



# CONNECT *CONNECTIONS MATTER* 2024

## CONFERENCE PROGRAM

PITTSBURGH, PA

SEPTEMBER 15-19, 2024

[WWW.CLEVERDEVICES.COM](http://WWW.CLEVERDEVICES.COM)





## A MESSAGE FROM **CLEVER DEVICES**

On behalf of the entire Clever Devices team, we're excited to welcome you to **CONNECT2024!** This year's theme, *Connections Matter*, speaks to the importance of collaboration in advancing public transit technology. At Clever Devices, we believe that by strengthening connections—with each other and through innovative technology solutions—we can drive the future of transit forward.

We have prepared a comprehensive program that addresses today's most pressing transit challenges, from cybersecurity to enhancing the passenger experience and improving operational efficiency. You'll hear directly from your transit peers and industry experts in our Spotlight sessions, gaining valuable insights for your agency.

Since we last met, we've made incredible strides and have some amazing updates to share with you. From new solutions in business intelligence and enhancements in our back office, scheduling, and passenger information systems, we can't wait to show you what's next. Be sure to attend our breakout sessions and schedule time with our product experts in the demo room to explore how these solutions can benefit your agency.

Welcome to **CONNECT2024**—where connections truly matter, and we're thrilled to share this journey with you!

**Frank Ingrassia**  
Chief Executive Officer

**Buddy Coleman**  
Chief Customer Officer

# EIGHT CUSTOMIZABLE **SOLUTION TRACKS**

Build your schedule based on what's important to you and your role within your agency. We have developed 8 tracks to provide you with focused information on what matters most to you.

## Sustainability



## Planning & Scheduling



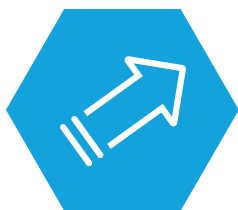
## Rail Workshop



## Fleet Management



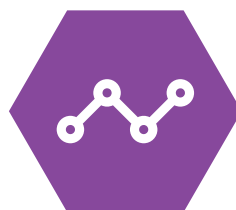
## Clevolution



## Passenger Information Systems



## Business Intelligence & Data



## Communications



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## CHOOSE YOUR OWN ADVENTURE **IN THE CONNECT APP**

The official CONNECT2024 app lets you build your own custom schedule, engage with the CONNECT community and provides up to the minute information for all things CONNECT. Scan the QR code to the right to download the app or visit the registration desk for help getting started.



# SHARE ON SOCIAL, WIN GREAT PRIZES!

Use the hashtag **#CDCONNECT2024** on your CONNECT2024 related social posts on Sunday, Monday, and Tuesday (9/15/24 - 9/17/24) of the event to be entered to win!

Each day we'll choose the 3 top posts. Winners will be announced the following morning, and will receive a prize and have their posts shared on Clever Devices' social media accounts. A grand prize will be awarded for the top performing post throughout the event!

## Contest Rules:

- Must be following Clever Devices
- Tag Clever Devices in the post
- Use the #CDCONNECT2024 hashtag
- Posts can be published on LinkedIn and/or X



@CleverDevices



@CleverDevices\_

For detailed rules, guidelines and tips, scan this QR code:



*This contest is neither sponsored nor endorsed by LinkedIn or Twitter.*

## SUNDAY, SEPTEMBER 15

12 pm - 5 pm

CONNECT Annual Golf Outing at Cranberry Highlands Golf Course

3:00 PM -  
5:00 PM

Registration Open

Sheffield Foyer

5:30 pm - 7 pm

Opening Reception at Kimpton Hotel Monaco Rooftop

# MONDAY, SEPTEMBER 16

8 AM - 9 AM Breakfast - Sheffield Foyer

9:00 AM -  
10:00 AM

## **Keynote Session:** Welcome to Pittsburgh

**Keynote Speaker:** Katharine Kelleman, CEO, *Pittsburgh Regional Transit*

**Introduction:** Buddy Coleman, CCO, *Clever Devices*

**Sheffield Ballroom**

10 AM - 10:10 AM - Morning Break

10:10 AM -  
10:20 AM

## **Spotlight Session:** Announcements from Clever Devices CEO, Frank Ingrassia

**Sheffield Ballroom**

10:20 AM -  
11:20 AM

## **Spotlight Session:** Customer Success: Transforming Your Clever Devices Service and Support Journey

We have been working tirelessly to transform our customer service tactics! We have heard you through your survey responses, one on one conversations, and daily interactions, about the changes you need to see.

We have made significant investments in Service and Support over the last 18 months to improve your overall experience. Join us for this session to learn more about what to expect and when.

**Speakers:** Dean Roussinos, EVP Customer Success, *Clever Devices*  
John King, VP Customer Support, *Clever Devices*  
Elvis Santana, Managing Director Services and Customer Support, *Clever Devices*

**Sheffield Ballroom**

11:20 AM -  
12:20 PM

## **Spotlight Session:** Driving Towards Zero: Strategies for Achieving a Zero Emission Fleet

Many cities, states, and countries have passed a fully zero-emission vehicle deadline by 2050. And so, adopting zero-emission vehicles (ZEVs) is a crucial focus for transportation agencies globally. This panel will explore the challenges, strategies, and technological solutions for achieving zero-emission fleets. Panel members will share their experiences and practical insights in overcoming infrastructure limitations, procurement processes, state/national funding initiatives, collaborating with city infrastructure, and leveraging technology.

