



TRANSIT TIDBITS

Issue 151 NOVEMBER 2024



THOUGHT FOR THE MONTH OF NOVEMBER 2024

**BELIEVE YOU CAN AND YOU
ARE HALFWAY THERE**

**DTA Board Meeting
November 18th and 19th 2024
Baymont Hotel in Jamestown, ND**

TRAINING UPDATE

Rod Grafing 701-845-4300

rod@southcentralseniors.org

We are in the process of establishing 4 scheduled PASS training classes for 2025 in North Dakota. PASS classes would take place in Eastern and Western ND at different times throughout the year, winter, spring, summer and fall. If your agency is interested in hosting one of these training sessions or you have input, ideas or questions on this process, please contact me.

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Are you or someone from your agency interested in becoming a PASS trainer? CTAA now offers PASS - Train the Trainer certification 100% online. It's never been easier to become a PASS trainer.

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



I AM A THIRD-GENERATION FEMALE WORKING IN TRANSIT

Darcy Karel

Transportation Management Officer
Local Government Division
North Dakota Department of
Transportation

My mother was born and raised in Ireland. My grandparents owned a fleet of buses and taxis that traveled daily from Howth to Dublin, Ireland, transporting workers, shoppers, and many tourists, as Howth is a tourist destination.

My grandfather was wounded by machine guns in WWI and was in and out of hospitals in London requiring numerous surgeries through the years. This left the running of the

Sometime after the world war, the Irish government decided that all transportation would be government-run and bought out the private owners across the country of Ireland. Disappointed and angry with the Irish

government and needing to be in London due to my grandfather's failing health, my grandmother moved her family to London, England, vowing never to step foot on Irish soil again.

My mother attended secondary school in London and when she graduated, World War II was happening. In England, all British subjects, male and female, were drafted to serve in the war. My mother was drafted at 18 years old, and her assignment was working on the double decker buses in downtown London collecting fares. She had many interesting stories about encounters with passengers, particularly the men that would tell her she was beautiful and should be in the movies, if she would just accompany them back to their hotel, they would help her get her start!

She fell in love with an American GI, my dad, a paratrooper stationed in England. They married after the war, and he brought her to America. Because she loved and frequented the movies, she thought she was coming to Hollywood but ended up in North Dakota; quite the culture shock!

After retiring from a career in retail management, I chose to return to the workforce and was hired at the NDDOT in Local Government. My mother was thrilled to discover I would be a third generation, female, employed in the transportation transit field. I have worked 12 quick years in the Transit Section at NDDOT and have really enjoyed learning about the transit industry.

More importantly I have developed some wonderful friendships with coworkers and transit directors across the state.

Although not female, my family continued with a fourth-generation transit worker as my nephew worked a few years at Bis-Man Transit as a dispatcher.

Alas, the family tradition has come to an end with my last day in Transit when I retire November 26. I will miss the connections with the people managing transit in both Dakotas. Your passion for your work and dedication to passengers is an inspiration to me. Keep up the great work you do in this industry as you are making our states better places to live.

Warmly, Darcy

SCOTT BOGREN
COMMUNITY TRANSPORTATION
OF AMERICA (CTAA)

Colleen Rodakowski
Elder Care/Dickinson Public Transit

We are fortunate to have CTAA Executive Director Scott Bogren continue to attend our yearly DTA Fall Conferences where he gives us updates and shares his knowledge and experience with North Dakota and South Dakota transit agencies.

Scott presented on “The Direction of Public Transportation Policy.” He shared with the group what CTAA offers: advocacy, member services, training and certification, technical assistance and grant programs.

Scott gave a brief update on what’s happening in DC including rural transit bills, appropriations, drivers, fleet diversification, and bus grants. Overall, there isn’t much going on between now and the Presidential Election.

The crisis of vehicle shortages continues. While it has gotten better, we are far from ideal. Congress has made the largest investment of transit funds in history, but low emission vehicles take years to include in fleets. CTAA is working to fix the challenges transit agencies experience with reselling vehicles. Vehicles have increased in cost by 130-150% in the last four years. Overall, we need to diversify our fleets in the future. It is concerning that there used to be about 25 cutaway bus manufacturers, and today there are only a few. Scott has been in transit for 36 years and has never seen this before.

Transit agencies mostly evaluate success on ridership numbers, but Scott believes agencies should focus on “value” over “volume.” Transit agencies should get more fluent in outcomes as they assist seniors to remain independent. Most passengers are looking for affordability, convenience, and destination, but the Transit Relevance Sweet Spot is “value,” says Scott.

CTAA is dedicated to ensuring that all Americans, regardless of age, ability, geography or income, have access to safe, affordable, and reliable transportation. It is impressive that DTA members Andy Scharp (River Cities Transit) is a CTAA regional director and Barb Cline (Prairie Hills Transit) is a CTAA national director. CTAA and DTA

members are in the business of moving people efficiently and cost-effectively. A big “thank you” to Scott Bogren and all the North Dakota and South Dakota transit agencies for making a difference in people's lives!

