THINK**TRANSIT**

THE TRAPEZE TECHNOLOGY CONFERENCE

#ThinkTransit

APRIL 9–12, 2017 | CHICAGO, IL | Swissôtel Chicago

When your most important job is the safety of your customers,

Make TSI Video your first call.

TSI

Transit Solutions
114 West Grandview Avenue, Zelienople, PA 16063
+1 (724) 473-0336 | sales@mytransitsolutions.com

Formerly known as our User Conference, ThinkTransit is practical hands-on training coupled with insights from thought leaders and your peers.

LEARN — Immerse yourself in transit trends, issues and challenges — and how to solve them.

ADVANCE — Advance your agency with cutting-edge transit technology tips and tricks.

ENGAGE — Meet and share knowledge with industry experts, your peers and Trapeze staff.

Contents

Events

REGISTRATION
SUNDAY
11:30 AM — 4:30 PM
Lobby Floor, Side Entrance

MONDAY
7:00 AM — 5:00 PM
2nd Floor Event Center

TUESDAY
7:00 AM — 1:15 PM
2nd Floor Event Center

EAM INTRO WORKSHOP
SUNDAY
8:00 AM — 4:00 PM
St. Gallen 3

WELCOME RECEPTION
SUNDAY
7:00 PM — 10:00 PM
Zurich D Ballroom

CLOSING RECEPTION
WEDNESDAY
7:00 PM — 10:00 PM
Lucky Strike
322 E Illinois St, Chicago, IL
60611 (6 Minute Walk)
Put on your bell-bottom jeans, tunics and peasant blouses, and get ready to bowl at our 70s themed closing reception.

Hotel Activities

SPA & SPORT
The hotel features a penthouse fitness center, including a 45-foot indoor pool, an array of cardio machines and weights, as well as a luxury spa. The spa area includes a sauna and a jacuzzi, as well as relaxing options such as massages, facials and scrubs.

ThinkTransit App

Username: email
Password: thinktransit

Build and access your custom agenda, network with attendees, rate sessions and participate in contests with the free ThinkTransit app!

Download from Google Play, the App Store and as HTML5.

Trapeze Collaborate

Ensure you're an active member of our online community — join *collaborate.trapezegroup.com* Visit the Customer Care Help Desk for more info.

Awards

Continuing the ThinkTransit tradition, we are bringing back our conference awards — three of your favorites and one that is brand new.

TOP INNOVATOR
Recognized for working with Trapeze to bring new ideas to our products and, ultimately, you.

TOP COLLABORATOR
Recognized for building and enhancing the Trapeze Collaborate community.

CUSTOMER CARE
Recognized for embodying the fundamental ideals of a true partnership.

NEW — PEOPLE'S CHOICE
This new award, selected by you, our attendees, recognizes your favorite peer session. Selecting is easy — just rate each customer-led session in the ThinkTransit app and the top one wins. Eligible sessions are marked with a ★.

Transportation

Check your registration bag for your complimentary CTA pass. For alternative transportation details check the ThinkTransit app.

ThinkTransit Checklist

- ☐ Register at Desk
- ☐ Download App
- ☐ Attend Welcome Reception
- ☐ Learn Key Info from Keynotes & Sessions
- ☐ Sign Up for Tech Tours
- ☐ Visit the Solution Center
- ☐ Rate Sessions for People's Choice Award
- ☐ Join Trapeze Collaborate
- ☐ Prep 70s Themed Costume for Closing Reception
- ☐ Attend Closing Reception
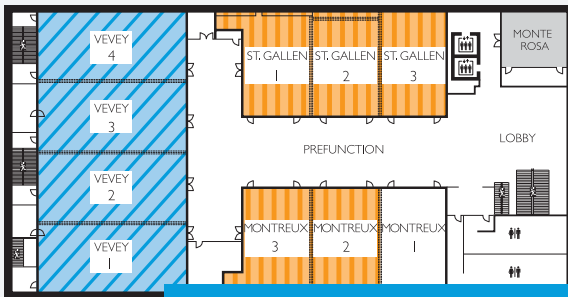- ☐ Take CTA to the Airport
- ☐ Complete the Post Conference Survey

