



# CALACT 2018 SPRING CONFERENCE & EXPO



*AFFILIATED AGENCIES*

*Orange County  
Transit District*

*Local Transportation  
Authority*

*Service Authority for  
Freeway Emergencies*

*Consolidated Transportation  
Service Agency*

*Congestion Management  
Agency*

*Service Authority for  
Abandoned Vehicles*

April 4, 2018

Dear CALACT Spring Conference Participants,

Welcome to the conference and to Orange County! The Orange County Transportation Authority (OCTA) is honored to co-host this important event here in beautiful Newport Beach.

OCTA has kept residents and commuters moving throughout the 34 cities and unincorporated areas of Orange County since its formation in 1991—after a consolidation of seven separate transportation entities. OCTA’s responsibilities, programs and services impact every aspect of transportation within the state’s third most populated county. OCTA keeps people moving by reducing freeway congestion, improving safety and efficiency on our local roads, providing bus service and regional multimodal connections, helping people find ways to leave their cars home, and providing safe, convenient transportation to those with special needs.

This conference provides a continued opportunity to generate ideas, and share successes and challenges we all face as transit providers in a dynamic environment. Working together on creative solutions is critical to advancing our industry and preparing for the future.

I hope you find this year’s conference to be educational and thought provoking. I applaud each of you for your continued commitment to fulfilling the mission of CALACT. Best wishes for a successful conference!

Sincerely,

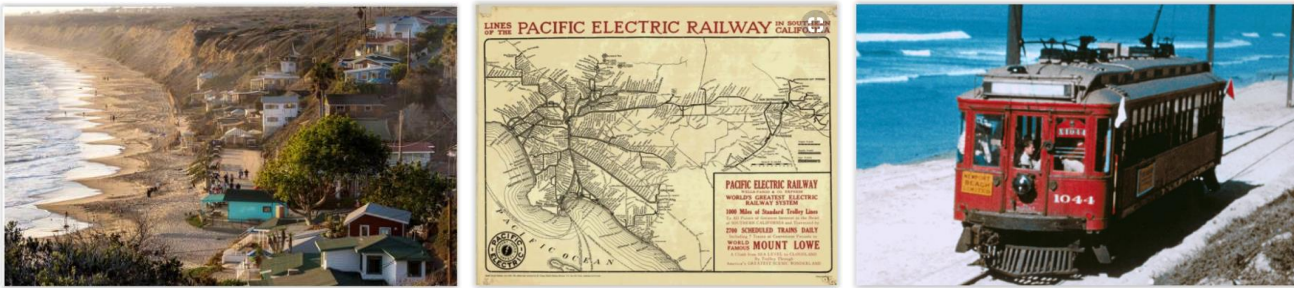
A handwritten signature in blue ink, appearing to read "Darrell Johnson", is written over a light blue, semi-transparent rectangular background.

Darrell Johnson  
Chief Executive Officer

Hello fellow Conference goers. As Board Chair, let me be one of the first to formally welcome you to the CALACT Spring 2018 Conference. Also, welcome to Newport Beach. Nestled among golden stretches of pristine Pacific coastline, Newport epitomizes the casually sophisticated lifestyle of Southern California.

If you are planning any extra time to sightsee you won't want to miss places like Historic Crystal Cove a federally listed Historic District, featuring an enclave of forty-six vintage coastal cottages originally built as a seaside colony in the 1930s and 1940s.

There is also a rich transit history here which includes Newport Beach. The Pacific Electric created in 1901 and known by its nickname the Red Cars, was a privately owned mass transit system consisting of electrically powered streetcars, interurban cars, and buses and was the largest electric railway system in the world by the 1920s. Organized around the city centers of Los Angeles and San Bernardino, it connected cities in Los Angeles County, Orange County, San Bernardino County and Riverside County....Including Newport Beach!



Several years ago, we had the pleasure of hearing from Enrique Penalosa, the former Mayor of Bogota, Columbia. This spring CALACT is proud to bring you Gil Penalosa, Enrique's brother. Gil will share his unique blend of experience, pragmatism and passion. Gil is the founder and Chairman of the internationally recognized non-profit organization called 8 80 Cities. The organization is centered on a simple but powerful philosophy; if you create a great city for an 8-year-old and an 80-year-old, you will create a successful city for all people.

Along with keynote and Featured speakers this year's program will bring you carefully chosen sessions flowing four distinct "routes"...Leadership & Management, Mobility Management & Social Services, Operations, and Legal & Regulatory Issues.

Don't forget the EXPO. This alone is worth the price of admission! We have more than 60 vendors confirmed.

Finally, kudos to the CALACT staff and conference committee who labored untold hours to bring each of us a conference which looks to be an impressive gathering with a great vibe.

A special thank you to our hosts, Orange County Transportation Authority (OCTA) for their support of the Spring Conference.

Regards,

Kevin Kane

## Conference Host

*Orange County Transportation Authority*

## Conference Hotel

The Conference Hotel, the Newport Beach Marriott Hotel & Spa is located at 900 Newport Center Drive, Newport Beach, California and the telephone number is 949-640-4000.

## Transportation

### Public Transportation

Orange County Transportation Authority offers many different routes that travel from the John Wayne Airport area. During peaks hours, attendees can take 76 and transfer onto the 57x. During earlier morning or later evening hours, attendees can take the 59 and transfer onto the 79. OCTA utilizes [Google Maps](#) for trip planning.