THRIVE

Terry Hoffman, CTWSI
Co-Executive Director

Many of us spend a portion of everyday overloaded with too many priorities making it difficult to decide which tasks to attack first. Does the end of the day generate feelings of frustration because you don't feel you accomplished the tasks you had planned for the day.

We all want to thrive in our work life, home life and in our relationships with others. Carol Wright Kenderdine of Carol Wright Consulting kicked off the opening day of the 2024 Dakota Transit Association conference with her presentation of THRIVE a workshop to help all of us explore what it takes for us to thrive and avoid the feelings we all experience because of overloaded schedules and excessive demands on our time.

Daily challenges faced by administrators, fragmented funding sources, lack of funding, overstaffed personnel and simply not enough time in the day all lead to that feeling of hopelessness.

“Just when you think you can't wrap your heads and arms around what is happening is when you need to take the time to pause and look,” said Kenderdine.

Kenderdine provided a wealth of information and ideas for all of us to examine beginning with a commonsense approach. Great leaders believe in a commonsense approach to problem solving. Knee-jerk reactions to problems will not cut it. Instead get out of your own way by viewing problems from the 10,000-foot view to gain a different perspective.

“Think about your biggest problem at work and ask yourself what the worst possible outcome is if your worst fear about this issue materializes,” said Kenderdine. “Visualize the consequences one year into the future if that problem did materialize. Would you feel the same then as you do today?”

Leaders certainly don't welcome adversity, yet we face it head on frequently. The next time we face adverse situations, Kenderdine encouraged all to look for the silver linings which may have occurred because of surviving the adversity.

“Leaders never welcome adversity, yet they understand it can be a catalyst for growth,” said Kenderdine. “They recognize it helps them to appreciate when things are going well.”

Having vision and goals for you and your project is a must, said Kenderdine. Vision will bypass circumstances, instead finding a path around, over or under them. One way or another it moves towards a goal. Many people fail to achieve their vision because they plod along, hoping it will just happen.



Carol Wright Kinderdine

“There is an unseen bonus when you begin your journey toward your written vision,” said Kenderdine. “What we learn on the path to achieve goals may be more valuable than achieving the vision itself.”

Resilience, self-care, action, imagination, mentors, how did you get where you are, and seizing opportunities were other points of discussion during her presentation. She challenged the audience to identify things in your life which drain the energy from you. Delegation of duties, automated bill paying, letting go of perfection and prioritizing were some of the suggestions.

“Waiting for someone else to make you happy is the best way to ensure you are sad,” said Kenderdine. “You owe it to yourself to THRIVE. Think of the activities that fill you with energy, apply to your daily life and create momentum.”

FTA UPDATES

Rose Drake

Operations Manager

Elder Care/Dickinson Public Transit

Peter Hadley and Ranae Tunison provided updates on the FTA Bipartisan Infrastructure Law at the annual Dakota Transit Associations Annual Conference and Roadeo.

Peter and Ranae gave insight as to the amount of funding that would be proposed and what the qualifications and requirements for these funds would be.

Peter and Ranae also highlighted area of priority such as safety, modernization, climate and equity. This was a very informative presentation on what our rural transit providers could expect!

TRANSPORTATION SECURITY ADMINISTRATION

Terry Hoffman, CTWSI

Co-Executive Director

The Sunday morning professional training session at the 40th annual Dakota Transit Association Bus Roadeo was once again placed in the hands of the Transportation Security Administration. Attendees were not disappointed.

Douglas Deskin and Carlos Feigelmuller presented the always popular “First Observer Plus Training” session for approximately 30 attendees. Mixing their usual entertaining tales of personal experience, humor and

pertinent information related to the latest in terrorism.

Inspector Deskin started with the TSA in 2002 as part of the Federalization Mobile Screener Force (MSF) of all U.S. Airports as an Instructor and landed as a Manager in Albuquerque, NM. In 2005, he became one of the “Original 100” Surface Regulatory Inspectors in the Nation. He has been affiliated with the Denver office since 2011.

Inspector Feigelmuller began his career with the TSA in 2016 as part of the screening workforce. In early 2022, Carlos joined the Compliance team as an Aviation Inspector enforcing the Code of Federal Regulation for Airports and Airlines. In August 2022, he did a lateral move to the Surface Operations office that covers Colorado, Wyoming, South Dakota, and North Dakota. Before joining the TSA, he worked as a Security Contractor for the military as an attachment to the Navy and Marines.



Douglas Deskin, Jacque Senger, Carlos Feigelmuller

According to Deskin, terrorism is a premeditated attack transportation threat or attack of violence against property, environment or economic targets to induce fear or to intimidate, coerce or affect a government, the civilian population or any segment thereof in furtherance of a political, social ideological or religious objective.

“Things are always changing, and we try to be proactive in getting information to the public,” said Feigelmuller. “The mission of the First Observer Training program is to teach transportation professionals to observe and report potential suspicious behavior and terrorist activity.”

