Monday, June 3, 2019

Registration (8:00am-4:30pm | Closed 12:00-1:00pm)

2019 Florida Transit Safety and Operations Summit (8:30am-4:30pm)

The 2019 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 expert speakers, opportunities for interaction and engagement with your peers, 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 and Operations Summit will include multiple topics: Hurricane Michael emergency operations in Bay County, transit cybersecurity, transit training and technical assistance, growth in Florida transit properties, and linking the relationship between operations, safety, and vehicle maintenance.

We look forward to meeting you at the 2019 Florida Transit Safety and Operations Summit and urge you to register early.
Tuesday, June 4, 2019

Registration (7:30am-4:00pm | Closed 12:00-1:00pm)

Safety Management Systems (SMS), Rule 14-90 FAC, and Public Transportation Agency Safety Plan (PTASP) – Part 1 (8:00-9:45am)

Gear up for the next big change in transit. We've all heard about Safety Management Systems (SMS), but what does it mean for transit agencies in Florida? Join us for a session that will explain the paradigm of (SMS) and its future working relationship with Rule 14-90, Florida Administrative Code. The topics discussed will assist agency staff in understanding agency impacts and developing informed decisions.

Raising Employee ENGAGEment to a Higher Level (8:00-9:45am)

Training and development is one of many critical components in engaging employees. This panel discussion will center on the various programs and initiatives that have been implemented by peer transit agencies to specifically align with both the employee’s and the agency’s need to (a) offer skill development training, (b) increase job performance, (c) employee satisfaction, and (d) self-value. Providing learning and development opportunities to individuals' shows a willingness to invest in them as a person. Join us to learn new and innovative ways to engage and prepare employees for “upward mobility” opportunities.

Transit Automation: Florida Law, Status of Projects, Federal Demonstration Funding (8:00-9:45am)

The State of Florida is proposing to allow driverless vehicles on public roads. What are the current state and federal regulations related to automated transit operating on public rights-of-way? The USDOT is funding automated transit demonstration projects through the Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA). What is the status of the awards and what projects were funded? What is the state of transit automation in Florida and what can Automated Transit and Shared Use Network (ATSUN) do to help you in your community? This session will provide presentations and open discussions to help answer these questions and more.

How Media Messaging Affects the Real Story (8:00-9:45am)

This workshop is designed for transit professionals and others who want to learn about how language framing plays a role in media reporting of traffic crashes involving bicyclists and pedestrians and why it matters. Participants will engage in discussions and writing exercises based on real traffic incident reports, and learn how vocabulary, sentence structure, fact choices, and narrative framing affect the perception of responsibility.

Safety Management Systems (SMS), Rule 14-90 FAC, and Public Transportation Agency Safety Plan (PTASP) – Part 2 (10:00-11:45am)

Do you want to learn more about planning for safety risks and prioritizing safety performance? This session will focus on the tools available to design and build an effective Public Transportation Agency Safety Plan (PTASP). Attendees will have an opportunity to do hands-on safety plan work divided into like-sized agency groups. With the understanding that your transit property is unique, this exercise will tailor to your specific agency needs.

Note: Not all transit agencies in Florida are subject to FTA’s Part 673 PTASP implementation.
FTA Drug & Alcohol Testing Program Oversight Requirements (10:00-11:45am)
A transit agency’s compliance with FTA drug and alcohol testing regulations is necessary to ensure continued receipt of federal funding for public transportation. All Florida public transportation providers are also obligated to comply with the federal testing regulations in order to remain compliant with Rule 14-90, FAC, which addresses Equipment and Operational Safety Standards for Bus Transit Systems. This session will identify the parties that are responsible to perform oversight activities and provide best practices for monitoring compliance of direct grantees, sub-recipients and contractors. The presenter will offer toolkits, resources, and training opportunities for oversight authorities to learn more about the FTA and USDOT drug and alcohol testing program requirements.

Best Practices How to Develop Best Practices and Root Cause Analysis for Risk Reduction and Loss Prevention at Your Transit Agency (10:00-11:45am)
Through root cause and data analysis, transit agencies can develop a loss prevention program that is active and dynamic. This session will emphasize what transit agencies can do to reduce their risk and how best practices can assist with improved safety and loss prevention.

Cost Allocation (10:00-11:45am)
This course will explore why cost allocation is so important and present the best approach to setting up your cost allocation plan. Learn the differences between direct and indirect costs and how they are applied under the rules of 2 CFR 200. Whether you want to know the true profitability of a cost center, or if you want to get paid for all of the allowable costs for your grant program, knowing the rules is important.