**Panelists:** Christopher Tuff, Deputy CEO, *CENTRO*  
Sean Cronin, Senior Director for Mechanical Capital Projects, *Metra*

**Sheffield Ballroom**

12:20 PM - 1:30 PM - Lunch- Sheffield Foyer

1:00 PM - 5:30 PM - Demo Room Open - Sofia Ballroom

**Breakout Tracks Begin**

1:30 PM -  
2:20 PM

**Sustainability:** Driving Efficiency: Mastering Electric Vehicle Management with EVMS



During this session, we'll reveal how to seamlessly manage both EVs and diesel/hybrid fleets as zero emissions guidelines approach. Join our session for insights on integrating EVMS, monitoring State of Charge (SoC), and exclusive previews of charge management features, ensuring optimal fleet performance and longevity.

**Speaker:** Hector Garnica, Product Lead Director, *Clever Devices*

**Sheffield Ballroom**

**Planning & Scheduling:** Elevating Transit Operations: The Power of MAIOR and the Integration with the Clever Devices Ecosystem



Discover the capabilities of the MAIOR Transit Scheduling Suite, a comprehensive solution designed to optimize your transit planning and scheduling operations. This session will introduce you to the suite's latest features and enhancements and demonstrate how it can streamline your scheduling, workforce management, and more.

**Speaker:** Marvin Paul, Product Line Director, *Clever Devices*

**Clemente**

**Fleet Management:** Maximizing Rail Car Performance: The Role of Condition-Based Maintenance in Pneumatic Systems



Discover how condition-based maintenance ensures the reliable operation of pneumatic systems aboard rail cars. Learn strategies to monitor equipment health, reduce unexpected failures, and extend the lifecycle of critical components, maximizing efficiency and minimizing downtime.

**Speakers:** Rich Stelmach, Director, Business Development, Rail, *Clever Devices*  
Zak Bharrat, Product Line Manager, Rail, *Clever Devices*

**Carson**

**Fleet Management:** Empowering Your Yard: The Impacts of SmartYard on Dispatchers and Maintenance



Discover how SmartYard transforms yard management by delivering tailored benefits across your transit agency. This session introduces SmartYard's positive impact on pull-out management, on-time performance, and real-time vehicle status tracking. Learn how seamless MMIS integration streamlines maintenance, ensuring efficient operations without constant communication.

**Speaker:** Macky Li, Product Manager, *Clever Devices*

**Rialto**

2:30 PM -  
3:10 PM

**Fleet Management:** New Look New You: Updates to CleverCAD Incident Management



Join us to explore the newly enhanced CleverCAD Incident Management Module, featuring a sleek user interface and advanced functionality. Discover intuitive tools like intersection diagrams, form creation for precise incident documentation, and customization options via CleverAPI, offering unmatched flexibility and traceability.

**Speaker:** Haston Guess, Product Specialist, *Clever Devices*

**Sheffield Ballroom**

**Clevolution:** Change Management: An Inside Look Into Leading Successful Change Adoption for your ITS Deployment



Embrace change confidently within your agency. This session covers best practices for managing change through project phases, ensuring a smooth ITS deployment. Learn the what, who, where, when, and why of leading change, aligning change management with project phases, and gain actionable insights for successful adoption.

**Speaker:** Christian Smith, Senior Project Manager, *Clever Devices*

**Clemente**

# MONDAY, SEPTEMBER 16 CONTINUED

2:30 PM -  
3:10 PM

**Passenger Information:** The Ultimate Real-Time Passenger Information Solution for Multi-Modal Travelers



Ensure your tech-savvy riders have accurate, real-time data to plan their multi-modal journeys. Join our session to explore the multi-modal capabilities of RTPI with our Train Arrival Prediction System (TAPS) and BusTime, learn how passengers can optimize travel plans, and discover strategies for delivering timely service alerts and disruption notifications for stress-free commutes.

**Speaker:** Yardley Lagombra, Product Manager, *Clever Devices*

**Salk**

**Rail Workshop:** Round Table Discussion – The Future of Rail Technology: Where It’s Headed, Navigating Challenges, and Funding



Join us for a dynamic roundtable discussion on the future of the rail industry. This session brings together experts to explore the latest in rail transportation technology, potential roadblocks, and funding opportunities.

**Speaker:** Rich Stelmach, Director, Business Development, Rail, *Clever Devices*

**Carson**

3:10 PM - 3:30 PM - Afternoon Break

3:10 PM -  
4:00 PM

**Expert Corner with Clever Devices Senior Project Manager Christian Smith!**

*\*New to CONNECT 2024 program – Our expert corner will offer you the opportunity to chat with some of our team members about topics that matter to you! Grab a coffee and stop by any time during the hour to talk about our customer service and support advancements.*

Need to know more after Christian’s presentation? Worried about change management and what it takes to implement new features or get new hires up to speed? Stop by our expert corner and chat with Christian Smith, Senior Project Manager, Clever Devices, about project best practices.

**Sheffield Foyer**

3:30 PM -  
4:10 PM

**Fleet Management:** CleverWorks: Better Schedule Management



Transform your transit schedule management with CleverWorks, Clever Devices' premier solution. This session covers essential tools and techniques to enhance efficiency and precision. Learn to resolve schedule issues, utilize audio features for seamless passenger communication, and discover QuickTurn for swift schedule deployment. Join us to revolutionize your operations.

**Speaker:** Yardley Lagombra, Product Manager, *Clever Devices*

**Sheffield Ballroom**

**Clevolution:** Harnessing Data Science for Transformative Transit Solutions



We're discussing all things data! Need to know how to find the most useful information? Interested in sharing your best practices with your peers? This session will prove to be a dynamic discussion with actionable insights you can take back to your agency.

