

# CALACT

## 40TH ANNIVERSARY CONFERENCE



**SAN DIEGO, CA**  
**APRIL 15-18, 2024**

## **Conference Host**

San Diego Metropolitan Transit System & Facilitating Access to Coordinated Transportation

## **Conference Hotel**

The Conference Hotel is the Paradise Point Resort & Spa Renaissance located at 1404 Vacation Road, San Diego, CA 92109. The telephone number is 800-344-2626.

The hotel has waived the resort fee of \$39 per day and gives all guests free wifi in guest rooms, free local land line calls and unlimited use of the fitness center, putting course, basketball, tennis, ping pong, croquet, bocce ball and horse shoes.

## **Private Transportation**

Uber, Lyft and taxis operate out of the San Diego airport. You can take public transportation on San Diego MTS and plan your trip on Google trip planner.

## **Parking**

For the purposes of this event, Paradise Point has a reduced self-parking rate of \$15 per day, which is regularly \$42 per day for CALACT conference attendees.

## Thank You to Our Sponsors

CALACT expresses its appreciation to the Sponsors  
generously supporting the 2024 40<sup>th</sup> Anniversary Spring Conference & Expo

### Platinum Sponsor

Transdev

### Gold Sponsors

A-Z Bus Sales

Davey Coach

Q'Straint/Sure-Lok

RIDE (BYD)

### Silver Sponsors

Freedman Seating

Gatekeeper Systems

Gillig

Keolis

MTM Transit

MV Transportation

RATP Dev USA

UZURV

### Bronze Sponsors

Altro Transflor

BraunAbility

Caltrans

Decals by Design

Endera Bus

New Flyer Industries

Paratransit Service's

RO Bus Sales

Tolar Manufacturing

United Safety & Survivability Corp

### Special Events

Evening Event

Opening Session & Keynote

EXPO Reception

Awards Luncheon

Drink Sponsor

Drink Sponsor

Session Sponsor

Session Sponsor

Transdev

RIDE (BYD)

Davey Coach Bus Sales

Q'Straint/Sure-Lok

New Flyer Industries

RO Bus Sales

RATP Dev

UZURV

### **Golf Sponsors**

Golf Lunch	Freedman Seating
Golf Balls	Decals by Design
Golf Drinks	MV Transportation &
Golf Drinks	United Safety & Survivability Corp
Golf Hole	AltroTransflor

### **Conference Items**

Lanyards	MTM Transit
Name Badges	Gillig
Conference Bags	Keolis, North America

### **Conference Breakfast, Lunches & Breaks**

Tuesday Breakfast Sponsor	MV Transportation
Wednesday Breakfast Sponsor	Gatekeeper Systems
Break Sponsor	Endera
Break Sponsor	Paratransit Services
Break Sponsor	BraunAbility
Wednesday Bus Show Lunch	A-Z Bus Sales

### **Conference Professional Development Sessions**

ADA Guru  
Caltrans  
CARB  
Federal Transit Administration  
RLS & Associates  
KJ Backpack  
University of the Pacific  
Community Transportation Association of America  
Raul V. Bravo & Associates, Inc.

### **Registration Desk Hours:**

**Monday, April 14**  
**12:00 PM-5:00 PM**  
**Tuesday, April 15**  
**7:30 AM-12:00 PM; 1:30 PM-5:30 PM**  
**Wednesday, April 16**  
**7:30 AM-12:30 PM; 2:30 PM-5:30 PM**  
**Thursday, April 17**  
**8:45 AM-10:00 AM**



## CALACT Conference Agenda

**Monday, April 15, 2024**

**8:00 AM**

*Transit III*

### **Taking A Deeper Dive into Building Transit Facilities**

The Federal Transit Administration & Caltrans Local Assistance works with transportation stakeholders all over the State to help foster the development of our transportation system. This session will take a deeper dive into facilities! The session will cover planning, funding, site assessment, public outreach, Role of MPO, acquisition requirements, NEPA regulations, and lessons learned. Come listen. We will be talking about the world of facilities at what it takes to plan, design, and build a successful transit facilities project.

