

Memorandum



Date: April 24, 2007

To: Honorable Chairman Bruno A. Barreiro
and Members, Board of County Commissioners

Agenda Item No. 12(A)(6)

From: George W. Burgess
County Manager

Subject: Citizens' Independent Transportation Trust Member's Request to Travel

Recommendation

It is recommended that the Board of County Commissioners (Board) approve the reimbursement of travel expenses to enable Citizens' Independent Transportation Trust (CITT) member Hon. Anna E. Ward, Ph.D. to attend the upcoming Bus and Paratransit Conference in Nashville, Tennessee, from Sunday, May 6, 2007 through Wednesday, May 9, 2007.

Scope

Not applicable.

Fiscal Impact/Funding Source

Funding will be provided by the Office of the Citizens' Independent Transportation Trust's budget. The total impact to the Charter County Transit System Sales Surtax, which includes transportation, taxi/auto rental, food, lodging, registration and other pertinent fees, is not to exceed \$3,000.00.

Track Record/Monitor

Not applicable.

Background

The Bus and Paratransit Conference, hosted by the American Public Transportation Association (APTA), is nationally recognized as the largest and most comprehensive learning experience on the topic of bus transportation and related technologies.

To enhance their overall effectiveness as overseers of the People's Transportation Plan (PTP), it is fundamental for CITT members to be well informed on transportation related issues and industry trends. Trust member Hon. Anna E. Ward, Ph.D., Commission District 3 appointee, has requested to attend this conference. Pursuant to Section 2-198 of the Miami-Dade County Code, permission is required by the Board. The CITT approved this request by a 7-0 vote at its March 29, 2007, meeting.


Assistant County Manager



MEMORANDUM

(Revised)

TO: Honorable Chairman Bruno A. Barreiro
and Members, Board of County Commissioners

DATE: April 24, 2007

FROM: Murray A. Greenberg
County Attorney

SUBJECT: Agenda Item No. 12(A)(6)

Please note any items checked.

- "4-Day Rule" ("3-Day Rule" for committees) applicable if raised
- 6 weeks required between first reading and public hearing
- 4 weeks notification to municipal officials required prior to public hearing
- Decreases revenues or increases expenditures without balancing budget
- Budget required
- Statement of fiscal impact required
- Bid waiver requiring County Manager's written recommendation
- Ordinance creating a new board requires detailed County Manager's report for public hearing
- Housekeeping item (no policy decision required)
- No committee review

Approved _____ Mayor

Agenda Item No. 12(A)(6)

Veto _____

04-24-07

Override _____

RESOLUTION NO. _____

RESOLUTION APPROVING REIMBURSEMENT OF TRAVEL EXPENSES NOT TO EXCEED \$3,000.00 OF CHARTER COUNTY TRANSIT SYSTEM SALES SURTAX FUNDS TO ENABLE CITIZENS' INDEPENDENT TRANSPORTATION TRUST (CITT) MEMBER HON. ANNA E. WARD, PH.D. TO ATTEND THE BUS AND PARATRANSIT CONFERENCE IN NASHVILLE, TENNESSEE FROM MAY 6 THROUGH MAY 9, 2007

WHEREAS, this Board desires to accomplish the purposes outlined in the accompanying memorandum, a copy of which is incorporated herein by reference,

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF MIAMI-DADE COUNTY, FLORIDA, that this Board approves the expenditure of Charter County Transit System Sales Surtax funds, not to exceed \$3,000 and payable through the Office of the Citizens' Independent Transportation Trust departmental budget, to permit CITT member Hon. Anna E. Ward, Ph.D. to attend the Bus and Paratransit Conference, nationally recognized as the largest most comprehensive learning experience on the topic of bus transportation and related technologies.

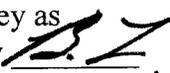
The foregoing resolution was offered by Commissioner _____, who moved its adoption. The motion was seconded by Commissioner _____ and upon being put to a vote, the vote was as follows:

Bruno A. Barreiro, Chairman
Barbara J. Jordan, Vice-Chairwoman
Jose "Pepe" Diaz
Carlos A. Gimenez
Joe A. Martinez
Dorrin D. Rolle
Katy Sorenson
Sen. Javier D. Souto
Audrey M. Edmonson
Sally A. Heyman
Dennis C. Moss
Natacha Seijas
Rebeca Sosa

The Chairperson thereupon declared the resolution duly passed and adopted this 24th day of April, 2007. This resolution shall become effective ten (10) days after the date of its adoption unless vetoed by the Mayor, and if vetoed, shall become effective only upon an override by this Board.

MIAMI-DADE COUNTY, FLORIDA
BY ITS BOARD OF COUNTY
COMMISSIONERS

HARVEY RUVIN, CLERK

Approved by County Attorney as
to form and legal sufficiency 

Bruce Libhaber

By: _____
Deputy Clerk

Office of the
Citizens' Independent
Transportation Trust

Memo

To: Theodore Wilde, Chairperson, Project and Financial Review Committee
and Members, Citizens' Independent Transportation Trust (CITT)

From: Nan A. Markowitz, Executive Director

cc: Ysela Llorca, Assistant County Manager
Bruce Libhaber, Assistant County Attorney

Date: March 29, 2007

Re: Resolution Approving Reimbursement of Travel Expenses Not to Exceed \$3,000.00 to Permit One Member of the Citizens' Independent Transportation Trust (CITT) to Attend the Bus and Paratransit Conference in Nashville, Tennessee from May 6 Through May 9, 2007

The attached item was prepared by the Office of the Citizens' Independent Transportation Trust (OCITT). **The Surtax impact is not to exceed \$3,000.00.**

The Bus and Paratransit Conference, hosted by the American Public Transportation Association (APTA), is nationally recognized as the largest and most comprehensive learning experience on the topic of bus transportation and related technologies.

To enhance their overall effectiveness as overseers of the People's Transportation Plan (PTP), it is fundamental for CITT members to be well informed on transportation related issues and industry trends. Trust member Dr. Anna E. Ward has requested to attend this conference.

Pursuant to Section 2-198 of the Miami-Dade County Code, permission is required by the Board of County Commissioners (BCC). This item will be scheduled for the April 11, 2007 Transit Committee. Due to timing issues, this will require a waiver from the Chairman of the BCC in order to be heard at the April 24, 2007 BCC meeting. This item will also require a waiver of the Mayoral veto period. In addition, the Finance Department requires at least seven (7) working days of lead time prior to any travel. If the Mayoral waiver is received, the travel request must be submitted to Finance on the same day.

If you have any questions, or need additional information, please do not hesitate to contact me.

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RESOLUTION NO. 07-035

RESOLUTION APPROVING REIMBURSEMENT OF TRAVEL EXPENSES NOT TO EXCEED \$3,000.00 OF CHARTER COUNTY TRANSIT SYSTEM SALES SURTAX FUNDS TO PERMIT ONE MEMBER OF THE CITIZENS' INDEPENDENT TRANSPORTATION TRUST (CITT) TO ATTEND THE BUS AND PARATRANSIT CONFERENCE IN NASHVILLE, TENNESSEE FROM MAY 6 THROUGH MAY 9, 2007

WHEREAS, the CITT desires to accomplish the purposes outlined in the accompanying OCITT Executive Director's memorandum, a copy of which is incorporated herein by reference,

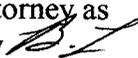
NOW, THEREFORE, BE IT RESOLVED BY THE CITT, that this Trust approves reimbursement of travel expenses not to exceed \$3,000.00 of Charter County Transit System Surtax Funds, to permit one CITT member to attend the Bus and Paratransit Conference in Nashville, Tennessee from May 6 through May 9, 2007, a nationally recognized conference, the largest most comprehensive learning experience on the topic of bus transportation and related technologies, as outlined in the corresponding document in substantially the form attached hereto and made a part hereof.

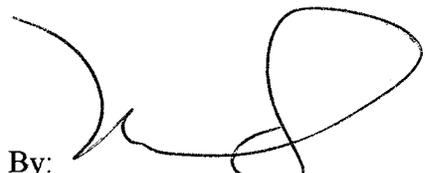
The foregoing resolution was offered by Hon. James A. Reeder, who moved its adoption. The motion was seconded by Paul J. Schwiep, Esq., and upon being put to vote, the vote was as follows:

Miles E. Moss, P.E., Chairperson - Absent
Hon. Linda Zilber, Vice-Chairperson - Aye

Harold Braynon, Jr. - Absent	Marc A. Buoniconti - Absent
LtCol Antonio Colmenares - Aye	Angelberto "Angel" DeCoro - Absent
Maureen O'Donnell - Absent	Hon. James A. Reeder - Aye
Hon. Jorge Rodriguez-Chomat - Absent	Rodney Sanders - Aye
Paul J. Schwiep, Esq. - Aye	Hon. Anna E. Ward, Ph.D. - Aye
Theodore Wilde - Aye	

The Chairperson thereupon declared the resolution duly passed and adopted this 29th day of March, 2007.

Approved by the County Attorney as
to form and legal sufficiency 

By: 
Executive Director

The One Place for New Ideas, New Products, and New Relationships

Make plans to attend North America's largest and most comprehensive learning experience for the bus and paratransit industry —
APTA's 2007 Bus & Paratransit Conference & International Bus Rodeo.

The conference is designed to enhance the technical skills and increase the effectiveness of today's bus and paratransit workforce.

Whether you're new to the industry or a seasoned professional, the conference offers dozens of technical sessions where you'll hear the latest information on critical topics affecting the industry and advance your knowledge.

Additionally, the conference allows you to expand your peer network, see for yourself the latest trends in bus and paratransit vehicles and products and services, and return home energized with new ways of looking at work-related challenges.

Have a "Grand Ole Time" in Music City USA

While it may be best known as Music City USA, the country music capital of the world, Nashville is much more. A city that combines small-town warmth with an unexpected urban sophistication, Nashville is an increasingly popular tourist destination that boasts world-class museums and major-league sports teams, an eclectic dining and after-hours scene, and an eye-catching skyline ringed by a beautiful countryside of rolling hills, rivers and lakes, and wide open green spaces.

No matter how you look at it, Nashville is a city of note, a city on the move. You won't want to miss the opportunity to explore this city teeming with excitement and activity.