Hotel Maps

1ST FLOOR EVENT CENTER

ZURICH G
ZURICH C
ZURICH F
ZURICH D
ZURICH B
ZURICH E
ZURICH A

PREFUNCTION
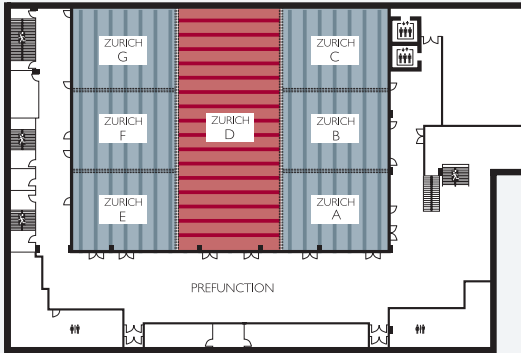
To access this space, go to the lobby and take the walkway to the left of the Front Desk and take the escalator down one floor.

2ND FLOOR EVENT CENTER

VEVEY 4
VEVEY 3
VEVEY 2
VEVEY 1

ST. GALLEN 1
ST. GALLEN 2
ST. GALLEN 3

MONTE ROSA

PREFUNCTION

LOBBY

MONTREUX 3
MONTREUX 2
MONTREUX 1

To access this space, either take the guest room elevators to the 2nd floor, or go to the lobby and take the walkway to the left of the Front Desk and take the escalator up one floor.

BALLROOM LEVEL

LUCERNE III
LUCERNE II
LUCERNE I

ALPINE OFFICE
ALPINE I
ALPINE II

FOYER

ST. MORITZ
GRINDEL-WALD
ZERMATT
GSTAAD
VERBIER

To access this space, either take the guest room elevators to the ballroom level or go to the lobby and take the escalators down two levels.

3RD FLOOR

To access this space, take the guest room elevators to the 3rd floor.

TICINO
RHONE
NEUCHATEL
BIANCO

Legend

- SESSIONS
- WELCOME RECEPTION
- KEYNOTES
- HANDS-ON SESSIONS
- SOLUTION CENTER AND MEALS
- MEALS OVERFLOW

MONDAY
APRIL 10, 2017
(7 AM – 1 PM)

Track	7:00	8:00	9:45	10:45	11:00	12:00	1:00
RIDERSHIP *(Room: Zurich G)*	BREAKFAST (ROOM: LUCERNE)	KEYNOTE GABE KLEIN (ROOM: VEVEY)	FX: What's New and Roadmap	BREAK (ROOM: PREFUNCTION AREAS)	10 Ways to Improve Productivity ★	LUNCH (ROOM: LUCERNE)	NETWORKING (ROOM: LUCERNE)
PRODUCTIVITY - SCHEDULING AND DISPATCH *(Room: Zurich F)*			DR: What's New and Roadmap		What Makes a Great Scheduler?		
PRODUCTIVITY - MAINTENANCE *(Room: Zurich E)*			EAM: What's New and Roadmap		Leveraging EAM's Hyper-Configurability to Optimize Your User's Experience		
PASSENGER EXPERIENCE *(Room: Zurich C)*			Efficiencies from Integration of Fixed Route and Paratransit in a Single Instance of Trapeze ★		Traveler Information and System Integration		
FUNDING AND FARING *(Room: Zurich B)*			Intro to AFC		Automatic Fare Collection — What Does the Future Hold? A Q+A with You		
TRANSIT TECHNOLOGY *(Room: Zurich A)*			Voiceover IP		The History Behind the ADA ★		
FX HANDS-ON *(Room: Montreux 2)*			FX Mapping Metamorphosis		There's a Tool for That!		
PASS HANDS-ON *(Room: Montreux 3)*			Cool Features You Never Use		Managing Subscription Trips — Part I		
EAM HANDS-ON *(Room: St. Gallen 3)*			Creating Custom Reports Your Way in EAM		The 5 Ws of Warranty — Part I		
ITS HANDS-ON *(Room: St. Gallen 2)*			Incident Reports — A Look at Configuring Fields		Route Detours — How, Why and What to Do		
OPS HANDS-ON *(Room: St. Gallen 1)*			Bidding Refresher Including OPS-Web Bidding		Current OPS Features You Should Explore and Use		

