

	8:00-9:45am	10:00-11:45am	12:00-1pm	1:15-3:00pm	3:15-5:00pm
MON	Transit Safety & Ops. Summit* *9:00am—Start Time	Transit Safety & Ops. Summit	Lunch	Transit Safety & Ops. Summit	Transit Safety & Ops Summit
	8:00-9:45am	10:00-11:45am	12:00-1pm	1:15-3:00pm	3:15-5:00pm
TUES	Sustaining Service and Transit Staffing during Unprecedented Times	B Transit Accident Investigations R Drug/Alcohol Reg. Updates E A Diverse Workforce A LPIP/FAPT Meeting	General Session Luncheon Salon D/E	Transit and Cyber Security Persona-building: Transit Customer Responding to Signs of Suicide FTMC Meeting	B Crashworthiness R Drug/Alcohol Triennial Reviews E Succession Planning A FTMC Meeting (cont'd)
	5:30-7:30pm—Evening Network Reception: Influencing Transitions in Transit				
	8:00-9:45am	10:00-11:45am	12:00-1pm	1:15-3:00pm	3:15-5:00pm
WED	Small and Rural Roundtable Shared Mobility Services Transit System Electrification Pre-Trip Inspections PLUS	B The Healthy Buddy Program R Complete Streets E Autonomous Vehicle Session A Complying with Your PTASP	General Session Luncheon Salon D/E	Hurricane Preparedness Transit Service Planning Unlocking your Creative Potential FDOT Central Office/Dist. Mtg.	B R E A K FDOT Central Office (cont'd)

Monday, June 6, 2022

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

9:00am-4:30pm *Room Assignment*

2022 Florida Transit Safety and Operations Summit

The 2022 Florida Transit Safety and Operations Summit, sponsored by the Florida Department of Transportation and the Florida Public Transportation Association (FPTA) 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: attracting talent into transportation careers, human trafficking awareness for transit, security plan requirements (BASE Assessments), the Federal Motor Carrier Entry Level Driver Training (ELDT) requirements, planning for automated vehicles, the new Bipartisan Infrastructure Law for transit, and more!

We look forward to meeting you at the 2022 Florida Transit Safety and Operations Summit and urge you to register early.

Tuesday, June 7, 2022

7:15am-5:00pm
Registration (Closed 12:00-1:00pm)

8:00-9:45am *Room Assignment*

General Session: Sustaining Service and Transit Staffing during Unprecedented Times

The purpose of this session will be to provide an understanding of how community wide emergencies may impact transit services both short term and long term. The COVID-19 pandemic, weather events, and local emergencies may require a reimagining of service planning, new service types, reassignment of assets, and changes to personnel assignments, cross training, and considerations for enhancements to

personnel health, safety, and work benefits. We will also explore how transit agencies modified services, addressed the shortage of drivers and technicians, re-evaluated emergency responses, and re-defined future service development in response to recent community wide emergencies.

9:45-10:00am

Workshop Break

All workshop training sessions will break at this time, to allow participants to network, stretch their legs, and grab a snack/beverage.

10:00-11:45am

Room Assignment

Effective Practices in Bus Transit Accident Investigations (FTA Report 0204)

Presenter: Lisa Staes and Gennaro “Rino” Saliceto, CUTR

As part of FTA’s effort to promote continuous safety improvements in the public transit industry, Guidelines for Performing Transit Bus Accident Investigations were developed to provide bus transit agencies leading transit industry practices for performing investigations. This document, Technical Memorandum: Transit Bus Accident Investigations—Background Research, provides a comprehensive examination of each Safety Management System (SMS) element to broaden the reader’s understanding of how each component complements the others. This session will cover some of the recommended practices emphasized through the background research which should be tailored to each agency’s unique operating environment, the complexity of the operation, and the transit modes provided. These locally developed processes should correspond to your existing SOPs or emergency plan.

10:00-11:45am

Room Assignment

Attracting and Retaining a Diverse Workforce

Presenters: Jodi Godfrey, CUTR and Rosemary Bosby, StarMetro

This session will cover specific implementable actions that can be taken to improve your ability to attract and retain a diverse workforce. These implementable actions include steps any person can take to improve the diversity in our industry, no matter what official title you hold in your agency. You will also hear about StarMetro’s Operator Career Progression Program, which is a learning and development roadmap.