### Private Transportation

Several private shuttles are available at John Wayne (SNA.) Please [look at their website](#) for available options or book SuperShuttle by calling 800-258-3826.

## Parking

Valet Parking at the Newport Beach Marriott is \$36 per day for valet and discounted self-parking on-site is \$18 per day.



# Thank You to Our Sponsors

CALACT expresses its appreciation to the Sponsors who  
Generously support the 2018 Autumn Conference & Bus Show.

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## Special Events

Evening Event at the Marconi  
Evening Event Drinks  
Opening Session & Keynote  
Expo Reception

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## Conference Items

Conference Badges  
Conference Lanyards  
Expo Grand Prizes  
Conference Water Bottles  
Hotel Keycards

BYD  
BYD  
Syncromatics  
First Transit  
RouteMatch

## Conference Breakfast, Lunches & Breaks

Wednesday Breakfast  
Awards Luncheon  
Wednesday Break  
Wednesday Bus Show Lunch  
Thursday Breakfast  
Thursday Break  
Friday Breakfast Buffet

Paratransit Services  
Q'Straint/Sure-Lok  
BraunAbility  
Creative Bus Sales  
National Express Transit

## Conference Professional Development Sessions

Caltrans  
University of California, Riverside  
RLS & Associates  
Transportation Planning and Policy  
University of the Pacific

## *Keynote Speaker: Gil Penalosa*

*Gil Penalosa is passionate about cities for all people. He advises decision makers and communities on how to create vibrant cities and healthy communities for everyone regardless of age, gender and social, economic, or ethnic background. His focus is on the design and use of parks and streets as great public places, as well as sustainable mobility: walking, riding bicycles, using public transit, and new use of cars.*

*Gil is the founder and chair of the board of the successful Canadian non-profit organization 8 80 Cities. He is also chair of the board of World Urban Parks, the international representative body for the city parks, open space and recreation sector. Gil also runs his own international consulting firm - Gil Penalosa & Associates, is an accomplished keynote speaker, facilitator of strategic workshops and advisor to decision makers and community groups.*



*Gil has been a strong supporter and advocate for improving city parks, first making his mark in the late 1990s, when he led the design and development of over 200 parks including Simon Bolivar, a 113-hectare park in the heart of the city. His team also initiated the “new Ciclovía”/ Open Streets - a program that sees over 1.5 million people walk, run, skate and bike along 121 kilometers of Bogotá’s city roads every Sunday, and today is internationally recognized and emulated.*

*Because of Gil’s unique blend of experience, pragmatism and passion, his leadership and advice is sought out by many cities and organizations. He has worked in over 300 different cities in all continents. He also serves as senior advisor to Children & Nature Network, Vision Zero Network and America Walks.*

*Gil holds an MBA from UCLA’s Anderson School of Management, where he recently was selected as one of the “100 Most Inspirational Alumni” in the school’s history. In 2015 Gil received a Doctorate Honoris Causa from the Faculty of Urban Planning at the prominent University of Sweden, SLU. In 2017 Gil was listed in Planetizen’s Top 100 Most Influential Urbanists of all time.*



### Bri Riggio, University of California - Riverside



*Bri Riggio has over seven years of professional experience in higher education, specifically working in academic and career advising, international education and exchange, and experiential education. Most recently, she worked as the Career Advisor for Alumni Programs at American’s School of International Service in Washington, D.C. where she helped graduating students and alumni translate their academic training and experiences into career success. Prior to that, she worked in George Mason University’s Office of the Provost where she assisted the university’s new VP of Research, and for Georgetown University’s Center for Security Studies, where she worked in admissions, advising, and international exchange for the Security Studies Master’s program.*

*Bri holds a B.A. in History from Claremont McKenna College and an M.A. in International Peace and Conflict Resolution from American University. She has also completed the National Career Development Association’s “Career Development Facilitator” 120-hour training program and has earned both Global Career Development Facilitator (GCDF) and Certified Career Services Professional (CCSP) certifications. As a Southern California native, Bri is happy to be back home and is looking forward to helping each and every SPP student build their professional skills during (and after) their time at UCR. Bri manages internship programs and partnerships within the Public Policy Department at UCR.*

### Melissa Whitehead, Freeman Mathis & Gary

*Melissa Whitehead is a partner in Freeman Mathis & Gary’s Sacramento office. Ms. Whitehead has successfully litigated numerous cases in California’s state and federal courts and various administrative agencies, in a wide variety of general liability and employment matters, including wrongful termination, wage and hour, FEHA claims, and EEOC claims. Additionally, she advises and counsels employers concerning their workplace policies, practices, and personnel decisions. Ms. Whitehead regularly assists employers in all aspects of their employment relationship with their employees, including recruiting and hiring; employment agreements and compensation plans; protection of trade secrets; wage and hour laws; independent contractor status; performance standards and disciplinary actions; privacy; leaves of absence and reasonable accommodations; preventing discrimination, harassment and retaliation; preventing and responding to theft and embezzlement; reductions in force, terminations, and layoffs; and compliance with other state and federal employment laws. She also regularly defends employers against employment claims for breach of contract, discrimination, retaliation, harassment, wrongful termination, unfair business practices, violation of wage and hour laws, as well as numerous other tort and statutory employment law causes of action.*



*Ms. Whitehead has extensive experience litigating class actions. Her substantive areas of expertise include California’s Fair Employment and Housing Act (FEHA), Title VII, the American with Disabilities Act (ADA), the Age Discrimination in Employment Act (ADEA), the Family Medical Leave Act (FMLA), and the California Labor Code.*

