2019 ANNUAL CONVENTION & TRADE SHOW

Wyndham Gettysburg | Gettysburg, PA

Sunday June 23, 2019 – Tuesday June 25, 2019

Pennsylvania School Bus Association

Safely Transporting Pennsylvania's Future

Advancing our Key Initiatives of Safety, Education and Advocacy

15+ Workshops

Networking Events

Industry Specific Information

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Pennsylvania School Bus Association

Safely Transporting Pennsylvania's Future

2019 Annual Convention & Trade Show
Wyndham Gettysburg | Gettysburg, PA
Sunday June 23, 2019 – Tuesday June 25, 2019

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Pennsylvania School Bus Association

Safely Transporting Pennsylvania's Future

President's Welcome

Dear Members and Guests of the PSBA,

Welcome to Gettysburg and the 2019 PSBA Annual Convention and Trade Show.

I hope you will take advantage of the diverse lineup of workshops being offered at this year's convention. As you know, there are so many external factors that influence our industry including legislative/regulatory landscape and innovative technological advances. The annual convention provides a great opportunity for you and your team hear from an array of experts presenting workshops designed to keep you informed and to enhance your operations. Another wonderful benefit to attending the convention is the chance it provides you to network and share with fellow contractors and to benefit from each other's experiences.

The 2019 Trade Show is once again packed with vendors who are ready to share their products and services with you. I would like to thank our vendors for their continued support as exhibitors and sponsors for this year's convention.

On behalf of the membership, Board of Directors and officers, I would like to recognize the individuals who tirelessly worked to put this convention together. Many thanks to the members of the PSBA Annual Convention Committee; Randy Smith and his team at Smith Bus; PSBA staff Mike Berk and Moira McNally; and, the team at SEC for their hard work and commitment.

Once again, thank you for being here. I hope you find your time here to be both rewarding and enjoyable.

All the best,

Richard J. Wolfington, Jr.
PSBA President

Convention Schedule

Sunday June 23, 2019

9:00 am - 4:00 pm	**Gettysburg Foundation - Leadership Outing (Pre-Registration Required)**	**Carport (North)**
10:00 am - 5:00 pm	**Convention Registration**	**Hotel Lobby**
10:00 am - 5:00 pm	**School Bus Instructor Course - Kevin Schofield & Charles Sameck** *Pennsylvania School Bus driver Instructor Course is a 20-hour training. Only those registered specifically for this course may attend. Attendee must be present for all 20 hours.*	**Marriott Dedication Room**
1:00 pm - 3:00 pm	**Sponsored Refreshments** ***Refreshments Sponsored by RC Kelly Law Associates***	**Hotel Lobby**
1:00 pm - 4:00 pm	**Family Battlefield Tour - Gettysburg National Military Park (Pre-Registration Required)**	**Carport (North)**
1:00 pm - 5:00 pm	**Exhibitor Set Up**	**Salon E & F**
5:00 pm - 6:00 pm	**Welcome Reception** Help us kick off the 2019 Annual Convention. All are welcome!	**Outside Bus Display**
6:00 pm	**Sunday Dinner (Pre-Registration Required)** U.S. Congressman, Scott Perry *This event is not included in your conference registration fees. Tickets for this event were purchased in advance. Dress for this event is casual and it is recommended to bring a light sweater or jacket.*	**Outside Event Center**
8:30 pm - ?????	**Hospitality Suites** *Blue Bird Bus Sales* *Rohrer Bus Sales/Myers Equipment* *Wolfington Body Co.*	**Salon B** **Salon A** **Salon C & D**

Monday June 24, 2019

7:30 am - 2:00 pm	**Convention Registration**	**Eisenhower**
7:45 am - 8:30 am	**Welcome & Keynote (G) - Alfred Reeves** *Alfred Reeves will be addressing how vital the school bus industry is to the lives of our children. Often times, our school bus drivers may be the first smiling face a child sees in the morning but perhaps we can never truly measure the impact that has on a student. Reeves hopes to shed light and perspective on this and connect how the success of our industry can be yet another facet that will drive the younger generations to brighter futures.*	**Salon C & D**
8:45 am 9:45 am	**Wise & Well (G) - Stephanie Nericcio** *Holistic approach to driver retention and owner sanity.*	**Salon C**
8:45 am 9:45 am	**Caring for the Autistic Rider (EL) - Dr. James Ball** *This presentation will discuss systematic techniques for working with students with an autism spectrum condition while riding on the bus. It will focus on specific strategies, enhancing motivation, and generalization training. A step by step demonstration will be presented using real life examples. Modifications will be explored that allow this particular program to be effective with students significantly challenged with autism, as well as those students with Aspergers Syndrome. Because of the nature of this presentation, a question and answer period will be provided.*	**Salon B**
8:45 am 10:00 am	**Webasto Heaters (M) - Paul Hemon & Tommy Smith** Session Attendees will learn the latest about maintenance of fuel fired engine heaters and the potential savings on engine emission repair issues by using a heater rather than idling engines.	**Salon A**

(G) - General Track **(M) - Mechanical Track** **(EL) - Exceptional Learners Track**

Convention Schedule

Monday June 24, 2019

8:45 am - 11:00 am	**Entry Level Driver Training (G) Beverly Peppernick & Dennis Ryan (Pre-Registration Required)** *New entry level driver training requirements are going into effect in February 2020. This two-hour session will provide you with complete information on how these federal requirements will impact your operations and how best to prepare now so you are ready by the February 2020 compliance date.*	**Salon D**
9:00 am - 4:00 pm	**School Bus Instructor Course - Kevin Schofield & Charles Sameck**	**Marriott Dedication Room**
9:30 am - 11:00 am	**Break Time**	**Prefunction Area**
10:00 am - 11:00 am	**Jr. Contractor Session (G) - Alfred Reeves** *An inspiring workshop geared towards children whose families are in the school bus industry! No registration required, ALL CHILDREN ENCOURAGED TO ATTEND! Children must be accompanied by an adult.*	**Lincoln**
10:00 am - 11:00 am	**Safety Generations (G) - Gary Gillespie, CSP, CRM** *Your driver pool is changing, and your safety program needs to change for the styles of the incoming generation as well as the existing drivers. Making strategic changes in how you analyze risk, and train drivers will help make the transition for incoming and current staff more effective.*	**Salon C**
11:15 am - 12:15 pm	**Improving the Customer Experience (G) - Lynne Breil, CSP and John Breil** *Our program, Improving the Customer Experience, will focus on Customer Service and Professional Communication specifically for the school transportation industry who deal with customers and client on a face-to-face basis. Topics will include: "Moments of Truth" in your organization; Body Language and Communication Signals; First Impressions and Initiating Interactions; Communicating to Handle Stressful Situations. This will be a train the trainer format so you can take this valuable information back to your front line drivers and employees who are the face of your company.*	**Salon C**
11:00 am - 12:30 pm	**Small Contractors Roundtable (G) - You and Your Colleagues** *We would like to invite you to join Small Contractor Roundtable. This is the third year we are hosting this discussion and the exchange continues to grow and get stronger each year. We want to hear about your biggest safety challenges and help you find solutions. You'll have a chance to discuss challenges you face; receive input for new and current products; speak directly with your peers and colleagues about what's working and what can be improved in your operation.*	**Salon A**
11:00 am - 12:30 pm	**Customizing Evacuation Plans (EL) - Sue Shutrump** *Individualizing evacuation plans for students with special needs takes strong teamwork by those who can best predict how the student may react and what they might need during this stressful event. Effective plans take into account the student's abilities as well as their needs while considering the "whole" child their communication, behavior, physical development, medical status, ability to process sensory information and cognitive abilities. To bring the plan to life, an honest evaluation of the physical ability of the staff to execute the plan must be considered. This session will explore each of these areas as well as their impact on the evacuation process to give guidance on customizing effective evacuation plans for students with special needs.*	**Salon B**
11:00 am - 12:30 pm	**Technology on the Bus (M) - Vendor Panel** *Take a ride into the future! The advances of technology continue at a torrid pace and that includes on the school bus! PSBA has assembled a panel to showcase some of the newest technology including remote diagnostics, live camera feeds, front office operations and hotspots. Learn more about how technology can streamline your business, reduce labor strain, maximize time and efficiencies and look how technology can justify the cost.*	**Salon D**

(G) - General Track **(M) - Mechanical Track** **(EL) - Exceptional Learners Track**

Convention Schedule

Monday June 24, 2019

11:00 am - 12:00 pm	**Vendor Meeting** *Important information for the Vendors during this meeting, make sure to plan to attend!*	**Outside Event Center**
11:30 am - 1:00 pm	**Lunch For All!** ***Sponsored by Keystone/Nationwide***	**Outside Event Center**
1:00 pm - 2:15 pm	**State and Federal Updates (G)** *FMCSA, PSP and PennDOT will provide important updates relating to Student Transportation.*	**Outside Event Center**
2:15 pm - 5:00 pm	**Meet the Vendors and Snacks – Prizes for All!** *Don't miss the chance to meet all of our vendors. Raffle prizes will be pulled and posted at the PSBA booth during this time!*	**Salon E & F and Prefunction Area**
5:15 pm - 6:30 pm	**Exhibitor Cocktail Party Sponsored by All Registered Vendors**	**Salon E & F and Prefunction Area**
6:45 pm - 9:00 pm	**Annual Banquet** ***Gold Sponsor - Wolfington Body Company; Bronze Sonsor - PA Bus Sales*** *Join us to celebrate Fox School Bus Service's 50th year of providing student transportation!*	**Salon A, B, C, D**
9:00 pm - 11:00 pm	**Community Hospitality Suite** *The "Community Hospitality Event" will provide a unique experience to mingle and enjoy the company of customers and friends. The Community Hospitality Suite will be from 9 PM – 11 PM and will include beer, wine, soda, coffee, tea, ice cream food truck, pub snacks and games!*	**Outside Event Center**

Tuesday June 25, 2019

7:30 am - 12:00 pm	**Convention Registration**	**Eisenhower**
7:00 am - 8:00 am	**Breakfast with Annual Membership Meeting - All Welcome! (G)** *Important for all members to attend. Committee Chairs will present their committee reports and members will elect District Directors to the PSBA Board of Directors.*	**Salon C & D**
9:00 am - 5:00 pm	**School Bus Instructor Course**	**Marriott Dedication Room**
8:00 am - 8:45 am	**Safety Grant Award Recipient Presentation (G)** *In 2018, Keystone and PSBA awarded the first round of Safety Grants to three PSBA members. We are pleased to welcome our grant recipients to the 2019 Annual Convention to showcase their grant projects. Each grant recipient will make a brief presentation discussing the development of their project.*	**Salon C & D**
8:45 am - 10:15 am	**Driver Recruitment & Retention (G)** *Your experiences will build this session! Finding and keeping drivers is our industry's biggest challenge! That is why we are gathering together the experts – you and your fellow school bus industry colleagues -- to share your thoughts and experiences on the obstacles and the opportunities faced as contractors seek to attract, hire and retain the best talent to keep our industry moving forward.*	**Salon C & D**
10:15 am - 10:30 am	**Break Time for All!**	**Prefunction Area**
10:30 am - 11:30 am	**Fire Suppression on the Bus (M) - Todd Peifer** *News about fires on buses makes headlines pretty quickly on social media. This session will review the pros and cons of fire suppression systems on school buses. This will include a review of the types and styles of systems available and the maintenance considerations associated with each system.*	**Salon A**

(G) - General Track **(M) - Mechanical Track** **(EL) - Exceptional Learners Track**

Convention Schedule

Tuesday June 25, 2019

10:30 am - 11:30 am	**De-escalation Procedures (EL) -Ed Douglass** *This session will provide participants with the basic understanding of behavior and the impact it can have on all the participants, including adult staff. The main points of discussion will be how to manage behaviors, how to recognize and reinforce good behavior. How do we keep students safe on the way to school. And ultimately improve the culture and climate of transportation services.*	**Salon B**
10:30 am - 11:30 am	**The Auditor General was here… (G) - Wendy Mutschler, E&B Transportation; Todd Staub School District Transportation Director Bermudian Springs; Liz Wagensellar, Chief of Staff for PA Auditor General** *Each year, the Bureau of School Audits within the Department of the Auditor General audits about 200 school entities. Last year we heard about the nuts and bolt of an audit (see 2018 workshop "State Reporting Requirements" by Smith Bus Company). Join us this year as we dive a little deeper into an interactive debrief alongside a School Bus Contractor and their School District Transportation Director who were audited this past fall; and hear from Liz Wagensellar, Chief of Staff for PA Auditor General who will add AG perspective to the conversation.*	**Salon D**
10:30 am - 11:30 am	**Best Practices in Adult Education (G) - Charles Sameck and Kevin Schofield** *Train the Trainer: How to keep learning active and effective. Learn from Expert School Bus Instructors who practice what they preach, keeping technical topics interesting and adult learners engaged and motivated takes a whole host of techniques; make your training more effective as you learn about different teaching methods.*	**Salon C**
11:30 am - 12:30 pm	**State Subsidy Task Force Update (G)**	**Salon D**
11:30 am - 12:30 pm	**Confidentiality - HIPAA/FERPA...and more (G) - Richard Kelly, Esq & Matthew Jandrisavitz, Esq.** *Due to myths and misinformation, the Health Insurance Portability and Accountability Act (HIPAA) and the Family Educational Rights and Privacy Act (FERPA) may create challenges for transportation professionals. Join Rich Kelly and Matt Jandrisavitz from RC Kelly Law Associations as they walk us through an overview of what you need to train your staff, how to communicate to your districts/ parents that information will be handled confidentiality and that training is in place; and how to respectfully ask that this important information be shared with your company.*	**Salon C**
11:30 am - 12:30 pm	**ESC (Electronic Stability Control) (M) - Jim Titus** *Since 2012, electronic stability control (ESC) has been required on all new passenger vehicles in the U.S. under 10,000 lbs. Recently, ESC has become available on many school buses. This session will review ESC technology and what it means for the industry including a look at potential maintenance concerns.*	**Salon E & F**
1:00 pm	**Board of Directors (Board Members Only)**	**Salon E & F**
2:00 pm 4:15 pm	**Entry Level Driver Training (G) Beverly Peppernick & Dennis Ryan (Pre-Registration Required)** *New entry level driver training requirements are going into effect in February 2020. This two-hour session will provide you with complete information on how these federal requirements will impact your operations and how best to prepare now so you are ready by the February 2020 compliance date.*	**Salon D**

Don't forget to take the convention survey! It is located at the back of this book and online at www.paschoolbus.org Your feedback matters!

(G) - General Track **(M) - Mechanical Track** **(EL) - Exceptional Learners Track**

DON'T MISS THIS EXCITING EVENT!

JR. CONTRACTOR SESSION WITH ALFRED REEVES!

An inspiring workshop geared towards children whose families are in the school bus industry! No registration required, ALL CHILDREN ENCOURAGED TO ATTEND! Children must be accompanied by an adult.

Monday, June 24, 2019
10:00 am - 11:00 am
Lincoln Room

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Thank you!!

Special Thanks to the members of the PSBA Convention Committee, our Chair Michael Hope, and Smith Bus Company for the time and energy extended to make this year's Convention a great success.

Don't forget to take the convention survey!

It is located at the back of this book

and online at www.paschoolbus.org

Your feedback matters!

Pennsylvania School Bus Association

Safely Transporting Pennsylvania's Future

Convention Workshop Way Finding Map - Key

Monday June 24, 2019

Code	Time	Workshop	Location
	7:45 - 8:30	Welcome & Keynote Speaker	Salon C & D
	8:45 - 9:45	Wise & Well	Salon C
	8:45 - 9:45	Caring for the Autistic Rider	Salon B
	8:45 - 10:00	Webasto Thermo	Salon A
	8:45 - 11:00	Entry Level Driver Training	Salon D
	10:00 - 11:00	Jr. Contractor Session	Lincoln
	10:00 - 11:00	Safety Generations	Salon C
	11:00 - 12:30	Small Contractor Roundtable	Salon A
	11:00 - 12:30	Customizing Evacuation Plans	Salon B
	11:00 - 12:30	Technology on the Bus	Salon D
	11:15 - 12:15	Improving the Customer Experience	Salon C
	1:00 - 2:15	State and Federal Updates	Outside Event Center
	Sun 6/23 (10-5); Mon 6/24 (9-4); Tues 6/25 (9-5) School Bus Instructor Course		Marriott Dedication Room

Pennsylvania School Bus Association

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Convention Workshop Way Finding Map - Key

Tuesday June 25, 2019

Code	Time	Workshop	Location
	8:00 - 8:45	Safety Grant Award Recipient Presentations	Salon C & D
	8:45 - 10:15	Driver Recruitment & Retention	Salon C & D
	10:30 - 11:30	Fire Suppression	Salon A
	10:30 - 11:30	The Auditor General Was Here…	Salon D
	10:30 - 11:30	Best Practices in Adult Education	Salon C
	10:30 - 11:30	De-escalation Procedures	Salon B
	11:30 - 12:30	State Subsidy Task Force	Salon D
	11:30 - 12:30	Confidentiality - HIPAA/FERPA & more..	Salon C
	11:30 - 12:30	ESC (Electronic Stability Control)	Salon E & F
	2:00 - 4:15	Entry Level Driver Training	Salon D

Pennsylvania School Bus Association

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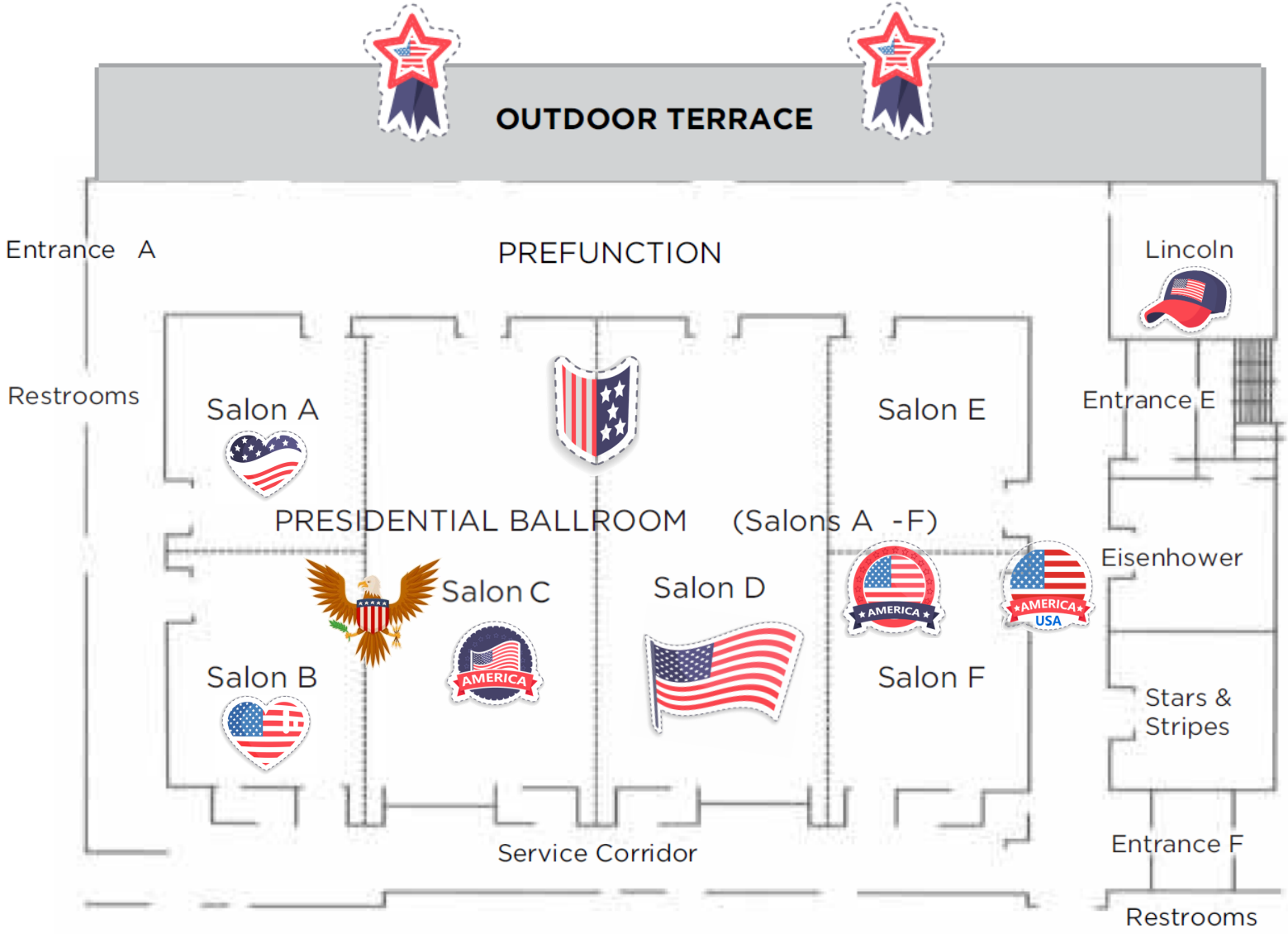
Wayfinding Map



Wayfinding Map
Convention Events

Sunday June 23, 2019		
Time	**Function**	**Location**
9:00 am - 4:00 pm	Gettysburg Foundation Leadership Outing	Carport
10:00 am - 5:00 pm	Conference Registration *Refreshments Provided by RC Kelly Law from 1:00 - 3:00*	Hotel Lobby
1:00 pm - 5:00 pm	Exhibitor Setup	Pre Function E&F
1:00 pm - 4:00 pm	Family Tour of Battlefield	Carport
5:00 pm - 6:00 pm	Welcome Reception and Outside Bus Display	Outdoor Bus Parking Lot
6:00 pm	PSBA Dinner Function with Scott Perry	Outside Event Center
8:30 pm - ????	Hospitality Suites Open *Blue Bird Bus Sales - Salon B* *Rohrer Bus Sales/Myers Equipment - Salon A* *Wolfington Body Company - Salon C & D*	Salon A, B, C, D

