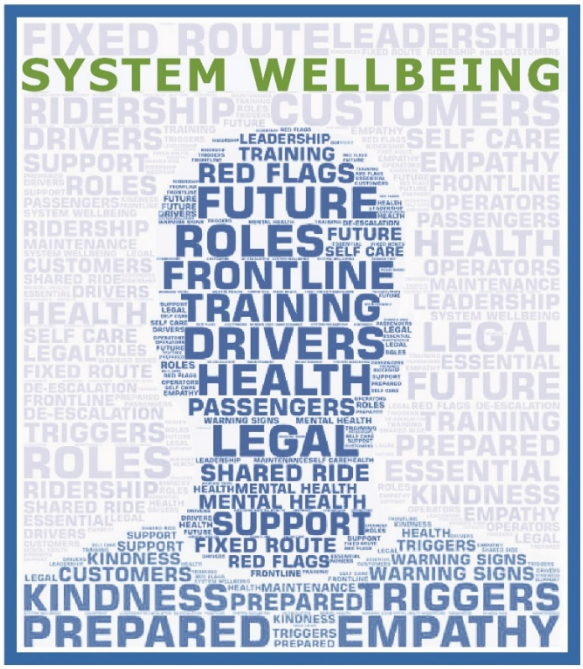
PPTA
Pennsylvania Public Transportation Association

2022 Fall Conference



A Transit State of Mind

November 15-17, 2022 • Harrisburg Hilton

2022 Fall Meeting Agenda & Schedule*

(:as of 11/8/2022)*

<u>Tuesday, November 15</u>

11 AM to 5:30 PM
Meeting Registration Open

Noon to 1:30 PM
PennTRAIN Committee Meeting

1:30 PM to 2:30 PM
Round One Committee Meetings:
Community Transportation; and
Human Resources

Tuesday, November 15, continued

3 PM to 4 PM
PPTA Board Meeting

4 PM to 5 PM
PPTA Government Affairs Committee Update

5:30 PM
Legislative Reception: Meeting Attendees, Legislators, & Staff

6:30 PM
Open Evening for Networking with PPTA Vendors and Industry Colleagues;
Attendees free to make their own plans.

Wednesday, November 16

7 to 8 AM
Round Two Committee Meetings:
PPTA Maintenance Committee
Cybersecurity Task Force

7:30 AM to Noon
Meeting Registration Open

8 AM to 3 PM
"System Wellbeing: A Transit State of Mind"
Day's Events and Sessions Include:

8 AM to 9:30 AM
Breakfast and National Transit CEO Panel
The challenges of delivering transit services are greatly different than a decade ago. The pandemic has emphasized homelessness, mental health, and passenger behavior issues at levels never seen before. As we focus on bringing riders back to transit, we must address the behavior issues to create a welcoming environment. National industry leaders will discuss the challenges they have encountered and initiatives they are working on to address the concerns we all are experiencing in these times.
Panelists: Scott Bogren, CTAA; Leslie Richards, SEPTA; and India Birdsong, Greater Cleveland RTA *(invited).*

Wednesday, November 16, continued

10 to 11 AM

"Biology 101:" The Science of Wellbeing

Dr. Jennifer Olivetti will discuss stresses response in the body, what it does to our vascular system, and our ability to use executive functioning in our brains. She will examine both immediate and cumulative stress responses, and things people can do to lower their baseline levels of stress, as well as what they can do to help others from going into a stress response in acute situations. Hands-on examples during the session will also illustrate how people can lessen the stress response immediately and benefit from this knowledge moving forward.

11 AM to Noon

Conflict Management

In this session, Ream Lazaro will discuss managers' roles in guiding and overseeing conflict management skills for frontline employees. Our "Train the Trainer" approach will equip conference attendees with tools and resources, and also discuss warning signs managers should know.

12:15 to 1:45 PM

Luncheon & Keynote: Innovative Models and Best Practices from Other Industries, Presented by WellSpan

Are we alone in the world of customer behavior challenges? We can take some comfort in knowing we are not. Kasey Paulus, Chief Nursing Officer at WellSpan Health, a large integrated health system located in South-Central Pennsylvania, is tackling these issues head-on and will provide insights into approaches from outside of the industry. As a service industry, the healthcare industry's issues are very similar to public transit. WellSpan is committed to supporting employees and eliminating workplace violence through an integrated approach of proactive risk assessment, training, and use of data to drive improvements. Come hear another industry's approach to addressing many similar issues faced by transit.

2 to 2:45 PM

Legal Implications of a Safe System

Jill Nagy will provide an overview of legal issues systems face when interacting with passengers, advocacy groups, employees, and law enforcement/security. This session will also address dealing with dangerous or disruptive passengers, and support transit agencies can provide to their employees for difficult situations.

3 to 4 PM
Round Three Committee Meetings:
Operations; and
Financial Officers

Ethics Refresher Course with Jill Nagy

4 to 5 PM
Round Four Committee Meetings:
Safety Committee; and
Marketing Committee

4:30 to 5 PM
Legal Update with Jill Nagy

6:00 PM
Open Evening for Networking with PPTA Vendors and Industry Colleagues

Thursday, November 17

8 to 9:30 AM
Breakfast, PPTA General Membership Meeting, and PennDOT Update

9:30 AM
Legislative Update, Larry Ceisler,
Ceisler Media and Politics PA

10:30 AM
Adjourn PPTA Fall Meeting

Save the Date
PPTA Spring 2023 Conference
Forging New Frontiers
June 5-7, 2023, Lancaster, PA