## Featured Speakers Continued

### Robbie Sarles, RLS & Associates, Inc.

*Ms. Robbie L. Sarles is President and owner of RLS & Associates, Inc., a consulting firm in Dayton, Ohio that will this year celebrate 30 years of work exclusively in the transit industry, assisting state departments of transportation, local governments, and rural, small urban and human services transportation systems, both across the country and internationally.*



*Ms. Sarles is a nationally-recognized trainer and expert in the Federal Transit Administration's (FTA's) drug and alcohol testing regulations. She is the Principal-in-Charge for statewide drug and alcohol testing regulatory compliance assessments for Arizona, California, Colorado, Georgia, Indiana, Nebraska, Nevada, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oregon, and West Virginia and has personally conducted more than a thousand drug and alcohol program assessments, policy reviews, and training programs throughout the nation. Ms. Sarles continues to write for the FTA-published Drug and Alcohol Program Quarterly Updates and was a co-author of the Implementation Guidelines for Drug and Alcohol Regulations in Mass Transit and the FTA Drug and Alcohol Best Practices Manual. She was also the primary contributor to FTA's Prescription and Over-the-Counter Medication Tool Kit, developed in 2002 and updated in 2011. Ms. Sarles developed a model Fitness for Duty Policy that addresses prescription and over-the-counter medication use and led a national project to assess not only the impact prescription and over-the-counter medication use has on transit system safety, but to also quantify the number of systems that have implemented Rx/OTC policies and the extent that Rx/OTC medication use was addressed as part of post-accident investigations. Following this study, Ms. Sarles worked with the FTA TRACS Working Group that was tasked with assisting the FTA Drug and Alcohol Program Manager with reviewing the study and providing recommendations for improving the development of non-regulatory employer Rx/OTC policies, employee Rx/OTC notification, training, and employee reported information in accident/incident investigations.*

*Ms. Sarles completed an M.S., Transportation Engineering, The Ohio State University; M.S., City and Regional Planning, The Ohio State University; and B.S., Geography and Psychology, Western Kentucky University. She is an Instructor for the Transportation Safety Institute and an Adjunct Professor for the Wright State University, Fairborn, Ohio.*

### Roy E. Glauthier, Transportation Planning & Policy

*Roy has over 35 years' experience in providing planning and policy assistance to government and transit agencies in the management and operation of community-level transit services and specialized services for individuals with disabilities with particular expertise in ADA compliance, paratransit operations and management procurement.*

*Prior to 1996, Roy was a senior manager and Partner with DAVE Transportation Services. Since 1996, Roy has provided independent consulting services to local government and transit agencies nationwide.*

*Recent projects have included management and operational assessment of paratransit services, assistance with management and reporting of Federal grants, development of bus pass and service coordination plans, and procurement assistance to cities, counties and transit agencies across California. Additionally, Roy has presented workshops on procurement procedures and service contracting at CALACT conferences and for the Caltrans RTAP program.*





## Registration Desk Hours:

Tuesday, April 3rd:

3:00 PM-5:00 p.m.

Wednesday, April 4th:

7:00 AM-11:45 PM; 12:45 PM-6:30 PM

Thursday, April 5th:

7:00 AM-12:50 PM; 2:00 PM-5:30 PM

Friday, April 6<sup>th</sup>:

8:00 AM-11:00 AM

## CALACT Conference Agenda

### Tuesday, April 3<sup>rd</sup>, 2018

**9:30 AM** CALACT Board Meeting

**1:30 PM** OCTA Public Awareness Campaign and Human Trafficking Tour

*Please note that this is an off-site session. OCTA buses will provide shuttle transportation to their Orange facility, picking up outside the Conference Hotel at 12:15 PM and leaving at 12:30 PM*

*Speakers:*

**3:00 PM** RTAP Advisory Committee Meeting

**3:00 PM** Registration Open

### Wednesday, April 4<sup>th</sup>, 2018

**6:30 AM** Registration

**7:00 AM** Continental Breakfast

*Cypress*

*Sponsored by: Paratransit Services*

**8:00 AM** Opening Session

**Speakers: Kevin Kane, Victor Valley Transit Authority; Darrell Johnson, Orange County Transportation Authority**

**8:30 AM** Keynote Speaker: Gil Penalosa

*Sponsored by: Ecolane*

During his keynote address, Gil will remind us why we're committed to safe and connective transit: to enhance mobility for all. Gil shares practical solutions for more

livable and mobile cities and translate this into effective goals for transit agencies, including sustainable and feasible mobility options for all community members.

## **10:00 AM Growing Your Travel Training Program**

You've started your Travel Training Program, but are asking yourself "now what?" Many agencies find that growing and expanding your travel training program to get it off the ground is often the most challenging part. This panel discussion will focus on how to best grow travel training past the implementation phase, including:

Marketing and outreach techniques to get the word out into the community at large

- Garnering interest in travel training through the ADA certification process
- Stretching your dollars by leveraging existing staff to complete multiple tasks within the travel training program, including marketing, outreach, accessibility audits and path of travel assessments.