**Speaker:** Brock Bafford, VP of Data Science, *Clever Devices*

**Clemente**



**Rail Workshop: Thinking Outside the Box: Adapting Current Transit Technologies for Rolling Stock**



Discover how existing technologies from bus can be economically adapted for rolling stock sub-systems. Learn how intuitive, user-friendly interfaces can maximize maintainability and vehicle availability by leveraging existing infrastructure.

**Speaker:** Rich Stelmach, Director, Business Development, Rail, *Clever Devices*

**Carson**

4:20 PM -  
5:00 PM

**Rail Workshop: Enhancing Efficiency Through Collaboration**



Join us for an interactive Rail Workshop designed to foster collaboration and innovation in rail operations. This engaging session will feature rail-focused round table discussions and solution sessions, providing a platform for industry professionals to share insights, discuss challenges, and explore new solutions.

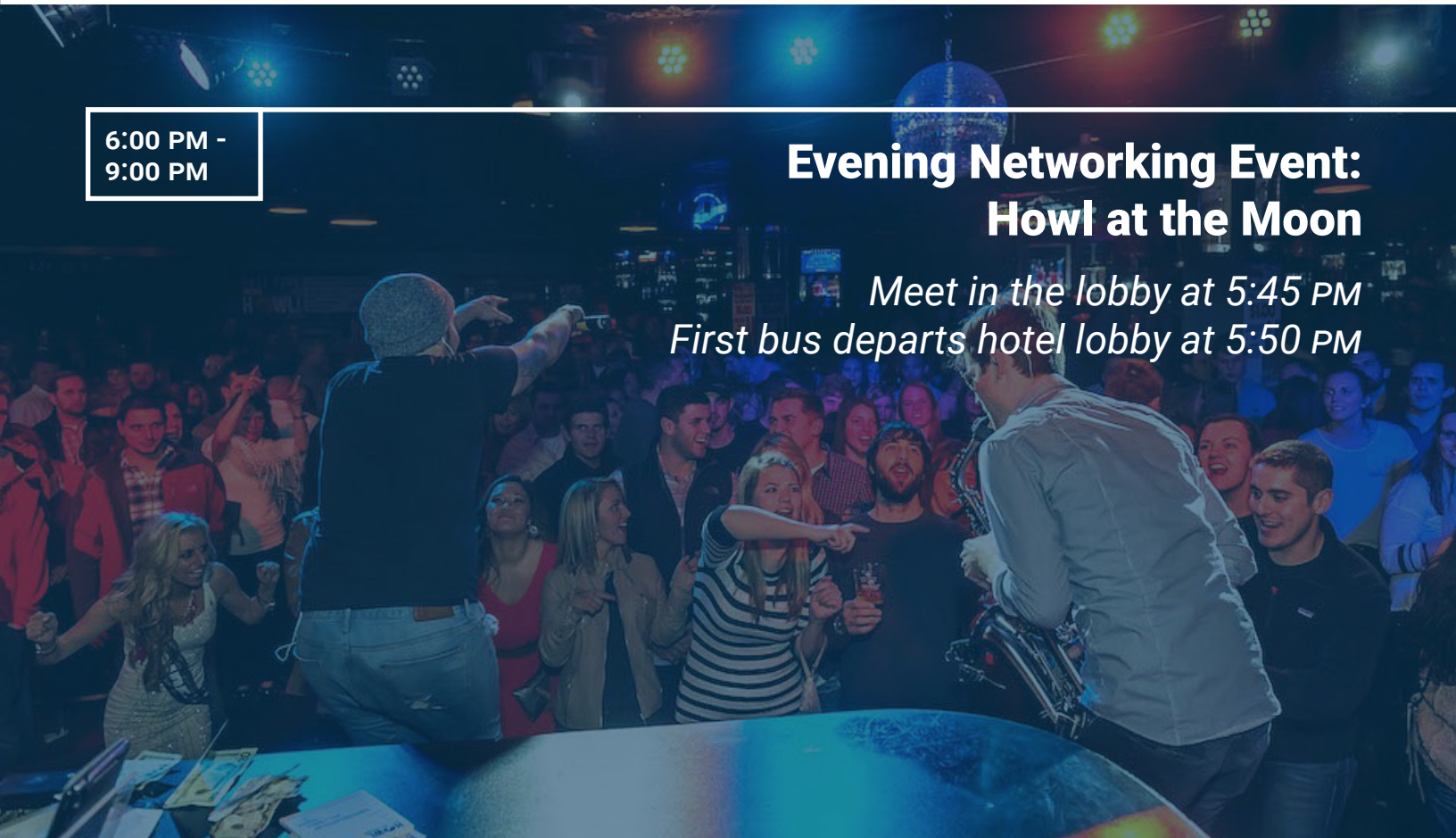
**Speaker:** Rich Stelmach, Director, Business Development, Rail, *Clever Devices*

**Carson**

6:00 PM -  
9:00 PM

**Evening Networking Event:  
Howl at the Moon**

*Meet in the lobby at 5:45 PM  
First bus departs hotel lobby at 5:50 PM*



# TUESDAY, SEPTEMBER 17

9 AM - 10 AM Breakfast - Sheffield Foyer

10:00 AM -  
11:00 AM

**Spotlight Session:** **Pittsburgh Regional Transit Redesign: Breaking Down What It Takes to Redesign Your Entire Network**

Redesigning your service to reach your riders is an important endeavor for any transportation agencies. But who needs to be involved? What information do you need? During this session, Amy Silbermann, will discuss PRT's Bus line redesign project and the efforts it took both internally and externally to meet the needs of Yinzers.

