

2019 CALACT AUTUMN CONFERENCE & EXPO

OCTOBER 29 – NOVEMBER 1, 2019



Making Transit Dreams
Mobility Realities

Conference Host

Conference Hotel

The Conference Hotel is the Hilton Santa Barbara Beachfront Resort at 633 East Cabrillo Boulevard, Santa Barbara, CA 93103 and the telephone number is 805-564-4333.

Transportation

Public Transportation

Santa Barbara Metro: Take Bus #11 and transfer onto #20, exit at the beach near the Hilton. Cash only, transfers included.

From LAX: LAX FlyAway bus runs every 30 minutes to L.A. Union Station, walk for 4 minutes then get on Amtrak (Pacific Surfliner) to Santa Barbara Amtrak Station. Greyhound Bus from Los Angeles Union Station to Santa Barbara is also available. Check [Greyhound's website](#) for more information.

From Burbank: Amtrak has a station at the Burbank Airport that offers train service (Pacific Surfliner#763) & (Coast Starlight #14) to Santa Barbara every 4 hours one-way. Please check [Amtrak's website](#) for more information.

Private Transportation

The Hilton offers a Courtesy Bus from the Santa Barbara Airport to the hotel from 5:00 am to 9:00 pm. Reservations must be made in advance by calling the Hilton Hotel, Guest Services, at 805-564-4333.

From LAX, Santa Barbara Airbus Service typically runs a minimum charge of \$50. Schedule times vary and reservations are required. (805-964-7759)

Several private shuttles, Lyft, and Uber are available at every airport. Reservations can be made through your preferred vendor's website.

Parking

Parking for overnight guests is a discounted rate of \$5/per car per night.

Thank You to Our Sponsors

CALACT expresses its appreciation to the Sponsors who generously support CALACT's 2019 Fall Conference and EXPO

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Special Events

Opening Session & Keynote

Creative Bus

Expo Reception

Evening Event

Transdev

Conference Items

Conference Badges

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Expo Grand Prizes

Conference Giveaways

Conference Breakfast, Lunches & Breaks

Wednesday Morning Breakfast

A-Z Bus Sales, Inc.

Thursday Morning Breakfast

Wednesday Morning Break

MV Transportation

Thursday Break

Networking Luncheon

Thursday Bus Show Lunch

Friday Breakfast Buffet

MTM Transit

Conference Professional Development Sessions

Southern California Edison (SCE)/Caltrans

Andrew Evans & The Bus to Everywhere....

National Geographic's celebrated digital nomad Andrew Evans returns to CALACT with more adventures on more buses. Because you can't have too much of a good thing.

ANDREW EVANS is an author, travel writer, and TV host. He shares stories from around the globe on pixel, paper, and screen.



Andrew has completed some 50 assignments for National Geographic, reporting live from all seven continents and over one hundred countries. He was the first person ever to live tweet his ascent of Mt. Kilimanjaro and gained a worldwide following when he broadcast his 12,000-mile overland journey from National Geographic headquarters to Antarctica using public transportation. In 2017, he thru-hiked The Jordan Trail, reporting in real time as he walked 400 miles from Syria to Saudi Arabia.

Andrew is a regular contributor to National Geographic, National Geographic Traveler, Afar, BBC Travel, Outside, Readers Digest and The Chicago Tribune. He is the author of five books, including two bestselling guidebooks, and his award-winning memoir *The Black Penguin*, which the New York Times picked as one of "Summer's Best Reads". Evans has received four Lowell Thomas Awards from the Society of American Travel Writers (SATW). Google him if you want—but remember that this Andrew Evans is the writer, not the figure skater, or evangelical preacher or the rugby player or the crazy guy on death row in Florida. This Andrew Evans is the normal one.

Evans' television work highlights people and places around the world, including his tech-centered series "World's Smartest Cities", which still airs in over 65 countries. A renowned influencer in the world of travel media, he calls for responsible and respectful storytelling that promotes local culture and environmental welfare.

Andrew holds degrees from Brigham Young University and Oxford University. He lives in Virginia's Blue Ridge Mountains.