*Room TBD*

***Speakers: Michael VanDekreke, RTA Chicago; Michael T Davis, Akron Metro Regional Transit Authority; Chris Hunter, MTM; Aaron Moore, Victor Valley Transit Authority***

***Moderator: Sean Powers, MTM***

## **Understanding the Updated USDOT Drug & Alcohol Testing Regulation (49 CFR Part 40)**

- The United States Department of Transportation's (USDOT) drug and alcohol testing regulation, 49 CFR Part 40, was revised and released on 11/13/2017. The new regulation became fully effective on January 1, 2018.
- This session will provide a brief, but comprehensive, summary of the changes and how they will impact transit systems.
- We will describe the context of the revisions, the impact at the employer level, and what actions transit systems should make; including how to update/revise your transit system drug & alcohol testing policy.
- The session will also briefly cover suggestions on the best practices to educate your employee workforce on these changes and how the changes may affect the employees. One key piece of the USDOT's regulatory update to 49 CFR Part 40 was the expansion of the drug testing panel to include an additional four (4) new prescription opioids.

One likely effect of the expanded opioid testing panel is that public transportation employers may be more likely to be contacted by their Medical Review Officer (MRO) following a USDOT drug test stating that one of their employees is taking a prescribed medication which makes them a "significant safety risk" and/or unqualified under other USDOT agency regulations. The challenge facing employers is that there are no requirements dictated under any USDOT drug & alcohol regulation which prescribe what an employer should do after receiving such a notification from their MRO. Absent the guidance and authority of any USDOT regulation, many employers are highly concerned on how to handle such a scenario and are seeking pro-active solutions and suggestions. This training will address these topics and discuss policy and procedure best-practices, suggestions, and "dos and don'ts" of assessing an employee's "fitness-for-duty" following an MRO's determination of a "significant safety risk"

*Room TBD*

***Speaker: Robbie Sarles, RLS & Associates***

***Moderator: Brian Travis, Caltrans***

**10:00 AM Building Sustainable Communities**

*Description Coming*

Room TBD

*Speaker: Gil Penalosa, ; \_\_\_\_\_  
Moderator: Ecolane*

**Best Practices for ZEB Infrastructure and Building Design**

The California Air Resources Board is developing strategies to meet their goal of all transit agencies to achieve a 100% zero emission transit bus (ZEB) fleet by 2040. The first ZEB phase is to achieve this goal begins January 1, 2020. This session will focus on the experience of two transit agencies that are well on their way to achieving 100% ZEB. They will discuss their challenges with start-up, funding, maintenance and training of staff.

Room TBD

*Speaker: Richard Tree, General Manager, Porterville Transit; Moses Stites, General Manager, Fresno County Rural Transit Agency  
Moderator: Dan Mundy, CALACT*

**11:30 AM Awards Luncheon**

*Sponsored by Q'Straint/Sure-Lok*

**1:00 PM An Integrated Travel Program For California**

The California State Transportation Agency (CalSTA) and Caltrans DRMT are exploring opportunities to create a unified, statewide trip-planning and fare payment mechanism for rail, transit, and other modes. Based on research and interviews conducted with global best practice leaders, it appears that we have the opportunity to develop a multimodal travel planning and payment mechanism for rail and transit in California that could lead to a win-win solution that would drive ridership and lead to cost savings for operators. Such a solution could also connect with other modes and private transport operators such as MaaS providers, making it easier and more intuitive for people to use ground transportation effectively throughout the state. This session will discuss the lessons gleaned from the research and describe next steps toward implementation. The session will also be an opportunity to solicit feedback to help shape the program as we move forward towards a multi-agency trial.

Room TBD

*Speaker: Kyle Gradinger, Caltrans, Donna DeMartino Tentative San Joaquin Regional Transit District, Jim Baker, Xentrans  
Moderator: Mark Codey, Caltrans*

**Microtransit - Wave of the Future? Or Flavor of the Month?**

Microtransit is currently one of the popular service models being implemented in responses to the decrease in public transportation ridership. Potential customers who have used application based TNC models now ask themselves, “why take a bus when I could just take a Lyft?” In this session you will learn about the different Microtransit models being implemented around the U.S and the success and failures agencies have encountered.

Room TBD

*Speaker: Cat Kealey, Transloc;  
Moderator: Nicole Campos, Pomona Valley Transportation Authority*

## **Knowledge is Experience: The Value and Development of Internship Programs in Transit**

Recruiting and retaining talented staff is key in grooming successful leaders who can help evolve the transportation industry. How do agencies engage new professionals in the field of transit? Join representatives from the University of California at Riverside, Western Riverside Council of Governments, Yolobus, City of Pasadena, Unitrans (UC Davis,) and Ride-Right/MTM to learn the mutually beneficial and valuable dynamics of internship programs within transit agencies. This session provides platforms to engineer and develop an internship program at small to medium-sized agencies. Understand how internships can help with talent retention, creativity, and promote industry interest. This session includes insights into internship program development and management as well as the importance of partnerships between universities and public agencies at no to low cost.

*Speakers: Bri Riggio, University of California – Riverside; Jennifer Ward, Western Riverside Council of Governments; Cynthia Mejia, Western Riverside Council of Governments; Jose Perez, Yolobus; Sebastian Hernandez, City of Pasadena (Transit Division); Kerri Mileski, MTM/Ride Right; Jeffrey Flynn, ASUCD Unitrans*  
*Moderator: Tenley Borchman, CALACT*

## **California Employment Law Update & Human Resources Trends**

The session will offer practical guidance in work place policies, practices and personnel decisions. Learn what challenges the new labor laws bring and how they affect employers. This session will review what to watch for in looking ahead at legislation, and regulatory developments that are working its way through the legislature. Ms. Whitehead will also leave time for questions and will review those FAQ's that kept her phone ringing in 2017.

