Conference Hotel

The Conference Hotel is the Ritz-Carlton Hotel located at 13031 Ritz Carlton Highlands Court, Truckee, California and the telephone number is (530) 562-3000. The overflow hotel, the Hampton Inn is located at 11951 State Highway 267, Truckee, California and the telephone number is 888-587-1197.

Transportation

Transportation from the Reno airport to the Ritz Carlton is provided by North Lake Tahoe Express and their telephone number is 530.546.2912. The North Lake Tahoe Express Counter is located in baggage claim within the North Lake Tahoe Welcome Center just across from baggage carousel #5 in the Reno Airport. You can also call the Reno Tahoe Limousine at 530-582-1300 or Tahoe Sierra Transportation at 530-550-5300.

Parking

All parking is valet parking at the Ritz Carlton has been reduced for the conference to $15.00 per night. There is no self parking at the hotel.
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Program & Signs                        Moore & Associates
Conference Lunches & Breaks

Wednesday Breakfast    Apollo Video Technology
Wednesday Awards Lunch    Q’Straint
Wednesday Afternoon Break    Tolar Manufacturing
Thursday Breakfast    Keolis Transportation
Thursday Bus Show Luncheon    A-Z Bus Sales
Thursday Afternoon Break    Hanover Displays

Conference Professional Development Sessions

AMMA Transit Planning
California Highway Patrol
Caltrans
Halsey King & Associates
Majic Consulting
National RTAP
Nelson Nygaard Consulting
RLS & Associates
Small Urban Rural Transit Center
Texas A & M Transportation Institute
Transit Marketing, LLC
Trillium Solutions, Inc.
University of Pacific, Paratransit & Transit Certificate Program
Vehicle Technical Consultants
Andrew Evans is a contributing editor at National Geographic Traveler and National Geographic's “Digital Nomad”—In addition to writing features, essays and a column for the magazine, he travels the globe, creating interactive travel experiences for readers using the internet, digital mapping and social media. In 2009, Evans rode from Washington to Antarctica—primarily by bus—sharing the uncharted 12,000-mile journey with his readers in real-time online. Since then, he has continued traveling for National Geographic, creating real-time interactive travel narratives for readers, like his 2-month, 20,000-mile journey around Australia, or his vast exploration of Canadian hinterlands, a sea voyage to some of the South Atlantic’s remotest islands, a month-long trip through Japan, a journey through Mexico’s ancient Mayan sites, an adventure through Norway’s highlights, an in-depth exploration of New Orleans after dark, and delving into Africa’s largest cities.

As National Geographic’s digital explorer and itinerant traveler, Evans has tweeted from all 7 continents and in over 40 languages. He has sent live updates from canoe, kayak, camelback, airplane, helicopter, and sailboat—atop arctic glaciers and from deep within the tropical jungle, while staring in the face of wild animals and from the summits of rare mountains.
Evans is the author of four books, including bestselling guidebooks to Ukraine and Iceland. He has contributed to several other books, including *100 Great Cities of the World* and *1000 Places to See Before You Die*. He is also the host of National Geographic Channel's upcoming one-hour documentary, *The World in Two Cities*.

For many years Andrew worked as a correspondent for Business Traveler magazine and *Blackbook*. His travel articles have appeared in *The Times* (London), *The Guardian*, *The Observer*, as well as *Gadling.com*, *AOL Travel*, *The Economist* online and National Geographic's award-winning travel blog *Intelligent Travel*.

In 2008, the Society of American Travel Writers (SATW) awarded Evans the Lowell Thomas Award (Silver) for one of his books. Evans won the Lowell Thomas again in 2011 for his work in multi-media. In 2010, he won an award from the National Travel Journalism Association (NATJA) and in 2011 he won two Folio Awards for best online community.

In addition to his travel writing, Evans speaks regularly at travel shows and gives travel lectures at the Smithsonian Institution where he has covered dozens of destinations from Antarctica to Paris to India. In 2011 he spoke at TED in Budapest on the subject of “Living and traveling with Uncertainty”. He has also appeared on the Travel Channel, FOX News, and highlighted travel destinations for BBC Radio, as well as *National Geographic Weekend*.

Prior to working for National Geographic, Andrew held myriad positions of employment, ranging from dishwasher to political analyst at NATO. He is a graduate of Oxford University and speaks Russian and French. You can read his latest work at [http://digitalnomad.nationalgeographic.com](http://digitalnomad.nationalgeographic.com).

Andrew lives in Washington, DC but works mainly in hotels, airports and on airplanes.

**Special Guest Speakers**

**Keven Anderson**

Keven is currently the Coordinator for Training and Outreach for the Small Urban and Rural Transit Center, part of the Upper Great Plains Transportation Institute at North Dakota State University.

Keven Anderson has more than 25 years of experience in transportation, training, management and related experience. He comes fresh to the Small Urban and Rural Transportation Center from 12 years with the Minnesota Department of Transportation where he provided technical and fiscal oversight of several public transportation systems in a 12 County area. Prior to this he helped manage a multi county public transit system in Davenport Iowa that included over 45 employees and 60 vehicles.