**Speaker:** Amy Silbermann, Chief Development Officer, *Pittsburgh Regional Transit*

**Sheffield Ballroom**

11 AM - 11:20 AM - Morning Break

11:20 AM -  
12:00 PM

**Spotlight Session:** **You Beta Believe It: Benefits to Engaging with Vendors in Beta Programs to Advance Technology**

Engaging with vendors on new solutions doesn't have to be a drag. Joonie Tolosa and Rippal Kanda from Santa Clara VTA will be speaking on the benefits of working directly with Clever Devices in their most recent beta programs.

**Speakers:** Joonie Tolosa, Technology Manager, *Santa Clara VTA*  
Rippal Kanda, Operations Systems Supervisor, *Santa Clara VTA*

**Sheffield Ballroom**

12:00 PM -  
12:40 PM

**Spotlight Session:** **Steps to Ensure a Successful Project Outcome: Lessons from an Agency on Major Project Implementation Challenges**

Gearing up for your new ITS project or new solution upgrade is an exciting time for any agency. But what do you need to consider to be sure that your project is successful? During this session you'll learn from Grantley Martelly, former COO of Pierce Transit, what you need to consider at each stage of this project from an agency perspective.

**Speaker:** Grantley Martelly, Consultant, *former COO of Pierce Transit*  
**Moderator:** Christian Smith, Senior Project Manager, *Clever Devices*

**Sheffield Ballroom**

12:40 PM - 2:00 PM  
Lunch- Sheffield Foyer

1 PM - 5:00 PM  
Demo Room Open - Sofia Ballroom

## Breakout Tracks Begin

2:00 PM -  
2:40 PM

### **Business Intelligence/Data:** First Look: AVM EVO Flex



Join us for a first look at our Next Generation of AVM, AVM EVO, and learn about the improvements we've made to our proven vehicle health maintenance solution.

**Speaker:** Zak Bharrat, Product Manager, *Clever Devices*

**Sheffield Ballroom**

### **Planning & Scheduling:** Mastering Operator Assignments with the New MAIOR Rostering Tool



Uncover the power of the new MAIOR Rostering Tool to effortlessly manage operator assignments and availability. This session covers innovative features to streamline operations, optimize rostering, modify work assignments, manage bid packages, and handle unplanned activities, absences, and employee preferences for a responsive, adaptable workforce. Join us to learn more.

**Speaker:** Marvin Paul, Product Line Director, *Clever Devices*

**Clemente**

### **Fleet Management:** Optimizing Operations with CleverCAD Rail



With CleverCAD Rail, you can effortlessly monitor, communicate, and trigger real-time schedule modifications, all in one place. Don't miss out on our practical and informative session, where we will delve into the practical applications of CleverCAD Rail.

**Speaker:** Macky Li, Product Manager, Rail, *Clever Devices*

**Carson**

2:50 PM -  
3:20 PM

### **Business Intelligence/Data:** CleverInsights: Revolutionizing Ridership Data Management



Step into the future of Ridership Reporting with CleverInsights, the ultimate tool for turning data into actionable insights. Learn about optimized service planning, transparent data processing, 'What-If' data analysis, integrated manual checker functions and comprehensive ridership reporting, and future enhancements. Unlock the full potential of your ridership data.

**Speaker:** Yardley Lagombra, Product Manager, *Clever Devices*

**Sheffield Ballroom**

### **Planning & Scheduling:** MAIOR and the Future of Planning and Scheduling



Discover the latest innovations and upcoming features from MAIOR, a leading provider of advanced planning and scheduling software for public transit. Learn about new tools enhancing operational efficiency and explore cutting-edge developments on the horizon, designed to streamline scheduling, boost productivity, and empower transit systems for the future.

**Speaker:** Duccio Grandi, Chief Product Officer, *MAIOR*

**Clemente**

# TUESDAY, SEPTEMBER 17 CONTINUED

2:50 PM -  
3:20 PM

## **Rail Workshop:** Enhancing Efficiency Through Collaboration



Join us for an interactive Rail Workshop designed to foster collaboration and innovation in rail operations. This engaging session will feature rail-focused round table discussions and solution sessions, providing a platform for industry professionals to share insights, discuss challenges, and explore new solutions.

**Speaker:** Rich Stelmach, Director, Business Development, Rail, *Clever Devices*

**Carson**

## **Communications:** Improve Your Communications: Discover the New Celrado Network



Stay ahead in the fast-paced world of transit communication with the latest updates to Clever Devices' Celrado solution. Introducing the Celrado Network Management Service (NMS), an innovative enhancement designed to streamline and enhance your communication management. This client-based solution empowers you to control users, roles, talkgroups, and more, all from a centralized platform.

**Speaker:** Phil Bockrath, VP of Wireless Communications, *Clever Devices*

**Salk**

3:30 PM -  
4:30 PM

## **Expert Corner with Clever Devices Product Operations Director and Ridecheck+ Expert, Crystal Benjamin-Bafford!**

Do you have questions about Ridecheck+ End of Life? Have you decided to migrate to CleverInsights and you need more information about that process and what to expect? Well stop by and chat with Crystal! She'll be available to discuss everything ridership reporting from 3:30 – 4:30p (and if you catch her outside this time, we're sure she'd still love to talk about it!)

