

# ***Fleet Management Options and Opportunities***

Joseph "Bud" Nicoletti, Jr., P.E.

'I'd like to discuss the "greening" of a fleet (real world experiences using alternative fuel vehicles - the pros and cons; the history of hybrid vehicles, beginning with Volvo's flywheel and hydraulic accumulator experimental buses of the early 1980's and concluding with today's production offerings; the effects of the upcoming 2010 diesel emissions regulations; making a fleet more energy efficient; how to run a cost and energy effective maintenance shop; environmentally sound shops; and insights into a bus manufacturer's engineering, manufacturing and testing operations

## Joseph "Bud" Nicoletti, Jr., P.E. Bio

Is City Engineer and Commissioner of Public Works for the City of White Plains where, since 1985, he has been recognized for environmental initiatives that have reduced emissions, encouraged use of alternative fuels and saved significant tax dollars. As a result, in 1994, White Plains was designated the first "Clean City" in New York State, by the U.S. Department of Energy, and in 1996 was a municipal winner of the Governor's Award for Pollution Prevention, an honor usually bestowed upon commercial entities. He administers the work of the Public Works Bureaus by exercising full supervision over a large number of personnel (approximately 275) and is responsible for the City's public water supply, engineering and computerized mapping, wastewater collection system, refuse and recycling, the entire fleet of 420 vehicles and all Municipal property, buildings, parks facilities, highways, roads, bridges and public rights-of-way. Prior to his employment with the City of White Plains, he was the Assistant Chief Engineer and Product Planning Manager for Volvo of America - Bus Division where he oversaw the design and production of transit buses. He did a six year stint in the Air Force Reserves from 1970 to 1976, received a Bachelor of Engineering degree from Manhattan College in 1973 and has been a Licensed Professional Engineer since 1979. He was named NY State Society of Professional Engineers - Metro Chapter "Engineer of the Year" in 2007; American Public Works Association - New York Chapter "Public Works Official of the Year" for 2008; and the 2009 "Outstanding Engineer in Government" by the Lower Hudson valley Branch of the American Society of Civil Engineers. He has been married to Ann for over 30 years and they have two adult children, LaurieAnn and Joe.

# Reauthorization Panel

## Session Summary

SAFETEA-LU, the current six-year federal transportation authorization bill, is scheduled to expire on September 30, 2009. However, it is currently anticipated to be extended an additional 12-18 months while work on a new (or "re-authorization") bill is undertaken. This session will bring together three different perspectives on the next re-authorization bill. Hear viewpoints from the US Senate, the Federal Transit Administration and Community Transportation Association of America. In addition, panelists will share the latest information regarding funds from the American Recovery & Reinvestment Act (ARRA or, more commonly, stimulus funds). Learn about what the future landscape of transit funding might look like and how you might have a voice in that process.

## Jeff Munger, Office of US Senator Bernie Sanders

Jeff has worked in the world of transportation for the last 15 years, first for Senator Jim Jeffords and now for Senator Bernie Sanders, who sits on two of the most important committees that deal with public transportation issues: the Environment & Public Works Committee and the Energy & Natural Resources Committee. Jeff works closely with the US Department of Transportation agencies, the State of Vermont Agency of Transportation, the Vermont Legislature, the Vermont League of Cities & Towns and the CCMPO on all the different modes and the associated issues.

## Dick Doyle, Regional Administrator for FTA Region 1

Dick Doyle has been the Regional Administrator for the Federal Transit Administration for Region 1 since April 1981. He is responsible for the administration of FTA's capital, operating and planning programs in the six-state New England region and he provides technical assistance to grantees and state, local and private sector officials on a wide range of matters affecting urban and rural transportation. In 1999 he became a member of the Senior Executive Office and has received numerous performance and honor awards, including the Secretary's Gold Medal Award, the Secretary's Meritorious Achievement Award and the Administrator's Superior Achievement Award.

## Scott Bogren, Communications Director for CTAA

Scott is the Communications Director for Community Transportation Association of America and has been with CTAA since 1981. He is also the Editor of the Community Transportation and RAIL magazines. For the past 15 years, Scott has written extensively about all aspects of public and community transportation, visiting transit systems throughout the US and abroad. He uses his wealth of experience to work with the US Congress and federal and state agencies to educate elected officials about the vital impact our industry has on our economic, social and environmental health.

# ***Leading for Success through Troubled Times***

Bell Leadership Institute

What distinguishes the world's greatest leaders from the rest? How do great leaders achieve great results even through troubled times?

They strive for mastery. They do what they believe is right. They work hard and think smart. They work well with others. And they have fun.

This seminar examines the patterns of leadership that have proven successful for top leaders across a range of organizations – from championship basketball teams and government agencies to multinational organizations.

Leadership coach and trainer Dr. Dana Lebo of the Bell Leadership Institute will present key findings of Dr. Gerald Bell's forty years of research and experience with over 500,000 of the best and worst leaders in the world.

*She will explore:*

- The Achiever Model – a tool for building your leadership skills, developing your team, and selecting the right people for your organization.
- The Six Core Competencies that are shared by the most effective leaders in the world.
- What Motivates People to work hard, increase their commitment, and be as successful as possible in meeting the public's needs and achieving your organization's mission in this tough economy.

