

**Monday, March 27, 2017**

**7:30 a.m.** - Registration & Breakfast

**8:00 a.m. - 10:00 a.m. – Breakout Session 1  
Cost Allocation – Intensive (Session 1 of 4)**

*Richard Garrity, Senior Associate, RLS & Associates, Inc.*

This intensive training educates transportation providers on cost allocation techniques and practices and explains the concepts of budgeting, costing and pricing. Important components of this training program include the fare v. contract rate issue and the impact it has on operating revenues and the explanation of “fully allocated costs” and how to use the results of cost allocation to price transit services. Participants are encouraged to bring their operating budgets to use real life examples in the case study portion of this class.

**Drug and Alcohol: Common Program Management Mistakes and How to Fix Them**

*Linda De Herrera, Senior Consultant, RLS/Precision Compliance, Inc.*

What do you do if you fail to conduct a pre-employment test? A return-to-duty test? You completed an accident report, but it wasn't required. What now? This training goes beyond the common audit findings and regulation requirements to address the day-to-day errors that will inevitably happen in the best of programs and provide you with the tools to correct them.

**Passenger Information & Technology**

*Selena Barlow, Transit Marketing LLC*

Effective passenger information is the core of public transit marketing. This workshop will focus on the various tools that transit agencies can use to make public transportation more user friendly, to educate new riders about how to ride and to make transit more appealing to potential riders. It will explore the roles and priorities for conventional information tools such as maps, schedules, signage and websites as well as electronic platforms such as Google maps, mobile applications and real-time data.

**10:15 a.m. – 12:00 p.m. – Breakout Session 2  
Cost Allocation – Intensive (Session 2 of 4)**

*Richard Garrity, Senior Associate, RLS & Associates, Inc.*

**Understanding & Avoiding Conflict for Transit Workers (Session 1 of 4)**

*Randall Pine, Pine and Associates, Inc.*

(Session description can be found in next column)

**10:15 a.m. – 12:00 p.m. – Breakout Session 2 (continued)**

Anyone with fellow employees or customers quickly realizes that not everyone performs at the same level. Given that the transit environment can be an ideal breeding ground for the forces that create, intensify and perpetuate conflict, training and motivation are critical components in maximizing attitude and performance. In this one-day, participant driven course, attendees will learn fundamental principles of employee behavior motivation, modification and management beginning with training and extending over the career. Among the areas covered are: Minimizing and avoiding conflict, one's own role in escalation and de-escalation, effective training methodologies, stress and behavior.

**FTA and Legislative Update**

*Cheryle Tyson, Federal Transit Administration (FTA)  
American Public Transportation Association (APTA)  
Community Transportation Association of America (CTAA)  
Kristen Joyner, South West Transit Association (SWTA)*

**12:15 p.m. – 2:00 p.m.**

**Opening, Award Luncheon and New Mexico Transit Association (NMTA) Business Meeting**

**2:15 p.m. – 3:15 p.m. – Breakout Session 3  
Transit Asset Management (TAM) (Session 1 of 2)**

(This training is mandatory for 5311 agencies)

*NMDOT and Dan Wagner, Precision Compliance*

The TAM Rule issued in August 2016 sets out FTA's TAM requirements for States and their subrecipients. TAM is a strategic approach to maintain and improve assets based on careful planning and improved decision making. FTA's final rule requires state DOT or transit operators to develop a transit asset management system and was designed to ensure that transit vehicles, equipment and other infrastructure remain in a state of good repair.

**Understanding & Avoiding Conflict for Transit Workers (Session 2 of 4)**

*Randall Pine, Pine and Associates, Inc.*

**Translating Data Into Wisdom Through Performance Measures**

*Rich Sampson, CTAA*

This session will share practical and innovate tips and strategies to make the most out of performance measures, from performance-based planning to the role of data, with the objective of aligning the process with outcomes that matter to your community.