Speakers: Charlene Lee Lorenzo, FTA; Mary Nguyen, FTA; Sujaya Kalainesan, Caltrans; Brian Lane, SANDAG; Norm Tuitavuki, Monterey Salinas Transit; Margaret Heath, Gold Coast Transit

**11:00 AM**

### **Golf Outing at Madera Players Course**

**11:30 AM**

*Sunset I*

### **RTAP Advisory Board Meeting**

**1:00 PM**

*Sunset I*

### **You've Got a Friend in Me: New State Initiatives to Support Transit Operators**

Transit operators leverage technology to help provide safe and reliable service to their riders. When transit technology works, life is made easier. But it often does not, which can further strain operator capacity and frustrate riders. Caltrans and Cal-ITP have been working to support transit operators when these challenges arise. From supporting a shift to standardized GTFS-Realtime data to helping transit agencies with zero-emission transmission and charging technology, the State of California is here to help operators succeed.

This session will be a two-part discussion on ways Caltrans and Cal-ITP are doing this work today:

- The first part will discuss the current GTFS-Realtime procurement, which the state will soon award. This procurement will make it easier for transit operators to purchase standardized, affordable real-time software and hardware.
- The second part will examine how Caltrans is working to identify and deliver innovative and cost-effective new programs to assist small and mid-sized operators facing challenges with the transition to zero-emission fleets.

Speakers: Zachary Karson, REBEL Group; Lauren Gilbert, REBEL Group; Gillian Gillett, Caltrans; Evan Siroky, Caltrans

**April 15, 2024**

**1:00 PM**

*Sunset II*

### **Transit Board Academy**

Transit Board members play a key role in the overall success of a transit agency's ability to provide accessibility with accountability. This includes system innovation, oversight, customer and citizen representation, knowledge, and partnership. Included in this multi-session Academy will be topical presentations, panel discussion and hands-on exercises to drive home a transit board member's understanding of their key role and responsibilities. This session will be continued on Tuesday.

Topics include:

- What Does a Transit Board Do?
- Understanding Transit Services 101
- Improving Policymaking
- Transit Hot Topics
- The Role Ethics Plays in Decision-Making
- Critical Information Exchange: The Communication Partnership Between Board and Staff
- Understanding Your Board Packet
- Strategies for Engagement

Speakers: Kristen Joyner, KJ Backpack & Robbie Sarles, RLS & Associates

**Tuesday, April 16, 2024**

**7:30 AM**

*Directors Room*

**Registration Open**

**7:30 AM**

*Sunset Bllrm Deck*

**Breakfast- Sponsored by MV Transportation**

**8:00 AM**

*Sunset III, IV & V*

**Welcome by Local Hosts**

*Speakers: Sharon Cooney, San Diego Metropolitan Transit System*

**8:30 AM**

*Sunset III, IV & V*

**Keynote Presentation Sponsored by RIDE (BYD)**

***Brand YOU! Your role in expanding the value transit will bring to communities for the next 40 years.***



### ***Nadia Bilchik***

*As a professional development trainer, communications consultant, keynote speaker and author, Nadia Bilchik has created a proven methodology to develop the mindset and skill set to project confidence and have greater impact every time you communicate.*

*In addition, She has reported for CNN Weekend Passport, anchored for the CNN Airport Network, MNET Television in South Africa and hosted various feature programs for CNN International.*

*Her unique approach to communications skills training comes from her experience interviewing and consulting with world-renowned figures, celebrities and corporations. Nadia has interviewed Dr. Nelson Mandela, Tom Hanks, Meryl Streep, Anthony Hopkins; and provided training, consulting, and keynote addresses for Time Warner/Turner Broadcasting (CNN, Cartoon Network, TBS), The Home Depot, Coca-Cola, Porsche USA, Northeastern University, GA Tech, UGA Terry School of Business amongst many others.*

**10:00 AM**

*Dockside*

### **Creating Equity for Commuters & Paratransit Users by Providing Alternative Transportation Services**

Local transportation agencies often face the challenge of balancing demand and capacity across various services. To address this, initiatives are implemented to encourage riders to explore different transportation options. Access Services, Los Angeles, has led the way with its "Free Fare Program," allowing ADA paratransit users to access local bus and rail lines for free. For more than ten years, Access Services has partnered with Los Angeles Metro to assess the effectiveness of its program, specifically in boosting the use of fixed route transit among paratransit users. During the session, Access Services will present findings from its studies, revealing the frequency of paratransit customers utilizing fixed route transit for travel across Southern California.

In addition, the session will highlight the Southern California Regional Ridematch Database, a collaborative effort among transportation authority's spanning five counties. Panelists will discuss the consolidation of this database and innovative strategies to address commuter mobility challenges, including sustainable initiatives and data-driven demand modeling. The focus will be on expanding access to multimodal options and promoting equitable transportation access for commuters traveling across county lines. Panelists will also delve into the effectiveness of services like travel training programs in encouraging transit usage, offering insights into contemporary approaches to regional transportation solutions.