Room TBD

*Speaker: Melissa Whitehead, Freeman Mathis & Gary's Sacramento Office*  
*Moderator:*

**2:30 PM Break**

**2:45 PM The Rider Centric Approach: How Understanding the Rider Perspective Changes Our Service Approach**

Public Transit Agencies, Transportation Providers, Consulting Services, Management Companies and Technology Advocates alike have historically taken an “operations-centric” approach to service delivery. This includes staples such as data management, route planning, schedule optimization, and vehicle tracking and reporting tools. A growing trend is the shift towards a “rider-centric” approach, focusing on service delivery and technology deployment from the rider’s perspective. Join us as we explore advancements in the rider experience and engagement, with a specific focus on the needs, preferences and expectations of your riders.

Room TBD

*Speaker: Teague Kirkpatrick, RouteMatch Software;*  
*Moderator: Mark Codey, Caltrans*

### **Purchasing the Right Software for your Agency**

This session will explore approaches used by both large and small agencies to select, acquire and successfully implementing scheduling software that fits their specific requirements.

Room TBD

*Speaker: Aaron Antrium, Trillium Software, Meagan Schmidt, FACT; Amy Hance, City of Clovis*

*Moderator: Robert Mitchell, Caltrans*

### **Creating a Culture of Well-Being**

In today's competitive employment landscape, employers must offer more than just a paycheck. Top tier staff expect added benefits like a focus on health and wellness. The transportation industry is a fast-paced, time-focused field that often brings high levels of stress to staff members. Providing employees with short-term and long-term plans for managing stress and creating practical solutions for maintainable work/life balance is imperative in sustaining a healthy, motivated workforce. Wellness efforts should focus on overall wellbeing, utilizing education, prevention, and health improvement to bring renewed emphasis to health initiatives. In this panel, we will discuss how to create a wellness program that:

- Improves the general health of employees
- Encourages awareness of health-related issues
- Increases staff productivity
- Improves employee morale
- Reduces overall healthcare costs

The panel will also provide specific examples of innovative wellness activities transit agencies can offer.

Room TBD

*Speakers: Bethany Berube, City of Clovis; Chris Mileski, MTM; Tiffani Fink, Paratransit Inc.*

*Moderator: W.C. Pihl, Ride Right/MTM*

### **Operational Challenges with Contracts and Existing Facilities as Transit Agencies Move Towards ZEB**

This session will look at the challenges that moving to ZEB buses may have on existing third party contracts and potential issues with existing labor negotiations. What are the advantages and disadvantages of contracting for service and what are the challenges that contractors, maintenance managers see as the transit industry moves to ZEB.

Room TBD

*Speaker: Don Swain, First Transit; Frank Dopp, \_\_\_\_\_*

*Moderator: Dan Mundy, CALACT*

### **4:30 PM The Future of Automated Vehicles in Trans**

Autonomous Vehicles are here and will be on the public streets in no time. How will autonomous vehicles affect the future of transit operations. Will Autonomous Vehicles provide affordable solutions for first mile/last mile connections to transit or provide other ancillary services. Several of the speakers are involved in pilots across the country and they will discuss the pro's and con's of operating Autonomous Vehicles.

*Speaker: Don Swain, First Transit; Micheal Tree, Livermore Valley Transportation Authority-Invited*



Room TBD

*Moderator: Rick Ramacier, County Connections*

### **How to Meet the Farebox Ratio Challenge**

This session will look at (1) the options that TPAs may consider in the claims and performance requirements of rural county transit agencies, (2) possible legislative action (SB 930), and (3) various ways that an agency can improve its farebox ratio through fare policies and programs, and through delineating expenditures as planning or capital rather than operating. This panel will discuss administering the law at the TPA level, and managing transit at the practical level to comply with the law.

Room TBD

*Speaker: Mark Wall, Lake Transit Authority; Bill Bacon, Metropolitan Transportation Commission; Joshua Pulverman, Caltrans DRMT*

**Moderator:**

### **Leveraging Partnerships with Cities**

Municipal dial-a-rides typically work independently of other jurisdictions and develop policies, fares, service areas and parameters that are local and may or may not fit with other services in the region. This creates inefficiencies in cost and a suboptimal customer experience. FACT is working with cities to implement cost effective services, eliminate waste and fraud, and make the user experience as friendly as possible. This session examines a few coordinated service models where cities in San Diego (and other regions??) are working with the CTSA to optimize their transportation services.

Room TBD

*Speaker: Meagan Schmidt, Facilitating Access to Coordinated Transportation; George Sparks, Pomona Valley Transportation Authority;*

*Moderator:*

### **Best Practices for Transit Fleet Inspections**

The assessment of quality is particularly important because if the quality of a vehicle or service does not meet contract requirements, the safety of the organization's personnel or clients could be jeopardized. The Contracting Agency has the right to inspect all contract deliverables at any time. The Agency also has the right to reject a vehicle or service that does not meet contract requirements. One way contracting agencies evaluate quality is to use of third party inspection services. This session will help you and your agency with the tools to develop and RFP for inspection services and understand what is required for acceptance of a transit vehicles purchased from the CALACT/MBTA Purchasing Cooperative.

