Montana Tribal Transit Training Workshop Agenda

Hilton Garden Inn
1840 Highway 93 South, Kalispell, MT 59901

Monday, June 7, 2021

All times are Mountain Daylight Time. For Eastern Time add 2 hours, for Central add 1 hour, for Pacific subtract 1 hour, for Alaska subtract 2 hours, for Hawaii subtract 4 hours.

7:00 am MT  Registration

8:00 am MT  Welcome and FTA Region 8 and National RTAP Update

In Person: Room Glacier III

Virtual: Register here
https://zoom.us/meeting/register/tJ0sceusrTItHtKQAzagQq6rp0Iu665hKqnq

9:15 am MT  Break

9:30 am MT  Let's Get Going with On-line Trip Planning & General Transit Feed Specification (GTFS)

In-Person: Room Glacier I

Virtual: Register here
https://zoom.us/meeting/register/tJArce-vpzssE9N2vKnG0qgimJclJIMgNbcEe

Description: Is 2021 the year to offer no-cost worldwide marketing without a new budget item? On-line trip planning tools from National RTAP help you develop your routes and schedule data into the data format needed to publish on Google Maps, The Transit App, Apple Maps and others. In this session, we will help you generate GTFS data for one route using our free tool known as GTFS Builder. GTFS Builder consist of two simple Excel spreadsheets. We can help you update your GTFS files, as well. GTFS Builder will be provided to in-person attendees via a Flash Drive or for
those attending virtually by email after registering. For those attending in person, bring your laptop (& charger).

Special Instructions for this class ONLY: If possible, both in-person and remote attendees should:

2. Create a folder on your network (C drive) or desktop for this project called "GTFS TripPlan Data 2021"
3. GTFS Builder contain macros (scripts). Please confirm with your IT department that you can run macros (scripts).
4. Create a Google Account "myagency_gtfs_test"@gmail.com to save "MyMaps" you will create.
5. Have your printed or Excel version of your schedule available.
6. We will be working with you to develop GTFS data for one route. To do this, you will need to know where the bus stops are located along the route. If you are lucky enough to have GPS coordinates (WGS84) for each stop, bring them along and if easy, upload them to the ImportExport workbook, stops tab! If not, we will teach you how to do this using Google MyMaps. Let’s start with a route or trip with five or fewer stops.

For any difficulties with laptop setup please email: marcy@mjcaction.com or support@nationalrtap.org or call (360) 643 1002 - we’re here for your success.

**Speaker:**

**Marcy Jaffe**, MBA, MPA supports and guides rural, tribal and intercity transit partners with technical assistance related to General Transit Feed Specification (GTFS) and National RTAP’s GTFS Builder. She has taught GTFS workshops at national, regional and state transit conferences, effectively guiding those with no prior GTFS experience to successfully launching their data on Google Maps or other trip planners. Marcy has worked at the Washington State Department of Transportation as well as the San Francisco’s regional planning agency, the Metropolitan Transportation Commission. In 2016, the balance of Maryland’s statewide digitized transit network was built on GTFS Builder.

9:30 am MT  **Tribal Transit Planning**

In Person: Room Glacier III

Virtual: Register here  
https://zoom.us/meeting/register/tJcud-iprDspETxPrXtULGuhzchershorC0seo
**Description:** David will be providing an overview of the planning process, and discuss that planning, or creating a plan, is not what is important, but what is important is implementing the thing that you are planning for.

**Speaker:**

David Kack, MBA, is the Director of WTI, Small Urban, Rural and Tribal Center on Mobility (SURTCOM) and the Program Manager for Mobility and Public Transportation. He has more than twenty years of public / private sector transportation design, research, and operations experience. His specialized expertise includes coordinated transportation systems, planning and evaluation, public transportation/transit design and analysis, data collection, and cost/benefit analysis. In his 19 years at WTI, David has focused on many projects to improve mobility within Montana and increase coordination among various agencies and organizations. His current research focus is researching mobility challenges in small urban, rural and tribal areas.

