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**2022 ANNUAL TRAINING EVENT, VENDOR EXPO, AND BUS ROADEO  
EXPANDING MOBILITY HORIZONS | #BETRANSPIRED  
THURSDAY, MARCH 3 – SUNDAY, MARCH 6, 2022  
WESTIN RESORT AND SPA, HILTON HEAD SOUTH CAROLINA**

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Thursday, March 3, 2022

9:00 AM – 12:00 PM: PRECONFERENCE SESSIONS

**SESSION 1: WHAT TO LOOK FOR WHEN CHOOSING AN OUTSIDE MECHANIC TO SERVICE YOUR BUS FLEET?**

*IN-ROOM SESSION*

HALSEY KING

Six Questions you should ask yourself and the vendor!

**SESSION 2: STRATEGIC PLANS THAT DON'T SUCK**

*IN-ROOM SESSION*

KRISTINA CERISE

If writing goals and objectives isn't your idea of a good time, you might be doing it wrong. Learn how to be genuinely enthusiastic about this work that drives agency success. Get ideas for how to make articulating your vision and priorities a meaningful and engaging use of staff time.

**SESSION 3: UNDERSTANDING THE ADA'S REASONABLE MODIFICATION OF POLICY REQUIREMENT**

*VIRTUAL & IN-ROOM SESSION*

JESS SEGOVIA, ADA GURU

This session will provide a comprehensive review of the ADA's Reasonable Modification of Policy requirement. Participants will also be presented with many of the most common examples of when transit agencies must consider providing accommodations for passengers with disabilities.

12:00 PM – 1:00 PM: LUNCH ON YOUR OWN

1:00 PM – 2:00 PM: ANNUAL BUSINESS MEETING AND ELECTION

## 2:00 PM – 2:30 PM: GENERAL SESSION: WELCOME TO HILTON HEAD, AMERICAS FAVORITE ISLAND!

MAYOR OF HILTON HEAD, JOHN J. McCANN AND BRIAN PIASCIC, CEO/GENERAL MANAGER OF COAST RTA  
In the spirit of Hilton Head's hospitality, Mayor McCann will provide a welcome to conference attendees and Brian Piascik will set the tone for our first in-person conference in two years!

## 2:30 PM – 3:00 PM: BREAK WITH EXHIBITORS

## 3:00 PM – 3:45 PM: BREAKOUT SESSIONS

### **SESSION 1: WHY DO WE NEED A BUSINESS PLAN?**

#### ***VIRTUAL & IN-ROOM SESSION***

CAROL WRIGHT KENDERDINE, EASTERSEALS/NATIONAL AGING & DISABILITY TRANSPORTATION CENTER  
Have you ever wished you had a "shovel ready project" in your back pocket? Do you have a plan for recovery Post COVID that doesn't include going back to the "way we were"? Where are you now, where do you want to be, and how will you get there?

### **SESSION 2: TRANSIT AGENCIES CAN LEVERAGE INTELLIGENT SOFTWARE TO CUT LABOR COSTS AND PROVIDE ABILITY TO CHANGE DESTINATION SIGN CONTENT IN REAL-TIME**

#### ***IN-ROOM SESSION***

HARRY WHITE, LUMINATOR TECHNOLOGY GROUP INC.

To communicate effectively with riders, public transportation operators must have an economical and easy-to-use method for updating destination signs. Many Luminator Technology Group's customers leverage Luminator's intelligent and unified software to wirelessly update destination display messages.

### **SESSION 3: THE GREAT PUBLIC ENGAGEMENT SHIFT**

#### ***IN-ROOM SESSION***

SAMANTHA DUBAY, STRATEGIC COMMUNICATIONS MANAGER, HDR

How do we best determine how to provide safe and equitable engagement opportunities for all community members? Instead of returning to pre-COVID-19 meeting formats — workshops, pop-up events, open houses, event tabling — it's time to embrace this transformational moment.

## **SESSION 4: 3PT SEATBELTS IN THE FUTURE**

### ***IN-ROOM SESSION***

DAVID ROSE, REGIONAL MANAGER, FREEDMAN SEATING

What impact will a NHTSA ruling to use 3pt seats have on business? 3pt seats are not required by law on mid-size vehicles. If this changes what is the impact? What product is available? Will you force riders to wear it?