**Speakers:** Eric Haack, Access Services; Nicole Soto, SBCTA; Brian Cunanan, RCTC; Allison Kale, OCTA; Melissa Park, LA Metro, Shared Mobility

**Moderator:** Gracie Davis, OCTA

**10:00 AM**

*Bayview Room*

### **From the Driver's Seat to the Executive Suite: Navigating Your Path to Leadership**

Join us for an enlightening session designed for people that aspire to learn how to move from bus operator to General Manager and everything in between. This session will look at how you can create a strategic pathway from operational roles to executive leadership within the transportation sector. Participants will gain valuable insights into leveraging professional development training and seizing opportunities that pave the way for advancement into management roles.

Highlighting the session are two successful Transit leaders, who have navigated their way through the ranks to reach the apex of their professions. These industry veterans will share their personal journeys, the challenges they overcame, and the strategies that propelled them from bus operators to visionary leaders. Attendees will learn firsthand about the skill sets, experiences, and networking strategies essential for preparing oneself for leadership roles in transit agencies.

Specific topics include:

- How to move your career into second gear
- Using challenges in your career to help you succeed
- Resources that are available to help you become a better leader/manager
- Using AI as a career development tool
- Taking advantage of opportunities inside and out of your organization

**Speakers:** Peter Johnson, Director of the Westgate Center for Leadership & Management Development, University of the Pacific; Donna DeMartino, Retired General Manager at San Joaquin Regional Transit District and Joe Meer, Former General Manager of Basin-Transit

**10:00 AM**  
*Garden Rm*

**Facilities: How to make sure you are building for the future and the hidden costs of ZEB**

This session will focus on a discussion of how Zero Emission Vehicles are shaping the way shops should be built, including parking, long term storage, and safety. But it is not just ZEVs, what about the other important updates in technology? HVAC, electrical demands, air systems, fluid systems and many other essential functions may need to be rethought. Join us in this session where we will discuss this and many other important topics regarding facility building and the hidden costs you need to include when planning your facility.

**Speakers:**

*Sunset II*

**Buy America, Build America Act & Public Transit Projects**

When the *Infrastructure Investment and Jobs Act* (IIJA) was enacted on November 15, 2021, the *Build America Buy America Act* (BABA) included in IIJA introduced a new emphasis on Buy America principles throughout the federal system. Even FTA's Buy America program, the most comprehensive and well-defined in any federal program, was not immune to the uncertainty introduced in BABA. After extensive rulemaking activities conducted by the US Department of Transportation and the Office of Management and Budget, we have final OMB guidance to federal agencies on application of BABA. How does it work? How do we comply? Jim LaRusch will help us make sense of the new requirements within the context of FTA Buy America practice.

**Speaker:** James LaRusch, Raul V. Bravo + Associates, Inc.



10:00 AM

*Sunset I*

**Preventing Driver Assaults through Effective Policies and Prevention Programs**

Driver assaults are on the rise and agencies are looking for resources to protect transit drivers. This session will cover policies that will protect transit operators and the transit agencies. Speakers will also discuss preventive measures and resources to help agencies diminish operator assaults during service delivery.

Speakers: Bill Churchill, County Connection; Kristen Joyner, KJ Backpack

11:30 AM

*Sunset III, IV & V  
Paradise Terr*

**CALACT Awards Luncheon-Sponsored by Q'Straint/Sure-Lok**

Join your peers as we celebrate the accomplishments of CALACT members.

1:00 PM

*Sunset I*

**Strategies for Reducing ADA Complaints**

During this session, Jess Segovia, ADA Guru, will present numerous strategies designed to reduce ADA-related complaints, improve safety, and reduce liability. Strategies will also include creating realistic expectations of transit services, effectively using complaints data, and compliance oversight guidance. Attendees will also have the opportunity to participate in the always popular "ADA Q&A" to finish the session!

Speaker: Jess Segovia, ADA Guru

Moderator: Gracie Davis, Orange County Transportation Authority

1:00 PM

*Bayview Rm*

**What DiSC Style Person Are You?**

This session will discuss and administer the DISC personality test to attendees. (The DiSC model describes four main personality styles: (D, i, S, and C. D for Dominance, i for Influence, S for Steadiness, and C for Conscientiousness), the importance of using test, the reasoning behind it, and how it changed our ways in communicating with people of different personality traits. This session will conclude with attendees taking the test and grading them. Attendees that complete the test will need to attend the follow up session on Wednesday morning to discuss their test results.