Monday June 24, 2019		
Time	**Function**	**Location**
11:30 am - 1:00 pm	Luncheon *Sponsored by Keystone/ Nationwide*	Outside Event Center
2:15 pm - 5:00 pm	Meet the Vendors and Snacks	Salon E & F and Pre Function
5:15 pm - 6:30 pm	Exhibitor Cocktail Party	Salon E & F and Pre Function
6:45 pm - 9:00 pm	Annual Banquet *Gold Sponsor: Wolfington Body Co.* *Bronze Sponsor: PA Bus Sales*	Salon A, B, C, D
9:00 pm - 11:00 pm	PSBA Community Hospitality Suite	Outside Event Center

Pennsylvania School Bus Association

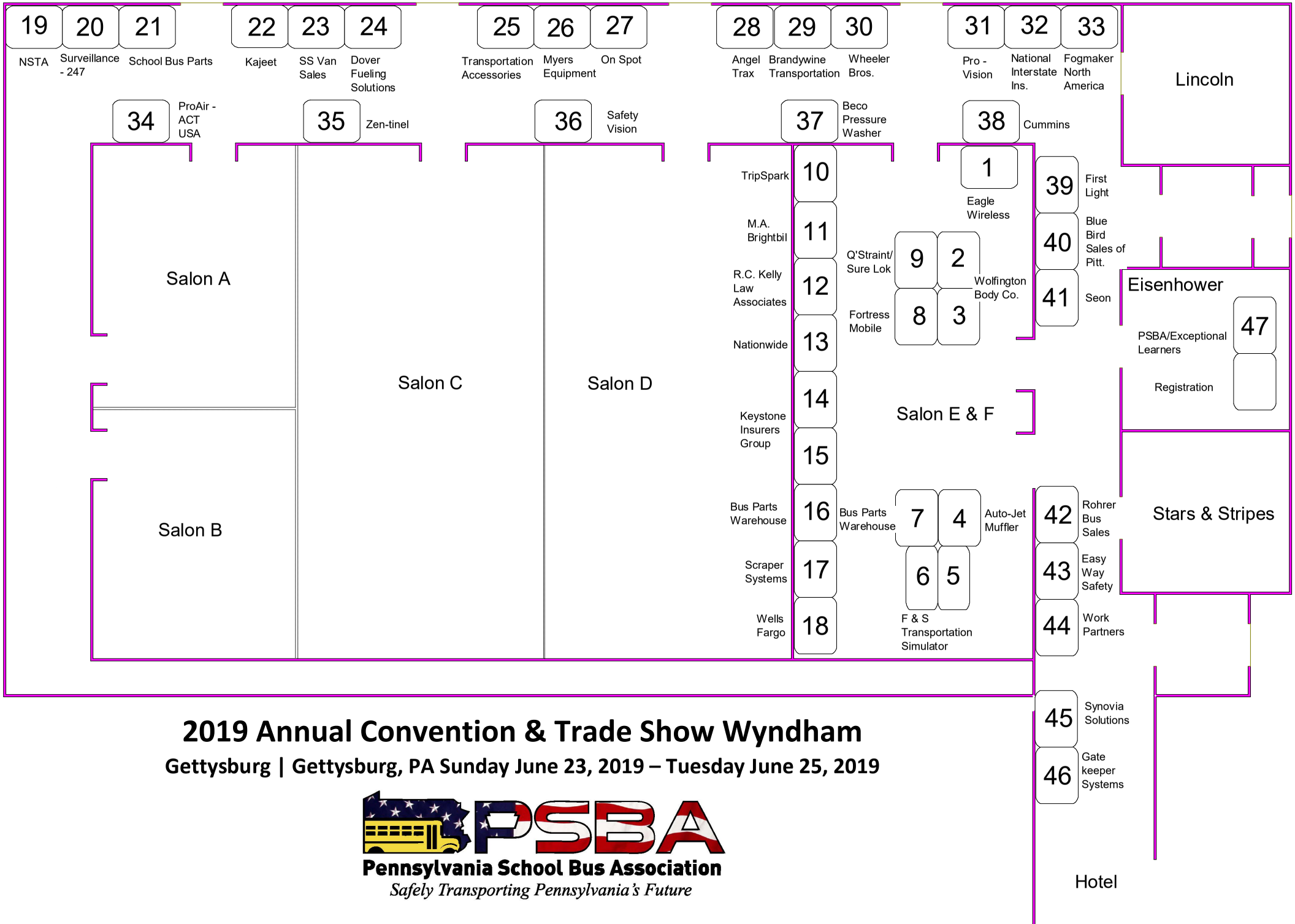
Safely Transporting Pennsylvania's Future

Exhibitor Booth Assignments

Booth	Exhibitor Company/Telephone
1	Eagle Wireless (215-672-0575)
2	Wolfington Body Co., Inc. (800-662-2435)
3	Wolfington Body Co., Inc. (800-662-2435)
4	Auto-Jet Muffler (800-247-5391)
5	F & S Transportation Simulator
6	F & S Transportation Simulator
7	Bus Parts Warehouse (315-560-9994)
8	Fortress Mobile (704-405-5000)
9	Q'Straint/Sure-Lok (954-986-6665)
10	TripSpark Technologies (216-539-1802)
11	Brightbill Body Works, Inc. (800-932-4625)
12	RC Kelly Law Associates (215-896-3846)
13	Nationwide (215-272-9313)
14	Keystone (1-570-473-2146)
15	Keystone (1-570-473-2146)
16	Bus Parts Warehouse (315-560-9994)
17	Scraper Systems (888-340-4344)
18	Wells Fargo (432-386-5722)
19	National School Transportation Association (703) 684-3200
20	Surveillance-247, LLC (866-693-7492)
21	School Bus Parts Co. (800-523-6000)
22	Kajeet (1-240-482-3500)
23	SS Sales Inc. (412-487-5452)
24	Dover Fueling Solutions (512-388 -8311)
25	Transportation Accessories Co Inc. (800-848-0756)

Booth	Exhibitor Company/Telephone
26	Myers Equipment (800-232-7649)
27	Onspot Automatic Tire Chains (800-766-7768)
28	AngelTrax (334-692-4600)
29	Brandywine Transportation (610-641-8102)
30	Wheeler Bros., Inc. (800-842-7285)
31	PRO-VISION Video Systems (616-460-1727)
32	National Interstate Insurance (800-929-1500)
33	Fogmaker North America (610-265-3610)
34	ProAir-ACT (877-228-4247)
35	Zen-tinel, Inc. (724-357-9709)
36	Safety Vision (713-929-1047)
37	Beco Equipment (717-556-8412)
38	Cummins Sales and Service (443-250-6279)
39	First Light (866-216-2605)
40	Blue Bird Bus Sales of Pittsburgh, Inc. (724-316-1026)
41	Seon (877-630-7366)
42	Rohrer Bus Sales (717-957-3811)
43	Easy Way Safety Services (330-888-3911)
44	WorkPartners (302-332-9210)
45	Synovia Solutions (202-718-5155)
46	Gatekeeper Systems Inc. (778-255-3435)
	Eisenhower Room PSBA/Exceptional Learners (717-975-1951)

Exhibitor Layout Map



2019 Annual Convention & Trade Show Wyndham

Gettysburg | Gettysburg, PA Sunday June 23, 2019 – Tuesday June 25, 2019

Pennsylvania School Bus Association

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Outside Bus Display Map

2019 Annual Convention & Trade Show Wyndham

Gettysburg | Gettysburg, PA Sunday June 23, 2019 – Tuesday June 25, 2019

Pennsylvania School Bus Association

Safely Transporting Pennsylvania's Future

Main Building

Outside Bus Display

A
Myers Equipment

B
Rohrer Bus Sales

C
Wolfington Body Company

D
Brandywine Transportation

E
Brightbill Body Works

F
SS Sales

H
Blue Bird of Pittsburgh

Food Prep

OEC
Outside Event Center

PSBA

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Sponsors as of 6/6/2019

Get Connected!

Pennsylvania School Bus Association

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The PSBA Annual Convention App

You can view the convention schedule, connect with other attendees and electronically submit your session evaluations from your handheld device. It's easy. Just follow these instructions:

1. Download and Install the "Attendify" app from the App Store or Google Play Store.
2. Open the app. You may be prompted to sign up which can be done by tapping the corresponding button at the top or bottom of the page, or log in if you already have a profile. To create an account, we recommend using the email address you registered for the event with.
3. Enter "PSBA" in the Search Events field and the Annual Convention selection should appear on your screen. Simply tap on the selection and you are in!

4. Once you access the PSBA Annual Convention, you will notice three lines in the upper left hand corner of your screen. Tap on those lines to access the drop down menu which includes all the features/options.

5. You are now ready to go! Don't forget to set up your profile. *(To exit your profile at any time, you can select the checkmark in the upper right hand corner.)*
6. With your convention app you can:
   - Access all event information.
   - Submit your session evaluations.
   - Receive push notifications from event staff with reminders, schedule changes, etc.
   - Connect with other attendees.

Need Assistance with Your App?
Stop by the PSBA Registration Desk or look for one our roving App Ambassadors.

Pennsylvania School Bus Association

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In Appreciation to those that Purchased Sponsorship and Advertising Opportunities

PSBA expresses our heartfelt thanks to the following companies for their generosity at this year's Annual Convention**:

Tri-Fold Pocket Schedule
Rohrer Bus Sales

PSBA Hotel Keycards
Keystone

Name Badge Holders
Wolfington Body Company

Registration Bags
Keystone/Nationwide

PSBA Convention Workbook Sponsors

Beco
Blue Bird of Pittsburgh
Brandywine
Brightbill
Bus Parts Warehouse
Cummins
First Light
Myer's Equipment
PA Bus Sales
RC Kelly Law Associates
Rohrer Bus Sales
SS Sales Inc.
Trip Spark
Wheeler Bros, Inc.

Workshop Speaker Sponsor
Keystone

Monday Annual Banquet
Wolfington Body Company - GOLD

Sunday Refreshment Break at Registration
RC Kelly Law Associates

Monday Annual Banquet
PA Bus Sales - Bronze

Monday Exhibitor Luncheon
Keystone

Thank You to our Sponsors

**Sponsors as of 6/5/2019

Pennsylvania School Bus Association

Safely Transporting Pennsylvania's Future

Hospitality Suites

The following Associate Members and Exhibitors
have made arrangements to host Hospitality Suites.

<u>Sunday, June 24, 2018</u>

Blue Bird Bus Sales - Salon B
Rohrer Bus Sales/Myers Equipment - Salon A
Wolfington Body Co. - Salon C & D

<u>Monday, June 25, 2018</u>

Community Hospitality Suite - Outside Event Center

The "Community Hospitality Event" will provide a unique experience to mingle and enjoy the company of customers and friends. The Community Hospitality Suite will be from 9 PM – 11 PM and will include beer, wine, soda, coffee, tea, ice cream food truck, pub snacks and games!

Big Bus Sponsors
Brightbill Body Works, Inc
Rohrer Bus Sales

Little Bus Sponsors
Myers Equipment

Half Bus Sponsors
Blue Bird Bus Sales
Bus Parts Warehouse
Cummins
PA Bus Sales
RC Kelly Law Associates

**Sponsors as of 6/5/2019

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3 - 2012 Chevy 9 Pass Vans - Diesel
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PSBA

Pennsylvania School Bus Association

Safely Transporting Pennsylvania's Future

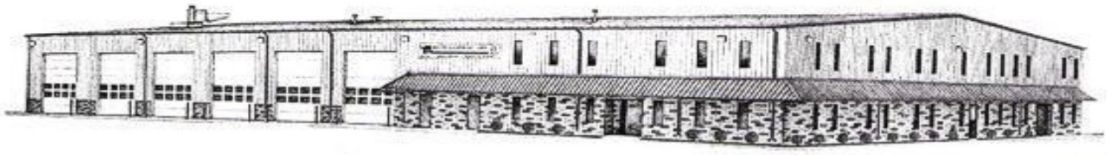
Annual Banquet

Monday June 24, 2019

6:45 pm - 9:00 pm

On Monday evening, we recognize family owned business who have provided student transportation for 25, 50 and 75 years of continuous services. This is a great time to learn more about the people and culture of the association over a delicious served dinner. Table side wine service available, cash only.

Congratulations to Fox School Bus Service, recipient of this year's Milestone Contractor Award! Thank you for your 50 years of excellent service to the school bus industry!



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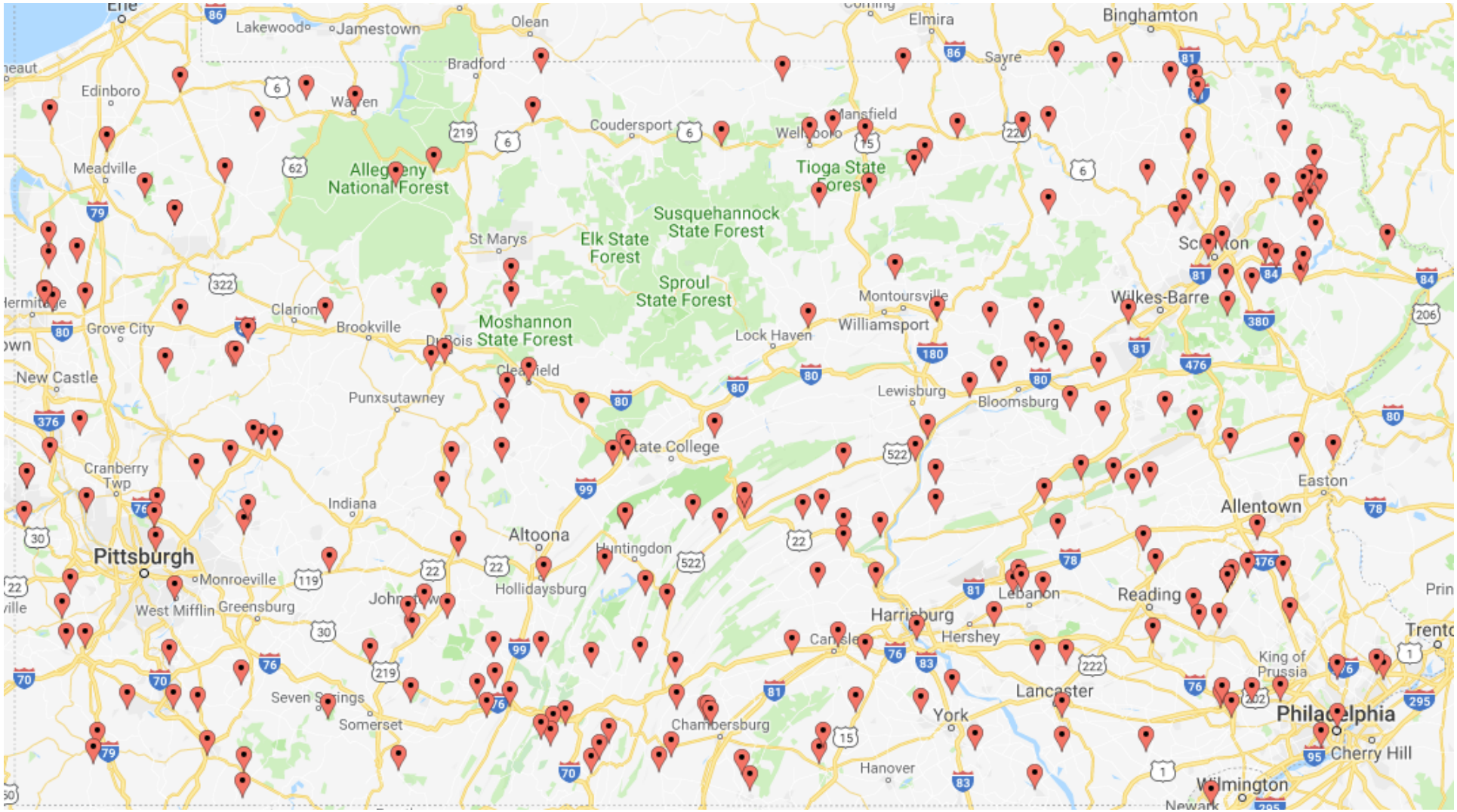
Pennsylvania School Bus Association

Safely Transporting Pennsylvania's Future

Pennsylvania School Bus Association Contractor Members by Location



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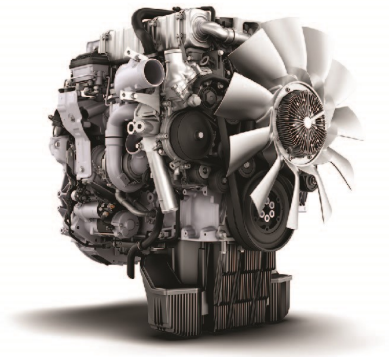

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GETTYSBURG DINING GUIDE

Pennsylvania School Bus Association
Safely Transporting Pennsylvania's Future

From historic taverns to ethnic cuisine, farm-to-table dining to unique edibles, the tastes of Gettysburg are sure to please every palate.

Hotel Restaurants

1863 Restaurant at the Wyndham Gettysburg Hotel
Named for the year of the Battle of Gettysburg, the 1863 Restaurant is sure to satisfy everyone with an extensive offering of casual fare for breakfast, lunch, and dinner.
Bfast: 6:30 am - 11:30 am; Lunch: 11:30 am - 2:00 pm; Dinner: 5:00 pm - 10:00 pm

1863 Lounge at the Wyndham Gettysburg Hotel
Cap off your day at our 1863 Lounge with a refreshment from the extensive wine and cocktail list and delicious street-inspired bites.
Open Daily from 5:00 pm - 11:30 pm

The Bistro at the Courtyard Gettysburg
Quick, cook to order breakfast and dinner featuring Starbucks Coffee. Open for breakfast and dinner.

Breakfast & Coffee

Eighty-Two (www.raggededgerc.com)
82 Steinwehr Ave, Gettysburg, PA 17325 | (717) 316-0039
Eighty Two Cafe is the one-stop coffee shop for artisan coffees in the Gettysburg area. They sell individual cups of coffee, as well as pastries and small food items, bags of roasted beans, and other drinks.
Sunday - Thursday 7:00am - 10:00pm; Friday - Saturday 7:00am - 12:00am

The Ugly Mug Cafe at Cockles Corner (www.theuglycafe.com)
168 Carlisle St. Gettysburg PA 17325 | (717) 398-2011
Offers a wide variety of in-house roasted coffee and delicious tea. Come hungry and try a sandwich, salad, or arepa off of a menu full of choices! Ugg Mug, the Gettysburg coffee shop for all!
Monday - Saturday 8:00am to 6:00pm; Sunday 9:00am to 6:00pm

Historic & Period Fare

Dobbin House Tavern (www.dobbinhouse.com)
89 Steinwehr Ave Gettysburg, PA 17325 | (717) 398-0875
Before the Civil War Battle of Gettysburg, (1776), Reverend Alexander Dobbin built a house to begin a new life in America for himself and his family. Today his home, listed on the National Register of Historic Places, is a colonial restaurant where candlelit elegance, superior food in abundance, and gracious service bring back the sights, sounds and tastes of two centuries ago.
Monday - Sunday 11:30am - 9:00pm

Farnsworth House Inn Restaurant and Sweney's Tavern (www.farnsworthhouseinn.com)
401 Baltimore Street, Gettysburg, PA 17325 | (717) 334-8838
All of the staff at the Fansworth House Inn are wearing period dress, they offer a period correct menu, housed in a historic location. This is the place for you to come to experience Gettysburg at its fullest!
Sweney's Tavern Daily: 11 am - 9 pm;
Meade and Lee Dining Rooms Daily: 5 pm - 9 pm

Italian

La Bella Italia (www.labellaitaliagettysburg.com)
402 York St Gettysburg, PA 17325 | (717) 334-1978
La Bella Italia offers a wide variety of Italian fare right in the heart of Gettysburg. Online ordering is available for pick up or delivery, and you can also dine in.
Sunday - Thursday: 10:00am - 10:00pm; Friday & Saturday: 11:00am - 11:00pm

Mexican

Tanias Mexican Restaurant & Store
37 West St Gettysburg, PA 17325 | (717) 334-3751
Tania's a authentic Mexican restaurant serving the people of Gettysburg since February 2014 (and Aspers PA since 2005). This family owned and operated Gettysburg restaurant provides a laidback and casual Mexican dining experience.
Sunday - Thursday: 9:00am - 9:00pm; Friday & Saturday: 9:00am - 10:00pm

Montezuma Mexican Restaurant (www.montezumamex.com)
225 Buford Ave Gettysburg, PA 17325 | (717) 334-7750
Montezuma Mexican Restaurant has been serving quality food in Pennsylvania since 2003. They offer a wide variety of Mexican food and have three locations across PA.
Monday - Saturday 11:00am - 10:00pm; Sunday 11:00am - 9:00pm

American

Appalachian Brewing Company (www.abcbrew.com)
259 Steinwehr Ave Gettysburg, PA 17325 | (717) 334-2200
Situated adjacent to one the most historic battlefields in our nation's history, their brand new Gettysburg Battlefield brewpub offers great food, craft beer and craft soda with a unique and nostalgic setting. This new and innovative brewpub offers outdoor patio seating as well as a walk-up beer and soda window!
Sunday - Thursday 11:00am – 11:00pm; Friday & Saturday

Mason Dixon Distillery (masondixondistillery.com)
331 E Water St Gettysburg, PA 17325 | (717) 398-3385
We apply the same philosophy to our restaurant that we do with our distillery – hand-crafted and local with amazing flavor. It's comfort food with a twist, prepared to our high standards for your enjoyment.
Monday – Tuesday CLOSED; Wednesday & Thursday: 12:00pm – 9:30pm; Friday & Saturday 12pm – 10:30pm; Sunday Brunch 11:00am – 3:00pm

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433 Baltimore Street
Gettysburg, PA 17325
(717) 420-0058
Sunday - Thursday:
3:00 pm - 9:00 pm
Friday - Saturday:
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Mr. G's Ice Cream
404 Baltimore Street
Gettysburg, PA 17325
(717) 334-7600
Open daily:
12:00 pm—10:00 pm

Gettysburg Baking Company
17 Lincoln Square
Gettysburg, PA 17325
(717) 334-2367
Monday: Closed
Tuesday-Thursday: 9:00 am-5pm
Friday & Saturday: 8am-5pm
Sunday: 8am-3pm

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Check the PSBA board to see this year's winner.