CALACT's Conference Education Program

We have prepared a Conference program that emphasizes cooperative learning and problem solving. You will see new learning opportunities at this conference, such as fast break meetings and idea cafes.

What's a Fastbreak? Much like speed dating, speed meetings are the trade show format for the time-pressed and unsure buyer. This quick networking meeting format puts buyers through quick meetings with vendors, with the shared goal of finding a match based on mutual interests.

What's an Idea Café? An Idea Café is a conversational method used to solicit ideas on an issue, problem or opportunity for which you are looking for creative suggestions. These are not traditional breakout sessions but rather guided discussions to resolve pressing and common areas in our work. We are obligated to tell you there won't be coffee at this café – sorry!!

We hope that you enjoy these opportunities to learn in addition to the many break out educational sessions offered. Throughout the program, you will find courses with knowledgeable speakers in transit finance, government, operations, planning, management, and interesting new innovations and updates in emerging topics.



2019 Autumn Conference & Expo

TUESDAY - OCTOBER 29, 2019

Pre-Conference Workshops – *Pre-Registration Required*

- **FTA 101: Federal Regulations Overview**

This session presents attendees with a comprehensive overview of the FTA major regulatory requirements, including ADA, Charter, DBE, Drug and Alcohol, Equal Employment Opportunity (EEO), Federal Motor Carrier Safety Administration (FMCSA), Title VI, Environmental Justice, Limited English Proficiency (LEP), and Bloodborne Pathogens. The summaries presented in the course will acquaint transit managers with the regulation itself, steps to take to ensure overall compliance, and opportunity to ask questions. The overview includes a discussion of the applicable FTA regulations and guidance for eight regulatory areas:

- Eligible Services
- Financial Management
- Grants Management Principles (Post-Award)
- Procurement
- ADA
- Civil Rights
- Charter and School Bus
- Drug and Alcohol Testing

- **Fundamental Transit Procurement**

In this workshop, former Federal Transit Administration lawyer and author of the Procurement super circular, James LaRusch, will provide an overview to transit agencies on Transit Procurement topics with an emphasis on small to medium systems. Participants will learn about best practices of transit contract procurements and a framework for understanding basic and nuanced issues that pertain to both individual and third-party contracting and procurements. Specific problems likely to occur will be outlined with possible resolutions offered for compliance under Circular 4220.1F.

9:00 am-5:00 pm

- **State & Federal Reporting: NTD, Blackcat, and Transit Asset Management**
During this session, speakers from the Federal Transit Administration as well as Caltrans (in conjunction with Panther International) will provide an overview of data reporting requirements for agencies as well as specific data points, common errors, and address common questions and problems the regulatory bodies see when it comes to reporting transit data. Both federal and state agencies also provide technical assistance including hands-on guidance, overview of current and future functionality, troubleshooting, and will offer time for transit agencies to ask questions regarding unique data issues and issues pertaining to their specific data reporting.

All PreConference Workshops require advanced registration, have limited occupancy, and include lunch with attendance

CALACT Board of Directors Meeting

9:00 am-2:00 pm

The CALACT Board of Directors will meet to discuss the organization’s predominant issues, concerns, goals, and achievements. Open to the public.

Golf at Sand Piper Golf Course

12:00 pm-5:00pm

Join your fellow transit-oriented golfers for this central-coast gem.

RTAP Advisory Committee Meeting Open

2:00 pm-5:00 pm

The California RTAP Advisory Board will to discuss issues pertaining to subrecipients of 5311/5311(f). Participation is limited to presenters and committee members.

2:00 pm-5:00 pm

Registration Open

WEDNESDAY - OCTOBER 30, 2019

7:30 am to 6:00 pm

Registration Open

7:30 am-8:15 am

Continental Breakfast Sponsored by: **A-Z Bus Sales, Inc.**

8:15 am-9:45 am

Welcome Address

Keynote Address Sponsored by **Creative Bus Sales**

9:45 am-10:00 am

Break Sponsored by **MV Transportation**

10:00am-11:30 am

- **OMB's Super Circular: What It Means for FTA Grantees**

This session will provide insight into the OMB's Circular on Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards, a/k/a "Super Circular" impacts on Federal grant recipients, including entities that receive Section 5311 and Section 5310 financial assistance. This session will provide detailed information on how the new rules change existing FTA guidance in multiple areas, including internal controls, conflicts of interest, cost documentation, cost and price analysis, purchasing, indirect costs, and audit.