Room TBD

*Speaker: Sebastian Hernandez, City of Pasadena; Rick Streiff, , Access Services Los Angeles; Brent Sumrall, Fleet Maintenance Specialists*

**Moderator:** Dan Mundy, CALACT

**6:00 PM**

### **Expo Reception**

*Sponsored by Transdev*

*Join the vendors for drinks and heavy hors d'oeuvres courtesy of Transdev.*

*Be sure to check out the newest products available by visiting each vendor to find new technologies and innovations for your agency and fleet.*

**Thursday, April 5th, 2017**

**7:00 AM** Registration

*Foyer*

**7:00 AM** Breakfast

*Sponsored by: National Express*

**8:00 AM** **Increasing Ridership: Different Approaches to Different Generations**

Agencies across the nation are struggling with a similar challenge: How do I increase ridership? This concern is compounded with the explosion of new transportation options, such as TNC's and Carsharing Programs. Fortunately, there are tools and techniques that can help increase ridership. But these are not universal, one-size-fits-all tools and techniques. Millennials, Gen-Xers and Baby Boomers all have differing perspectives and challenges. Join us as we explore how to tailor your approach and strategy when engaging with different generations.

*Room TBD*

*Speaker: Teague Kirkpatrick, Routematch Software, Gamalie Anguiano, City of San Luis Obispo*

**Moderator:**

**Conducting a Successful Service Management Contract & Negotiations**

Most smaller transit agencies conduct management procurements every 4 to 5 years...just long enough not to remember what was done the last time around or for the responsible staff to have moved on. Get ready to oversee your next procurement by learning how to get ready, where to start, the key steps in the procurement process, and how to avoid the most common problems.

This workshop is designed to provide a management-level overview of the procurement process highlighting: Federal process and contract requirements; Caltrans oversight requirements for FTA 5310 and 5311 subrecipients; developing a timeline for your process; ensuring adequate contractor participation; providing a clear and complete RFP package; using negotiations and BAFOs to refine and finalize contractor proposals; properly documenting your process; and what can go wrong and how to recover.

*Room TBD*

*Speaker: Roy Glauthier, Transportation Planning & Policy*

*Moderator: George Sparks, Pomona Valley Transportation Authority*

**Using Data to Improve Performance, Reliability and Sustainability**

GPS-based vehicle systems and passenger mobile phones generate an increasing amount of data about our public transit systems and their riders. In this session, we will discuss some of the ways that transit agencies can improve operational performance, reliability, and efficiency by leveraging billions of data points about how vehicles and people move within cities.

We will describe how data from GPS-based AVL systems can be harnessed in real-time through mapping, visualizations, and analytics to improve the management capabilities thereby maximizing on-time performance and reliability. Through robust software platforms, more comprehensive analysis of historical data collection can also support better long-term planning by agencies.

Real-time passenger information systems not only help create a better rider experience, they can also be harnessed to provide feedback to agencies. We will describe the ways that modern travel

information systems, such as mobile trip planning applications and APIs, can leverage data provided by passengers to improve operational performance and communicate service issues

Room TBD

*Speaker: Laramie Boron, Swiftly; Robert Babbit;*

**Moderator:**

### **Ricon Wheelchair Lift Operations & Maintenance**

The session will provide training on the various models of Ricon Wheelchair Lifts including the lift rated at 1000 lb. Trouble shooting, parts ordering and all the resources you will need to service and repair the lift.

Room TBD

*Speaker: Larry McNutt, Ricon*

*Moderator: Dan Mundy, CALACT*

**9:40 AM**

### **Web Based Find-A-Ride Portal**

Allowing users to access specialized transportation information online to plan a trip is the ultimate goal of any Mobility Management Program's information and referral project. Informed selections of the most appropriate transit/specialized transit mode(s)/services available in a given geographic area promotes individual self-sufficiency, reliance, and improved independence to members of target populations. The panel will share lessons learned from bringing such a tool to a community and how service providers in Southern California are working together to equip their riders with more relevant transportation information.

Room TBD

*Speaker: Gary Madden, 211 San Bernadino County; Amy Arambulo, 211 Orange County; Efren Guzman-Magdalen, Orange County Transportation Authority; Paul Sorenson, Cambridge Systematics*

*Moderator: \_\_\_\_\_*

### **Continuing Session: Conducting a Successful Service Management Contract & Negotiations**

Room TBD

*Speaker: Roy Glauthier, Transportation Planning & Policy*

*Moderator: George Sparks, Pomona Valley Transportation Authority*

### **California Transit Plan and State Transit Programs Update**

As one of the six modal plans under the umbrella of the California Transportation Plan 2040, the Transit Plan (formerly referred to as the Statewide Transit Strategic Plan) gives Caltrans, the California State Transportation Agency, and other public agencies the tools, best practices, and data to identify the authority that is needed to offer seamless public mobility, better coordination, and to meet the State's public-interest shared mobility needs. This session will provide an update on the plan and outline our next steps to implementation, and part of implementing the Plan is understanding the programs that support it. So, the State Transit Programs Office will also offer program and funding updates on SB 1 programs (State of Good Repair and Local Partnership Program) and Cap and Trade Programs (Transit & Intercity Rail Capital Program and Low Carbon Transit Operations Program). Updates will include new SB 1 accountability reporting requirements, program status and future funding opportunities.

Room TBD

*Speakers: Josh Pulverman, Caltrans; Ezequiel Castro, Caltrans*  
*Moderator: Mark Barry, Caltrans*

### **Braun Wheelchair Lift Operation and Maintenance Training**

This session will provide training on maintenance, troubleshooting performance issues, warranty and parts ordering process and resources to provide you with additional on line training and support to minimize out of service time.