Currently Keven is assisting with a Coordination Pilot Project with the state of North Dakota and developing the Advanced Transit Manager Course that will be offered later this year.

**Aaron Antrim**

Aaron is the founding principal of Trillium Solutions (www.trilliumtransit.com). A long-time cyclist and transit rider, Aaron’s core interest is making sustainable transportation easier to understand and use. His work at Trillium reflects his passion for using modern technology and clear communication to make transportation sustainable.

Aaron’s experience with technology includes 12 years as a web developer for private and government clients. His eight years of experience in transportation encompasses fixed-route public transit, demand-response transportation, private transportation, and active transportation modes. He frequently speaks at conferences regarding open data and digital communications strategy for public transportation.

Aaron holds a bachelor of arts in English literature from Humboldt State University in California. A strong background in communication and writing enables him to communicate technical concepts to diverse audiences, and to bridge communication divides between information technology, marketing, customer service and operations disciplines.

His commitment to public transportation began as a co-founder of *Green Wheels*, an advocacy organization for transportation choices in Northern California, in 2006. Realizing the need for services and software to help transit agencies embrace modern technology and to communicate more effectively with their customers, he founded Trillium in 2007.

Originally from Northern California, Aaron now calls Portland, Oregon his home. He enjoys traveling throughout world and experiencing diverse transportation systems. Bike touring and backpacking are some of his favorite ways to see new places.

**Selena Barlow**

Selena Barlow is the owner of Transit Marketing, LLC and provides training and marketing services to transit agencies. She began her transit career as Director of Marketing for SunTran in Tucson, AZ, and later for Metro-Dade Transit in Miami, FL. As a transit marketing consultant, since 1988, she has developed marketing plans and recommendations for more than 100 transit agencies. Ms. Barlow’s particular expertise lies in her ability to evaluate a transit agency’s situation then turn that evaluation into a creative but pragmatic strategic marketing plan. Ms. Barlow has also assembled a creative team which has produced award winning promotional campaigns and passenger information materials based on her marketing plans. Ms. Barlow has experience in market research, developing marketing plans, branding systems, developing transit promotional and collateral materials. Selena has an MBA in Marketing from the University of Arizona and a B.S. in Journalism and Advertising from the University of Florida.
Jonathan Brooks
Jonathan grew up in Pampa, TX – a remote rural town northeast of Amarillo, TX. Although he grew up in Texas, as an adult Jonathan has lived in Utah, Alaska, Connecticut, Australia, and Scotland. He has used public transit in more than 15 countries and hopes to add more to that list soon. Mr. Brooks' offices in TTI’s Houston, TX office. Prior to joining TTI, Jonathan earned his Bachelor of Science in Geography: Urban, Rural, and Environmental Planning from Brigham Young University. While working toward his degree, he worked one semester in the Scottish Parliament as a policy analysis intern, one summer as a motor-coach driver, and another summer as the dispatch supervisor responsible operations for Holland America-Princess in Fairbanks, Alaska (managing about 65 drivers). Jonathan enrolled in the Master of Urban Planning program at Texas A&M University in College Station, TX and during his first year of graduate studies interned with the Bryan/College Station Metropolitan Planning Organization. He began working at TTI during his second year of graduate studies and has continued since that time. Jonathan’s experience at TTI includes public transportation research in several areas: some examples include (1) case study research of the impact of changing funding formulas for rural transit in Texas, (2) a comprehensive review of current services and transit need in rural Henderson County, Texas, (3) leading transit origin/destination surveys in several locations (most recently Omaha, Nebraska), (4) co-authoring NCHRP 20-65 Task 28 “A Toolkit for Reporting Rural and Specialized Transit Data – Making Transit Count”, (5) providing on-site technical assistance to the Bridgeport, Connecticut Board of Education in implementing routing software to reduce costs and improve school bus transportation services, (6) leading the development of rural transit elements for the most recent statewide long-range transportation plan in Texas, and (7) working with a team of researchers to develop rural transit livability performance measures suitable for use at the national level for the Federal Transit Administration.

Don Callaway
Don Callaway began his career at a bus fleet in Los Gatos, California. He has been involved in all phases of fleet management for buses and school buses. In 1992, Mr. Callaway became a Motor Carrier Specialist I for the California Highway Patrol. He worked for 10 years in the San Jose area, performing terminal inspections on truck and bus fleets for the CHP. Upon his promotion to Motor Carrier Specialist II, Mr. Callaway moved to the CHP Headquarters in Sacramento, where he was the coordinator for the Biennial Inspection of Terminals (BIT) Program, and controlled substances and alcohol testing programs. Since 2008, he has been assigned to the Valley Division Motor Carrier Safety Unit, as a Field Supervisor.

Chaim Eyal
Chaim Eyal, from Eyal and Associates has been teaching, training, coaching, consulting and facilitating professionally since 1979. With a Ph.D. in Communication and Social Psychology from Syracuse University in New York, Chaim taught for 25 years at The Hebrew University of Jerusalem, and at San Francisco State University. He was an instructor for the State Training Center from 1989 to 2004, and has been training through CPS since 2004. Much of his work involves workplace relationships and communication, management and supervision, organizational behavior and organizational development. Since 1980, Chaim has also been involved in numerous projects and activities in the private sector around the country and internationally in 22 countries.