**3:45 PM – 4:15 PM: BREAK WITH EXHIBITORS**

**4:15 PM – 5:00 PM: BREAKOUT SESSIONS**

### **SESSION 1: DEMAND-RESPONSE TECHNOLOGY: CREATING AND COMPLEMENTING TRANSIT IN ALL COMMUNITIES**

#### ***VIRTUAL & IN-ROOM SESSION***

OLIVIA BLAHUT, VIA

In this session, Via would like to feature 2-3 of our U.S. partner cities to discuss how modern demand-response public transit is increasing accessibility and mobility for critically underserved populations, including areas that already have transit networks and areas without.

### **SESSION 2: PLAYING HOST TO AUTHENTIC ENGAGEMENT THROUGH TRANSIT PROJECTS**

#### ***IN-ROOM SESSION***

JOHN MITCHELL, SENIOR STRATEGIC COMMUNICATIONS COORDINATOR, HDR

Transit system development is critical for many of the communities that we call home. One key obstacle is that in many instances, those that are most reliant on this infrastructure aren't at the table in the early stages. Let's discuss how to change that.

### **SESSION 3: TRANSIT DESIGN GUIDELINES DEVELOPMENT AND BUS STOP INFRASTRUCTURE IMPLEMENTATION**

#### ***IN-ROOM SESSION***

JON DODSON, SENIOR TRANSIT PLANNER, BCDCOG , AMY PETTINE, PRINCIPAL, NELSON NYGAARD

This session will highlight CARTA's Transit Design Guidelines recently completed, lessons learned from the City of Charleston Transit Ordinance requiring new development to include transit infrastructure, and share success stories for streamlining and implementing bus stop infrastructure.

## **SESSION 4: RECRUITING AND RETAINING BUS DRIVERS**

### ***IN-ROOM SESSION***

CAROL WRIGHT KENDERDINE, EASTERSEALS/NATIONAL AGING & DISABILITY TRANSPORTATION CENTER

We can't offer great service if we don't have engaged employees! It is difficult to fill openings, and we need to compete with others who pay more. How can we recruit and retain good drivers? This workshop provides strategies for recruitment and best practices in retaining our best employees.

5:00 PM – 6:30 PM: RECEPTION WITH EXHIBITORS

**Enjoy Hilton Head!**

Friday, March 4, 2022

7:30 AM – 8:30 AM: BREAKFAST WITH EXHIBITORS

8:30 AM – 10:00 AM: GENERAL SESSION: ***SPEAKERS INVITED***

SEC. CHRISTY HALL, SECRETARY OF TRANSPORTATION, SOUTH CAROLINA DEPARTMENT OF TRANSPORTATION; DR. YVETTE TAYLOR, FEDERAL TRANSIT ADMINISTRATION REGION 4 ADMINISTRATOR; AND DEPUTY SECRETARY BRENT REWIS, SCDOT.

The General Session will feature a panel discussion of state, federal, and advocacy representatives with topics centered around people-focused initiatives, public-private partnerships, and creative strategies that foster community and collaboration for successful public transportation services.

10:00 AM – 10:30 AM: BREAK WITH EXHIBITORS

10:30 AM – 11:15 AM: TASC BREAKOUT SESSIONS

### **SESSION 1: HUMAN TRAFFICKING AWARENESS**

#### ***VIRTUAL & IN-ROOM SESSION***

GLENDIA SKIPPER, ONE CHILD AT A TIME

Human Trafficking is hidden in plain sight. Victims are often locked behind closed doors, but there are times where transporting the victim is necessary. The transportation industry is on the frontline of defense when it comes to protecting our children. We will be sharing real-life stories happening in our community. This session will help attendees identify the following human trafficking indicators: physical indicators, behavioral indicators, travel indicators, and living conditions.

## **SESSION 2: FOCUSED DEMAND RESPONSE SOLUTIONS FOR LOWER-DENSITY LAND USES**

### ***IN-ROOM SESSION***

STEVE YAFFE, YAFFE MOBILITY CONSULTING

Transit is in revolution. COVID accelerated the trend towards fixed routes with frequent service (15 minutes or better) 18/hours/day every day connecting higher intensity land uses. Less intense land uses (residential, office, and industrial) are being connected by Demand Response at Transit Hubs.