- **Procurement: Topics and Trends**

During this session, veteran Federal Transit Administration lawyer and regulatory author James LaRusch expands upon topics for those with an introductory familiarity with procurement might understand and explores current trends in FTA procurement, common findings in recent years, changes due to technological and service advancements, and much more. This session seeks to forecast an already dubious and confusing procurement field in order to protect your agency and ensure your buses are bulletproof when it comes to audits.

- **WAV Service Implementation: TNC's & SB1376**

In this session, participants will learn about projects that were spurred by SB 1376 which requires TNC's to provide services to disabled individuals under ADA. SB 1376 established pilot projects that were carried out by LA Metro, First Transit, and Lyft as well as SFMTA, MV Transportation, and Uber. Learn how these pilots impact service and paratransit trips, provide complementary services to disabled riders, and the market for B 1376 implementation in the future.

- **DBE Reporting**

This workshop will provide an overall summary of the United States

Department of Transportation (USDOT) Disadvantaged Business Enterprise (DBE) Program requirements and how it applies to CALACT members that are subrecipients of Federal Transit Administration funds through Caltrans. A brief overview of the DBE Program and information about the recent impending changes to the Caltrans FTA DBE Program will be provided. Learn about reporting DBE commitments and payments, as well as other procurement requirements that subrecipients have when using FTA funds on their projects. A key area covered is the Uniform Report, a semi-annual report that subrecipients must complete. Other related areas covered include Race-Neutral Measures and effective DBE outreach techniques.

- **Cultivating and Maintaining Institutional Knowledge of Technology**

Technologies are tools: they need skilled technicians to operate them. We'll take the examples of different technology systems like websites, onboard technologies, and real-time systems, and identify ways that agency managers can set up systems that ensure their employees, contractors, and riders are able to leverage the technology investments they make. This session will provide an overview and emphasis of the importance of technology and the salience and push of such by governing bodies.

11:30 am-12:30 pm

CALACT Networking Lunch

- **Grants Management: From Funding to Finish**

This session begins with a general overview of the steps grant managers can take post-award to successfully manage a grant-funded program, from getting started to maintaining compliance, to completing required reporting. The session then builds upon general material to provide a program-specific example in action drawing from the recently-award program FTA Section 5311(f). Learn tips from both Caltrans and seasoned subrecipients on how to successfully obtain and manage a state award.

12:30 pm-2:00 pm

- **Procurement: Audit Proofing Your Purchases**

Buy America. Altoona. What else is there? During this session, veteran FTA Procurement specialists James LaRusch let's those who work as purchasers for their agencies know exactly what they want and sometimes needs to

know: how to execute and procure fully compliant purchases. Beyond going through the essentials in compliance, Mr. LaRusch will also go over the many and plenty nuances that confuse purchasers; and where to find answers when in doubt.

- **Drug & Alcohol Program Manager Training**

This all-day class is designed for the true beginner where he/she can learn about the history of drug and alcohol testing in the transit industry, the basic requirements of the federal rules, and DAPM/DER responsibilities under 49 CFR Part 655 and Part 40. Step by step, the speakers will guide the participants through the building blocks that make up a compliant FTA program. Through discussion of “best practices,” the participant will learn efficient and effective methods used by covered employers to comply with the regulations. Other topics include policy and training requirements, categories of testing, testing procedures, responsibilities of service agents, recordkeeping and DAMIS reporting.

- **Mindfulness Leadership Training Part I**

The emotional intelligence of an organization’s leader can positively or negatively affect the company’s entire culture. While self-awareness has been shown to be one of the most important qualities a leader can possess, it is rarely taught in business school. Fortunately, the muscle of mindfulness, which strengthens emotional intelligence, can be learned, practiced, and developed by incorporating simple exercises into our everyday lives.