Speakers: Chris Ackerman, Victor Valley Transit Authority and W.C. Pihl, Transdev

Moderator:

1:00 PM

*Garden Rm*

**Show Me the Money: Finding Match for Federal Program Applications**

This panel will focus on how to use state and local funding as a match for federal applications and competitive programs. Speakers will discuss Victor Valley Transit Authority's successful application for \$12,000,000 in the Federal Highway Administrations Charging and Fueling Infrastructure program funding.

Speakers: Dustin Strandberg, Victor Valley Transit Authority; Marie Downing, Victor Valley Transit Authority; Michael Lange, Caltrans; Erik Reitz, Caltrans.

Moderator: Yachun Chow, California Air Resources Board

**1:00 PM**

*Sunset II*

### **Best Practices and Principles for Maintenance**

Making your current fleet last through the transition period of moving toward Zero Emissions can be challenging but is doable with the right maintenance plan. Speakers will discuss the Best Maintenance Practices to keep your current Diesel/ CNG/ Gas fleet running while transitioning to zero emissions. They will cover recommendations for half-life rebuilds, costs, emissions testing after treatment requirements. Finally, panelists will discuss regulations for engine model years and end of vehicle life cycles.

**Speakers:**

**Moderator:** Jim Wilson, Humboldt Transit Authority

**1:00 PM**

### **Paratransit 2.0 - Improving the ADA Paratransit Experience**

The historic passage of the Americans with Disabilities Act in 1990 mandated the establishment of paratransit systems for eligible persons with disabilities to complement existing fixed-route transit systems. The resulting regulations outlined the minimum characteristics of these paratransit systems allowing them to be next-day reservations, shared-ride systems that adhered to, in general ways, the current fixed-route bus and rail operations (e.g. paratransit service areas were based on fixed-route service areas; paratransit fares were based on fixed-route fares etc.). While the mandating of paratransit services in the United States was a significant achievement in helping Americans with disabilities to become more independent and integrated into society, the resulting paratransit systems have often come in for criticism by paratransit customers and their advocates for not being an equitable public transit solution. While the main criticism has been the lack of a same day option in most paratransit systems, other significant complaints revolve around the shared-ride feature, including long trips and poor routing. Further, the analog nature of many paratransit systems, where all business, from reservations to estimated times of arrival (ETAs), is transacted over the phone, is also often a source of criticism. Access Services, an independent public transit agency that provides ADA paratransit to 134,000 persons with disabilities in Los Angeles County on behalf of its 46 member fixed-route transit agencies, has over the last five years made significant changes to its next-day paratransit services (hence Paratransit 2.0) in an attempt to address many of these long-standing criticisms and to improve customer satisfaction. These changes are in many ways the result of its collaborative governance model that includes the inclusion of Access customers and advocates on its Governing Board and Community Advisory Committee. These changes include Introduction of new Key Performance Indicators (KPIs): Performance cannot improve unless it is monitored. Traditionally, most paratransit agencies measure only a few KPIs or often only one on-time performance. Access has introduced an advanced suite of thirteen KPIs that measure both traditional paratransit characteristics but also elements that lead to customer complaints and dissatisfaction, such as excessively long trips and excessively late trips. These KPIs have been placed into our provider contracts and tied to liquidated damages in the event of noncompliance. This presentation will give an in-depth overview of these KPIs, what they measure and how they were implemented. Introduction of online/digital technologies: Many paratransit systems still make their customers call a central call center to make reservations and ask about the status of their trips. Access has developed a custom smart phone application called Where's My Ride that allows our customers to track their trips (including trips subcontracted to taxi companies) and then provide instant feedback, similar to the Uber and Lyft apps. This presentation will give an in-depth overview of this application and current

development efforts to provide additional features to our customers. This presentation will also give an overview of the Access online reservations system.

Speakers: Andre Colace, Access Services; Cristina Russell, Transdev, Bill Churchill, County Connections

Moderator:

**2:45 PM**

*Sunset I & II*

### **The ADA and Bus Stops in Rural Areas; Accessible Amenities without Breaking the Bank**

In this session we explore the challenges of meeting ADA law in terms of ADA appropriate bus stops in rural service areas. How to design stops which are fully accessible, but that do not require significant financial outlay to construct them. We also look at best practices in updating existing stops to meet ADA guidelines.

