



Revenue Management Summit

March 16-19, 2014

Hilton New Orleans Riverside | New Orleans, LA

Tuesday, continued

9:30 – 10:45 p.m.
Jasperwood

Session 1 The Five P's for Change: Plan – Plan – Plan – Plan – Plan

Invariably there will be some glitches! But with improved training and communication, your organization can plan for a smooth transition.

Moderator:

Marie Desty M. Chua, chair, APTA Fare Collection Systems Programs Subcommittee, and senior consultant, LTK Engineering Services. Newark, NJ

Panelists:

Joseph Maritato, manager, revenue collection, Port Authority of Allegheny County, Pittsburgh, PA

Jeffrey D. Young, Ontario regional manager/senior systems consultant, LTK Engineering Services, Mississauga, ON

Charles (Chuck) Sawyer, supervisor, research and technology, King County Metro Transit, Seattle, WA

Brittany Petersen, IBI Group, Seattle, WA

John Batey, engineering specialist, STV, Inc., Philadelphia, PA

9:30 – 10:45 p.m.
Belle Chasse

Session 2 Public Engagement

Involving the public in the discussion process of system changes doesn't have to be painful. Find out how others have navigated this federal requirement.

Moderator:

Gregory A. Jenifer, president/chief executive officer, Armand Resource Group, Inc., Teaneck, NJ

Panelists:

Johnell Bell, director of diversity & transit equity, Office of the General Manager, Tri-County Metropolitan Transportation District of Oregon, Portland, OR

Linda Ford, director, Office of Civil Rights, Federal Transit Administration, Washington, DC