10:30 am MT  **Employing Project Management Methods in Tribal Transit**

In Person: Room Glacier III

Virtual: Register here:  
[https://zoom.us/meeting/register/tJcpcO6vrj4iG9MnbsTxUdUCFZxBx_FLRt3-](https://zoom.us/meeting/register/tJcpcO6vrj4iG9MnbsTxUdUCFZxBx_FLRt3-)

**Description:** Even in the planning, funding, and start-up of a tribal transit system, there are several projects, programs, initiatives that will require development and implementation throughout the service life of transit system.

This conference session will provide an understanding on how to use the project management process and its basics so that you can approach the myriad of individual projects that we have discovered are involved in providing transportation for people. Project management has five basic phases: initiating, planning, executing, controlling, and closing the project. The session will also include a hand-on-exercise to scope out a project of your choosing.

**Speakers:**
Walt Diangson serves as a consultant to various public transit systems as a certified safety officer, transit management and operations consultant and management development instructor. Walt provides training and technical support in safety risk management and transit management and operations. His safety risk management experience includes transit safety and security, property and casualty insurance, loss control, transit management, safety and leadership training and FTA’s Transit Safety Management Systems (SMS). Walt’s transit experience includes management and operations of local fixed-route, general-public paratransit, ADA paratransit and human service transportation. He is a graduate of the University of California, Berkeley, with a Bachelor of Architecture and of Columbia University with a Master of Business Administration, with a special emphasis in urban planning and economics.

Amy Hill serves as tribal transportation coordinator for the Muscogee Creek Nation

Kogee Spaniard is the Transit Supervisor for the Muscogee Creek Nation

We understand just how important public transit is in our tribe’s jurisdiction in northeastern Oklahoma. “Many of our riders are getting to work, to school and to medical appointments,” Amy says. In order to provider a greater range of services for both tribal members and the general public, the Muscogee (Creek) Nation is partnering with KATS, a rural transit system, and participates in the Veterans’ Ride Connect.

12:00 pm MT  Lunch on your own

1:30 pm MT  Managing Transit Emergencies

In Person: Convention Center 2nd Floor Ballroom

Virtual: Register here
https://zoom.us/meeting/register/tJAld-usrj4vG90YQYYGuFeWgjJNkH3AS-JR

Description: Managing Transit Emergencies will assist in the development of basic emergency protocols. No two incidents are the same but having basic plans that have been discussed and trained on will enable an agency to quickly react to specific
situations. A little time and effort before the fact will allow an agency to come through in the clutch for the community.

**Speaker:**

John Filippone is a veteran transit professional who came up through the ranks from seasonal operator to Safety and Training Manager. His skills include safety and security certifications, training, supervision, dispatching, team building and management. John has instructed people in many different endeavors such as low impact camping, raft guiding, soccer (play, coach and referee) as well as bus operations.

2:30 pm MT  **Break**

3:00 pm MT  **Intersection of Safety and Customer Service**

In Person: Room Glacier III

Virtual: Register here
[https://zoom.us/meeting/register/tJMtc-mopzotGtAwjijS_xhrluZ5Pw5cgBhV](https://zoom.us/meeting/register/tJMtc-mopzotGtAwjijS_xhrluZ5Pw5cgBhV)

**Description:** It is easy to think about customer service as treating your passengers well, but did you know excellent customer service is your first line of defense for front line employees and a commitment to a strong safety culture impacts customer service in ways that go beyond reward & bonus programs? This session will include modules on empathy, de-escalation, as well as why a good customer service training plan and creating a culture of safety go hand-in-hand to benefit your tribal transit operation, inside and out. Resource: National RTAP *Problem Passengers: Managing Difficult Passengers & Situations*

**Speaker:**

Kristen Joyner is Founder and President of KJ Backpack, LLC. Her expertise includes transit association work as Executive Director for the South West Transit Association (SWTA) and administrative public transportation experience for Rock Region Metro, Little Rock, Arkansas. She leads with energy, expertise, and creativity in executive roles, as a team leader, and as a subject-matter expert. For fifteen years, Ms. Joyner has developed and delivered training programs, workshops, and conferences for the transit industry,
promoting strong transit workforce development, leadership, and communication across the transportation sector.

