

Missouri Public Transit Association  
**2022 STATE  
CONFERENCE & EXPO**  
SPRINGFIELD, MISSOURI



# Welcome to the 2022 Missouri Public Transit Association Conference & Expo

Thank you for attending the 2022 MPTA Conference. I am pleased that you are joining MPTA in shaping policy, developing networks, and collaborating to share knowledge and create new ideas for transit in Missouri. The Missouri Public Transit Association (MPTA) was established in 1980 to provide a unified voice for public and specialized transportation providers in Missouri and to work toward elevating the status of public transit as a priority. This conference is one example of our work to ensure transit has a voice in this state.

Transit has experienced a number of unprecedented challenges over the past few years. As providers moved on from the challenges of COVID, the operator shortage became the focus of concern. Moving into the second half of 2022, rising gas prices and inflation have created yet another hurdle for providers to overcome. This conference provides the opportunity to network with peers, share ideas and learn how we can collaborate more to move transit forward.

We hope you find your time here in Springfield worthwhile and welcome your active participation in not only the conference, but also in future MPTA activities.



**Chance Gallagher**  
Deputy Director of Public Works and Transportation

## MPTA 2022

### Executive Committee:

**Chance Gallagher, President**  
Deputy Director of Public Works and Transportation

**Taulby Roach, Vice-President**  
President/CEO for Bi-State Development

**Matt Crawford, Secretary**  
Director of Transit for City Utilities of Springfield

**Cindy Baker, Treasurer**  
Vice President, Marketing, Communications, Customer Service' KCATA

**Mark Mehmert, Past-President**  
Transit Director for Jefferson Transit

**Dorothy Yeager, At-Large**  
Executive Director for OATS, Inc.

### Special Thanks to the Conference Planning Committee:

**Janine Clampitt**  
Direct Transit

**Matt Crawford**  
City Utilities of Springfield

**Sara Fields**  
Ozarks Transportation Organization

**Chance Gallagher**  
St. Joseph Metropolitan Planning Organization

**Sheila Holm**  
AARP in St. Louis

# Schedule at a Glance

Tuesday	6:00 - 8:00	<b>MPTA Board Dinner/Meeting - Gilardi's Ristorante</b>			
Wednesday	7:00 - 4:00	<b>Registration for 2022 Missouri Transit Conference &amp; Expo</b>			
	7:00 - 8:00	<b>Breakfast in Vendor Hall</b>			
	8:00 - 8:30	<b>Welcome</b>			
	8:30 - 9:30	<b>Plenary I - Navigating the New Federal Funding Program -</b> CTAA Executive Director Scott Bogren			
	9:30 - 9:45	<b>Break</b>			
	9:45 - 11:15	<b>Plenary II - Mentoring - A Great Route to Frontline Workforce Development</b> – Principal of Progress Worx Stuart Bass and Senior Director for Workforce Education for Transit Workforce Center Patricia Greenfield			
	11:15 - 12:00	<b>Break and Visit with Vendors</b>			
	12:00 - 1:00	<b>Lunch Session: Where is Transit Missing in MO? Results of Statewide Needs Assessment Study</b> – Senior Project Manager for Lochmueller Group Shawn Dikes			
	1:00 - 1:15	<b>Break</b>			
		<b>BREAKOUT SESSIONS</b>			
	1:15 - 2:30	<b>Transit Operations</b>	<b>Building Partnerships for Transit Success</b>	<b>Future of Transit</b>	<b>Mobile Workshop</b>
		Outside the Box Solutions to Vehicle Shortage	We Are One CREW – KCATA Employee Engagement Program	Deep Dive into the 2022 Transit Needs Assessment Study in Missouri - The Why, When, Where Next of the Study Results	MOBILE WORKSHOP: Visit to City Utilities Training Simulator (Space is Limited)
	2:30 - 2:45	<b>Break</b>			
	2:45 - 4:00	<b>Transit Operations</b>	<b>Building Partnerships for Transit Success</b>	<b>Future of Transit</b>	<b>Mobile Workshop</b>
		Transit's Role in Achieving Equity & Justice 40 Objectives	MODOT/RTAP Presentation	Technology Advancements and Innovation of Urban and Rural Public Transit	Electric Buses at City Utilities of Springfield
	5:00 - 7:00	<b>Missouri Transit is a Sure Bet Casino Night</b>			
Thursday	7:30 - 12:00	<b>Registration</b>			
	8:00 - 9:15	<b>MPTA 2022 Annual Meeting &amp; Breakfast</b> Recognition of Operators, MPTA Elections, Keynote: Missouri State Senator Lincoln Hough			
	9:15 - 9:30	<b>Break</b>			
		<b>BREAKOUT SESSIONS</b>			
	9:30 - 10:40	<b>Transit Operations</b>	<b>Building Partnerships for Transit Success</b>	<b>Future of Transit</b>	<b>Mobile Workshop</b>
		NEPA Tips and Tricks plus Facility Basis Information Checklist	Outside the Box Collaborations with Transit	Public Transit: Driver of Mental Health Equity	Connecting Greenways and Transit (Double Session)
	10:40 - 10:50	<b>Break</b>			
	10:50 - 12:00	<b>Transit Operations</b>	<b>Building Partnerships for Transit Success</b>	<b>Future of Transit</b>	
		Customer Service Quality Assurance	The National Transit Frontline Worker Recruitment Campaign Toolkit: How Can it Work for You?	FTA Funding Opportunities	
	12:00	<b>Conference Adjourns</b>			