Jay Flint

Nancy Hartwell
Ms. Hartwell has over 15 years of experience in municipal human resources. She has served as a Human Resources Consultant to local government agencies and works for CPS (Cooperative Personnel Services) as a consultant serving on various projects and conducting classes in Sexual Harassment Prevention. Ms Hartwell has worked as Senior Human Resources Analyst with the City of Rocklin; her skills include managing and participating in the recruitment and selection function, conduct of classification and compensation studies and analyses as well as developing, conducting and managing employee training programs. In addition, she has 10 years of experience as an administrator and case manager in a state supported regional program serving individuals with developmental disabilities and 4 years as an educator in the public schools.

Belynda Johnson
Belynda entered the world of public transportation after 18 years with one of the countries largest oil companies, which was a major supplier to the industry. She managed a variety of functions including marketing administration, advertising, capital projects, and marketing analysis. Her last position was Director of Business Strategy and Analysis. Commuting 38 miles daily to downtown Los Angeles, Belynda realized how public transportation could be improved by applying the many of the same strategies and tactics that made her company the #1 gasoline retailer on the West Coast. After serving for three years on the local commuter advisory council, she was recruited to manage marketing and customer relations department at Metrolink, Southern California's commuter rail service. In 2000, she began providing marketing, planning, and management assistance to other public transportation providers, eventually forming Majic Consulting Group in 2002. Her work has earned national recognition and major industry awards. Major accomplishments include the successful launch of several new services, performance and management reviews, and transit development and feasibility studies. Belynda attended Texas Tech University and has a Master of Science degree from the University of Southern California.
**Peter Johnson**

Peter Johnson is Director of both the Westgate Center for Management Development and the Institute for Family Business in the Eberhardt School of Business at the University of the Pacific. Peter founded the Institute for Family Business in 1997. As a consultant and speaker, he has worked with many organizations on a variety of topics including: leadership, marketing, family business, strategic planning and customer service. Peter received his MBA from the University of the Pacific and a BS in Management from San Diego State University. He is also a graduate of Leadership Stockton and a former member of Vistage (TEC).

**Halsey King**

Halsey has more than 26 years of experience in the repair, inspection and management of vehicle fleets, Halsey is a regular speaker and writer on maintenance and technology issues. His articles appear in many transportation and engineering magazines. Halsey has provided consulting services and training to over 700 fleets worldwide, including fleet manager technicians and Highway Patrolmen in 43 states. Currently, he provides a set of maintenance seminars for CTAA, Bus Ride Magazine, Metro Magazine, The American Bus Association and the United Motor Coach Association. He has been active in several transportation organizations, including the Transportation Research Board and their Transportation Cooperative Research Program, the Center for Automotive Safety, American Trucking Association and the American Public Transit Association’s Maintenance Council. Halsey served on the Board of Directors for the Society of Automotive Engineers (SAE) and also served on the organizing Board of Governors for SAE’s new Service Technicians Society.

**Heather Menninger**

Heather Menninger is principal and sole proprietor of AMMA Transit Planning, which since 1987 has specialized in improving small urban and rural transit programs for the range of constituencies they serve. She has undertaken dozens of consulting efforts related to smaller transit programs, usually focused on the effort to provide cost-effective demand responsive transit services to a breadth of rider groups. Ms. Menninger has a deep understanding of public paratransit operations, from years of planning and performance assessment of services, conduct of comprehensive operational analyses and extensive work with the functions of providing demand response services. She has worked in numerous engagements on the inter-relationship of fixed-route and paratransit programs, working to improve the mobility of the constituencies of demand responsive services, including ADA complementary paratransit and human services specialized transportation. Ms. Menninger has a Master Degree in Urban and Regional Planning from California Polytechnic University at Pomona, a Master Degree in Human Services Management from Brandeis University, Heller School of Social Welfare and a Bachelor of Arts Degree from Hampshire College, Amherst, MA.

**Robbie Sarles**

Ms. Robbie Sarles is the President of RLS & Associates, Inc., a transit consulting firm specializing in the provision of technical assistance to small urban, medium-sized urban and rural transit systems. Ms. Sarles has over 18 years of experience with FTA drug and alcohol testing program compliance. Ms. Sarles was the primary author of the Implementation Guidelines for the revised Federal Transit Administration (FTA) drug and alcohol regulations and the Prescription and Over-the-counter Medication Toolkit. Ms. Sarles is also responsible for the development of the FTA Drug and Alcohol Regulation Updates that are published quarterly. She has reviewed and provided input to various other FTA publications on the drug and alcohol testing programs. Ms. Sarles also developed policy compliance materials and provided policy reviews for over 580 transit systems throughout the country. She has provided extensive drug and alcohol training and technical support to several state departments of transportation.

