



**TRANSIT TIDBITS**  
**Issue 144 MARCH 2024**

**THOUGHT FOR THE MONTH**  
**MARCH 2024**

**Work Hard**  
**Dream Big**  
**Never Give Up**

**TENTATIVE BOARD**  
**MEETING DATES**

**May 6<sup>th</sup> and 7<sup>th</sup>, 2024---Comfort Inn,  
Bismarck, ND**

**July 22<sup>nd</sup> and 23<sup>rd</sup> ZOOM Meeting**

**BLESSED TO BE A BLESSING**

Pat Hansen, Director  
South Central Adult Service Council

South Central Adult Services in Valley City is projecting an increase of about 7,000 rides this fiscal year. I think a big part of the increase is due to our amazing drivers. I asked one of the drivers today why he likes working here and he told me he loves hearing the

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stories his passengers tell about their lives. In many cases the drivers are the only people the passengers see in a day and he's glad to be part of their lives.

As the director of the agency, I attend meetings throughout our eight-county region, and I constantly hear about how wonderful our service is and how kind and caring our drivers are. This is one of the things I like most about **my** job. I always hear about a kindness shown and about how critical what we do is to the lives of the people we serve. For those of you who are driving for our agencies, **THANK YOU** for what you do. You are changing and improving the lives of the people you serve!

## 2024 DTA CONFERENCE

Terry Hoffman, Co-Director  
Community Transit of  
Watertown/Sisseton, Inc.

Don't look now, but it's certainly not too early to be planning for the annual Dakota Transit Association Fall Conference in Rapid City, SD.

The 40<sup>th</sup> edition of the event is slated for September 13-18 at the Rapid City Holiday Inn. Planning has been in full swing since the 2023 conference concluded. The DTA board is working diligently to provide a variety of events, classes, and presenters.



Efforts are made annually to bring unique timely topics, fresh ideas and presenters who will captivate the audience for their sessions. While we realize not all material pertains to each transit project in attendance, some topics are considered hot enough, they need to be on the schedule.

Attendees will notice some major changes in this edition including the extension of the event by one day. Wednesday will feature a couple of events we think everyone will be excited about. Other changes include a different form of entertainment for the drivers

following the awards banquet on Saturday night. After much debate the Trade Show will remain on Tuesday.

The usual Saturday night entertainment will shift to Tuesday evening so the vendors can participate if they choose. That group was a major part of our successful Tuesday night party in Minot. Vendors are a major player in the success of any conference, and we want to keep them involved. Since an extra day was added to the conference, a Tuesday night of fun and celebration seems appropriate.

Other topics include:

- Succession planning
- Dealing with difficult employees
- Mentoring
- Internet crimes against youth
- Title VI Training
- Legislative reports from Scott Bogren of CTAA
- Cindy Terwilliger with the latest from the FTA

To celebrate 40 years of DTA, the board is planning on a string of events to honor past and present members, especially those from the early years of the organization. Displays of memorabilia, videos, opportunities to meet and talk transit with former leaders are possibilities.



All presenters will be offered a spot in Wednesday morning round-table discussions.

Don't procrastinate, start planning now and join us in the beautiful Black Hills of South Dakota for what we hope is one of our best events ever.

## **2024 DTA MEMBERSHIP FORM**

Jacque Senger, Executive Director

The DTA Members totals 39 agencies; 3 Associate Members, 25 ND Agencies and 11 SD Agencies. As of today, I have received 26 DTA Membership Forms. Thank you to all who have responded.



### **NEW BOARD MEMBER**

Rose Drake, Operations Manager  
Elder Care/Dickinson Public Transit

Hi DTA Members! My name is Rose Drake, currently I am the Operations Manager at Dickinson Public Transit in Dickinson, ND. I have been with the organization collectively

for 5 and a half years. My responsibilities are to over see all staff with the transit program and our meal program along with the operations of both programs. I work closely with all staff to ensure we are running efficiently and comply with regulations. I enjoy working with our staff as I believe we have dedicated employees, and we are all so proud of what we do for the community of Dickinson.

I am excited to be a DTA Board Member and appreciate the opportunity.

## **FALL CONFERENCE**

**September 13, 2024, through  
September 18, 2024**

Jacque Senger, Executive Director

The Board of Directors have narrowed down our speakers and topics for the DTA Conference. We will be at the Holiday Inn Rapid City Downtown-Convention Center, in Rapid City, SD. Phone number **605-348-4000**. Our rooms have been blocked off so you can start making your reservations now.