- In the context of the workplace, mindfulness has been shown to reduce stress, prevent employee turnover, and reduce burn out. Mindful leaders are deeper listeners, less emotionally reactive, more empathetic, and have greater access to the parts of their brain that are responsible for creativity, problem solving, and effective leadership.
- Informative as well as entertaining, this interactive presentation engages audience members with transformational mindfulness practices, teaching them valuable tools that they can easily incorporate into their everyday lives.
- Learning Objectives
- Understand the benefits of mindfulness practice both for the individual and for the organization.

- Learn simple and effective mindfulness practices, shown to reduce stress and emotional reactivity.
- Learn to question dysfunctional beliefs about ourselves and others
- Learn how to easily incorporate mindfulness into your everyday lives.

- **Navigating the Zero Emission Bus Pathway: The Planning Process**

As we move toward ZEB requirements in CA, agencies must embark on various journeys. This first of a two-part session will focus on the planning required for implementing Zero Emission Buses. We will hear from the experts about comparing hydrogen vs. battery technologies, cost related concerns with electricity and upgrades for transit depot infrastructure, operational and service planning considerations, and potential funding support available from utility partners.

2:00 pm-2:15 pm

Break

- **Grant Writing: Basics & Best Practices Roundtable**

Panelists will discuss key considerations and areas of grant writing, such as:

- Identifying Project Need
- Seeking Opportunities
- Planning a Grant Proposal
- Writing a Grant Application
- Narrative
- General Tips

- **ADA Regulations Update and Creating Effective Advisory Councils**

This session will provide valuable insights on using a comprehensive approach to evaluate the denial of service to riders with disabilities because of direct threat considerations. The session will look at the impact of the reasonable modification requirement on transit. We will also explore ways to create and maintain effective advisory committees,

- **Drug & Alcohol Program Manager Training (Continuing)**

Continuing Session. . . . This all-day class is designed for the true beginner where he/she can learn about the history of drug and alcohol testing in the transit industry, the basic requirements of the federal rules, and DAPM/DER responsibilities under 49 CFR Part 655 and Part 40. Step by step, the

2:15 pm-3:45 pm

speakers will guide the participants through the building blocks that make up a compliant FTA program. Through discussion of “best practices,” the participant will learn efficient and effective methods used by covered employers to comply with the regulations. Other topics include policy and training requirements, categories of testing, testing procedures, responsibilities of service agents, recordkeeping and DAMIS reporting.

- **Mindfulness Leadership Training Part (Continuing)**
Continuing Session

4:00 pm-6:30 pm

Fast Break Meetings with Vendors – Expo Hall

4:00 pm-6:30 pm

Idea Cafes

- How to get ICT to fit your agency
- Procurement Solutions
- Social Service Trips
- SCE Session by Invite Only: How to build your charging infrastructure

4:00 pm-6:30 pm

Sponsored by *Southern California Edison*

6:30 pm

Expo Reception

THURSDAY - OCTOBER 31, 2019

7:30 am to 4:00 pm

Registration Open

7:30 am-8:00 am

Continental Breakfast

8:00 am-9:30 am

- **Impact of Zero Emission Buses: The Cost of BEB & Hydrogen Cell**
When your riders expect an aged ribeye service even though it’s operated off a dollar menu budget, having to purchase new and expensive equipment to continue operations can be an exercise in stress management and fiscal creativity. Learn from agencies that switched operating fuels in advance of

ICT and what the impact was in the short-term deployment, what costs look like now, and what future forecasting predicts operating costs of zero emission fuels to look like at small to medium sized agencies.

- **Evaluating Your Community’s Transportation Coordination Effectiveness**
Through the use of a transportation coordination evaluation tool, participants will be led through the process of identifying their community’s coordination effectiveness and priorities for short- and long-term improvements.

- **Quality Assurance of Service Partners – Management and Oversight to Achieve KPIs and Excellent Passenger Experience**
As the model of paratransit continually moves towards inclusion of multiple service providers – both dedicated and non-dedicated, it is important to ensure that passengers still receive the best service on the street, and that service delivery continues to meet designated KPIs – even if the mode of transportation changes. Cost savings cannot result in diminished quality of service.