CONFERENCE SCHEDULE AT A GLANCE

SATURDAY, MAY 5

1 - 5 p.m. APTA Registration
1:30 - 5 p.m. Committee Meetings
5:30 - 9:30 p.m. Grand Ole Opry Show

SUNDAY, MAY 6

7 a.m. BUS ROADEO COMPETITION
7:30 a.m. - 6 p.m. APTA Registration
8 a.m. - 4:30 p.m. Committee Meetings
1:30 - 4:30 p.m. Nashville City Tour
4:30 - 6 p.m. OPENING GENERAL SESSION
6 - 7 p.m. Welcoming Reception

MONDAY, MAY 7

7 a.m. - 5:30 p.m. APTA Registration
8:30 - 10 a.m. GENERAL FORUM: Energy & the Environment
8:30 a.m. - 12 p.m. Behind the Music & Music Row Tour
10:30 a.m. - 12 p.m. Technical Sessions
11 a.m. - 4 p.m. BUS DISPLAY/LUNCH
2:15 - 3:45 p.m. Technical Sessions/NTI Training
4 - 5:30 p.m. Technical Sessions/NTI Training

TUESDAY, MAY 8

7:30 a.m. - 5:30 p.m. APTA Registration
8 - 9:30 a.m. HOST FORUM: Nashville MTA: Moving Forward with Innovative Transit Services
9:45 - 11:15 a.m. Technical Sessions/NTI Training
10:30 a.m. - 2:30 p.m. BUS PRODUCTS & SERVICES SHOWCASE/LUNCH
1 - 5:30 p.m. The Hermitage Tour
2 - 5 p.m. TECHNICAL TOURS
2:15 - 3:45 p.m. Technical Sessions/NTI Training
Customer Service Challenge
4 - 5:30 p.m. Technical Sessions/NTI Training
7 - 9:30 p.m. International Bus Roadeo Awards Banquet

WEDNESDAY, MAY 9

8 a.m. - 2 p.m. APTA Registration
8:30 - 10 a.m. Technical Sessions
10:15 - 11:45 a.m. Technical Sessions
12 - 2 p.m. CLOSING GENERAL LUNCHEON:
Quality of Service
1 - 4:30 p.m. NTI Training

THURSDAY, MAY 9

9 a.m. - 4 p.m. Post-conference Tour: Jack's Best

Register Today at www.apta.com

Advance Your Knowledge in Session and Training Routes Tailored to Meet Your Areas of Interest

Select technical sessions and training courses from seven "routes" of study, such as quality service, operations, maintenance, security, and others, where you'll hear experts in the industry share best practices and effective solutions.

Four Specialized Training Courses by the National Transit Institute (NTI)

Take advantage of in-depth training courses offered by professional instructors. The insightful courses will be offered at no charge.

Course offerings include:

- Musculoskeletal Disorder Awareness and Prevention
- System Security Awareness for Transit Employees
- Fundamentals of Transit Supervision
- Toolbox for Transit Operator Fatigue

OPENING GENERAL SESSION Public Transportation: Wherever Life Takes You

Settle in for an exciting four days as the Opening General Session kicks off the conference with a review of the industry's priorities and hear greetings from our conference host, Nashville Metropolitan Transit Authority.

HOST FORUM

Nashville MTA: Moving Forward with Innovative Transit Services

Learn first-hand about some of the more unique transit projects underway or currently operated by our host, Nashville MTA. From its on-demand BusLink service, to its new commuter rail service, the Music City Star, to its planned downtown transit hub, find out why Nashville MTA truly is an agency on the move.

GENERAL FORUM

Energy and the Environment

Sustainability is one of today's hottest topics in the transit industry. It's a topic that has everyone talking. This general forum will explore the pros and cons of sustainability, energy, and transportation with our invited guest speaker, Andrew Savitz, senior consultant at Sustainable Business Practices and a partner in Environmental and Sustainable Business Services at PricewaterhouseCoopers LLP.

CLOSING GENERAL LUNCHEON Quality of Service

Finish up the conference at this interactive and informative luncheon featuring industry leaders sharing their perspectives on the pursuit of quality of service. This ever-important topic is a key APTA initiative and critical to the continued success of the transit industry.

Bus Display

Inspect for yourself the latest bus and paratransit vehicles at the Bus Display. Take advantage of this one-stop opportunity and speak with representatives from the industry's leading vehicle manufacturers. The Bus Display also includes lunch for all registered attendees.

Bus Products & Services Showcase

Discover something new as you explore a world of options and view and inspect the latest products and services from more than 120 exhibitors all under one roof. Lunch is provided to all registered attendees.

Technical Tours

Get an up-close and behind-the-scenes look at the operations of our host, the Nashville MTA. Four informative tours are on tap, including visits to:

- MTA Bus Link Demand Response Zone
- MTA Bus Simulator Demo and Innovative Safety Initiatives/Equipment
- Music City Star's New Maintenance and Service Facility
- TDOT Smart Way Transportation Management Center

A "Grand Ole" Welcome to Nashville

Mix and mingle among your bus and paratransit peers from throughout North America in this lively welcoming reception that is sure to set the tone for a week of learning and networking.

International Bus Rodeo Awards Banquet

Join the Bus Rodeo participants and their friends and guests at the Awards Banquet to recognize the "best of the best" -- APTA's 2007 Rodeo champions!

Social Tours

The Nashville area offers a myriad of exciting destinations. Take the time to explore these unique attractions.

Available tours include:

- Grand Ole Opry Show
- Nashville City Tour
- Behind the Music & Music Row Tour
- The Hermitage Tour
- The Jack Daniel's Distillery (Post-conference tour)

COMMITTEE MEETINGS

SOCIAL TOURS

The following committee meetings are being held in the Renaissance Nashville Hotel and are open to all interested APTA members.

SATURDAY, MAY 5

- 1:30 - 3 p.m. Workforce Development Subcommittee
- 1:30 - 3 p.m. Business Member Procurement Committee
- 3 - 5 p.m. Business Member Liaison & Outreach Committee
- 3:30 - 5 p.m. Labor Relations Subcommittee

SUNDAY, MAY 6

- 8 - 9:30 a.m. Business Member Programs Committee
- 8 - 10 a.m. Accessibility Standards Policy & Planning Committee
- 8:30 - 10:30 a.m. Diversity Council
- 9 - 11 a.m. Marketing & Communications Committee
- 9:30 - 11 a.m. Procurement & Materials Management Committee
- 9:30 - 11 a.m. Business Member Government Affairs Committee
- 9:30 - 11:30 a.m. ITS Public Transit Forum
- 10 a.m. - 12 p.m. Small Operations Committee
- 10 a.m. - 12 p.m. Human Resources Committee
- 10:30 a.m. - 12 p.m. Access Subcommittee on Older Adults
- 12 - 1:30 p.m. Bus & Paratransit CEOs Committee
- 12 - 1:30 p.m. Systems Management/Operations Planning Subcommittee
- 12 - 2 p.m. Research & Technology Committee
- 1 - 3 p.m. Access Committee
- 1:30 - 4 p.m. Business Member Board of Governors
- 2:30 - 4:30 p.m. Communications Subcommittee
- 3:15 - 4:15 p.m. Subcommittee on Accessibility Standards
- 3:15 - 4:30 p.m. Environmental Justice/Title VI Subcommittee
- 3:30 - 4:30 p.m. Bus Standards Policy & Planning Committee

MONDAY, MAY 7

- 7:30 - 8:30 a.m. Business Member Annual Meeting & Election of Officers
- 4 - 5:30 p.m. Bus Technical Maintenance Committee

TUESDAY, MAY 8

- 4 - 5:30 p.m. Clean Propulsion & Support Technology Committee

WEDNESDAY, MAY 9

- 3 - 4:30 p.m. Bus & Paratransit Conference Planning Subcommittee

Bus & Paratransit Conference & International Bus Rodeo

GRAND OLE OPRY SHOW

SATURDAY, MAY 5 5:30 - 9:30 p.m.

A trip to Nashville just wouldn't be complete without a visit to the Grand Ole Opry! See and hear your favorite recording artists. The Opry releases the line up for each show on Monday of each week's performance, so we never know just who you'll see, but we guarantee a fun and memorable time. The Opry performs two shows each Friday and Saturday evenings.

Cost: \$74 per person including transportation, performance, and event coordinator.

Advance Registration Required: Please follow the same registration procedures outlined on page 5, but note that the deadline to submit your completed form and payment to Event Logistics, Inc. is April 1. (Refunds will be given for cancellations received prior to April 1.)

NASHVILLE CITY TOUR

Sunday, May 6 1:30 - 4:30 p.m.

On this exciting tour you will get to look at the many faces, which make up our great city. First, it's a driving tour through historic downtown. See Riverfront Park, Fort Nashboro, The District, Second Avenue, The Ryman Auditorium, The Schermerhorn Symphony Center, The Country Music Hall of Fame, Printer's Alley, Bicentennial Mall, Tennessee State Museum, and The State Capitol, to name a few. Before leaving downtown, we'll take a few minutes to stop at Bicentennial Mall to see Tennessee's newest state park. The 19-acre park is designed to complement the Tennessee Capitol Building, give visitors a taste of Tennessee's history and natural wonder, and to serve as a lasting monument to Tennessee's Bicentennial celebration.

Next, it's a driving tour through Music Row. You'll see such institutions as Sony Music, Broadcast Music International (BMI), Starstruck Entertainment (Reba McEntire's new production complex), Garth Brooks' offices, and many other fundamental organizations in the music industry.

Our ensuing journey takes us to Centennial Park, home of the Parthenon, the only full-scale replica of the original Parthenon in Athens, Greece. Built for the Centennial Celebration of Tennessee, the stunning structure stands as a monument to the many educational institutions of Nashville, known as the Athens of the South.

Cost: \$34 per person including transportation and tour guide.

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BEHIND THE MUSIC & MUSIC ROW TOUR

Monday, May 7 8:30 a.m. - 12 p.m.

Participate in a private recording session at the historical RCA Studio B, the town's oldest surviving recording studio. You will be given a selection of songs from which to choose and following the session, the group's master recording will be duplicated and individual recordings will be given to each participant. Built in 1957 by RCA, Studio B produced over 1,000 top ten records through 1977. Arguably the most successful recording studio in the United States, over 47,000 songs in 16,000 sessions have been recorded in Studio B. Country music legends such as Jim Reeves, Eddy Arnold, Dolly Parton, and Charley Pride recorded there, as did rockers like Roy Orbison, the Everly Brothers, and Elvis Presley.

The tour then takes to the streets with a driving tour of Nashville's famed Music Row. Your guide will provide background information regarding the history of "The Row" and you'll see such institutions as Sony Music, Curb Records, and Broadcast Music International (BMI). Keep your eyes peeled; you may catch a glimpse of one of today's hottest country music stars walking down the row!

Cost: \$74 per person including transportation, tour guide, recording session, and tour.

THE HERMITAGE TOUR

Tuesday, May 8 1- 5:30 p.m.

Experience Tennessee as it was 150 years ago at the Hermitage, home of President Andrew Jackson. Meet the President and his First Lady in the museum. Tour the mansion and grounds with Jackson and his family. Stroll the garden paths and listen to the soothing tunes of songbirds. See the family carriage, Jackson's tomb, original log cabins, and more.

Andrew Jackson was the first president elected from the "West," having made his home in the wilds of Tennessee. The state was less than a decade old when Jackson purchased The Hermitage property near Nashville in 1804. Over the next four decades, the land was transformed into a successful plantation with a beautiful Greek Revival mansion as its centerpiece.

The Hermitage is a National Historic Landmark standing on 650 acres of rolling meadows and woodlands. The recently restored mansion exhibits the most complete collection of original furnishings and personal belongings of any early presidential home in America. The magnificent mansion was his haven, a peaceful shelter from political tension and turmoil.

Cost: \$53 per person including transportation and tour guide.

ADVANCE REGISTRATION REQUIRED

Sunday - Thursday Tours: Please complete the Tour Reservation Form found on www.apta.com under Social Tours on the 2007 Bus & Paratransit Conference & International Bus Roadshow page, and return it with your payment to Event Logistics, Inc. by April 13. [Refunds will be given for cancellations received prior to April 13.]

POST-CONFERENCE TOUR: JACK'S BEST

Thursday, May 10 9 a.m. - 4 p.m.

Spend the day in the Jack Daniel hollow and visit Lynchburg, Tennessee, home of the Jack Daniel's Distillery. Tour the distillery, walk through Mr. Jack's original office, take a souvenir photo with his life-size statue, and see the exclusive charcoal-mellowing process that produces smoothness and flavor, characteristics that make Jack Daniel's truly a Tennessee whiskey.