# Meet the Speakers

Wednesday, September 28th | 8:30 a.m.

Plenary I - Navigating the New Federal Funding Program



**SCOTT BOGREN - Executive Director of Community Transportation Association of America (CTAA)**

CTAA Executive Director Scott Bogren has been working with, writing about and covering the community and public transportation industry for nearly three decades. His experience with CTAA includes being editor-in-chief of Community Transportation Magazine; crafting the Association's various legislative, policy and regulatory positions on Capitol Hill; and shaping CTAA's communications, training and leadership activities. Transit funding sources have remained unchanged for the last 24 years, while costs for transportation projects have gone up.

Wednesday, September 28th | 9:45 a.m.

Plenary II - Mentoring: A Great Route to Frontline Workforce Development



**STUART BASS - Founder of Progress Worx**

Stuart Bass started Progress Worx in 2020 to offer technical assistance for employers, unions, government agencies, and non-profits. He has a Master of Science in Organization Development and Knowledge Management from George Mason University through the National Labor College. He customized mentor workshops to support apprenticeship and facilitates group development for joint training committees. Stuart works on projects supported by the US Department of Labor to expand apprenticeship and promote diversity and equity. He is a partner with the AFL-CIO Working for America Institute on their Partnership to Advance Manufacturing Apprenticeships. He has worked with the International Transportation Learning Center since they were founded. Locally, he works with Philadelphia Works, Inc. on their ApprenticeshipPHL initiative to promote apprenticeship as a workforce strategy in the region.



**Patricia Greenfield - Senior Director for Workforce Education for the Transit Workforce Center**

Pat has over three decades of experience in labor, management, legal, and workforce education, much of it at the University of Massachusetts Amherst. At the Transit Workforce Center, she helps develop and support career pathways into frontline positions in transportation, focusing on pre-apprenticeship transit training partnerships—with high schools, workforce development programs, transportation agencies, unions, and colleges—that create career, credential, and degree opportunities, especially for youth in the communities transit serves. She has a Ph.D. in Industrial and Labor Relations from Cornell University, a J.D. from the Washington University School of Law, and a B.A. in Political Science from the University of Rochester.

Wednesday, September 28th | 12:00 p.m.

Lunch Session - Where is Transit Missing in Missouri? Results of the Missouri Statewide Transit Needs Assessment Study



**SHAWN DIKES - Senior Project Manager of the Lochmueller Group**

Shawn is a Senior Project Manager with the Lochmueller Group and provides technical and project leadership on a variety of transit service plans and operations studies for transit agencies throughout the Southeast and Midwestern US. He has almost 30 years of transit experience and holds a BA from Virginia Tech and a Master of City Planning from Georgia Tech. A native of Virginia, he lives in Louisville, KY.

