

MDT TRANSIT FALL WORKSHOP 2017



SEPTEMBER 27-28, 2017



VISION ZERO

zero deaths · zero serious injuries

MONTANA DEPARTMENT
OF TRANSPORTATION

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SPECIAL THANKS

EVENT SPEAKERS

Robert Lynch - SURTC
Bonnie Buchanan - Jefferson Lines
Cindy Terwilliger - FTA– Region 8
Charlie Sullivan - CDM Smith
David Kack - Big Sky Trans.
Ryan Hammon– FTA– Region 8
Lyn Hellegaard - MTA
Lisa Sheppard - Eagle Transit
Steve Larson - Capital Transit

MDT EMPLOYEES

Mike Tooley - MDT Director
Audrey Allums - Grants Bureau Chief
David Jacobs - Section Supervisor
Adam Kraft - Southern Planner
Eric Romero - Fiscal Planner
Hannah Amestoy - Planning Tech
Steven Potuzak - Western Planner
Tom Stuber - Northern Planner
Megan Handl– Operations Supervisor
Matt Maze– External ADA Specialist
Nicole Cosby– EEO Supervisor

LOCATION

Radisson Colonial Hotel

Thank you all for coming! MDT Transit hopes you have a pleasant trip home.
All of our presentations from this workshop will be posted on our website under the
Transit Tab: http://www.mdt.mt.gov/business/grants_fall_workshop.shtml

Alternative accessible formats of this document will be provided on request. Persons who need an alternative format should contact the Civil Rights Bureau, Department of Transportation, 2701 Prospect Avenue, PO Box 201001, Helena, MT 59620. Telephone 406-444-9229. Those using a TTY may call

NOTES

WELCOME

2017 MDT Transit Fall Workshop

As Director of the Montana Department of Transportation, I would like to welcome you to the Annual Transit Management Workshop! We are pleased to host this important workshop in Helena, and I hope that you will find your experience valuable to your professions in the transportation industry.

Over the next few days, you'll have the opportunity to learn from some of the best in the transit industry. It is also our hope that this workshop will provide the opportunity to learn from one another and depart with useful information to better your local transit service. I encourage you to network with others and share your input during the workshop. The innovative ideas and programs you administer in your local communities could benefit your colleagues in another location of the state.

I would also like to thank all of you for your contributions to transportation safety and mobility in Montana. We all share a commitment to the safety of the traveling public; and together we can continue to focus on achieving the goal of Vision Zero: zero deaths and zero serious injuries on Montana's roads.

Sincerely,



Mike Tooley
Director



EVENT SCHEDULE

NOTES

MDT Fall Transit Workshop 2017
Radisson Colonial Hotel
2301 Colonial Drive
Helena, MT
Governor Conference Room
September 27-28 2017

Wednesday 27th

7:30A-8:30A	<i>Breakfast</i>	<i>Governor Conference Room</i>
8:00A-8:15A	Welcome	David Jacobs , Supervisor
8:15A-10:00A	Strategic Planning	Rob Lynch , SURTC
10:00A-10:15A	<i>Break</i>	
10:15A-10:45A	Transportation Planning	Dale Novak, Lisa Sheppard Flathead County Eagle Transit
10:45A-12:00P	Transit Coordination	Rob Lynch , SURTC
12:00P-1:00P	<i>Lunch</i>	<i>Lunch Provided</i>
12:30P-1:00P	Coordination & other Tidbits	David Kack , Big Sky Transportation
1:00P-2:15P	Performance Measures	Rob Lynch , SURTC
2:15P-2:30P	Break	
2:30P-3:00P	Intercity Bus/Transit Connection	Bonnie Buchanan , Jefferson Lines
3:00P-5:00P	Customer Service	Rob Lynch , SURTC

Thursday 28th

8:00A-9:00A	<i>Breakfast</i>	<i>Governor Conference Room</i>
8:30A-9:15A	FTA Update	Cindy Terwilliger , FTA
9:15A-9:45A	TAM Update	Charlie Sullivan , CDM Smith
9:45A-10:00A	<i>Break</i>	
10:00A-10:30A	Capital Transit	Steve Larson , Capital Transit
10:30A-11:30A	Financial update, WebGrants NTD, Liens, Emergency Rehab, Winter use, Q&A	MDT Transit Staff
11:30A-12:00P	MTA	Lyn Hellegaard , MTA
12:00P-1:00P	<i>Lunch</i>	<i>Lunch on your own</i>
1:00P-3:00P	DBE	MDT Civil Rights

