

Michigan Association of Transportation Systems
(MASSTrans)
8th Annual
**Transit Training Conference for
“Front Line Employees”**



- 2011 -



FRIDAY – September 9, 2011

**Registration - 11:30 am - 6:00 p.m.
DoubleTree Hotel - Grand Foyer**

Early Break-Out Sessions:

A – 12:30 Noon - 2:00 p.m. – “Difficult Mobility Devices”
Ken Reed – Ohio Transportation Risk Pool
DoubleTree Hotel – Wheeler Room
(How to safely assess and transport unconventional mobility equipment)



B – 2:15 p.m. – 3:45 p.m. – “Transit Dispatcher Techniques”
Katrina Maxwell – Livingston County Transit
Planetarium – Room 212
(Interactive session with difficult scenarios facing dispatchers)

C – 4:00 p.m. – 6:30 p.m. – “Securement Certification Training (2½ hrs)”
Mike Laidlaw – Q’Straint
Delta Planetarium
– Space Explorer’s Hall



(Learn proper techniques to secure passengers and earn a certificate)



D - 4:00 p.m. - 5:30 p.m. - Open Forum “Public Transit Issues”
Facilitators - Andy Brush – MDOT and Randy Sumner/City of Alma Transit
DoubleTree Hotel – Davidson I & II
(Discuss transit topics selected by “Front Line” Employees)

E – 5:30 p.m. – 6:30 p.m. – “ZUMBA® ” for everyone!
Meghan Lambourne
DoubleTree Hotel – Salon A, B, C & D
(Experience the art of Latin dance exercise by lively music!)



Let's Get Together!

Transit Networking



Pizza, Salad & Cash Bar

6:30 p.m. - 10:30 p.m.

Sing & Dance to "Cool 2 Duel" Dueling pianos

DoubleTree Hotel - Salon A, B, C & D

SATURDAY – September 10, 2011

7:00 a.m. – 8:00 a.m. - Registration

DoubleTree Hotel - Grand Foyer

Coffee, Tea, Juice & Breakfast Snacks

7:00 a.m. – 8:00 a.m. – "ZUMBA®" for everyone!

Meghan Lambourne

DoubleTree Hotel - Salon A, B, C & D

(Enjoy the art of dance exercise to lively music)



8:00 a.m. – 8:15 a.m. – Welcome

Mike Stoner – Manager

Bay Metro Transit



8:15 a.m. – 8:30 a.m. – Conference Announcements

John Drury – MASSTrans Administrator

BREAK

8:30 a.m. – 8:45 a.m.

Coffee, Tea, Juice & Bottled Water

Early Morning Break-Out Sessions:

8:45 a.m. - 10:15 a.m.



Session A – "Securement Certificate Training" (Part 1 of 2)

Mike Laidlaw – Q'Straint

Delta College Planetarium – Space Explorer's Hall

(Learn proper techniques to secure passengers and earn a certificate)

Session B – "Transit Dispatcher Techniques"

Kartina Maxwell – Livingston County Transit

Delta College Planetarium – Room 212

(Interactive session with difficult scenarios facing dispatchers)



Session C – "Difficult Mobility Devices"

Ken Reed – Ohio Transportation Risk Pool

DoubleTree Hotel – Wheeler Room

(How to safely assess and transport unconventional mobility equipment)



Session D – “Techniques in Working with Difficult Youth Passengers”
 Glenn Cardinali – Bay Metro Transit
 DoubleTree Hotel Courtyard
(Learn ways to effectively work with younger passengers)

Session E – “Safe Driving Techniques in Today’s World”
 Susan Miller – Benzie County Transit
 Delta College Planetarium – Room 213
(What it takes to safely transport your passengers)



Session F – Vehicle Maintenance Workshop (Part 1 of 3)
 Chris Burke – Tips
 on Preventative
 Maintenance
 Bay Metro Transit
 Garage



(Learn a variety of updates on bus repairs)



Session G – Transit Panel “Ways to Improve Customer Relations”
 T.J. Taylor - Twin Cities
 Jill Drury – Newaygo County C.O.A.
 Deb Liscomb – Isabella County Transportation Comm.
 DoubleTree Hotel – Davidson I & II
(Learn ways to establish a better rapport with the difficult customer)



Mid-Morning Break-Out Sessions: - 10:30 a.m. – 12:00 p.m.

