

12:00 pm **Boxed Lunch Provided - Sponsored by Safe Fleet**

5:00 pm – 6:00 pm **Roadeo Social – Cash Bar**
Glacial Lakes Ballroom

6:00 pm – Midnight **Driver’s Appreciation/Roadeo Awards Banquet**
Glacial Lakes Ballroom **Sponsored by Liquid Springs LLC**
Roadeo Dance – Blue English 7:30 – 11:30 pm

Sunday September 13, 2020

7:30 am **Gospel Music**
Glacial Lakes Ballroom Hallelujah Hooligans

8:00 am - 9:00 am **Awards Breakfast**
Glacial Lakes Ballroom Trudy Hartman & The Hallelujah Hooligans

9:15 am – 10:45 am **“Difficult Decisions: Policies vs. Day-to-Day Practices”**
Heritage Theatre **Carol Wright Kenderdine, Assistant Vice President Transportation & Mobility, Easterseals, Inc.**

Transit agencies develop Rider’s Guides and key policies for managing their daily operations. We all know that many times, we break our own policies by how we operate on a day-to-day basis. One driver does things her way, and another driver does things his way. This workshop will cover the importance of matching practices and policies and how to make it work (and what happens if you don’t!).

11:00 am **Lunch on your own – Free time**

4:00 pm – 8:00 pm **Conference Registration**
Convention Center Common Area

5:00 pm – 9:00 pm **DTA Welcome Reception - Easy Listening with Rick Senger.**
Dakota Dome Light Hors d’oeuvres provided. Bring your own beverages.

Monday September 14, 2020

6:00 am – 8:00 am

Continental Breakfast

7:30 am – 9:30 am

Registration

Convention Center Common Area

8:00 am – 9:30 am

“DTA Welcome and General Membership Meeting”

Heritage Theatre

9:30 am – 9:45 am

Break

9:45 am – 11:45 am

“Human Trafficking Awareness: Transit Role and Responsibility”

Heritage Theatre

Kristen Joyner, President, KJ Backpack, LLC

Human traffickers exploit legitimate systems within multiple business sectors for their own profits. Traffickers are using resources within the transportation sector to move their victims. Transportation is also a way out for survivors. Knowing the Red Flag indicators, understanding what human trafficking is, who is involved and how to report are keys to transit becoming a part of the solution. This presentation will demonstrate ways our industry can make fundamental shifts to prevent, detect, and disrupt human trafficking.

12:00 pm – 1:00 pm

Lunch – Sponsored by Cobb Allen

Kampeska Hall

Sarah Caron, Mayor of Watertown

1:00 pm – 2:45 pm

Succession Planning and Mentoring: A Win/Win for Everyone!

Heritage Theatre

Carol Wright Kenderdine, Assistant Vice President

Transportation & Mobility, Easterseals, Inc.

This workshop will: address best practices for mentoring; evaluate various approaches to succession planning; encourage discussion of existing plans and share ideas that have proven advantageous; assist managers to choose processes that will work best within their agency; and give you a start on establishing a mentoring and succession plan specific to your agency.

2:45 pm – 3:00 pm

Break

3:15 pm – 4:30 pm

Communication Strategies for Managers

Heritage Theatre

Martha Bryan – Bryan & Bryan Associate

Do your instructions really sink in? Are you proactive about bringing sensitive issues to the forefront? Are you comfortable mediating disputes? When you speak in meetings, do people pay attention, etc.

Tuesday, September 15, 2020

- 6:00 am – 8:00 am **Continental Breakfast**
- 8:00 am – 9:45 am
Heritage Theatre **Managing the New Workforce**
Martha Bryan – Bryan & Bryan Associates
Today’s workplace is unique. Never before has there been a workplace so diverse in so many ways. The leadership skills that worked in “old story” organizations will not work with today’s employees, etc.
- 9:45 am - 10:00 am **Break**
- 10:00 am – 11:45 am
Heritage Theatre **“Aberdeen – South Dakotas First Dementia Friendly Community”**
Jessica Rehder, Certified Dementia Practitioner
Charity Pionk, Certified Dementia Practitioner
Dementia is not a single disease; it’s an overall term, like heart disease, that covers a wide range of specific medical conditions, including Alzheimer’s disease. Disorders grouped under the general term “dementia” are caused by abnormal brain changes. Although some of the elderly population are able to still actively live, those living with and/or caring for someone with dementia may have difficulty with transportation to and from appointments, errands, and other activities of daily living. With these numbers increasing, our communities need to be aware of the education and resources Dementia Friendly America can assist them with, to better help our community population of those living with dementia.
- 12:00 pm – 1:00 pm **Lunch – Sponsored by North Central Bus & Equipment**
- 1:00 pm – 2:20 pm
Heritage Theatre **“Ask the Experts!” Panel Discussion**
Brian Horinka, DTA, Facilitator
Scott Bogren, CTAA (attending virtually)
Cindy Terwilliger, FTA (attending virtually)
Sallie Doty, SDDOT (attending virtually)
Becky Hanson, NDDOT (attending virtually)
This interactive panel session will give attendees the opportunity to ask our federal and state leadership any nagging questions you may have about what’s currently going on in Public Transit and what we may expect to see in the future.
- 2:20 pm – 2:30 pm
Heritage Theatre **Message from Ecolane Senior Vice President Ryan Larsen**
- 2:30 pm – 5:00 pm
Glacial Lakes Ballroom **“Vendor Show & Social” - Hors d’oeuvres and Cash Bar**
Sponsored by Ecolane USA Inc.
- 5:30 pm **“Outing” – TBA**