





MONDAY, APRIL 14, 2025

Activity	Start	End	Ballroom/Demand Response	Breakout Room 1 - Fixed Route	Breakout Room 2 - Routematch	Breakout Room 3 - Ridepro	Breakout Room 4 - Professional Development	Breakout Room 5 - Novus Training	Exhibit Hall
Registration/Breakfast	7:00 AM	8:30 AM							
General Session: Conference Kick Off	8:30 AM	9:00 AM	Welcome to Ignite 2025						
General Session: Keynote	9:00 AM	9:45 AM	Kindness is Cool & You Are Too Speaker: Mike Bismeyer						
General Session: Keynote	9:45 AM	10:45 AM	Impacting Our Communities - Customer Stories From the 2024 Ignite Transit Award Nominees Host: Mike Bismeyer						
AM Break	10:45 AM	11:00 AM							
General Session	11:00 AM	12:00 PM	Innovation in Motion: Revolutionizing Transit Speakers: Jesse Kafka						
Lunch	12:00 PM	1:00 PM							
Breakout Sessions	1:00 PM	1:50 PM	On-Demand Evolution: Designing A Successful Microtransit Service Speaker: Erik Madsen & Mark Hepburn	Destination Next: Streets Advances and Vision Speakers: Jesse Kafka, Tyler Gislason & Paul Harrison	The Road Ahead: Routematch Latest Advances & Roadmap Speakers: Vickie Trinh, Tanya Brusse, Melody Floyd	RidePro: Rider Reservations Speakers: Dan Bower & Rich Codd	5 Traits of a Future Transit Leader Speaker: Paul Comfort	Novus Advanced Training	Open
Breakout Sessions	2:00 PM	2:50 PM	Under the Hood: Novus in Action Speakers: Joel Elam & Brendan Samis	Next Generation Transit: The Evolution of Rides on Demand Speakers: Erik Madsen & Paul Harrison	Routematch Support Simplified: How to Get the Help You Need Speakers: Chris Davis & Ryan Smith	RidePro: Employer Statements & Fare Policy Speakers: Dan Bower & Rich Codd	Journey to Excellence: Transforming Transit Customer Experience Speakers: Tanya Brusse & Paul Harrison	Novus Advanced Training	Open
PM Break	3:00 PM	3:15 PM							
Breakout Sessions	3:15 PM	4:05 PM	Smart Scheduling Ahead: Demand Response Advances Speaker: Dara Fadeyi & Mark Hepburn	Rider-First Technology: Tools That Transform Transit Speakers: Tyler Gislason & Erik Madsen	Routematch: MyRide for RM Speakers: Jesse Kafka & Paul Harrison	RidePro: Rewards Integration Speakers: Dan Bower & Rich Codd	Operation Game-Changers: Transit Efficiency Unleashed Speaker: Tom Coogan	Novus Advanced Training	Open
Breakout Sessions	4:15 PM	5:05 PM	Elevating the Rider Experience: Tools for Better Journeys Speakers: Dara Fadeyi	Counting Passengers and Maximizing Your NTD Funding Speakers: Tyler Gislason & Jesse Kafka	Routematch Migration Magic: Winning Strategies Revealed Speakers: Melody Floyd	Commuter Dashboard – Making RidePro More User-Friendly Speakers: Dan Bower & Rich Codd	Women in Transit: Driving Forward Speakers: Leanne Lynch & Shannon Adams	Novus Advanced Training	Open
Casino Night and Dinner Event Deck	6:00 PM	9:30 PM							