WORKSHOP ATTENDEES CONTINUED

<p>Megan Handl MDT 2960 Prospect Ave Helena, MT 406-444-6324 mhandl@mt.gov</p>	<p>Mike Shea AWARE, Inc. 205 E. Park St. Anaconda, MT 406-563-8117 mshea@aware-inc.org</p>	<p>Nancy Fry-Moline Fergus County COA/Central Montana Shuttle 307 W Watson Lewistown, MT 406-535-7486 nancy@fccoa.net</p>	<p>Nicole Cosby MDT 2960 Prospect Ave Helena, MT 406-444-6334 nicosby@mt.gov</p>
<p>Oliver Hill Crow Nation Transit PO Box 159 Crow Agency, MT 406-638-2430 Alvin.NotAfraid@crow-nsn.gov</p>	<p>Paula Hippert Liberty Place/ Whitehall Public Transportation PO Box 423 Whitehall, MT 406-287-3154 transportation@libertyplace.org</p>	<p>Ramona Fish Blackfeet Transit PO Box 850 Browning, MT 406-338-5007 fishramona@gmail.com</p>	<p>Richard Schultz Big Sky Transportation District PO Box 160914 Big Sky, MT 406-5858 info@skylinebus.com</p>
<p>Robert Lynch NDSU PO Box 6050 Fargo, ND 701-231-8231 rob.lynch@ndsu.edu</p>	<p>Ryan Hammon FTA Region 8 1961 Stout Street, Suite 13301 Denver, CO 303-362-2410 ryan.hammon@dot.gov</p>	<p>Sara Hofstad Great Falls Transit 425 1st Ave. n. Great Falls, MT 208-691-3478 sarah@esgw.org</p>	<p>Sharyl Wells Blackfeet Transit PO Box 850 Browning, MT 406-338-5007 sharyl_wells2004@yahoo.com</p>
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<p>Sunshine Ross HRDC/Streamline/Galavan 32 South Tracy Bozeman, MT 406-585-4881 sross@hrdc9.org</p>	<p>Susan Poff Liberty Place/ Whitehall Public Transportation PO Box 423 Whitehall, MT 406-287-3154 spoff@libertyplace.org</p>	<p>Tom Schneider Eagle Transit 160 Kelly Road Kalispell, MT 406-758-2481 tschneider@flathead.mt.gov</p>	<p>Tom Stuber MDT 2960 Prospect Ave Helena, MT 406-444-9216 tstuber@mt.gov</p>

SPEAKER BIOGRAPHIES

ROB LYNCH



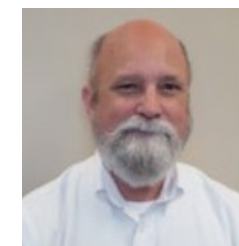
Rob Lynch joined the Small Urban and Rural Transit Center in January 2014. Most recently, Rob held the position of Transportation Manager for North Dakota State University. He managed transit, parking, bicycle and pedestrian functions for a growing campus community of over 16,000. Rob is a member of the Metro Area Transit Coordinating Board for Fargo, ND and Moorhead, MN, and serves on many local transportation and corridor study groups. Prior to this, he managed two non-profit organizations, and worked in the hospitality industry for over 25 years. During this period, he developed, and conducted, specialized management and team training for two national restaurant chains. Rob was elected to the Fargo City Commission in 2000, and served as chairman of the city's Parking Commission, Transportation Technical Committee and the Fargo/Cass Board of Health. Rob is a graduate of NDSU earning a BUS in Emergency Management and Industrial Engineering.

CINDY TERWILLIGER



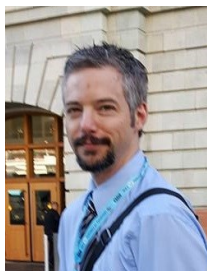
Ms. Terwilliger has spent more than 20 years working in the public transportation industry and has an in-depth knowledge of federal transit programs, the transit industry, and management of organizations. She began working at FTA in 1991. Before becoming Region 8 Administrator in January 2017, Ms. Terwilliger served as Deputy Regional Administrator of FTA's Region 7 office. Prior to joining Region VII, Ms. Terwilliger served in FTA Region II, the FHWA/FTA Los Angeles Metro Office, and in the private sector as a transportation consultant. She has also stepped forward at important times to serve as the acting leader of FTA headquarters offices, including in 2004 for what was then FTA's Office of Safety & Security, and in 2016 as the Acting Deputy Associate Administrator of FTA's Office of Safety & Oversight. Ms. Terwilliger studied urban planning at Hunter College at the City University of New York, NY and political science at the New York Institute of Technology.

CHARLIE SULLIVAN



Charlie Sullivan has 26 years of experience in transportation planning and public transportation planning in the public and private sectors. Charlie developed numerous Long-Range Metropolitan Transportation Plans in Texas conforming to new MAP-21 regulations, and implemented performance measures. He updated the project prioritization process and developed new project scoring for the Killeen-Temple MPO, conforming to new and anticipated performance measures. Currently, Charlie is developing a joint 5-year Transit Development Plan, Transit Marketing Plan, and Transit Asset Management Plan for El Metro in Laredo, Texas.

