




**Tuesday, September 12, 2017**

5:00 pm – 7:00 pm	Welcome Reception <b>Old Town Hall Meeting Place</b> at the <a href="#">Hilton Garden Inn Freeport Downtown</a> Check-in, relax and socialize with others who arrive early. <b>Sponsored in part by</b>  <b>SEON</b> <small>A Safe Fleet Brand</small>
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**Wednesday, September 13, 2017**

7:30 am	Registration	<i>Eagle Room Foyer</i>
7:30 am – 8:30 am	Continental Breakfast	<i>Eagle Room Foyer</i>
8:30 am	<b>Welcome Remarks</b>	<i>Eagle Room</i>
Three-Day Workshop	Wednesday, September 13 - Friday, September 15	
8:45 am – 11:45 am	<b>VMMI: Vehicle Maintenance Management and Inspection</b> <i>Old Town House - School Room</i> The Community Transportation Association of America (CTAA) offers a unique training and certification program for maintenance managers and staff. The Vehicle Maintenance Management and Inspection (VMMI) training program promotes the community transportation industry's commitment to safe, reliable transportation through building up the professional skills of maintenance personnel and managers. This three-day program is designed to improve the maintenance oversight of fleets of smaller transit vehicles (i.e. less than 25-foot length). This training is based on an established maintenance training curriculum developed by Halsey King, SAE and applied to countless vehicle fleets nationwide, to which CTAA has added a layer of testing, certification and performance quality. <a href="#">More information</a> <b>Presenter:</b> Halsey King, CTAA	
	<b>Breakout Sessions</b>	
8:45 am – 11:45 am	<b>Learning from Adversity</b> Developed for leaders at every level of the organization, Learning from Adversity is a vital, relevant, timely presentation especially suited for those in not-for-profit organizations today. This insightful, morale boosting presentation is assured to stimulate spirited, creative conversation among those in your organization. <b>Presenter:</b> Bill O'Brien	<i>Bow Room</i>
8:45 am – 11:45 am	<b>Customer Driven Service</b> Developed by National RTAP, this session will focus on teaching transit staff who interact with customers the importance of customer service, as well as providing them with the tools and training they need to provide excellent customer service regardless of the situation or who the customer may be. This workshop will offer fast facts, best practices, exercises, quizzes and other guidelines to help drivers, dispatchers and other transit staff cultivate the best attitude for truly excellent customer service. <b>Presenter:</b> Michael Noel	<i>Jewell Room</i>



**Wednesday, September 13, 2017 *continued***



<b>Breakout Sessions</b>	
8:45 am – 11:45 am	<p><b>Collection Site Monitoring</b> <span style="float: right;"><i>Eagle Room</i></span></p> <p>Having an effective substance abuse prevention and testing program is vital to your organization’s success and to public safety. An excellent drug and alcohol testing program starts with a collection site that fully meets all requirements for the safety, privacy, security, and integrity of the testing site and the testing process. This session will offer guidance on ways to ensure that your collection sites are performed efficient and cost-effective and follow FTA rules.</p> <p><b>Presenter:</b> Robbie Sarles, RLS Associates</p>
12:00 pm – 1:00 pm	<p><b>Lunch with Guest Speaker: Scott Bogren</b> <span style="float: right;"><i>Eagle Room</i></span></p> <p><b>Executive Director, Community Transportation Association of America (CTAA)</b></p> <p>The Community Transportation Association of America (CTAA) and its members believe that mobility is a basic human right. From work and education to life-sustaining health care and human services programs to shopping and visiting with family and friends, mobility directly impacts quality of life. Hear the latest news from Scott Bogren, CTAA Executive Director, on important issues that CTAA is involved in.</p>
1:00 pm – 2:30 pm	<p><b>Keynote Speaker: Travis Mills</b> <span style="float: right;"><i>Eagle Room</i></span></p> <p>Retired United States Army Staff Sergeant, Travis Mills, of the 82<sup>nd</sup> Airborne is a recalibrated warrior, motivational speaker, actor, author and an advocate for veterans and amputees. Travis’s <i>New York Times</i> bestselling memoir, <i>Tough as They Come</i>, is currently available on sale in bookstores. Despite losing portions of both arms and legs from an IED while on active duty in Afghanistan, Travis continues to overcome life’s challenges, breaking physical barriers and defying odds: Travis lives by his motto: “Never Give Up, Never Quit”. <a href="#">Read more</a> about his amazing strength and courage.</p>
<b>Breakout Sessions continue</b>	
2:45 pm – 4:30 pm	<p><b>National Alliance on Mental Illness (NAMI Maine)</b> <span style="float: right;"><i>Bow Room</i></span></p> <p>NAMI Maine is the state’s largest grassroots, membership-based mental health organization. Statewide programs are offered to enhance the lives of anyone impacted by mental illness through support, education and advocacy. This session will address the essentials on working with people with mental health issues including the most common challenges and barriers to seeking help. Topics will cover key points on how to speak to a person with an illness or in a crisis, along with an overview of Mental Health First Aid.</p> <p><b>Presenter:</b> Jenna Mehnert, Executive Director, NAMI Maine</p>
2:45 pm – 4:30 pm	<p><b>Alternative Fuels</b> <span style="float: right;"><i>Jewell Room</i></span></p> <p>More than a dozen alternative fuels are in production. This session will focus on up and coming developments in alternative bus fuel technology.</p> <p><b>Presenter:</b> Benjamin Lake, Maine Clean Communities Coordinator, Greater Portland Council of Governments</p>