Speakers: Robin VanValkenburgh, Nevada County Connects; Lucien Musso, Stanislaus Regional Transit Authority; Mark Wall, Transit Consultant-invited; TBD-Caltrans

**2:45 PM**

*Dockside*

### **No Community Left Behind: Building Transportation Programs for All**

This session will review alternative transportation options that can enhance existing transit services to accessibility to services and employment. Discover how to make microtransit work for your rural community from Shasta County, Calexico, and the City of Petaluma. Each of these innovative agencies have filled the transit gaps in their system with microtransit. Shasta County, in partnership with Dignity Health, uses microtransit to provide non-emergency medical transportation to a community with limited mobility options. In Calexico, ICTC has leveraged a Clean Mobility Options grant to add a microtransit service and expand border community access to vital services. The City of Petaluma is extending access to their transit network and improving connections to regional rail, while ensuring that target demographics are better served by transit in the process. Attendees will walk away from this session with actionable insights and use cases for microtransit in rural communities and learn how to make the most of their transit network.

The second half of the session will focus on community-based partnerships with non-profit agencies. On the Go, has developed a solution to these longstanding intractable barriers to transportation. Together, with local area agencies on aging, social service agencies, rideshare providers, and NEMT providers, On the Go's solution is changing the lives of people across the U.S. with freedom of transportation. Transportation that supplements existing transportation infrastructure to effectively, efficiently, and economically transport underserved residents, improves quality of life and health outcomes transportation is an essential social determinant of health, On the Go has built a solution that centers the needs of riders and Attendees will understand how to build innovative cross-sector partnerships to overcome transportation barriers and hear about how municipalities and Area Agencies on Aging connect low-income older adults to on-demand transportation to improve connections to community and health services.

Speakers: Maureen Glaser, On the Go; Marie Pinna, VIA Transportation

Moderator: Meagan Schmidt, MMS Grant Services

**2:45 PM**

*Bayview*

### **Is Your Purchasing Manual Up to Date?**

The first question in the procurement section of every Triennial and State Management Review is whether the agency has written procurement policies and procedures “that include required state, local, and Federal provisions.” Do your policies and procedures measure up? This session will review just what those FTA auditors are looking for and how to ensure your policies and procedures comply with FTA’s standards.

**Speaker:** James LaRusch, Raul V Bravo + Associates, Inc.

**Moderator:**

*Sunset III*

### **Workforce Development for Transit**

Workforce statistics have reported that about 250,000 technicians are leaving the industry annually and just under 50,000 qualified are entering the industry, creating an alarming shortage that is already being felt across the country. An assessment of multiple transit maintenance facilities has revealed various challenges such as deficient essential technical competencies and an aging workforce entering retirement age taking decades of knowledge and experience with them. Combining this with evolving technologies entering the vehicle maintenance field, more robust training programs that dive deeper in areas such as ZEV will be needed while continuing to put emphasis on fundamentals for those who are just entering the field. MV Transportation and other agencies identified these shifts as opportunities for growth of its people and the industry. Analyzing the technical gaps at the local levels and building development plans to meet the technical needs, along with creating apprenticeship program, partnering with vehicle manufacturers, and deploying already existing learning platforms to bridge the gaps. The intent is to build up the technical competencies required to service and repair the current fleets while preparing the workforce to transition to Zero Emission fleets and creating incentive initiatives that reward developmental growth and promote retention. The focus of the presentation will include Developing the next generation of transit mechanics, apprenticeship training, using technology to bridge the gap during the transition (remote expert capability) and enhance learning.

**Speakers:** Humberto Marazzi, MV Transportation

**Moderator:**

**2:45 PM**

*Sunset V*

### **Developing A Successful Federal Grant Application- Part I**

The first part of this session will provide an overview of the recently updated FTA Region 9’s Grant Application Development Toolkit. The toolkit provides a framework and a bundle of information to help recipients gain a better understanding of FTA grant program requirements and the required information for inclusion in a grant application.

**Speakers:** Amy Changchien, Federal Transit Administration & Mary Nguyen, Federal Transit Administration

**Moderator:**

**2:45 PM**

*Garden Rm*

### **Transit Board Academy -Part II**

This session will cover working effectively with boards and creating strong partnerships to move agency goals forward together. Trainers will also review how to develop an effective board packet that communicates goals, objectives, and action items.