## **TRAINING UPDATE**

Contact Information  
Rod Grafing 701-845-4300  
e-mail: [rod@southcentralseniors.org](mailto:rod@southcentralseniors.org)

PASS training classes were held in Ft. Yates ND, Tuesday and Wednesday March 12<sup>th</sup>-13<sup>th</sup>. A big thank you to trainer Linda Freeman and everyone at Standing Rock Public Transit for making this class possible.

We are currently working out details for an upcoming class in North Eastern North Dakota. We will post final details and registration deadline as soon as they are available. Please visit the DTA website [www.dakotatransit.org](http://www.dakotatransit.org) for updates on this class.

If you have drivers/staff in need of training or re-certification and would like to schedule a class, please contact Rod using the information listed above.

Interested in becoming a PASS trainer? PASS Train the Trainer certification can be done online through CTAA or at this summer's CTAA Expo, June 9<sup>th</sup>-12<sup>th</sup> in West Palm Beach, Florida. If you or someone from your agency is interested in becoming a certified PASS trainer, please contact Rod at 701-845-4300



It was such a pleasure for me to train this great group from Standing Rock Public Transit! Thanks so much for the great facility, wonderful lunches and companionship. My apologies for not holding my phone steadier while taking the picture! Not pictured is Adam who was ill and unable to make day two.

Linda Freeman  
PASS Trainer

## **CIBERSECURITY**

Terry Hoffman, Co-Executive Director  
Community Transit of  
Watertown/Sisseton, Inc.

Cybersecurity is the practice of protecting systems, networks, and programs from digital attacks. These cyberattacks are usually aimed at accessing, changing, or destroying sensitive information; extorting money from users via ransomware or interrupting normal business processes.

Cybersecurity is a term all transit providers, no matter the size, need to be aware of. **The threat of cyber disruption to critical infrastructure is at an all-time high.** Increasing attacks demonstrate the ability of unauthorized users to access sensitive information and impact critical infrastructure systems.

**The threat of cyber disruption to critical infrastructure is at an all-time high.** Increasing attacks demonstrate the ability of unauthorized users to access sensitive

information and impact critical infrastructure systems.

As the threat of cyber-attacks grows and education on the subject is made more, Community Transit of Watertown/Sisseton, Inc. made the decision to take the dive into procuring an IT Service to handle related situations.

While we have not been a victim of a cyber-attack yet, there have been incidents in regions of South Dakota.

“We have learned enough over time and talked with others who have experienced issues, that it’s time to act,” said CTWSI Co-Executive Director Kathy Holman.

“We can’t sit back and ignore the possibilities.

One step has been to learn as much as possible about the subject. This has included bringing in outside IT services to go through our system and provide analysis.

“We are looking hard at hiring such a service to oversee our technology pieces and provide protection from attacks,” said Holman.

In Fiscal Year (FY) 2022, the Federal Transit Administration added the Cybersecurity Section as a review area to the Triennial Review Contractors Manual. Review is to ensure that recipients certified in the Transit Award Management System (TrAMS) develop, maintain, and execute a written plan for identifying and reducing Cybersecurity risks.

## Phishing

- Have you ever seen a link that looks a little off? It looks like something you’ve seen before, but it says you need to change or enter a password. Or maybe it asks you to verify personal information.
- It’s likely a phishing scheme: a link or webpage that looks legitimate, but it’s a trick designed by bad actors to have you reveal your passwords, social security number, credit card numbers, or other sensitive information. Once they have that information, they can use it on legitimate sites.
- Bad actors are always looking for software flaws to exploit and network defenders work diligently to find and fix them before it happens.
- But our network defenders can’t do it alone. They rely on all of us to do our part as well.
- So, turn on automatic updates for all your devices, keep your systems and software up-to-date and updates are available, don’t procrastinate.

Ways to help protect your business include the following:

- Creating strong passwords is an easy way to improve your cybersecurity.
- Strong passwords include one uppercase letter, one lowercase letter, at least one number and 11 or more characters. Be sure to use



different passwords for different accounts.

- Use password managers to generate and remember different, complex passwords for each of your accounts.
- A password manager will encrypt passwords securing them for you!
- Put cybersecurity first by protecting the information stored on devices. Much of a user's personal information is stored either on their computer, smartphone, tablet or possibly someone else's system.

**Tidbit Articles:**

Please contact me with articles for your agency.

**Recycle:**

Please share your Transit Tidbit with your staff and any interested persons.

**Address:**

Directors, please check with your bookkeepers as well as the rest of your staff to assure they have the correct DTA Mailing Address.

Thanks to all!



Jacquie Senger, Executive Director, DTA  
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