

# Arkansas Public Transportation Conference

October 17-19, 2011

Best Western Inn of the Ozarks

Eureka Springs, AR

## Monday, October 17, 2011

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- 10:00 AM            **REGISTRATION** - Sponsored by MOR/ryde International
- 12:00 – 2:45 PM    **Part 40 Overview and Update for Leaders of DOT Drug and Alcohol Programs**  
**George Gilpatrick and Joe Lofgren, Cahill Swift**
- Hear important information on the new Custody and Control Forms (CCFs), the expanded drug test list, and results of audits and clandestine collections. This mandatory workshop for ATA's Substance Abuse Testing Consortiums members will address recent changes to Part 40 regulations and tips on better management of testing programs. New trends and likely changes in DOT testing will also be discussed.
- 2:45 – 3:00 PM    **BREAK-** Sponsored by Q'Straint/ Sure-Lok
- 3:00 – 4:30 PM.    **Ethics and Credible Leadership**  
**Kristen Joyner, Executive Director, South West Transit Association**
- In transportation, your organization's reputation is based on the work you produce and the public face you present, in other words – your credibility. Don't damage your company's image by practicing poor ethics! Be the leader and build an ethical foundation that provides improved teamwork, positive employee morale, lower stress levels, and a stronger public image. In this session, you will learn useful tips and discuss real world examples that will help make your workplace better for you, your employees and customers.
- 5:00 – 6:00 PM    **WELCOME RECEPTION at the POOL-** Sponsored by Braun Corporation
- 6:00 – 7:30 PM    **DEE LAWRENCE'S FAMOUS FISH FRY-** Sponsored by Diamond State Bus Company

## Tuesday, October 18, 2011

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- 7:30 – 8:15 AM    **CONTINENTAL BREAKFAST** - Sponsored by ElDorado National
- 8:15 – 8:30 AM    **Welcome**
- Ken Savage, ATA President**  
Fort Smith Transit
- Ken "Smitty" Smith, Transit Director**  
Eureka Springs Transit

**8:30 – 9:15 AM**      **Leaders of Non-DOT Drug and Alcohol Programs**  
**George Gilpatrick and Joe Lofgren, Cahill Swift**

More and more agencies are considering the implementation of drug-free workplace policies and procedures. “Where should I start?” “What should I test for?” “Can I trust the results?” The speakers will explain the collection and screening procedures under the 49 CFR Part 40 regulations and will cover why non-DOT testing according to DOT-style procedures is preferred. The presenters are nationally-recognized experts in the transportation workplace drug and alcohol testing field.

**9:15 - 9:30 AM**      **BREAK-** Sponsored by Nationwide Bus Parts

**9:30– 11:00 AM**      **Helping Good Leaders Get Better (Human Being 101)**  
**Steve Mosley, Upper Right Leadership**

A dynamic workshop for all leaders, regardless of job experience, Human Being 101 takes an in-depth look at how to develop emotional intelligence skills, coupled with a unique module on teaching leaders what self-destructive behaviors they need to STOP. Through interactive, humorous and practical exercises, you will gain insight in managing emotions and stress, developing strong interpersonal relationships, dealing with change and having a positive outlook. Learn simple, yet powerful techniques to turn negative behavior into positive outcomes.

**11:00 AM- 12:00 PM**      **EXPO -** Sponsored by FirstLab

**12:00 – 1:30 PM**      **ATA Luncheon and Annual Meeting**

**1:30 – 2:00 PM**      **EXPO -** Sponsored by Freedman Seating

**2:00 – 4:00 PM**      **The Courage to Listen, Learn and Lead**  
**Randy Frazier, Frazier Communications**

In this fun and challenging seminar, you will learn the three kinds of courage it takes to be a leader and why courage is a necessary starting point for improving leadership skills. While it may be possible to live with out courage, it’s probably not possible to lead without courage. Have you ever noticed that most crowds hold back until someone has the nerve to step forward? That’s proof enough that “courage is contagious.” It also explains why good leaders learn how to be courageous. Whether a novice or a leadership veteran, you’ll be glad you found the courage to Listen, Learn and Lead.

**4:00 – 5:15 PM**      **EXPO AND PRIZE DRAWING -** Sponsored by Gillig Corporation

**6:00 – 6:30 PM**      **RECEPTION – Conference Center -** Sponsored by RouteMatch

**6:45 – 9:15 PM**      **“INTRIGUE THEATER”** (Dinner and Illusionist Show)  
**Intrigue Theater** - Sponsored by Risk Management Resources  
**Table Wine** - Sponsored by Central States Bus Sales  
**Intermission** - Sponsored by C.M.I. Enterprises and  
Carrier by Mobile Climate Control

## Wednesday, October 19, 2011

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**8:00 – 9:00 AM**      **Vendors' Recognition Breakfast** - Sponsored by Altro Transflor, American Cooling Technology, EDPM, InterMotive, National Bus Sales & Leasing, PennTex, Ricon-Vapor and Transign

**9:00 – 9:30 AM**      **New Leadership at AHTD**  
**Don McMillen**, FTA Grants Administrator  
Arkansas State Highway and Transportation Department

Hear from the Public Transportation Section staff about Federal Transit Administration program updates, funding and Reauthorization.

**9:30 – 11:00 AM**      **Skills Every Leader Should Know:  
Business Etiquette and Professionalism**

**Kristen Joyner**, Executive Director  
South West Transit Association

The true leaders in transportation are the ones who share particular skills: the insight to communicate effectively and the ability to act professionally. With all the changes in technology, it has become easy to take shortcuts that cost us professionally. What are the new rules of etiquette for email? In this fast paced environment, how can we relate easily to everyone, present ideas with conviction and still emerge from almost every personal interaction successfully? This session offers the seven rules for electronic communication and provides valuable steps to remember names, avoid common handshake blunders, and communicate the right message with appropriate etiquette.