Speakers: Kristen Joyner, KJ Backpack & Robbie Sarles, RLS & Associates

**4:25 PM**

*Dockside*

### **Implementing On-Demand Accessible transportation in San Diego County**

This session will highlight innovative on demand transportation services in San Diego County. Speakers will discuss the need, challenges, benefit, and lessons learned from implementing on-demand accessible service from RideFACTNOW in San Diego County. RideFACTNOW is implemented in partnership with SANDAG and is funded with Access for All Funding (State, CPUC funds).

Speakers: Arun Prem, Facilitating Access for Coordinated Transportation; TBD, SANDAG

*Bayview*

### **Turning Passenger Focus into Real Action**

Transdev collaborates with its client agency partners to ensure that the passenger voice can be heard through a unique program where every aspect of the service is viewed through the eyes of the typical passenger on the transit system. Different company and agency staff are assigned “personas” of the various passenger types (i.e., commuter, transit dependent rider, disabled passenger, single mother, retiree, etc.), and a system wide review and survey is completed. The results are turned into suggestions for improvements and ranked by severity of impact, cost, and urgency. Real life changes are made from this process that elevates the passenger experience.

Speakers: W.C. Pihl, Transdev; TBD, Soltrans and TBD, VTA

Moderator:

*Sunset V*

### **Developing a Successful Federal Grant Application-Part II-Frequently Encountered Issues**

The second half of this workshop will focus on pre-award activities and issues that often arise during FTA’s grant application review. Key topics for this session will include pre-award authority, planning/STIP information, environmental review information, “Adjustment Amount,” in-kind match, Transportation Development Credit, ADA complementary paratransit match policy, the 100-Bus Rule, “Super Grants”, and others.

Speakers: Amy Changchien, Federal Transit Administration & Charlene Lee Lorenzo, Federal Transit Administration

Moderator:

**4:25 PM**

*Sunset I&II*

### **Getting Your Hands on Artificial Intelligence**

In a continuation of the AI class taught in Rancho Mirage, this session would invite participants to bring their laptops and work on exercises and get assistance using the



power of Artificial Intelligence. Participants would use ChatGPT, Google Bard, Canva, and Photoshop in this session so you need download one of those programs on your laptop to be prepared for the session.

Speakers: April Potter, Stanislaus Regional Transit Authority and Chris Ackerman, Victor Valley Transit Authority

Moderator: Angela Swanson, Stanislaus Regional Transit Authority

*Sunset III*

### **Maintenance Roundtable on ZEB Implementation**

Participate in a facilitated open discussion on the roadblocks and challenges in moving transit fleets to Zero Emission. The information gathered at this session will be used to develop an advocacy letter to educate elected officials and California Air Resources Board and staff members.

**Facilitator: Rick Ramacier, Capitol GCS**

**4:25 PM**

*Garden*

### **Transit Board Academy-Part III**

The final session for the board training will focus on best practices, issues and answering your burning questions.

Speakers: Robbie Sarles, RLS & Associates & Kristen Joyner, KJ Backpack

**6:30 PM**

*Paradise Blirm*

### **EXPO Reception: *Sponsored by Davey Coach Bus Sales***

Take time to visit the exhibitors while enjoying a cocktail and light appetizer.

## Wednesday, April 17<sup>th</sup>

**7:30 AM**

*Directors Rm*

**Registration**

**7:30 AM**

*Sunset Deck*

**Breakfast Sponsored by Gatekeeper Systems**

**8:00 AM**

*Dockside*

**Outdated to Innovative: How to Bring Every Paratransit Rider Into the 21st Century**

Navigating the complexities of public transportation, particularly within the ADA paratransit sphere, entails a balance of adept on-the-fly decision-making and meticulous behind-the-scenes management. To achieve a modern transit system, agencies must prioritize improvements in communication, scheduling, technology, and service provision while ensuring equity, accessibility, and affordability for riders. When transit agencies embark on major changes within their technology, it is crucial to understand that it is far more than just a technical exercise. It is not solely about automating software or migrating data from one system to another. It is about people, their needs, and the profound emotional impact that change can have. A huge portion of time is spent adapting the organization's culture to embrace the change, rather than simply implementing it. Change, as we all know, can be scary. It can disrupt routines, create uncertainty, and even spark resistance. But change does not have to be a source of fear; sometimes, it is a journey towards something better. In this session, attendees will explore the critical need to shift mindsets and ensure all users - from riders, to schedulers, to dispatchers, are comfortable with change. Discover how to Future-Ready your paratransit systems and empower effective change management where individuals feel heard and understood. Learn from agencies such as Roseville and Placer County who are changing rider perception of the transit and bringing ADA-paratransit into the 21st century. Together, we will walk through step by step how agencies can closely transition their legacy software to a modern, cloud-based SaaS platform and increase ridership satisfaction and operational efficiency.