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 2019 graduates of the Florida Transit Operator Training Certificate Program and the Certified Transit Technician Education Program (CTTEP) will be recognized and awarded their certificates.

Transit Referendum Success Stories (1:15-3:00pm)
What goes into the makings of a successful transit funding initiative? How are the needs for transit improvements defined and conveyed to the decision makers and the public? Who develops and delivers public information education and advocacy? This session will answer these questions and more regarding recently passed transportation referendums in Broward and Hillsborough counties.

Transit’s Role in Identifying & Reporting Human Trafficking (1:15-3:00pm)
Human trafficking typically depends on transportation systems to operate – moving their victims “hidden in plain sight.” Human traffickers look for all opportunities to recruit new victims, and areas with high traffic are prime locations for such opportunities. However, those same high traffic areas such as bus terminals, train stations, and airports are also key places for victim identification and public awareness. Human traffickers depend on others not paying attention to, or recognizing, the signs of human trafficking. Yet, there are a number of red flags, or indicators, which can help alert you to identify victims. This session will focus on how transit agencies can identify and report potential human
trafficking indicators to the authorities, and will provide actual case examples that illustrate how the
transportation industry is used to facilitate human trafficking.

Drug and Alcohol Regulations Updates (1:15-3:00pm)
This session will provide an overview of recent amendments and new interpretations related to the
USDOT and FTA drug and alcohol testing rules. The presenter will also provide information on drug
trends; modern paraphernalia used to consume prohibited drugs, and new training materials available
to help agencies deliver compliant training to safety-sensitive employees and supervisors. The session
will culminate with a summary of the state’s recent drug and alcohol testing activity, positive test
result statistics and a look at the statewide trend analysis for compliance weaknesses within transit
agency drug and alcohol testing programs.

Florida Transit Maintenance Consortium Meeting and Cummins Service Network (1:15-5:00pm)
Join the Florida Transit Maintenance Consortium (FTMC) for their quarterly meeting. The Consortium is
a collection of transit maintenance professionals from around the state and includes representatives
from many public transportation agencies' maintenance departments. The FTMC welcomes
maintenance directors, managers, trainers, and supervisors to participate in this group, as participation
is open to all properties. The group acts as the eyes, ears, and voice of the maintenance department,
working to identify and bring resolution to many systemic equipment and/or policy issues that impact
fleet maintenance operations. The FTMC meets quarterly on a formal basis and at other times
throughout the year, as needed. Approval of all major decisions concerning program structure, format,
content, and policy are decided upon by the FTMC. Members of the FTMC communicate their needs,
opinions, and provide feedback to members of the maintenance community. This quarter the meeting
will focus on the Cummins Service Network. The first half of the session will provide an overview and
introduction to Insight, highlights of Insights versions, and basic navigation of the software. The second
half will continue with Insight, focusing on Exhaust Aftertreatment, Aftertreatment components and
changes, and an introduction to Cummins Electrified Propulsion. All maintenance professionals from
around state are welcome and encouraged to attend.

The Ongoing Evolution of Transit Emergency Management in Florida (3:15-5:00pm)
Florida continues to be a hot bed for hurricane activity. In 2018, Hurricane Michael made record
landfall in Florida's panhandle and had devastating effects on transportation. Join us for first-hand
testimonials from impacted transit agencies and learn from those engaged in the response and
recovery efforts. Hear from FDOT, Bay County Trolley, and CUTR staff as they share transit essential
emergency management lessons learned from the event. This session will also include a special
presentation from Manatee County Area Transit on an innovative approach and partnership with the
local emergency management department to aid in transit rapid response.

Attracting and Retaining Women in the Transportation Industry (3:15-5:00pm)
This session will summarize the findings and recommendations that stemmed from a recent
publication out of the Mineta Transportation Institute on Attracting and Retaining Women in the
Transportation Industry. Presenters will provide an overview of the current transportation setting,
some findings as to why the industry struggles to attract a diverse workforce, and recommendations
on how your agency can improve attraction and retention rates by encouraging inclusivity. Additionally, this session will highlight details of several successful initiatives, policies, and workshops focused on improving attraction and retention rates at the Pinellas Suncoast Transit Authority (PSTA).

**Small and Rural Transit Agencies Roundtable (3:15-5:00pm)**
This session will feature a roundtable format to discuss a variety of challenges and successes met by small and rural transit agencies. Topics will include a presentation on the agency’s perspective of lessons learned from the FDOT Triennial Review, how Florida RTAP will increase membership, and ways the program can address other focus areas as they arise.

