

ARKANSAS TRANSIT ASSOCIATION ONE-DAY CONFERENCE AGENDA

Tuesday, March 29, 2022

7:00 - 8:30 AM **Registration**

8:30 AM **Welcome**

8:35 - 10:00 AM **Driver Recruitment: Sourcing a Sustainable Driver Workforce in a Tight Labor Market**

Caryn Souza, Deputy Executive Director, Training and Certification Program Director, Community Transportation Association of America (CTAA)

You know that drivers are the front-line representatives for your agency. So, what can transit leaders do to address driver shortages? You have identified the right attitude for your staff and now's the time to revisit your current policies and incorporate innovative recruitment ideas to ensure you are maximizing your ability to source driver candidates.

10:00 - 10:15 AM **Break**

10:15 - 11:30 AM **Driver Retention: Motivating and Retaining a Sustainable Driver Workforce in a Tight Labor Market**

Caryn Souza, Deputy Executive Director, Training and Certification Program Director, CTAA

How do you engage your drivers, reinforce your mission, and reduce your employee turnover? You understand the best morale training comes from a combination of effective recognition/reward and programs that lead to job satisfaction and reduced employee turnover. Successful professional development at all levels of your agency is critical to maintaining a vibrant, mission-centric, and successful community transportation driver program.

11:30 - 11:45 AM **Break**

11:45 AM - 12:30 PM **Lunch**

12:00 - 12:30 PM **Keynote: Federal Legislative Updates**

Scott Bogren, Executive Director, CTAA

Between COVID emergency funding programs and the Bipartisan Infrastructure Law, there is a lot to talk about when it comes to federal public transportation policy. CTAA's Executive Director Scott Bogren will discuss what these innovative programs mean for Arkansas transit operators of all sizes — and how to best benefit and take advantage of the new opportunities they create.

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12:30 – 12:45PM	Break
12:45 - 1:45 PM	<u>Employment Issues During COVID</u> Greg Northen, Attorney, Cross, Gunter, Witherspoon & Galchus In this session, Mr. Northen will discuss wage classification, change duties, labor shortages, employee incentives, EEOC Compliance and remote work issues.
1:45 – 2:00 PM	Break
2:00 - 3:00 PM	<u>COVID Stress in Your Workplace and on Your Vehicles</u> Buster Lackey, Executive Director, National Alliance on Mental Illness In this interactive lecture, you will learn how to cope with the stress of COVID and the effects it has on the workplace and your consumers. Dr. Lackey will give you practical ways to help your employees cope with the stress of managing life during the pandemic and tips for your drivers to de-escalate anger or stressed consumers during transport. You will not want to miss this session with Dr. Lackey, a leading Crisis Intervention Trainer.
3:00 – 3:15 PM	Break
3:15 – 3:45 PM	<u>Impact of Vehicle Supply Chain Shortages</u> Greg Nation, Public Transportation Administrator, ARDOT Mark Harris, Director of Commercial Sales, Central States Bus Sales In this session, ARDOT's Greg Nation and Central States Bus Sales' Mark Harris will discuss the causes and impacts of current vehicle and parts shortages. They will also discuss what to expect regarding vehicle and parts availability in the coming year and beyond.
3:45 – 4:15 PM	<u>AR-STTARS Web-Based Application for Rural Transit and 5310 Agencies</u> John Spears Jr., Public Transportation Program Management Officer, ARDOT What is AR-STTARS? It's a NEW web-based application that will be utilized by transit providers in the State of Arkansas to schedule rides, track vehicle maintenance, track ridership, and report system utilization and efficiency to ARDOT.