# Conference Schedule

## Wednesday, September 28, 2022

7a.m. to 4p.m.  
*Ballroom Lobby*

Conference Registration

7a.m. to 8 a.m.  
*Illinois-Colorado*

Visit Exhibit Hall & Breakfast Buffet

8 a.m.  
*Kansas-Oklahoma*

### Welcome

- Chance Gallagher, MPTA President and Transportation Planning Manager for the St. Joseph Metropolitan Planning Organization
- Matt Crawford, MPTA Secretary and Director of Transit for City Utilities of Springfield
- Mokhtee Ahmad, FTA Region VII Administrator
- Eric Schroeter, MoDOT Assistant Chief Engineer

8:30 a.m.  
*Kansas-Oklahoma*

### Plenary I - Navigating The New Federal Funding Program Scott Bogren - Executive Director of the CTAA

The Bipartisan Infrastructure Law (BIL) includes significant increases across all public transit programs. It also includes numerous discretionary programs as well as footholds for transit providers in FHWA and US DOT funding programs. This session will take a look at these opportunities and how transit system leadership of all sizes can best benefit from the BIL.

9:30a.m.

### Break

9:45 a.m.  
*Kansas-Oklahoma*

### Plenary II - Mentoring: A Great Route to Frontline Workforce Development

This session explores how transit agencies can use structured mentoring programs and mentor training as an effective approach to deal with the challenges of recruiting, supporting, training, and retaining drivers and technicians. Current and former mentors and mentor trainers will discuss the fundamentals of mentoring, the mentoring process, its impact on employees and agencies, along with the varied ways mentoring can and should be an integrated part of any training or apprenticeship program. Throughout the presentation, the panel will engage with the audience and answer questions on all aspects of mentoring.

**Speakers: Stuart Bass, Founder of Progress Worx, and Patricia Greenfield, Senior Director for Workforce Education for the Transit Workforce Center**

11:15 a.m.  
*Illinois-Colorado*

### Exhibit Hall & Expo

Learn about the latest innovations in the transit industry.

# Wednesday, September 28, 2022

12:00 p.m.  
*Kansas-Oklahoma*

**Lunch Session – Where is Transit Missing in Missouri? Results of the Missouri Transit Needs Assessment Study**  
***Speaker: Shawn Dikes, Senior Transit Planning Project Manager of Lochmueller Group***

This session will present an overview of the study including summaries of transit operations, assets, and ways to improve service delivery and funding as uncovered during the completion of the Missouri Statewide Transit Needs Assessment project.

1:00 p.m.

**Break**

1:15 p.m.  
*Arkansas*

**Outside the Box Solutions to Vehicle Shortage**  
***Panel Discussion: Taulby Roach, President/CEO, Bi-State Development***  
***Jeff Robinson, Regional Director of OATS***  
***Moderator: Christy Evers, Administrator of Transit for Missouri Department of Transportation***

With the lingering impacts of COVID and supply chain issues, vehicle shortages have become one of the top challenges facing transit provider in both rural and urban areas. Some providers are finding new ways to operate vehicles beyond their useful life, work with partners in the community and other outside the box solutions.

*Texas*

**We Are One CREW – KCATA Employee Engagement Program**  
***Presenters: Susan Miller, Vice President People Development, KCATA***  
C.R.E.W. is an important acronym for KCATA. At first, it's simply the word 'crew'. And that's who we are. A team, built to achieve a mutual set of goals. But, just like KCATA is built from a team of individuals, C.R.E.W. can be broken down by letter, each as important as the next. **C** – Culture and Community, **R** – Recognition, **E** – Education and Learning and **W** – Wellness. Join this session to learn how KCATA is engaging employees in order to meet performance measures and increase employee satisfaction.

*Kansas-Oklahoma*

**Deep Dive into the 2022 Transit Needs Assessment Study in Missouri - The Why, When, Where and Next of the Study Results**  
***Presenter: Shawn Dikes, Senior Transit Planning Manager of the Lochmueller Group and Peter Williams, AICP, GISP, Transportation Planner with Lochmueller Group***

This session will present a more comprehensive review of the Statewide Transit Needs Assessment. The focus will be on data at the county level to closely examine where the data shows the largest gaps in Missouri's existing public transit infrastructure as well as how to address those gaps moving forward.



# Wednesday, September 28, 2022

## Offsite

Meet by the conference registration entrance doors by 1:15 p.m.

## Mobile Workshop

### Visit to Training Simulator at City Utilities of Springfield

This intensive mobile workshop will be held at the City Utilities Transit Center. The workshop will provide attendees the opportunity to experience firsthand the training simulator utilized by City Utilities of Springfield. Limited spots available. Registration required.

**Facilitator: Jim Vandiver, Transportation Planner, City Utilities of Springfield**

2:30 p.m.

Illinois-Colorado

## Networking Break in Exhibit Hall

2:45 p.m.

