partner with Transportation Network Companies (TNCs) to enhance customer mobility through better connectivity and increased cost efficiency. This type of partnership could involve TNC operated feeder service to fixed routes to address first mile last mile challenges, supplements to ADA and transportation disadvantaged services, or transit agency sponsored TNC customer subsidies to serve environments where fixed route service is not practical. Join this session to learn more about several successful transit agency/TNC partnership initiatives in Florida.

Conflict Avoidance: The Art of Maintaining Control (3:15-5:00pm)

Workplace conflict can be situational, chronic, or a combination of the two. This session will provide training on what triggers conflict, clashes in individual style, and environmental influences. Recognition and awareness of how and when these conflict triggers occur can be a logical first step in moving toward resolution.

How to Implement SMS in Your Transit Agency (3:15-5:00pm)

Come join us for an open forum discussion on SMS implementation and ongoing progress. The panel will cover SMS programs, success stories and other useful tips for any size transit property. This session will provide opportunities for participants to discuss and ask questions to instructors and current SMS users in Florida.

Marketing Skills: Videography & Storytelling – What are effective methods? (3:15 – 5:00pm)

This session will feature a discussion and presentations for marketing your transportation services using video. We will explore topics, techniques, skills necessary in order to produce social media videos that can be informative, entertaining, and noteworthy. Additionally a facilitated panel discussion will be presented to focus telling a story in 60 seconds or less, leveraging the cost of video production, and tactics to promote your agency or organization's videos, as well as gauging their performance on platforms such as YouTube and Facebook. These topics and more issues will be addressed in an audience participation format.

Evening Social Event: Be Prepared Reception (5:30-7:30pm)

Fountain Atrium

As the first day of the workshop draws to an end, please take time to participate in this special two hour reception that is designed to provide workshop participants the opportunity to network and collaborate with other public transportation professionals in a relaxed environment. For "day trippers," we encourage you to stick around for the reception and enjoy the interaction with your peers.

REGISTRATION (7:15am-3:00pm – Closed 12:00-1:00pm)

Tips on Supervising Your Supervisor or Manager (8:00-9:45am)

Organizational charts define formal working relationships and delineate lines of authority. But, how tasks are accomplished and who gets the credit or blame is far more complex. This session will help participants recognize approach techniques that tend to maximize the opportunity for subordinates to implement ideas that can lead to change.

Mobile Fare Payment Systems in Florida (8:00-9:45am)

New technologies like smartphones are helping to make it possible for transit agencies to move away from issuing physical ticket media, which helps to reduce costs and provide new opportunities to improve customer convenience and satisfaction. Representatives involved in the introduction of mobile payment systems in Florida will share information about their experiences and the benefits and challenges associated with the introduction of mobile payment systems.

Motivating the Transit Instructor (8:00-9:45am)

This course is a train the trainer course that will address the fundamental concepts of a successful trainer including motivating students, understanding the principles of learning, and effective communication techniques and delivery methods. Participants will learn about the importance of creating learning objectives and assessments.

FDOT Compliance Guidance for Small and Rural Transit Agencies (8:00-9:45am)

For those who run a small agency in the state of Florida and have questions, concerns or maybe just curious about your upcoming compliance review, please join us for an open discussion with a team of transit experts. We will provide guidance, answer questions and share valuable information discovered during the actual triennial review process. Receive tips on developing your agency's Transportation Operations Plan and more. This workshop will also provide opportunities to dive into the (SMP) State Management Plan.

Marketing on a Shoestring: Tightening the Laces (10:00 - 11:45am)

This session will feature a discussion and presentations for marketing your transportation services with decreased funding for marketing initiatives. We will explore apparent and not so apparent community partnerships that reach key customer markets to increase awareness and ridership. Additionally a facilitated panel discussion will be presented to focus on ideas and issues when creating new marketing campaigns, leveraging funds, and tactics to promote joint sponsorships for outreach activities. These topics and more will be addressed in an audience participation format.

Transit Taxonomy for Transit Safety Events (10:00-11:45am)

FTA and the Volpe Center recently started a project to develop a new causal taxonomy for classifying the causes and contributing factors leading to transit safety events. Through this session, Volpe will present an overview of the project and will be seeking your input to ensure that this new taxonomy is useful to the industry and includes the factors you consider to be most important. He will want to learn more about your current practices for determining the causes of accidents, incidents, rule violations, or other safety events.

This session also includes presentations from Florida's transit agencies on databases and incident recording systems/processes that they have found to be effective.

Drug & Alcohol Compliance Concerns for Rural Systems (10:00-11:45am)

This session will identify the most common drug and alcohol program issues that rural transit systems face and provide best practices to overcome those challenges.

Autonomous and Shared Public Transportation (10:00-11:45am)

The auto industry is moving quickly toward self-driving cars, and semi-autonomous cars (able to operate hands-off, with a driver behind the wheel) are already on sale, but what about the transit industry? This session will present exciting new transit AV development efforts right here in Florida. Presentations will include planning concepts and anticipated transit AV pilot demonstrations. Also participate in an open discussion on how the new FDOT/CUTR Transit Automation Research and Technical Assistance Center can be used to help guide the industry in the years to come. Let's get together to share ideas, proposals, lessons learned and the need for further research among our Florida transit operators.

General Session Luncheon Program (pre-registration required) (12:00-1:00pm)

Salon D

As the workshop draws to a close, join us for the final common session. In addition to delicious food, this will provide a great opportunity to relax and network with your peers.

Marketing: Internal Communication Roundtable (1:15 – 3:00pm)

This session will feature a roundtable format on the topic of marketing internal communications. This format will enable participating agencies to share what works and does not work when marketing to their own employees. What methods are used to improve staff morale? What can be done to increase productivity, reduce absenteeism, and produce a positive job atmosphere? What technologies have been utilized achieve the desired results? These questions and more will be addressed during this roundtable session.

GIS Guided Transit Planning and Decision Support (1:15-3:00pm)

This session will feature a panel discussion to highlight how GIS can inform decision-making and support planning activities. It will highlight examples of how GIS supported appraisals of opportunities to connect transit with bike facilities, identify and evaluate safety concerns and evaluating employment coverage of transit service.

Small and Rural Transit Agencies Roundtable (1:15-3:00pm)

This session will feature a roundtable format to discuss a variety of topics dealing with issues faced by small and rural transit agencies. Topics related to small and rural transit agencies that will be covered are: an overview of the Transit Research Inspection Procurement Services (TRIPS) program, agency roles in emergency response, bus operator and staff training, and much more.

Discussions will also focus on the roles the Florida Transit Safety and Operations Network (FTSON) and the Florida Association of Coordinated Transit Systems (FACTS) can play in fostering communication and network opportunities for Florida's small and rural transit agencies.

Florida DOT Central and District Office Meeting – FDOT Staff Only (1:15-5:00 pm)