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PSBA
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Pennsylvania School Bus Association

Safely Transporting Pennsylvania's Future

Pennsylvania School Bus Association Regional Map

Board of Directors 2019

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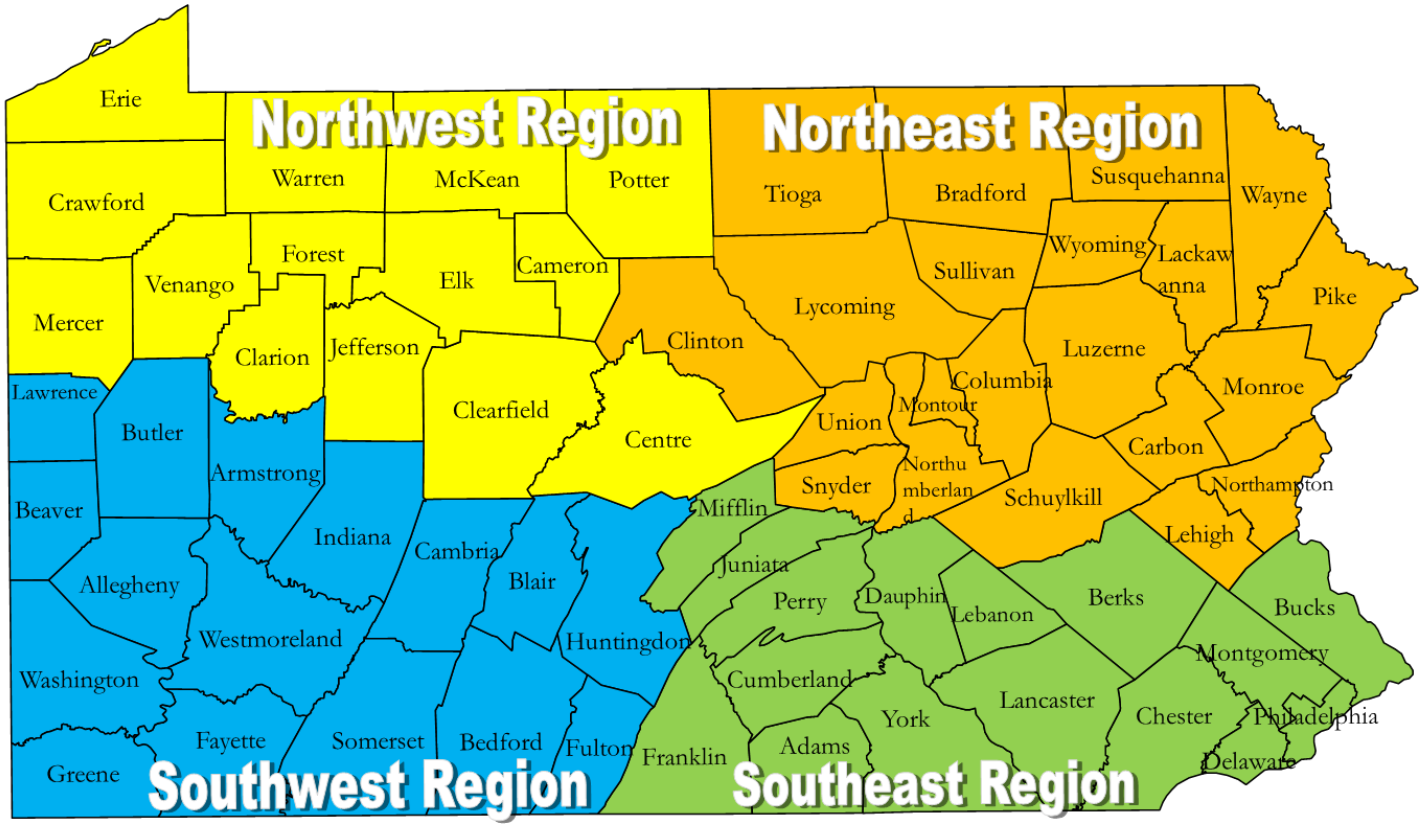
David Schrantz, Duncannon..... (717)957-3811
Richard Wolfington, Jr., Exton..... (610)458-8501



Pennsylvania School Bus Association

Safely Transporting Pennsylvania's Future

PAC Raffle

Annually, at the cocktail party on Monday evening, PSBA School Bus PAC solicits attendees for contributions for our political action committee. This is a fifty-fifty raffle. Half the money raised goes to the political action committee and the other half you can take home.

PSBA's School Bus PAC's mission is to educate legislative members who serve on the House and Senate Education committees, House and Senate Transportation committees and Leadership in both the House and Senate in addition to gubernatorial candidates. Issues affecting the school bus industry have increased and making your voice heard in Harrisburg is now more important than ever.

We will have teams circulating the room for five, ten and twenty dollar contributions. There is a drawing for each category. Please consider contributing to the School Bus PAC through this annual fundraiser. Win or lose the raffle, you'll go home a winner having helped our Association achieve its legislative goals.

Pennsylvania School Bus Association

Safely Transporting Pennsylvania's Future

Meet the Vendors Prize & Giveaway

Monday June 24, 2019

2:15 pm

Exhibitor Door Prize Drawing

Each year we ask exhibitors to donate a gift to give away at the Conference. Every person registered for the conference is eligible to win a gift. This year we will be drawing names for the prizes during the vendor lunch hour on Monday afternoon, June 24th. Winners will be displayed on a board located at the PSBA Exhibit Booth at 2:15 at the Meet the Vendor event. Prizes can be claimed at the corresponding exhibitor booth which will also listed on the board.

Every year many great gifts are contributed by the exhibitors. The Pennsylvania School Bus Association sincerely appreciates the extra contribution exhibitors make to this event. Without their support, our conference would not be the success it is today. Please make sure to visit our exhibitors to show your support.

Congratulations to this year's Safety Competition Participants!

Congratulations!

The Pennsylvania School Bus Association under the direction of Safety Competition Chairman, Dallas Krapf, hosted the 2019 statewide Safety Competition for school bus drivers on June 21st - 22nd, 2019. This competition celebrates the safest school bus drivers in Pennsylvania. School bus drivers from both independent contractors and public schools competed for the Pennsylvania State Title of CHAMPION SCHOOL BUS DRIVER. All the drivers should be proud of their accomplishment and recognized for being a role model in their industry. The competition is comprised of a written test (proctored by PennDOT), and a driving and safety skills course. The State winners will head to Austin, TX in July to compete at the National Competition. The State of Pennsylvania has over 40,000 Licensed School Bus Drivers on the roads every school day, safely transporting thousands of students to and from school. The PSBA's Mission of Safely Transporting Pennsylvania's Future is supported by our key initiatives of Safety, Education and Advocacy. The event showcases the best of the best. **We are proud to celebrate these dedicated professional drivers this year and for many years to come!**

& Thank You!

The Pennsylvania School Bus Association would like to extend a hearty thank you to the **army of volunteers** who came out to assist with the Safety Competition this year, Your dedication and hard work makes this event such as success. ***You are our heroes! Thank you!*** And to our **financial supporters**, and **bus suppliers** we thank you for your amazing support of this event!

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Erica Kail
Elaine Rickard
Todd O'Shell
Aaron Silverman
Sandy Smith

Allegheny Transportation Services, Inc
11 Crescent Street
Etna, Pennsylvania 15223
lkline@alleghenytransport.net
412-781-1184
Amy Daw
Doug Daw
Lee Ann Kline
Eddie Lesoon
Victoria McClain
Aron Stewart
Monique Stanton

Althouse Transportation, Inc.
342 Althouse Road
Cochranville, Pennsylvania 19330
larry@althousetrans.com
610-593-6286
Larry Althouse
Lynn Althouse
Eric Althouse

Anderson Coach and Travel
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Greenville, Pennsylvania 16125
rfisher@goanderson.com
724-588-8310
Evan Anderson
Rich Fisher
Bob Hanna
Mike Icenhour
Ryan Nicklin
Magan Walker

Barker, Inc.
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Kittanning, Pennsylvania 16201
k.dunmiresmith@aire-ride.com
724-548-2343
Thomas Hockenberry
Aaron Hockenberry
Kathy Reddinger
Steve Fowler

Bohnert Transportation
5648 Grangers Ln
Morris, Pennsylvania 16938
joebohnert@gmail.com
Joe Bohnert
Debbie Bohnert

Brandywine Transportation
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Lschroy@brandywinebus.com
610-641-8102
Charlene Keller
Lisa Schroy

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LEBANON, Pennsylvania 17042
dschlott@brightbill.com
717-272-7691
David Schlotter

Clair J Ferry Inc
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Saegertown, Pennsylvania 16433
cjferryinc@zoominternet.net
814-763-5881
Dorothy Ferry
Valerie Simmons
Amy Talkington

CMD Services Inc
902 Farmington Avenue
Pottstown, Pennsylvania 19464
jenatcmd@aol.com
610-323-5020
Charles Dickinson
Michelle Graham
Jennifer Ridgway
Mary Oxenford

Confers Transportation inc
PO Box 181
port matilda, Pennsylvania 16870
confrbus@penn.com
814-692-4500
Jeff Reese
Trudy Reese

Cumberland Valley Christian School
600 Miller St, Chambersburg, PA 17201
717-264-3266
Kathy Myers

2019 Annual Convention & Trade Show

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Unityville, Pennsylvania 17774
drdave65@hotmail.com
570-279-1104
David Snyder
Tim Snyder

D&R Transportation LLC
4805 Mickle Hill Rd
Pittsfield, Pennsylvania 16340
office@drtransportation.net
814-436-7658
Natalie Lucks
Charles Lucks
Elizabeth Lucks
Derek Lucks
Nathan Lucks
Rachael Lucks
David Taydus
Robin Taydus
Lyn Witmer
Martha Witmer

Deitch Buses, Inc.
132 Lefever Road
Newville, Pennsylvania 17241
nericcio@gmail.com
717-440-2991
Michael Nerricio
Stephanie Nerricio
Evelyn Nerricio

DeNaples Transportation Inc.
1239 S. 6th Ave
Scranton, Pennsylvania 18504
awascura@comcast.net
570-342-2260
Andrew Wascura
Margaret Wascura

Dobbs Transportation
76 N.Harding Square
Hunlock Creek, Pennsylvania 18621
ronsavage320@gmail.com
570-332-1916
Ronald Savage
Brayden Savage

E & B Transportation
PO Box 151
YORK SPRINGS, Pennsylvania 17372
vickie@eandbtransportation.com
717-528-4132
Mike Decker
Becky Laughman
Kathy Long
Raymond Martin
Wendy Mutschler
Vickie Wolf
Edwin Wolf
Shawn Wolf

Eagle Wolfington Leasing
PO Box 99
Exton, Pennsylavania 19341
lwindle@wolfington.com
610-458-8501
Lucia Miletto
James Woodson

Eschbach Bus Service
102 Martic Heights Drive
Holtwood, Pennsylvania 17532
dwiker@eschbachbus.com
717-587-2768
Dave Wiker

Eshelman Transportation Inc
4339 Morgantown Road
Mohnton, Pennsylvania 19540
gregg@eshelmantrans.com
610-856-7740
Gregg Eshelman
Brenda Eshelman

F & S Transportation
37 S Main Street
Manchester, Pennsylvania 17345
Kim@fandstransportation.com
717-266-6418
Kristi Koons
Karen Robinson
Kim Sabold
Cindy Shimmel

FishingCreek Transportation
2481 State Route 487
Orangeville, Pennsylvania 17859
Fred@fishingcreektrans.com
570-245-6393
Fred Bennett
John Dougherty
Joe Nowakoski

2019 Annual Convention & Trade Show

Contractor Registration List as of 6/12/2019

Fox School Bus Service
1804 Smith Creek Road
Waynesburg, Pennsylvania 15370
kayfox@foxbus.net
724-627-8975
Sam Fox
Kay Fox
Char Fox
Harold Fox
Jada Fox
Becky Garber
Chuck Garber
Renee Jones
Tom Jones
Tyonnie Pettis
Michael Sealy

Frye Transportation Group, Inc
345 Ridgemont Drive
Midland, Pennsylvania 15059
daniel.frye@fryetransportation.com
724-643-9210
Daniel Frye
Deb Fitzgerald
Phoebe Woods
Steve Yount

Fullington School Bus LLC
316 East Cherry St.
Clearfield, Pennsylvania 16830
asanden@fullingtontours.com
814-573-1197
Arlen Sanden
Christina Wesesky

G. Davis Inc.
136 Mc Kean Valley Rd,
Shohola, PA 18458
570-685-2287
Sharon Evarts
Paul Heim
Terri Seminek

G & L STUDENT TRANSPORTATION
980 Hoffmansville Rd
Bechtelsville, Pennsylvania 19505
kkeating@glsttransportation.com
610-367-2685
Karen Keating

Garing Enterprises LLC dba WJNJG
233 Melody Road
Honesdale, Pennsylvania 18431
wjnjg@socantel.net
570-488-6529
Nancy Garing
Walter Garing

GG&C Bus Company Inc
2924 Jefferson Avenue
Washington, Pennsylvania 15301
tloughman@ggcbus.com
724-222-2320
Terry Loughman
Karen Keating
Dan Porter
Trudy Skinner

Girardat LP
7619 Vincent Road
Cochranton, Pennsylvania 16314
girardat@windstream.net
814-425-3603
Harold Girardat
Janet Girardat

Headstart of Fayette County
492 Coolspring St, Uniontown, PA 15401
724-430-4818
Harry Metz III

Heck-Meyers LLC
3383 Keefer Rd
Chambersburg, Pennsylvania 17201
heckmeyersllc@live.com
717-262-2378
Trever Friese
Erin Heck
Matt Heck
Natalie Heck
Brandon Heck
Hillary Myers

Hilfiger Transportation
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Covington, Pennsylvania 16917
tinker@epix.net
570-404-1002
Wendy Albor
Meda Hilfiger

Jennings Transportation
129 Meyer Road
Nazareth, Pennsylvania 18064
jon@jenningstranscorp.com
610-759-7094
Jon Ochs

Johnson Transportation, LLC
2070 Matthews Run Road
Youngsville, Pennsylvania 16371
connieleehale@gmail.com
Cody Haight
Connie Johnson

Kip's Bus Service, Inc.
13122 Curwensville Tyrone Hwy
Curwensville, Pennsylvania 16833
janbulldog@gmail.com
Heather Klephart
Jan Rowles
Donna Reynolds

Krapf School Bus
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West Chester, Pennsylvania
19380
ataylor@krapfbus.com
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Brent Cumens
Stacey Golden
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Amanda Klinger
Ryan Klinger
Katie Klinger
Cooper Klinger
Tarryn Walsh
Casey Walsh
Bria Rosenella
Alex Rosenella
Riley Walsh

McCarter Transit, Inc
2569 Darlington Rd
Beaver Falls, Pennsylvania
15010
jennifer@mccartertours.com
Jennifer Donnelly
Dan Donnelly
Nashton Donnelly
Nolan Donnelly
Beverly McCarter

McCleaf Bus Lines
11453 Country Club Rd
Waynesboro, Pennsylvania
17268
mccleaf@pa.net
Tim McCleaf
Bryan McCleaf
Jim McCleaf

McIlwain School Bus Lines, Inc.
1551 Ferndale Avenue
Johnstown, Pennsylvania
15905
tim@mcilwaincharters.com
814-288-2287
Joe Brett
Maryann Brett
Chuck Gindlesperger
Crystal Gindlesperger
Owen Hofecker
Nancy Hofecker
Douglas McIlwain
Sally McIlwain

Miller and Reese Bus Co
226 N PA Ave
Centre Hall, Pennsylvania
16875
lmm04@live.com
814-364-1471
Lisa Miller
Michael Miller

Miller and Sons, Inc.
1189 Boiling Springs Rd
Mechanicsburg, Pennsylvania
17055
mwhite.millerbus@gmail.com
Michelle White
Jeff Miller

Miller Motor Co.
1167 Forest Hills Drive
Salix, Pennsylvania 15952
mmco100@comcast.net
814-487-5701
G. Ray Fenchak
Patricia E. Fenchak
C.Franklin Miller
David W Miller
Kelli Miller
Steve Stull

Mlaker Transportation
1976 Valley View Drive
Davidsville, Pennsylvania 15928
mlaker@mlaker.com
814-479-2515
Jack Lawver
Matt Mlaker
Rich Young

Monark Student Transportation Corp.
5374 Wm.Flynn Hwy.
Gibsonia, Pennsylvania 15044
jtitus@bluebirdpgh.com
724-898-3563
Scott Stover
Carl Toland
Norm Wirth

Moore School Bus Inc.
142 St. Rt. 356
Apollo, Pennsylvania 15613
ezra6@comcast.net
724-727-3344
Jeff Giocondo
William Moore
Lonnie Moore
Kevin Moore
Darwin Moore
Lorin Moore
Dawn Reed

Newhurst, Inc.
1000 Rock Rd
Pine Grove, Pennsylvania 17963
barry@newhurst.com
570-345-3834
Barry Newswanger
Kathie Newswanger
Tyler Newswanger

Norman's Bus Service Inc.
1293 Water Street
East Greenville, Pennsylvania 18041
busservice@comcast.net
215-679-8643
Jason Flexer
Randi Flexer

Northwest Bus Service Inc
125 Meadville Rd
Titusville, Pennsylvania 16354
kweldon529@gmail.com
814-827-2749
Kyle Weldon

On The Go Kids, Inc
1045 Boot Rd.
Downingtown, Pennsylvania 19341
jolseski@onthegokids.com
610-873-7787
Joan Olseski-Thomas
Cheryl Vogelsang

Palmeri Transportation
6887 South Delaware Ave
Martins Creek, Pennsylvania 18063
carl@palmerigroup.com
Carl Palmeri

Paragon Transit
187 Main Street
Emmaus, Pennsylvania 18049
russbus@paragontransit.com
610-904-8080
Russ Leibensperger

Pocono Transportation Inc.
657 Drinker Tpke
COVINGTON TOWNSHIP, Pennsylvania 18424
Asepkowski@poconotransportation.com
570-842-0480
John Cruger
Richard Lutz
Jessica Pierre
Kauany Pires
Aaron Sepkowski

Quest Transit
5506 Scottdale-Dawson Road
Scottdale, Pennsylvania 15683
ats@zoominternet.net
724-887-5030
Arthur Showman
Tracy Showman
Nicholas Showman

Quigley Bus Service, Inc.
326 Main Street
Bally, Pennsylvania 19503
Amy@quigleybus.com
610-845-7575
Amy Quigley
Kristin Quigley

R & J Transportation, Inc.
326 Chestnut St
Pottsville, Pennsylvania 17901
jnewswanger@rjtours.com
570-385-4488
Caitlin Cole
Jay Newswanger
Dave Steranko

Raystown Transit Service
1041 Rager Road
Cherry Tree, Pennsylvania 15724
sam@raystowntransit.com
814-201-2120
Shae Harkleroad
Lisa Mehok
Samuel Pry

Reliance Student Transportation, LLC
310 Pine Grove Commons
York, Pennsylvania 17403
kdressel@reliancestudenttransportation.com
717-885-9222
Rebbeca Bates
Lorie Bevans
Karen Dressel
John Polli
Maria Polli
Jodie Quibell

Rhodes Transit
2990 Duss Ave
Ambridge, Pennsylvania 15003
rrhodes@rhodestransit.com
724-266-4322
Robert Rhodes
Michael Hope
Braden Hollis
Brenda Hollis
Aidan Hope

Rices Transportation
1871 merrick hill rd
Knoxville, Pennsylvania 16928
ricestransport@stny.rr.com
814-326-4016
Faron Jelliff
Kevin Rice
Johnna Rice

Rittenhouse Bus LInes, Inc.
31 East End Road
Smock, Pennsylvania 15480
carole@rittenhousebus.com
724-677-9900
Carole Rittenhouse
Roger Rittenhouse
R. Todd RIttenhouse

Rohrer Bus Service
PO Box 100
Duncannon, Pennsylvania 17020
dschrantz@rohrerbus.com
717-957-3811
Edward Allandar
Joe DiSabella
Kathy Gilbert
David Schrantz
John Schrantz
Dave Williams

Ry-An Meyers LLC
5991 Boundary RD
Chambersburg, Pennsylvania 17202
ryanmeyersllc@yahoo.com
Jodi Laughlin
Sandy Meyers
Ryan Meyers

School District of Springfield Township
103 Montgomery Ave
Erdenheim, Pennsylvania 19038
nathan_bray@sdst.org
215-233-6095
Nathan Bray

Smith Bus Company
271 Old William Penn Highway
Blairsville, Pennsylvania 15717
rserafin1@comcast.net
724-459-6930
Keith Mancuso
Richard Serafin
Tiffany Schroyer
Randy Smith
Matthew Smith
Hope Smith

Susquehanna Transit Company
401 East Central Ave
Avis, Pennsylvania 17721
susqtranwest@centurylink.net
Kass Bitner
Jeff Bitner
Rich Hawk
Amanda Long
Becky Nettleton
Mike Mars

Todd Busses, Inc.
166 Main Street
Eldred, Pennsylvania 16731
wtodd@mckeancountypa.org
814-366-1091
William Todd
Mary Todd
Molly Todd
Patty Todd
Eli Todd
Caroline Todd

Transportation Services, Inc.
210 School House Road
Souderton, Pennsylvania 18964
glenn@hagey.com
215-723-4613
Scott Brandis
Linda Hagey
Jesse Hagey
Jen Hagey
Will Hagey
Bob Nolen

Tri County Transportation
406 Magnolia St
Northern Cambria, Pennsylvania 15714
amanda.horvath@tricountytrans.com
814-948-6537
Amanda Horvath
Bonnie Himmel
Teri Fetterman
Ashley Himmel

Valley Lines, Inc.
1395 Sarver Road
Freeport, Pennsylvania 16229
marshaclepper@comcast.net
724-295-9150
Marsha Clepper
Tyler Greene

W. L. Roenigk Inc.
798 Ekastown Road
Sarver, Pennsylvania 16055
mroenigk@wlroenigk.com
724-353-1515
Megan Kirk
Shelly Roenigk
Pat Roenigk