**Brent Sumrall**

Mr. Sumrall is the Vice CEO of Vehicle Technical Consultants and has over 34 years experience working with and managing fleet and facilities related to City and Transportation Fleets. Mr. Sumrall was the Manager of Vehicle Procurement, Maintenance Management and key to building the rubber tired vehicle maintenance consulting practice for Parsons Brinkerhoff; Mr. Sumrall’s prior experience includes 11 years with the Orange County Transit District where he rapidly rose from Service Worker to Supervisor of Vehicle Maintenance. He served as Manager of vehicle maintenance for the City of Montebello, California from 1990 – 1995.

He started and built the rubber tired consulting business for Parsons Brinkerhoff. During his tenure with Parsons Brinkerhoff, the Vehicle Division was awarded the largest On-line inspection projects in their history. 1500 buses (LACMTA) and the largest Maintenance Audit and maintenance program development (7 contracted divisions for NYCDOT).
Just after starting VTC Mr. Sumrall had the opportunity to travel to Cairo Egypt to put on a maintenance management course for the Greater Cairo Egypt Transit authority under a US Funded Smog initiative. He has worked to support some of the largest agencies in the country with their maintenance management programs and bus procurement needs. Along with that his company VTC now supports Cal/Act with the pre award audits and agency support for in-plant and on line inspections. As well as serves the transit industry with his team of maintenance specialists, in all aspects of vehicle maintenance management, analysis, development and support.

Rob Tassinari
Rob Tassinari, Senior Technical Director of National RTAP, As a part-time staff member, Mr. Tassinari is involved with data collection and analysis, tracking and outcome measurements, and assistance with product development and management. Mr. Tassinari is the Project Manager for the ProcurementPRO application, conducts surveys to determine customer satisfaction with National RTAP products and services and compiles and reports on the annual Rural National Transit Database statistics for National RTAP. Previously, Mr. Tassinari has worked as the Program Manager of the Massachusetts Statewide Access to Jobs Initiative under contract with the Massachusetts Department of Transitional Assistance (DTA). This program, initiated in 1998, was the State of Massachusetts’ transportation piece of Welfare reform and at one time consisted of managing 14 Transportation Coordinators (TC) who provided transportation services to DTA recipients in 13 Regional Transit Authority (RTA) and MBTA regions providing over 3,200 client trips per day. Mr. Tassinari has also served as the Director of the Logan Airport Transportation Management Association where he was responsible for the human, fiscal, and other resources in the implementation and operation of this private non-profit 501(c)(4) corporations. Mr. Tassinari has many years of experience in management of private shuttle bus services and implementation of transportation demand management and system management programs as well. Mr. Tassinari holds an Associates Degree in Civil Engineering, a Bachelor of Science in Environmental Design, and a Masters Degree in Community Planning.
Tuesday, May 14, 2013

8:30 a.m.  Creating a Title VI, Limited English Proficient Plan  
**Ponderosa & Pinyon Room**  
This full day course provides an overview of the existing regulations; a discussion of current demographics (specific to the area where the course is being offered); detailed instructions on the Four Factor Analysis; requirements for public participation and community involvement; along with staff training. It includes an implementation plan for language assistance; templates for a Limited English Proficiency Plan; language assistance checklists and a self-assessment tool; and multiple take-home resources.  
This course will help your agency create a Title VI LEP Plan that meets all FTA requirements.  
*Speaker: Keven Anderson, Small Urban and Rural Transit Center, North Dakota State University*  
*Moderator: Michael Lange, Caltrans*

9:00 a.m.  CalACT Board Meeting  
**Foxtail Room**

12:00 p.m.  CalACT Golf at Old Greenwood Golf Course  
As a Jack Nicklaus Signature Designed Course, Old Greenwood has received Jack’s highest level of personal attention, and it shows. Old Greenwood was rated among the 10 Best New Public-Access Courses in the Country by Golf Magazine, and rated number four among America’s Finest New Upscale Public Courses by Golf Digest and rated one of the top 100 courses in the United States by Golf Digest. Please meet at the Golf Course at 12:00 p.m., located at 2915 Fairway Drive Truckee and the telephone number is 800.754.3070. Golf will begin promptly at 1:00 p.m.  

*Lunch Sponsored by: Freedman Seating*

2:00 p.m.  Registration Open  
**Foyer**  
Registration will be held in the Whitebark Foyer.

3:00 p.m.  Professional Development Committee Meeting  
**Foxtail Room**

5:00 p.m  RTAP Advisory Board Meeting  
**Foxtail Room**
Wednesday, May 15, 2011

8:00 a.m.  Continental Breakfast
Ballroom PreFunction  Sponsored by Apollo Video Technology

8:00 a.m.  Registration
Foyer

8:30 a.m.  Welcome by CalACT Board Members
Ritz Carlton Ballroom  Chair: Joe Meer, Morongo Basin Transit Authority

8:45 a.m.  Welcome by Conference Hosts
Ritz Carlton Ballroom  Sandy Evans Hall, Executive Director, North Lake Tahoe Chamber of Commerce
Jennifer Montgomery, Placer County Supervisor

9:00 a.m.  Opening Session & Keynote
Ritz Carlton Ballroom  “The Bus to Antarctica”

