

Tuesday | September 21

7:30-8:30 | Continental Breakfast & Check-In/Registration **Registration Area**
 8:30-10 | Keynote Speaker U.S. Olympian Johnny Quinn **Beach House Ballroom**
 10-10:15 | Break
 10:15-11:45 | Improving Customer Service Lynn Berger **Tavern Ballroom**
 10:15-11:45 | Alternative Fuel | How Low Can You Go? Harford Transit LINK **Breezeway**
 10:15-11:45 | Maintenance Workshop | Lift Maintenance **Beach House Ballroom**
 11:45-12 | Break
 12-1 | Lunch **Tavern Bayside**
 1-3 | Reasonable Suspicion Lynn Berger **Tavern Ballroom**
 1-3 | Electric Maintenance **Beach House Ballroom**
 3-3:15 | Break
 3:15-4 | Eliminating Transit Barriers to Health Care WCCAC **Tavern Ballroom**
 1-4:30 | Alternative Fuels Sessions **Breezeway**:
 Battery Electric (1-2) | Hydrogen Fuel (2:15-3:15) | Hybrid Vehicle Conversions (3:30-4:30)
 4-6 | Bus Showcase **Parking Lot**
 6-8:30 | Vendor Showcase **Sunset Ballroom & Garden Room**

Wednesday | September 22

7:30-8:30 | Breakfast Tavern **Bayside**
 8:30-10 | TAM General Meeting **Beach House Ballroom**
 10-10:15 | Break
 10:15-11:45 | Non-Profit Transportation Roundtable **Breezeway**
 10:15-11:45 | Transit CEO Roundtable **Beach House Ballroom**
 10:15-11:45 | Effective Documentation Strategies CTAA **Tavern Ballroom**
 11:45-12 | Break
 12-1 | Lunch **Tavern Bayside**
 1-2:15 | TAM Government Affairs Panel **Beach House Ballroom** (Break 2:15-2:30)
 2:30-4 | Creating a Mobility On-Demand Service Cecil Transit & Uber/Routematch **Beach House Ballroom**
 1-2:30 | Wheels to Wellness TCCSMD **Breezeway** (Break: 2:30-2:45)
 2:45-4 | Human Trafficking Prevention University of Maryland, Baltimore **Breezeway**
 1-4 | Effective Documentation Strategies CTAA **Tavern Ballroom**
 4-5 | Time on your own
 5 | Buses depart from CBBC Inn & Hilton Garden Inn to Annapolis City Dock
 6-9 | Partnership Dinner Cruise & Awards Ceremony **Raven Yacht**
 9-10 | Buses return to CBBC Inn & Hilton Garden Inn

Thursday | September 23

Mandatory MDOT/MTA 5310 and LOTS Sessions

7:30-8:30 | Breakfast **Tavern Bayside**
 8:30-10 | LOTS and Non-Profit Cooperation & Coordination **Beach House Ballroom**
 10-10:15 | Break
 10:15-12 | 5310 | I've Been Awarded a Grant, Now What? Responsibilities and Obligations **Breezeway**
 10:15-12 | LOTS | Asset Management Performance & Targets Workshop **Beach House Ballroom**
 12-1 | Lunch **Tavern Bayside**
 1-4 | 5310 Sessions **Breezeway**
 I've Been Awarded a Grant, Now What? PM Procurement (Break: 2:30-2:45)
 I've Been Awarded a Grant, Now What? ProjectWise **Breezeway**
 1-3 | LOTS FY22 Safety Training **Beach House Ballroom**