Warren Bus Lines Inc.
34 Pennsylvania Ave East
Warren, Pennsylvania 16365
jeffblair@wblinc.net
814-723-8800
Jeff Blair

Watson's Inc.
7130 E. State Street
Hermitage, Pennsylvania 16148
brenda.watson@neo.rr.com
724-704-7230
Brenda Watson
Dave Watson

Weikel Busing
1507 S. Market St.
Selinsgrove, Pennsylvania 17870
weikelbusing@gmail.com
570-374-5280
PJ Adam
Alyssa Adam
April Beaver
Gary Narehood
Glenda Sipe
Mike Walz
Lisa Weikel
Randy Weikel

West Middlesex Area SD
3591 Sharon road
west middlesex, Pennsylvania 16159
Mbronson@wmasd.k12.pa.us
724-699-1315
Matt Bronson

Wilkinson Bus Lines, Inc.
140 Industrial Dr.
Cresson, Pennsylvania 16630
wilkieiv@aol.com
814-886-4600
Donna Arthurs
Maureen Sands

2019 Annual Convention & Trade Show

Exhibitor Registration List as of 6/12/2019

AngelTrax
119 South Woodburn Drive
Dothan, Alabama 36305
magry.diaz@angeltrax.com
334-692-4600
Ray Fair
John Watson

AUTO-JET MUFFLER CORP.
9550 Swanson Blvd
Clive, Iowa 50325
rich@auto-jet.com
8002475391
RICH STRAW

Beco Equipment
258 West Main Street
Leola, Pennsylvania 17540
AR@becopressurewasher.com
717-556-8412
Daniel Stoltzfus
Jonas Stoltzfus

Blue Bird Bus Sales of Pittsburgh, Inc.
5374 Wm.Flynn Hwy.
Gibsonia, Pennsylvania 15044
jtitus@bluebirdpgh.com
724-316-1026
Jim Titus
Greg McCalmom
Mike Poppa
Jeff Pschirer
Mark Schmitt
Mark Schmitt Jr.
Barry Weldon

Brandywine Transportation
287 W Wesner Rd
Reading, Pennsylvania 19605
bill.e.g@brandywinebus.com
610-641-8102
Billy Gross

Brightbill Body Works, Inc
2701 E. Cumberland Street
Lebanon, Pennsylvania 17042
jherlihy@brightbill.com
800-932-4625
Jim Herlihy
Mason Hemphill
Jedd Rehborn

Bus Parts Warehouse
P.O. Box 250
East Syracuse, New York 13057
martyk@buspartswarehouse.com
315-560-9994
Shelle Johnson
TJ Goodwin
Marty Koonce

Cummins Sales and Service
1907 Park 100 Drive
Glen Burnie, Maryland 21061
mark.a.zannino@cummins.com
443-250-6279
Mark Zannino
Cale Botti
Dave Herman
Jason Piwowar
John Snyder

Dover Fueling Solutions
6900 Santa Fe Drive.
Hodgkins, Illinois 60525
wade.crabel@doverfs.com
512-388 -8311
Wade Crabel

Eagle Wireless
601 1/2 Horsham Rd
Horsham, PA 19044
courtney@eaglewireless.us
866-607-4773
Steve Silverstein
Josh Blackmun

Easy Way Safety Services
175 Shawnee Trail
Aurora, Ohio 44202
csweet@ewss.org
330-888-3911
Craig Sweet

First Light
6 – 1249 Clarence Avenue
Winnipeg, Minnesota R3T 1T4
amandawilson@smartrendmfg.com
866-216-2605
Kevin Smith
Avery-Anne Gervais

Fogmaker North America
101 Gordon Dr
Exton, Pennsylvania 19341
swilliams@usscgroup.com
Kellie Melleady

Fortress Mobile
3801 Rose Lake Drive
Charlotte, North Carolina 28217
tiffanym@fsiinc.com
704-405-5000
Jason Cramer

Gatekeeper Systems Inc.
7 - 200 Rittenhouse Circle East
Bristol, Pennsylvania 19007
dave.dyment@gatekeeper-systems.com
7782553435
Dave Dyment

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Exhibitor Registration List as of 6/12/2019

Kajeet
7901 Jones Branch Drive
McLean, Virginia 22102
clegendre@kajeet.com
1-240-482-3500
Darren Bell
Erica Szalkowski

Keystone Insurers Group
1995 Point Townshp Dr
Northumberland,
Pennsylvania 17857
lsimpson@keystoneinsgrp.com
1-570-473-2146
Lori Simpson
Krista Beegle
Holly Bedisky
Amber Berkebile
Jamie Howsare
Bill Jones
Tammy Jones
Joe Joyce
Karenmay Marshall
Kourtney Mortimer
Colby Laudenslager
Linda Neff
Brian Pachtman
Donna Pennel
Todd Roadman
Arlene Shutt
Dana Vent
Kimberley Wilson
Tim Weaverling

Myers Equipment
8860 Akron Canfield Rd
Canfield, Ohio 44406
pmyers@myersequip.com
800-232-7649
Paul Myers
Matt Kalbfell

National Interstate Insurance
3250 Interstate Dr
Richfield, Ohio 44286
MICHELLE.WILTGEN@NATL.COM
800-929-1500
Stephanie Ruggles
Carol Berezanich
Annette Tusing

National School Transportation Assoication
623 North Broad Street
Lansdale, PA 19446
info@yellowbuses.org
Curt Macysyn
Jessica Pinkerton

Nationwide
355 Maple Road
Harleysville, Pennsylvania 19438
sharpz3@nationwide.com
856-208-5584
Gary Gillespie
Jackie Campanella
Robert Chenoweth
Brian Perch
Zerona Sharpe

Onspot Automatic Tire Chains
1075 Rodgers Park Drive
North Vernon, Indiana 47265-5603
onspot@onspot.com
800-766-7768
Roger Smith

People's United Bank
300 Mt. Lebanon Blvd
Suite 212
Pittsburgh, Pennsylvania 15234
estack@puefc.com
412-721-8320
Eddie Stack

ProAir-ACT
715 Willow Springs Lane
York, Pennsylvania 17406
garyt@actusa.us.com
877-228-4247
John Lucas

Pro Fleet Care
2051 Franklin Road
Washington Boro,
Pennsylvania 17582
dervincharles@profleetcare.com
Dervin Charles
Jay Groff

PRO-VISION Video Systems
8625-B Byron Commerce Dr.
Byron Center, Michigan 49315
sam.lehnert@provisionusa.com
616-460-1727
Steve Wagasky

Q'Straint/Sure-Lok
4031 NE 12 Terrace
Oakland Park, Florida 33334
events@sure-lok.com
954-986-6665
Joe Boyko

Quintin Machinery LLC DBA Scraper Systems
1313 W Libery St Ste 105
Lancaster, Pennsylvania 17603
jbell@scrapersystems.com
888-340-4344
Jackie Bell

2019 Annual Convention & Trade Show

Exhibitor Registration List as of 6/12/2019

RC Kelly Law Associates
623 North Broad Street
Lansdale, Pennsylvania 19446
kati@rckelly.com
215-896-3846
Grace Kelly
Richard Kelly, Esq.
Matthew Jandrisavitz, Esq.

Rohrer Bus Sales
PO Box 100
Duncannon, Pennsylvania 17020
srohrer@rohrerbus.com
717-957-3811
Skip Rohrer
Mike David
Greg Kline
Douglas Miller
Jeremie Nye
Rich Tarapchak

Safety Vision
6100 W Sam Houston Pkwy N
Houston, Texas 77041
jsmith@safetyvision.com
713-929-1047
Brandon Blood

School Bus Parts Co.
P.O. BOX 10
Plumsteadville, Pennsylvania 18949
amy@schoolbuspartsco.com
800-523-6000
Jim Way

Seon
#111 - 3B Burbidge Street
Coquitlam, BC V3K 7B2,
Pennsylvania V3K 7B2
andrew.boyce@seon.com
877-630-7366
Andrew Boyce

SS Sales Inc
4242 William Flynn Hwy
Allison Park, Pennsylvania 15101
ssvansales@hotmail.com
412-487-5452
Robert Woessner
Eric Housholder

Suveillance-247, LLC
111 County Road 45
Norwich, New York 13815
admin@247securityinc.com
866-693-7492
Carlos Ithier
Shawn Scoville

Synovia Solutions
9330 Priority Way West
Indianapolis, Indiana 46240
bmitchell@synoviasolutions.com
202-718-5155
Bryan Mitchell

2019 Annual Convention & Trade Show

Exhibitor Registration List as of 6/12/2019

Transportation Accessories Co Inc
145 E Pratt St
Johnstown, Ohio 43031
carolyn@tacbusparts.com
800-848-0756
Matt Brooks
Jen Brooks

TripSpark Technologies
1100 Superior Avenue E
Cleveland, Ohio 44114
diane.jones@tripspark.com
216-539-1802
Brian Gay

Wells Fargo Equipment Finance
633 Chestnut Street
Chattanooga, Tennessee 37460
lee.edwards@wellsfargo.com
432-386-5722
Lee Edwards

Wheeler Bros., Inc.
384 Drum Ave
Somerset, Pennsylvania 15501
jennifer.snyder@teamwbi.com
866-439-2329
Jenny Snyder
Ashley Mayer

Wolfington Body Company
30 Pottstown Pike
Exton, Pennsylvania 19341
lwindle@wolfington.com
610-458-8501
Richard Wolfington
Eganne McGowan
Jon Brungart
Jim Ciongoli
RIck Damiani
Adam DuFresne
Ernie Earle
David Fitzgerald
Andrew Fitzgerald
Ethan Jandreau
Rick Kirby

…Wolfington Continued
Jeff Moll
Bob Rose
Ronnie Rosati
Matt Shafer
James Titus
Geoff Wolk

WorkPartners
600 Grant St.
Pittsburgh, Pennsylvania 15219
doddsdj@upmc.edu
302-332-9210
Greg Eddens
Donna Urben

Zen-tinel, Inc.
2334 Oakland Avenue
Unit #130
Indiana, Pennsylvania 15701
bbellock@zen-tinel.com
724-357-9709
Robert Bellock

MYERS EQUIPMENT CORPORATION
CANFIELD, OHIO
1-800-232-7649
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Thomas BUILT BUSES

More Than A Bus Driver

It may begin with a "*Hey, How are you?*" in the morning and end with a "*See you tomorrow!*" in the afternoon. These words are often expressed by hundreds of school bus drivers every day as they safely transport thousands of school children to and from school. These are usually the first and last expressions children experience during their school day.

While it is generally accepted that the school bus driver's job is one of great responsibility in safely transporting students to and from, it develops over the years as a driver watches young people on his route grow from childhood to young adult. More than a few drivers have transported the second and third generations of the same families.

The driver is part of it all, as he or she shares with students experiences of day to day activities – the exhilaration of a great athletic victory, the silent ride home in despair after a defeat.

"*More than a bus driver.*" He is a responsible person who requires order on the bus for the welfare and safety of all, a caring friend and sometimes counselor whose words of greeting and farewell, for some, may be the most positive expression of the day.

Richard F. Myers
1922-2015

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Pennsylvania School Bus Association

Safely Transporting Pennsylvania's Future

Is honored to welcome our 2019 Annual Convention Keynote Speaker:

Alfred Reeves

Alfred Reeves is a former educator at Joppatowne High School. He is the retired Senior Pastor of The Carpenter's House of Churchville, Maryland. As the Director or Mentoring, (boys 2 MEN), in Harford County Public Schools, Reeves' mentoring program operates in Edgewood and Magnolia Middle Schools, as well as in, Deerfield, Riverside and Joppatowne Elementary Schools.

This year, boys 2 MEN consists of 734 young men and in its' 23 years, has successfully graduated 2426 young men, who have pursued their college education, military training and numerous trades, but, more importantly, they have purposed to live successful and productive lives.

Reeves (and boys 2 MEN) has received a number of local and statewide awards for his commitment and dedication to this program, which is designed to empower young men to be responsible, positive and productive individuals in their corporate lives, while at the same time, developing strong moral standards in their individual lives. He is the recipient of the Excellence for Minority Achievement Award awarded by Dr. Nancy Grasmick and a two time recipient of the Champions of Courage Award presented by Toyota, M&T Bank, and FOX 45 and was also recognized by the Baltimore Sun as "A Guiding Force" in Maryland. Reeves, along with boys 2 MEN was recognized in April 2014 at the Maryland House of Delegates in Annapolis as one of the top mentoring program in the state. Reeves and the boys 2 MEN Mentoring Program was recognized by the state, Lt. Governor and DNR as the top summer work program for youth in the state. Last year, boys 2 MEN, along with Reeves was awarded a proclamation from the Maryland House of Delegates for being one of Maryland's Outstanding Mentoring Programs.

Along with his passion and commitment to boys 2 MEN, Reeves also travels throughout the country as a Motivational Speaker connecting and sharing the efforts of his experiences with the youth to a broad range of local and state organizations.

In August 2016, Reeves expanded his docket as a consultant with Denver (Colorado) Public Schools, Department of Extended Learning. In his new endeavor, he will help to coordinate, implement, evaluate, supervise, and create programs for youth and teens to inspire academic and behavioral excellence, as well as, provide leadership and guidance, which in turn will begin to focus on the mentoring needs of Denver Public Schools and its' youth.

Reeves was born in Oxford, PA. He completed his undergraduate work at Columbia College and Howard University, and then obtained his Masters' Degree from Georgetown University.

Keynote - Alfred Reeves

Notes:

Alfred Reeves
Alfred Reeves is a former educator at Joppatowne High School. He is the retired Senior Pastor of The Carpenter's House of Churchville, Maryland. As the Director or Mentoring, (boys 2 MEN), in Harford County Public Schools, Reeves' mentoring program operates in Edgewood and Magnolia Middle Schools, as well as in, Deerfield, Riverside and Joppatowne Elementary Schools.

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Entry Level Driver Training

New entry level driver training requirements are going into effect in February 2020. This two-hour session will provide you with complete information on how these federal requirements will impact your operations and how best to prepare now so you are ready by the February 2020 Compliance Date.

Notes:

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Beverly Peppernick
Training Manger/Third Party Site Administrator/IU Coordinator/ Instructor/ Examiner
Beverly has been a part of the School Bus Industry and with the Krapf Companies for the past 26 years, in her current positions as Training Manger/ Third Party Site Administrator/IU Coordinator/ Instructor/Examiner with Krapf Group Beverly's role includes management of Krapf Group Third Party Sites following State and Federal regulatory guidelines. Beverly also oversees the Examiners/Instructors for the Krapf Group operations facilitating training for new oncoming bus driver candidates and pre-existing drivers in driving techniques, driver's assessment and classes mandated by PennDOT/FMCSA. Educating employees with company policies and safety procedures, advanced student management techniques in compliance with federal and state regulations. Beverly provides quality service to both internal and external stakeholders and is currently part of an industry task force working with PennDOT to enhance school bus driver training. Throughout her 26 years within the Industry Beverly has been a continuous part of the School Bus Safety competitions as either a competitor or working with setting up the course and working closely with Judges.

Dennis Ryan
Operations as Dispatcher
Started with Krapf in 2009 as a School Bus Driver for the Tredyffrin-Easttown School District. In 2013 was promoted in Operations as Dispatcher for the T/E School District. In 2016, Dennis became a School Bus Instructor. Became full-time Trainer/Instructor for Krapf's Commercial Division in 2017, and recently became Training Supervisor for Krapf School Bus East Division in 2019. Certified PA School Bus Instructor, Commonwealth of PA Certified CDL Examiner, Smith System Certified Instructor.

Wise & Well

Holistic approach to Driver Retention and Owner sanity.

Notes:

Stephanie Nericcio

Stephanie is a two-time Art School Drop Out, with several years' experience as a Graphic Designer at a little firm outside of Hartford, CT. She designed for many major companies some of which included Lowes, Sprint, Hartford Hospital and Aztec Lighting. She is an accomplished artist with her works being published in magazines and books. She left her design job to follow her interest in Meditation and Crystals, she taught classes on the subject in New England for many years before relocating back to PA. Returning to the Bus Industry in 2007, she quickly got up to speed on the ins and outs of day to day life. In 2015 she and her husband purchased Deitch Buses, Inc. from her grandmother and continue to run it while she completed the 200-hour Yoga Certification in Pranakriya Yoga. She lives in Newville, Pa with her husband, daughter, rescue dog, 2 jerk goats and 1 sheep, where she is an avid thrift store shopper. When not cursing at the computer about bus routes or payroll, she can be found binge watching Gilmore Girls, stand-up paddle boarding or cos-playing her favorite Sci-fi character.

Caring for the Autistic Rider

This presentation will discuss systematic techniques for working with students with an autism spectrum condition while riding on the bus. It will focus on specific strategies, enhancing motivation, and generalization training. A step by step demonstration will be presented using real life examples. Modifications will be explored that allow this particular program to be effective with students significantly challenged with autism, as well as those students with Aspergers Syndrome. Because of the nature of this presentation, a question and answer period will be provided.

Notes:

_____
_____
_____
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_____
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_____
_____

Dr. James Ball Ed.D., BCBA-D
President/Chief Executive Officer
Dr. James Ball, a Board Certified Behavior Analyst-Doctoral, is the President/Chief Executive Officer of JB Autism Consulting. He is also a member of the Interagency Autism Coordinating Committee as a public member, this Committee, as outlined in the Autism Cares Act, makes recommendations to the Secretary on autism research gaps and submits to the Congress and the President an annual update on the summary of advances and an annual update to the strategic plan.

Dr. Ball has been in the field of autism for over twenty-five years providing preschool, educational, residential, and employment services to children and adults affected by an Autism Spectrum Disorder. He is also the Director of Clinical Services for New York Families of Autistic Children (NYFAC), a private not-for-profit organization providing support and training for children and families in New York City. He provides private consultation to organizations, schools, and families regarding home program, staff/parent training, home support services, classroom design/support, behavior management/assessment and functional behavior assessment.

Dr. Ball has lectured nationally and internationally on various topics related to autism, such as early intervention, inclusion, functional behavior assessment, social skills training, behavior management, direct instruction, sensory issues, and accountability. He has published in many of the above areas and authored the award winning breakthrough book Early Intervention and Autism: Real-life Questions, Real-life Answers, winning the 2008 NAPPA Gold Award Winner, Finalist for the 2008 ForeWord Book of the Year & Gold Award Winner in the 2009 Independent Publisher Book Awards. Dr. Ball has won numerous awards including: NYFAC's Autism Inspiration Award, ASA's Publication Award for his manual on Social Security and Employment for individuals with autism spectrum disorders, Autism New Jersey, formally known as COSAC highest honor, their Distinguished Service Award, and most recently was honored at the Phoenix Center in Nutley, New Jersey during their 20th Anniversary Gala as "Professional of the Year".

Autism 101 and Behaviors on the bus

Jim Ball, Ed.D., B.C.B.A.-D.
President and CEO
JB Autism Consulting

What is Autism?

Autism is a developmental disorder which is either present at birth or develops within the first few years of life. The DSM-5 places the Autism Spectrum Disorder (ASD) under the category of "Neurodevelopmental Disorders".

The cause of Autism is unknown and while there is no cure, there are treatments and strategies that are effective for improving the lives of children with Autism.

This means that those with autism can vary greatly in their cognitive abilities as well as in the severity of the autistic characteristics they exhibit.

Facts and Statistics

- 14.7 per 1,000 children (age 8 years) are diagnosed with ASD
  - This is 1 in 68 children
  - Rates varied among sites in study from 5.7 to 21.9 per 1,000 children.
- This is approximately 1 in 42 boys and 1 in 189 girls

http://www.cdc.gov/ncbddd/autism/data.html

The New Autism: Details

- Regarding intellectual ability (measured by IQ – another issue).
- 31% of children with ASD were classified in the range of intellectual disability (IQ <70).
- 23% in the borderline range (IQ 71-85).
- 46% in the average of above average range (IQ>85).

http://www.cdc.gov/ncbddd/autism/data.html

Autism affects:

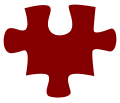
- Communication
- Social interactions
- Behavior
- The way the brain interprets sensory information
  - Resulting in unusual responses to sounds, touch, light, smells, tastes, and textures

10 Things Every Child with Autism Wishes you knew (by Ellen Notbohm)

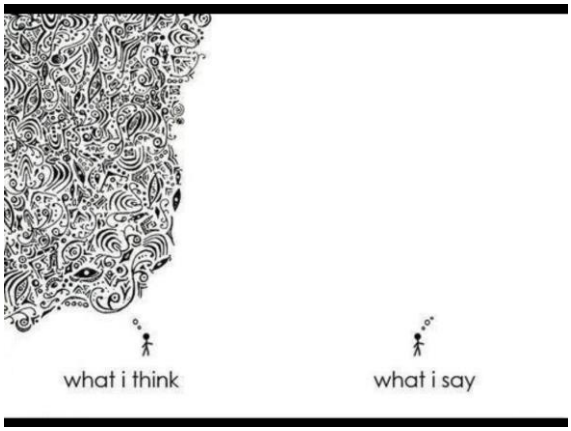
1. I am a child.
2. My senses are out of sync.
3. Distinguish between "I won't" and "I can't."
4. I am a concrete thinker. I interpret language literally.
5. Listen to all the ways I am trying to communicate.

10 Things Every Child with Autism Wishes you knew (by Ellen Notbohm)

6. Picture this! I am visually oriented.
7. Focus and build on what I can do rather than what I can't do.
8. Help me with social interactions.
9. Identify what triggers my meltdowns
10. Love me unconditionally.



Sheldon 43



Talking to a student with Autism

- Make sure the student is paying attention. Children with autism often tune out what others are saying
- Cut down on unnecessary language. Keep your statements short and to the point.
- Tell the student what you want them to do, avoid the word "don't"

Charlie Brown

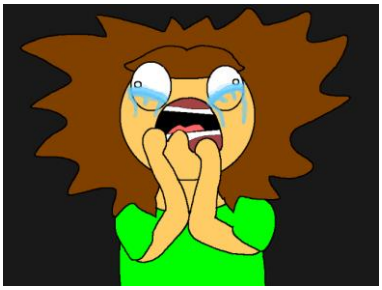
Sensory Needs and Overload

Students with autism can be either over-or under- sensitive to sensory input, such as noise, bright lights, the feel of certain textures or pain.