Speaker: Andrew Evans, National Geographic Live

Andrew Evans is a contributing editor at National Geographic Traveler and its “Digital Nomad.” In addition to writing for the magazine, he crisscrosses the globe, interacting with followers through the Internet, digital mapping, and social media. In 2009, Evans rode from Washington D.C. to Antarctica—primarily by bus—sharing the uncharted 12,000-mile journey with his followers in real-time. In 2011, he finished a two-month, 20,000-mile journey around Australia. In 2012 he hopped on the National Geographic Expeditions Private Jet Tour, visiting a dizzying number of ports of call, including Machu Picchu; Easter Island and Samoa in the South Pacific; the Great Barrier Reef; Angkor Watt in Cambodia; Chengdu and X’ian in China; the Taj Mahal in India, the Ngorongoro Crater in Tanzania; the temples of Luxor and the Pyramids of Giza in Egypt; and Marrakech. His goal as digital nomad is to share in real time with a global audience his experiences of each place—from the sublime to the bizarre. Evans is the author of four books and has contributed to The Times, The Guardian, and The Observer, as well as The Economist and National Geographic’s award-winning travel blog Intelligent Travel. Prior to finding his calling fulfilling armchair fantasies for the rest of us, Evans held myriad posts ranging from dishwasher to political analyst at NATO. He is a graduate of Oxford University and is fluent in Russian and French. When not on the go he lives in Washington, D.C.

Wednesday Breakout Sessions

10:30 a.m.  Complying with Title VI and DBE Regulations
LodgePole & Pinyon
This session will review the Title VI and DBE regulations that your agencies need to understand to prepare a plan and complete federal reports. Speakers will also discuss a template being developed to assist agencies in completing their Title VI plans.

Speaker: Heather Menninger, AMMA & Michael Lange, Caltrans
Moderator: Brian Travis, Caltrans

Bristlecone  Managing Your State Bonds
Discuss the state transportation bond process including applications, eligible purchases and reporting requirements with Caltrans and CalEMA staff.

Speakers: Jila Priebe, Caltrans, Wendy Williams, Caltrans & Amber Lane, CalEMA
Moderator: Chris Hatfield, Caltrans
10:30 a.m.  Succession Planning
Foxtail

Succession Planning: Critical to the long term success of every organization.
Want to be a great leader? The most important legacy every leader will leave is how they
developed the next generation of leadership. With more and more baby boomers reaching
retirement age, and more of them financially able to retire, it is important that transit managers
are developing the next generation of leaders for their agency.
Join Peter Johnson, Director of the University of the Pacific Transit and Paratransit Management
Certificate Program, as he talks about the fundamentals of succession planning and then hear
from leaders in the transit industry who will share their successes and challenges in identifying,
developing, and preparing the next generation of leadership.

Speakers: Peter Johnson, University of the Pacific; Mindy Jackson, El Dorado Transit
Authority
Moderator: Larry Pardi, City of Arcata

10:30 a.m.  Transportation Brokerages: A Successful Coordination Model
Ponderosa

Transportation and non-profits agencies are using brokerage models to coordinate and contract
Transportation services with a myriad of providers including taxis, community agencies, and for
profit agencies. Brokers process requested trips, verify eligibility, contract with local
transportation providers and monitor service quality. Transportation is provided to eligible riders
that are determined by their funding agency, via two service models: "demand-response" and
"program-based". The primary responsibilities of brokers include:

- Arranging consumer trips and contracting for services with local providers
- Monitoring and ensuring service quality through on-site inspections, consumer surveys,
etc.
- Developing routing and other strategies to increase system efficiency, shared rides and
cost effectiveness
- Tracking and reporting system usage and costs and monitoring performance benchmarks

Speakers: Arun Prem, Full Access Coordinated Transportation (FACT); Paul Matsouka, Livermore Amador Valley Transit Authority; and Christie Scheffer, Paratransit Services.
Moderator: Todd Allen, RouteMatch Software

12:00 p.m.  CalACT Awards Luncheon
Ritz Carlton Ballroom

Sponsored by: Q’Straint

Moderators: Jim Reaume, Q’Straint; Joe Meer, MBTA, George Sparks, PVTASHonna Halterman, City of Clovis

1:30 p.m.  Optimizing Paratransit Subscription Trips
Foxtail

This presentation addresses the key concern of how paratransit can optimize subscriptions, on an
ongoing basis. Subscription trip clusters offer repetitive efficiency that should be locked in and
this presentation goes through processes that are designed to do just that.

Speakers: Ton Yazici, Stratagen; Tom Coogan, Routematch Software & Matthew
Avancena, Access Services
Moderator: Jean Foletta, Innovative Paradigms, a division of Paratransit, Inc.
1:30 p.m. **Capital Asset Management Workshop**  
*Ponderosa*

This Capital Asset Management workshop will provide easy to understand and implement tools, strategies and suggestions that will help you evaluate your transit system’s current and future capital needs; accurately prepare short- and long-range capital budgets; improve decision making on a day-to-day basis and for future planning; and develop tracking mechanisms that can provide important information for managing transit capital purchases.