The Jack Daniel's Distillery is the oldest registered distillery in the country and is a National Historic Site. Licensed in 1866, the distillery continues to craft its old-time Tennessee sipping whiskey the way Mr. Jack did back in 1866 while remaining true to its founder's straight forward motto: "Each day we make it, we will make it the best we can."

Cost: \$77 per person including transportation, tour guide, tasting, and lunch.

INTERNATIONAL BUS ROADEO

EVENT SCHEDULE

(Roadeo activities are in the Hilton Nashville Downtown, unless otherwise noted.)

THURSDAY, MAY 3

2 - 6 p.m. Roadeo Registration

FRIDAY, MAY 4

1 - 6 p.m. Roadeo Registration

3:30 - 5 p.m. International Bus Roadeo Committee Meeting

7:30 - 9:30 p.m. Mechanics' Orientation

8 - 10 p.m. Operators' Orientation

SATURDAY, MAY 5

7 - 9 a.m. Roadeo Registration

and 1 - 2 p.m.

8 a.m. - 5 p.m. Operators' Driving Course Practice, Gaylord Opryland, near Pavilion next to Parking Lot E

9 a.m. - 12 noon Mechanics' Training
and 1 - 4 p.m.

SUNDAY, MAY 6

7 a.m. - 5 p.m. INTERNATIONAL BUS ROADEO COMPETITION,
Gaylord Opryland, near Pavilion next to
Parking Lot E

7:30 - 9 p.m. Roadeo Swap Meet and Reception
(open to Roadeo registrants)

MONDAY, MAY 7

10 a.m. International Bus Roadeo Committee
Debriefing Meeting

8:30 a.m. - 5:30 p.m. Conference Sessions/Training Sessions for
Operators, Mechanics, & Supervisors,
Renaissance Hotel

7:45 p.m. Customer Service Challenge,
Renaissance Hotel

TUESDAY, MAY 8

8 - 11:15 a.m. Conference Sessions/Training Sessions for
Operators, Mechanics & Supervisors,
Renaissance Hotel

7 - 9:30 p.m. International Bus Roadeo Grand Awards
Banquet, Renaissance Hotel (See page 21)

QUESTIONS?

Visit the International Bus Roadeo section at www.apta.com
Roadeo Registration: Contact APTA's Adam Martin at 202-496-4844
or amartin@apta.com.

Roadeo Competition/Events: Contact APTA's Lurae Stuart at
202-496-4845 or lstuart@apta.com.

Bus & Paratransit Conference & International Bus Roadeo

GENERAL INFORMATION

Bus operators and mechanics from transit systems across North America participate in separate competitions, which showcase their skills in safe driving and vehicle maintenance. The Operator Competition includes events such as judgment stops, turning, and clearing obstacles. The Mechanic Competition requires skills in the identification of defects in engine, transmission, brake, and HVAC modules. The pre-trip inspection for operators and multiplex troubleshooting for mechanics, which were included as trial modules in 2006, will be incorporated as required modules during this year's roadeo. These modules will be scored but not counted in the final standings for the roadeo.

LOCATION and TRAVEL INFORMATION

The Roadeo will be held near the Pavilion next to Parking Lot E on the Gaylord Opryland site, located at 2800 Opryland Drive, near the Opry Mills entertainment & shopping complex, the Grand Ole Opry House, and the General Jackson Showboat. Total travel time from the Nashville Hilton Hotel to the roadeo site is 20 to 25 minutes. MTA will provide round-trip express service daily between the Hilton and the roadeo site. On Saturday, service will begin at 7 a.m. for participants. On Sunday, service will begin at 6 a.m. for competitors and 6:30 a.m. for spectators. Limited parking is available at the roadeo site. Maps and directions will be available on site at APTA's roadeo and conference registration desks.

CUSTOMER SERVICE CHALLENGE

Returning for the second year, the Customer Service Challenge joins the traditional Operator and Mechanic Competitions. The event allows bus operators to test their customer service skills in some distinctive customer interface scenarios.

CONFERENCE SESSIONS/TARGETED TRAINING SESSIONS

As part of the Bus & Paratransit Conference & International Bus Roadeo, not only will all traditional conference sessions and activities be open to the roadeo participants, but targeted training sessions also will be offered. These sessions will include topics such as musculoskeletal disorder awareness & prevention, system security awareness, hybrid and advanced electronics troubleshooting, and ASE test preparation.

DAILY PROGRAM AGENDA

ABOUT THE SESSION AND TRAINING ROUTES

Select Technical Sessions and Training Courses from seven "routes" of study where you'll hear experts in the industry share best practices and effective solutions. Check these "signs" throughout the program to make sure you're on the right route!

- A** Quality Service Development
- B** Safety & Security
- C** Workforce Development/Career Development
- D** Maintenance & Technology
- E** Operations/Accessibility
- F** Energy Demand Efficiency/Green Transit
- I** Technical & Supervisory Training
 - Rodeo Operators & Mechanics Courses
 - National Transit Institute (NTI) Courses

International Transit Institute (NTI) Training Courses

APTA is very pleased to offer training courses delivered by NTI again this year during the Bus & Paratransit Conference & International Bus Rodeo. There is no additional fee to attend; however, you must pre-register if you plan to attend any of the courses. Please refer to pages 10, 12, 19 & 20 for course and registration information.

Scheduled courses include:

For Rodeo Operators:

- Motor Vehicle Disorder Awareness and Prevention, Parts 1 & 2
- System Security Awareness for Transit Employees, Parts 1 & 2

For Conference Registrants:

- Fundamentals of Transit Supervision, Parts 1 & 2
- Toolbox for Transit Operator Fatigue: Putting the Report into Action

SUNDAY, MAY 6

OPENING GENERAL SESSION Public Transportation: Wherever Life Takes You

4:30 - 6 p.m.

The public transportation industry's largest and most comprehensive learning experience for bus and paratransit professionals begins in Nashville with the Opening General Session of the 2007 Bus & Paratransit Conference. With our conference theme for the year, Public Transportation: Wherever Life Takes You, join us for this session as we review our industry's priorities and hear greetings from our conference host, Nashville Metropolitan Transit Authority.

President's Welcome:

William W. Millar, president, APTA

Presiding:

*Howard Silver, chair, APTA, and board member,
Golden Empire Transit District, Bakersfield, CA*

Greetings:

*Paul J. Ballard, chair, APTA Bus & Paratransit Conference
Planning Subcommittee, and chief executive officer,
Nashville Metropolitan Transit Authority, Nashville, TN*
*Gail Carr Williams, vice chair, Nashville Metropolitan
Transit Authority, Nashville, TN*
Mayor Bill Purcell, Metropolitan Nashville-Davidson County

Sixth Annual APTA Safety Awards Ceremony:

*Fred M. Gilliam, vice chair-bus and paratransit operations,
APTA; co-chair, APTA Quality Service Task Force; and
president/chief executive officer, Capital Metro
Transportation Authority, Austin, TX*

General Session sponsored by Laidlaw Transit Services, Inc.

Welcoming Reception

6 - 7 p.m.

APTA invites all registrants and their guests to join old friends and meet new acquaintances at the conference's premier networking event.

Welcoming Reception sponsored by the APTA Business Members and APTA.

MONDAY, MAY 7

FENERAL FORUM Energy and the Environment

8:30 - 10 a.m.

Hear how to go green without going broke. This general forum will explore the pros and cons of sustainability, energy, and transportation.

Transit systems are exploring renewable energy sources, environmentally friendly conservation practices for the benefit of communities in which they serve and for maintaining efficient and effective operations. These sustainable development practices are making a difference in our society with transit as the catalyst. Our invited guest speaker, Andrew Savitz, as senior consultant at Sustainable Business Practices, will challenge us to think creatively about opportunities and risks related to sustainability, clean energy and transportation. As a partner in Environmental and Sustainable Business Services at PricewaterhouseCoopers LLP, he assessed, designed and helped companies implement environmental and sustainability programs.

Following Mr. Savitz's presentation, he will be joined by an industry panel of public and private sector experts on how to apply these winning strategies to our industry.

Moderator:

Fred M. Gilliam, vice chair-bus and paratransit operations, APTA; co-chair, APTA Quality Service Task Force; and president/chief executive officer, Capital Metropolitan Transportation Authority, Austin, TX

Austomer Service: Delivering Your Best to the Customer

10:30 a.m. - 12 p.m.

Hear innovative approaches to achieving exceptional customer service.

Quality service is a transit industry priority, but achieving exceptional customer service is no easy task, one that comes with obstacles and opportunities. Hear first-hand how transit agencies across the U.S. are implementing tactics to improve customer service resulting in a better experience for riders and an improved image for the agency.

Moderator: to be announced.

Panelists:

Janet Davis, executive vice president, MV Transit, Fairfield, CA
Lora Baulsir, director of customer care, Nashville Metropolitan Transit Authority, Nashville, TN

Glenn Moir, transportation planner, City & County of Honolulu Department of Transportation Services, Honolulu, HI
Art Alvidrez, business computing solutions specialist, Orange County Transportation Authority, Orange, CA

Ahe Great Procurement Dilemma: Price vs. Value

10:30 a.m. - 12 p.m.

Is less more? Learn how to make sound decisions when your procurement comes down to price versus best value.

It always seems to come down to one question: Should we award to the contractor with the lowest price or the one who has the best proposal? This session will consider how that question gets answered in a bus service contract, a bus vehicle procurement, and a bus garage engineering contract; and will provide you with the opportunity to participate in determining the critical factors that need to be considered when answering the question.

Aomplete Streets Round Table

10:30 a.m. - 12 p.m.

Hear the latest on the challenges and benefits of implementing complete streets policies and how they can secure safe movement for everyone from pedestrians to bus riders.

Complete streets are designed and operated to enable safe access for all users. Pedestrians, bicyclists, motorists, transit riders of all ages, and persons with disabilities are able to move along and across a complete street. The round-table discussion will focus on the challenges and opportunities of planning complete street networks, as well as highlight best design guidelines and regional and state policies that encourage complete streets. In addition, come hear how you can get involved in the National Complete Streets Coalition. The session is sponsored by the FTA/FHWA Transportation Planning Capacity Building Program.

Moderator:

Barbara McCann, coordinator, National Complete Streets Campaign, and president, McCann Consulting, Washington, DC

Panelists:

Ronald J. Kilcoyne, vice chair, APTA Systems Management/Operations Planning Subcommittee, and general manager/CEO, Greater Bridgeport Transit Authority, Bridgeport, CT

Additional panelists to be announced.

MUNDAY CONTINUED

BTA and Industry Shared Safety Issues

10:30 a.m. - 12 p.m.

Come and hear the latest on the APTA/FTA partnership on safety.

APTA and the FTA have maintained a strong partnership to enhance safety in bus and paratransit operations. Make sure you attend this important session to get up to date on the latest initiatives that will assist your organizations.

Facilitators:

Michael A. Taborn, director, Office of Safety & Security, Federal Transit Administration, Washington, DC (invited)

Greg Hull, director operations, safety & security programs, APTA

Dechnology, ITS Solutions at Work

10:30 a.m. - 12 p.m.

Is ITS a panacea? Learn how ITS, when integrated into a transportation system's infrastructure, can relieve congestion, enhance safety, and improve productivity.

Intelligent Transportation Systems components are now fully integrated into transit operations. Applications including Computer Aided Dispatching and Transit Signal Priority are working well in systems throughout the nation. Attend this session and learn from the experiences of current deployers.

