



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,

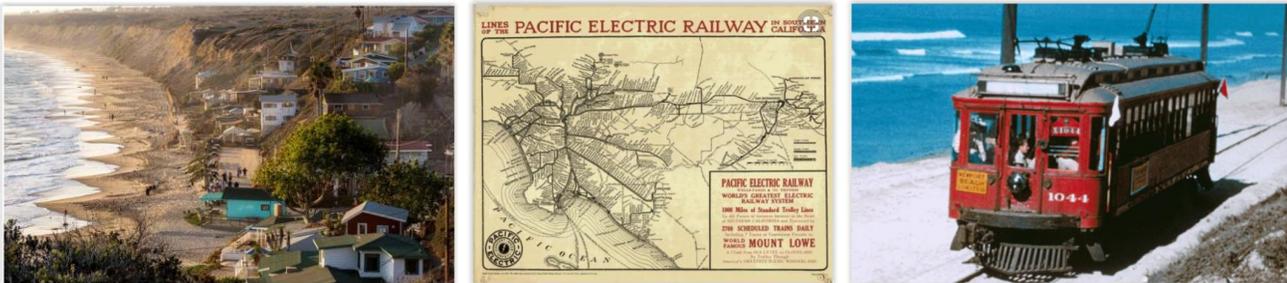
A handwritten signature in blue ink, appearing to read "Darrell Johnson", is written over a light blue, semi-transparent rectangular background.

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

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Conference Lanyards
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Conference Water Bottles
Hotel Keycards
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BYD
BYD
Syncromatics
First Transit
RouteMatch
TripSpark Technologies

Conference Breakfast, Lunches & Breaks

Wednesday Breakfast
Awards Luncheon
Wednesday Breaks
Wednesday Bus Show Lunch
Thursday Breakfast
Thursday Break

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

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 6th:

8:00 AM-11:00 AM

CALACT Conference Agenda

Tuesday, April 3rd, 2018

9:30 AM CALACT Board Meeting

Cardiff Room

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

OCTA

In March 2014, OCTA was awarded grant funds to create awareness programs for human trafficking, anti-crime/anti-terrorism, and emergency preparedness. OCTA created and launched the “Be The One” (BT1) brand campaign for each of the three programs. The campaign was very successful and has been well accepted throughout Orange County and beyond. In September 2015, OCTA was awarded additional grant funds to continue the efforts of these important public awareness programs. OCTA developed action-oriented campaigns to create public engagement through online surveys, contests, videos, etc. Again in September 2017, OCTA was awarded grant funds to continue the public awareness program to continue to meet TSA’s requirements. The initial awareness program included bus wraps, exterior and interior ads, brochures, videos and online ads. These bus exterior ads only have a durable life of one to two years before replacement. Additionally, the buses used for the bus exterior ads have been retired from OCTA’s bus fleet as part of their new bus fleet procurement. New bus wraps, exterior and interior cards will need to be produced and installed to continue the public awareness of this campaign.

The grant total will allow Marketing to produce and install printed bus collateral in 2018 and again in 2020 to expand durable life, as well as promote through organic and paid media.

GOALS AND OBJECTIVES

The primary objectives of the Public Awareness Programs are to:

- Increase awareness of human trafficking to bus customers and provide information to potential victims, victims and general riders on how to seek help
- Educate and inform customers about anti-crime/anti-terrorism issues and

emergency preparedness and provide information

•Communicate our messages in several languages. English and Spanish primarily, with targeted Vietnamese, Korean, Chinese and Farsi (languages TBD)

Speakers: Nora Yeretzia, Orange County Transportation Authority; Jim Klein, Orange County Transportation Authority; Linh Tran, Wayfinders/Orange County Human Trafficking Task Force; John Sabino, Irvine Police Dept./Orange County Human Trafficking Task Force

3:00 PM RTAP Advisory Committee Meeting

Cardiff Room

3:00 PM Registration Open

Newport Registration Desk

Wednesday, April 4th, 2018

6:30 AM Registration

Newport Registration Desk

7:00 AM Continental Breakfast

Newport Coast Ballroom

Sponsored by: Paratransit Services

8:00 AM Opening Session

Newport Coast Ballroom

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

8:30 AM Keynote Speaker: Gil Penalosa

Newport Coast Ballroom

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

Laguna & Sunset

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.