## **SESSION 3: VERBAL JUDO - DE-ESCALATION AND PERSUASION**

### ***IN-ROOM SESSION***

CURTIS SMITH, VERBAL JUDO INSTITUTE

Learn ways to read people, keep ourselves professional under stress, de-escalate and persuade others into compliance, safely and professionally. The program is based on 5 Universal Truths . . . the first: "All people want to be treated with dignity and respect."

## **SESSION 4: CONNECT BEYOND - A REGIONAL PLANNING INITIATIVE**

### ***IN-ROOM SESSION***

JASON WAGER, ASSISTANT PLANNING DIRECTOR, CENTRALINA COUNCIL OF GOVERNMENTS; JASON LAWRENCE, SENIOR TRANSIT PLANNER, CATS; KEVIN WALSH, SENIOR TRANSIT PLANNER, HDR; JORGE LUNA, SENIOR TRANSIT PLANNER, HDR

This session will provide an overview of the CONNECT Beyond effort. CONNECT Beyond is a first-of-its-kind mobility initiative, that creates a long-term, modern, high-quality transit network for the bi-state (SC and NC) Greater Charlotte region.

**11:45 AM – 1:45 PM: LUNCH/ TASC AWARDS/KEYNOTE**

### **TASC EXCELLENCE AWARDS PRESENTATION**

Join us as we recognize our transit Champions, leadership, advocates, and agency staff that lead the charge for transit in South Carolina.

### **KEYNOTE ADDRESS – KRISTINA CERISE | RECOVERING LAND USE PLANNER, A PRACTICING STORYTELLER, AND AN AVID READER OF NERDY BOOKS**

### ***IN-ROOM SESSION***

Kristina Cerise is an award-winning humorist who brings her trademark blend of wit and wisdom to every presentation and workshop. Audiences find her passion for improving workplace productivity, creativity, and communication contagious. They leave inspired to apply new research-based practices immediately to improve outcomes for themselves, their agencies, and the people they serve.

Kristina will guide share her insight to help us work **happier not harder**. The world is full of big problems that need solving. Demands are high; staffing remains low. Luckily, cognitive and behavioral science researchers have been busy studying ways to increase employee productivity and creativity. This session examines simple (and fun!) ways to increase employee productivity and innovation while simultaneously improving overall job and life satisfaction.

## 1:45 PM-2:45 PM: BREAKOUT SESSIONS

### **SESSION 1: GENERAL MANAGER'S ROUND TABLE**

#### ***VIRTUAL & IN-ROOM SESSION***

DR. YVETTE TAYLOER, FTA REGION 4 REGIONAL ADMINISTRATOR *SPEAKER INVITED*  
Join FTA Region 4 for a General Manager's round table discussion.

### **SESSION 2: HOW TO BUILD A BALANCED AND COST-EFFICIENT CONTACTLESS FARE COLLECTION AND MAAS SYSTEM**

#### ***IN-ROOM SESSION***

MAXWELL MICKEY, MODESHIFT

How can you build an updated contactless fare collection system which will meet the needs of all of your riders without breaking the bank? We will explore the man MaaS options that agencies can review to best serve the needs of their community, regardless of having five vehicles or thousands.

### **SESSION 3: 3 KEYS TO ATTRACT AND RETAIN TOP TALENT**

#### ***IN-ROOM SESSION***

JON LOKHORST, LOCKHORST CONSULTING

Become a talent magnet by designing and implementing a talent management strategy based on these elements. Learn to use storytelling to promote your talent value proposition.

### **SESSION 4: ADA REASONABLE MODIFICATION: DO I HAVE TO DO THAT?**

#### ***IN-ROOM SESSION***

CAROL WRIGHT KENDERDINE, EASTERSEALS/NATIONAL AGING & DISABILITY TRANSPORTATION CENTER

People with disabilities make requests of transit agencies who wonder, "Do we have to do that?" We'll discuss the most common and a few unusual requests and how to determine if you have to make the modification. This session is highly interactive! How well do you know what you NEED to do?