**Sheffield Foyer**

3:30 PM - 3:50 PM - Afternoon Break

3:50 PM -  
4:30 PM

## **Fleet Management:** Navigating the Chaos: Practical Applications of Disruption Management



Disruptions are inevitable in the ever-changing landscape of transit operations. But with the right tools and strategies, managing these disruptions can become a seamless part of your daily operations. Join us for an insightful session on the latest best practices for disruption management, featuring new actions built into the Clever Devices system and advancements to come!

**Speakers:** Patrick Benjamin, VP Product Management, *Clever Devices*  
Haston Guess, Product Specialist, *Clever Devices*

**Sheffield Ballroom**

## **Passenger Information:** Your Riders Know Your Digital Signs Are Down; Do You?



Is your digital signage truly reliable? Your riders know when it's not. Dive into CleverVision and discover how our Real-Time Status system (CV-RTS) always keeps your information accurate. Join us for an engaging session where we'll unveil the newest features of CV-RTS.

**Speaker:** Macky Li, Product Manager, *Clever Devices*

**Rialto**

**Rail Workshop:** Overcoming Challenges: Mid-Life Overhaul and Future Prospects in Rail



Join us for an intriguing session with insights from a seasoned Program Manager, who will share lessons learned from their experience of a mid-life overhaul project. This talk will cover the challenges of dealing with obsolescence and provide an update on current age exploration programs for the next iteration of this project, as well as the upcoming additions in terms of Battery Electric and Gallery Vehicles.

**Speaker:** Rich Stelmach, Director, Business Development, Rail, *Clever Devices*

**Carson**

**Clevolution:** Benefits of a Clever Devices Hosted ITS Solution



Today's ITS solutions are more complex than ever and require a significant effort to keep them available and secure. In this session, we will review the Hosting Services available from Clever Devices that can simplify your ITS solution. Join this session to learn the architectural differences between hosted and on-prem solutions and explore the different levels of Clever Devices hosting.

**Speaker:** John Locascio, VP of Infrastructure Technology Solutions, *Clever Devices*

**Salk**

4:40 PM -  
5:20 PM

**Business Intelligence/Data:** Breaking Down Silos: Unlocking the Power of Real-Time Data with CleverMetrix



Struggling to make quick, informed decisions due to a lack of real-time data across departments? Say goodbye to organizational silos and hello to CleverMetrix, the ultimate solution for providing universally accessible real-time data to your entire team. With CleverMetrix, empower your agency to make smarter decisions and enhance cross-department collaboration for a safer, more efficient rider experience. Join us for this dynamic session where you'll explore exciting new features that have recently been released, designed to enhance your agency's operational efficiency, and help you stay ahead of the curve.

**Speaker:** Hector Garnica, Product Lead Director, *Clever Devices*

**Sheffield Ballroom**

**Fleet Management:** Improving Operator Experience with Onboard Hardware Tech



With CleverCAD Rail, you can effortlessly monitor, communicate, and trigger real-time schedule modifications, all in one place. Don't miss out on our practical and informative session, where we will delve into the practical applications of CleverCAD Rail.

**Speaker:** Zak Bharrat, Product Line Manager, Rail, *Clever Devices*

**Clemente**

**Free Evening:**

*Enjoy the sights and bites in Pittsburgh using your complimentary 7-Day Pass on the PRT Ready2Ride app!*

# WEDNESDAY, SEPTEMBER 18

8 AM - 9 AM Breakfast - Sheffield Foyer

9:00 AM -  
10:00 AM

## **Spotlight Session:** Keeping History Alive Through Transportation: New Orleans' Streetcar Retrofit Project

Explore how New Orleans preserved its iconic streetcars by partnering with vendors who recognized the delicate balance between modernization and heritage. This session delves into the collaborative efforts that ensured these historic vehicles remain in service, blending innovation with tradition to keep the city's legacy rolling forward.

**Speaker:** Lucien Dolliole, CAD/AVL Manager, *New Orleans Regional Transit Authority*

**Sheffield Ballroom**

10:00 AM -  
11:00 AM

## **Spotlight Session:** Bus Modernization to Elevate Transit Operations

Join this session to understand how Washington Metro plans to use an integrated technology solution to meet the needs of their riders and elevate their overall service.

**Speaker:** Erik Jensen, Manager Strategic Initiatives, *WMATA*

**Sheffield Ballroom**

11 AM - 11:20 AM - Morning Break

11:20 AM -  
12:00 PM

## **Spotlight Session:** Game Plan Ready: Preparing Your Transportation Agency for a Citywide Event

Discover how SMART expertly moved over 26K people during Detroit's record-breaking NFL Draft. Learn how their deep understanding of city dynamics and operator needs ensured seamless service, keeping every passenger on track without a single one left behind. Join us to explore the strategies behind this operational success story.

**Speaker:** De'Shalon Brownlee, VP of Bus Operations, *SMART*

**Sheffield Ballroom**

12:00 PM -  
1:00 PM

## **Spotlight Session:** Optimizing Scheduling with MAIOR

Join Kitsap Transit and Denver RTD as they discuss transforming their scheduling processes to meet today's demands. Learn how both agencies automated, standardized, and optimized planning functions using MAIOR and Clever Devices to improve rider experience and operational efficiency in an ever-changing environment.