**TUESDAY, APRIL 15, 2025**

Activity	Start	End	Ballroom/Demand Response	Breakout Room 1 - Fixed Route	Breakout Room 2 - Routematch	Breakout Room 3 - Ridepro	Breakout Room 4 - Professional Development	Breakout Room 5 - Novus Training	Exhibit Hall
Breakfast	7:30 AM	8:30 AM							
General Session	8:30 AM	8:40 AM	Welcome to Ignite - Day 2						
General Session: Keynote	8:40 AM	9:40 AM	Inventing the Future: How AI and Other Emerging Technologies Could Shape the Future of Transit Speaker: Simon Ferguson						
Sponsor Session (TBD)	9:40 AM	10:20 AM	Risk, Incident, and Safety Compliance (RISC) Speaker: Trapeze						
AM Break	10:20 AM	10:40 AM							
General Session	10:40 AM	12:00 PM	Transit Innovators Panel: Rides on Demand Evolution Speakers: Erik Madsen & Dan Pasowisty						
Lunch	12:00 PM	1:00 PM							
Breakout Sessions	1:00 PM	1:50 PM	Small Fixed Route Systems: Smart Tools to Maximize Your Transit Speakers: Brendan Samis & Erik Madsen	Rolling Forward: Migration Tales from Routematch to Streets Speakers: Melody Floyd	Routematch: Become A Scheduling Master Speakers: Chris Davis & Vickie Trinh	RidePro: Review of Key Features and Recent New Feature Grab Bag Speakers: Dan Bower & Rich Codd	Money Talks: Securing Funding and Grants Speaker: Leanne Lynch	Novus Advanced Training	Open
Break Out Sessions	2:00 PM	2:50 PM	Demand Response Optimization Speakers: Erik Lehmann, Dan Pasowisty, and Karl Farnsworth, Kitsap Transit	Beyond the Basics: Streets Deep Dive Speakers: Tyler Gislason & Brendan Samis	Routematch: The Value of Data & Analytics with Transitminer Speakers: Dara Fadeyi, Vickie Trinh, and Mark Hepburn	RidePro: Discover Rides on Demand for Vanpool Speakers: Erik Madsen & Jesse Kafka	Coming Soon!	Novus Advanced Training	Open
PM Break	3:00 PM	3:15 PM							
Breakout Sessions	3:15 PM	4:05 PM	A Rider's Journey: Rides on Demand In Action Speakers: Erik Madsen & Dan Pasowisty	Expanded Onboard Technology: Doing More with Streets Speakers: Tyler Gislason, Vickie Trinh & Brendan Samis	Routematch Master Reporting: From Basics and Beyond Speakers: Chris Davis & Dara Fadeyi	Fast Forward: RidePro Roadmap Speakers: Jesse Kafka & Rich Codd	A More Beautiful Question - A New Approach to Employee Engagement and Retention Speaker: Shannon Adams	Novus Advanced Training	Open
Free Time	4:05 PM	4:55 PM							
Board Buses	5:00 PM	5:15 PM							
Big Night Out LoanDepot Stadium Marlins vs Diamondbacks	6:00 PM	10:00 PM							



WEDNESDAY, APRIL 16, 2025

Activity	Start	End	Ballroom/Demand Response	Breakout Room 1 - Fixed Route	Breakout Room 2 - Routematch	Breakout Room 3 - Ridepro	Breakout Room 4 - Professional Development	Breakout Room 5 - Novus Training	Exhibit Hall
Breakfast	7:30 AM	9:00 AM							
General Session	9:00 AM	9:40 AM	Power to the Portal: Your New Customer Hub TripSpark University  Speaker: Cary McQuitty						
Sponsor Session	9:40 AM	10:20 AM	Modernize Your Transit Operations Communication Systems with VOIP  Speaker: Vontas						
General Session	10:20 AM	10:50 AM	Hot Transit Trends - Fueling, Funding and Faring – What Now?  Speaker: Paul Comfort						
General Session	10:50 AM	11:40 AM	Transit Unplugged: Transit Leaders Roundtable  Host: Paul Comfort						
General Session	11:40 AM	12:00 PM	Transit Awards						
General Session	12:00 PM	12:10 PM	Wrap Up						
Lunch	12:10 PM	1:00 PM							

THANK YOU FOR ATTENDING IGNITE 2025  
FROM ALL OF US AT TRIPSPARK  
WISHING YOU A SAFE JOURNEY HOME!