Texas

## Breakout Sessions Continue

### Transit's Role in Achieving Equity & Justice 40 Objectives

**Facilitated Discussion Moderated by Scott Bogren, Executive Director of CTAA**

A discussion-format session, participants will explore how transit can respond to under served voices vital to their communities by working to ensure affordable and equitable mobility that is essential to the future of their service areas and beyond.

Arkansas

### Missouri Rural Network Session with MoDOT and RTAP

**Presenters: Christy Evers, MoDOT Administrator of Transit and Heath Pickerill, Executive Director, MO RTAP**

Discussion with MoDOT Transit staff discussing all federal programs, state programs, and reporting requirements. This is an opportunity to meet all MoDOT program managers and ask questions regarding federal and state programs. Included in this session is a presentation from Missouri University of Science and Technology for Rural Transportation Assistance Program (RTAP) identifying the training opportunities offered for rural transit providers in the State of Missouri.

Kansas-Oklahoma

### Technology Advancements and Innovation for Urban and Rural Public Transit; Spotlighting Vendor Opportunities Panel Discussion

**Moderator: MPTA President Chance Gallagher**

This session will feature 15 minute presentations by the conference sponsors on a variety of products and services.

- **Southern Bus & Mobility - Tom Gerdes, Mark Rakers, and Shane Colonius**
- **Biodiesel Coalition of Missouri, Matt Amick**

# Wednesday, September 28, 2022

## Offsite

Where: Meet by the conference registration entrance doors by 2:45 p.m.

### Mobile Workshop: It's Electric, Hop on Board City Utilities New Electric Bus Program

**Presenters: Brandie Fisher, Transit Grants Analyst and Jerry Perryman, Director of Fleet Management for the City Utilities of Springfield**

The Bipartisan Infrastructure Law (BIL) has put an increased focus on electrifying public transit fleets. This session will review the positives (reduced carbon footprint and cost savings) as well as the challenges (route length and charging times) of an ever-increasing electric fleet.

5 - 7 p.m.

Illinois-Colorado

### Missouri Transit is a Sure Bet; Join the Vendors for the 2022 MPTA Casino Night and Reception Drinks and Hors d'oeuvres

Collect MPTA bucks from Vendors during breaks Wednesday and for the first 90 minutes of the evening reception. Turns those bucks into chips to use for game play in the final 90 minutes. Players with the highest chip count at the end of the event will receive prizes.

7 p.m.

Dinner (on your own)

# Thursday, September 29, 2022

8:00 a.m.

Kansas - Oklahoma

### MPTA 2022 Annual Meeting Breakfast

MPTA was founded in 1980 to provide a unified voice for public transit in Missouri. Each year, MPTA celebrates transit wins from across the state at its Annual Meeting. This year, the Annual Meeting will include elections to the board, MPTA Operator Recognition, and Missouri State Senator Lincoln Hough.

9:30 a.m.

Arkansas

### Breakout Sessions

#### NEPA Tips and Tricks plus Facility Basis Information Checklist

**Presenters: The FTA Region 7 Planning Team**

**Mokhtee Ahmad, Mark Bechtel, Michael Sherman, Cindy Moses, Cathy Monroe, Eva Steinman, Daniel Nguyen and Shannon Graves**

FTA officials will provide an overview of National Environmental Review Policy (NEPA) filings and ways to make the environmental review process less burdensome. Additionally FTA officials will review the Facility Basis Information Checklist and answer questions related to these two processes.

Texas

### Outside the Box Collaborations with Transit - Panel Discussion

This session will discuss the involvement of transit in the community and the impact of transit services to different community populations. This will also share other opportunities for collaboration within our communities.



# Thursday, September 29, 2022

*Kansas-Oklahoma*

*Panel Discussion: Sheila Holm the Community Outreach Director for AARP in St. Louis; Matt Crawford the Director of Transit for City Utilities of Springfield and Michelle Garand, Vice President, Community Partnership of the Ozarks*

**Public Transit: Driver of Mental Health Equity**  
*Presenters: Kevin Scott - General Manager of Public Safety with Bi-State Development; and Chuck Ferguson- Vice President Operations Kansas City Area Transportation Authority*

Public Transit is at the intersection of equity and access in communities across the country. Missouri transit providers are taking that access one step further to help drive mental health equity. The two largest providers in Missouri have launched mental health pilots on their systems to address issues that may arise on transit that are not law enforcement issues. These programs are on the front line of mental health innovations of bringing service connections to riders who may be in distress. Hear from both Metro Transit in St. Louis and Kansas City Area Transportation Authority on programs underway in their regions to meet the needs of all riders. Find out what is working and what continues to be a challenge.