Room TBD

*Speaker: Sean Bell, BraunAbility*  
*Moderator: Dan Mundy, CALACT*

### **11:20 AM Flexible Trip Planning: GTFS For Demand-Response**

Flexible transit trip planning--GTFS for demand-response: A 2017 Mobility On Demand Sandbox Demonstration grant funded a project in the state of Vermont to adapt OpenTripPlanner (an "open source Google Transit") to utilize GTFS-flex data in order to display flexible transit options the same way fixed-route transit options are displayed today. In February, that trip planner launched, and now provides information for all transit services across the state of Vermont. That technology is available for use by other public agencies around the world, and offers a new frontier for public transit information. This session will demo the trip planner, overview its capabilities, and discuss next steps for the initiative like integrated booking, reservations, and more.

Room TBD

*Speaker: Thomas Craig, Trillium Solutions; Paul Sorenson, Cambridge Systematics*  
*Moderator:*

### **OCTA Maintenance Facility Tour**

OCTA is currently operating a Hydrogen Fuel Cell bus as part a two-year pilot in order to gain knowledge and experience on how to deploy zero emission technology in the future. In addition, OCTA as successfully secured a grant to procure 10 Hydrogen Fuel Cell buses and a fully operational fueling station. A presentation will be provided that will help participants understand lessons learned from the two-year pilot as well as a look ahead to OCTA's future in terms of implementing 10 H2 buses and a fueling station. A hands-on tour of a H2 bus will also be provided.

CNG still remains one of the cleanest alternative fuels in the transportation industry and it recently became even cleaner with the Cummins Near-Zero emission engine. OCTA is currently in the process of repowering 98 buses with the Near-Zero engine and will present the installation challenges and performance of this engine.

Presentation includes a look at the assembly line and the steps necessary to make this conversion possible.

*Please note that this is an off-site session. OCTA buses will provide shuttle transportation to their Santa Ana facility, picking up outside the Conference Hotel at 10:50AM and leaving at 11:05 AM Boxed lunch will be provided at OCTA.*

**Speaker: Troy Wilkins, Orange County Transportation Authority; Bill Habibe, Orange County Transportation Authority**

**Moderator: Gracie Davis, Orange County Transportation Authority**

### **Making Headway Against Transit's Driver Shortage**

As the California economy continues to heat up, transit agencies and operations contractors are finding it increasingly difficult to attract and retain the drivers needed to meet existing service levels, much less to expand service. A perfect storm of a tight labor market, wage pressure from local minimum wage ordinances, and the collateral effects of Proposition 64 (legalizing cannabis in California), which took effect January 1, 2018, has produced a growing existential crisis for public transit. Join a panel of experts from both the public and private sectors for an interactive session focused on the challenges the industry is facing, and on innovative strategies and techniques the industry is using to address this intensifying driver shortage.

Room TBD

**Speaker: Charlie Anderson, WestCat**

**Moderator: Peter Johnson, University of the Pacific**

### **California Air Resources Board's Innovative Clean Transit Regulations for Zero Emission Buses**

This session will provide information on the CARB plans for a complete transition of public transit fleets to zero emission technologies. CARB staff will provide an overview of the proposed rule and ZEB phase-in Schedule. Time will be provided for questions plus and opportunity to ask questions and provide comments on how the proposed regulation will affect your organization and what concerns and challenges you will have for implementing the regulation.

Room TBD

**Speaker: Tony Brasil, California Air Resources Board**

**Moderator: Rick Ramacier, County Connections**

**12:50 PM**

**Hotel Parking Lot**

**Bus Show Luncheon**

**Sponsored by: Creative Bus Sales**

**Visit the bus dealers and complete your bus cards for a chance at winning prizes.**

**2:30 PM**

**Ballroom**

**Expo**

**Prizes Sponsored by Syncromatics**

**See the latest products from vendors. Visit each vendor to qualify to win the grand prize and win extra funny money for Casino Night.**

**6:30 PM**

**Marconi Auto Museum**

**Evening Event**

**Sponsored by: Ride Right, LLC and MTM, Inc; drinks by A-Z Bus Sales**

Join your colleagues for *Cars and Casinos: an Evening at the Marconi Automotive Museum*. The night begins with a delectable dinner from the chefs of the White House Restaurant. Attendees will have an opportunity to view vintage luxury vehicles and retro formula and Indy racers; to test their luck and skill at the poker tables, baccarat, blackjack, craps and much more; or hit the dance floor as a DJ spins the best beats courtesy of Ride Right, LLC/ MTM, Inc. Mingle with your colleagues while drinking top-shelf beverages courtesy of A-Z Bus Sales.



**Friday, April 6th, 2018**

**8:00 AM Breakfast**

**8:30 AM Future Transportation Challenges & Opportunities**

This session will discuss the recent changes in legislation, regulations and proposed regulations that affect your agency's policies and services. The session will also cover an overview of CARB's proposed Innovative Clean Transit regulation, Volkswagen Settlement money and other funding opportunities to purchase ZEB buses.

**Speakers:** Mark Codey, Caltrans; Tony Brasil, CARB; Rick Ramacier, County Connections

**Moderator:** Kevin Kane, Victor Valley Transit Authority

**10:30 AM Innovative Senior Transportation Programs**

The presentation will highlight key findings from the survey respondents ("review of various ways to serve needs of seniors"), present common themes or evolving trends as well as depict some more unique conditions. Scope covers history, organization, operating plans, fare policies and discounts, promotional tools, integrated versus separate from ADA as well as approaches to inter jurisdictional needs or local versus regional rides' delegation. Additional contributions regarding programs such as Go Go Grandparents and Ambassador Programs.