Tuesday, June 8, 2021
All times are Mountain time.

8:00 am MT  FTA Tribal Transit Technical Assistance Program

In Person: Room Glacier III
Virtual: Register here
https://zoom.us/meeting/register/tJYvdOirrDgiHdRJxvCgtBzyFlwAHBXW0zHy

**Description:** FTA’s contractor for Tribal Transit Technical Assistance will present an overview of the FTA Tribal Transit Program covering areas that have been of most interest to Tribal Transit and finance managers over the past five years. These topics include: How are TTP formula funds allocated among Tribes? Can I receive regular FTA rural funds directly from FTA? What are the special provisions for TTP funds that differ from other recipients of rural transit funds? What are eligible expenditures? Are there local match requirements? What records should I maintain and for how long? What can I expect from an FTA TTP Technical Assistance Assessment site visit?

**Speaker:**

Maxine Marshall, MPA has more than 40 years of experience in public transit. She has personally led more than 25 FTA TTP Assessments and FHWA TTP Program Reviews. Maxine has subscribed to the e-weekly newsletter Indian Country Today for the past five years to stay abreast of all matters affecting Native Tribes, such as recent news on the major COVID-19 cases confirmed in the Indian Health System, which will affect the delivery of public transit. She is recognized in FTA as a subject matter expert on tribal transit related matters and is a graduate of Georgia State University.

9:30 am MT  Break

9:45 am MT  Let's Get Going with On-line Trip Planning & General Transit Feed Specification (GTFS)

In-Person: Room Swan I
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agency, the Metropolitan Transportation Commission. In 2016, the balance of Maryland’s statewide digitized transit network was built on GTFS Builder.

9:45 am MT  **Financial Management and Cost Allocation**

In Person: Room Glacier III

Virtual: Register here
https://zoom.us/meeting/register/tJMrcuCqqjwsHN2c3tLxRrsWNccyve-ILL65

**Description:** In this session you will discover budgeting and finance concepts that tribal transit managers need to know. Developing and monitoring your annual budget, ensuring your expenses are in line with your budget, and obtaining funding from a variety of sources are key to sustaining the transit system. Some costs are shared by multiple programs with different funding sources, such as the cost to insure vehicles that operate on routes funded by different programs. These costs need to be fairly distributed across services through cost allocation. National RTAP has developed a **Cost Allocation Calculator** to help tribal/rural transit managers allocate their costs.

**Speaker:**

**Jennie Rowland** is the Transportation Manager at Bigs Woods Transit with Bois Forte Tribal Government. She is a graduate of Vermillion Community College with an Associate’s Degree in Accounting.

12:00 pm MT  **Lunch with Robin Phillips, Executive Director, National RTAP**

In Person: Room TBD

Virtual: Register here
https://zoom.us/meeting/register/tJ0sce6qrjorE9Vt7L-JtLCbtlbYMkYnuwig

**Speaker:**

**Robin Phillips** is the Executive Director of National RTAP, joining the organization in December 2014 with almost 18 years of experience working with FTA programs. Robin went to law school after getting a BA in history from Reed College in Portland, OR, and practiced law for five years. She decided that municipal bonds and energy litigation were not connected enough to community
development issues to be truly satisfying, so she went on to work for Oregon DOT, where she was hired to write and implement a multimodal intercity policy. The Oregon Intercity Network was the result. This collaboration between the 5311 program and the rail program shifted the paradigm from community projects to regional connectivity and access to transportation networks.