They may become distressed with loud or sudden noises or show agitation when there is a lot activity around them.

If you find that your student is struggling with sensory overload, please contact your school's Occupational Therapist.

It could happen . . .



Do not take it personally!

Participating Factors

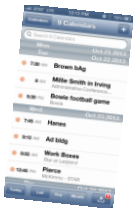
- Change in Routine
- Sick – feels bad
- Family/Class drama
- Sensory issues

Remain Calm!

YOU need to model the desired behavior!

•If you remain calm and use a soft reassuring voice – this will help deescalate the situation

Visuals



Most individuals with autism understand visual images better than the spoken word.
For that reason, supplementing what you say with visuals will help the child with autism to better understand his/her world.

If I see it, I understand it.

Dr. Temple Grandin

Visual strategies can benefit all children by enhancing the individual's understanding.

Visuals
- Increase understanding
- Reduce aggressive or self-injurious behavior
- Decrease frustration and anxiety
- Helps students self regulate to adjust to changes
- Increase independence

Dr. Ball

How can you use visual on the bus?

Our students do not like change!

Have a visual that will be seen on the outside of your bus which will allow your students to recognize their bus!

Sitting on the bus!

Tape a visual of something they LOVE at their seat, this will let them know where they are to sit and give them something they love to look at while riding.

Think about seating

Pick up and Drop off!

Reminder of the expectations

Minions know how to ride the bus!

•Stay seated and keep your legs in front of you

• Keep your hands and feet to yourself

•Use your quiet voice

Visuals as Behavior Supports

Social Narratives

Social narratives are visually represented stories that describe social situations and socially appropriate responses or behaviors to help individuals with autism spectrum disorder (ASD) acquire and use appropriate social skills. Social narratives are written, descriptive accounts of appropriate social behaviors or responses to common social situations.

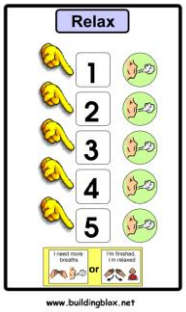
http://www.autismintervention-modules.org/dash.php?cat=dash_tab_m

Social Narratives

- social stories need to have an introduction, body and conclusion and should use positive language (ie where possible, describe what should happen, rather than what should not)
- stories need to be as accurate as possible and should include words like sometimes and usually for situations where a particular outcome is not guaranteed
- stories should appeal to the interests of the person for whom they are written. Avoid using words that may cause the person anxiety or distress
- the content and presentation of social stories should be appropriate to the person's age and level of understanding.

The information based on Carol Gray's social story guidelines, published in *The new social story book* (1994), and can also be found on The Gray Center for Social Learning and Understanding website.

Teaching Students how to relax!



Our students need Positive Reinforcement

There are two types of Reinforcement

Tangible: which is an actual object (Food, stickers, toys, etc.)

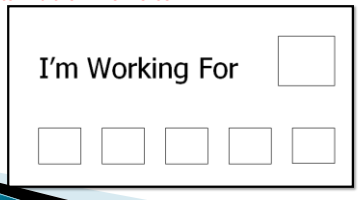
Praise: Students are given verbal praise for their appropriate behavior ("You are sitting so nice" , "Good job" , "You are a ROCKSTAR!")

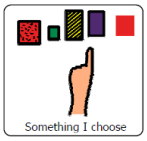
DO YOU RECEIVE REINFORCEMENT?

Reinforcements Systems

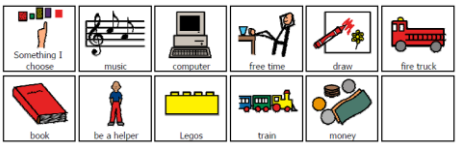
Visual reinforcement systems (token boards) are positive and extremely powerful teaching tools. Behavior systems work when you use powerful reinforcers to motivate learners. The use of token boards/behavior system is to visually represent deals is an excellent way to help both the individual and the teacher "remember" that the deal is in place.

The first step to having a good reinforcement system is to find the A+ reinforcer!!



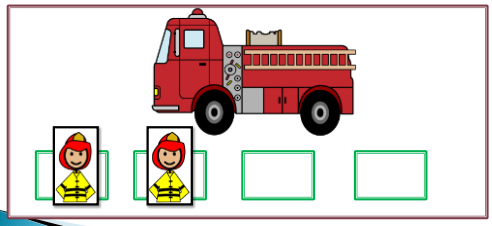


Something I choose



Token Systems

Use what they love!



Resources

Autism Society www.autism-society.org
Autism Aspergers Digest www.autismdigest.com
Future Horizons www.fhautism.com
Early Intervention and Autism www.jbautismconsulting.com
Visual Aides www.visualaidesforlearning.com
Autism Modules http://www.autisminternetmodules.org

BLUE BIRD BUS SALES of PITTSBURGH, INC.

Thank You

For Your Valued Friendships & Business

Webasto Thermo

Session Attendees will learn the latest about maintenance of fuel fired engine heaters and the potential savings on engine emission repair issues by using a heater rather than idling engines.

Notes:

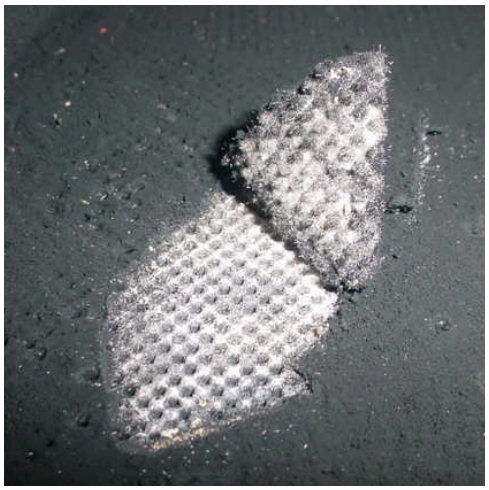
Paul Hemond
Paul Hemond has been involved with Webasto's Sunroof Aftermarket, light/medium duty HVAC and Heater as well as heavy duty Heaters in mid North America for 4 years. Paul's focus has been transferred from Mid America to the East Coast in an effort to gain market intelligence and deliver solutions to the bus market with respect to engine productivity, environmental concerns such as DPF and particulate matter emissions as well as occupant comfort.

Tommy Smith
Tommy is a 25+ year veteran of the school bus and transportation industry. Engineering, Operations, and Sales background.

Webasto
Feel the Drive

Trouble with DPF's?

Webasto has the Solution



Webasto Ensures Equipment Readiness

- Reduce Face Plugging
- Reduce Wet Stacking
- Reduce Filter Overloading
- Reduce Costly DPF Maintenance
- Reduce Component Failures
- Reduce DEF Tank and Injector issues
- Reduce Emission Burdens
- Reduce Fuel costs
- Eliminates Cold Starts

Reduced Emissions

Green Technology

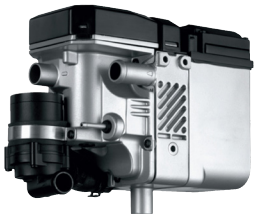
Fuel Savings

Reduced Maintenance Costs

Increased ROI

Independent testing shows that using a Webasto solution to pre-heat an engine can significantly improve DPF performance.

- Up to 66% reduction in PM during startup
- Up to 40% reduction in NOX
- Up to 62% reduction in CO during startup based on ambient temperature
- Increases exhaust temps rapidly, aiding in catalyst activity
- Emission reduction at high ambient temperature
- Emission benefit to pre-heat year round



Thermo Top C

Thermo Pro 90

DBW 2010

CARB Approved +
EPA SmartWay Verified

Webasto Thermo & Comfort
North America, Inc.

15083 North Road
Fenton, Michigan 48430
USA
Toll Free: 800-860-7866
Phone: 810-593-6000

webasto.com

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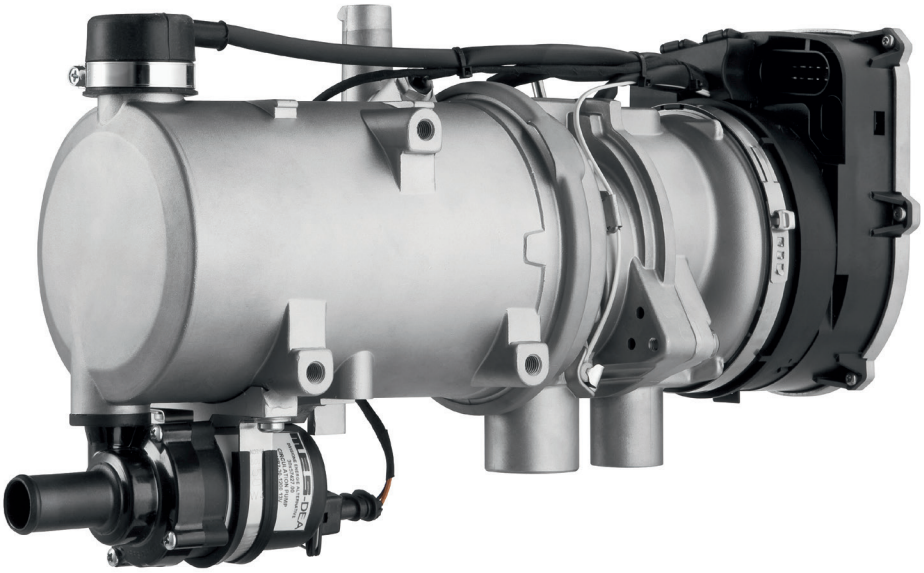
Thermo Pro 90

Engine-Off Coolant Heater for Demanding Machinery and Vehicle Applications



Coolant Heater Features:

- Auxilliary heating for heavy vehicles and machines, offering up to 31,000 BTU/h *(9.1 kW)* of heating power
- Arctic Start function provides quick pre-heat even in extremely cold temperatures
- Low heater power consumption due to highly efficient design
- Highest product quality with long service life
- Automatic altitude adjustment up to 11,000 feet *(3,350 m)*
- Available for OE and aftermarket installation
- Several mounting options available
- Quiet operation

Engine Pre-heat, Fuel Savings and Emission Reduction

The Thermo Pro 90 has been specially designed for use in heavy duty machinery and commercial vehicles, as well as in minibuses.

New features such as altitude adjustment, Arctic Start and seamless heating control provide engine-off pre-heat to make these vehicles operational in extremely cold conditions. Fuel saving and low energy consumption make a valuable contribution to both cost-savings and environmental protection.

Technical specifications

	Thermo Pro 90
Heating Capacity (Control range / Boost)	6,100 – 26,000 BTU/h / 31,000 BTU/h *(1.8 – 7.6 kW / 9.1 kW)*
Fuel Consumption (Control range / Boost)	0.05 – 0.23 gal/h / 0.29 gal/h *(0.2 – 0.9 l/h / 1.1 l/h)*
Fuels (Suitability for special fuels)	JP8, Diesel 1, Diesel 2, Arctic, Biodiesel (PME)
Rated Voltage	12 or 24 V
Power Consumption (Part load - full load / Boost)	3.1 – 6.6 / 7.3 Amps *(37 – 80 W / 90 W)*
Operational Temperature Range	- 40° to +176° F *(- 40° to +80° C)*
Dimensions *(L x W x H)*	15 x 5.2 x 9.1 in *(381 x 131 x 232 mm)*
Weight	10.8 lbs *(4.9 kg)*

Technical specifications for circulating pump (attached to heater)

	U4840
Coolant Flow	3 gal/min *(11.4 l/m)*
Dimensions *(L x W x H)*	7.1 x 2.9 x 4.4 in *(180 x 74 x 112 mm)* including connectors
Weight	1.5 lbs *(0.7 kg)*

Available Thermo Pro 90 Heater Kits:

Thermo Pro 90 Compact Kit (12 V): Part Number 5010874A
Thermo Pro 90 with Enclosure Box (12 V): Part Number 5010872A
Thermo Pro 90 Compact Kit (24 V): Part Number 5011081A
Thermo Pro 90 with Enclosure Box (24 V): Part Number 5010873A

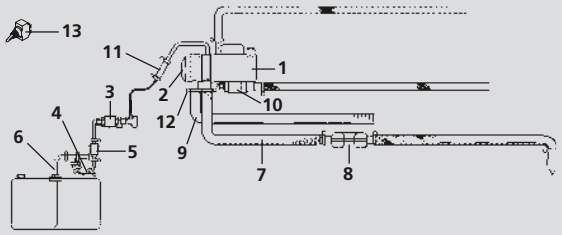
Standard Kit Contents:

- Heater
- Integrated Control Unit
- Fuel Metering Pump DP42
- Circulation Pump U4840
- On / Off Switch
- Wiring Harness
- Fuel Standpipe
- Fuel Line
- Exhaust System
- Installation Hardware
- Installation/Operation Instructions
- 2 Year / 2,000 Hour Limited Warranty

Optional Accessories:

SmarTemp Control *fx* 2.0 Timer: Part Number 5010633C
Heater Mounting Bracket: Part Number 905838
- (For perpendicular heater installation)

System Schematic



1. Thermo Pro 90
2. Electronic Control Unit
3. Fuel Metering Pump
4. Fuel Line
5. Fuel Pump
6. Fuel Standpipe
7. Exhaust Tubing
8. Muffler
9. Air Intake Tubing
10. Water Circulating Pump
11. Fuel Line Coupler
12. Clamp
13. On/Off Switch

SmarTemp Control *fx* 2.0 (optional):

Part Number 5010633C

- Programmable runtimes
- Ergonomical design
- Large backlit LCD screen

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Webasto Thermo & Comfort
North America, Inc.
15083 North Road
Fenton, Michigan 48430
USA
Toll Free: 800-860-7866
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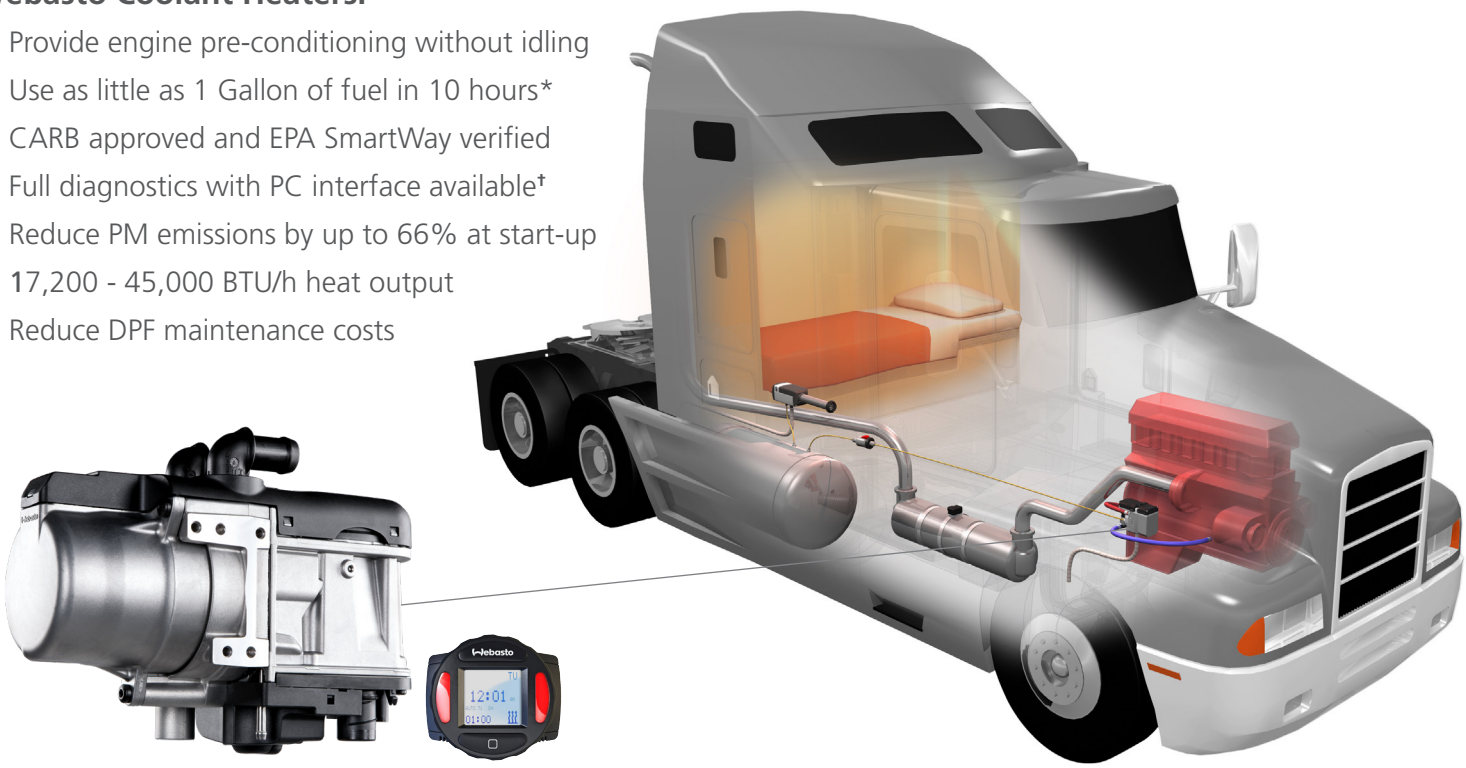
Webasto
Feel the Drive

Improve DPF Performance & Save Money

Engine Pre-heat | Reduced DPF Maintenance Costs

Webasto Coolant Heaters:

- Provide engine pre-conditioning without idling
- Use as little as 1 Gallon of fuel in 10 hours*
- CARB approved and EPA SmartWay verified
- Full diagnostics with PC interface available†
- Reduce PM emissions by up to 66% at start-up
- 17,200 - 45,000 BTU/h heat output
- Reduce DPF maintenance costs



Thermo Top Evo Coolant Heater
with SmarTemp *fx* 2.0 Control

Reduce Filter Overloading, DEF Thaw Time, Face Plugging & Thermal Cracking

Independent testing shows that using a Webasto solution to pre-heat an engine can significantly improve DPF performance. Emissions are reduced, even at high ambient temperatures - this means that it is beneficial to pre-heat engines in warm and cold climates.

*Fuel efficiency based on Thermo Top C heater. † Diagnostics available for most heaters.

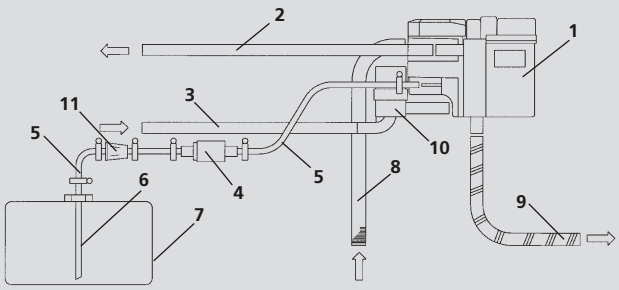
Technical Specifications

	Thermo Top Evo
Heating Capacity	8,600 – 17,200 BTU/h *(2.5 – 5.0 kW)*
Fuel	Diesel #1, Diesel #2 Arctic, Biodiesel B5 & B20
Fuel Consumption	0.08 – 0.16 gal/h *(0.30 – 0.61 l/h)*
Rated Voltage	12 V
Operating Voltage Range	10.5 – 15 V
Rated Input	2.6 – 3.8 Amps *(32 – 46 W)*
Water Flow	2 gal/min at 1.9 PSI *(450 l/h at 0.13 bar)*
Dimensions (L x W x H)	9.125 x 4.125 x 6.4 in *(232 x 105 x 163 mm)*
Weight	7 lbs *(3.2 kg)*

Available Thermo Top C Heater Kits:

Thermo Top Evo Diesel Kit w/SmarTemp Control *fx* 2.0 (12 V) - PN: 5010891A
Thermo Top Evo Diesel Kit (12 V) - Part Number: 923369
Thermo Top Evo Diesel Kit w/enclosure (12 V) - Part Number: 5010087A

System Schematic



1. Thermo Top C Heater
2. Heated Coolant Outlet
3. Cold Coolant Inlet
4. Fuel Pump
5. Fuel Line
6. Fuel Pickup
7. Fuel Tank
8. Combustion Air Intake
9. Exhaust Tube
10. Circulation Pump
11. Fuel Filter

Standard Kit Components:

- Integrated Control Unit
- On/Off Switch
- Fuel Metering Pump w/Mounting Bracket
- Fuel Line
- Fuel Filter
- Universal Fuel Standpipe
- Exhaust Tubing
- Combustion Air Tubing
- Wiring Harness w/ Fuse Holder
- PC Interface Diagnostics
- Operation/Installation Manual
- 2 Year/2000 Hour Limited Warranty

Optional Accessories:

SmarTemp Control *fx* 2.0 - Part Number: 5010633C
Heater Mounting Bracket - Part Number: 901088

SmarTemp Control *fx* 2.0 (optional):

Part Number 5010633C

- Programmable runtimes
- USB diagnostics
- Ergonomic design
- Large backlit LCD screen

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North America, Inc.
15083 North Road
Fenton, Michigan 48430
USA
Toll Free: 800-860-7866
Phone: 810-593-6000
webasto.com

Managing Safety Generations

Your driver pool is changing, and your safety program needs to change for the styles of the incoming generation as well as the existing drivers. Making strategic changes in how you analyze risk, and train drivers will help make the transition for incoming and current staff more effective.

Notes:

Gary Gillespie, CSP, ARM, CRM

Gary Gillespie is a Loss Control Consultant in the Risk Services Department at Nationwide Insurance. He has over 30 years of experience in insurance risk control and safety and has provided consultative services to clients in all types of industries and businesses.

Gary has obtained designations as a Certified Safety Professional, Certified Risk Manager, Associate in Risk Management, Associate in Loss Control Management, Associate in Claims, and Associate in Management. He is also an authorized instructor for the OSHA 10 and 30 hour Construction Outreach Course and the National Safety Council 4 Hour Defensive Driving Course. He also holds a Bachelor of Science degree in Safety Management from Indiana University of Pennsylvania. Gary serves Nationwide Insurance in Western Pennsylvania and lives in Delmont, PA.