★ Customer Speaker

☐ Paratransit

Looking for full session descriptions? Wondering who the speakers are? Which sessions relate to which products? The ThinkTransit app has all that and more! Make sure to download the app so you can get all that information, plus stay up to date on important notifications, give feedback and network with attendees.

Hotel conference rooms can get a little chilly — bring a light sweater just in case.

Don't forget to vote for the People's Choice Award. Sessions marked with a ★ are eligible. (Details on page 5.)

TECH TOUR - CTA 1:15 PM - 4:15 PM *(Meeting Spot: Event Center Lobby)* **+ UNIFY EXECUTIVE SUMMIT** *(Room: Edelweiss, Floor 43)*

	1:45	3:00	4:00	4:30
RIDERSHIP *(Room: Zurich G)*	TBD	Anticipating Your FTA Triennial Review for Paratransit ★		Accessible Transportation: It's More Than Just a Ride ★
PRODUCTIVITY - SCHEDULING AND DISPATCH *(Room: Zurich F)*	TBD	Working with CATA on AVL ★		Strategies and Policies for Managing Demand Response Subscriptions
PRODUCTIVITY - MAINTENANCE *(Room: Zurich E)*	How (and Why) MBTA is Implementing an Organization-Wide Asset Management Strategy ★	Simplifying EAM Workflows with MAXQueue Automation ★		How GIS Mapping Transforms Facilities and Linear Asset Management
PASSENGER EXPERIENCE *(Room: Zurich C)*	4 Compelling Trapeze EAM Technology Pairings to "Do More with Less"	Never Before Has Accessibility Been This Accessible	*(ROOM: LUCERNE)*	TI: What's New and Roadmap
FUNDING AND FARING *(Room: Zurich B)*	Cashless Fare Collection for Paratransit	What Happens in Vegas: EAM & AFC Integrations		AFC: What's New and Roadmap
TRANSIT TECHNOLOGY *(Room: Zurich A)*	Internet of Things in Transit	Best Practices for a Successful Implementation		Introducing PLAN's New Reporting Platform
FX HANDS-ON *(Room: Montreux 2)*	Exceptional Exceptions	Export? Google It!	B R E A K	Roster Races
PASS HANDS-ON *(Room: Montreux 3)*	Managing Subscription Trips — Part II	Getting the Most Out of Your Data — Reports, Wizards and Excel		Configuring Address Matcher for TpLocations
EAM HANDS-ON *(Room: St. Gallen 3)*	The 5 Ws of Warranty — Part II	Modifying Crystal Reports to Fit Your Needs		What's the Allocation and Assignment Module and How Can I Benefit from it?
ITS HANDS-ON *(Room: St. Gallen 2)*	Creating and Utilizing Special Workpieces	Mobile Software Deployment — A Look at the Process		Researching with Playback
OPS HANDS-ON *(Room: St. Gallen 1)*	Dispatch Using Automated Features	OPS Sys Admin: Workspaces, Security and Maintaining a Test Environment		Workforce Management: Incidents, Accidents and Performance Discipline

MONDAY AFTERNOON

★ Customer Speaker

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TECH TOUR - CTA 1:15 PM - 4:15 PM *(Meeting Spot: Event Center Lobby)*   **+ UNIFY EXECUTIVE SUMMIT** *(Room: Edelweiss, Floor 43)*

TUESDAY
APRIL 11, 2017
(7 AM – 12:30 PM)