## 2:45 PM – 3:00 PM: BREAK

## 3:00 PM – 3:30 PM: GENERAL SESSION CLOSING REMARKS/CONFERENCE

### ADJOURNMENT

Join us for a recap of the conference, details on the Rodeo and Saturday Night Banquet, and your last chance for a prize drawing (you must be present to win).

**STAY TUNED FOR OPTIONS FOR EXPLORING, TOURING, AND DINING IN HILTON HEAD AFTER THE CONFERENCE.**

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**2022 ANNUAL TRAINING EVENT, VENDOR EXPO, AND BUS ROADEO  
EXPANDING MOBILITY HORIZONS | #BETRANSPIRED  
FRIDAY, MARCH 4, 2022  
BOARD TRAINING SESSION  
WESTIN RESORT AND SPA, HILTON HEAD SOUTH CAROLINA**

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Friday, March 4, 2022

Time:

SESSION PART 1 - 10:30 AM – 11:45AM

LUNCH – 11:45AM – 1:45 PM

SESSION PART 2 - 1:45PM – 2:45PM

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#### BOARD TRAINING SESSION DESCRIPTION

Associations and other non-profit organizations make our communities better. Volunteers are sometimes "voluntold" or accept board seats without knowing the full impact. This session will help Board members/directors understand their roles, improve outcomes, and work as a team. Every attendee will have access to the new 20-page ***Board Orientation Manual***.

Topics and discussion include:

- Impact and Importance of Associations and Non-Profits
- Governing Documents
- Authority to Govern
- Fiduciary Duties
- Board-Staff Relationships
- Protecting the Board Volunteers
- Financial Understanding
- Risk Awareness
- Committee Alignment and Management
- Board Meetings
- Strategic Plans
- Q & A



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**SPEAKER BIOS**

**Olivia Blahut**

In her role as Via's East Coast Partnerships Lead, Olivia helps cities and transit agencies define their goals and priorities for improving mobility. Part consultant, part project manager, Olivia acts as a conduit between Via's partners and the many operational teams involved in every partnership. She has helped cities like Wilson, NC, Memphis, TN, Morrisville, NC, and Roanoke, VA to implement demand response services tailored to the needs of their communities. Before Via, Olivia was an Engagement Manager at the Seurat Group, where she led projects for Fortune 500 companies and early-stage start-ups. She helped clients define their product innovation roadmaps, plan growth strategies, and manage organizational change. She holds an MA from Middlebury College and resides in New York, NY.

**John Dodson**

Jon Dodson is a Senior Transit Planner with Berkeley-Charleston-Dorchester Council of Governments (BCDCOG), which oversees administration for the Charleston Area Regional Transportation Authority (CARTA). He has over a decade of experience in transportation and transit planning. Prior to working with the BCDCOG and CARTA, Jon worked for GoTriangle in Durham, NC overseeing commuter and local route planning as well as for the University of New Orleans Transportation Institute, where he worked on evacuation planning, bicycle and pedestrian studies, and Transit Oriented Development research. He has a Master's of Urban and Regional Planning from the University of New Orleans as well as dual Bachelor's degrees from the University of North Carolina at Chapel Hill in history and geography.

**Samantha Dubay**

Samantha Dubay is a strategic communications consultant at HDR, where she leads the development and execution of communications plans for large infrastructure programs. Samantha specializes in developing results-driven public relations, crisis communications, community engagement campaigns, including leading high-profile stakeholder committees and consensus-building workshops. Samantha holds a degree in Mass Communications from the University of South Carolina and a Masters' degree in Communication from Purdue University.

**Richard Hardy**

Richard Hardy is the Public Works Director for the City of Valdosta, GA. Hardy has served as the Director of Public Works for the City of Valdosta, Georgia, since September 2014. He oversees nine divisions, including Commercial and

Residential Sanitation, Recycling Collection and Distribution, Right-of-Way Maintenance, Sunset Hills Cemetery, Mathis City Auditorium, Fleet Maintenance, Facilities, Ground Maintenance, and the Roll-Off Division. Hardy currently serves as a member of the American Public Works Association (APWA) Small Cities and Rural Communities (SC/RC) Committee and is now an active member of Georgia's APWA Southwest Branch. He is the Vice-Chairman of Deep South Regional Municipal Solid Waste Management Authority, where he represents the City of Valdosta in sanitation, grant acquisition, and landfill disposal requirements. Hardy is a former APWA President for Georgia's Southwest Branch. He is a 33-year Department of Defense Veteran and a retired Chief Master Sergeant (CMSGT) of the United States Air Force (USAF).