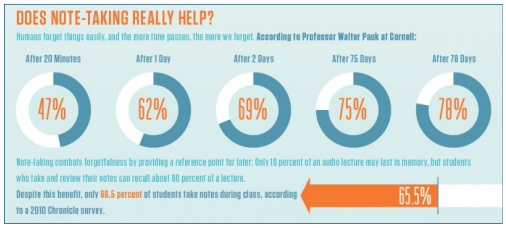
Manage Safety Across Generations

Pennsylvania School Bus Association - June 2019

Gary W Gillespie, CSP, CRM (Late Baby Boomer)

Nationwide® is on your side

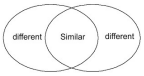
These Slides Are Available



1

Session Goals

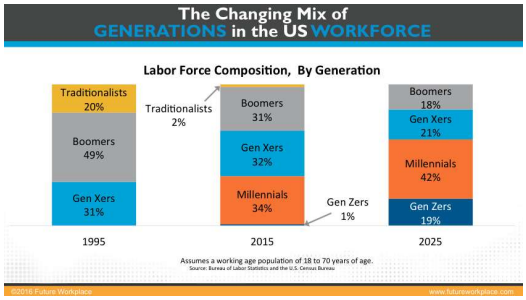
- Profiling the generations – similarities and differences



- Applying what we know to improve your safety results & more

2

Generations in the Workforce



3

The Generations Defined

Greatest Generation	Silent Generation	Baby Boomers
• Born: before 1928 • Age: 91+	• Born: 1928 - 1945 • Age: 73-90	• Born: 1946 - 1964 • Age: 54-72

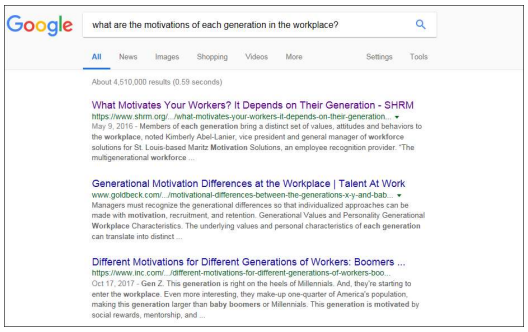
4

The Generations Defined

Generation X	Millennial (Gen Y)	Generation Z
• Born: 1965 - 1980 • Age: 38-53	• Born: 1981 - 1997 • Age: 21-37	• Born: 1997 and after • Age: 21<

5

Want to Know More?



6

Generational Similarities

- Like feedback
- Family important
- Want to make an impact
- Resistant to change (especially if not involved)
- Want to learn
- Want respect

7

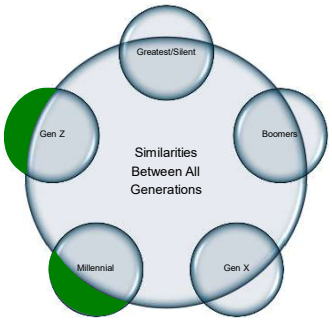
Key Takeaway:
If you don't have time to focus on the differences, you can still be very successful by focusing on the similarities.

Focus of This Presentation

Key Insight:

Almost everyone seems to like learning in the ways the younger generations learn. We probably should have been doing it this way all along (to the extent it was technologically feasible.)

In a word, we are just
SIMPLIFYING.



9

Critical Components of Safety Programs

10

Management Commitment

- Written Program
- Safety Committee
  - Membership
  - Meeting summaries

11

Written Program

- **Not much change expected – unless your organization requires your employees to read your written program**
  - If so, aim for 8th grade reading level – it helps everyone!

Neilsen Normal Group study: Started with an off-the-shelf pharmaceutical ad – hard to read due to all the legalese, caveats, and disclaimers. Then had two groups of people — highly literate folks and those with lower literacy — read the ads and answer some questions.

Unsurprisingly, the highly literate group outperformed those with low literacy on all three measures of success.

Readability helps everyone

	Low literacy	High literacy
Success rate	46%	82%
Task time (minutes)	22	14
Satisfaction	2.5	3.7

Nielsen Norman Group

12

Neilsen Normal Group Study

Then they rewrote the ad to an 8th grade reading level: shorter sentences, shorter words and explanatory graphics.

Unsurprisingly, the low literacy group performed significantly better on the more readable ad. ***The real surprise was with the highly literate group.***

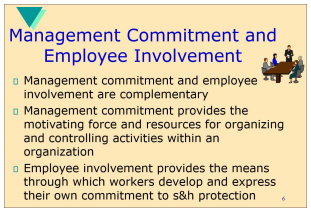
Readability helps everyone

	Low literacy	High literacy
Success rate	46% | 68% | +48%	82% | 93% | +13%
Task time (minutes)	22 | 10 | +55%	14 | 5 | + 64%
Satisfaction	2.5 | 4.4 | +76%	3.7 | 4.8 | + 30%

Nielsen Norman Group

13

Flesch-Kincaid Tool – Aiming for 8th Grade Level



PowerPoint available for download from OSHA.gov

Readability Formula	Grade	Age
Flesch-Kincaid Grade Level	16	21
Gunning-Fog Score	19.9	
Coleman-Liau Index	24.7	
SMOG Index	13.3	
Automated Readability Index	18	

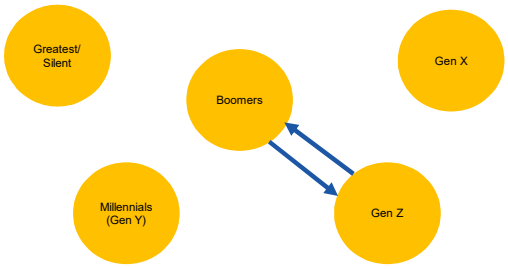
16

https://www.perrymarshall.com/grade/

14

Safety Committee Involvement

- If not already represented by all generations, start as soon as you can
- Cross-training works both directions



15

Safety Committee Minutes – Keep It Simple

- **Subheads will draw in readers.**
  - Design for skimming – subheads convert skimmers into readers
  - Be OK if they only read the bold subheads – you're still ahead of them reading nothing!
- **Choose an engaging writing style. Make it enjoyable to read.**
  - Use shorter words and sentences.
  - Keep paragraphs short – no more than 5 lines. Paragraphs are mental hurdles!
  - Use the active voice and first person.
    - Yes: We will be training all employees…
    - No: Employees will be trained by ABC Co.…
- **TED-ify your meeting minutes. Can you summarize in a single page?** If you need a lengthy version, supplement with the TED version.

16

Key Takeaway:
Keep it simple. You'll catch more flies with honey than aspartame.

Critical Components of Safety Programs

18

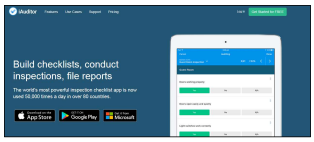
Worksite Analysis

Workplace Risk Audits

Data-Driven Decisions

19

Safety Audits

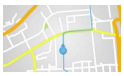


www.safetyculture.com/iauditor

Paid versions also allow for data aggregation, trend analysis, etc.

20

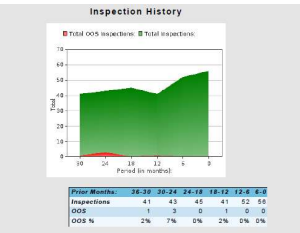
Technology for Safety/Inspections



21

Data-Driven Decisions – "Don't Be Afraid of Data"

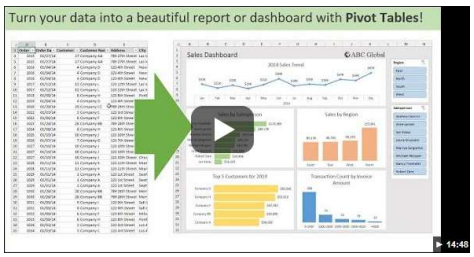
- Use data to drive decisions when possible – hunches are good but facts are even better
  - Reactive works (using past results to predict your next accident)
  - Predictive is even better (telematics indicate presence of current risk)



22

Data Analysis 101 – For Free!

- Watch YouTube videos on pivot table basics and you'll never fear big data again!



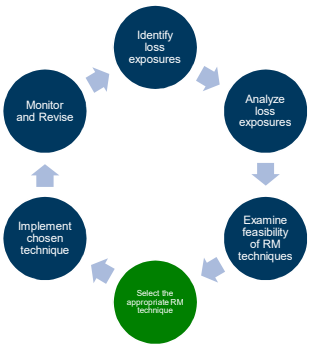
23

Key Takeaway:
Knowing what risks exist is still critical to a workplace safety program. The means of collection and use of the data is where the greatest leap will occur.

Critical Components of Safety Programs

25

Hazard Prevention and Control: Risk Management Process



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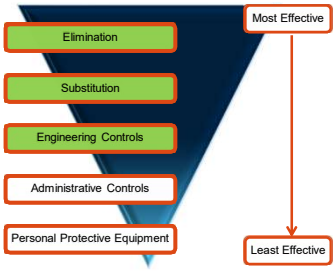
Stay Focused on the Top of the Hierarchy



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Focus on Good Design Over Great Training

- Knowledge-based decision making is risky due to "common sense" not being as common
- **Designing out the risk will always be preferable to training to make the risk "acceptable"**

Home Depot Panics Over Millennials; Forced To Host Tutorials On Using Tape Measures, Hammering Nails

by Tyler Durden
Tue, 10/10/2017 - 20:00

24 SHARES

As wall street analysts celebrate the coming of age of the millennial generation, a group of young people who were supposed to lead another revolutionary wave of consumerism if only they could work long enough to escape their parents' basement, retailers like Home Depot are panicked about selling into what will soon be America's largest demographic...but not for the reasons you might think.

While avocado roasters like Whole Foods only have to worry about creating a catchy advertising campaign to attract millennials, **Home Depot is in full on panic mode after realizing that an entire generation of Americans have absolutely no clue how to use a tape measure or a hammer.** Home Depot has been forced to host tutorials on how to use a tape measure and host in-store classes on how to do everything from **using a tape measure to snapping a floor and hammering a nail.**

Home Depot's VP of marketing admits she was originally hesitant because **she thought some of their videos might be a bit too "condescending"** but she quickly learned they were very necessary for our pampered millennials.

> *In June the company introduced a series of online workshops, including videos on how to use a tape measure and how to hide cords, that were so basic some executives worried they were condescending. "You have to start somewhere," Mr. Dreiler says.*

> *Lisa DeStefano, Home Depot vice president of marketing,* ***initially hesitated looking over the list of proposed video lessons,*** *chosen based on high frequency online search queries.* ***"Were we selling people short? Were these just too obvious?" she says she asks her team. On the tape-measure tutorial, "I said 'come on, how many things can you say about it?'"*** *Ms. DeStefano says.*

And just in case you think we're joking and/or exaggerating, here is Home Depot's tape measure tutorial in all its glory:

28

Key Takeaway:
If you rely on *"be aware of your surroundings"* and *"make good choices"* as your risk control, see if you can aim higher on the hierarchy.

Critical Components of Safety Programs

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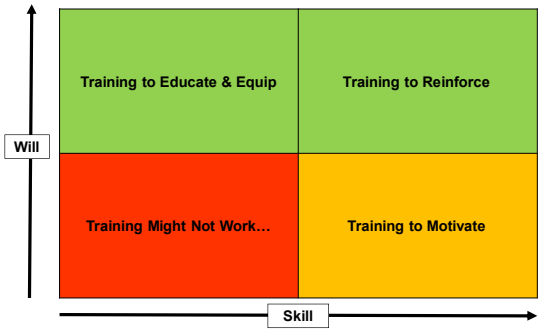
Training Purpose: Knowledge, Skill, or Motivation



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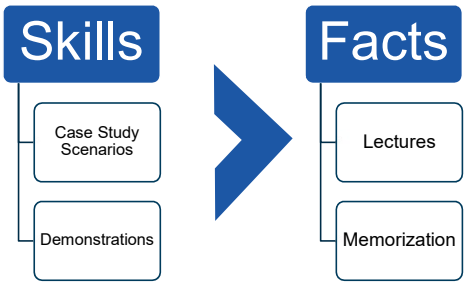
Training Styles Should Focus on Skills Over Facts



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Example Skills Training: Closed Course

PENNSYLVANIA SCHOOL BUS DRIVER SAFETY COMPETITION 2019

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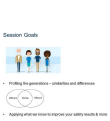
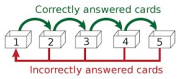
Training Format, Frequency, Engagement





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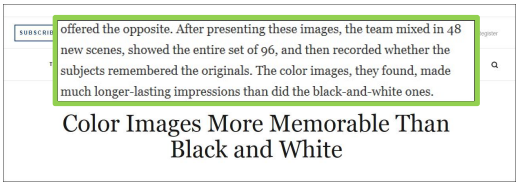
Training Format - Mix It Up

- Not every slide needs to have graphics
- Bullets and text are appropriate at times
- But pictures are better if suited for the content


offered the opposite. After presenting these images, the team mixed in 48 new scenes, showed the entire set of 96, and then recorded whether the subjects remembered the originals. The color images, they found, made much longer-lasting impressions than did the black-and-white ones.

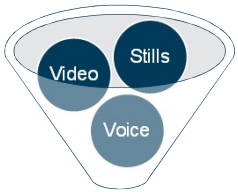
Color Images More Memorable Than Black and White

35

Getting Creative With Simple Infographics

Microtraining: Short Learning Videos

- YouTube style training – using nothing more than your iPhone
- **Two-minute video can require <30 minutes to produce** – and you don't need more than YouTube tutorial to learn the iMovie process



Simple Video

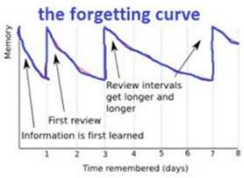
Making videos using iPhone

https://youtu.be/g8a4F6mVX64

Microlearning: Use Mobile Apps

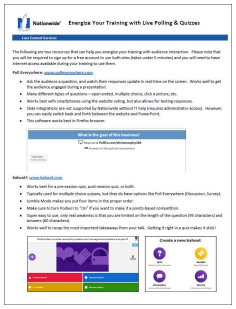
Microlearning: Spaced Repetition

- Reintroduce topics at strategic times for improved learning
- Include quizzes or demonstrations vis role play for more effective learning
- Make competitive with contests on remembering previous material



Simple Engagement Tool: Kahoot!

- Electronic based quiz builder
- Podium feature "gamifies" the training



Tips for Young Presenters and Experienced Workers

- Focus on how the training helps make the job better ***today*** – find the "why"
- Facilitate, don't just lecture
- Get hands-on
- Don't be afraid to try the "new" styles used in this program

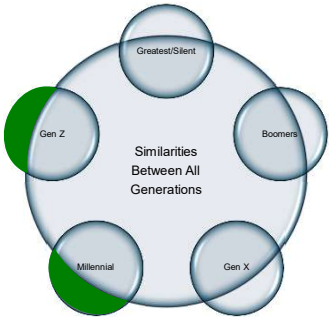
Key Takeaway:
Engaging training that breaks the mold is appreciated by all generations. Make it fun, and it will be sticky.

Session Recap

Key Insight:

Your safety program can benefit from simple, progressive changes designed for the younger generations, but enjoyed by all generations.

In a word, we are just
SIMPLIFYING.



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Manage Safety Across Generations

Pennsylvania School Bus Association - 2019

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Improving the Customer Experience

Our program, Improving the Customer Experience, will focus on Customer Service and Professional Communication. specifically for the school transportation industry who deal with customers and client on a face-to-face basis.

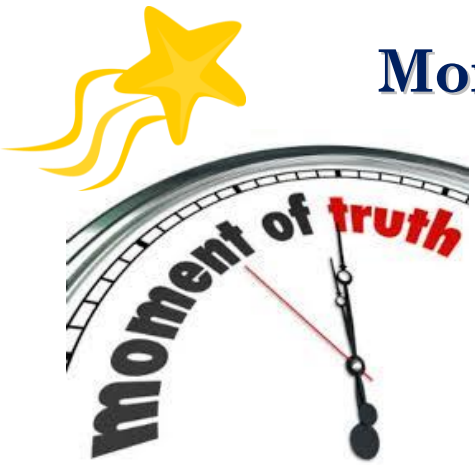
Topics will include: "Moments of Truth" in your organization; Body Language and Communication Signals; First Impressions and Initiating Interactions; Communicating to Handle Stressful Situations. This will be a train the trainer format so you can take this valuable information back to your front line drivers and employees who are the face of your company.

Notes:

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

John Briel
President
John Breil is a guy with a well-worn passport and the international business experience and insight to provide sought-after management coaching. John specializes in leadership and executive coaching across cultures and works with managers and supervisors in a variety of industries including: manufacturing, finance, healthcare, and non-profit. He is a contributing author for the book Best in Class: Etiquette and People Skills for Your Career and has coined the phrase, "You have A-L-O-T (Always Listen Observe and Think) when going Global". John is president of the Home Owners Association Board of Directors of the Willow Oak Condominiums in Cambridge, MD. When he's not golfing with wife and business partner, Lynne, he is following the University of Michigan football team. Go Blue!

Lynne Breil, CSP
Lynne Breil is committed to developing great people skills for professionals. For 20 years, Lynne has brought her message of personal polish and politeness to organizations nationwide. A former Miss America Semi-Finalist, Lynne is a well-regarded expert on the topics of business behavior, presentation skills, and professional communications. A Certified Speaking Professional (CSP), Lynne is one of a small percentage of professional speakers internationally who have earned this accreditation which represents the speaking profession's international measure of experience and skill. Lynne is also a previous recipient of the Pennsylvania's Best 50 Women in Business award and leads a mentorship program for women business majors at York College of Pennsylvania.



Moments of Truth

A moment of truth is any time a customer comes into contact with any aspect of a business, however remote. **A moment of truth** is also a **"Star"** in how your company and the people who work there impress customers.

1.

2.

3.

4.

5.

6.

7.

8.

9.

10.

Are your customers' **Moments of Truth** *Moments of Magic* or *Moments of Misery*?

Selling Yourself and Your Company

Body Language and Communication Signals

Physical appearance, tone of voice, and words can be **"Stars"** in how you signal to customers and coworkers that you are confident, capable, and ready to help them.

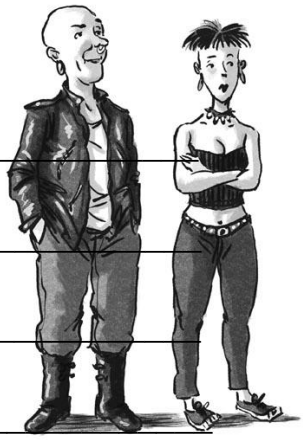
Communication signals are:

Visual _____

Vocal _____

Verbal _____

First Impression Tips



- The First 12 Words _____
- The First 12 Steps _____
- The First 12 Inches _____
- The Last 12 Inches _____

More Power Signal "Stars"

- **Firm handshakes -** Always offer a handshake, no matter the gender.

- **Proper grooming –** It should work for you, not against you.

- **Dress the part -** Analyze your attire or company uniform. Casual is not careless.

- **Consider the context –** Do your homework about your customer. Are they relaxed or more formal?

- **Give your full attention –** Open body language conveys energy, interest, and respect. Uncross arms, avoid multi-tasking or disengaging.

- **Respond to others' nonverbal cues –** Pay attention to people's body language and vocal signals. What can they tell you? Are they congruent with their words?

- **Be on time –** Being early is better than any excuse for being late.

- **Initiate interactions –** Be the first to make eye contact or approach another person who could be a potential customer.

Be a "Star" of Small Talk

Introducing Yourself and Your Company to Customers and Others

Your 10-Second Introduction

I _____ so that
[what you do/your job]

_____ .
[benefit to others/why your job is important]

Safe Topics	Topics to Avoid
Weather	Politics
Travel (especially bus travel!)	Religion
Sports and pastime activities; hobbies	Controversial subjects (political issues; topics relating to sex or sexual habits)
Unique facts about the school district you service	Personal issues or misfortunes
Historical events and traditions in the local area	Jokes/stories of questionable taste
Heart-warming stories about students, bus passengers, parents, and administrators	Your health/other's health
Cultural events (art, music, theatre)	Bad mouthing the competition
Children/Family	Bad mouthing the school district or administrators
How long you've worked for the company	
Customer's profession/work background	

Make Yourself a "Star"

Outclassing the Competition with 10 Powerful and Simple Courtesies

1. **Be nice.**

   _____

2. **Use the client's name.**

   _____

3. **Listen actively and respond.**

   _____

4. **Empathize and quickly attend to problems.**

   _____

5. **Show appreciation.**

   _____

6. **Give a professional image.**

   _____

7. **Maintain good eye contact.**

   _____

8. **Show the same response to everyone.**

   _____

9. **Follow Up.**

   _____

10. **Go the extra mile.**

APPENDIX

Earn Your Stripes: Defusing Angry Customers

- Bite your tongue. Stay calm and listen.
- Let them vent. Don't interrupt.
- Speak softly. Don't raise your voice.
- _____
- _____
- _____
- _____

APPENDIX

Be "Safe": Use Cooling Off Phrases

The following is a list of phrases that will have a positive effect on your interaction with customers:

I am/We are very sorry

You're right

How can I help you?

I'm sorry to keep you waiting

It was nice talking with you

Is there anything else I can do for you?

It's been a pleasure to help you

I can hear that you're really upset

Let me understand your concern so that we can work on a solution for you

I'm sure there's a way to resolve this for you

Let's see if I can make this easier for you

Let me do some checking

I wish we could do that for you; is it ok to…

What is the best time to contact you with more information?