1:00 pm MT  Tribal Transit in Post Covid-19 Pandemic

In Person: Room TBD
Virtual: Register here
https://zoom.us/meeting/register/tJMufu2rqjwuHdT5iHNMq7caPK-yAKupWkFm

Description: Has the COVID-19 pandemic come to an end after close to two years of gained treatment experience with this unique virus, the efficacy of some treatments, a less than whole nation response to public health measures, and the advent of 3-4 new COVID-19 vaccines? I think not. For me, I would rather be safe then sorry. Native American tribes, like many communities of color, have experienced significant impacts caused by this pandemic. The first consideration for ongoing training is to assume that COVID-19, one of the variants, or another health emergency can drastically affect our way of providing invaluable tribal transit service.

Some of the strategies that will be discussed in this session will include operational and training experiences of tribes dealing with the current virus, including health safety in transit safety in new hire training, refresher training, and safety meeting training, how to keep up with new disease information from local, state, and national partners, training on the risk management process for pandemic management in the aftermath and as continuing threat.

Speakers:

Walt Diangson serves as a consultant to various public transit systems as a certified safety officer, transit management and operations consultant and management development instructor. Walt provides training and technical support in safety risk management and transit management and operations. His safety risk management experience includes transit safety and security, property and casualty insurance, loss control, transit management, safety and leadership training and FTA’s Transit Safety Management Systems (SMS). Walt’s transit experience includes management and operations of local fixed-route, general-public paratransit, ADA paratransit and human service transportation. He is a graduate of the University of California, Berkeley, with a Bachelor of Architecture and of Columbia University with a Master of Business Administration, with a special emphasis in urban planning and economics.
2:30 pm MT  Break

2:45 pm MT  Tribal Transit Roundtable

In Person: Room Glacier III

Virtual: Register here
https://zoom.us/meeting/register/tJwrc-2rqzgyEtFB1nbFzPAp6u75zKJRUKhM

Description: Join your peers for an opportunity to provide input and feedback to National RTAP about your specialized needs as a tribal transit provider.

Facilitator:

Neil Rodriguez joined National RTAP as a Project Manager in September 2014. Previously, Neil worked as a consultant providing project management and technical assistance related to economic development projects in rural Alaska.

Prior to that, Neil was a Program Director at a regional non-profit overseeing program delivery and investments to remote communities in Western Alaska. In addition, he worked as a Regional Economist at the Army Corps of Engineers, Alaska District. He has over 15 years of experience in community development, outreach, community planning, project management, program development, data collection and analysis. Neil holds a bachelor's degree from Brandeis University.

4:00 pm MT  Drug and Alcohol Program Development

In Person: Room Glacier III

Virtual: Register here
https://zoom.us/meeting/register/tJUtdemuqz8rHd3kfcbD-pwi5SYxiFWehx9z

Description: In accordance with FTA drug and alcohol regulations 49 CFR Part 655, recipients or subrecipients of Sections 5307, 5309 or 5311 federal funding must test all safety-sensitive employees regardless of the size of the system or the number of employees. The drug and alcohol testing procedures must comply with U.S. Department of Transportation (U. S. DOT) regulations in 49 CFR Part 40. The FTA
regulations in Part 655 detail specific requirements for the transit agency’s drug and alcohol testing program. In this session, discuss best practices and get practical solutions to challenges directly related to creating and maintaining a compliant drug and alcohol program for tribal transit employers.

**Speaker:**

**Diana Byrnes** is a Certified Substance Abuse Program Administrator (C-SAPA) whose experience in the field of substance abuse management offers a unique perspective from all avenues of DOT regulated workplace drug and alcohol testing. Since 2003, Diana has been the project manager for the Florida Department of Transportation’s Substance Abuse Management Oversight and Technical Assistance program administered by the Center for Urban Transportation Research at the University of South Florida, Tampa. Diana monitors transit agency compliance to FTA and USDOT drug and alcohol testing regulations and has developed program implementation aids and training tools for the agencies she serves. Her video, *Clean, Sober and Safe* gained national attention when highlighted in the Fall 2007 FTA Regulation Updates Newsletter. Ms. Byrnes authored the Florida DOT State Model Substance Abuse Policy and maintains a Substance Abuse Management Resource Website for the state of Florida.