

CONFERENCE AGENDA

AUG. 18th

KPTA 2020 Conference "Transit-Tuesdays" Kickoff

- 9:00-9:15 AM** Introduction From KPTA
Speaker: Tuck Duncan - KPTA
- 9:15-9:45 AM** Keynote: Lesson's from the Mouse
Hear from Dennis Snow on Disney World's secrets to customer service success.
Speaker: Dennis Snow - Snow and Associates
- 9:45-10:15 AM** CTAA Presentation on National Updates
Hear updates on the status of public transportation at the national level from CTAA.
Speaker: Scott Borgan - CTAA
- 10:15-10:30 AM** Break
- 10:30-11:30 PM** KDOT and FTA Meeting
Hear updates from KDOT and the FTA and participate in the annual awards presentation.
Speaker: Jon Moore - KDOT, Mokhtee Ahmad - Federal Transit Administration
- 3:00-5:00 PM** Transit Manager's Handbook Training
Learn about the changes to the 2020 Transit Manager's handbook from team at the University of Kansas Transportation Center.
Speaker: Lisa Koch, Nikhila Gunda - KUTC

AUG. 25th

Leading in Tough Times

- 9:00-10:00 AM** Keynote: A Conversation About Leading an Organization in Tough Times
Leading an organization is never easy, and it gets even harder in tough times. This panel will provide tips on how to lead an organization through challenging circumstances.
Speaker: Lisa Koch, Laura and Angie Jones - District Manager - Grant County Transportation District (People Mover), John Day, Oregon
- 10:00-10:45 AM** Leadership vs. Management
Speaker: Emily Wilder - KUTC, Anne Smith - Flint Hills ATA
- 10:45-11:00 AM** Break
- 11:00-12:00 PM** Employee Recognition, Employee Retention, Making work fun
This session is an opportunity to share best practices and challenges associated with employee recognition, retention, and making the workplace a fun environment.
Speaker: Carol Wright Kenderdine - NADTC

SEP. 1ST

Emergency Planning for Public Transportation

- 9:00-9:45 AM** Keynote: The Importance of Emergency Planning and Management - COVID and Beyond
COVID-19 has drastically reshaped the way we live and think about our daily activities. This session provides information on how transit has proven essential to the COVID-19 response.
Speaker: Hannes Zacharias - University of Kansas
- 9:45-10:45 AM** Emergency Planning for COVID-19
Responding to the COVID-19 pandemic presents an unprecedented challenge to the transit community. This session will provide information on emergency planning for transit agencies, including information infectious disease planning.
Speaker: Barbara Lillyhorn - RCAT, James Titcomb - NTI
- 10:45-11:00 AM** Break
- 11:00-12:00 PM** Building Back from COVID-19: Ridership, Reducing Stigma, Ensuring Safety
This session is an opportunity to explore how transit can come back from the COVID-19 pandemic. Breakout sessions will be held on topics including ridership, reducing stigma, and ensuring safety.
Speaker: Lisa Koch, Megan McReynolds, Connor Mountford, Anne Lowder - Kansas RTAP

SEP. 8TH

Customer Service

- 9:00-10:00 AM** Keynote: Mental Health First Aid
Mental Health First Aid is designed to help people from all backgrounds learn how to spot the signs and symptoms of a potential mental health or substance use disorder or the indications that a person might be in crisis and then respond appropriately, in a way that is helpful and nonjudgmental. In this overview, Julia Gaughan, the Prevention & Education Manager at the Bert Nash Center, will provide an overview of Mental Health First Aid, what's involved in the course, and why this might be useful for you and your organization. Learn more at www.bertnash.org and www.mentalhealthfirstaid.org.
Speaker: Julia Gaughan - Bert Nash
- 10:00-10:45 AM** Developing a Customer Focused Agency Through Training
Customers are at the center of the services we provide as transit agencies. This session will help you learn how to use trainings to create a more customer focused transit agency at all levels.
Speakers: Trell Grinter - OCCK, Susan Miller - KTPA
- 10:45-11:00 AM** Break
- 11:00-12:00 PM** Improving the Passenger Experience
This session is an opportunity to further explore topics related to creating a customer focused agency through group discussion.
Speakers: Chris Fox - MCTS, Mike Wilson - Flint Hills ATA, Michelle Griffin - OCCK

KPTA 2020 TRANSIT TUESDAYS

A Virtual Webinar Series

SPEAKERS

TUCK DUNCAN

DENNIS SNOW

Dennis Snow's customer service abilities were honed over 20 years with the Walt Disney World organization. There, he developed his passion for service excellence and the experience he brings to the worldwide speaking and consulting he does today.

SCOTT BORGAN

LAURA CROFF

Laura Croff is the Transit Director for United Community Action Program, Inc., who operates Cimarron Public Transit, a 5311 program serving 5,238 sq. miles in five rural counties of north central Oklahoma. She has been in public transit for more than 20 years.

