

Transportation Operator & Staff Training

Tentative Agenda

9:30am **Registration and check-in**

10:00am **Breakout Tracks**

Operations	Administration
Conflict De-escalation <i>Charles Cattell, Palmetto Breeze</i>	DBEs -What it's like to apply to be a DBE -How to navigate the DBE registry <i>Kristen Joyner, KJ Backpack</i>
	Transit Definitions Jeopardy <i>Kat Moreland, Greenlink</i>
	Relationships & Foundation Funding - Process for writing grants - Words to use/not use <i>Don Strickland, PDRTA</i> <i>Erin Predmore, Greenville Connects</i>
	Transit Definitions Jeopardy <i>Kat Moreland, Greenlink</i>
	Trespassing Bill – Upcoming Bill and Policy Creation <i>Don Strickland, PDRTA</i> <i>Kat Moreland, Greenlink</i>

12:00pm **Lunch** (provided)

1:00pm **Networking Session** - *Kammy Horne, MPACT*

2:00pm **Breakout Tracks**

Operations	Administration
Mental Health Sensitivity <i>Robyn Ellison, M.Ed., Prisma Health</i>	Operator Development & Driver Retention Best Practices <i>Kammy Horne, MPACT</i> <i>Kristen Joyner, KJ Backpack</i>
Transit Definitions Jeopardy <i>Kat Moreland, Greenlink</i>	Driver Recognition Round Table - Moderated discussion <i>Kammy Horne, MPACT</i> <i>Kristen Joyner, KJ Backpack</i>
ADA Securement <i>Cindy Crowley, PDRTA</i>	Human Trafficking <i>Kristen Joyner, KJ Backpack</i>
Customer Service While Loading <i>Jasmin Curtis, Greenlink</i>	

4:00pm **Closing Session & Next Steps**