Session A – “Securement Certificate Training” (Part 2 of 2)
 Mike Laidlaw – Q’Straint
 Delta College Planetarium – Space Explorer’s Hall
(Learn proper techniques to secure passengers and earn a certificate)

Session B – “Transit Dispatcher Techniques”
 Katrina Maxwell – Livingston County Transit
 Delta College Planetarium – Room 212
(Interactive session with difficult scenarios facing dispatchers)

Session C- “Difficult Mobility Devices”
 Ken Reed – Ohio Transportation Risk Pool
 DoubleTree Hotel – Wheeler Room
(Learn how to safely assess and transport unconventional mobility equipment)

Session D – “Technique in Working With Difficult Youth Passengers”

Glenn Cardinali – Bay Metro Transit

DoubleTree Hotel - Courtyard

(Learn ways to effectively work with younger passengers)

Session E – “Safe Driving Techniques in Today’s World”

Susan Miller – Benzie County Transit

Delta College Planetarium – Room 213

(What it takes to safely transport your passengers)

Session F – Vehicle Maintenance Workshop (Part 2 of 3)

Chris Burke – Inspecting Body and Frame Integrity

Bay City Transit - Garage

(Learn a variety of updates on bus repairs)

Session G – Transit Panel - “Ways to Improve Customer Relations”

T.J. Taylor – Twin Cities

Jill Drury – Newaygo County C.O.A.

Deb Liscomb – Isabella County Transportation Comm.

DoubleTree Hotel – Davidson I & II

(Learn ways to establish a better rapport with the difficult customer)

Session H – “Working Effectively With Your Administration”

Ken Jimkoski – Manager – Huron County Transit

Driver – Bob Brown

Mike Stoner – Manager – Bay Metro Transit

Driver – Brady Layle

DoubleTree Hotel – Davidson III & IV

(Panel discussion and open discussion)

BREAK

(Get ready for a tasty lunch!)

12:00 p.m. – 12:15 p.m.

Salon A, B, C, & D

CONFERENCE ANNOUNCEMENTS

John Drury – MASSTrans Administrator

12:15 p.m.

RECOGNITION OF UNITED STATES GUARDIANS

John Drury – MASSTrans Administrator

12:20 p.m.

LUNCH

2:30 p.m. - 1:30 p.m.

SPIRIT OF PUBLIC TRANSIT AWARDS – 1:15 p.m. – 1:45 p.m.

Presented by Sharon Edgar,
MDOT Bureau of Transportation

SPECIAL FAMILY EVENT

2:00 p.m. – 2:45 p.m. – “ZUMBA®” for everyone!

Meghan Lambourne
Delta College - Space Explorer’s Hall
(Experience the art of Latin dance exercise to lively music!)

And

Family members are invited to attend the
“Astronaut & Fly Moon” Planetarium Show
2:45 p.m. - 3:30 p.m.

360 degrees Digital Dome Technology!
Just 1 block from the Hotel.
Be sure to sign up for this during conference registration!

Afternoon Break-Out Sessions: - 2:00 p.m. – 3:30 p.m.

Session A – “Working Effectively With Your Administration”

Ken Jimkoski – Manager/Huron County Transit

Driver – Bob Brown

Mike Stoner - Manager/Bay Metro Transit

Driver – Brady Layle

DoubleTree Hotel – Davidson III & IV

(Panel discussion and open forum)

Session B – “Transit Dispatcher Techniques”

Katrina Maxwell – Livingston County Transit

Delta College Planetarium – Room 212

(Interactive session with difficult scenarios facing dispatchers)

Session C – “Difficult Mobility Devices”

Ken Reed – Ohio Transportation Risk Pool

DoubleTree Hotel – Wheeler Room

(Learn how to safely assess and transport unconventional mobility equipment)

Session D – “Techniques in Working with Difficult Youth Passengers”

Glenn Cardinali – Bay Metro Transit

DoubleTree Hotel – Courtyard

(Learn ways to effectively work with young passengers)

Session E – “Safe Driving Techniques in Today’s World”

Susan Miller – Benzie County Transit

Delta College Planetarium – Room 213

(What it takes to safely transport your passengers)

Session F – Vehicle Maintenance Workshop (Part 3 of 3)

Chris Burke – Tips on Locating a Vehicle Problem

Bay Metro Transit - Garage

(Learn a variety of updates on bus repairs)

Session G – Transit Panel - “Ways to Improve Customer Relations”

T.J. Taylor – Twin Cities

Jill Drury – Newaygo County C.O.A.

Deb Liscomb – Isabella County Transportation Comm.

DoubleTree Hotel – Davidson I & II

(Learn ways to establish a better rapport with difficult customers)

**SATURDAY'S
ADJOURNMENT**

3:30 p.m.