LISA KOCH

Lisa is Associate Director for Research, Partnership, and Innovation, and RTAP Director. Lisa also teaches in the Urban Planning Program in the School of Public Affairs and Administration.

CHRIS FOX

Chris Fox is a certified Mobility Manager with Milwaukee County Transit System (MCTS). He earned a bachelor's degree from the University of Wisconsin-Milwaukee in Urban Geography with a certificate in Urban Planning and a focus in Transportation. Chris started as an intern with MCTS in 2014, utilizing grant funds to improve accessibility at over 100 bus stops. Chris worked as an analyst in the Transportation Department before accepting the position as Mobility Manager in the Paratransit Department in 2017. In this role, Chris leads a team that provides Travel Training and Community Outreach activities for seniors and people with disabilities throughout Milwaukee County. In addition, the team has created an ADA Sensitivity Training program for bus operators that has received national recognition and has served as a model for operator ADA training in several cities.

EMILY WILDER

Emily is the Associate Director for Business Operations at the University of Kansas Transportation Center. In addition to managing day-to-day operations for the center, she is also the Kansas Local Technical Assistance Program Director (LTAP), the National LTAP Association's (NLTAPA) Liaison to the American Public Works Association, and co-chair for the NLTAPA Partnership Workgroup. Emily holds a M.S. in Management and Leadership and is in the process of becoming a Teacher with the Kansas Leadership Center. She uses her education and experience to develop and teach soft skill courses on leadership, management, conflict resolution, and communication.

ANNE SMITH

CAROL WRIGHT KENDERDINE

Carol Wright Kenderdine is director of Easterseals Transportation Group and serves as co-director of the National Aging and Disability Transportation Center, an FTA-funded technical assistance center. Previously, she served as National Director of Easter Seals Project ACTION and co-director of the National Center on Senior Transportation. Ms Kenderdine is a nationally recognized speaker and trainer on the Americans with Disabilities Act, transportation management, leadership, and strategic planning. Previously, Carol served as Associate Director of the Small Urban & Rural Transit Center, Upper Great Plains Transportation Institute, at NDSU; Executive Director of senior services and public transportation for a multi-county agency in central ND; Director of a residential facility for traumatic brain injuries; held management positions in long-term care, and was an independent consultant in marketing and development. She has a Master's Degree in Gerontology/Human Development & Education and a Bachelor's Degree in Speech and English from North Dakota State University.

ANNE SMITH

HANNES ZACHARIAS

Hannes Zacharias has some 40 years of experience in administering government at the Federal, State, County and local level. Hannes' career in public service began in 1979 as Asst. to the Director of Travel and Tourism for the State of Kansas. In 1980 Hannes became a Federal Grants manager for the U.S. Dept. of Commerce and in 1981 he was serving as Associate Director and Chief Grants Officer for the Kansas Arts Commission. Hannes began his work in local government in 1984 becoming Assistant to the City Manager for the City of Lawrence. He was named the City Administrator for Boonville, Missouri, in 1988, and moved to Hays, Kansas, in 1992 to serve as City Manager for nine years. He joined the Johnson County (Ks) management team in 2001 as Assistant County Manager and was promoted to Deputy County Manager in January 2005. He later became County Manager and served in that position for 9 years. In that capacity, Mr. Zacharias served as the chief administrative officer, overseeing all operations of Johnson County Government serving over 585,000 residents. He coordinated the delivery of services provided by more than 3,800 employees, and was responsible for preparing and submitting the county's annual operating and capital budgets totaling more than \$1.06 billion. As County Manager Mr. Zacharias appointed all 19 county department directors and was accountable for organizational performance, achievement and service delivery in the daily operations of Johnson County. He was responsible for implementing policies and directives established by the Johnson County Board of Commissioners. Upon his departure from Johnson County in 2018, Hannes embarked on his second solo kayak trip down the Arkansas River following a drop of water 2060 miles from the Continental divide in Colorado, on to the Mississippi, and concluding at Venice LA at the Gulf of Mexico. Hannes started his position as a Professor of Practice in 2019 teaching graduate and undergraduate course and mentoring students desiring to be public administrators.

BARBARA LILHORN

Barbara Lilyhorn has had lifelong interest in community systems and shared public resources and for over 10 years she has held a dual appointment serving as the Director of the Reno County Department of Aging and of Public Transportation. Barbara has degrees from Kansas State University and the University of Kansas School of Preventive Medicine. She worked for 27 years as a Cooperative Extension Agent through Kansas State University before coming to her current position. Barbara grew up on a very rural family farm and emergency preparedness was a necessary part of life. Her interest in emergency planning and management stems from those early experiences. She believes strong community collaboration and relationships ensure the best outcome in times of emergency. Rcat has been deployed to assist during wildfires, protest marches, gas and vapor leaks and called to be on standby during localized flood events.