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)

Cardiff

- 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"

Speaker: Robbie Sarles, RLS & Associates

Moderator: Brian Travis, Caltrans

10:00 AM Building Sustainable Communities

Baycliff

Description Coming

Speaker: Gil Penalosa, ; _____

Moderator: Ecolane

Facility Preparation and Operation of a Zero Emission Bus

Salon 4

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-in 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 a 100% ZEB bus fleet. They will discuss their challenges and successes with start-up, funding, maintenance and training of staff.

Speaker: Richard Tree, General Manager, Porterville Transit; Moses Stites, General Manager, Fresno County Rural Transit Agency

Moderator: Jim Wilson; Humboldt Transit Authority

11:30 AM Awards Luncheon

Newport Coast Ballroom

Sponsored by Q'Straint/Sure-Lok

1:00 PM An Integrated Travel Program For California

Laguna & Sunset

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.

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

Moderator: Mark Codey, Caltrans

Baycliff

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.

Speaker: Cat Kealey, Transloc; Alva Carrasco, Sacramento Regional Transit; Nora Chin, Los Angeles Department of Transportation

Moderator: Nicole Campos, Pomona Valley Transportation Authority

Cardiff

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; 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*

Salon 4

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 that affect employers are for 2018 and what to watch for in looking ahead at developments that are working their way through the legislature. Topics will include hiring independent contractors, workplace drug testing, and wage and hour laws. Ms. Whitehead will also leave time for questions and will review those FAQ's that kept her phone ringing in 2017.

*Speaker: Melissa Whitehead, Partner Freeman Mathis & Gary's
Moderator: Rich Streiff*

2:30 PM Break

Sponsored by Braunability

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

Laguna & Sunset

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.

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

Cardiff

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.

*Speaker: Thomas Craig, Trillium Software, Meagan Schmidt, FACT; Amy Hance, City of Clovis
Moderator: George Sparks, Pomona Valley Transportation Authority*

Baycliff

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.

*Speakers: Bethany Berube, City of Clovis; Chris Mileski, MTM; Tiffani Fink, Paratransit Inc.
Moderator: W.C. Pihl, Ride Right/MTM*

Salon 4

How are you finding, hiring and keeping qualified maintenance staff and a discussion of current operating contract status and the contract challenges with introducing ZEB

This session is intended to be interactive to share ideas about what has worked for your agency and learn what others are doing to hire and train staff. If you are using a contractor to provide dispatch, maintenance and operations, does your contract have the flexibility to modify the operations within the scope of your contract when you start operation of ZEB fleet?

*Speakers: Don Swain, First Transit; Frank Dopp, Transportation Concepts; Roy Glauthier, Transportation Planning & Policy
Moderator: Greg Pratt, Humboldt Transit Agenc*

4:30 PM The Future of Automated Vehicles in Transportation

Laguna & Sunset

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.

*Speakers: Don Swain, First Transit; Micheal Tree, Livermore Valley Transportation Authority-Invited
Moderator: Rick Ramacier, County Connections*

Cardiff

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.

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

Baycliff

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.

Speaker: Meagan Schmidt, Facilitating Access to Coordinated Transportation; George Sparks, Pomona Valley Transportation Authority;
Moderator: Valerie Gibson, City of Pasadena

Salon 4 **Best Practices for Transit Fleet Inspections**

The assessment of quality is particularly important to determine if the transit vehicle meets specifications, is current on maintenance and meets contract requirements. The Contracting Agency has the right to inspect all contract deliverables at any time, including as they are being built on line at the manufacturers facility. Most transit agencies do not have the staff available to do factory inspections that are mandatory for all orders over 10 vehicles, and a good business practice regardless of the number of vehicles built. One way contracting agencies evaluate quality is to use third party inspection services, at the manufacturing facility and for final delivery at the vehicle dealer. This session will help you and your agency with the tools to develop an RFP for inspection services and understand what is required for acceptance of transit vehicles purchased from the CALACT/MBTA Purchasing Cooperative.