*Speaker: Keven Anderson, Small Urban and Rural Transit Center, North Dakota State University*  
*Moderator: Brian Travis, Caltrans*

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1:30 p.m. **How are State Legislative Issues Affecting Your Agency?**  
*Lodgepole*

This session will cover how pension reform and bus axle weight laws affect your agency. Speakers will discuss solutions that the California Transit Association is currently working on.

*Speakers: Joshua Shaw, California Transit Association; Pat Glenn, Hansen Bridges, LLC.  
Moderator: Rick Ramacier, Central Contra Costa Transit Authority*

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3:00 p.m. **Break**

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3:30 p.m. **Enforcement of Priority use for Wheelchair users of Accessible Ramped Taxi’s**  
*Lodgepole*

Several California Transit Agencies have been working on solutions to improve responsiveness of accessible taxi service for wheelchair users. Speakers will discuss incentive and penalty programs to encourage and enforce priority use of accessible taxis for persons using wheelchairs thereby averting long waits for customers when calling for an accessible (ramped taxi).

*Speakers: Annette Williams, San Francisco Municipal Transportation Authority; Tom Hicks, Monterey Salinas Transit; Kate Toran, San Francisco Municipal Transit Authority  
Moderator: George Sparks, Pomona Valley Transportation Authority*

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3:30 p.m. **Managing the Procurement Process**  
*Foxtail*

National RTAP has developed a web-based application that will guide you through the steps needed to determine the Federal clauses and certifications that must be included in procurement documents for a Federally funded project. The session will provide a document that includes all required Federal clauses and certifications and other supporting documentation, such as checklists and templates, to help you manage the procurement process. Caltrans will cover the requirements that sub-recipients must meet when using federal funds to purchase goods and services. Last you will hear how to develop specifications for the products and services your agency would like to procure.

*Speakers: Rob Tassarini, National RTAP; Helen Louie, Caltrans and Joe Meer, Morongo Basin Transit Authority  
Moderator: Mark Codey, Caltrans*

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3:30 p.m. **Capital Asset Management Workshop**  
*Ponderosa*

Continuing Session

*Speaker: Keven Anderson, SURTC, North Dakota State University  
Moderator: Brian Travis, Caltrans*

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5:00 p.m. **Roundtable Discussion on MAP 21 and the 5310 Program**  
*Ponderosa*

Join your colleagues to discuss the changes in the 5310 program with the passage of MAP 21.
Lodgepole Roundtable Discussion on Maintaining Bus Stops on State Highways

Moderator: Jila Priebe, Caltrans

6:00 p.m. EXPO Reception

Sponsored by: RouteMatch Software
Thursday, May 16, 2013

7:00 a.m.  Continental Breakfast
Pines Foyer           Sponsored by: Keolis Transportation

7:15 a.m.  Maintenance Roundtable
Foxtail
The Roundtable will provide an opportunity to ask questions, share best practices and interact with maintenance professionals. Halsey King will lead the discussion focusing on the importance of perfecting training for your technicians.

Speakers: Halsey King, Halsey King & Associates;
Dan Mundy, CalACT; Grant Hendrick, First Transit

8:00 a.m.  Turning Audits Into Lemon-Aid
Ponderosa
Too often Performance Audits generate extra work for an already overloaded staff and provide no benefits except to achieve the mandated requirement. By being prepared and understanding the performance audit requirements and process, you can make the audit process effortless and gain tangible benefits for your agency. While the session will focus on TDA Triennial Performance Audits, many of the principles are transferable to FTA Triennial Reviews and other performance audits. In this session, you will learn
1. Objectives of a Performance Audit;
2. Must-haves - Specific requirements of TDA Triennial Performance Audits;
3. Preparing the required documentation;
4. The audit process and how to minimize disruption; and
5. How to make the auditor “work” for you.

Speaker: Belynda Johnson, Majic Consulting& Mark Codey, Caltrans
Moderator: Joe Meer, Morongo Basin Transit Authority

8:00 a.m.  Customer Service
Lodgepole
In today’s business reality, excellent customer service is a prerequisite, not an option. The relationship between an organization and its customers has always been important, but delivering top-notch customer experience is especially important in today’s competitive market. Good customer service is imperative to any business, as it will cultivate an excellent reputation, which will result in the repetition of business and referrals. In this session, Dr. Eyal will describe and discuss principles and practices of excellent customer service, offering insights, ideas, and tools that your organization can use.

Speaker: Chaim Eyal, Eyal & Associates
Moderator: Donna Pulverman, Caltrans

8:00 a.m.  Ricon W/C Lift Maintenance Certification Training
Bristlecone
The Federal Motor Vehicle Standards, 403 and 404 provide guidance to vehicle and lift manufacturers for the installation and operation of the lifts. Ricon will provide hands on training on the maintenance, troubleshooting techniques and operation for all Ricon wheelchair lifts. This is a three hour certification class.

Speakers: Larry McNutt, Ricon-Vapor Corporation

8:00 a.m.  Pre Award and Post Delivery Audit Requirements
Foxtail
The Federal Transit Administration (FTA) requires that transit agencies using FTA funds to purchase transit vehicles conduct a pre-award and post-delivery audit. This includes all vehicle purchased from the MBTA/CalAct and State bus contracts. Learn what is required to complete the audit and the records that must be kept. Learn when you should contract out for this service or do it in house.