10:00-11:45am

Room Assignment

FTA Drug & Alcohol Regulatory Updates and Program Compliance Tips

Presenter: Diana Byrnes, CUTR

This session will begin by identifying new and emerging regulatory changes related to FTA drug and alcohol testing; followed by a discussion on best practices for ensuring compliance and managing operational challenges related to your agency’s testing program. The presenter will provide resources, checklists, and other compliance tools to help streamline your agency’s testing program.

10:00-11:45am

Room Assignment

Lively Paratransit Instructional Program (LPIP) and the Florida Association of Paratransit Technicians (FAPT)

Moderators: Randy Free and Todd O’Neal, Lively Paratransit Instructional Program

In this combined session, become better informed about the Lively Paratransit Instructional Program (LPIP) and the Florida Association of Paratransit Technicians (FAPT). The LPIP program focuses on paratransit technician training opportunities and providing support to 5310 agencies relative to maintenance procedures. The FAPT organization was established to foster better communication

among Florida's paratransit technicians. Session topics will include training opportunities available through LPIP, warranty related information focusing on 5310 agencies, the impact of the revised Preventative Maintenance Guide, and ways in which one can become more involved with FAPT.

12:00-1:00pm

Room Assignment

General Session: Welcome Luncheon (pre-registration required)

Welcome back to live training after two years of virtual conferences! 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.

1:15-3:00pm

Room Assignment

See Something, Say Something: Noticing and Responding to the Signs of Suicide

Presenters: Bonnie Brown, Kathleen Moore, Ph.D., and Amanda Sharp, Ph.D., Florida Mental Health Institute (FHMI)

Since the onset of COVID-19, the rates of mental health issues amongst our service-based workforces have increased. Specifically, we have seen a heartbreaking rise in the numbers of people dying by suicide. Suicide can be a difficult topic to broach with anyone, but especially in a work environment. In this training, we will provide participants with information pertaining to the risk of suicide amongst people in their communities, help them to recognize the signs and symptoms of this risk, and equip them with some communication strategies for how to have these hard conversations most effectively. Finally, we will offer local and state resources for where to turn if someone you know is experiencing a mental health crisis.

Outline:

Part 1) Discussing the problem (education, prevalence, and trends re: mental health and suicide)

Part 2) Recognizing the signs and symptoms of suicidal behavior

Part 3) How to respond (and resources)

1:15-3:00pm

Room Assignment

Transit and Cyber Security: Lessons Learned from the Field

Presenters: Tom Burgoon and John Contestabile, Skyline Technology Solutions

Transit agencies utilize a combination of traditional Information Technology [IT] applications and systems in combination with Operational Technology [OT] to provide key services to their customers. Many transit agencies have been the target of Cyber Attacks and threat analysis suggests this trend will continue. This session will cover some of the approaches to IT/OT cyber security and share some lessons learned from our experience helping transit and transportation agencies respond to, recover from, and prevent cyber security attacks.

1:15-3:00pm

Room Assignment

Persona-building: A User-Centered Approach to Understanding and Addressing the Needs of our Transit Customers

Instructors: Mahmooda Khaliq Pasha, PhD and Phil Winters, TDM-CP

Personas are fictional representations of your priority customers that can be used to assist in program design, and refinement of existing content to fit customer profiles. During this session, we will broadly discuss social marketing and the role of persona building as a tool to improve customer engagement. We will share information pertaining to the process used in developing the persona and provide a few

examples of personas' created by public transportation agencies and commuter assistance programs. We will explore a consumer market segmentation technique successfully used in Europe and in the United States for alternatives to driving alone. Participants will engage in a brief worksheet exercise to brainstorm characteristics of a persona as it relates to ongoing work that public transportation agencies and commuter assistance programs are doing. Finally, we will use an interactive polling exercise that uses existing personas and seeing whether broadly available public transportation and commuter assistance program communication materials would work for them, and if not, what would need to be changed. This exercise will illustrate the utility of the tool.

Learning Objectives: Upon completion of this session, you will be able to:

- Describe the role of persona and segmentation within the social marketing process
- Explain the steps involved in the creation of a persona
- Discuss the applicability of public transportation and commuter assistance program communication materials to example persona
- Recommend changes to public transportation and commuter assistance program communication materials based on example persona

1:15-5:00pm

Room Assignment

TMAARC/FTMC Meeting

The session will focus on transit alternative fuel challenges. Industry experts will share their expertise on the challenges and obstacles that transit agencies may experience when shifting to alternative fuel vehicles.