### **Jason Lawrence**

Jason Lawrence is a senior transit planner at the Charlotte Area Transit System (CATS). Jason has been with the city for 21 years. During his tenure, Jason has performed bus service planning, conducted population/ridership forecasting, and implemented the Sprinter Airport Enhanced Bus service. As a planner for CATS, Jason has led significant initiatives, including the CATS 2030 System Plan, the LYNX Silver Line Corridor Transit Study, and served on the CONNECT Beyond project management team.

### **Roger Lentz**

Rodger Lentz, AICP, is Chief Planning and Development Officer for the City of Wilson, NC. His areas of responsibility include Planning, Community Development, Land Development, Code Enforcement, Inspections, GIS, and Downtown Development. Rodger serves on the Board of Directors for the 44,000-member American Planning Association and is the former North Carolina chapter president. Before Wilson, Lentz served for six years on the Davidson, NC Planning and Design Review Boards and worked in planning with the City of Charlotte, Cabarrus County, and Matthews, NC. He also serves on the Wilson YMCA and the American Planning Association Foundation boards. Rodger holds a BA in Geography from UNC Greensboro, where he concentrated in Urban Studies, and an MA in Geography from UNC Charlotte where he studied Urban and Regional Planning. He is also a graduate of the UNC School of Government County Administration program.

### **Phillippa Lewis Moss**

Phillippa Lewis Moss is the Director of the Gainesville-Hall Community Service Center. The Community Service Center is a jointly supported agency of the City of Gainesville and Hall County that has been in operation for over three decades. During this time, the center has been home to Meals on Wheels, Senior Life Center, Hall Area Transit Community Outreach, Center for Family Prosperity, Counseling & Psychotherapy, Parenting Education, and much more. Ms. Moss' educational background includes a Bachelor of Arts in Political Science from the University of California Irvine, a Master of Public Administration from the University of Southern California, and a Master of Conflict Management from Kennesaw State University. She is a registered mediator with the Georgia Commission on Dispute Resolution. She is also the Administrative Director for the Gainesville-Hall County Community Council on Aging, a member of the Gainesville Kiwanis Club, and serves on several boards to include Salvation Army, Jackson EMC Foundation, Georgia Transit Association, Hall County Family Connections Network, North Georgia Community Foundation, United Way, Northeast Georgia Medical Center Board and the Greater Hall County Chamber of Commerce. Phillippa resides in Suwanee with her husband and son.

### **Jon Lockhorst**

Jon Lockhorst, CPA, PCC, is a leadership coach, speaker, trainer, and author of *Mission-Critical Leadership: How Smart Managers Lead Well in All Directions*. He works with organizations to develop leaders everyone wants to follow and build teams no one wants to leave. As a result of his work, organizations increase employee engagement, reduce turnover, break down silos, and build flourishing leadership pipelines that produce future leaders from within. He has a Master's in Organizational Leadership and serves as President-Elect for the Minnesota chapter of the National Speakers Association. On a personal note, Jon loves grandparenting and being "Papa" to his four adorable littles.

### **Jorge Luna**

Jorge is a senior transit planner at HDR. With public and private sector experience, Jorge brings a "customer first" approach and a desire to improve mobility for everyone. During his public agency tenure, Jorge worked at the municipal level, at the MPO/COG level, and at a regional public transportation agency. Jorge specializes on long-range planning, system optimization, and customer service. Jorge served as the consultant team project manager for CONNECT Beyond; he lives in the greater Charlotte region.

### **Maxwell Mickey**

Maxwell has been involved in smart government tech for the better part of the last decade. Before Maxwell was in the smart tech space, he was a licensed stockbroker and worked in corporate finance before the Transit industry put its hooks in him! Maxwell has helped over 40+ cities and agencies by bringing new technology to their residents and visitors. Maxwell is thrilled about the tech which Modeshift is providing to communities of all sizes across the globe and North America!