Moderator:

Linda J. Bohlinger, chair, APTA Research and Technology Committee, and vice president, director, management consulting, HNTB Corporation, Santa Ana, CA

The Successful Deployment of a Transit Signal Priority System

Joseph B. Heitz, PE, senior engineering manager, Vanasse Hangen Brustlin, Inc., Watertown, MA

CAD/AVL Systems Best Practices

David Jackson, associate, Booz Allen Hamilton, McLean, VA

Bus Data Fusion -- Getting Systems and People Working

Together to Reach Their Full Potential

Theodore K. Woods, senior program manager, ARINC, Inc., Annapolis, MD

Intelligent Transport Systems Aid Transportation

Coordination in the State of Tennessee

Joseph P. Hewes, vice president, RouteMatch Software, Inc., Atlanta, GA

Jeff Simpson, transportation director, Mid-Cumberland Human Resources Agency, Nashville, TN (invited)

Eake a Look at Paratransit Service Improvements

10:30 a.m. - 12 p.m.

Learn best practices from professionals.

Aspects of paratransit service have been reviewed by themselves and in the aggregate as managers continue improving service quality and cost-effectiveness. Attend this session to hear how changes in organization, contracting, vehicle maintenance, eligibility procedures, education, and outreach have increased productivity and on-time performance and reduced no-shows, late cancellations, and complaints -- in one case from 200 per month to 20.

Moderator:

Shelly Verrinder, executive director, Access Services, Inc., Los Angeles, CA

True Partnership Brings Success

Mary Manning, director, ADA and accessible services, Southwest Ohio Regional Transit Authority/Metro, Cincinnati, OH

David Siedentopf, vice president of operations, MV Contract Transportation, Inc., Fairfield, CA

Metro is Accessible: A WMATA Outreach Project

Rikki S. Epstein, ADA patrol officer, Washington

Metropolitan Area Transportation Authority, Washington, DC

ADA Paratransit Eligibility Models: Comparing the Options

Douglas J. Cross, principal, Douglas J. Cross Transportation Consulting, Oakland, CA

Eapid Transit

10:30 a.m. - 12 p.m.

Vehicles are only one part of providing rapid transit.

This session will focus on rapid transit options, strategies and outcomes. Discussion will focus on moving away from a vehicle-based concept of rapid transit to a performance based definition. The vehicle and infrastructure should be a decision based on a needed outcome, not the beginning point of the discussion.

Moderator:

Allen Pierce, immediate past chair, APTA Bus Technical Maintenance Committee, and manager, maintenance,

Orange County Transportation Authority, Orange, CA (invited)

Sharing the Road: Lessons Learned thus Far from the Los Angeles

Orange Line

William Vincent, executive director, Breakthrough

Technologies Institute, Washington, DC

Lisa Callaghan, technology director, Breakthrough

Technologies Institute, Washington, DC

MUNDAY CONTINUED

Converting BRT to LRT — Keeping Your Options Open

Jack Gonsalves, P.E., bus rapid transit, national practice leader, Parsons Brinkerhoff, Portland, OR

Additional speakers to be announced.

NTI Training for Rodeo Operators Musculoskeletal Disorder Awareness & Prevention: Part 1

10:30 a.m. - 12 p.m.

(60 person limit)

This is Part 1 of a two-part course. Part 2 is on Tuesday from 9:45 to 11:15 a.m. Participants must attend both sessions.

Musculoskeletal disorders (MSDs) are the largest single work-related illness and injury problem in the United States. This course helps transit workers understand MSDs and their causes. It describes MSD risk factors in the work environment and steps employees can take to reduce their risk of injury. The course concludes with personal precautions that employees can take to improve their overall health and wellness such as proper sitting, standing, lifting, pulling and pushing techniques, stretches and exercises.

This course is targeted at transit operators, mechanics, cleaners, maintenance of way and administrative personnel.

There is no separate registration fee required; however NTI requests that you pre-register so materials may be prepared for each person. To register for the course, contact NTI's Coleen Meyer at cmeyer@nti.rutgers.edu no later than May 1. On site registration will be limited to a space-and-materials-available basis, so register today!

Instructor:

Tim Schellenger, National Transit Institute, New Brunswick, NJ

NTI Rodeo Mechanics Training — Door Troubleshooting

10:30 a.m. - 12 p.m.

Bus Display

11 a.m. - 4 p.m.

(includes lunch from 12 - 2 p.m.)

Buses will be on display for your inspection Monday afternoon. Manufacturers' representatives will be on hand to discuss their products and answer your questions. To highlight this event, a

special lunch for all conference registrants will be hosted during the display from 12 to 2 p.m.

Participation in the Bus Display is open only to APTA members. If you wish to reserve space, please complete the Bus Display and Product & Services Showcase Reservation Form located on APTA's web site, www.apta.com, and return it to APTA with your payment no later than March 23. Reservations received after March 23 will be charged a \$200 late fee.

QUESTIONS? Contact APTA's Heather Rachels at 202-496-4838 or hrachels@apta.com.

Customer Service Challenge

2:15 - 3:45 p.m.

A lively contest showcasing exemplary bus operator customer service skills.

Back by popular demand! Join us as the industry's very best bus operators face-off in a contest to test their customer service skills at this lively and entertaining event. Come one, come all to see who will walk away with the title of transit's "top ambassador!"

MUNDAY CONTINUED

A Service Quality

2:15 - 3:45 p.m.

Quality service is the backbone to ridership. Hear how you can make certain that your agency is providing its riders with the best service options.

APTA and the FTA share a common commitment to strengthen the quality of transit services and there are many transit systems that have stepped up to this challenge. Join us and our top-notch panel to learn about APTA's initiative to promote service quality and hear about successes happening in our industry.

Moderator:

Richard L. Buddell, president/executive director, Fort Worth Transportation Authority, Fort Worth, TX (invited)

Service Excellence at Metro — Raising the Bar in Transit Operations

William (Bill) Spraul, director, operations, Southwest Ohio Regional Transit Authority, Cincinnati, OH

Implementing Quality Management in Contracted Transit Operations
Speaker to be announced.

B Security Innovations

2:15 - 3:45 p.m.

Get the answers you need on implementing a successful bus safety program at your agency.

Is it actually possible to make bus services secure? What resources are available and what actions can you implement? For answers to these questions, you'll want to be at this informative session!

Moderator:

Paul J. Lennan, general manager, Mass Transit Sector, Transportation Security Administration, Washington, DC (invited)

On-board Video Surveillance: Systems Integration for Safety, Security, and Transit Operations

Steve Hemenway, director, transit business, Integrian, Inc., Morrisville, NC

New Jersey Transit/DHS Pilot Project in Bus Security

Representative from New Jersey Transit Corporation

Using the DHS Risk Assessment Tool

Tom Little, department manager, security, Orange County Transportation Authority, Orange, CA

D Advancements in Fare Payment Technology

2:15 - 3:45 p.m.

Learn how innovations will improve the bus and paratransit customer experience.

In recent years advancements in technology have opened the door to new ideas and are impacting how customers pay fares. More and more agencies are moving to contactless e-payments for both open and closed systems, and a number of agencies are piloting or beginning pilot programs to test the feasibility of using a credit card to pay a fare at a turnstile or farebox. Innovative pass ideas are also being implemented that are time based rather than ride or value based. These improvements have been primarily focused on mainline services and have not completely transitioned over to fare systems on paratransit vehicles. This session will provide examples of new technologies being considered for main-line services and discuss how these improvements can transition to providing better, cost-effective paratransit services.

Moderator:

Joseph C. Simonetti, principal, JC Simonetti & Associates, Inc., Willowbrook, IL

Adapting Emerging Electronic Payment Schemes for Transit

David McIlwraith, associate, Booz Allen Hamilton, Toronto, ON
Selling Time — The Success of Ziptrip

Rod Ghearing, operations officer, Greater Bridgeport Transit Authority, Bridgeport, CT

Transit and Contactless Financial Payments: New Opportunities for Collaboration and Convergence

Edward Ollphant, chief financial officer, Nashville Metropolitan Transit Authority, Nashville, TN

Robert Baulsir, chief operating officer, Nashville Metropolitan Transit Authority, Nashville, TN

Fare System Solutions for Paratransit Operations

Michael P. Bolton, deputy executive director, strategic services, Pace Suburban Bus, Arlington Heights, IL

E New Capabilities for Paratransit Managers: Analytical Tools

2:15 - 3:45 p.m.

See how you can use TCRP research findings and software to improve planning and operations.

Two in-depth Transit Cooperative Research Program projects have resulted in new software models for estimating paratransit demand and finding the right mix of dedicated fleet and

MONDAY

CONTINUED

non-dedicated vehicles -- usually taxis -- for paratransit services. Attend this session to learn how you can acquire and use these new analytical tools.

Moderator:

Carol E. Wiss, vice president, operations, Central Ohio Transit Authority, Columbus, OH (invited)

Optimal Split of Dedicated and Non-dedicated Service for Demand Responsive Paratransit

J. William Rodman, principal, Nelson Wygaard Consulting Associates, Inc., California, CA

Roger Teal, president, TWJ Consulting LLC, Wilmette, IL

Improving ADA Complementary Paratransit Demand Estimation

David Koffman, principal, Nelson Wygaard Consulting Associates, Inc., San Francisco, CA

J. Barry Barker, chair, APTA Intergovernmental Issues Subcommittee, and executive director, Transit Authority of River City, Louisville, KY

Does It Go? -- Vehicle Propulsion Choices

2:15 - 3:45 p.m.

Gain an understanding of some successful applications of vehicle propulsion technologies.

Vehicle technologies are rapidly progressing. Selecting vehicle propulsion technologies and the energy (fuels) to run the vehicles requires constant attention to keep up with advancements. This session will focus on providing attendees with information about some of the developments in this area.

Moderator:

Richard L. Hunt, chair, APTA Clean Propulsion and Support Technology Committee, and general manager, Metro San Fernando Valley Service Sector, Los Angeles County Metropolitan Transportation Authority, Los Angeles, CA

Selecting a 2010 Bus Engine/Propulsion Technology

Jeffrey Rankin, associate, Booz Allen Hamilton, Mississauga, ON

Status of Alternative Fuels in Public Transportation Applications

Paul Griffith, national projects manager, Advanced Transportation Technology Institute, Chattanooga, TN

Survey of International Hydrogen Bus Demonstration: What Have We Learned and What's Next?

Lisa Callaghan, technology director, Breakthrough Technologies Institute, Washington, DC

Ultra Capacitors: A Power Solution for Cold Starting & Engine Idle Compliance

Jeff Gonneville, deputy director, bus operations, Massachusetts Bay Transportation Authority, Charlestown, MA

NTI Training for Rodeo Operators System Security Awareness for Transit Employees: Part 1

2:15 - 3:45 p.m.

(60 person limit)

This is Part 1 of a two-part course. Part 2 is on Monday from 4 to 5:30 p.m. Participants must attend both sessions.

This course covers skill sets for observing, determining, and reporting activities, packages and substances that are suspicious or out-of-place. It encourages employees to use common sense when faced with various circumstances so operations can run safely, smoothly, and efficiently. A focus is also placed upon an employee's initial priorities at the scene of a threat or incident.

This course is targeted at front-line employees and supervisors who have direct contact with the public or the vehicles and facilities used by the public.