3:00-3:15pm

Workshop Break

3:15-5:00pm

Room Assignment

Succession Planning: Cultivating Transit's Next Generation

Moderator: Roberta Yegidis

Presenters: Mike Hays, NassauTRANSIT, and TBD

As the transit industry faces recruitment challenges across the board, and younger generations are looking for opportunities for promotion, it is more important than ever to implement effective succession planning at transit agencies throughout the state. This session will feature details describing how a small agency successfully created a positive atmosphere, where mentoring and job shadowing became a natural process for promoting within. The session will also include a discussion on succession planning challenges across organizational areas, and tips on how to train our leaders of tomorrow through mentoring and internal leadership programs today, while establishing a culture of promotional opportunities and retaining agency talent.

3:15-5:00pm

Room Assignment

Crashworthiness/Crash Energy Management for Transit Bus (FTA Report 0179)

Presenters: Jodi Godfrey and Carlton Allen, CUTR; and TBD

This session will explore the findings from the FTA reports on Crashworthiness/Crash Energy Management for Transit Bus, and Crashworthiness/Crash Energy Management of Less than 30 ft Transit Bus. These reports identify the Florida Standard as an industry best practice. Therefore, this session will also focus specifically on the details of the Florida Standard for cutaway crashworthiness.

3:15-5:00pm

Room Assignment

Preparing for FTA Drug and Alcohol Program Audits and FDOT Triennial Reviews

Presenter: Diana Byrnes, CUTR

This session will provide guidance and best practices to Designated Employer Representatives (DERs) as they prepare their agency for a drug and alcohol program compliance inspection. The presenter will describe the program records that are inspected during a review, trends of non-compliance discovered during triennial reviews, and how to avoid those findings. Participants will receive a toolkit to assist in self-assessing their agency's program compliance.

5:30-7:30pm

Fountain Atrium

Evening Reception

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 8, 2022

7:15am-2:00pm

Registration (*Closed 12:00-1:00pm*)

8:00-9:45am

Room Assignment

Transit System Electrification from Conceptual Planning through Smart Operational Design to Sustainable Maintenance Implementation

Moderator: Austin Marie Sipiara, CUTR

This session will be to provide insight concerning the development and implementation issues associated with transit electrification. Key electrification development topics will be framed to include:

- Existing and emerging technology
- Benefits of electrification
- Evaluation factors to consider
- Cost evaluation and funding opportunities
- Procurement and contracting
- Electrification transition and implementation planning
- Operating and Maintaining

8:00-9:45am

Room Assignment

Small and Rural Transit Agencies Roundtable

Moderator: Stephanie Lewis, CUTR

Presenter: Tim Timmermann, Brevard Alzheimer's Foundation, Inc

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 Alzheimer's transportation. The Brevard Alzheimer's Foundation will provide information about driver and passenger safety, COVID protocols, working with a personal care assistant, and safe driving strategies when passengers with Alzheimer's are on a vehicle. Additional topics for discussion include securement, social distancing, and

ways the program can address other focus areas as they arise. Attendees are encouraged to bring their questions and issues to share with the moderators and their peers.

8:00-9:45am

Room Assignment

Shared Mobility Session

Moderator: Jennifer Flynn, CUTR

Presenters: TBD

The shared mobility service model offers a new solution to one of the transit industry's long-standing challenges: meeting demand amid limited resources. As more transit agencies begin to explore options such as microtransit or partnerships with transportation network companies (TNCs), they will need the most current, objective, and innovative research and information. If you want to learn about best practices, lessons learned, and the latest developments in shared use mobility in Florida, this session is a must!

8:00-9:45am

Room Assignment

Pre-Trip Inspections PLUS

Presenters: Dean Kirkland-McMillan and Laurie Zeruto, CUTR

Join us for this session. Why? Because it's more than you think!

9:45-10:00am

Workshop Break

10:00-11:45am

Room Assignment

Autonomous Vehicle (AV) Session

As more and more transit providers continue testing and demonstrating passenger vehicles with high levels of automation, there is still high uncertainty regarding how these technologies will develop, when their acceptance in the marketplace will occur, and what business models will be employed to incorporate transit AVs in our everyday life. Transportation professionals continue debating what impact AV technologies will have on travel demand and how traditional transportation planning approaches will have to be adjusted to accommodate widespread adoption of transit automation. If you want to learn about the latest developments in automated transit in Florida, including challenges, best practices, and lessons learned from recent deployments, this is the session to attend.