*Enjoy MASSTrans-sponsored activities,
dining out in the Bay City Area and
making new friends!*

SATURDAY AFTERNOON ACTIVITIES

(Sign up prior to or during Conference Registration)

-First come first serve basis-

We hope that you'll find an interest in one of the following five scheduled activities or just relax and enjoy your own adventure!

Fun Option #1 – No Limit – No Charge

“ZUMBA®” for everyone! – 4:00 p.m. - 5:00 p.m.

Meghan Lambourne

Delta College Space Explorer's Hall

(Experience the art of Latin dance exercise to lively music!)

Fun Option #2 – Limit 48 – Small Fee

Appledore Sailing Adventure on Saginaw Bay – 5:00 p.m. – 8:30 p.m.

Boarding – 4:45 p.m. – 5:00 p.m.

(Riverfront just north of the DoubleTree Hotel)

Enjoy being part of the crew! Snacks and beverages will be provided. Be sure to dress appropriately. This outing will cost each participant \$10 to help defray actual costs. Plan dinner when you return on your own.

Fun Option #3 – Limit 50 – Small Fee

Bay City State Theatre – 7:00 p.m. – 9:00 p.m. – “Spectrum Brass Quintet”

This outing will cost each participant \$5 to defray actual costs.



Fun Option #4 – Limit 40 – No Fee

Bay City Nature Lagoon Walk – 5:30 p.m. – 7:00 p.m.

This outing is “free” and offers natural beauty showcasing the Tobico wildlife preserve. There will be a Bay Metro bus departing the DoubleTree Hotel at 5:00 p.m. and returning at 7:30 p.m.

Fun Option #5 – Limit 40 – No Fee

Bay City Historical Ghost Tour – 5:30 p.m. – 7:00 p.m.

Board the Bay Metro Transit bus at the entrance to the DoubleTree Hotel at 5:15 p.m. for a mystic trip back in time narrated by Dave Rogers. Return at 7:00 p.m.



**FAMILY MEMBERS ARE
ALWAYS INVITED and WELCOME
TO ALL ACTIVITIES!**

SUNDAY, September 11, 2011

“Early Bird” Break-Out Sessions - 7:00 a.m. - 8:30 a.m.



**Davidson I & II – “Workplace Procedures” Open Forum
(Discuss transit policies and procedures which are challenging)
Facilitator – Bill Purvis – Twin Cities Area Transportation Authority
Andy Brush – Michigan Department of Transportation**

or

**Davidson III & IV – “Getting Along With Co-Workers” Open Forum
(Discuss topics which cause problems among departments)
Facilitator – Ken Jimkoski – Huron County Transit
Marcel Edington - Michigan Department of Transportation**



or



**Wheeler Room – “Difficult Mobility Devices”
Ken Reed – Ohio Transportation Risk Pool
*(How to safely assess and transport unconventional mobility equipment)***

PRE-BREAKFAST SESSION

ZUMBA® for Everyone!

Mehgan Lambourne

Salon A, B, C & D

7:45 a.m. – 8:45 a.m.

(Experience the art of Latin dance exercise to lively music)



CONFERENCE WRAP-UP
DoubleTree Hotel - Salon A, B, C & D

Breakfast Buffet - 9:00 a.m. - 10:00 a.m.

Sessions Evaluations - 9:15 a.m.
Randy Sumner – City of Alma Transit

Electronic Conference Evaluations – 9:30 a.m.
John Drury - MASSTrans Administrator
Andy Brush and Marcel Edington – Michigan
Department of Transportation



Closing Conference Comments - 9:45 a.m.
MASSTrans President - Mr. Jim Wilson
Blue Water Area Transportation Commission

Participation Awards - 9:50 a.m.
Mike Stoner – Bay Metro Transit

Door Prizes - 10:00 a.m.
Onalee Pallas - Sanilac County Transit
Denny Adams - Isabella County Transportation
Commission



Adjournment
10:30 a.m.

MASSTrans would like to extend a special Thank You to:
The Michigan Department of Transportation for their continued support
of this annual event; and to recognize the ***Michigan Transit Pool and***
their program contributions; and to the ***Michigan Public Transit***
Association for coordinating the statewide RTAP training funds.

This event continues to build a network of transit professionals
State-wide which keeps Michigan Safely Moving!

THANK YOU FOR YOUR PARTICIPATION,
WE HOPE YOU ENJOYED THE PROGRAM.

HAVE A SAFE TRIP HOME AND
WE'LL SEE YOU NEXT YEAR!