**Wednesday, September 13, 2017 continued**

	<b>Breakout Sessions continue</b>	
2:45 pm – 4:30 pm	<b>Marketing your Organization</b> <b>Presenter:</b> Peter Schauer	<i>Eagle Room</i>
	<b>Dinner on your own</b> Freeport sits on the north shore of beautiful Casco Bay. Well known for its outlet shopping, the town is rich in history and recreational opportunities. Our community is dedicated to a harmonious and balanced life. Freeport is a remarkable place to visit and live. Enjoy one Freeport's many restaurants and shopping outlets.	

**Thursday, September 14, 2017**

7:30 am – 8:30 am	Registration continues Buffet Breakfast <b>Sponsored in part by</b>	<i>Eagle Room</i>
		
Three-Day Workshop	Wednesday, September 13 - Friday, September 15	
8:45 am – pm	<b>VMMI: Vehicle Maintenance Management and Inspection continued</b> <div style="text-align: right;"><i>Old Town House - School Room</i></div>	
	<b>Breakout Sessions</b>	
8:45 am – 11:45 am	<b>ADA</b> <b>Presenter:</b> Michael Noel	<i>Bow Room</i>
8:45 am – 11:45 am	<b>DPA Lift Field Training</b> BruanAbility will conduct a technical training session on the Dual Parallel Arm Lift. This three hour training will include: Classroom presentation on theory and operation, maintenance and lubrication; hands-on demo including inspections, operation checks and adjustments. <b>Presenter:</b> Cody Reynolds, BraunAbility <b>Sponsored by</b>	<i>Eagle Room</i>
		
8:45 am – 11:45 am	<b>Transit Asset Management (TAM)</b> <b>Presenter:</b> Kelly Shaun	<i>Park Room</i>
12:00 pm – 1:30 pm	<b>Lunch</b>	<i>Eagle Room</i>



**Thursday, September 14, 2017 continued**

10:15 am	<b>Break</b> <b>Sponsored in part by</b>	
1:30 pm	<b>Vendor Fair</b> Stop by the vendor tables presented Jewell Room as well as in the parking lot located just outside. View the latest products and services from vendors serving the transit industry.	<i>Jewell Room</i>
5:00 pm – 6:00 pm	<b>Reception</b>	
6:00 pm	<b>Big Night In</b> Enjoy a traditional Maine dinner while listening to nationally recognized Maine humorist Tim Sample. Tim is a New England humorist, famous both for his presentation and his Maine accent. He has sold well over a million copies of his books, albums, and videos, including four albums and a video for the Bert and I company. In the summer of 1993, Sample was recruited by Charles Kuralt as a correspondent for the Emmy Award winning TV Show CBS News Sunday Morning. Over the following 11 years, Tim produced over 100 "Postcards from Maine" segments which introduced millions of CBS viewers around the nation and the world to the lifestyles of <u>Mainers</u> . <a href="#">Read more</a>	<i>Eagle Room</i>

**Friday, September 15, 2017**

8:00 am - 9:00 am	<b>Registration &amp; Buffet Breakfast</b>	<i>Eagle Room</i>
8:45 am -	<b>Three – Day Workshop Conclusion</b> <b>VMMI: Vehicle Maintenance Management and Inspection conclusion</b>	<i>Old Town House - School Room</i>
9:15 am – 11:00 am	<b>Workplace Wellness</b> A healthy work force is an important component to any quality organization. This session will discuss ideas for good workplace wellness initiatives. <b>Presenter:</b> Janice Arsenault	<i>Jewell Room</i>
9:15 am – 11:00 am	<b>Driver Recruitment and Retention</b> Good drivers are the backbone of any good transit organization. Nationally recognized transit expert Peter Schauer provides excellent training on effective techniques for recruiting and keeping good drivers. <b>Presenter:</b> Peter Schauer	<i>Eagle Room</i>
9:15 am – 11:00 am	<b>Social Media</b>	<i>Board Room</i>
	<b>Event Concludes</b>	

Meeting rooms subject to change. Be sure to check the updated agenda available at the registration desk located in the Eagle Room Foyer.