I understand your concern

Thanks for telling us of your concern

Let me see what I can do to help you resolve this problem

I'll see what I can do to help you

We appreciate your call

Let me ask some questions to be certain I understand your concern

I understand. I think I know how you feel

Let me explain why we have this procedure

I can see why you're upset

Give me more information

Thank you for calling this office

APPENDIX

Customer-Focused Visual Signals (How you look) include:

❒ Smiling
❒ Eye contact
❒ Uncrossed arms, erect posture when seated or standing, open hand gestures
❒ Acknowledging a customer with hand gestures if you are on the phone and you will be with them shortly
❒ Giving your full attention; stance, facing the customer instead of turning away
❒ Proper grooming and attire
❒ Uncluttered desk and work area

Customer-Focused Vocal Signals (How you say it) include:

❒ Speaking at moderate rate; not too fast or slow
❒ Conversational tone of voice: does not sound superficial
❒ Appropriate volume for office setting, phone conversation, or meeting
❒ Friendly, courteous tone

Customer-Focused Verbal Signals (What you say) include:

❒ Giving a verbal greeting as a customer approaches your work area
❒ Addressing a customer appropriately (use first name when suggested by customer)
❒ Using terminology that is easily understood
❒ Avoiding slang, cursing, or “street talk” while communicating with customers
❒ Asking questions to make sure you understand what the customer wants
❒ Avoiding sexist language (calling someone “babe”, “sweetheart”, “hon’”)
❒ Using a general apology for an error or misunderstanding
❒ Expressing thanks after a phone call or meeting

5 Easy Points When Dealing with Foreign Accents/Cultures

1. **Don’t pretend to understand.** Gently tell them you’re having a little difficulty understanding them. Ask them to slow down.
2. **Don’t rush.** Take the time to do it right.
3. **Don’t shout:** They are not hard of hearing.
4. **Don’t be rude.** Say, “If you’ll repeat it for me again, I’ll be able to assist you.”
5. **Keep a list of a few commonly used phrases.** A handy list of common phrases will help, if most communication is predominately from one ethnic group. Even if you pronounce it poorly, this gesture goes a long way and is appreciated.

Program Wrap Up and Application

What will you **start** to do to *improve the customer experience*?

_____

What will you **stop** doing?

_____

What will you **continue** to do to improve the customer experience?

_____

Take-a-ways from this program:

1. _____

2. _____

3. _____

4. _____

Small Contractors Round Table

We would like to invite you to join Small Contractor Roundtable. This is the third year we are hosting this discussion and the exchange continues to grow and get stronger each year.

We want to hear about your biggest safety challenges and help you find solutions. You'll have a chance to discuss challenges you face; received input for new and current products; speak directly with your peers and colleagues about what's working and what can be improved in your operation

Do you have a question of your own? Jot it down on the line below and bring it along!

Question: _____

Notes:

Small Contractors Round Table

Notes:

Customizing Evacuation Plans

Individualizing evacuation plans for students with special needs takes strong teamwork by those who can best predict how the student may react and what they might need during this stressful event. Effective plans take into account the student's abilities as well as their needs while considering the "whole" child-their communication, behavior, physical development, medical status, ability to process sensory information and cognitive abilities. To bring the plan to life, an honest evaluation of the physical ability of the staff to execute the plan must be considered. This session will explore each of these areas as well as their impact on the evacuation process to give guidance on customizing effective evacuation plans for students with special needs.

Notes:

Sue Shutrump

Sue Shutrump is Supervisor of OT and PT services for the TCESC and the 2018 recipient of the Peter J Grandolfo Memorial Award of Excellence. She is the 2007 recipient of the NAPT Special Needs Award. She holds the SNT endorsement and is a member of NAPT's Special Needs Advisory Board. Sue is tenured faculty and has served on the National Advisory Board for the Transporting Students with Disabilities Conference since 1994. She is a Certified Child Passenger Safety Technician. She served on the NHTSA curriculum writing committee for "CSRS on School Buses", and both revision committees, as well as a consultant on NHTSA's training video series. She is and has been a longstanding member of the Infants Toddlers and Preschoolers Operations and the Special Needs Operations Writing Committees acting as co-chair of the latter for the 15 through 17th National Conferences. She is also a member of the Specially Equipped School Bus Specifications Committee. She has presented numerous seminars and authored articles in many publications as well as chapters, "Best Practices in Safe Transportation" in the first and second editions of AOTA textbooks, Best Practices for Occupational Therapy in Schools.

Customizing Evacuation Plans for Students with Special Considerations
PSBA Annual Convention
June 24, 2019

Susan Englert Shutrump, OTR/L
Supervisor OT/PT Trumbull County ESC
susan.shutrump@gmail.com

Emergency Evacuation

- Hot Topic in All Educational Environments with All Students
- Students with Special Needs Often Left Out of Consideration-Waived From Participation
- School Transportation Focus on Evacuation of Students with Special Needs
  - National and State Workshops and Trainings
  - National School Transportation Specifications and Procedures
  - Professional Association Resources and Best Practice Publication
  - News Media Coverage
  - American Academy of Pediatrics Position/Guidance Paper, "School Bus Transportation of Children with Special Health Care Needs" Released on 4/20/18
    - Available at: http://pediatrics.aapublications.org/content/141/5/e20180513
    - Recommends:
      - ITP formulated by the IEP Team including transportation staff
      - Relevant information made available to driver and substitutes
      - Written emergency evacuation plan outlining specific procedures maintained with minimum of 1 drill yearly
      - Medical Emergency Action Plans formulated with proper training provided. Should consider the following:
        - A nurse or specially trained individual be on board to administer rescue drugs in acute exacerbations
        - Physician signed health care orders
        - Criteria for contacting EMT
        - Guidance to render support while waiting for EMT including use of phone or radio use
        - Route change to provide rapid access

Individual Emergency Evacuation Plan

- Primary Team Focus: Can this student physically get to the exit independently in a time efficient and safe manner? If not, what supervision or assistance is necessary?
  - Verbal Command
  - Gesture
  - Initial Physical Prompt
  - Hand Held
  - Guide Rope
  - Picture Cues
  - Continual Hands On Assistance
  - Total Lift (Out of Bus/To Floor)
    - 1 person lift
    - 1 person drag

        - 2 person drag/lift
- Communication Concerns
    - Verbal/Need for Alternate Communication (sign language, pictures, etc.)
    - Receptive/Understanding
- Cognitive Functioning
    - Judgment
    - Impulsivity
    - Ability to comprehend and follow commands
    - Stress Impact
    - Memory
    - Developmental/Egocentric
    - Literal/Concrete Understanding
- Emotional/Behavioral Concerns
    - Will this student need supervision once outside the bus?
    - Will participation in the evacuation drill be comforting or alarming?
- Sensory Processing Deficits or Sensitivities
    - Touch
    - Auditory
    - Visual
    - Movement
- Life Threatening Conditions
    - Asthma
    - Severe Allergies
    - DNR
    - Medically Fragile
    - Tracheotomy
    - Seizures
    - Oxygen Use
- Conditions Requiring Specialized Physical Handling/Support
    - Brittle Bones
    - Shunts
    - Spinal Rods
    - Decreased Physical Endurance
- Student Seating Support Equipment/Child Safety Restraint Systems
    - In equipment or out?
    - Provide support at evacuation destination?
    - Assist in control and/or guide by adult?
    - Team need to know how to evacuate from each CSRS
- Students with Ambulation Aides/Devices
    - Can’t be relied upon in true emergency
- Students who use wheelchairs
    - Remove From wheelchair in true emergency
    - Emergency treatment procedures

Route Specific Planning

- Deciding the order of evacuation:
    - Emphasis must be on evacuating the most students in the shortest period of time

    - Very difficult to do!
    - Shared responsibility-Shouldn't fall solely on transporters
- Routing Considerations
    - Geographical Area
    - Length of Ride
- Student Strengths/Can they assist?
    - Operate the 2 Way Radio?
    - Lead Others to Safe Location?
    - Availability Considering Planned Daily Route?
    - Student Interactions?
- Location of Supports
    - Location of student emergency information
    - Location of emergency equipment
        - Fire extinguisher, first aide kit, emergency evacuation device and fire blanket, seat belt cutter(s)
- Environmental Considerations
    - Compartmentalization decreases visibility as well as the ability to hear students (especially those with limited breath control/endurance)
        - Seating plan accommodation
    - Width of aisle
        - May assist/substitute for mobility device support
        - May hinder lift/carry/drag/independent scoot
    - Stairwell step height
        - Sit and scoot
    - Span of handrails
        - Turn to side quicker?
    - Location of emergency evacuation doors and windows
    - Rear door
        - Height-Return of assisting adults?
        - Alarm may trigger increased tone/difficulty maintaining hold on student/student independence
    - Wheelchair Lift
        - Can it be used as step down and/or alternate plan
- On-Route Support
    - Who can help?
    - Hospital, health clinic or support available?

Implementing the Plan

- Daily Follow-Through
    - Individual evacuation plans documented on the ITP ***must be*** carried on the vehicle
    - Checked during Pre-trip
- Emergency Evacuation Drills
    - Transportation Staff need to:

        - explain the evacuation plan of each student and the sequence of evacuation to be followed by all students on their bus
        - evacuate students identified by team as physically able to participate in drill
        - talk through/explain the process to those students unable to physically participate
    - Team members need to determine the extent of each student's ***physical*** involvement in the evacuation drill
    - Transportation staff needs to be able to demonstrate their ability to perform lifts to be used on *all* students they transport
- Safe Lifting/Student Handling Interdisciplinary Training for Safety During Drills, True Evacuations and Performing Daily Responsibilities
    - Avoid use of stairs when carrying students
    - Do not attempt full lift of student more than 50 pounds
    - "Heart to part"
    - "Lock back in"- maintain normal curves of back
    - Weight lifter position
    - No twisting
    - Wide base of support
    - Never jump out rear exit door
    - Evac-Aid not fire blanket to lift/drag
    - Lift instruction
        - One person lift
            - Less than 50#
            - Is it reasonable?
        - One person drag
            - No monitor
            - Will it work?
        - Two person lift/drag
            - Communicate during process
- Hands-On Practice
    - Evaluates routes, responsibilities and skills to ensure reasonable and doable
    - Builds staff confidence
    - Prevents injuries and promotes staff safety
    - Monitors Equipment Maintenance and Effectiveness
    - Training in use of belt cutters, manual operation of lift and evacuation from CSRS also should include hands-on practice

SS Sales Inc.
Vans for School & Industry
412-487-5452

The Future is Now! A Look at School Bus Technology

Take a ride into the future! The advances of technology continue at a torrid pace and that includes on the school bus! PSBA has assembled a panel to showcase some of the newest technology including remote diagnostics, live camera feeds, front office operations and hotspots. Learn more about how technology can streamline your business, reduce labor strain, maximize time and efficiencies and look how technology can justify the cost. (Vendor Panel Roundtable)

Notes:

State and Federal Updates

FMCSA, PSP and Penn-DOT will provide important updates relating to Student Transportation.

Notes:

Special thanks to our speakers:
PSP, FMCSA, & PennDOT Representative

Special thanks to out moderator, ***Shawn McGlinchey***

Safety Grant Award Recipient Presentations

In 2018, Keystone and PSBA awarded the first round of Safety Grants to three PSBA members. We are pleased to welcome our grant recipients to the 2019 Annual Convention to showcase their grant projects. Each grant recipient will make a brief presentation discussing the development of their project.

Notes:

Allegheny Transportation of Aetna, PA

F & S Transportation of Manchester, PA

Reliance Student Transportation of York, PA

Driver Recruitment and Retention Forum

Your experiences will build this session! Finding and keeping drivers is our industry's biggest challenge! That is why we are gathering together the experts – you and your fellow school bus industry colleagues -- to share your thoughts and experiences on the obstacles and the opportunities faced as contractors seek to attract, hire and retain the best talent to keep our industry moving forward.

Notes:

Fire Suppression on the Bus

News about fires on buses makes headlines pretty quickly on social media. This session will review the pros and cons of fire suppression systems on school buses. This will include a review of the types and styles of systems available and the maintenance considerations associated with each system.

Notes:

Todd Peifer
Peifer Fire Protection

De-escalation Procedures

This session will provide participants with the basic understanding of behavior and the impact it can have on all the participants, including adult staff. The main points of discussion will be how to manage behaviors, how to recognize and reinforce good behavior. How do we keep students safe on the way to school. And ultimately improve the culture and climate of transportation services.

Notes:

Ed Douglass
Educational Consultant
Ed Douglass currently works as an Educational Consultant with the Midwestern Intermediate Unit IV. In this role, he works with school districts and provides training on methods to support students with special needs. Assisting mainly in the area of behavioral concerns, he has provided support to countless classrooms and school district staff members to further educate them on the needs of autistic children so that there is a better understanding of the support they need to learn and grow. With experience working in a variety of classrooms, Ed has dedicated 22 years to teaching classrooms of children who require emotional, autistic and life skills support, as well as regular education. Ed was raised on a farm in Western Pennsylvania and put himself through college as a diesel mechanic. He graduated from Slippery Rock University with a degree in Special Education.

The Auditor General was here...

Each year, the Bureau of School Audits within the Department of the Auditor General audits about 200 school entities. Last year we heard about the nuts and bolt of an audit (see 2018 workshop "State Reporting Requirements" by Smith Bus Company). Join us this year as we dive a little deeper into an interactive debrief alongside a School Bus Contractor and their School District Transportation Director who were audited this past fall; and hear from Liz Wagenseller, Chief of Staff for PA Auditor General who will add AG perspective to the conversation.

Notes:

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Wendy Mutschler
E&B Transportation

Todd Staub
School District Transportation Director, Bermudian Springs
Todd Staub has been a Director of Transportation/Data for Bermudian Springs School District in York Springs, PA for the last 8 years. Staub previously worked for 25 years in the transportation/logistics field. Staub holds a Bachelor's Degree in Business Administration/ Finance from Duquesne University, Pittsburgh, PA.

Liz Wagenseller
Chief of Staff for PA Auditor General
As Chief of Staff, Liz Gerloff Wagenseller provides direct input to the Auditor General on all issues related to the Department. She oversees daily operations, directs strategy for all Department communications and legislative initiatives, and collaborates with citizens, legislators, and other stakeholders on various issues. Liz has more than 18 years of experience in the public and private sector designing and implementing political and communications strategy. She served as campaign manager for Eugene DePasquale's first campaign for auditor general. She previously worked at two public opinion research firms in Washington, DC — Greenberg Quinlan Rosner Research and Peter D. Hart Research Associates, where she conducted public opinion research and devised strategies to help non-profit organizations, unions, political campaigns, corporations, and advocacy groups achieve their mission. Liz earned a degree in economics from the College of William and Mary (B.A. 2000). Originally from South Dakota, Liz grew up in Mount Vernon, Virginia and currently lives in Lancaster County.

The Auditor General was here …

Pennsylvania School Bus Association

Annual Convention

June 2019

Meet Our Panel

- Todd Staub
- Transportation Director Bermudian Springs SD

- Wendy Mutchler
- E & B Transportation

- Liz Wagenseller, Chief of Staff for PA Auditor General Eugene DePasquale

Audit Timeline and Comments

- Announcement of upcoming audit
- Preparation and Coordination
- Audit days – what to expect
- Audit Findings
  - Post Audit Meeting
  - Process Changes
- General Lessons Learned

School Code & State Board of Education regulations to have the following documentation on all bus drivers:

- A valid driver's license with S-endorsement for operation of a school bus
- An annual physical exam
- A Criminal Background Check
- Federal Criminal History Record
- Pennsylvania Child Abuse History Clearance
- Arrest/Conviction Report and Certification Form

The Auditor General's website can be found at:

https://www.PaAuditor.gov

What more details?

- We highly recommend you take the time to view "School Audits 101" videos
- Found at https://www.paauditor.gov/school-audits-101
  - Topics in the video include:
    - How governance affects an entire educational institution
    - Audit vocabulary
    - How a performance audit works
    - Common audit findings
    - How to manage employment contracts and third-party vendors
    - Resources to learn more about school governance

The Auditor General was here...

Notes:

Best Practices in Adult Education

Train the Trainer: How to keep learning active and effective. Learn from Expert School Bus Instructors who practice what they preach, keeping technical topics interesting and adult learners engaged and motivated takes a whole host of techniques; make your training more effective as you learn about different teaching methods

Notes:

Charles Sameck
Charles is a retired School Trans Director. He spent 30 years at Upper St Clair S.D. & PA Sch Bus Instructor Coordinator

Kevin Schofield
Kevin has been an Instructor Coordinator with IU #3 for 17 years, state certified school bus Instructor for 26 years, and has been in the School bus industry for the past 35 years.

State Subsidy Task Force Updates

During the session, members of the PSBA *School Transportation Formula Task Force* will review the various elements of the formula and the impact the calculation of the revenue it generates. The status of the formula will be discussed from a legislative perspective and the Task Force will field questions that foster a discussion about the functions and impact of the formula on school districts and contractors.

Notes:

Confidentiality - HIPAA/FERPA and more...

Due to myths and misinformation, the Health Insurance Portability and Accountability Act (HIPAA) and the Family Educational Rights and Privacy Act (FERPA) may create challenges for transportation professionals. Join Rich Kelly and Matt Jandrisavitz from RC Kelly Law Associations as they walk us through an overview of what you need to train your staff, how to communicate to your districts/parents that information will be handled confidentiality and that training is in place; and how to respectfully ask that this important information be shared with your company.

Notes:

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Richard Kelly, Esq.
Attorney at Law
Rich Kelly is the founding member of RC Kelly Law Associates with a practice focused on helping commercial operations grow and improve. He developed the firm's Business Counsel Program and Contract Administration Program in response to the unique needs of the small and growing businesses he encountered through working with insurance agents and their commercial policyholders. Rich gained a thorough understanding of business organizations while working in legal, technical, management, and executive roles for small businesses and large corporations and as Vice President in charge of Risk Management for a major regional insurer.

Matthew Jandrisavitz, Esq.
Attorney at Law
Matthew Jandrisavitz has become an integral part of the RC Kelly Law Associates team, with experience in a variety of business law areas. He brings to the firm experience in unemployment compensation, contract review, and employment law. Previously, Matthew worked for the Pennsylvania Department of Labor and Industry's Unemployment Compensation Board of Review, making final determinations as to unemployment benefits, and affirming or overruling the decisions of appeal hearing referees. Matthew also has experience working for the Supreme Court of Pennsylvania as a legal clerk. Matthew holds a bachelor's degree from Indiana University of Pennsylvania and a Juris Doctor from Widener University, Commonwealth Law School. He has been admitted to practice in both Pennsylvania and New Jersey.

WE'RE ALL THAT...

& More!

RC KELLY
LAW ASSOCIATES, LLC

We know we're good at helping our clients find solutions to their legal and HR issues...come see us at the 2019 PSBA Annual Convention & Trade Show to find out what you don't know about us!

RC Kelly Law Associates is an innovative law firm, working with school bus contractors in all stages of business development. We are committed to finding practical solutions for our school bus clients, so they can stay focused on their core business. We have concentrated our practice in the transportation industry so we can anticipate our clients' business and industry challenges and provide proactive solutions.

RC KELLY LAW ASSOCIATES HAVE BEEN HIDING A LOT!

WHAT WE DON'T HIDE

Industry specific guidance with:
Business Legal Matters, Contract Negotiations,
Human Resource Matters, Buy/Sell/Lease Real Estate,
Buying/Selling/Start Up, Family Business Management,
Succession Planning, State/Federal Compliance

Confidentiality - HIPAA/FERPA

Tuesday June 25, 2019 at 11:30 am
Presented by: Richard C. Kelly, Esq.

RC Kelly Law Associates | www.rckelly.com | help@rckelly.com | 215-896-3846

Electronic Stability Control (ESC)

Presented by Jim Titus

Since 2012, electronic stability control (ESC) has been required on all new passenger vehicles in the U.S. under 10,000 lbs. Recently, ESC has become available on many school buses. This session will review ESC technology and what it means for the industry including a look at potential maintenance concerns.

Notes:

Pennsylvania School Bus Association

Safely Transporting Pennsylvania's Future

2019 Annual Membership Meeting

Tuesday, June 25, 2019 – 7:00 AM

Wyndham Hotel, Gettysburg PA

<u>Information Packet</u>

- **Agenda**
- **Board Candidates Information**
- **Committee Reports**

Pennsylvania School Bus Association

Safely Transporting Pennsylvania's Future

2019 Annual Membership Meeting

AGENDA

Tuesday, June 25, 2019 - 7:00 AM

Wyndham Hotel, Gettysburg, PA

I. Welcome & Call to Order – Richard Wolfington, Jr., President

II. Committee Reports:

A. Annual Convention Committee – Michael Hope, Chair

B. Finance Committee – Aaron Sepkowski, Chair

C. Legislative Committee – Shawn McGlinchey, Chair

D. Membership Committee– David Schrantz, Chair

E. Safety Education/Insurance Committee – Aaron Silverman, Chair

F. Safety Competition – Dallas Krapf, Chair

G. Exceptional Learners Committee – Eganne McGowan, Co-Vice Chair

H. Strategic Business Plan Committee – Richard Serafin, Chair

I. Executive Director – Mike Berk

J. Executive Committee – Richard Wolfington, Jr., Chair

K. Nominating Committee– Fred Bennett, Chair

i. Election of District Directors

III. Other Business – Richard Wolfington, Jr., President

A. Member Concerns

IV. Announcements

A. 2020 Annual Convention & Trade Show: June 28 to June 30 – Seven Springs

V. Adjournment

Pennsylvania School Bus Association

Safely Transporting Pennsylvania's Future

2019 Annual Membership Meeting

Tuesday, June 25, 2019 - 7:00 AM

Wyndham Hotel, Gettysburg, PA

SLATE OF CANDIDATES

District Directors

The following members have been nominated to serve on the Board of Directors:

NORTHWEST REGION:

Denille Girardat-Myers - Girardat LP, Cochranton (Crawford County). PSBA member since 2008. Board member since 2011. PSBA First Vice President. Chair of Exceptional Learners Committee.

Brenda Watson – Owner, Watson, Inc., Hermitage (Mercer County). PSBA member since 1981. Board member since 2012. Member of Exceptional Learners Committee and Safety Education and Insurance Committee.

NORTHEAST REGION:

Jay Newswanger – President, R & J Transportation, Pottsville (Schuylkill County). PSBA member since 1984. Board member since 1993. Member of Exceptional Learners, Legislative and Membership Committees.

Wendy Albor – Owner, Hilfiger's Transportation, Covington (Tioga). PSBA member since 1983. Board member since 2017. Member of Annual Convention, Finance, and Legislative Committees.

SOUTHWEST REGION:

Aaron Silverman – President, ABC Transit (Butler County). PSBA member since 1980. Board member since 2013. Chair of Safety Education and Insurance Committee. Member of Membership Committee.