There is no separate registration fee required; however NTI requests that you pre-register so materials may be prepared for each person. To register for the course, contact NTI's Coleen Meyer at cmeyer@nti.rutgers.edu no later than May 1. On site registration will be limited to a space-and-materials-available basis, so register today.

Instructor:

Ream Lazaro, National Transit Institute, New Brunswick, NJ

Rodeo Mechanics Training -- Electronic Diagnosis

2:15 - 3:45 p.m.

This is APTA -- Realizing the Full Potential of Membership

4 - 5:30 p.m.

This session covers everything you will want to know about getting involved in your association.

The American Public Transportation Association is widely recognized as the voice of the transit industry. This session will

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CONTINUED

focus on the many resources available to you as a new member. In addition, you will find out how APTA works and is governed. How can you realize the full potential of your membership? We'll answer your questions on where to start as a new or long-standing member in getting to know about, and becoming involved in, your association. APTA's success depends on participation and input from all its members.

Presenters:

William W. Miller, president, APTA
Frank Otero, chair, APTA Business Member Small Business Committee, and president & chief executive officer, PACO Technologies, Inc., Miami, FL

A Small Starts Forum

4 - 5:30 p.m.

Should you pursue funding for your small start/very small start? Listen to the pros and cons from those who have experienced the process.

The Federal Transit Administration (FTA) has released interim guidance on small starts and very small starts (August 2006), and a proposed rule (anticipated in Spring 2007) will affect project sponsors' decisions to pursue the program. Come learn about the considerations of whether to pursue small starts funding, and hear the experiences of transit properties and other project sponsors.

Moderator:

David Vozzolo, vice president, HDR ENGINEERING, INC., Alexandria, VA

Panelists:

Ronald T. Fisher, director, Office of Project Planning, Federal Transit Administration, Washington, DC (invited)

Additional panelists to be announced.

B Emergency Preparedness

4 - 5:30 p.m.

Is your system ready for a disaster and other emergencies? How can you ensure a seamless response? Get answers to these and other questions in this informative session on emergency preparedness.

We all have become painfully aware of the impact that disasters can cause. Public transit plays a critical role in responding to such emergencies. Join our panel of experts to learn about a new industry mutual aid program and how you can develop your own preparedness plans.

Moderator:

David A. Genova, vice chair, APTA Bus Safety Committee, and manager, public safety, Regional Transportation District, Denver, CO (invited)

Panelists:

Christopher A. Kozub, associate director, National Transit Institute Rutgers, The State University of New Jersey, New Brunswick, NJ (invited)

Rachelle M. Jezbera, member, Leadership APTA Class of 2006-07, and senior program manager-TCRP, APTA

C Vision, Strategy, Planning - Leading Tomorrow's Transit Organization

4 - 5:30 p.m.

Hear lessons learned and first-hand accounts from industry leaders on how they are taking their agencies into the future productively.

Breakthrough thinking, organizational leadership, and strategic workforce planning models are driving how transit shapes its organization and the future. Organizational leaders and industry experts tell their stories and lessons learned in how they are succeeding in transforming their organizations to lead the way, get the best from your employees and use the tools to have the workforce you need to be the employer of choice.

MUNDAY CONTINUED

Moderator:

Jeanne Krieg, vice chair-human resources, APTA; vice chair, APTA Small Operations Committee; and chief executive officer, Eastern Contra Costa Transit Authority, Antioch, CA
One Big hairy Audacious Goal!

Joyce F. Olson, chair, APTA Bus Operations Committee, and chief executive officer, Community Transit, Snohomish County, WA

Leveraging Organizational Leadership to Drive Performance
Marilyn Shator, chief operations officer, Southwest Ohio Regional Transit Authority, Cincinnati, OH

Facing Future Workforce Challenges: Human Capital Planning
Leslie Snyder Pearson, senior associate, Booz Allen Hamilton, Herndon, VA

Leveraging a Diverse History to Create a New Vision
Mike Griffus, chief operating officer, Veolia Transportation, Oak Brook, IL

E Software for Paratransit: Within and Beyond the ADA

4 - 5:30 p.m.

Gain an understanding of how technology has helped other service providers become even more productive.

Software - it's everywhere! Though there are plenty of choices, finding and implementing software for paratransit represents a challenge for most service providers. Come hear the latest on using technology for ADA-complementary demand response transportation and services that go beyond the ADA mandates.

Moderator:

David R. Bishel, chair, APTA Access Committee, and principal, Delta Services Group Inc., Newtown, PA

Using New Technologies to Automate Comparisons of Paratransit and Fixed Route Service

Gary Clark, information technology manager, Van Tran of Tucson, AZ

Keith Forstall, product manager, Trapeze Group, Burlington, MA

Web-based Paratransit Eligibility

Art Hutscher, president, ADARIDE.COM (formerly Disability Services @ Orthopaedic Hospital), Los Angeles, CA

The Automation of Paratransit Demand Response Transportation:

A Case Study from Helsinki, Finland

Ryan J. Larsen, technology consultant, Ecolaine Finland Oy, Elk Horn, IA

T TI Training for Rodeo Operators - System Security Awareness for Transit Employees: Part 2

4 - 5:30 p.m.

(60 person limit)

This is Part 2 of a two-part course. Part 1 is on Monday from 2:15 to 3:45 p.m. Participants must attend both sessions.

Refer to page 12 for course and registration information.

T Rodeo Mechanics Training - Hybrid Technology & Energy Storage

4 - 5:30 p.m.

T TTA's Customer Service Training with The New Transit Ambassador Program

5:30 - 6:30 p.m.

Following 18 years of success, the Canadian Urban Transit Association's (CUTA) program used by more than 150 systems around the world has had an update. More than \$250,000 has been invested in the program, which is modern, affordable, and flexible. Transit Ambassador now offers: more than 100 minutes of new video training examples, which was grassroots developed to reflect the modern transit reality; an integrated multimedia platform; a redesigned curriculum that is modular and designed to suit every training environment; and modules, which meet current operational requirements which are linked to position competencies.

Transit Ambassador is about building a "customer-focused" organization through all positions where customer service is a job expectation, not an option. Our customers are our reason for being; and this program reflects that organizational commitment. Please join us for this launch of the Transit Ambassador program!

TUESDAY, MAY 8

HOST FORUM

Nashville MTA: Moving Forward with Innovative Transit Services

8 - 9:30 a.m.

Join us for three distinct and informative presentations on some of the more unique transit projects in Music City.

Join Paul Ballard, Nashville MTA CEO, and other special guests for information on the latest line up of innovative services and projects underway in Music City. Come and hear how Nashville MTA successfully implemented its first "on-demand" BusLink service in a unique suburban neighborhood (to experience this project firsthand, participate in Tuesday afternoon's technical tour, see page 18); get an update on Tennessee's first commuter rail service, the Music City Star, which is one of the most economical startup commuter rail projects in the nation; and learn how the Nashville MTA gained both community and fiscal support for its planned customer-friendly downtown transit hub, Music City Central, that will open in the fall of 2008.

Moderator:

Paul J. Ballard, chair, APTA Bus & Paratransit Conference Planning Subcommittee, and chief executive officer, Nashville Metropolitan Transit Authority, Nashville, TN

BusLink Demand Zone

Jim McAteer, director of planning, Nashville Metropolitan Transit Authority, Nashville, TN

Music City Star — Tennessee's First Commuter Rail Service

W. T. (Bill) Farquhar, interim executive director/director of commuter rail, Regional Transportation Authority/Music City Star, Nashville, TN

Music City Central Station

Tim J. Black, AICP, vice president, TranSystems Corporation, Kansas City, MO

Gary L. Everton, FIM, partner, Everton-Oglesby Architects, Nashville, TN

Gaining Support for and Use of Public Transportation

9:45 - 11:15 a.m.

New research reveals effective methods for motivating individuals to take action in support of public transportation.

Hear the findings of a new ICRP study which examined how to motivate communities to support and ride public transportation.

Learn what the research discovered and how you can take the findings and use them in your local area.

Environmental Justice/Title VI Update

9:45 - 11:15 a.m.

Hear the latest on Title VI guidance including implementation on a transit equity program and effective and constructive public involvement.

The session provides timely and important information on important aspects of Environmental Justice and Title VI guidance, including the public participation provisions in SAFETEA-LU's transportation planning regulations. In addition, speakers will discuss implementation of a transit equity program and the importance of effective public involvement when implementing transit fare increases.

Moderator:

Gloria Dixon, chair, APTA Environmental Justice/Title VI Subcommittee, and vice president, diversity & economic opportunity, Dallas Area Rapid Transit, Dallas, TX

Panelists:

Patrisia Piras, vice chair, APTA Environmental Justice/Title VI Subcommittee, and principal, Pat Piras Consulting, San Lorenzo, CA

John Bender, AICP, transportation planner, DMJM Harris, An AECOM Company, Baltimore, MD

Colleen Murphy, risk management analyst, Community Transit, Snohomish County, WA

Workplace Injury Prevention

9:45 - 11:15 a.m.

Hear from industry experts on the latest trends in workplace safety and how you can successfully implement a plan to reduce unnecessary workplace accidents.

Workplace injuries have a huge negative impact on our budgets and directly affect our ability to maintain our staffing levels. If you're looking for solutions to this industry-wide problem, you'll want to hear our panel of transit experts share their experiences on steps that you can implement in your own agency.

Moderator:

Thomas M. Greufe, chair, APTA Bus Safety Committee, and senior vice president, safety & training, MV Transportation, Inc., Fairfield, CT (invited)

Panelists:

Representative from Golden Gate Transit

Frank Ciccarella, vice president, safety and security, Laidlaw Transit Services, Inc., Overland Park, KS (invited)

C Developing Our Workforce – New Hires to Operators to Supervisors – Hot Programs, Practices & Partnerships

9:45 - 11:15 a.m.

Hear the latest on effective workforce development strategies.

Transit agencies face daily challenges to ensure employees have the skills, competencies, training, and on-the-job experiences to succeed. Transit organizations offer programs to fill skill gaps from 'the basics' to state-of-the-art technology. Many agencies leverage partnership programs in conjunction with organized labor. Learn how the industry has begun to assess the effectiveness of transit training programs.

Moderator:

Sean T. Kimble, secretary, APTA Human Resources Committee, and executive vice president of human resources, MV Transportation, Inc., Fairfield, CA

Self Transformation and Career Development

Lauren Semper Scott, Ph.D., acting manager, Office of Organizational Development, Washington Metropolitan Area Transit Authority, Washington, DC

The Discipline of District Supervision: Managing the Street in a Technology-based World

Christy Bailey, assistant manager, street operations, Metro Transit, Minneapolis, MN

Preparing Employees for Successful Career Advancement

Monica Colondres, chair, APTA Labor Development Subcommittee, and director, human resources, San Mateo County Transit District, San Carlos, CA

Developing Useful Metrics for Evaluating the Effectiveness of Transit Training Programs

Lewis Clayton, director of program development,

Community Transportation Center, Silver Spring, MD

Career Ladder Training Partnerships: Growing Your Own Skilled Maintenance Workforce

Jack Clark, director of workforce development, Community Transportation Center, Silver Spring, MD

D Advances in Passenger Information

9:45 - 11:15 a.m.

Find out how Interactive Voice Response (IVR) is providing riders with useful information to meet the ever-growing needs of the public.