**Speakers:** Jonathan F. Wade, Service Development Support Manager, *Denver RTD*  
Lindsay Cook, Grants & Compliance Manager, *Kitsap Transit*

**Sheffield Ballroom**

1:00 PM - 2:00 PM - Lunch- Sheffield Foyer

1:00 PM - 5:30 PM - Demo Room Open - Sofia Ballroom

## Technical Tours Begin

### Technical Tour 1: Monongahela Incline

A popular tourist attraction, the Monongahela Incline is the oldest funicular in operation in the United States. The two-car, track operated people mover originally opened for service in 1870 to ferry passengers and freight from Mt. Washington to Carson Street and Downtown Pittsburgh below. Originally steam driven and improved over the years, the incline now features a state-of-the-art operating system. Tourists and commuters alike experience this six-minute ride seven days a week, 365 days a year.

*Closed Toed Shoes are Required.*

60 Minutes Round Trip- Shuttle Service will Depart from the Kimpton Hotel Monaco

20 People Per Tour

Available Time Slots (SIGN UP IS REQUIRED- Please sign up for a tour at registration desk)

- 2:00 PM - 3:00 PM

- 3:00 PM - 4:00 PM

- 4:00 PM - 5:00 PM

### Technical Tour 2: South Hills Village Rail Center

PRT is excited to invite you on a guided tour of the South Hills Village Rail Center. During the 45-minute light rail trip to the facility we will discuss our LRT system, fleet status, and maintenance practices. While at the facility we will tour the Maintenance Facility (Carhouse). At the recently updated CarHouse you will have an opportunity to tour Heavy Repair Maintenance, Wheel Truing, Pantograph Repair, Body Shop, Paint Booths, Blowdown Booths that will be under construction, HVAC Running Repair Maintenance, and Daily Servicing. We will have vehicles to examine both undercar equipment and roof mounted equipment, as well as highly trained maintenance staff for related questions.

*Closed Toed Shoes are Required.*

3 Hours Round Trip- Tour will be guided from the Hotel Monaco to Penn Park Station

60 Person Limit

Available Time Slots (SIGN UP IS REQUIRED- Please sign up for a tour at registration desk)

- 2:00 PM - 5:00 PM

6:00 PM -  
9:00 PM

**Evening Networking Event:  
Private Dinner at the Heinz History Center**

*Meet in the lobby at 5:30 PM  
First bus departs hotel lobby at 5:45 PM*

# THURSDAY, SEPTEMBER 19

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8:00 AM -  
9:30 AM

Closing Remarks & Breakfast

*The Commoner Restaurant*

**9:30 AM- Conference Concludes: Thanks for attending CONNECT2024!**





# KEYNOTE SPEAKER

**Katharine Kelleman**, *Chief Executive Officer of Pittsburgh Regional Transit*

Katharine Kelleman serves as chief executive officer of Pittsburgh Regional Transit (PRT), the public transit system serving the Pittsburgh region.

Katharine often tells her staff and community to dream big - and she means it. She sets her sights high for herself and her team and most importantly, she follows through. Whether it was becoming the youngest director in the Baltimore transit system, the youngest Chief at the Hillsborough Area Regional Transit (HART) in Tampa, FL, being the first female with young kids to be the CEO at PRT, or being in the top 10 for the American Taekwondo Association's World Standings female black belts in 2003, she exceeds her goals and leads her team to do the same.



Since joining PRT in 2018 as CEO, Katharine has focused on providing safe, reliable, and more affordable and accessible transit service to the Pittsburgh region. She has established better communication with customers, fought to find creative and incremental solutions for a more equitable fare system, and championed the development of a 25-year plan for the agency. As the 15th biggest bus agency and one of the top 25 biggest transit agencies in the country, PRT provides critical service to the region, which has been highlighted throughout the pandemic.

Katharine's leadership at PRT during this tumultuous time enabled the agency to rapidly adapt to serve the community. During this time, PRT continued to gather robust community feedback despite social distancing, instituted more rigorous cleaning protocols systemwide, and created a national award-winning "Room2Ride" Program that uses previous weeks' data to help riders determine which bus during the day is likely to have room for them during pandemic restrictions.

Katharine serves on the boards of the American Public Transportation Association, United Way of Southwestern Pennsylvania, Queens Gambit, and WTS International.

# INDUSTRY SPEAKERS



## **Amy Silberman**

*Chief Development Officer, Pittsburgh Regional Transit*

Amy Silberman, Chief Development Officer at Pittsburgh Regional Transit, oversees Planning, Service Development, Engineering, and Scheduling. Since joining PRT in 2011, she has focused on data-driven decision-making and expanding the Planning Department. Amy holds degrees in Biology, Teaching, and Public Policy, and is a certified planner with AICP.



## **De'Shalon Brownlee**

*Vice President Bus Operations, Suburban Mobility Authority for Regional Transportation*

DeShalon Brownlee is the VP of Bus Operations at the Suburban Mobility Authority for Regional Transportation (SMART), with over 25 years of transit experience. She has held various roles, including Coach Operator, Assistant VP and Terminal Manager. DeShalon specializes in management, project oversight, and transit supervision, ensuring operational excellence at SMART.



## **Grantley Martelly, M.S., M.A.**

*Consultant, former COO of Pierce Transit*

Grantley Martelly's 30 year career in the transportation industry spans both private and public sectors. He has held leadership roles with Utah Transit Authority, King County Metro, Triunity Inc., and Pierce Transit. His career includes sponsoring and leading projects that improve key performance indicators and data analytics to improve business performance and establishing ISO standards in agencies.



## **Sean Cronin**

*Senior Director for Mechanical Capital Projects, METRA*

Sean Cronin is the Senior Director for Mechanical Capital Projects at Metra Commuter Railroad in Chicago, IL. He oversees the agency's Mechanical Department Capital Programs, which include rolling stock engineering and quality assurance teams. Sean has been with Metra for 14 years and is currently leading efforts to procure new rolling stock, both cars and locomotives and overhauling three different types of rolling stock utilizing the existing workforce.