It is important to ensure performance metrics are tracked accurately and involve the agency and its vendors in continual quality improvement. Best practices for contractors acting as a Broker include proper screening of service providers before allowing them into the transportation network, and then ensuring that they continue to meet standards over the life of the contract. Representatives from SF MTA Paratransit and East Bay Paratransit will discuss establishing and sustaining this type of program.

- **System-Wide Route Planning by Agency Size**
During this session, speakers answer the age-old question that has plagued the public transit community for decades: does size truly matter? Of course, it does! From the buses we purchase to the distances our routes travel to the number of passengers we can anticipate during peak express service; size truly does matter and it’s ever-more obvious when it comes to systematic overhauls and system modernization. Speakers from small to large urban systems recount the processes required for systemic planning on large-scale projects that serve to change the culture and delivery of transit service in their communities.

- **Microtransit & MaaS**

Grab your breakfast and come to this early morning session to get a taste for the different ways agencies are utilizing different microtransit solutions as a amuse-bouche to the main course, traditional fixed route transportation. A major barrier to using public transportation is the void in service for the rider's first and last mile of travel. This void creates a bump in the rider's travel plans and prohibits frictionless transportation. Agencies have started to explore and implement first mile/last mile solutions for their riders using microtransit solutions. In this session we will explore different paths to microtransit from partnering with TNCs, to creating your own microtransit solution or utilizing transportation start-ups to make public transportation more convenient than a single occupancy vehicle.

9:30 am – 9:45 am

Break

- **Homelessness & Public Transit**

Transit provides access to crucial life sustaining services and housing for all riders and is critical in changing the lives of homeless citizens. This session will focus on how to develop a rider guide, pass city regulations or ordinances to protect transit agency staff and keep all riders safe while also serving the homeless. In addition, speakers will discuss community resources and services so agencies can provide connections or information to housing and homeless programs.

- **Reasonable Suspicion Training (Two Hours)**

This training meets the Department of Transportation's (DOT) regulatory requirements for reasonable suspicion determination as outlined in 49 CFR Part 655.

The training will cover the required 60 minutes of the signs and symptoms of prohibited drug use and 60 minutes of training on the signs and symptoms of probable alcohol misuse.

Topics include:

1. Recognizing the short and long-term indicators of drug use;
2. Effects of alcohol and drug use;
3. The individual's role in determining reasonable suspicion;
4. Proper documentation techniques; and individual case studies.

This training is intended for all individuals and managers that supervise FTA safety sensitive employees. The FTA mandates that at all supervisors and/or officers that are authorized to make reasonable suspicion determinations

9:45 am-11:15 am

receive this training.

- **Incentive Programs for Employees**

It's our employees that make the biggest impression on the passengers we serve each day, both in the field and in our back offices. In today's hot labor markets – it's not enough to offer higher wages than the competing employer – you must create a culture that employees want to be a part of. And that culture must be one that incentivizes the team to be as safe and customer service focused as possible. Additionally, the work environment must consistently be fresh and welcoming, producing high levels of morale and causing employees to want to stay for a career – not just a job.

We must think outside the box and come up with programs that are creative and produce results for the employees and the public that we serve. This panel will discuss best practices at creating and implementing an incentive program that stays fresh to the employees, is constantly updating so the messaging does not get stale - and be a program that your team feels there is a true benefit from.

- **Microtransit & MaaS (Continuing)**

Come back for a second helping of MaaS and Microtransit! Public transportation doesn't just mean hopping on the bus anymore. With innovative approaches to public transportation emerging with more and more choices for the passenger, how do we create a frictionless network of all private and public shared transportation options for the rider? How can we create a system where riding public transportation is as easy as picking up the keys and hitting the road? Servings for this course include mobile fare options, integrated MaaS apps, and a holistic view of creating frictionless transportation in your service area. Remember- if you aren't at the table, then you are on the menu!

Idea Cafes

- *Homeless & Public Transit*

11:15 AM – 12:15 pm

- *Implementing Mobile Ticketing*
- *Engaging with Public Utilities*
- *Human Trafficking - Room*
- *Emergency Preparedness Planning*

12:30 am – 2:30 pm

Bus Show Luncheon

2:30 pm – 5:30 pm

Expo

Evening Event Sponsored by *Transdev*

6:30 pm – 11:00 pm

Join your CALACT friends and Team Transdev for a deadly dinner and ghoulish good times for A Haunt at the Riviera Mansion of Santa Barbara this Halloween. While we're not normally the types to summon the undead or cast spells on car owners, we've always been the types to have a little fun – and this time, fun includes a costume contest, dueling pianos, and boooooo-ze.