The riding public expects transit services to keep pace with advances in technology. One key area of concentration for transit is the provision of useful and timely information to prospective riders. Advances in Interactive Voice Response (IVR) systems and applications of advanced IVR provide a means of keeping pace with expectations. This session presents useful examples of passenger information technology and applications.

Moderator:

James Wright, project director-National 511 Coalition, Minnesota Department of Transportation, St. Paul, MN
"511" National Passenger Information System

Peter Costello, senior ITS analyst, Past, Buckley, Schuh & Jernigan, Inc., Orlando, FL

When You Hear Your Destination; Just Say It: The Experiences of Speech-enabled Transit Trip Planning Automation at WMATA & Valley Metro

Brent Chism, vice president of transit solutions, LogicTree Corporation, Bowie, MD

Automated Customer Notification: Developing a Customer Contact Strategy as an Approach to Improve Both Agency Productivity & Customer Service

Gerald Bachmayer, director, Ontira Communications, Inc., Vancouver, BC

D Keep It Up – Make It Better: Fleet Maintenance

9:45 - 11:15 a.m.

Quality of service starts before the bus pulls out of the garage.

Fleet maintenance provides the basis for quality, reliable service delivery. Being able to reduce road calls lessens the impact on budget and labor, and allows better planning and proactive use of these scarce resources. This session will focus on how agencies are approaching fleet maintenance to keep their fleets on the roads and off the tow trucks. Join in a discussion of best practices that emphasize quality of service from the garage up.

Moderator:

Gene Walker, chair, APTA Bus Technical Maintenance Committee, and maintenance manager, Golden Gate Transit, San Rafael, CA

TUESDAY CONTINUED

Back to the Basics – Revitalizing Your Fleet with Existing Resources

Sean O'Leary, fleet service manager, Southwest Ohio
Regional Transit Authority, Cincinnati, OH

Developing Domestic Routines.

Carl Woodby, director of maintenance, Capital Metropolitan
Transportation Authority, Austin, TX

Additional speakers to be announced.

Best Practices in Service Delivery

9:45 - 11:15 a.m.

Hear the latest on ADA requirements and how leaders are successfully responding to them with new ground-breaking methods. A must attend for anyone involved in accessibility service delivery.

In response to increasing service demands for paratransit and accessible transportation services, transit operators are developing new and innovative methods and modes of service delivery. Come and hear your peers describe programs and practices that are providing exemplary service in response to the requirements of the ADA and beyond.

Moderator:

Doug Douglas, vice president, paratransit, Dallas Area Rapid
Transit, Dallas, TX

Nashville's New BusLink Initiative – Innovations in Demand- Response Service

Jim McTeer, director of planning, Nashville Metropolitan
Transit Authority, Nashville, TN

Andy Zimmerman, planner and GIS specialist, Nashville
Metropolitan Transit Authority, Nashville, TN

Design of FlexBus: A High-Technology, Demand-Responsive Transit System

Larry English, assistant vice president, TranSystems,
Medford, MA

Working with the Disabled Community To Go Beyond ADA

Mattie (M. P.) Carter, vice chair transit board members, APTA,
and commissioner, Memphis Area Transit Authority,
Memphis, TN

TTI Training for Roadeo Operators Musculoskeletal Disorder Awareness & Prevention: Part 2

9:45 - 11:15 a.m.

(60 person limit)

This is Part 2 of a two-part course. Part 1 is on Monday from
10:30 a.m. to 12 p.m. Participants must attend both sessions.

Refer to page 10 for course and registration information.

TRoadeo Mechanics Training – ASE Certification Preparation

9:45 - 11:15 a.m.

BUS PRODUCTS & SERVICES SHOWCASE

10:30 a.m. - 2:30 p.m.

(Lunch served from 12 - 2:30 p.m.)

The 2007 Bus & Paratransit Conference will showcase many
business members' bus products and services. Time has been
set aside for registrants to view the products and obtain
information relating to both bus products and services on
display. Expert personnel will be on hand to answer your
questions as you inspect what's new and innovative in the world
of bus equipment and services.

Participation in the Bus Products and Services Showcase is open
only to APTA members. If you wish to reserve space, please
complete the Bus Display & Product Showcase Reservation Form
located on APTA's web site, www.apta.com, and return it to APTA
with your payment no later than March 23. Reservations received
after March 23 will be charged a \$200 late fee.

QUESTIONS? Contact APTA's Heather Rachels at 202-496-4830
or hrachels@apta.com.

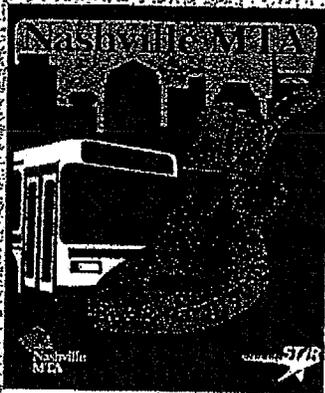
Lunch sponsored by GFI GENFARE and APTA.

TUESDAY CONTINUED

TECHNICAL TOURS

2 - 5 p.m.

If you attended the Host Forum on Tuesday morning, you don't want to miss an opportunity to take one of the technical tours such as a visit to the Nashville MTA BusLink Demand Response Zone, MTA's transit facility to examine innovative safety features and their new bus simulator, or the Tennessee Dept. of Transportation's Smart Way Transportation Management Center to see first hand how high-tech ITS equipment is aiding motorists traveling the interstate system in the Nashville area. And there is also an opportunity to ride the new Music City Star and get a guided tour along the beautiful and scenic East Corridor. Please sign up for the tour of your choice on site at the host information desk.



TOUR 1: MTA BusLink Demand Response Zone

Tour the BusLink pilot area, board and ride the BusLink transit van, and shop or dine in the Green Hills area while you are there. To learn more about this exciting project, attend the Host Forum on Tuesday morning (see page 15).

TOUR 2: MTA Bus Simulator Demo and Innovative Safety Initiatives/Equipment

Take a ride on MTA's bus simulator that is used as a new learning tool for bus operators, and/or examine innovative safety equipment, products, or processes that are assisting the MTA management team in keeping transit customers and employees safer in the post 9/11 era.

TOUR 3: Music City Star's New Maintenance and Service Facility

Ride a special conference shuttle to the new Lebanon maintenance and service facility to see how the crew ensures the locomotives, coaches, and cab cars are in top condition to make the daily trips to and from Nashville. RTA's Music City Star Interim Executive Director W.T. (Bill) Farquhar will be on board to provide you with an up-close and very informative personally-narrated tour. For your return trip to Nashville, your complimentary transit pass guarantees your seat on the Music City Star where you will experience first-hand the smooth ride and beautiful scenery along the Music City Star's East Corridor.

TOUR 4: TDDT Smart Way Transportation Management Center

The staff at this unique facility use advanced information technologies to improve the safety and operation of highways and other transportation modes, such as public transit. They gather highway information, monitor, and manage the flow of interstate traffic in the Metro Nashville area so that traffic flows as smoothly as possible. Within the next three years all of the interstates in the Music City area will be covered by this network that consists of live Smartway cameras, message boards, and 511 information lines. You will be impressed with this operation.

D The Power of Technology and How It Can Work for You

2:15 - 3:45 p.m.

You need to improve your operations implementing new technology, but with so many choices, how do you select the right system? This session will help you untangle the various new technological advances in a "user friendly" way.

Our industry is awash in technology. Looking for proven ideas in technology to improve your operations? Come to this session and listen to the implementers of advanced systems and innovative practices.

Moderator:

Gregory E. Cook, chair, APTA's Public Transit Forum, and chief executive officer/executive director, Ann Arbor Transportation Authority, Ann Arbor, MI

Transit Operations Decision Support Systems – The Future of Computer-aided Dispatch

John Brabant, department manager, operations, Pace Suburban Bus, Arlington Heights, IL

William Hiller, associate, Booz Allen Hamilton, McLean, VA

Implementing an Integrated Technology Solution at Nashville MTA

Robert Boutsin, chief operating officer, Nashville Metropolitan Transit Authority, Nashville, TN

Suzanne Bays, general manager, North American Public Transit Division, Trapeze Group, Mississauga, ON

The Next Frontier in Transit Technology: Services and Tools for Our Drivers

Jim Kelley, chief technology officer, Community Transit, Snohomish County, WA

Ed Beining, assistant general manager-services, Mass Transportation Authority, Flint, MI

Additional panelists to be announced.

E How Does It Go? Vehicle Propulsion Systems

2:15 - 3:45 p.m.

Beans, air, fossil fuels – choose your energy sources carefully.

Alternate propulsion choices are being tested in many transit agencies and applications. This session will focus on the results of some of these applications. Hear critical updates that will assist you in making future decisions regarding propulsion choices.

Moderator:

Marty Mollera, co-vice chair, APTA Clean Propulsion & Support Technology Committee, and electrical engineer, San Francisco Municipal Transportation Agency, San Francisco, CA

Bea There, Done That

Don Devara, Southwest Ohio Regional Transit Authority, Cincinnati, OH

Going Green Can Also Save Money

David Lynch, sales manager, Cummings Westport, Vancouver, BC

DOE/NREL Fuel Cell Bus Evaluation Results

Leslie Eudy, senior project leader, National Renewable Energy Laboratory, Golden, CO

Kevin Chandler, program manager, Battelle, Columbus, OH

Hydrogen Enhancement of Biodiesel Fuels in a Transit Bus Application (TARTA)

John Everton, president, H2 Engine Systems, Toledo, OH

E Universal Access to Fixed-Route Service

2:15 - 3:45 p.m.

Find out how universal design attracts and benefits everyone.

If attracting and keeping riders is a top priority for transit systems, ensuring a safe, barrier-free environment at and leading to the bus stops is an important part of the service. In this session, you'll hear ideas for creating access for everyone to fixed-route bus services. Come listen to the accessibility improvement initiatives taken in cities and suburbs.

Moderator: To be announced.

Panelists:

Mary Stavaller, director of planning, Hillsborough Area Regional Transit Authority, Tampa, FL

T II Training Fundamentals of Transit Supervision:

Part 1

2:15 - 5:30 p.m.

(30 person limit)

This is Part 1 of a two-part course. Part 2 is on Wednesday from 1:30 to 4:30 p.m. Participants must attend both sessions.

The course is designed to provide transit supervisors with a better understanding of their role whether they are new to supervision or have been a supervisor for a while and are interested in brushing up on their skills. Participants will learn strategies for dealing with common challenges, and will acquire the skills necessary to avoid future problems, including to:

TUESDAY

CONTINUED

- View themselves as part of "management"
- Supervise former colleagues, friends
- Deal with people, not just tasks
- Build teams and motivate workers
- Handle discipline
- Define and maintain performance standards
- Give and receive constructive feedback
- Coach others
- Avoid the pitfalls of overusing power
- Establish goals for work groups
- Master time management

The course is targeted at newly promoted supervisors. All conference registrants are invited to participate.

There is no separate registration fee required; however, NTI requests that you pre-register so materials may be prepared for each person. To register for the course, contact NTI's Coleen Meyer at cmeyer@nti.rutgers.edu no later than May 1. On site registration will be limited to a space-and-materials-available basis, so register today.

Instructor:

Joan Martin, National Transit Institute, New Brunswick, NJ.

NTI Training

Toolbox for Transit Operator Fatigue: Putting the Report into Action

4:15 - 5:30 p.m.