The duo displayed a slide with many of the more infamous home-grown terrorists from the Timothy McVay (Oklahoma City bombing) to Beltway Bombers John Allen Muhammad and Lee Boyd Malvo and lone wolf terrorist Ted Kaczynski (Unabomber).

“What does a terrorist look like anyway,” said Deskin. “They look like you, like me, like all of us. You can’t put a picture on them.”

They spoke of the different methods of terrorism employed from guns to bombs and how the terrorists can obtain their weapons of choice. They made it clear there is no shortage of choices. As usual they planted a variety of samples of non-explosive devices around the room. Each device was discussed including what ingredients were in the bomb and what effects it would have if detonated.

Slides depicting the damage and devastation from selected terrorist attacks was shown and discussed.



TSA FIELD INTELLIGENCE & CYBER SECURITY

Terry Hoffman, CTWSI
Co-Executive Director

The TSA took center stage on the final morning of the 40th annual Dakota Transit Association conference in Rapid City in September.

The subjects for the Wednesday morning presentation dealt with field intelligence, especially in the United States and Cyber Security.

Field Intelligence

JP Reedy is the TSA/DHS Field Intelligence Officer (FIO) for both North Dakota and South Dakota. He spoke on the multitude of threats to security that came across his desk.

Reedy spoke about a particular magazine inspiring homegrown violent extremist to act.

“There was another addition about vehicle ramming attacks, edge weapons attacks and addition on how to get past airport security”, said Reedy.

Reedy reiterated the fact everyone in the room has buses. He said the most common thing terrorists and terrorist organizations look for is people in a confined space and blow it up. It boils down to the target of opportunity and weapons availability.

“So, if you have a bus full of people and someone can jump on with either a suicide vest, a knife or a firearm, you become a potential target,” said Reede. “The threat may be low here in Rapid City, SD, but it’s not zero either.”

“The methods and types of attacks are changing as well”, said Reede. Historically terror groups have wanted to blow things up, but more recently small arms attacks are becoming more prevalent. Conversations are now consistently talking about targeting transportation assets, specifically buses and trains.

“Right now, violent extremism is our number one concern today,” said Reede.

Cyber Security

The four largest threats to the United States when discussing cyber-attacks should be no surprise. Russia, China, Iran and North Korea are at the top of the list as primary threat actors. Russia and Cina, especially, possess the capability to disrupt critical infrastructure, including transportation.

“We pay attention to critical infrastructure like the CISA guys do because of the impact it has on transportation,” said Reede.

CISA, or the Cybersecurity Information Security Administration, is the operational lead for federal cybersecurity and the national coordinator for critical infrastructure security and resilience. CISA's mission to reduce risk to the nation's cyber and physical infrastructure.

Jim Edman, Cybersecurity Coordinator, told the attendees his organizations goal is to be better at cyber security tomorrow than they are today.

"It's a constantly changing attack vector and what can we do today to better protect us tomorrow," said Edman. "We work with public and private sectors, sharing information and emphasizing best practices."

The CISA will perform assessments of security systems if asked. They also perform physical assessments of facilities and monitor the risk factor.

"We consider ourselves the nation's risk advisor," said Edman. "What can we do to improve on the prevention side form physical and cyber security."

The best way to protect ourselves, according to CISA, is to follow best practices suggested by the organization, including keeping equipment updated, backup information and making sure your system is supported.

**A HUGE THANK YOU TO
CAROL WRIGHT
KENDERDINE**
Terry Hoffman, CTWSI
Co-Executive Director

Carol Wright Kenderdine has been a key player at the Dakota Transit Association annual fall conference for years. The nationally recognized speaker's value to the DTA was never more apparent than it was at the 40th annual event in Rapid City in September.

Kenderdine, who is a past DTA board member, is currently a consultant specializing in leadership development, strategic planning, transit management training, board of director training and facilitation, business plan development and transit assessments. She is a speaker and trainer on accessible transportation, universal design for autonomous vehicles and a highly sought-after keynote presenter.

Already slated to open the conference Monday morning with *THRIVE* followed by an afternoon session on *Succession Planning* and Tuesday's *Dealing with Difficult Employees*, Kenderdine would add to her list of duties when a speaker was forced to cancel on Monday morning. When she was informed of our dilemma, she cheerfully offered to provide a session on *ADA in Transit Operations*.

Providing four presentations in less than 24 hours should have been enough for any presenter. Little did she know her conference work was far from complete. The DTA 40th Anniversary 80's Bash was slated for Tuesday evening. The event included a social, dinner, live and silent auction and entertainment. The Bash also allowed the DTA and its members to show their appreciation to the vendors and to honor past DTA board members in attendance. Kenderdine was one of four who spoke about their time as a board member, the memories of those they served with, issues faced and their view on the past, present and future of the organization and public transit in general.

Kenderdine's time as a member of the DTA may be in the rear-view mirror, but her contributions to the organization continue.

She once again demonstrated the definition of what going above and beyond means. On behalf of the entire DTA family, thank you Carol Wright Kenderdine.

Tidbit Articles:

Please contact me with articles for your agency.

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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!



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