JAMES TITCOMB

James Titcomb is retired from the City of Newark, New Jersey Fire Department. Newark is the largest City in the State of New Jersey. Jim was a 30 year member of the Department, retiring November 1, 2008, with the rank of Battalion Chief. His primary responsibilities were Emergency Management and firefighting operations. Jim is currently employed by the National Transit Institute, Rutgers University, New Brunswick, New Jersey. As a Senior Instructor, he develops and delivers training programs in the Workplace Safety and Security section of NTI. He had the honor and privilege to develop, along with Vince Pellegrin the Chief Operating Officer at Minneapolis Metro Transit; NTI's "Developing a Transit Emergency Management Plan". This program is a one-and-a-half day workshop, assisting small to medium size transit agencies develop an Emergency Operation Plan. Jim and wife Sandra reside in Holly Springs, North Carolina. They moved from their home in Edison, NJ to Holly Springs in July 2013.

CONNOR MOUNTFORD

Connor is a Graduate Research Assistant at the University of Kansas Transportation Center (KUTC) and is a graduate student in the Urban Planning and Public Administration programs. He conducts and assists in transportation research at KUTC.

MEGAN MCREYNOLDS

Megan is the Communications and Outreach Coordinator for the University of Kansas Transportation Center. She oversees all communications of the KUTC, including print and online content, newsletters, publications, and marketing materials for the LTAP and RTAP training programs.

JULIA GUAGHAN

Julia Gaughan is the Prevention & Education Manager for Bert Nash. In her role, Julia serves as the primary instructor and coordinator for Mental Health First Aid, coordinates prevention, training, and education efforts across the Center, and spearheads trauma-informed and resiliency-based approaches internally and with community partners. Julia, her husband Mike, and their son Kiernan love living in Lawrence and, when not playing or watching soccer, the family adventures to National Parks across the country. Julia also belongs to more book clubs than is really advisable.

TRELL GRINTER

SUSAN MILLER

Susan Miller serves as VP/Chief People Officer at the Kansas City Area Transportation Authority. She oversees human resources, training, labor relations and internal communications. With a background that includes private sector management, business consultancy, entrepreneurship, and civic pursuits, she applies her diverse experience and skill set to driving a customer-centric and agile culture in the units she leads.

MICHELLE GRIFFIN

Michelle Griffin is the Director of Mobility Management for north central Kansas Coordinated Transit District #7, including the counties of Saline, Ottawa, Cloud, Republic, Jewell, Mitchell, Lincoln and Ellsworth. Michelle has worked in public transportation since 2016.

During her time in public transit, Michelle has worked to help establish 81 Connection, a fixed route bus service from Belleville to Salina, with three routes daily, Monday through Friday, in addition to creating the Kansas Rides website for public transit awareness across the state, KANcycle, a regional rural bike sharing program, and KanConnect, regional fixed route services connecting small towns in rural Kansas. Michelle also works with social media, marketing, public relations, networking and travel training.

In her spare time, Michelle stays busy with the many activities of her five children, as well as attending K-State events and volunteering in the community.

MIKE WILSON



SOCIAL PROGRAMMING

To celebrate our first-ever virtual KPTA conference, we are having a few friendly competitions for a chance to win a prize during sessions breaks! Here's how to participate:

AUG. 18th Coordinated Transit District (CTD) Kansas Trivia!

A. Test your knowledge of the Coordinated Transit Districts and famous Kansas monuments in this interactive trivia game! Have a separate phone, tablet, or computer ready during the break, and be ready to identify where famous monuments are. See attached Coordinated Transit District map for reference. The top three winners will win a prize!

AUG. 25th Find That Bus Icon

A. Think you are detail-oriented? Get ready to pay attention in this unique hidden bus icon game! Throughout the conference, there will be ONE bus icon (see below) hidden within a presenter's PowerPoint slide. This could appear in any session of the KPTA 2020 Conference.



B. Did you spot the bus icon? Email us a picture of the icon at kutc_training@ku.edu, and be entered in a drawing for a prize!

SEP. 1th ZOOM Background Competition

A. Submit your name and background .jpg by email to Megan McReynolds by end-of-day Monday, August 31, 2020. Make your background your ZOOM background for the "break time" of the Emergency Planning for Public Transportation Transit Tuesday Session!

B. There are no official categories; prizes will be awarded based on the virtues of the entries. Pull off the most creative background and be win!

C. Winners will...

- I. Be featured on social media showcasing your image
- II. Win a prize
- III. Have serious bragging rights!