10:00-11:45am

Room Assignment

Complete Streets and Transit Access and Safety Evaluation Tools

Complete Streets are streets designed and operated to enable safe use and support mobility for all users. Those include people of all ages and abilities, regardless of whether they are travelling as drivers, pedestrians, bicyclists, or public transportation riders. The concept of Complete Streets encompasses many approaches to planning, designing, and operating roadways and rights of way with all users in mind to make the transportation network safer and more efficient. The purpose of this session will be to explore transit service planning and tools to promote transit's inclusion in Complete Streets design and operation.

The format of this session will be one of sharing experiences with presentations regarding addressing FTA, State, and Local planning approaches in developing complete streets policies and implementation. Speakers will represent transit planning and safety and local government traffic engineering as well as MPO agencies. Additionally, technical evaluation tools and procedures will be explored to specifically address access safety parameters for transit users. Facilitators representing the FTPN and FTSON networks will be utilized to engage audience discussion.

10:00-11:45am

Room Assignment

Complying with Your Public Transit Agency Safety Plan

Now that the PTASP rule is underway, it's time to execute your plan. In this session, the presenter will provide an overview of the PTASP rule for bus transit, how it supports a working scalable SMS, and provide tips from the FTA Technical Assistance Center relating to safety risk management and safety assurance for operations, facilities, and maintenance to support a proactive ongoing safety effort.

10:00-11:45am

Room Assignment

The Healthy Buddy Program: Addressing Immobility in Transportation-Disadvantaged Older Adults through a Community-Based Initiative

Presenter: Siwon Jang, CUTR

Low-income older adults face disproportionate barriers to safe and reliable transportation. Beyond the limitations of natural driving cessation, low-income older adults may also lack access to a personal vehicle without financially viable, or physically accessible, alternatives. In Hillsborough County, Florida, about 15% of the population is age 65 or older. As this population loses the ability to drive, limited alternative transportation options can restrict medical trips, grocery shopping, and visiting family and friends. The Healthy Buddy Program (HB) at the University of South Florida's Center for Urban Transportation Research (CUTR) provides older adults with personalized transportation options and health-related resources. Established in 2018, HB matches University of South Florida students with older adults in their community. Students with backgrounds in social work, public health, and other related fields work directly with an older adult "buddy" to craft a personalized transportation plan. This session will provide an overview of HB, discuss each phase, and share lessons learned through the project.

12:00-1:00pm

Room Assignment

General Session Luncheon Program (pre-registration required)

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.

Topic TBD

1:15-3:00pm

Room Assignment

Transit Service Planning and Development in Partnership with Community Based Organizations, Volunteers and Customer Advocates

The purpose of this session will be to present examples of public transit service development that involves close participation between transit agencies and community-based customer advocates and stakeholders. This session will include presentations from several agencies and provoke a facilitated audience discussion. Space Coast Area Transit (SCAT) will be one of the presentations to discuss their unique Driver Volunteer Program: "Volunteers in Motion". This program provides transportation for individuals who are unable to use other Space Coast Area Transit services. The Volunteers in Motion program offers transportation to locations such as medical facilities, pharmacies, and grocery stores. An additional agency will present either a similar community partnership program as SCAT's or a more general transit system development story. A number of transit systems have developed coordinated services with active relationships with community organizations and citizen involvement. Some transit systems actually have roots in evolving as a transit agency from human service organizations.

1:15-3:00pm

Room Assignment

Unlock Your Creative Potential – Find Your Fun, Get More Done

Presenters: Julia B. Davis, Polk Transportation Planning Organization; and Krista Bahre, Om Shanty

Almost everyone has the ability to think of new ways to solve problems or do things. You are creative - you just have to get out of your own way. Join Julia Davis, Senior Transportation Planner with Polk TPO and Krista Bahre, Life Coach, as they guide you step-by-step to: “Unlock Your Creative Potential – Find Your Fun, Get More Done”. Julia will introduce the dimensional steps to solve problems in a fun way, creatively, from the word to the picture to the form to the character... and Krista will introduce ways to relax, including meditation and isometric exercises you can do at your desk/cubicle.

1:15-3:00pm

Room Assignment

Hurricane Preparedness 2022

Transit agencies are very vulnerable to major storm events in Florida, notably hurricanes and flooding. Join us for this interactive session that will provide tips, best practices, and real experiences to assist you with enhancing your hurricane preparedness plans. The presenters will provide real examples of challenges transit agencies face in Florida, as well as examples of how to better prepare for these unforeseen emergencies. This session will provide an overview of hurricane preparedness, response, mitigation, and recovery, as well as Florida specific emergency protocols.

1:15-5:00pm

Room Assignment

Florida DOT Central and District Office Meeting (FDOT Staff Only)