**Speakers:** Brianna Kublek, SpareLabs.

**Moderator:**

**8:00 AM**

*Sunset I*

**Successful Zero Emission Operations in the Central Valley**

This session will discuss how to obtain grant funds and resources that created the successful transition to Zero Emission fleets by small urban and rural transit agencies in California's central valley. Speakers will also discuss how operators in the central valley are collaborating with each other and providing technical assistance to neighboring agencies.

Speakers: Moses Stites, Fresno County Rural Transit Agency; Janelle Del Campo, Fresno County Rural Transit Agency; Amy Hance, City of Clovis; Chrissy Mancini Nichols, Walker Consulting  
Moderator:

8:00 AM  
*Sunset III*

**CARB Update to Include Advanced Clean Fleet and Innovative Clean Transit (ICT) Regulations and How to Use Low Carbon Fuel Standard Credits**

California Air Resources Board (CARB) staff will provide an update on the ACF and ICT regulations and what agencies need to do to comply with the regulations. The LCFS rule amendment process is happening now, and the proposed rule amendment will be heard by CARB in March. This session will provide an overview of the LCFS program, and what the new amendments are (if adopted). Speakers will also discuss how to utilize tax credits and estimate the revenue from credit generation programs.

Speakers: Yachun Chow, CARB & Tonya Peacock, Eco Engineers  
Moderator:

*Sunset II*

**Caltrans Transit Planning**

Caltrans will share information about its New Transit Planning Office within the Division of Transportation Planning. Come here about this Office's vision and goals, high priority tasks, and current priorities - the Statewide Transit Interim Report (STIR), the Directors new Transit Policy, and efforts to develop "District Transit Plans."

Speaker: Josh Pulverman, Caltrans  
Moderator: Brian Travis, Caltrans

*Garden*

**Sponsored Session By UZURV**

**Onboarding a TNC for ADA Paratransit - Lessons Learned in California**

Innovative agencies and their subcontracted service providers in California are committed to providing an important level of service for their paratransit riders - even with the headwinds of driver shortages, increased costs, and performance challenges. Three transit agencies in California have leveraged UZURV's Adaptive Transportation Network Company model to help address these challenges with a network of fully ADA-compliant drivers. Join this panel discussion as they walk through results and lessons learned for onboarding and integrating UZURV as a supplemental service provider for their paratransit riders.

Speakers: TBD  
Moderator: Jess Mooney, Senior Director Client Strategy

**8:00 AM**

*Bayview*

### **Transit and the Unhoused**

Come hear some statistics and solutions for managing the unhoused residing at transit facilities. They will talk about agency policies and rider guides that address guidelines for providing services to the unhoused.

Speakers: TBD

**9:35 AM**

*Sunset II*

### **Using Technology & Data to Provide Real Time Passenger Travel Information**

This session will discuss the intricacies of collecting, analyzing, and applying data to make transit systems more efficient, dependable, and user-friendly. This presentation is essential for those in the transit industry looking to leverage data for smarter transit solutions. Attendees will be able to comprehend how data analytics serves as a pivotal tool for enhancing the efficiency of transit systems and enriching the passenger experience. Identify and apply practical strategies that leverage data-driven decision-making to improve transit operations.

The second part of the session will discuss "What's the best way to manage the rider's experience during a holiday, detour or service disruption? Hint: it goes beyond simply sending service alerts to riders. In this panel discussion speakers will review new best practices for improving the rider experience during service disruptions. We will draw on real-life case studies about the most effective channels for keeping passengers informed during service changes and new developments within the GTFS-Realtime specifications that allow agencies to do all the above seamlessly and automatically. Speakers will also cover how to display, for the first time ever, real-time service change information on rider-facing maps by leveraging new enhancements within the GTFS-Realtime specification.

Speakers: Edgar Sanchez, Swiftly; Brady Young, Peak Transit & Evan Siroky, Caltrans, Cal-ITP.

Moderator:

**9:35 AM**

*Dockside*

### **Artificial Intelligence in Transit Operations**

Artificial Intelligence (AI) is being used in every industry segment altering the landscape where it goes. In Transit, as we migrate towards zero emissions technologies such as battery electric vehicles or hydrogen vehicles, these innovative technologies pose challenges in the form of non-familiarity of technology, range anxiety, added complexity of operations, digitalization of hardware resulting in vast amounts of non-actionable data, etc. AI technology enables data gathered from multiple sources including buses, charging or hydrogen fueling system, external environments such as traffic and weather, etc., to simplify decision making, optimize operations and dispatch, manage fueling to save money, manage yard operations optimally, helping with resiliency of operations, etc. Examples of where AI is being used and successes as well as challenges will be discussed.