Room TBD

**Speaker:** Gracie Davis; Orange County Transportation Authority; Aaron Moore, Victor Valley Transportation Authority; Eliane Wilson, San Luis Obispo

**Moderator:** Arun Prem, FACT

**California's Rural & Intercity Bus System: 2018 Study**

The purpose of this session is to present the release of the 2018 Statewide Rural Intercity Bus System Study. This study consists of an objective evaluation of the rural regional intercity bus network that currently exists in California and identifies changes that have occurred in the network since the last study in 2008. The study also analyzes key challenges facing the system and makes recommendations to address them. As such, the session will include a review of the new 5311(f) scoring criteria that have been developed during the study.

Room TBD

**Speaker:** Thomas Pouge, University of the Pacific; Ronaldo Hu, Caltrans

**Moderator:** Brian Travis, Caltrans

**12:00 PM Conference Concludes**



- 47. Ecolane
- 48. American Colling Technology
- 49. Double Map
- 50. BraunAbility
- 51. Kidde Technologies
- 52. Roscoe Vision Systems
- 53. Proterra
- 54. Mobile Climate Control

TT 13.

- TT 1.
- TT 2.
- TT 3.
- TT 4.
- TT 5.
- TT 6.
- TT 7.
- TT 8.

[ Bus Show Map)

- TT 9. University of California at Riverside
- TT 10.
- TT 11.
- TT 12.

**Bus Show Exhibitors**

A-Z Bus Sales

Creative Bus Sales

RO Bus Sales

BYD

## Conference Schedule-At-A-Glance

### Tuesday

9:30 AM	CALACT Board Meeting	[Room]
1:30 PM	OCTA FACILITY TOUR	
3:00 PM	RTAP Committee Meeting	[Room]

### Wednesday

7:00 AM	Breakfast	Foyer
8:00 AM	Opening Session & Keynote Address	Cypress Ballroom
10:00 AM	Growing Your Travel Training	Room
10:00 AM	What's New In Drug & Alcohol	Room
10:00 AM	Building Sustainable Communities	Room
10:00 AM	Best Practices for ZEB Infrastructure and Building Design	Room
11:30 AM	Awards Luncheon	Gran Pacific Ballroom
1:00 PM	An Integrated Travel Program for California	Room
1:00 PM	Microtransit: Does It Work?	Room
1:00 PM	Creating Successful Internship Programs	Room
1:00 PM	California Employment Law Update and Human Resources Trends	Room
2:45PM	The Ridercentric Approach	Room
2:45PM	Purchasing the Right Software for Your Agency	Room
2:45PM	Creating a Culture of Wellbeing	Room
2:45PM	Contracting for Better Service and Best Practices for Development of RFPs	Room
3:00 PM	Break	Foyer
4:30 PM	The Future of Automated Vehicles in Transit	Room
4:30 PM	Overcoming the Fairbox Ratio Blues	Room
4:30 PM	Leveraging Partnerships with Cities	Room
4:30 PM	Best Practices for Transit Fleet Inspections	Room
6:00 PM	Expo Reception	Ballroom

### Thursday

7:00 AM	Continental Breakfast	Room
8:00 AM	Increasing Ridership: Different Approaches for Different Generations	Room
8:00 AM	Conducting A Successful Service Management Contract & Negotiations I	Room
8:00 AM	Using Data to Measure Performance	Room

8:00 AM	<i>Ricon Wheelchair Lift Operations &amp; Maintenance</i>	<i>Room</i>
9:30 AM	<i>Break</i>	<i>Foyer</i>
9:40 AM	<i>Technology Tools for Rider Engagement</i>	<i>Room</i>
9:40 AM	<i>Conducting A Successful Service Management Contract &amp; Negotiations II</i>	<i>Room</i>
9:40 AM	<i>California Transit Plan &amp; State Transit Update</i>	<i>Room</i>
9:40 AM	<i>Braun Wheelchair Lift Operations &amp; Maintenance</i>	<i>Room</i>
11:20 AM	<i>Trip Planning in Rural and Small Urban Service Areas</i>	<i>Room</i>
11:20 AM	<i>Ops Session</i>	<i>Room</i>
11:20 AM	<i>Recruiting &amp; Retaining Drivers</i>	<i>Room</i>
11:20 AM	<i>CARBs Innovative Clean Transit Regulations for Zero Emissions Buses</i>	<i>Room</i>
12:50 PM	<i>Bus Show Luncheon</i>	<i>Upper Plaza</i>
2:30 PM	<i>Expo</i>	<i>The Dolphins</i>
6:30 PM	<i>Evening Event at Marconi Automotive Museum</i>	<i>Tustin, CA</i>

**Friday**

8:00 AM	<i>Breakfast Buffet</i>	<i>Prefunction</i>
8:30 AM	<i>Future Transportation Challenges &amp; Opportunities</i>	<i>Room</i>
10:30 AM	<i>Innovative Senior Transportation Programs</i>	<i>Room</i>
10:30 AM	<i>Using Performance Measures to Evaluate Operations and Service Standards</i>	<i>Room</i>
10:30 AM	<i>California's Rural &amp; Intercity Bus System: 2018 Study</i>	<i>Room</i>
10:30 AM	<i>[Maint Session]</i>	<i>Room</i>
12:00 PM	<i>Conference Concludes</i>	