Speakers: Brent Sumrall, Vehicle Technical Consultants; Ralph Martinez, Caltrans and Halsey King & Associates
Moderator: Helen Louie, Caltrans
9:30 a.m.  Break

10:00-11:30  Bus Inspections  
*Porte Cochere*

Professional bus inspectors will answer your questions on post-delivery audit inspections and provide an inspection checklist for you to use. The inspectors will also provide additional hands on inspection training using the buses and vans available at the Expo.

*Speakers: Brent Sumrall, Vehicle Technical Consultants; Ralph Martinez, Caltrans and Halsey King & Associates*

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10:00 a.m.  Coordinating Transit Services Provides Community Connections  
*Foxtail*

This session will review several successful projects that coordinate with community agencies to enhance connections to services or other transportation services. Hear about the North by Northwest Connector services that connects Oregon residents to transportation in over four counties. Learn how to interline your transit with Greyhound to provide riders connections to other cities and states.

*Speakers: Jay Flint, Sunset Empire Transportation District and Larry Pardi, City of Arcata  
Moderator: Tiffani Fink, Paratransit, Inc.*

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10:00 a.m.  Customer Service  
*Lodgepole*

Continuing Session

*Speakers: Chaim Eyal, Eyal & Associates  
Moderator: Donna Pulverman, Caltrans*

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10:00 a.m.  A Seminar on the Future of Transit, USA Wheelchair Securement. Yesterday, Today and Tomorrow is NOW!  
*Ponderosa*

An opportunity to reflect on the growing litigation, challenges, and costs of wheelchair securement issues that transit properties around the country face. The goals of the presentation are to increase your organizations awareness of the ADA Transit wheelchair securement phenomenon, the evolution of wheelchair securement, and how the problems of securements have snuck up on the transit industry. This presentation will bring an understanding to Supervisors/Managers of the internal issues related to transit wheelchair securement that is a struggle for most agencies. The session will demonstrate that there is no need to continue to struggle with securement issues since the recent development of new cutting edge technology equipment that could support your agency through 2030 and beyond. Q’Straint will provide a drawing for prizes to anyone attending the session.

*Speakers: Mike Laidlaw, Jim Reaume and Lisa Nippolt, Q’Straint  
Moderator: Grant Hendrick, First Transit*

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11:00 a.m.  Missing a Spark in Your Maintenance Department  
*Bristlecone*

Want to learn more about the electrical system in your bus. The session is for the novice as well as the seasoned professional. Want to have fun while you learn the basics and have a chance to win prizes. Come and take the challenge. Do you know when you should upgrade the alternator, buy LED lights use a fast idle system or anti idle/auto restart system for your bus. What is multiplexing? Have an electrical issue you can’t resolve, stump our presenter and earn a chance to win a prize.

*Speaker: Todd Long, Intermotive  
Moderator: Tim McGowan, First Transit*

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11:30 a.m.  Bus Show Luncheon  
*Porte Cochere*

*Sponsored by A-Z Bus Sales*
1:00 p.m.  Consultants and Clients – We’re In It together

Ponderosa

Our panel will explore the most effective ways of ensuring a productive outcome from consultant engagements. What are the pitfalls of the client-consultant relationship, from each side’s perspective? What have we found has worked well to ensure that good things come out of a truly collaborative partnership? Come share your stories. We definitely expect a lot of audience input!

Speakers: Richard Weiner, Nelson Nygaard Consulting; Phil McGuire, Innovative Paradigms, a division of Paratransit Inc; Anne Muzzini, Central Contra Costa Transit Authority

Moderator: Beth Kranda, Valley Transportation Services

1:00 p.m.  Maps and Apps: Modern Information for Coordinated, Seamless Transportation

Lodgepole

People want to understand public transportation. Well-designed, coordinated information makes transportation services simple and helps improve ridership. This session will explore proven and emerging approaches for web and print-based information to improve public awareness of transportation options and promote the use of public transit.

In particular, we will explore best practices for printed timetables and maps and stop information using rural California transit agencies as examples, as well as approaches for quality marketing collateral and travel training materials. Presenters will describe the role and potential of General Transit Feed Specification data, Google Maps, and mobile applications, in information and marketing programs. In addition, this session considers the possibilities of social media for transit: what aspects are hype and what are its real opportunities? This session will draw on work in Trinity County, Mendocino County, the inland Southern California One Call-One Click and other projects.

Speakers: Heather Menninger, AMMA; Selena Barlow, Transit Marketing and Aaron Antrim, Trillium Solutions

Moderator: Polly Chapman, Trinity Transit

1:00 p.m.  California Highway Patrol Inspection Training

Foxtail

The Motor Carrier Division within the California Highway Patrol inspects motor carriers for compliance with statutory and regulatory requirements relating to safety, maintenance and operational practices. The Motor Carrier Safety Specialist evaluates the effectiveness of your preventative maintenance program and the adequacy of record keeping. You will have the opportunity to ask questions and discuss the challenges that you have within your operation.