Speaker: Sebastian Hernandez, City of Pasadena; Rick Streiff, Access Services Los Angeles; R
Moderator: Tim McGowan, First Transit

6:00 PM **Expo Reception**
Grand Pacific Ballroom *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

Newport Reg Desk

7:00 AM Breakfast

Newport Coast Ballroom *Sponsored by: National Express*

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

Laguna & Sunset

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.

Speaker: Teague Kirkpatrick, Routematch Software, Stella Lin, Orange County Transportation Authority

Moderator:

Baycliff

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.

Speaker: Roy Glauthier, Transportation Planning & Policy

Moderator: George Sparks, Pomona Valley Transportation Authority

Salon 4

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

Speaker: Laramie Boron, Swiftly; Steve White, Syncromatics

Moderator:

Cardiff

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.

Speaker: Larry McNutt, Ricon

Underwritten Session by Intermotive

Copper Cove Room

This session is designed to discuss initial steps when considering adding any technology to your bus, key features to evaluate, and showcase a few "new" technologies on the market including: Auto stop / start with key in or out of the ignition, and learn how to teach your bus new tricks that will save you money.

Presenter: Todd Long

8:40 AM

Copper Cove Room

Underwritten Session: Way Sine: Real-time Information Anywhere

Imagine every bus stop with live arrival information that can be deployed quickly and affordably. Way Sine signage offers solar real time displays with safety lighting in a variety of configurations depending on the your stops current amenities and needs.

Presenter: AJ Harper, Waysine

9:40 AM Web Based Find-A-Ride Portal

Laguna & Sunset

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.

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

Moderator: Gracie Davis, Orange County Transportation Authority

Baycliff

Continuing Session: Conducting a Successful Service Management Contract & Negotiations

Speaker: Roy Glauthier, Transportation Planning & Policy

Moderator: George Sparks, Pomona Valley Transportation Authority

Salon 4

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.

Speakers: Josh Pulverman, Caltrans; Ezequiel Castro, Caltrans

Moderator: Mark Barry, Caltrans

Cardiff

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.

Speaker: Sean Bell, BraunAbility

Copper Cove

Underwritten Session Kelderman Air Suspensions

Looking for a smoother ride for your transit bus? Then you'll want to take a serious look at the top-notch air ride suspension systems offered by Kelderman Manufacturing.

Presenter: Rich Ludvigsen

10:15 AM

Copper Cove

Underwritten Session Bus Fires: Stop Them Before They Start

Halsey King will provide information on preventative measures to inhibit the occurrence of bus fires and other emergency situations on buses and transit vehicles.

Presenter: Halsey King

11:15 AM

Copper Cove

Underwritten Session MorRyde Suspension

MORryde incorporates rubber's natural ability to isolate and absorb road shock into a suspension system that works in concert with the existing leaf spring suspension **system**. The result is a suspension system that delivers a markedly smoother ride.

Presenter: Joe Carroll

11:20 AM

Flexible Trip Planning: GTFS For Demand-Response

Laguna & Sunset

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.

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

Moderator:

OCTA

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: Joe Townsend, Orange County Transportation Authority

Salon 4

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.

Speaker: Charlie Anderson, WestCat; Kevin Klika, MV Transportation; Amy Hance, City of Clovis Transit

Moderator: Peter Johnson, University of the Pacific

Cardiff

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. Tony will provide an overview of the proposed rule and ZEB phase-in schedule. Time will be provided for questions plus and opportunity provide comments on how the proposed regulation will affect your organization and what concerns and challenges you will have for implementing the regulation.

Speaker: Tony Brasil, California Air Resources Board

Moderator: Rick Ramacier, County Connections

12:00 PM

Copper Cove

Underwritten Session

Liquid Spring, LLC TBD

Experience a smoother, more luxurious ride with safer handling using LiquidSpring's™ suspension system to deliver a stable ride, that improves rider comfort, reduces stress. The Transit District which wins the door prize when attending the session and purchases an E-450 or F-550 bus equipped with a LiquidSpring suspension, will receive a \$5,000

rebate direct from LiquidSpring LLC.”

Presenter: Richard Meyer

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

Grand Pacific 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

Newport Coast Ballroom

8:30 AM

Future Transportation Challenges & Opportunities

Newport Coast Ballroom

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

Baycliff

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.