Track	7:00	8:15	9:15	9:30	10:30	11:30	12:30
RIDERSHIP *(Room: Zurich G)*		More APC Data, More Problems (and How to Solve Them)		Ridership and On Time Performance Data Management	Using Polygons to Improve Delivery and Administration of Paratransit Service		
PRODUCTIVITY - SCHEDULING AND DISPATCH *(Room: Zurich F)*		The Complexities of Managing a Rail Schedule (and Best Practices to Succeed)		The Road Ahead: A Connected Mobility Roadmap ★	Utilizing Scheduling Options to Solve Operational Issues		
PRODUCTIVITY - MAINTENANCE *(Room: Zurich E)*		EAM Work Management Portals, How Do I Love Thee? Let Me Count the Ways		Tracking and Managing Mechanics Using Trapeze EAM Workforce Management	Maintenance Optimization Through Data Analytics ★		
PASSENGER EXPERIENCE *(Room: Zurich C)*		TBD		Intelligent Transportation Systems (ITS) Project Transitions to Customer Care	Best Practices Implementing a Workforce Management Solution from CTA ★		
FUNDING AND FARING *(Room: Zurich B)*	(ROOM: LUCERNE) B R E A K F A S T	The Perfect Partnership: TNC Integration for Parantransit (and What it Looks Like) ★	(ROOM: PREFUNCTION AREAS) B R E A K	System Maintenance for PASS ★	OPS: What's New and Roadmap	(ROOM: VEVEY) K E Y N O T E P A C E	(ROOM: LUCERNE) L U N C H
TRANSIT TECHNOLOGY *(Room: Zurich A)*		ITS: What's New and Roadmap		Monty Python Holy Grail: SQL Can Help You Do What? — Part I ★	Monty Python Holy Grail: SQL Can Help You Do What? — Part II ★		
FX HANDS-ON *(Room: Montreux 2)*		Runcutting Showdown		Runcutting Showdown (Continued)			
PASS HANDS-ON *(Room: Montreux 3)*		Parameters, Violations and Scheduling		Parameters, Violations and Scheduling (Continued)			
EAM HANDS-ON *(Room: St. Gallen 3)*		Keeping on Top of Your Workload — Creating and Using Notifications		Keeping on Top of Your Workload — Creating and Using Notifications (Continued)			
ITS HANDS-ON *(Room: St. Gallen 2)*		XML Feeds, Canned Queries and Queue Statistics — An Advanced Look Into IDS		XML Feeds, Canned Queries and Queue Statistics — An Advanced Look Into IDS (Continued)			
OPS HANDS-ON *(Room: St. Gallen 1)*		Scheduling and OPS: From Runcutting to Bidding to Operations incl. Maintenance		Scheduling and OPS: From Runcutting to Bidding to Operations incl. Maintenance (Continued)			

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TECH TOUR - CTA & PACE 1:15 PM - 5:15 PM *(Meeting Spot: Event Center Lobby)*   **+ FREE AFTERNOON 1:15 PM - 5:15 PM**

WEDNESDAY
APRIL 12, 2017
(7 AM – 12 PM)

	7:00	8:15	9:30	10:30	11:00	12:00
RIDERSHIP *(Room: Zurich G)*					Appointment-Based Scheduling	
PRODUCTIVITY - SCHEDULING AND DISPATCH *(Room: Zurich F)*					Advanced BlockBuster Fundamentals	
PRODUCTIVITY - MAINTENANCE *(Room: Zurich E)*			Shark Tank *(Room: Vevey)*		How RFTA Improved Inventory Management, Fuel Accounting and On-Time Service ★	
PASSENGER EXPERIENCE *(Room: Zurich C)*					Getting There Has Never Been This Easy	
FUNDING AND FARING *(Room: Zurich B)*					Deviated Fixed Route for Demand Response ★	
TRANSIT TECHNOLOGY *(Room: Zurich A)*					Bidding in OPS ★	
FX HANDS-ON *(Room: Montreux 2)*			Why Do I Have Line Groups?		Graphical Runcutting	
PASS HANDS-ON *(Room: Montreux 3)*			Getting the Most Out of Your Data — Reports, Wizards and Excel		Managing Subscription Trips	
EAM HANDS-ON *(Room: St. Gallen 3)*			Loading Information into EAM the New Way — Part I		Loading Information Into EAM the New Way — Part II	
ITS HANDS-ON *(Room: St. Gallen 2)*			Utilizing Manual Events and Incident Grouping — A Different Way to Manage your Queue		IDS Administration — Creating Rules and Incidents	
OPS HANDS-ON *(Room: St. Gallen 1)*			Employees and Absences Management Including FMLA		OPS, TransitMaster and EAM Integration	