## **Rippal Kanda**

*Operations Systems Supervisor Santa Clara VTA*

Rippal Kanda, Operations Systems Supervisor at VTA, works closely with fixed-route bus and light rail operations to leverage business intelligence tools to maximize valuable operational efficiency when tracking key performance indicators. Before his current role, Rippal worked in the commuter shuttle space performing travel demand management for Silicon Valley technology companies such as Apple and Google. Rippal holds a BS in Public Health, MBA in Strategic Management, MS

in Transportation Management, and is a certified Project Management Professional (PMP).



## **Christopher Tuff**

*Deputy Chief Executive Officer, Centro*

Christopher Tuff, Deputy CEO of Centro since 2020, oversees operations across four counties and represents the Authority statewide. Joining in 2016, he held roles like VP of Administration. Previously, he was an Auditor for NY State. He holds degrees in accounting and public administration and was named in Mass Transit's 40 Under 40.



## **Erik Jensen**

*Manager of Strategy and Policy, Washington Metropolitan Area Transit Authority*

Erik Jensen, Manager of Strategy and Policy at WMATA, leads a bus modernization program integrating best practices with new technology. With over 8 years in transit, including 6 years at NYC Transit, he holds degrees in Engineering and Transportation Systems. Erik was named in Mass Transit's 40 Under 40 in 2021.



## **Joonie Tolosa**

*Manager, Operations Analysis, Reporting, & Systems, Santa Clara VTA*

Joonie, Technology Manager at VTA, has 25 years of experience and currently leads the Advanced Communications Systems (CAD-AVL) project. Before VTA, Joonie worked in semiconductor, vehicle, computer manufacturing, and pharmaceutical distribution. Joonie holds a BS in Computer Science and a Master's in Business Management.



## **Lucien Dolliole**

*CAD/AVL Manager, New Orleans Regional Transit Authority*

Lucien Dolliole is the CAD/AVL Manager at the RTA of New Orleans, where he's been optimizing transit technology for over six years. With nearly two decades of experience as a Reports Specialist for DHS FEMA, Lucien's expertise in data and reporting has been invaluable in enhancing emergency management and transit operations.



## **Jonathan F. Wade**

*Service Development Support Manager, Denver RTD*

Jonathan Wade is the Service Development Support Manager at Denver RTD, where he leads strategic initiatives to enhance public transit services. With years of experience in transit planning and operations, Jonathan plays a key role in optimizing Denver's transportation network, focusing on innovation, efficiency, and customer satisfaction.



## **Lindsay Cook**

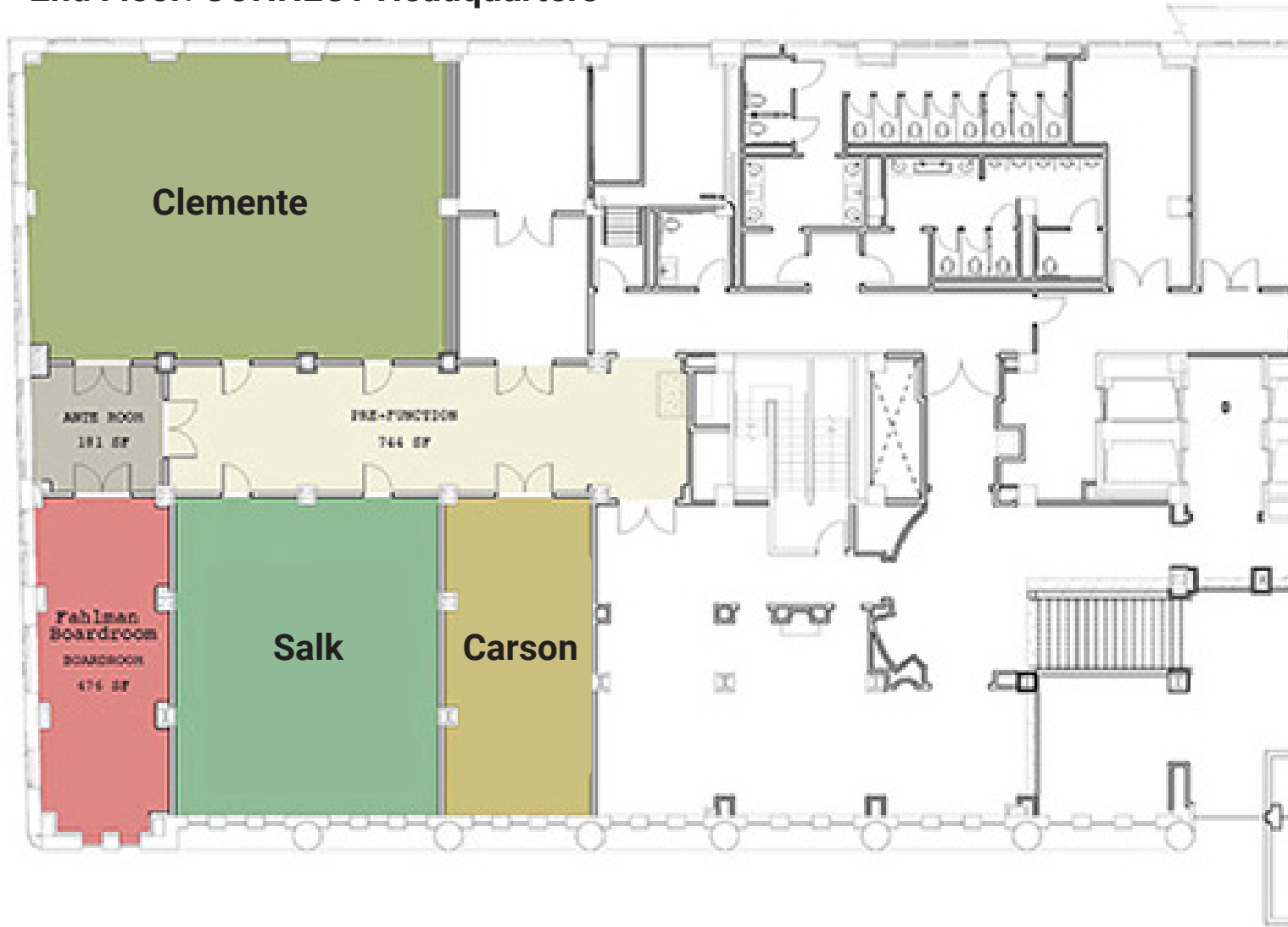
*Grants and Compliance Coordinator, Kitsap Transit*