(30 person limit)

The Transit Cooperative Research Program's (TCRP) Report 81: *Toolbox for Transit Operator Fatigue* offers a variety of resources, methods and techniques to deal with operator fatigue. A primary goal of the toolbox is to provide a structured process for implementing a fatigue management program that incorporates appropriate tools. Some specific tools are geared to the individual operator while others are for use by supervisors and managers involved in aspects of daily service planning and delivery.

The course is targeted at operations managers, safety officials, risk managers, human resource professionals, transit supervisors, and labor/management partners. All conference registrants are invited to participate.

There is no separate registration fee required; however, NTI requests that you pre-register so materials may be prepared for each person. To register for the course, contact NTI's Coleen Meyer at cmeyer@nti.rutgers.edu no later than May 1. On site

Bus & Paratransit Conference & International Bus Roadshow

registration will be limited to a space-and-materials-available basis, so register today.

Instructor:

Michael R. Noel, National Transit Institute, New Brunswick, NJ

Small Transit Vehicle Advancements

4 - 5:30 p.m.

Delivering big service with smaller vehicles.

Small transit vehicles, less than 30 feet, are often considered "throw-a-ways" in the transit industry. Reliability and maintenance costs are real concerns for those who use these vehicles, whether it is for demand-response or fixed-route service. Join in the discussion about the developments in this growing area of need and add ideas about how to move technology in this area forward.

Moderator:

Hayward M. Seymore, III, national accounts manager/
transit specialist, O'Straint, Ft. Lauderdale, FL

Advance Small Transit Vehicle Development Study

Del Peterson, associate research fellow, Small Urban &
Rural Transit Center, Fargo, ND

Hybrid Application in Small Vehicle

Douglas B. Alderton, sales manager, Azure Dynamics, Inc.,
Woburn, MA

Additional speakers to be announced.

Operations Management Tools

4 - 5:30 p.m.

Ecome to this session to hear the latest in innovative operations tools and how they can be successfully utilized to your agency.

If you are looking for practical and effective operations tools you can adapt for your own agency, you've come to the right session! Our panel of experts will share their knowledge and experience to help you achieve your operational goals.

Moderator:

Ronald J. Kliczyne, vice chair, APTA Systems Management/
Operations Planning Subcommittee, and general manager/
CEO, Greater Bridgeport Transit Authority, Bridgeport, CT

Pace Service Analysis Tool (SAT)

Richard S. Lavar, associate, Boaz Allen Hamilton, McLean, VA
Achieving Quality through Performance Measurement

Kevin J. Adams, president, Adams Consulting, Knoxville, TN

Economic Impact of Reduced Wait Times in Bus Transit

Robert T. Babbitt, president, McDonald Transit Associates,
Inc., Fort Worth, TX

TUESDAY CONTINUED

INTERNATIONAL BUS ROADEO AWARDS BANQUET

7 - 9:30 p.m.

(tickets required)

Join the bus roadeo participants and their friends and guests at the awards banquet to recognize the "best of the best" - APTA's 2007 Roadeo Champions!

Tickets

Bus & Paratransit Conference Registrants: Tickets for the awards banquet are not included in the conference registration fee, but may be purchased in advance at a cost of \$75 each by completing the "Bus Roadeo Awards Banquet Tickets" portion of the Meeting Registration Form as part of your online conference registration. Or, you may download the form at www.apta.com and fax or mail it to APTA.

Roadeo Participants: As part of the registration fee, each roadeo participant receives a banquet ticket for him/herself, as well as a ticket for his/her registered guest. Additional tickets must be purchased in advance of the Roadeo at a cost of \$75 each. Please complete the "Bus Roadeo Awards Banquet Additional Ticket Form" included in the roadeo registration packet, or download it from www.apta.com and fax or mail it to APTA.

Seating

For each ticket purchased, you will receive an awards banquet coupon, which will be filed with your registration badge. Your coupon must be exchanged for a valid ticket at the banquet coupon exchange desk in the APTA registration area in the Renaissance Nashville Hotel between the hours of 7 a.m., Monday, May 7 and 12 p.m., Tuesday, May 8. At that time you may select your table on a first-come, first-served basis. If you wish to sit with Roadeo participants, guests, or friends, you must exchange ALL invitations at the same time.

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WEDNESDAY, MAY 9

A Doing Business with Transit: A Session for Small & Disadvantaged Firms

9:30 - 10 a.m.

Learn how to identify and develop business opportunities through your APTA membership.

Find out how to do business with the bus side of the transit industry from the people who make business happen for small and disadvantaged firms. Bus manufacturers and transit agency personnel provide an inside look.

Moderator:

Patricia A. Biedar, vice chair, APTA Business Member Small Business Committee, and vice president/sales & marketing, Priority Manufacturing, Inc. (PMI), Schiller Park, IL

Panelists:

Patrick J. Scully, chief commercial officer, DaimlerChrysler Commercial Buses North America, Greensboro, NC

Paul Smith, executive vice president, sales & marketing, New Flyer, Winnipeg, MB

Additional panelists to be announced.

A Ridership Successes

9:30 - 10 a.m.

Discover ways to increase and maintain ridership.

Ridership is at the core of any transit system's success. Hear examples of what programs, initiatives, and strategies transit agencies are implementing to build and keep ridership.

Moderator: To be announced.

Panelists:

Timothy Sanderson, director of administration, Nashville Metropolitan Transit Authority, Nashville, TN

Additional panelists to be announced.

A Family Feud

9:30 - 10 a.m.

Who will win this battle of the brains? APTA's version of Family Feud will not only be entertaining, but informational as well. Richard Dawson would be proud!

Join us for 90 minutes of fun-filled excitement as players from the public sector battle it out with the private sector in a fast-paced, high-energy game of Family Feud. Cheer on your favorite team as they tackle challenging industry topics such as: the top five things buyers distrust about suppliers; risk; Buy America; and spending the money.

C Baby Boomers, Generations X, Y & Millennium: Optimizing Cross-generational Talents, Expertise & Expectations

9:30 - 10 a.m.

How do you attract the Gen X, Y, and millenniums to your agency? Then - how do you keep them? What makes them unique in the workforce? This is an issue that affects almost every industry out there today. Learn the challenges and benefits of working with this unique group of up-and-comers at this mini-workshop.

Learn ways not to lose years of knowledge, talent, and expertise as baby boomers retire. Gain insights on how to attract, appeal, and sustain a new generation of workers from Gen X, Y and Millennium generation members. Learn from industry experts and new generation members during point/counter-point and round table discussions. Rotate through small-group working sessions during this mini-workshop. Share your own stories. "Surprise" guests will participate!

Moderator:

Doran J. Barnes, chair, APTA Human Resources Committee, and executive director, Foothill Transit, West Covina, CA

Why Older Employees are a Valuable Workforce Asset

Nancy LeMond, associate executive director, Office of Social Impact, AARP, Washington, DC (Invited)

Understanding and Maximizing Generational Differences - Hopes and Expectations.

Mary Ann Collier, vice chair, APTA Human Resources Committee, and senior director, business assistance and strategic recruiting, Metropolitan Transit Authority of Harris County, Houston, TX

Transit's Image for a New Generation

- T. Wayne Johnson**, chief administrative officer/CEO officer, Sacramento Regional Transit District, Sacramento, CA
- Yanlin Pinkerton**, corporate communications manager, Siemens Transportation Systems, Inc., Sacramento, CA
- Youth Outreach/Generational Successes*
- Aida H. Douglas**, member, Leadership APTA Class of 2006-07, and business development manager/DBE officer, Capital Metropolitan Transportation Authority, Austin, TX
- Brianna Duten**, member, Leadership APTA Class of 2006-07, and marketing/customer service manager, Veolia Transportation, Columbia, SE (invited)

E Transportation Options for Older Adults 9:30 - 10 a.m.

Learn more about advancing senior mobility.

New resources and programs are now offered for older adults as they explore transportation options. Existing services have been expanded or introduced. This session will highlight successful programs such as peer training and targeted marketing.

Moderator:

Lauren Skiver, director of mobility, Maryland Transit Administration, Baltimore, MD (invited)

Panelists:

William Welch, manager, accessible transit services, San Mateo County Transit District, San Carlos, CA

Michi McNease, director, Easter Seals Project ACTION, Washington, DC

Additional panelists to be announced.

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D How Does It Look? — Vehicle Image

9:30 - 10 a.m.

Discover how to change the image of your bus fleet.

Box-like, smoky, loud vehicles are out. Sleek, environmentally-friendly, comfortable, quiet, "sexy" vehicles are definitely the transportation of choice. This make-over brings a fresh face to public transit. Join the discussion of how this can be your fleet's image and how agencies that have adopted this new strategy are gaining riders and engaging their communities.

Moderator: To be announced

How Customer-appealing Design and Branding Wins New Riders:

Data and Best Practices

Cliff Hume, senior analyst, Parsons Brinckerhoff, Arcadia, CA

EMX — A New Look for Eugene, Oregon

Andrew Yobara, director of service planning, accessibility, and marketing, Lane Transit District, Eugene, OR (invited)

Orange Line — A Different Type of Bus Service

Richard L. Hunt, chair, APTA Clean Propulsion and Support Technology Committee, and general manager, Metro San Fernando Valley Service Sector, Los Angeles County Metropolitan Transportation Authority, Los Angeles, CA (invited)

D How Do I Like To Ride? Vehicle Passenger Amenities

10:15 - 11:45 a.m.

Passenger amenities can help attract and keep the choice riders.

Research has proven that choice riders need to be lured to public transit. Then they need to be convinced to stay. Some transit agencies are having success with both the courtship and the marriage by incorporating passenger amenities in their infrastructure and vehicles. Get answers about what is working, the resource commitments required to make it successful, and what types of returns other agencies are experiencing with these new amenities.

Moderator:

Jack Requa, chief operating officer for bus service, Washington Metropolitan Area Transit Authority, Washington, DC (invited)

WiFi Access on AC Transit Buses

Jon (Jay) Trichell, transportation planning manager, AC Transit, Oakland, CA

Technology at King County

Larry Carter, information technology manager, King County Metro Transit Division/Department of Transportation, Seattle, WA (invited)

Additional speakers to be announced.

Eetting Onboard: Wheelchair Use and Bus Stop Announcements

10:15 - 11:45 a.m.

Review new survey results to translate the findings into customer services.

Attend this session to hear the findings of two new Easter Seals Project ACTION (ESPA) studies and assess how they might impact your organization. One study quantifies the current use of wheelchairs or other mobility devices in public and private transportation. It was conducted to enhance the ridership experience of people with disabilities while ensuring their safe transport. The next study describes the findings of ESPA's work on increasing operators' stop announcements.

Moderator:

Dr. Alan Abelson, Ed.D., director, Easter Seals Project ACTION, Washington, DC (invited)

Panelists:

Richard Weiner, principal, Nelson Nygaard Consulting Associates, Inc., San Francisco, CA

Douglas J. Cross, principal, Douglas J. Cross Transportation Consulting, Oakland, CA

Rosemary Gerty, senior transportation planner, TranSystems Corporation, Norwich, VT

Emobility and Coordination: More Service, More Riders

10:15 - 11:45 a.m.

Understand the successes in this evolving area and take new ideas back to your organization.

With the coordination of human service and public transportation, the United We Ride Program is helping to improve the efficiency of services offered within communities that are now funded by up to 60 federal programs. Another program, Modeling Services for All Americans focuses on applying intelligent transportation system (ITS) technologies to enhance human service transportation.

Come hear an update on these two federal programs and learn how your area can be involved.