**Evening Reception (5:30-7:30pm)**
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.

**Wednesday, June 5, 2019**

**Registration (7:30am-3:00pm | Closed 12:00-1:00pm)**

**Maintenance Program Administration (8:00-9:45am)**
You don’t have to be a maintenance expert to manage a successful vehicle maintenance program. This session will focus on the administrative duties related to vehicle maintenance programs such as tracking maintenance activity and monitoring and managing outsourced services for all size agencies. Please join us and learn some basic tips and hear from local transit agencies on their best practice strategies.

**Route Optimization (8:00-9:45am)**
Mobility needs and options are dynamic particularly in states like Florida experiencing significant population growth as public transportation transforms to address the role of fixed route services. This session will feature presentations from transit agencies that have gone through a comprehensive system approach to refine and optimize bus service.

**Outstanding Marketing Campaigns and Communication Programs “Chat Room” (8:00-9:45am)**
The FPTA Transit Marketing Awards competition takes place every year and reflects some of the most creative and effective campaigns throughout Florida. This session will highlight some of the recent award winners and breakdown the creative development and implementation launch processes to provide insight and understanding among the Marketing Network participants. A portion of this session will be devoted to a roundtable discussion to share issues and opportunities to enhance public transportation marketing and public relations.

**Assault Awareness and Prevention for Transit Operators (Train the Trainer) (8:00-11:45am)**
The goal of this course is to give bus operators in the transit industry the knowledge and skills needed to reduce the likelihood of assault incidents from occurring. Prevention methods covered include defining assault, discussing the types of incidents that could be considered assault and recognizing key
vulnerability factors. Prevention strategies focus on communication and response skills, and the value of reporting incidents. In addition, the training includes information on the importance of seeking assistance to recover from assault incidents.

**Humanizing Public Transportation Services and Customer Experience (10:00-11:45am)**
How can public transportation agencies elevate their brand, focus on customer experience and expound upon the relevance of transit services to stakeholders and investors? This session will explore how marketing and public relations strategies can refresh the relevance of public transportation as well as define the right message for internal and external application. Themes will include customer centric service experience, communication tools and procedures, establishing an army of influencers, as well as educating and providing resources to political leaders and decision makers.

**Shared Use Mobility Services in Florida (10:00-11:45am)**
Transit agencies that are beginning to follow the shared mobility service model need the most current, objective, and innovative research and information. This session will feature presentations on shared mobility services that are planned or operating in the state of Florida and nationwide. You will also have the opportunity to share ideas and offer suggestions during an open discussion. Would you like to share information on an exciting new project underway in your community? What are your agency’s specific technical assistance needs? Which research topics would help solve the challenges at your agency? Don’t miss the chance to let us know what Florida Automated Transit and Shared Use Network (ATSUN) can do for you, while learning from your peers in the industry.

**Lifts, Ramps, and Securements (10:00-11:45am)**
Using lifts, ramps, and securement features on public transportation vehicles takes knowledge and practice on the part of operators, customers, and transit managers. The Americans with Disabilities Act (ADA) requires that transit staff be trained to proficiently on the operations of these vehicle features. This session will cover the practical application of these requirements.

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

Steven Polzin from CUTR will present “Changing Travel Behavior and The Role of Transit.” This presentation will recap travel behavior changes that have occurred over the past five years and describe the implications for public transportation. This will include a discussion of the most promising strategies for public transportation stakeholders to position public transportation to respond.

**Mobility Management Marketing and Community Focus (1:15-3:00pm)**
This session will feature a presentation and discussion regarding the role of marketing in service development, and the organizational transformation from bus only to an overall mobility management persona. Innovative and creative service designs and partnerships will be discussed in the context of outreach for community involvement, area specific travel needs design, and communication strategies and tactics.
Transit Planning: Roles and Responsibilities (1:15-3:00pm)
The roles and functional responsibilities of transit planning in an organization have some common similarities as well as some unique aspects depending upon the local environment. This session will discuss various transit planning activities and relationships to illustrate key functional area responsibilities and internal and external coordination activities.

Reasonable Modification to Policy and Practice (1:15-3:00pm)
Has the USDOT final rule for reasonable modifications/accommodations to policies, practices and procedures to avoid discrimination been cause for concern at your agency? This session will explore the background for this rule and show how most transit agencies have been making reasonable modifications for customers with disabilities for years. Easterseals Project Action Consulting (ESPAC) will present information from the FTA’s guidance on this rule and open the session to questions, comments, and discussion regarding how this rule is impacting transportation services.

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