



CTRTAP- 2019 Spring Conference Agenda

Date: Wednesday, April 24, 2019

Time: 8:00 AM -2:00 PM

Location: ConnDOT Training Center, 2780 Berlin Turnpike, Newington, CT 06111

8:00 AM – Check-in table front room lounge area
Resource bags provided to all participants with vendor information
Coffee/Breakfast in Large Room @ Training Center

8:30 – 10:00 AM Plenary Session (Room 1)

The New Face of De-escalation

Lt. Ray Hassett will present a Ted-style talk on his course “The New Face of De-Escalation.” Designed for employees who work with the public, it teaches ways to de-escalate everyday situations so order can be restored and meaningful communication can begin. Lt. Hassett worked in the New Haven, CT Department of Police Service. He served as a Detective in the Narcotic Division, the Major Crimes Division, and the Arson Squad. He is a fellow with the Yale Child Studies Center, a program that works with victims of violence and trauma. Ray is an FBI trained hostage negotiator and is currently a lead instructor with CABLE training officers in De-Escalation.

10:00 – 10:15 Break

10:15 – 11:15 Breakout Sessions

A. Session A (Room 2) (Operations)

Trainers Roundtable Discussion

Join Erin Williams (CTTransit), Pat Capobianco (NET) and other trainers from the transit providers attending the conference in a facilitated discussion about what techniques work best when training staff.

B. Session B (Room 1) (Management)

Resources You Can Use

Ed Perzanowski, Director of Business Engagement and Program Services for CTRides will present on the free resources they have available to assist transit providers. Ed will be



joined by Lisa Seymour (Middletown Area Transit) and Joe Comerford (Estuary Transit) who will speak about the unique projects that they have partnered with CTRides to offer in their regions.

Liz Taylor, Assistant Director, National Rural Transit Assistance Program will provide an overview of the free driver training materials available through National RTAP, including some that have been recently updated with the most current information on key topics.

11:15 – 11:30 Break #2

11:30 – 12:15 Lunch

12:15 – 1:30 Plenary Session (Room 2)

FTA Region 1 Jeopardy

Kristen Wood, Office of Planning & Program Development Director

Sergio Coronado, Program Manager

Representatives from FTA Region 1 will play a fun Jeopardy game that will inform, educate, and entertain conference attendees. Topics of interest can be submitted in advance to ensure they will be covered.

1:30 – 1:45 Wrap-up