## Dr. Dana Lebo - Bio

Dr. Lebo is a leadership development trainer, coach, and psychologist at the Bell Leadership Institute in Chapel Hill, NC. She earned her Ph.D. in psychology from Columbia University, and B.A. and M.A. from Georgetown University. With expertise in training, executive coaching, and organizational consulting, she has helped hundreds of leaders both in the US and overseas improve their performance and build their organizations. She has taught a leadership series at the NJDOT, has coached leaders at the National Transit Institute, and has presented on leadership at the NCDOT.

## ***ITS Solutions & Inter-Regional Efficiencies***

Kim Adair

Director & MSAA Project Manager  
Paducah Transit Authority

Kim started with Paducah Transit Authority in December 1997. As Executive Director, Kim is responsible for the day-to-day operations of the system including human resources, and administration. Kim has 10 years of public transit experience and 8 years of coordinated human service transportation experience. Kim is active in the Kentucky Public Transit Association and CTAA. She earned a Bachelors of Arts degree Business Management and she has also received her Certified Community Transportation Manager's designation from the CTAA; she has been involved in numerous peer-to-peer exchanges. During her tenure with PATS, ridership has more than doubled due to a strong commitment to provide a high level of customer service. Kim has a very proactive and customer-focused vision. She is a champion of customer service, increasing ridership, trip coordination, mobility management, and transit ITS while at PATS.

From May 1999 thru June 2008, Kim has also served as Broker Manager for PATS Human Service Transportation Delivery program (KY Medicaid Transportation). On a daily basis, Kim would oversee 6 subcontractors that also assist in providing Medicaid Transportation for over 26,000 eligible customers in PATS 8 county region.

In 2002, Kim service as the Project Manager for the RouteMatch and Mentor implementation. In 2003, PATS purchased the local taxi and became the first transit agency in Kentucky to operate 24/7, with a fully staffed call center serving the City of Paducah and McCracken County. In 2005 PATS put the first transit portable driving simulator on the road to train other agencies to reduce accidents and lower insurance costs. In 2006, PATS was named one of the 8 sites awarded phase 1 Mobility Services for All American "MSAA" Demonstration Program. In 2008, PATS was named one of three sites that was awarded phase II MSAA Implementation Grant.

## ***Challenges in Customer Service***

Providing great customer service in a transit organization can be difficult on a normal day. Providing great customer service while dealing with challenging circumstances or passengers may seem impossible, at times. As professional community service providers, we are expected to meet our customers' needs in a way that reflects positively on our organization, at all times. This workshop will explore techniques for diffusing challenging situations and for interacting with customers to create positive outcomes.

## ***Personal Safety and Security***

The goal of this course is to provide participants with knowledge and skills to prevent, respond to and recover from workplace violence. Prevention methods covered include implementing system and personal security measures, recognizing and reporting the warning signs of potentially violent behavior and using effective interpersonal skills for dealing with different, difficult and dangerous people. Response strategies focus on self-preservation and the importance of accurate reporting. The recovery module addresses the stress associated workplace violence and what employees can do to address the impact of it on themselves and co-workers.

### **Michael R. Noel bio**

Michael R. Noel is a Principal of Lazaro & Noel, which provides consulting, training and organizational development services. Mr. Noel provides consulting, training, safety, security and organizational develop services nationwide. Mr. Noel has provided consulting and training services for 13 years and was employed in a management / supervisory capacity for an additional 19 years. He specializes in organizational development, leadership, management, supervisory training, customer service, strategic planning and stress management. Mr. Noel conducts safety and security reviews and develops front-line safety training for professional bus operators.

Mr. Noel has delivered training to over 10,000 managers and employees, has consulted with more than 350 companies, agencies and associations and has worked in 33 states.

He worked with Penn State's Transportation Institute, the Community Transportation Association of America and the National Rural Transportation Assistance Program and many association in developing award winning training materials.

Mr. Noel is a sought after trainer in the area of management and supervision. He brings professionalism, passion, humor and positive energy to his customers.

Mr. Noel is active in the community as a volunteer board member, a former crisis counselor and prison ministry.

Mr. Noel is a graduate of the Penn State University.

## ***Volunteer Development***

Dolly Fleming

Executive Director

Community of Vermont Elders

### ***Best Practices***

Volunteer management can be as important as fiscal and personnel management, yet organizations often wing it and hope for the best. The field of volunteer development has much to teach us as we strive to incorporate volunteers in our organizations and mission. What are the trends? Why do people volunteer? How do we cultivate their commitment? What are the key elements of volunteer management? What are some best practices? How can we tap and benefit from the valuable resource of potential volunteers? Come and think about the bigger picture and then apply these practices to your organization.

### ***Presenter/ Facilitator***

Dolly Fleming is the Executive Director of the Community of Vermont Elders (COVE), a statewide advocacy organization devoted to promoting the dignity, security and well being of older Vermonters. She has a long history and career in human services administration and advocacy. Dolly has effectively cultivated and incorporated volunteers into nonprofit and human services organizations throughout Vermont. She was instrumental in starting the first Volunteer Center in Vermont and has studied and taught Volunteer Development for many years.