Speaker: Gracie Davis; Orange County Transportation Authority; Aaron Moore, Victor Valley Transportation Authority; Eliane Wilson, San Luis Obispo; Justin Boogard, GoGo Grandparent
Moderator: Arun Prem, FACT

Cardiff

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.

Speaker: Thomas Pougé, University of the Pacific; Ronaldo Hu, Caltrans
Moderator: Brian Travis, Caltrans

Laguna & Sunset

Renewable Diesel – Diesel made Better

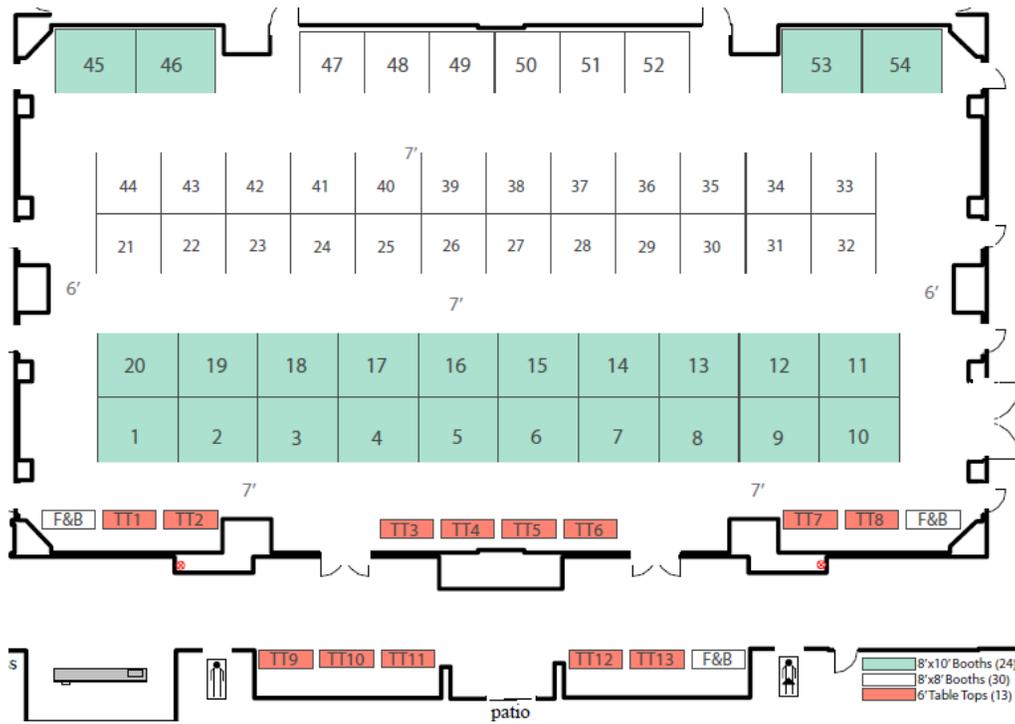
With reduced tailpipe emissions and carbon footprint while outperforming CARB diesel, Renewable Diesel (RD) is truly Diesel Made Better! Better than Biodiesel, come learn about Renewable Diesel can help your fleet lower maintenance costs while “Clearing the Air.”

Speaker: Curtis Thornhill, VP – Commercial Sales at Van De Pol Petroleum; Matt Leuck, Technical Manager at Neste US
Moderator: Halsey King

12:00 PM

Conference Concludes

Expo Vendor List



1. *BYD*
2. *Intermotive*
3. *Masters Transportation*
4. *Van De Pol Petroleum*
5. *Syncromatics*
6. *NS Corporation*
7. *Paratransit Services*
8. *Trans/Air*
9. *Swifly, Inc.*
10. *Ride Right, LLC/MTM, Inc.*
11. *Creative Bus Sales*
12. *Ricon*
13. *American Logistics*
14. *Transit Marketing Group*
15. *Velvac*
16. *AMF – Bruns of America*
17. *Kelderman Suspensions*
18. *Safety Vision*
19. *Thermo King*
20. *TripSpark*
21. *Freedman Seating*
22. *I/O Controls*
23. *Altro Transflor*
24. *March Networks*
25. *AngelTrax*
26. *GreenPower, Inc.*
27. *Transtrack*
28. *USSC Group*
29. *Way Sine*
30. *Routematch*
- 31-32. *Q'Straint/Sure-Lok*
- 33 – 34. *A-Z Bus Sales*
35. *Hanover Displays*
36. *MorRyde*
37. *Safe Fleet Bus & Rail*
- 38.
- 39.
40. *R.O. Bus Sales*
41. *Apollo Video Technology*
42. *Geflor Tarabus*
43. *Urban Solar Corp.*