Richard Serafin – Smith Bus Company, Blairsville (Indiana). PSBA member since 2000. Board member since 2017. Chair of Strategic Business Planning Committee. Member of Exceptional Learners, Finance, Membership and Safety Education & Insurance Committees.

SOUTHEAST REGION:

Shawn McGlinchey - Krapf Bus Companies, West Chester (Chester County). PSBA member since 2003. Board member since 2015. PSBA Second Vice President. Chair of Legislative Committee.

David Schrantz - Rohrer Bus Service of Duncannon (Perry County). PSBA member since 1980. Board member since 2013. Chair of Membership Committee. Member of Finance, Legislative and Safety Education and Insurance Committees.

Pennsylvania School Bus Association

Safely Transporting Pennsylvania's Future

2019 Annual Membership Meeting
At-Large Candidates

The Nominating Committee submits the following slate of candidates for PSBA At-Large Director positions:

Northwest: Denille Girardat-Myers, Brenda Watson

Southwest: Richard Serafin, Aaron Silverman

Northeast: Wendy Albor, Jay Newswanger

Southeast: Shawn McGlinchey, David Schrantz

ANY NOMINATIONS FROM THE FLOOR?
IF NO NOMINATIONS, ASK FOR MOTION AND A SECOND TO ACCEPT.

MOTION to ACCEPT Slate of Candidates

Motion: _____

Second: _____

Pennsylvania School Bus Association
Safely Transporting Pennsylvania's Future

ANNUAL CONVENTION COMMITTEE REPORT July 2018 to June 2019

Chair – Michael Hope

During the last year the Annual Convention Committee has accomplished the following:

1. Reviewed a Profit/Loss Report for 2018 Annual Convention at Seven Springs.
2. Reviewed the 2018 Annual Convention Evaluations.
3. Developed workshop topics for 2019 convention.
   - ✓ Committee and Board reviewed list and prioritized the suggested topics.
4. Reviewed the committee's strategic plan initiatives for the coming year.
5. The Committee would like to thank the following for their support:
   - ★ Denille Girardat-Myers and the Exceptional Learners Committee for creating and coordinating the Exceptional Learners workshops.
   - ★ Aaron Silverman and the Safety Education/Insurance Committee for assisting in the planning of workshops for the convention.
   - ★ Ed Allandar from Rohrer Bus Sales for his continued help and support in coordinating the Mechanic Workshops for this convention.
   - ★ The SEC team of Grace Kelly, Kati Tramontano, Moira McNally and PSBA Executive Director Mike Berk for their support.
   - ★ Randy Smith, Rich Serafin and the members of the Convention Committee, as well as all those who served as Speakers, Mentors, Moderators, PAC Ticket Salesman, and Announcers.

- ★ To all our vendors that support our convention. They continue to provide their time, and financial support to make the convention successful.

Please Remember Your Convention Evaluations!

Finally, the Convention Evaluations are vital to our planning for future conventions. So during your last workshop this morning, please make sure your convention evaluation in the back of your conference booklet is completed and turned in at that workshop. Or, you can submit them electronically using the PSBA Convention app.

This concludes the Annual Convention Committee Report.

FINANCE COMMITTEE REPORT
July 2018 – June 2019

Chair – Aaron Sepkowski

During the last year the Finance Committee has accomplished the following:

1. Monitored all association income and expenses.
2. Reviewed and adopted the 2019 fiscal year budget.
3. Review of 2017-2018 Year-End Financials, Annual Audit and IRS 990.
4. Reviewed and updated the Investment & Reserve Policy for approval by the Board.
5. Reviewed and approved investment portfolios and an investment manager's responsibility document.
6. Adopted process for approving transfers when investment account exceeds ceiling.
7. Reviewed dues structure, historical dues data and related policies/procedures. Based on conversations with the Executive Committee, no dues increase is being recommended.
8. Recommended an auditor for the annual audit covering the 2018-2019 fiscal year.
9. Reviewed all PSBA insurance coverages.

This concludes the Finance Committee Report.

Pennsylvania School Bus Association
Safely Transporting Pennsylvania's Future

LEGISLATIVE COMMITTEE REPORT
July 2018 – June 2019

Chair – Shawn McGlinchey

During the last year the Legislative Committee has accomplished the following:

1. Held a Legislative Education Primer for the PSBA Board in January of 2019 that provided an overview of the PSBA Advocacy program including how we work with the team from BIR (Kim & Matt) to provide a voice for our industry in Harrisburg. During this session we discussed the importance of building local coalitions with your school districts and relationships with your legislators.
2. Provided direction to the PSBA lobbyist and Executive Director on legislative matters. This is achieved through monthly meetings (face-face as well as GoTo Meetings.)
3. As a direct result of the Legislative Education Primer, planned and held a Legislative Outreach Breakfast in March of 2019 for new legislators and legislative leaders at the Capitol engaging approximately 50 members and/or their staff with 17 PSBA members involved.
4. Reviewed legislation and regulatory issues affecting the school bus industry such as the UCR fees and provided testimony at UCR Board Hearing in December of 2018 along with other School Bus Contractors. As a result this participation, the UCR Board's reversed a previous decision which adversely impacted the School Bus Industry. This was a great "win" for our industry.
5. Provided updates to the Executive Committee and Board and recommended legislative positions when necessary.
6. The following issues were discussed and at time acted on by the Legislative Committee:
   - ★ Transportation Formula
   - ★ Stop arm cameras – worked with PENNDOT to draft common sense regulations
   - ★ Seat belts on school buses
   - ★ Illegal passing
   - ★ Flexible Instructional Days
   - ★ Competitive bidding

- ★ Access to grants for school bus safety/security
- ★ Pursuing School Bus Only CDL

7. Participated and received reports on PENNDOT Pupil Stakeholder meetings to continue to foster the private/public partnership within our industry.
8. PAC activity - Reviewed and approved potential fundraising opportunities from the School Bus PAC for our elected officials who support our industry. Instituted automatic deduction option for PSBA members to give to the PAC.
9. Reviewed the committee's strategic planning initiatives for the coming year.

I would like to thank the members of this committee for their involvement and dedication. Also I would like to thank both Kim and Matt from BIR for the ongoing partnership.

This concludes the Legislative Committee Report.

Pennsylvania School Bus Association

Safely Transporting Pennsylvania's Future

MEMBERSHIP COMMITTEE REPORT
July 2018– June 2019

Chair – David Schrantz

During the last year the Membership Committee has accomplished the following:

1. The committee continues to oversee the membership programs endorsed by the association and evaluates their effectiveness and value for the membership.
2. Monitored membership retention efforts.
3. Developed recruitment plan including identification of prospective members.
4. Provided recommendations on the program and sites for the 2019 Regional Meetings.
5. Initiated work on the development of video projects for member and driver recruitment videos.
6. Received reports on START webinars and provided recommendations for future webinar topics.
7. Reviewed the association's social media plan and received updates on changes to the PSBA website.
8. Reviewed the committee strategic plan initiatives for the coming year.

This concludes the Membership Committee Report.

Pennsylvania School Bus Association
Safely Transporting Pennsylvania's Future

SAFETY EDUCATION & INSURANCE COMMITTEE REPORT
July 2018 – June 2019

Chair – Aaron Silverman

During the last year the Safety Education & Insurance Committee has accomplished the following:

1. Reviewed and discussed the following issues impacting our industry:
   - School bus driver manual updates
   - Entry level driver training requirements
   - Drivers being tested on escape hatches
   - School safety and security roundtables
2. Participated in the quarterly PennDOT Pupil Transportation Stakeholder meetings bringing forth concerns or regulatory issues that impact the school bus industry & our membership.
3. Participated in the School Bus Safety Week event held at the Governor's mansion providing recognition acknowledged the top winners from the 2018 School Bus Driver Safety Competition.
4. Received updates on the Keystone/PSBA Safety Grant.
5. Reviewed and recommended workshops for the 2019 Annual Convention.
6. Received updates on the PA School Bus Driver Safety Competition.
7. Discussed opportunities to improve participation for the Safe Driver Award Program.
8. Worked with Keystone and their partners to continue to bring value added services to the organization.
9. Reviewed the committee's strategic planning initiatives for the coming year.

This concludes the Safety Education & Insurance Committee Report.

Pennsylvania School Bus Association

Safely Transporting Pennsylvania's Future

EXCEPTIONAL LEARNERS COMMITTEE REPORT
July 2018 – June 2019

Chair – Denille Girardat-Myers

During the last year the Exceptional Learners Committee has accomplished the following:

1. Reviewed convention surveys and recommended workshop sessions and speakers for the 2019 Annual Convention.
2. Reviewed and provided articles for the PSBA newsletter.
3. Worked with School Bus Company on discount for PSBA members on *Transporting Students with Special Needs* course.
4. Reviewed the committee strategic planning initiatives for the coming year.
5. Continued outreach for E.R.I.C. Project including attendance at several onsite meeting with IU's and other stakeholder groups.

This concludes the Exceptional Learners Committee Report.

ERIC GOES LIVE!

March 4, 2019: ERIC Rolled Out in Central Crawford School District

Pennsylvania School Bus Association
Safely Transporting Pennsylvania's Future

E.R.I.C. Presentations to Date

- January 17 – PA Association of Intermediate Units
- February 20 – Northwest Tri-County IU
- March 7 – EMS for Children
- March 22 – Central Susquehanna IU
- April 15 – Crawford Central School Board
- April 24 – Beaver Valley IU
- May 16- Anne-Marie Crawford, RN MSN NCSN; PA Association of School Nurses and Practitioners(PASNAP) -- Special Needs Special Interest Group Leader

Pennsylvania School Bus Association
Safely Transporting Pennsylvania's Future

Pennsylvania Association of Intermediate Units

Pennsylvania Association of School Nurses and Practitioners
Pennsylvania Association of School Nurses and Practitioners (PASNAP)

What's Next for E.R.I.C.?

- School District Meetings - Bethel Park S.D. up next?
- Pittsburgh News Coverage - Contact morning news anchor and reporter.
- Oct. 14th – Presenting to Allegheny County School Nurses Assn.
- Continue to assist PSBA members with implementation.
- Finalize Yellow Dot placement on the rear window of school vehicles.
- Continue outreach to Associations to help spread the word, i.e. Autism Society & Epilepsy Society.
- Review the ERIC form to determine if updates are needed.
- Continue to educate about ability to customize the program.
- Spotlight PSBA members as they rollout E.R.I.C. in their districts.

Pennsylvania School Bus Association

Safely Transporting Pennsylvania's Future

STRATEGIC BUSINESS PLANNING COMMITTEE REPORT
July 2018 – June 2019

Chair – Richard Serafin

During the last year the Strategic Business Planning Committee accomplished the following:

1. Met with the chairs of each PSBA standing committee to review current objectives and discuss process for review and development of future objectives.
2. The Strategic Planning Committee has worked since the last meeting to create a document to ensure that all members are aware of what the Strategic Initiatives and Goals are for each committee moving forward this year.
3. The charge by the President was to keep the document simple but yet effective. The document is branded with the member names that participate in the Committees as to give an ownership of sorts to the Initiatives that need to be completed.
4. The Strategic Planning committee is proud of the leadership demonstrated to make the PSBA an elite organization across the country because we are moving forward while keeping our CORE values at the center of out thought process.
5. Structure of educational progress for members and their employees.
6. Increase Public Awareness of our association and our industry, building a relationship with the public concerning our industry.
7. Assurance of a solid organization and accountable with the organization's funds.
8. Maintain quality in being responsive to Government relation type programs.
9. Provide a comprehensive service program with the necessary programs to ensure credibility when education our membership.
10. Assure Organizational Governance of the PSBA and that it is accountable to membership.
11. Communicated progress on committee objectives to the Board of Directors.

This concludes the Strategic Business Planning Committee Report.

Pennsylvania School Bus Association
Safely Transporting Pennsylvania's Future

EXECUTIVE DIRECTOR'S REPORT

The following is the Executive Director report for the past fiscal year:

1. **Legislative/Regulatory Advocacy**
   - ★ Worked with legislators and staff on industry-related issues.
   - ★ Developed a legislative match database which pairs PSBA members to their PA legislators. This will greatly enhance our grassroots communications/lobbying efforts.
   - ★ Coordinated review and strategy on relevant legislation with our Legislative Committee Chair and government relations representative.
   - ★ Served on the Secondary Schools Start Times Commission.
   - ★ Participated in PennDOT Pupil Transportation Stakeholder meetings.
   - ★ Presented at PA Dept. of Aging Conference for Sr. Community Employment Providers.
   - ★ Attended meetings of the Motor Carrier Safety Advisory Committee.
   - ★ Met with members of the PA Congressional delegation during the NSTA Bus-In.

2. **Events**
   - ★ Coordinated the planning for the New Legislator Outreach Breakfast which was attended by 42 freshmen legislators as well as other legislative leaders and staff.
   - ★ With committee and staff, planned the 2019 Annual Convention and Safety Competition.
   - ★ Represented PSBA at the School Bus Safety Week program at the Governor's Mansion.
   - ★ Planned and attended four regional meetings across the state.
   - ★ Coordinated and facilitated START webinars:
     - ✓ New Member Benefit: Dental/Vision Plans (Keystone)
     - ✓ TSA First Observer Plus Program (TSA)
     - ✓ Securing Your Identity (First National Bank)
     - ✓ How to Prepare a Contract (RCKLA)

3. **Communications/Public Relations**
   - ★ Reviewed and updated website content adding additional resource links.
   - ★ Developed and distributed the PSBA 2018-2019 Year in Review.
   - ★ Coordinate content and contribute articles for the PSBA newsletter.
   - ★ Promoted school bus safety during School Bus Safety Week with Pocono Transportation on local television station.
   - ★ Participated in 7 outreach opportunities for ERIC project.

4. **Membership**
   - ★ Visited 11 members at their operations with plans to visit additional members this summer and fall.
   - ★ Since July 1, we welcomed 5 new contractor and 10 new associate members.
   - ★ Enhanced prospect database and developed member recruitment plan.
   - ★ In partnership with Keystone, awarded Safety Grants to three contractor members.
     - ➢ Coordinated 2019 Convention session with grant recipients to present their projects.
   - ★ Handled over 100 member inquires over the past 12 months.
   - ★ Processed over 900 background checks in the past 12 months.

5. **Governance/Operations**
   - ★ Facilitated planning and agenda development of Board and committee meetings.
   - ★ Identified potential members to serve on PSBA committees.

The work outlined above is achieved through the combined efforts of the great partners we have at Buchanan Ingersoll and Rooney, Keystone and R.C. Kelly. In addition, I would like to thank the dedicated member volunteers who staff our committees and guide the activities of the association.

I would also like to recognize and thank Moira McNally, our Members Services Coordinator, who came on board this year and has done a tremendous job making sure the office operates effectively and ensuring that our members receive first class customer service. Thank you Moira! Moira and I also want to recognize the SEC staff for their assistance with special projects and during times of high volume including Lenore Picariello, Kati Tramontano, Jessica Pinkerton, Lorena Mejias, Hannah Loux and Grace Kelly.

This concludes the Executive Director's Report.

Pennsylvania School Bus Association

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EXECUTIVE COMMITTEE REPORT
July 2018 – June 2019

Chair – Richard Wolfington, Jr.

During the last year the Executive Committee has accomplished the following:

1. Reviewed and approved the 2018-2019 budget from the Finance Committee.
2. Reviewed and approved the 2017-2018 Financial Audit.
3. Reviewed the Annual Year in Review prior to publication.
4. Received updates on membership recruitment and membership retention efforts.
5. Oversaw and directed the duties of the Association Management Services Vendor, Executive Director and the Government Relations Representative.
6. Received updates on the Regional Meetings, START Webinars, Safety Competition and Annual Convention.
7. Received updates on the Business Counsel Service Program.
8. Received updates from the Executive Director.
9. Oversaw all committee initiatives.

This concludes the Executive Committee Report.

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NOMINATING & BYLAWS COMMITTEE REPORT
July 2018 – June 2019

Chair – Fred Bennett

During the last year the Nominating & Bylaws Committee has accomplished the following:

1. Contacted candidates and submitted a list of at-large positions to be elected at the Annual Meeting.
2. Reviewed PSBA committee chairs and vice chairs.
3. Reviewed the committee's strategic planning initiatives for the coming year.

This concludes the Nominating & Bylaws Committee Report.

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2019 Annual Convention & Trade Show

Wyndham Gettysburg | Sunday June 23, 2019 - Tuesday June 25, 2019

Convention Evaluation

The Convention Committee each year relies heavily on these evaluations. If you would please take a few minutes to fill out this evaluation Form. It is extremely important to make sure that we continue to offer appropriate and relevant workshops, and that we are holding this convention in a satisfactory way that provides knowledge, networking and fun for the family.

Why did you attend the convention?

☐ Education ☐ Networking ☐ Leisure

Comments:

_____

_____

_____

What was your overall opinion of the accommodations and Convention?

☐ Good ☐ Satisfactory ☐ Unsatisfactory

Comments:

_____

_____

_____

How can the convention be improved?

Comments:

_____

_____

_____

What topics would you like to suggest for future workshops?

_____

_____

_____

Please take the opportunity to respond to this evaluation of this convention. It is an opportunity for you to speak out and be apart of the process to making future conventions an outstanding experience for all of us.

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MONDAY SESSIONS: June 24, 2019

Keynote Speaker - Alfred Reeves

☐ Good ☐ Satisfactory ☐ Non-Productive ☐ Did Not Attend

Comments:

_____

_____

Entry Level Driver Training - Beverly Peppernick & Dennis Ryan

☐ Good ☐ Satisfactory ☐ Non-Productive ☐ Did Not Attend

Comments:

_____

_____

Wise & Well - Stephanie Nericcio

☐ Good ☐ Satisfactory ☐ Non-Productive ☐ Did Not Attend

Comments:

_____

_____

Caring for the Autistic Rider - Dr. James Ball Ed.D., BCBA-D

☐ Good ☐ Satisfactory ☐ Non-Productive ☐ Did Not Attend

Comments:

_____

_____

Webasto Thermo - Paul Hemond & Tommy Smith

☐ Good ☐ Satisfactory ☐ Non-Productive ☐ Did Not Attend

Comments:

_____

_____

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Jr. Contractor Session - Alfred Reeves

☐ Good ☐ Satisfactory ☐ Non-Productive ☐ Did Not Attend

Comments:

_____

_____

Safety Generations - Gary Gillespie, CSP, CRM

☐ Good ☐ Satisfactory ☐ Non-Productive ☐ Did Not Attend

Comments:

_____

_____

Improving the Customer Experience - Lynne Breil, CSP and John Breil

☐ Good ☐ Satisfactory ☐ Non-Productive ☐ Did Not Attend

Comments:

_____

_____

Small Contractors Roundtable

☐ Good ☐ Satisfactory ☐ Non-Productive ☐ Did Not Attend

Comments:

_____

_____

Customizing Evacuation Plans - Sue Shutrump

☐ Good ☐ Satisfactory ☐ Non-Productive ☐ Did Not Attend

Comments:

_____

_____

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Technology on the Bus - Vendor Panel

☐ Good ☐ Satisfactory ☐ Non-Productive ☐ Did Not Attend

Comments:

_____

_____

State and Federal Updates

Good ☐ Satisfactory ☐ Non-Productive ☐ Did Not Attend

Comments:

_____

_____

"Meet The Vendors" Trade Show

☐ Good ☐ Satisfactory ☐ Non-Productive ☐ Did Not Attend

Comments/Ideas for improvement:

_____

_____

TUESDAY SESSIONS: June 25, 2019

Safety Grant Presentation

☐ Good ☐ Satisfactory ☐ Non-Productive ☐ Did Not Attend

Comments:

_____

_____

Driver Recruitment & Retention

☐ Good ☐ Satisfactory ☐ Non-Productive ☐ Did Not Attend

Comments:

_____

_____

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Fire Suppression on the Bus - Todd Peifer

☐ Good ☐ Satisfactory ☐ Non-Productive ☐ Did Not Attend

Comments:

_____

_____

De-Escalation Procedures - Ed Douglass

☐ Good ☐ Satisfactory ☐ Non-Productive ☐ Did Not Attend

Comments:

_____

_____

The Auditor General was here... - Wendy Mutschler, Todd Staub, & Liz Wagensellar

☐ Good ☐ Satisfactory ☐ Non-Productive ☐ Did Not Attend

Comments:

_____

_____

Best Practices in Adult Education - Kevin Schofield & Charles Sameck

☐ Good ☐ Satisfactory ☐ Non-Productive ☐ Did Not Attend

Comments:

_____

_____

State Subsidy Task Force Update

☐ Good ☐ Satisfactory ☐ Non-Productive ☐ Did Not Attend

Comments:

_____

_____

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Confidentiality - HIPAA/FERPA and more... - Richard Kelly, Esq. & Matthew Jandrisavitz, Esq.

☐ Good ☐ Satisfactory ☐ Non-Productive ☐ Did Not Attend

Comments:

_____

_____

ESC (Electronic Stability Control) - James Titus

☐ Good ☐ Satisfactory ☐ Non-Productive ☐ Did Not Attend

Comments:

_____

_____

OVERALL COMMENTS

How satisfied were you with the Monday Community Hospitality Room?

☐ Very Satisfied ☐ Satisfied ☐ Dissatisfied ☐ Very Dissatisfied

_____

_____

Do you have any recommendations for next years Community Hospitality Suite?

_____

_____

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ASSOCIATION QUESTIONS

How satisfied are you with the Association as an information resource?

☐ Very Satisfied ☐ Satisfied ☐ Dissatisfied ☐ Very Dissatisfied

How satisfied are you with the variety of educational programs and seminars we offer?

☐ Very Satisfied ☐ Satisfied ☐ Dissatisfied ☐ Very Dissatisfied

How satisfied are you with the Association overall?

☐ Very Satisfied ☐ Satisfied ☐ Dissatisfied ☐ Very Dissatisfied

Would you recommend the Association to a colleague?

☐Yes or ☐No

General Comments:

_____

_____

_____

_____

_____

_____

Thank you for your support and attending this year's convention!
We hope that you make plans to be with us next year at
Seven Springs Resort on June 28-30, 2020.

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Notes

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