Speaker: Don Callaway, California Highway Patrol

Moderator: Halsey King, Halsey King & Associates

3:00 p.m.  EXPO

Ritz Carlton Ballroom

Visit the vendors and complete your passport to win some fabulous prizes. Grand Prize is an IPAD 3.

6:30 p.m.  Dinner and Dancing on Lake Tahoe

Enjoy beautiful views of Lake Tahoe and dinner at historic Garwoods Restaurant. After dinner you can join your colleagues for an evening of dancing. Buses will leave the Ritz Carlton Hotel at 6:30 p.m. and return to both hotels after 9:30 p.m.

Sponsored by: First Transit
Friday, May 17, 2013

7:30 a.m.  Breakfast Buffet
*Ritz Carlton Ballroom*  
*Sponsored by Roush CleanTech*

8:30 a.m.  The Nexus of Livability, Transit, and Performance Measurement
*Ritz Carlton Ballroom*  
At the end of this workshop-like session attendees will be able to: define livability generally and in terms of own transit service’s influence, recall basic performance measurement strategies and issues, evaluate current performance measurement practices, and plan next steps for improving performance and livability simultaneously. The presenter will use both PowerPoint presentation materials and handouts to engage the audience and provide practical, take-home information. Much of the presentation will be based on the presenter’s experience as part of the research team that recently completed development of a set of six National Rural Transit Livability Performance Measures for the Federal Transit Administration. “When performance is measured, performance improves. When performance is measured and reported, the rate of performance accelerates.” (Thomas Monson, [http://www.goodreads.com/quotes/221276](http://www.goodreads.com/quotes/221276)).

**Speaker:**  Jonathan Brooks, Texas A & M Transportation Institute  
**Moderator:**  Charlie Anderson, Western Contra Costa Transit Authority

8:30 a.m.  Alternative Fuels and Vehicles
*Ponderosa*  
This session will discuss new alternative fuel vehicles and how Propane can save money for your transit fleet. An educational overview of the fuel, the vehicles available and how it can save money in your operational budget.

10:15 a.m.  Preventing Sexual Harassment in the Work Place
*Ponderosa*  
This course is geared to management/supervisors that need information on sexual harassment prevention in the workplace by focusing on what constitutes sexual harassment and what steps can be taken to prevent it. This training provides tools for identifying these behaviors and preventing them from escalating into a hostile environment. **Those that need to complete the requirements of AB1825 should attend, and a certificate will be provided.**

**Speaker:**  Nancy Hartwell, Trainer and Consultant for Cooperative Personnel Services  
**Moderator:**  Donna Pulverman, Caltrans

10:15 a.m.  Reasonable Suspicion Certification Class
*Lodgepole*  
This session will cover what supervisors need to look for and what to do if someone seems unfit for duty. Supervisors will learn not only how and when to do reasonable suspicion/cause testing but why they need to do it. This class will meet requirements for Supervisors and all attendees will receive a certificate for their personnel files.

**Speaker:**  Robbie Sarles, RLS & Associates  
**Moderator:**  Brian Travis, Caltrans

10:15 a.m.  Ford Fleet Maintenance
*Foxtail*  
Hear about tips, problem areas and preventative maintenance measures to maintain your Ford Fleet.

**Speaker:**  Jocelyn Dunning, Ford Motor Company & Chris Eldridge, Ford Motor Company  
**Moderator:**  Dan Mundy, CalACT
12:30 p.m.  End of Conference
Future Conferences

Please mark your calendars for several future CalACT Conferences.

California’s Public and Community Transportation Conference & EXPO
The Fall Conference is a joint conference with the California Transit Association and CalACT.
October 14-17, 2013
Disneyland Hotel, Anaheim

2014 CalACT Spring Conference & EXPO
May 19-22, 2014
Hilton Mission Bay, San Diego

The 21st National Conference on Rural Public and Intercity Bus Transportation
CalACT is pleased to be the host agency for this educational and informative National conference. We hope you will join your colleagues from across the United States to network and share information on transportation.
October 26-29, 2014
Monterey Plaza Hotel, Monterey
## CalACT Expo Vendor List

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Thank You for your Support

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.

Chairs: Shonna Halterman & George Sparks

Charlie Anderson  Paul Matsuoka
Matthew Avancena Tim McGowan
Steve Chung Joe Meer
Mark Codey Allison Moore
Tiffani Fink Arun Prem Will Garner
Clay Hartman Donna Pulverman
Chris Hatfield Dave Smith
Grant Hendrick Brian Travis
Tom Hicks Richard Weiner

2013 Sponsors, Speakers and Exhibitors

The California Association for Coordinated Transportation extends our deep appreciation to Sponsors and Exhibitors for your participation and support of Cal Act’s 2013 Spring Conference and EXPO. It is the valuable support and assistance of these companies and speakers that make the education and networking events of the conference possible.

Host Agency

We extend our sincere thanks to the wonderful staff at the El Dorado Transit Authority, City of Truckee, Nevada and Placer County Transit who assisted in the planning and completion of the CalACT Spring Conference and EXPO. We could not have done it without them. Please join us in thanking all of them for their hard work.