(ROOM: LUCERNE) — BREAKFAST

(ROOM: VEVEY) — KEYNOTE CTA

(ROOM: PREFUNCTION AREAS) — BREAK

(ROOM: LUCERNE) — LUNCH

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Join Trapeze Collaborate — our online community! If you need assistance, visit the Customer Care Help Desk.
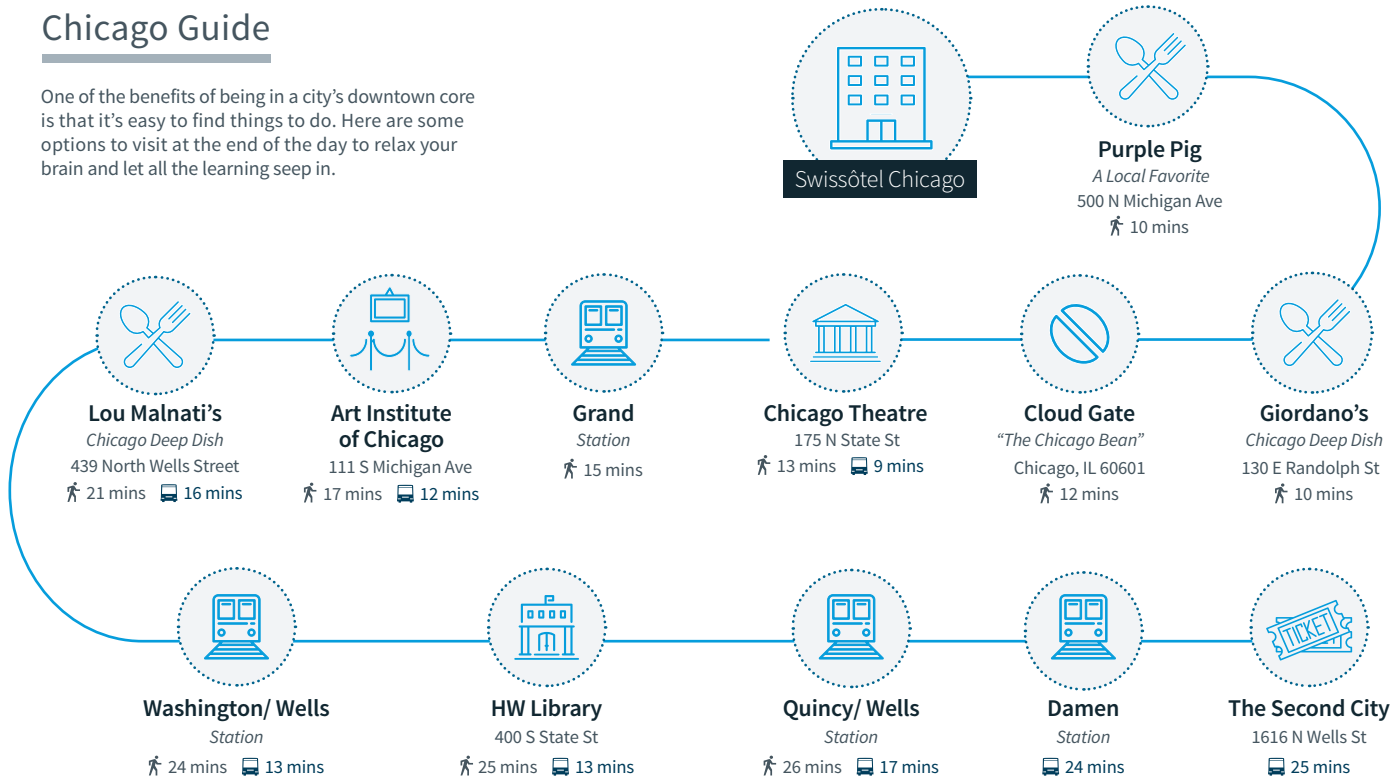
WEDNESDAY
APRIL 12, 2017
(1:30 PM – 4:30 PM)