SEP. 8th Transit Tuesday Customer Service Stories – Social Media Competition

A. We are excited to announce our KPTA Transit Tuesday Customer Service Stories Campaign! Through this campaign, we will be highlighting and promoting rural transit customer service to the public by telling our "Transit Tuesday Stories." To make this a success, we need your help!

B. To participate...

- I. "Like" us on Facebook (@KSRAP)
- II. Mention us in a Facebook post (@KansasRTAP) using the hashtag #TransitTuesdaysStory with a photo or story highlighting great transit customer service.
- III. All posts must be posted by 11:59 PM on September 8, 2020.

C. Winners will...'

- I. Be notified by social media that they won with instructions on how to redeem their prize
- II. Have their story or photo featured on social media
- III. Be the reigning 2020 KPTA Conference #TransitTuesdayStory champion!

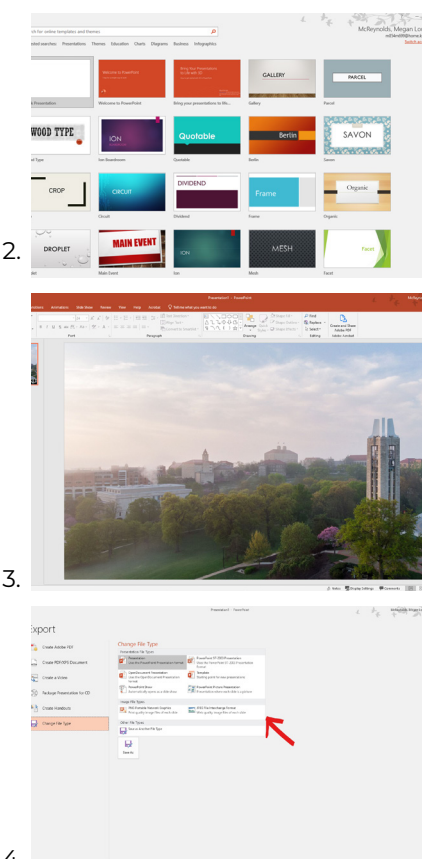
HOW TO MAKE A ZOOM BACKGROUND

Zoom Background Image Specs

Format: .jpg, .png, and .gif
Dimension: 1920 pixels by 1080 pixels (16:9 aspect ratio)
Maximum file size: 5 MB

1. Launch PowerPoint
2. Choose a blank presentation
3. Use your first slide to create your background. Insert text, clipart, photos, etc. The sky's the limit!
4. Once completed, under "File" in your menu, select "Export," "Change File Type," and then "JPEG File Interchange Format."
5. You will then see a dialog box that lets you name the image and where to save it.
6. Click "Save," and you're done!

You can use PowerPoint to create your background if you don't have any other image editing software. The default PowerPoint dimensions are 1920 by 1080 pixels – 19:9 Widescreen.



SPECIAL THANKS

KPTA BOARD OF DIRECTORS

- Kandance Bonnesen – Sedgwick County Department of Aging
- Chuck Ferguson – KCATA
- Shelby Fry – TARC
- Kristy Hayden – Wabaunsee County Transportation
- Sarah Krom – Sunflower Diversified Services
- Wade Kruse – Developmental Services of NW Kansas
- Anne Lowder – University of Kansas Transportation Center
- Laura Machala – Mid-America Regional Council (MARC)
- Shirley McCartney – Harper County Department on Aging
- Jon Moore – KDOT Public Transit Manager
- Robert Nugent – Topeka Metro
- Joshua Powers – Johnson County
- Kara Reynolds – Coffey County Transportation
- Anne Smith – Flint Hills ATA
- Michael Tann – Wichita Transit
- Justus Welker – Unified Government of WYCO/KCK Transit

KPTA TRANSIT TUESDAYS STEERING COMMITTEE

- Kandace Bonnesen – Sedgwick County
- Marcy Duncan – Finney County
- Denise Ensley – TMTA
- Shelby Fry – TARC
- Michelle Griffin – CTD 7
- Barbara Lillyhorn – RCAT
- Jon Moore – KDOT
- Kara Reynolds – Coffey County
- Anne Smith – Flint Hills ATA
- Mike Wilson – CTD 4
- Diane Younghans – Nemaha County

UNIVERSITY OF KANSAS TRANSPORTATION CENTER

- Nikhila Gunda – Assistant Transit Researcher, RTAP Programs
- Lisa Koch – Kansas RTAP Director; Associate Director for Research, Partnership, and Innovation
- Anne Lowder – Kansas RTAP Outreach Coordinator, Kansas RTAP
- Megan McReynolds – Communications and Outreach Coordinator
- Connor Mountford – Graduate Research Assistant, Kansas LTAP and RTAP Programs
- Ellen Rice – Graphic Design Student Assistant
- Emily Wilder – Kansas LTAP Director; Associate Director of Business Operations