**3:30 p.m. – 4:45 p.m. - Breakout Session 4  
NM Implementation of TAM (Session 2 of 2)**  
(This training is mandatory for 5311 agencies)  
*NMDOT and Dan Wagner, Precision Compliance*

**National Rural Transit Assistance Program (RTAP)  
Overview and Update with a focus on the National RTAP  
eLearning system that launched in 2015**  
*Neil Rodriguez, Project Manager, RTAP*

Attendees will learn about recently released National RTAP products, future events and how to access free National RTAP online training modules.

**5:00 p.m. – 6:30 p.m. - Vendor Appreciation Mix and Mingle**

**12:30 p.m. – 2:00 p.m. (continued)**

**On The Bus With The World's Most Enthusiastic Rider: Insights Into Bus Driver Wisdom, Great Customer Service, And Why Transit Professionals Mean So Much To Their Passengers.**

Rachel Simon's book, *Riding The Bus With My Sister*, chronicles the year she spent riding city buses with her sister Beth, who has an intellectual disability and who has forged a unique community with her drivers. This talk, which covers a day in the life of her sister, highlights the tremendous impact transit professionals have on their passengers' freedom and quality of life. Along the way, you'll meet real life drivers, see how they did - and didn't - work well with her sister, and laugh with recognition as you see how transit improves lives.

**2:15 p.m. – 3:45 p.m. – Breakout Session 3  
Cost Allocation – Intensive (Session 3 of 4)**

*Richard Garrity, Senior Associate, RLS & Associates, Inc.*

**Roll 'Em! An Insider's Look at How Riding The Bus With My Sister Went From The Page to The Screen**

*Rachel Simon, Author of Riding The Bus With My Sister*

Have you ever wondered how a book gets turned into a film? Or been curious about how much input the author has, how she handles decisions beyond her control, and whether she thinks the final film portrayed her book accurately? This entertaining, anecdote-filled talk uses photos from Rachel Simon's visit to the set and LA screening of *Riding The Bus With My Sister* to provide a personal experience of the adaptation process. She reveals technical secrets, shares insight into the protocol of a film set, and shares how it really feels to walk down the red carpet with the stars.

**Drug and Alcohol Program Manager Training  
(Session 1 of 2)**

(Mandatory for new 5311 Transit Managers and New DER's)  
*Linda De Herrera, Senior Consultant, RLS/Precision Compliance, Inc.*

**4:00 p.m. – 5:00 p.m. - Breakout Session 4  
Cost Allocation – Intensive (Session 4 of 4)**

*Richard Garrity, Senior Associate, RLS & Associates, Inc.*

**Section 5310 Site Visit Compliance Review  
(Mandatory for 5310 Programs)**

*NMDOT*

**Drug and Alcohol Program Manager Training  
(Session 2 of 2)**

(Mandatory for new 5311 Transit Managers and new DER's)  
*Linda De Herrera, Senior Consultant, RLS/Precision Compliance, Inc.*

**Conclusion of the 2017 NM Transit Conference and Expo**

## Tuesday, March 28, 2017

**7:30 a.m. - Registration & Breakfast**

**8:00 a.m. - 10:00 a.m. – Breakout Session 1  
Section 5311 Site Visit Compliance Review**  
(Mandatory for all 5311 Programs)  
*NMDOT*

**Understanding & Avoiding Conflict for Transit Workers  
(Session 3 of 4)**  
*Randall Pine, Pine and Associates, Inc.*

**Pre-trip Inspections and Preventative Maintenance: Why,  
How and Where Do You Start?**  
*Robbie Sarles, President, RLS & Associates, Inc.*

**10:15 a.m. – 12:15 p.m. – Breakout Session 2  
Electronic Grants Management and Performance System**  
(Mandatory for all 5311 Programs)  
*NMDOT and Panther*

Come and get a preview of NMDOT's new electronic grants management system that will be tested and launched soon.

**Understanding & Avoiding Conflict for Transit Workers  
(Session 4 of 4)**  
*Randall Pine, Pine and Associates, Inc.*

**12:30 p.m. – 2:00 p.m.  
Luncheon, Drawing and Keynote Speaker: Rachel Simon,  
Author of Riding The Bus With My Sister**