FRIDAY - NOVEMBER 1, 2019

8:00 am to 12:00 pm

Registration Open

8:00 am-8:30 am

Breakfast Buffet Sponsored by *MTM*

8:15 am-9:00 am

CALACT Breakfast

- **Budget Basics and Interpreting Contractor Budgets**

Description Coming

- **Transit Legislative Advocacy**

Do you feel powerless when trying to change local, state or federal policies or regulations? This session will focus on what you can do to educate the public and help communities and grassroots groups advocate for change to regulations and policies.

9:00 am – 10:30 am

Policy work deserves more attention, not only for its local impact but because it is now the primary form in which social policy is developed. Policy development, previously the domain of experts and lobbyists are increasingly being used as a tool for community change. Grassroots groups are taking their own agendas to elected officials and proactively

transforming them into progressive, meaningful policies. You can learn how to be a change agent within your community and change legislative policy and regulations that work for you instead of against you.

- **Transit Ridership in California: Evaluating Decreases to Secure Future Increases**

This presentation examines the impacts of income, employment, auto ownership and related changes and why the changes were a phase not a long-term trend.

- **Zero Emission Buses: Agency Implementation**

Join this session to hear from your transit agency partners have put their research and planning into action. We will learn about OCTA's battery, electric, and hydrogen fuel cell demonstration, LADOT's four zero emission bus depots, and implementations at Victor Valley Transportation Authority and Yolo Bus. Panelists will discuss potential pitfalls and early successes of their projects.

Idea Cafes

- Paratransit Cost Savings Through Technology
- Making Regulations Reasonable
- Small Agency ZEB Implementation
- Medium to Large Agency ZEB Implementation
- Volunteer Driver Programs

10:30 am – 11:30 am

12:00 pm

Conference Program Concludes

EXHIBITORS



***Sponsors will receive priority placement at the EXPO**

2019 Autumn Conference Exhibitors

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 Fogmaker
 CTS Software
 Trans Air Manufacturing
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 Hanover Displays
 Luminator Technology Group
 DoubleMap, Inc.
 Onspot of North America

MTM Transit
 Mobile Climate Control
 Safety Vision
 Nations Bus Sales
 Kidde Technologies
 Vicinity
 Velvac, Inc
 U.S. Gain
 Connexionz Limited
 Ecolane
 REI

BraunAbility
 GMV Syncromatics
 Nova Bus
 A-Z Bus Sales, Inc
 Gerflor Transportation
 Creative Bus Sales, Inc
 InterMotive, Inc.
 Freedman Seating Company
 Q'Straint/Sure-Lok

CONFERENCE COMMITTEE

The California Association for Coordinated Transportation would like to express our appreciation to our conference committee members for their willingness to serve on the conference planning committee and assistance in promoting education and learning opportunities for our members.

Chair: George Sparks

Co-Chair: Valerie Gibson

COMMITTEE MEMBERS

Amy Hance
Charlie Anderson
Eric Haack
Gracie Davis
Victor Oyola
Greg Pratt
Polly Chapman
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Arun Prem
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The California Association for Coordinated Transportation extends our deep appreciation to Exhibitors for your participation and support of CALACT's 2019 Fall Conference. Thanks to Transdev, Creative Bus Sales, A-Z Bus Sales, MTM, Inc, Southern California Edison for their generous support of our Conference. Thanks to the speakers who volunteered their time and expertise to help create a fantastic educational program. It is the valuable support and assistance of these companies and speakers that make the education and networking events of the conference possible.

2019 HOST AGENCIES

We extend our sincere thanks to the wonderful staff at Santa Barbara Metro Transit District who assisted in the planning and completion of the CALACT Fall Conference and EXPO. This would not be possible without the support from these wonderful organizations! Please join us in thanking all of them for their hard work.