Offsite Meet by the conference registration doors by 9:30 a.m

**Mobile Workshop: Connecting Greenways and Transit (DOUBLE SESSION)**

*Presenters: Mary Kromrey, Ozarks Greenways Executive Director and Sara Fields - Executive Director, Ozarks Transportation Organization*

Join us for a mobile walking tour highlighting the intersection of trails and transit. Participants will tour an existing trail and learn about plans to daylight an underground stream to create a natural amenity within an urban setting that will connect the CU Transit center with the growing trail network. Please make sure to dress appropriately for a two-mile walk. Dress appropriately for a 2 mile outdoor walk.

10:40 a.m.

**Break**

10:50 a.m.

**Breakout Sessions**

*Texas*

**Customer Service Quality Assurance**

*Presenters: Steven Stacye, Operations Manager, City Utilities of Springfield, Matt Crawford, Director - Transit, City Utilities of Springfield*

City Utilities has utilized a Customer Service Quality Assurance program for bus operators and dispatchers for the past five years. This session will share how this program came into existence, how it is implemented and maintained, and discuss some of the outcomes of the program.



# About Springfield Missouri

As the pulse of the Ozarks, Springfield, Missouri, blends the vitality and conveniences of a metropolitan city with the warm hospitality reminiscent of a small town. The city has new and recently renovated meeting facilities of all shapes and sizes - from a castle to a sportsman-themed lodge and everything in between.

The city also has hundreds of local eateries with a wide range of cuisine options from classic midwestern fare to exotic international flavors.

Event attendees can quench their thirst for adventure by visiting Johnny Morris' Wonders of Wildlife National Museum & Aquarium and the original and largest Bass Pro Shops Outdoor World or ride on a Jeep-drawn tram through North America's only ride-through cave at Fantastic Caverns. Baseball fans can get up close and personal with tomorrow's major leaguers at a game of the Springfield Cardinals, double-A affiliate of the St. Louis Cardinals.



Use the QR Code or link below to access a complimentary coupon pass for discounts to Springfield's awesome restaurants, retailers, attractions and more! <https://bit.ly/SGFVIPPass>

## About MPTA



The Missouri Public Transit Association (MPTA) was established in 1980 to provide a unified voice for public and specialized transportation providers in Missouri and to work toward elevating the status of public transit as a priority. Forty-two years later we continue to work to ensure transit has a voice in this state.

MPTA transit provider members provide more than 42 million rides almost everywhere for everybody every day in Missouri, and they employ thousands in our communities. The MPTA mission values personal mobility as a basic quality of life by promoting access to public transit services.

The facts show investment in transit increases access to jobs, education and healthcare; creates development opportunities and jobs; and provides reinvestment in the disadvantaged areas of our state. According to the American Public Transit Association, for every dollar invested in transit projects there is a \$4 return for the state.

# 2022 Sponsors

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# Citizens for Modern Transit

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Missouri Public Transit Association  
Invites you to

## MISSOURI TRANSIT IS A SURE BET



September 28, 2022

Join our 2022 Vendors and Sponsors for Food, Drinks & Fun

Collect your betting chips as you visit with the 2022 Vendors and Sponsors throughout the day and then test your betting skills during the evening event. Player with the highest chip count at the end of the night will take home additional prizes. Missouri Transit is your sure bet!



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**THE BEGINNING.**  
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**SAFETY STANDARDS DECAL SOLUTIONS.**  
Our Safety Standards Decal Solutions is based on the nationally accepted safety standard developed by the American National Standards Institute, Inc. (ANSI)

Using a structured design process that considers language, instructional symbols, standard safety colors and ADA/DOT regulations, we have put together a set of decals that cover all things safety on a transit vehicle.

Having the right safety decals keeps your passengers, operators, maintenance technicians and employees safe while preventing regulatory hassles and litigation.



MISSOURI PUBLIC TRANSIT ASSOCIATION  
2022 STATE CONFERENCE & EXPO

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For more information on Missouri Public Transit Association including membership,  
visit: [www.mopublictransit.org](http://www.mopublictransit.org)