

2017 CTRTAP Spring Conference

Session I: Contract Compliance Q&A

Debra Goss has over 25 years of professional experience in Civil Rights. She is the Manager for the External Civil Rights Office for the *State of Connecticut Department of Transportation*. Her responsibilities include directing programs and activities for On-the-Job Training (OJT), Disadvantaged Business Enterprises, Title VI, Environmental Justice, Limited English Proficiency and Contractor Compliance.

Debra recognized early in her career that innovation and proactive action were the keys to creating programs that will stand the challenges of time. She is also actively involved in the process to create programs and strategies to develop comprehensive strategies for inclusive community engagement and participation.

A native of Chicago, Illinois, Debra completed her undergraduate studies in Journalism and Political Science at Southern Illinois University-Carbondale, and her graduate studies in Business Administration at Chapman University in Orange, California.

Scott Hoffman has worked for the *Connecticut Department of Transportation*, Office of Contract Compliance, since March, 2011. During his time at the Department, Scott has primarily focused on the Department's Disadvantaged Business Enterprise (DBE) program, including the calculating and monitoring of the Department's DBE goals; monitoring the use and performance of DBE firms on Federal projects; and the determination of pre-award and post-award good faith efforts. Scott has also reviewed contractor compliance on Department projects and worked on developing the Department's Title VI plans for FHWA and FTA. He contributed to the Department's "Guide to Compliance", and has performed training for Contractors and Sub-Recipients, in order to help improve their understanding and compliance with regulatory and procedural requirements for the various civil rights programs. Scott received his Juris Doctor from the University of Minnesota Law School and a Bachelor's in History from the College of William & Mary.

Session II: Mobility Management and Non-Emergency Medical Transportation

Margaret Mixon, *Coordinated Transportation Solutions*, brings a diversified mix of transportation experience in Connecticut to today's presentation. Margaret's education is in urban and regional planning and she has held planner positions in two separate regional planning agencies in Connecticut-now known as WESTCOG and METROCOG. Following her stints as a planner, she joined The Kennedy Center's Mobility Services Department where she took on the role of Regional Mobility Manager for southwestern Connecticut. Margaret joined the profession at a great time-as mobility management was a relatively new field in community transportation and she had the opportunity to help shape the program. As a Mobility Manager for 3 years, Margaret moved up the ranks and became the Director of Mobility Services Department at The Kennedy Center-furthering the great work the agency has been doing for over twenty years, promoting public transit for people with disabilities and older adults, increasing community access, by getting people to places of employment, education, and recreational activities.

From there Margaret moved on to her current position as Business Development Director for Coordinated Transportation Solutions or CTS. In business for 20 years, CTS is a not for profit NEMT brokerage firm that specializes in coordinating transportation for Medicaid Members, special education students, and workers compensation recipients. CTS has several contracts in the northeast providing hundreds of thousands of trips each year. Today, Margaret will share her experience in both the mobility management and Non-emergency medical transportation fields, discuss new developments, and potential impacts to rural transit districts.

Danielle Herbert (known to all as Dani) is the Program Coordinator for the *Way To Go Connecticut Mobility Management Program*. She holds a Bachelor of Science degree in Business Administration from Central Connecticut State University. She was a small business owner until taking a position at North Central Regional Mental Health Board where she has worked for over seventeen years in the positions of Office Manager, Program Coordinator, Fundraiser, Catchment Area Council Specialist and Advocate. In July 2013, she launched the Way To Go Connecticut Mobility Management Program whose mission includes educational outreach to people with disabilities, older adults, limited income individuals and veterans in finding solutions to their transportation challenges. Her mission also includes the identification of gaps and barriers in services experienced by those individuals. Dani created the program from the ground up where she designed the program's curriculum, website and comprehensive resource guidebooks, creating a one stop shop where individuals can navigate their transportation options. Dani keeps her eye on the ever-changing mobility management industry and keeps her constituents informed of upcoming community transportation-related events and news via her workshops, website (www.waytogoc.org), planned webinars, TweetChats, Facebook (www.facebook.com/waytogoc) and Twitter (www.twitter.com/WayToGoCT) pages. Her program has been featured on radio, television and in newsprint.

Dani is a proud mother to a son who has started his freshman year at the College of Charleston last fall. She is an active member who volunteers her time with the Greater Hartford Host Lions Club, which is an organization that helps people with vision impairments. She would be happy to present to any organization or group that might need information on what is available in their area.

Lunch Break

Jerry Emanuel, Resource Center Manager joined *National RTAP* in July 2015. Prior to his current position, Jerry earned his degree in Library and Information Science from Rutgers before working as a Digital Asset Librarian for Bristol-Myers Squibb and later as an Information Analyst for EMD Millipore Corporation.

In his previous roles, Jerry has worked with stakeholders to oversee content management systems, provide metadata and other digital asset management, and bring a strong process orientation to teams. Jerry holds a master's degree in Library and Information Science from Rutgers University in addition to his bachelor's from SUNY Geneseo.

Session III: Panel Discussion on Drug and Alcohol Program Compliance

Doug Holcomb is currently Chief Executive Officer at *Greater Bridgeport Transit* where he served first as Director of Planning and Service Development for eleven years. He has held a number of positions in public transportation and regional planning over the past twenty-eight years including Director of Paratransit Services at the Greater Hartford Transit District and Assistant Director of the Central Naugatuck Valley Council of Governments.

He has served as a member of the Connecticut Public Transportation Commission and as Chairman of the Connecticut Association for Community Transportation. He is a member of the American Institute of Certified Planners and the American Planning Association. He holds a Masters Degree in Community Planning and Development from the University of Rhode Island.

Kimberly A. Dunham is Executive Director of *Greater New Haven Transit District*. The District provides Paratransit service in the South Central Region, operating 86 revenue vehicles and employing 170 staff members. It also serves as a conduit of federal and state funding for transportation related infrastructure projects.

Prior to her employment at GNHTD, Ms. Dunham worked at GHTD as the Director of Fiscal and Administrative Services. In addition to other responsibilities, she served as Administrator of the Connecticut Drug and Alcohol Testing Consortium on behalf of the Connecticut Department of Transportation. She oversaw the program for more than ten years and represented its accomplishments on several FTA National Conference panels.

Andrew Chiaravallo is the Administrator for *Middletown Area Transit (MAT)*. MAT provides Fixed Route, Rural Route and Paratransit/Dial-A-Ride, service to the towns of Middletown, Portland, East Hampton, Cromwell, Meriden, Middlefield and Durham. We have a fleet of 20 vehicles and 48 employees. In 2016 we had over 400,000 rides combined in all systems.

Andrew served in the United States Air Force for 20 years, retiring in 1990, specializing in the field of Air Transportation. Stationed in Dover, Delaware; Panama; and Italy. He's been with MAT since 1992. He started as an Operations Manager with Red & Tan Tours and Coach USA, operating as a contractor to MAT. In charge of the vehicle maintenance program, drivers (fixed route) and mechanics. In January 2007, MAT brought fixed route operations in-house and became the Assistant Administrator April 2010 and Administrator April 2011.

Jim Ferrelli, *The Lexington Group* is responsible for organizational development, marketing, and overall account management activities. He has a diversified management background and serves on the Lexington Group Board of Directors. He received his degree in Social Work from the American University in Washington D.C. Mr. Ferrelli received a Master of Business Administration degree from the Rensselaer Polytechnic Institute, Troy, New York.