Lindsay Cook serves as the Grants and Compliance Coordinator at Kitsap Transit, where she is currently overseeing the CAD/AVL Replacement project, a key initiative aimed at enhancing transit operations. Since joining Kitsap Transit in 2002, Lindsay has been instrumental in managing a variety of capital projects that improve both bus and ferry services. Her close collaboration with the planning team has also been pivotal in facilitating the adoption of Maior, showcasing her

dedication to advancing transit efficiency and effectiveness at Kitsap Transit.

# HOTEL FLOOR PLAN

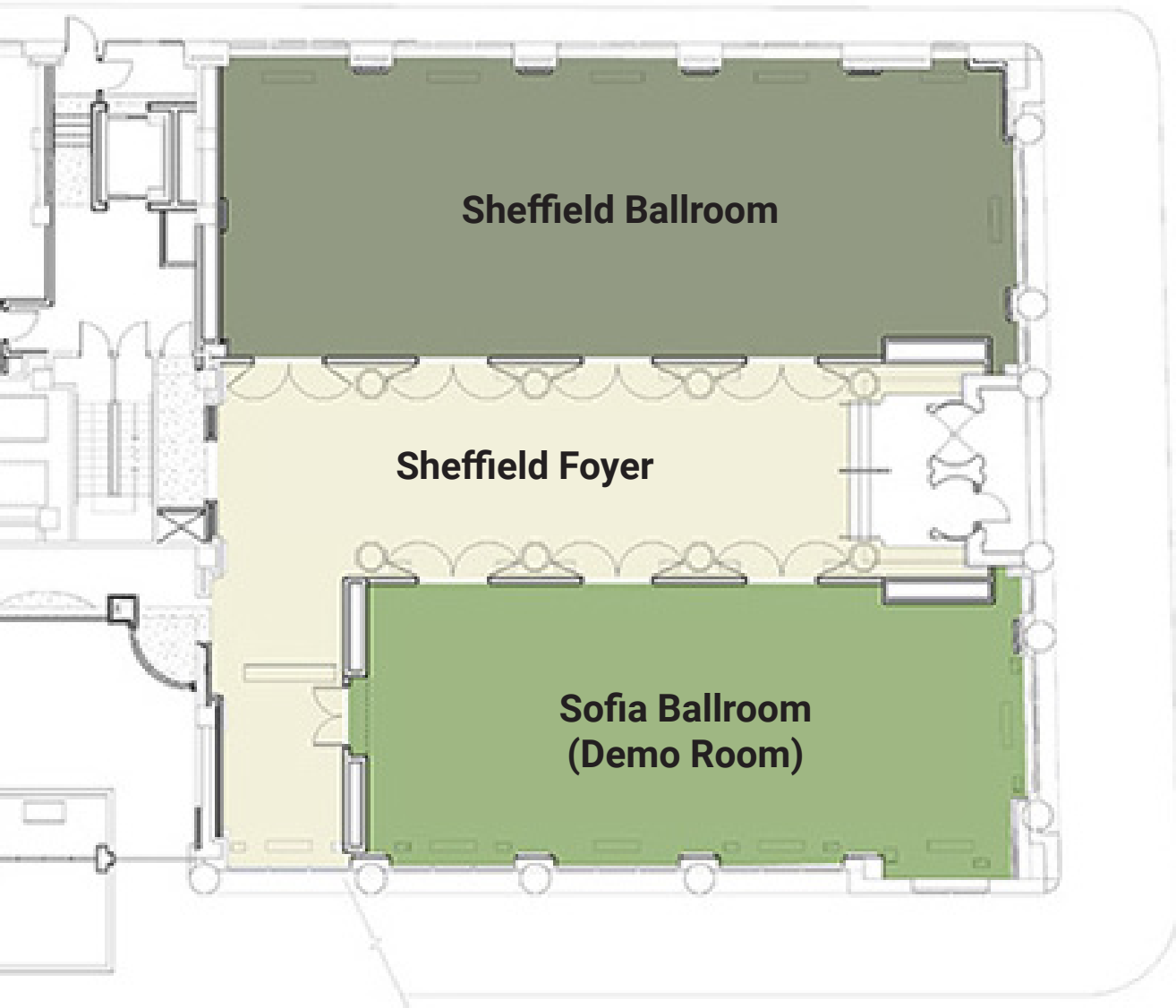
## 2nd Floor: CONNECT Headquarters



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**9th Floor: Rialto and Rooftop**