### **John Mitchell**

John is a Lowcountry native and graduate of Morehouse College, where he earned a degree in Spanish with a concentration in Political Science. While there, he met and fell in love with a Spelman Woman; they are the proud parents of "Chip" and their first baby Aries. John has worked over 20 years in community advocacy and has over ten years of professional experience in the private, public, and non-profit industries. He formerly served on the Executive Team of the Honorable Mayor John J. Tecklenburg in the City of Charleston as his Special Projects Assistant. He now works in the Public Involvement department of HDR as a Sr. Strategic Communications Coordinator, where he helps deliver the message of complex solutions in plain words to a broader audience. John enjoys travel, values social experiences, and enjoys attempting to play golf. In short, he is Lowcountry Bred, Morehouse Red, SpelHouse Wed, Spiritually Fed and Puts Chip to Bed!

### **Amy Pettine**

Amy is a Principal with Nelson\Nygard. She brings more than 20 years of experience, working closely with municipal, state, regional, and federal agencies along with numerous private-sector and nonprofit organizations. Amy's approach is informed by her experience with a public transit agency, where she led numerous projects, including short- and long-range plans, strategic plans, corridor studies, comprehensive service analyses, fare studies, and an electric bus pilot program. She successfully oversaw implementation of her agency's first Five-Year Strategic Plan, Rhode Island's first rapid bus corridor, and numerous capital investments, including passenger infrastructure investments at major bus hubs, Rhode Island's first dedicated bus lanes, and the state's first electric buses. Amy's recent work includes leading bus network redesigns, fare policy research, bus stop design guidelines, mobility-on-demand and transit priority studies. She is the former president of the American Bus Benchmarking Group and a contributor to TCRP's "Innovative Practices in Transit Planning at Small to Mid-Sized Agencies."

### **Dave Rose**

Regional Sales Manager for Freedman Seating 17 years. Previously at Glaval Bus 5 years. I have worked with manufacturers and agencies around the country on Safety awareness in seating products.

### **Jess Segovia**

Jess Segovia, the owner of ADA Guru, assists transit professionals of all levels and responsibilities in providing high-quality, accessible transportation services. Jess has over twenty-two (22) years of public transit experience, most recently as the ADA Compliance Manager for Los Angeles Metro.

### **Glenda Skipper**

Glenda has a master's degree in Human Services Counseling: Crisis Response and Trauma from Liberty University. Glenda is a Board-Certified Human Trafficking Investigator through the McAfee Institute. She is currently licensed as a South Carolina Private Investigator through Canaan Investigative Group. Glenda has spent time in the slums of Mumbai, India, in their red-light district, where she saw first-hand what bondage looked like for women and girls as young as 8. Glenda also spent time in a red-light district located in Phnom Penh, Cambodia; this is where she discovered it is easier to educate our children on preventing human trafficking than it is to rescue them. One Child At A Time has educated over 10,000 children in the Florence /Darlington area in the past four years. Glenda is a firm believer that together, we can eradicate this evil from our community.

### **Curtis Smith**

Curtis has recently retired following a 32-year career as a State Park Ranger, Citation Officer, Manager, and Statewide Operation Training and Development Manager. Curtis has been teaching Verbal Judo for 20-years, and is the Senior National Instructor and Vice President of Training for the Verbal Judo Institute, focusing on non-law-enforcement clients all over America and Canada. He customizes each class for the audience to deal specifically with their challenges. He taught a short workshop for TSAC that high very high marks from evaluations received (this was just before the Pandemic shut things down).

### **Harry White**

Harry White, Luminator Technology Group. As a Strategic Account Manager, Harry has been responsible for coordinating Luminator Technology Group's sales efforts and customer service in the Southeast for over 13 years. Harry and his wife Lynn live in Ridge Manor, FL.