	1:30	2:45	3:45	4:30
RIDERSHIP *(Room: Zurich G)*	Mobile Hardware Preventative Maintenance	Bus Stop Management Best Practices	(ROOM: LUCERNE)	Feedback: FX
PRODUCTIVITY - SCHEDULING AND DISPATCH *(Room: Zurich F)*	Payroll and Timekeeping for OPS	Getting Stood Up? Managing Your No Show/ Service Infractions Policy ★		Feedback: DR
PRODUCTIVITY - MAINTENANCE *(Room: Zurich E)*	The FTA's TAM "State of Good Repair" Final Rule is Out ... Now What?	Maintaining Configuration Management in a Post-Positive Train Control World ★		Feedback: EAM
PASSENGER EXPERIENCE *(Room: Zurich C)*	Open-Sourcing Pedestrian Accessibility Data ★	Innovation in Business Intelligence: A Panel with CTA and MTA ★		Feedback: TI
FUNDING AND FARING *(Room: Zurich B)*	Schedule Job Agent for PASS	Migrating to Street Routing for Paratransit Scheduling	B R E A K & N E T W O R K	Feedback: ITS
TRANSIT TECHNOLOGY *(Room: Zurich A)*	Top 5 Guiding Principles for a Successful BI Implementation (FX and Paratransit)	Don't React, Predict: How Metro Transit St. Louis Saved $2.4 M with Predictive Maintenance		Feedback: OPS
FX HANDS-ON *(Room: Montreux 2)*	Graphical Runcutting (Continued)	Integral Integrity		
PASS HANDS-ON *(Room: Montreux 3)*	Managing Subscription Trips (Continued)	Cool Features You Never Use		
EAM HANDS-ON *(Room: St. Gallen 3)*	Loading Information into EAM the New Way — Part II (Continued)	Open Session — Bring Your Ideas on What Ad/Hoc Reports You Need		No Sessions
ITS HANDS-ON *(Room: St. Gallen 2)*	IDS Administration — Creating Rules and Incidents (Continued)	Managing Zones, Announcements and Intervals in Route Manager		
OPS HANDS-ON *(Room: St. Gallen 1)*	OPS, TransitMaster and EAM Integration (Continued)	Yard Management and Sign-In Terminal		

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Chicago Guide

One of the benefits of being in a city's downtown core is that it's easy to find things to do. Here are some options to visit at the end of the day to relax your brain and let all the learning seep in.

Swissôtel Chicago

Purple Pig
A Local Favorite
500 N Michigan Ave
🚶 10 mins

Lou Malnati's
Chicago Deep Dish
439 North Wells Street
🚶 21 mins 🚌 16 mins

Art Institute of Chicago
111 S Michigan Ave
🚶 17 mins 🚌 12 mins

Grand
Station
🚶 15 mins

Chicago Theatre
175 N State St
🚶 13 mins 🚌 9 mins

Cloud Gate
"The Chicago Bean"
Chicago, IL 60601
🚶 12 mins

Giordano's
Chicago Deep Dish
130 E Randolph St
🚶 10 mins

Washington/ Wells
Station
🚶 24 mins 🚌 13 mins

HW Library
400 S State St
🚶 25 mins 🚌 13 mins

Quincy/ Wells
Station
🚶 26 mins 🚌 17 mins

Damen
Station
🚌 24 mins

The Second City
1616 N Wells St
🚌 25 mins

View Map
www.trapezegroup.com/viewmap.html

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Local Agencies

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