RYAN HAMMON



Ryan Hammon has been with the Federal Transit Administration since 2004. He began his FTA career in the agency's Office of Program Management, where he managed what was then the Section 5309 Bus and Bus-Related Facilities Program. Ryan transferred to the Region 8 office in 2006 where, as a Community Planner, he assumed responsibility for planning and project development for FTA grantees in Montana and Utah. Following a stint in the Peace Corps, Ryan returned to FTA in 2009 as a Transportation Program Specialist to manage the implementation of the American Recovery and Reinvestment Act (ARRA) Program in Region 8. Following the completion of the ARRA Program, Ryan transitioned to a more general role doing grants management and program oversight for grantees throughout the region. Currently, he has responsibility for the oversight of Montana's urban grantees, as well as planning and oversight duties for the Montana Department of Transportation and Montana's Tribal Program recipients.

SPEAKER BIOGRAPHIES CONTINUED

BONNIE BUCHANAN

Bonnie J. Buchanan is Public Affairs and Senior Advisor with Jefferson Lines, an intercity bus company based in Minneapolis, MN. Jefferson provides scheduled route service in thirteen states. Ms. Buchanan has been with Jefferson for 39 years, serving in many different capacities. Her experience includes working directly with passengers, bus schedule development, managing agents, drivers, bus maintenance, marketing, tours and ADA sensitivity training. Bonnie has worked with many rural and small urban transit providers to create the connection of information and services between intercity bus and public transit providers.

LYN HELLEGAARD

Lyn Hellegaard has sixteen years of Transit experience. She is the Executive Director of Missoula Ravalli Transportation Management Association (MRTMA) and the Montana Transit Association. MRTMA is the only TMA in Montana and quite possibly the country. As Executive Director of MRTMA she has seen the successful development and implementation of a rural commuter vanpool program, an integrated senior/Adults with Disabilities transportation service, a K-12 multi-modal education program and a Transportation Demand Management Employer Outreach program to promote multi-modal transportation options. Her agency partnered with the University of Montana to build the first transit oriented housing development in Montana. As a member of the various Transportation Advisory Committees (TAC) she has worked on coordination efforts in the five-valley area of western Montana. This has resulted in a new and expanded transportation service for seniors, veterans and adults with disabilities, the development of a tribal transportation systems, as well as collaborating on several grants with regional providers to obtain operational, capital and technical assistance funding.

STEVE LARSON

Steve has worked for the City of Helena for 37 years. Thirty - one of those years were with the Helena Fire Department with the final 13 years as the Fire Chief. He retired as Fire Chief in December of 2011. Steve set his goals on Helena's transportation issues and accepted the Helena Area Transit Service Supervisor position, January of 2012, he remains the current Transit Supervisor to date. His family unit is, his wife (Debra), two children (Laura and Kyle), a precious granddaughter (Gracie), 1 dog and 1 cat. He enjoys the challenge of golf.

DALE NOVAK

Dale Novak is the Transportation Manager for Flathead County Eagle Transit. Dale has been with Eagle Transit for six years, including 3 years as the Operations Lead for the Glacier Park Shuttle System. Dale was born and raised in Rapid City, South Dakota. In 1980, while visiting California, he met the girl who would become his wife, Angela. Dale lived in California for 14 years, seven of those years he was Vice-President of the consulting firm Title 24-Data. He was a member of The California Energy Consultants Association and did work for the U.S. Department of Energy and compliance reporting for the California Building energy codes. In 1994 he moved his family to Montana and continued his consulting work while owning and managing his own Design/Build project management company. Dale and his wife Angela, married 37 years, have five children ages 17-34 years old. They love Montana, their home of 23 years and Dale enjoys working in the transportation industry.

LISA SHEPPARD

Lisa Sheppard is the Director of the Flathead County Agency on Aging. She is also the Vice-President of the Montana Area Agencies on Aging Association, a member of the Kalispell Rotary and a member of the local branch of the American Association of University Women. Lisa was born and raised in Central Texas and attended college at the University of Texas at Austin, where she earned a Master's Degree in Social Work and a second Master's Degree in Public Administration. Her passion is helping people live full and meaningful lives. She has spent the majority of her career developing and managing programs that serve older adults and people with disabilities and their families. Prior to moving to Montana, she was the Director of Operations for a statewide non-profit in Texas that created family care options for children with disabilities who would otherwise grow up in nursing homes or other institutions. Prior to that, she was an auditor with the Texas State Auditor's Office. Lisa has extensive experience in the long term care field and in organizational management, including strategic planning, messaging, financial oversight, human resources and stakeholder relations. She is married to husband Pete and has a son Max, age 22. Rounding out the family are two rescue dogs. Lisa and family are grateful for their new friends and new life in Montana and appreciate the opportunity to enjoy and contribute to the community.

DAVID KACK

David is Director of the Small Urban and Rural Livability Center at the Western Transportation Institute (WTI), and has sixteen years of experience in transportation coordination, management, and planning. He has worked on numerous projects to develop and improve rural passenger transportation systems, including creating the Montana Coordinated Transportation Handbook© and conducting intercity bus service studies in both Montana and Wyoming. Mr. Kack has helped three communities in Montana start public transportation systems, with an on-going management role with two of those systems. David has extensive experience working with the public, and cultivating multi-agency institutional relationships to support transportation development.

WORKSHOP ATTENDEES

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