### **Alicia Winkelblech**

Alicia Winkelblech is the Senior Strategic Initiatives Officer for the City of Arlington, TX. She manages the Office of Strategic Initiatives, which explores innovative approaches to city planning, implements transportation pilot programs, utilizes multi-faceted community engagement, and relies on data-driven approaches to plan for the future of Arlington. Alicia has strongly supported multi-modal transportation initiatives during her time with the City of Arlington. She is the City's project manager for the Via Rideshare pilot project launched in December 2017. She was also responsible for the development of the City's off-street low-speed autonomous shuttle pilot project launched in August 2017 as well as the newer on-street autonomous vehicle pilot project launched in October 2018. She is an AICP certified planner.

### **Carol Wright Kenderdine**

Carol Wright Kenderdine is the Assistant Vice President for Transportation and Mobility for Easterseals and serves as co-director of the National Aging and Disability Transportation Center, an FTA-funded technical assistance center. Previously, she served as National Director of Easter Seals Project ACTION and co-director of the National Center on Senior Transportation. Ms. Kenderdine is a nationally recognized speaker and trainer on the Americans with Disabilities Act, transportation management, leadership, and strategic planning. Previously, Carol served as Associate Director of the Small Urban & Rural Transit Center, Upper Great Plains Transportation Institute, at North Dakota State University; Executive Director of senior services and public transportation for a multi-county agency in central ND; Director of a residential facility for traumatic brain injuries; held management positions in long-term care, and was an independent consultant in marketing and development. She has a Master's Degree in Gerontology/Human Development & Education and a Bachelor's Degree in Speech and English from North Dakota State University.

### **Jason Wager**

Jason Wager is assistant director for regional planning at the Centralina Council of Governments, serving the nine-county Greater Charlotte, North Carolina region, where he has worked since 1996. Wager has a Master of Arts in Geography from the University of North Carolina at Charlotte with a concentration in urban and regional planning. Jason served as the project manager for CONNECT Beyond.

### **Kevin Walsh**

Kevin Walsh is a senior transit planner at HDR. An experienced senior planner, Kevin focuses on challenging projects that provide a sustainable future for local communities. He has extensive transit experience and specializes in the development of comprehensive plans, corridor studies, alternatives analyses, and pedestrian and bicycle master plans. Kevin served as the consultant team deputy project manager for CONNECT Beyond; he lives in the greater Charlotte region. Jason Wager is assistant director for regional planning at the Centralina Council of Governments, serving the nine-county Greater Charlotte, North Carolina region, where he has worked since 1996. Wager has a Master of Arts in Geography from the University of North Carolina at Charlotte with a concentration in urban and regional planning. Jason served as the project manager for CONNECT Beyond. Jason Lawrence is a senior transit planner at the Charlotte Area Transit System (CATS). Jason has been with the city for 21 years. During his tenure, Jason has performed bus service planning, conducted population/ridership forecasting, and implemented the Sprinter Airport Enhanced Bus service. As a planner for CATS, Jason has led major initiatives, including the CATS 2030 System Plan, the LYNX Silver Line Corridor Transit Study, and served on the CONNECT Beyond project management team.

### **Steve Yaffe**

Steve Yaffe (Yaffe Mobility Consulting) oversaw planning and operations for Arlington County's local fixed-route and demand response transit (sharing practices from both modes) until retiring in 2018. He has prior fixed route experience with RT Metro in Sacramento and Houston Metro as well as paratransit experience with WMATA's MetroAccess service and FASTRAN – Fairfax County's consolidated human service transportation provider. He is a member of the Transportation Research Board's Transformative Trends in Transit Data joint subcommittee, is a past member of the TRB Paratransit Committee, and co-chaired the 2019 TRB International Conference on Demand Responsive Transportation. He also was a member of the Fairfax Area Long Term Care Coordinating Council and the board of the ENDependence Center of Northern Virginia, a center for independent living. He is a contractor for Easterseals and a grants manager for the National Aging and Disability Transportation Center - [www.nadtc.org](http://www.nadtc.org). He also is an International Professional Association for Transport & Health (IPATH) board member - <https://www.ipathinc.org/transit-family-of-services.html>. Mr. Yaffe co-chaired the 2019 Transportation Research Board International Conference on Demand Response Transport and is one of the co-chairs for the joint TRANSED/DRT conference to be held virtually in Sept 2022.

**CARTA / Nelson Nygaard**

**COMET/Other (Yaffe panel members)**