44. *Nova Bus*
45. *Connexionz Limited*
46. *Liquid Springs*
47. *Ecolane*
48. *American Colling Technology*
49. *Double Map*
50. *BraunAbility*
51. *Kidde Technologies*
52. *Roscoe Vision Systems*
53. *Protterra*
54. *Mobile Climate Control*
- TT 1.
- TT 2.
- TT 3. *American Seating*
- TT 4.
- TT 5.
- TT 6. *Decal by Designs*
- TT 7.
- TT 8. *National RTAP*
- TT 9. *University of California at Riverside*
- TT 10.
- TT 11.
- TT 12.
- TT 13.

[Bus Show Map)

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	Cardiff
1:30 PM	OCTA FACILITY TOUR	OCTA
3:00 PM	RTAP Committee Meeting	Cardiff

Wednesday

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

Thursday

7:00 AM	Continental Breakfast	Newport Coast Ballroom
8:00 AM	Increasing Ridership: Different Approaches for Different Generations	Laguna & Sunset
8:00 AM	Conducting A Successful Service Management Contract & Negotiations I	Baycliff
8:00 AM	Using Data to Measure Performance	Salon 4
8:00 AM	Ricon Wheelchair Lift Operations	Cardiff
8:00 AM	Underwritten: Intermotive	Copper Cove
8:40 AM	Underwritten: Way Sine	Copper Cove
9:30 AM	Break	Ballroom Foyer
9:40 AM	Technology Tools for Rider Engagement	Laguna & Sunset
9:40 AM	Conducting A Successful Service Management Contract & Negotiations II	Baycliff
9:40 AM	California Transit Plan & State Transit Update	Salon 4
9:40 AM	Braun Wheelchair Lift Operations	Cardiff
9:40 AM	Underwritten: Kelderman	Copper Cove
10:15 AM	Underwritten: Bus Fires	Copper Cove
11:15 AM	Underwritten: MorRyde	Copper Cove
11:20 AM	Trip Planning in Rural and Small Urban	Laguna & Sunset

Service Areas

<i>11:20 AM</i>	<i>OCTA Maintenance Tour</i>	<i>OCTA</i>
<i>11:20 AM</i>	<i>Making Headway Against Transit Dr Shortages</i>	<i>Salon 4</i>
<i>11:20 AM</i>	<i>CARBs Innovative Clean Transit Regulations for Zero Emissions Buses</i>	<i>Cardiff</i>
<i>12:00 PM</i>	<i>Underwritten: Liquid Spring</i>	<i>Copper Cove</i>
<i>12:50 PM</i>	<i>Bus Show Luncheon</i>	<i>Parking Lot in front of hotel</i>
<i>2:30 PM</i>	<i>Expo</i>	<i>Grand Pacific Ballroom</i>
<i>6:30 PM</i>	<i>Evening Event at Marconi Automotive Museum</i>	<i>Tustin, CA</i>

Friday

<i>8:00 AM</i>	<i>Breakfast Buffet</i>	<i>Salon 4 & 5</i>
<i>8:30 AM</i>	<i>Future Transportation Challenges & Opportunities</i>	<i>Salon 4 & 5</i>
<i>10:30 AM</i>	<i>Innovative Senior Transportation Programs</i>	<i>Baycliff</i>
<i>10:30 AM</i>	<i>California's Rural & Intercity Bus System: 2018 Study</i>	<i>Cardiff</i>
<i>10:30 AM</i>	<i>Renewable Diesel-Diesel Made Better</i>	<i>Laguna & Sunset</i>
<i>12:00 PM</i>	<i>Conference Concludes</i>	