Moderator: To be announced.

Measuring the Progress toward a Successful Human Service

Transportation System: Establishing the

Two-Way Tong, lead engineer, Mitretek Systems, Washington, DC

Additional speakers to be announced.

CLOSING GENERAL LUNCHEON Quality of Service

12 - 2 p.m.

Successful businesses and industries have universally come to understand that the key to success lies in the quality of the delivery of services and the products provided to customers. APTA and the U.S. Federal Transit Administration have committed to advancing the concepts of "quality" in public transit and to continually "raise the bar of excellence" for the services we provide to the American public. Join us at this informative and interactive luncheon featuring our own industry leaders sharing their perspectives on the pursuit of quality and the benefits you can derive.

Moderator:

Fred M. Gilliam, vice chair-bus and paratransit operations, APTA; co-chair, APTA Quality Service Task Force; and president/chief executive officer, Capital Metropolitan Transportation Authority, Austin, TX

TTI Training Fundamentals of Transit Supervision: Part 2

1:30 - 4:30 p.m.

(30 person limit)

This is Part 1 of a two-part course. Part 2 is on Tuesday from 2:15 - 5:30 p.m. Participants must attend both sessions.

Refer to page 19 for course and registration information.

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GENERAL INFORMATION

APTA Registration Desk

Admission to all scheduled activities requires a name badge. Please register and pick up your badge upon arrival. The registration desk, located in the Renaissance Nashville Hotel is open the following times:

- Saturday, May 5 1 – 5 p.m.
- Sunday, May 6 7:30 a.m. – 6 p.m.
- Monday, May 7 7 a.m. – 5:30 p.m.
- Tuesday, May 8 7:30 a.m. – 5:30 p.m.
- Wednesday, May 9 8 a.m. – 2 p.m.

Registrants' conference bags compliments of First Transit, Inc.

Dress Code

To enhance the down-to-work nature and purpose of the conference, the organizing committee encourages a casual dress code at ALL events.

Conference Proceedings

Each paid registrant received a CD-ROM of the conference proceedings as part of the conference registration fee. Additional copies of the CD-ROM are available through APTA's web book store, www.apta.com/research/info/pubs. The price per CD-ROM is \$30 for members and \$60 for non-members.

For additional information, contact APTA's Rose Gandee in the Information Center at 202-496-4889 or rgandee@apta.com.

Airport Transportation

Nashville MTA is offering enhanced, express service on its #18 Airport Route from Friday, May 4 through Thursday, May 10. For these seven days, the express bus service will operate hourly from 8 a.m. to 8 p.m. between the Nashville International Airport, MTA's Downtown Transit Mall, and the Renaissance and Hilton Hotels at a cost of \$1.25 one way. The shuttle schedule, including days, hours of operation and pickup locations, are posted on both MTA's and MTA's web sites, www.apta.com and www.nashvillemta.org.

For Nashville MTA bus schedules, call MTA's Customer Service Call Center at 615-862-5950 Monday through Friday between the hours of 6:30 a.m. and 6:30 p.m. and Saturday from 8 a.m. to 5 p.m. (closed Sunday's and holidays), or visit MTA's web site, www.nashvillemta.org.

Bus & Paratransit Conference & International Bus Rodeo

For Nashville International Airport ground transportation information, including taxis and available shuttles, visit www.nashintl.com/ground_trans/default.aspx.

Accessible Transportation

All Nashville MTA buses are 100 percent accessible to persons with disabilities. For complete information, including how to schedule a ride using ADA paratransit service, visit Nashville MTA's web site, www.nashville.org, and click on "AccessRide." You must have prior certification to use this service.

QUESTIONS? Contact Nashville MTA's Marilyn Yokley at 615-880-3970, ext.1105.

Host Information Desk

Nashville Metropolitan Transit Authority (MTA) will have a general information desk in the APTA registration area in the Renaissance Nashville Hotel. MTA staff is available Saturday through Wednesday to answer questions you may have regarding local sites, restaurants, social and cultural activities, and to provide transportation information and maps. The host information desk will be open the same hours as the APTA registration desk.

Family Services

For registrants attending with their families, APTA is pleased to provide the following information. APTA families are welcome to participate in the tours and other social activities. Parents should gauge the appropriateness of the activities involved for the age and needs of their children. The concierge services in the Renaissance and Hilton Hotels will be happy to help you arrange for child care/babysitting services during your stay. In addition, the host information desks will have information on family-friendly activities in the Nashville area.

Small Business Committee Room

APTA's new Business Member Small Business Committee will make a networking room available to APTA business members on Monday through Wednesday. The networking room will be open from 8 a.m. to 5 p.m. and all APTA business members are invited to participate. The focus will be on networking, promoting contracting, and helping small businesses enhance their partnering relationships with larger firms and transit authorities. Members of the committee will be present to talk about how they have maximized their return on their APTA membership investment.

HANSEN-SPEAR INTERNET CAFE

Monday - Wednesday, May 7 - 9



Because of your overwhelming support at last year's conferences, Hansen-Spear Transit & Rail will again sponsor and host the Hansen-Spear Internet Café, located in the Renaissance Nashville Hotel.

Drop by and:

- Access your Internet e-mail account
- Surf the World Wide Web
- Enjoy a cup of coffee or tea

APTA Sponsorship Program

Special thanks to our early sponsors:

- APTA Business Members
- Cummins Inc.
- First Transit, Inc.
- GFI GENFARE
- Laidlaw Transit Services, Inc.
- Voith Turbo Inc.

Sponsor any of these specific events, either partially or exclusively:

- Final Program
- Conference Proceedings
- Bus Display Luncheon
- Bus Display Dessert
- Monday General Forum
- Technical Sessions
- Continental Breakfasts
- Closing General Luncheon
- Bus Rodeo Awards Banquet
- Bus Rodeo Reception/Swap Meet

Contribute to the General Sponsorship Fund and be listed in the Final Conference Program.

QUESTIONS? Contact APTA's Heather Rachels at 202-496-4838 or hrachels@apta.com.

Program Changes

APTA reserves the exclusive right to make program changes at any time.

APTA's Vision Statement

Be the leading force in advancing public transportation.

APTA's Mission Statement

To strengthen and improve public transportation, APTA serves and leads its diverse membership through advocacy, innovation, and information sharing.

APTA's Policy on Diversity

APTA recognizes the importance of diversity for conference topics and speakers and is committed to increasing the awareness of its membership on diversity issues. APTA welcomes ideas and suggestions on how to strengthen its efforts to meet these important diversity objectives.

Register Today at www.apta.com

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REGISTRATION INFORMATION

REGISTRATION Member Registration

Your fee for the entire 2007 Bus & Paratransit Conference is \$525 per person if registration is received by APTA on or before March 23. After March 23 the registration fee is \$575 per person. The registration fee includes one complimentary CD-ROM of the complete Conference Proceedings.

Important Dates

- Early Fee Deadline: March 23
- Refund Deadline: April 6
- Deadline for your name on the Registration List: April 24
- Pre-registration Deadline: May 2

Registration fees will be refunded if your request is received in writing and post-marked no later than April 6. A \$50 handling fee will be withheld. There will be no refunds after the April 6 deadline. You may transfer your registration fee at any time without penalty to another person in your organization attending the 2007 Bus & Paratransit Conference. (All refunds will be processed after the conference is over.)

Non-member Registration

Non-members may attend for a special fee, which is the late registration fee plus \$300 (applied to dues if you join within 60 days months). Call APTA's Membership Department at 202-496-4800 for details.

HOTEL INFORMATION

Renaissance Nashville Hotel
611 Commerce Street
Nashville, TN 37203

Visit the Conferences & Calendar section at www.apta.com to obtain a copy of the Hotel Reservation Form. Please read the following information before completing and faxing or mailing your form to APTA's Meeting Department at 202-496-4331 or 1666 K Street, NW, 11th Floor, Washington, DC, 20006.

1. You must first be registered for the conference before you make your hotel reservation. **THE HOTEL IS NOT ACCEPTING RESERVATION CALLS DIRECTLY.** Send your completed Hotel Reservation Form to APTA (not the hotel) where staff will verify receipt of your paid meeting registration and then forward your reservation form to the hotel. The hotel will then process your reservation and send you a confirmation. All changes and cancellations must go through APTA until the March 27 deadline by using the Hotel Reservation Change Form found on www.apta.com. After March 27 you may contact the hotel directly at 615-255-8400 with any changes or cancellations.
2. Your reservation must be received by the hotel by March 27. After this date, all rooms will be released, and reservations will be accepted on a space and rate available basis. Please remember that the room block can sell out before the cut-off date.
3. A first night's deposit payable to the Renaissance Nashville Hotel is required for each reservation. You may pay by check or credit card. Your credit card will be charged one night's room and tax if you do not show on your arrival date, or cancel less than 72 hours prior to the arrival date. The hotel will request a credit card upon check-in, which will be charged for the length of your stay.
4. Be sure to keep a copy of your Hotel Reservation Form for your records.
5. For hospitality suites, please complete and return the Bus & Paratransit Conference Suite Reservation Form located on www.apta.com.

TRAVEL DISCOUNT INFORMATION Reduced Airfares

United and American Airlines offer special discounts to APTA meeting attendees. Please call the airlines, APTA's official travel agent, DIPLOMAT TRAVEL SERVICES, at 703-318-9400, or your travel agent to obtain round-trip transportation at the lowest convention fares. Ask your travel agent to call the meeting desks to obtain these reduced fares.

United Airlines

- Call the meeting desk toll free: 1-800-521-4041
- Provide the APTA meeting ID number: 552TH

American Airlines

- Call the meeting services desk toll free: 1-800-433-1790
- Provide the APTA authorization number: A4457A0

Reduced Car Rental Rates

Avis Rent a Car offers special low car rental rates which are available one week before and one week after the conference.

Rentals include UNLIMITED FREE MILEAGE.

- Call the national reservations desk toll free: 1-800-331-1600, or visit www.avis.com
- Provide AWD# J992366

CONFERENCE QUESTIONS?

Registration: Contact APTA's Adam Martin at 202-496-4333 or amartin@apta.com

Bus Display and Products & Services Showcases: Contact APTA's Ismer Nichols at 202-496-4333 or inichols@apta.com

ROADEO QUESTIONS?

Registration: Contact APTA's Anita Adams at 202-496-4333 or anadams@apta.com

Competition/Events: Contact APTA's Loretta Sullivan at 202-496-4333 or lsullivan@apta.com

THREE WAYS TO REGISTER



ONLINE: Visit the Conferences & Calendar section at www.apta.com. Choose the 2007 Bus & Paratransit Conference & International Bus Rodeo; under Bus & Paratransit Conference Information click on "Registration Online" and follow the instructions.



FAX: Visit the Conferences & Calendar section at www.apta.com. Choose the 2007 Bus & Paratransit Conference & International Bus Rodeo; under Bus & Paratransit Conference Information go to "Registration," print a copy of the Meeting Registration Form, and fax your completed form to APTA's Meeting Department at 202-496.4331.



MAIL: Visit the Conferences & Calendar section at www.apta.com. Choose the 2007 Bus & Paratransit Conference & International Bus Rodeo; under Bus & Paratransit Conference Information go to "Registration," print a copy of the Meeting Registration Form, and mail your completed form to APTA's Meeting Department, 1666 K Street, NW, 11th Floor, Washington, DC 20006.

WWW.APTEL.COM

MAY 5-9, 2007

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