Speaker: Rajit Gadh, MOEV Inc.

Moderator:

**9:35 AM**

*Sunset I*

### **Telling Your Transit Story**

Have you ever wondered why some transit systems have grants funded and other struggle? Are you curious about what elected officials and partners really need to know to get on board with transit? Explore how to tell your story, what to say and why, so that you can sell the advantages of transit and reap more benefits for your agency and your community. Understanding why telling your transit story is important. Use of data and first-person accounts and photos help you build an effective story. This session will be interactive with case studies, discussion, and exercises.

Speaker: Kristen Joyner, KJ Backpack

Moderator:

**9:35 AM**

*Sunset III*

### **CARB Funding Guidelines: Purpose, Process and Effect on California Climate Investments**

This session will cover CARB Funding Guidelines and funds from LCTOP, TIRCP and Strategic Growth Council programs. Come listen and learn how you can obtain funding for your Zero Emission plans.

Speakers: Yesenia Ochoa; Caltrans; Raina Ryan, CARB; Erik Reitz, Caltrans; and TBD, Strategic Growth Council.

Moderator:

**9:35 AM**

*Bayview*

### **How Good Was Your COA? Determining the Effectiveness of Your Comprehensive Operations Analysis (COA)**

Transit agencies regularly conduct comprehensive operations analyses (COAs) to refresh their networks to respond to changes in their service areas. Many are doing theirs now to respond to changes from the COVID-19 pandemic. How do agencies determine if their COA accomplished its goals? SamTrans, the mobility provider for San Mateo County, conducted its COA during the pandemic and has almost completed implementation. This session will cover how to evaluate the effectiveness of a COA using SamTrans' Reimagine COA as an example.

Speakers: Kate Christopherson, Chris Duddy, and Jonathan Steketee, San Mateo County Transportation Authority (SAMTRANS)

**9:35 AM**

*Garden*

### **Sponsored Session by RATP Dev- *Description coming soon***

**11:00 AM**

*Sunset II*

### **Everyone at the Table- Inclusion of Older Adults and Persons with Disabilities in Accessible Transportation Planning and Service Delivery**

Transportation services for older adults, persons with disabilities and their caregivers cannot be fully accessible unless these same individuals are included in their design and



deployment. True accessibility must also consider complete trips; barriers and obstacles in the first mile and last mile of transit trips can often prevent persons from reaching an accessible transit service or vehicle. The work of the Community Transportation Association of America (CTAA) with the Transportation for All (TP4A) and Accessible Transportation Resource Center (ATRC) over the past twelve years has sought to identify innovative strategies and solutions to ensure that the Nation's mobility services are fully inclusive and accessible. These two Centers have been funded through the Administration for Community Living of the Department of Health and Human Services. This session will highlight several inclusive accessible mobility projects, in Baltimore, Maryland; Portland, Maine; Seattle, Washington; and Portland, Oregon., and discuss the work of the ATRC in promoting holistic accessibility of transportation infrastructure.

**Speaker:** Charles Rutkowski, Community Transportation Association of America (CTAA)  
**Moderator:**

**11:00 AM**  
*Garden*

**Technical Assistance Programs for Driver Training & Zero Emission Plans**

National RTAP will review their recently published ADA Driver Training, which provides Two the Point card decks and can jump-start your safety program with START, Emergency Procedures for Rural Transit Drivers, and Problem Passengers, Dealing with Difficult Situations. Using the ADA Driver Training course, you can run new drivers through their pace and sign off on their familiarity with providing service to mobility-challenged or other persons with disabilities. The NRTAP Resource Center has videos, Topic Guides, Tech Briefs, and tech tools to help you and your team be the best and have fun doing it.

You will also learn about a partnership with Caltrans, Fresno County Rural Transportation Agency, and Walker Consulting to offer technical assistance to move towards implementation of your Zero Emission plans.

**Speakers:** Robin Philips, National RTAP; Chrissy Macini Nichols, Walker Consulting  
**Moderator:** Wendy King, Caltrans

**11:00 AM**  
*Bayview*

**What is Your DiSC Personality type-Part II?**

This session follows the first DiSC session on Tuesday where participants completed their DiSC tests. This session will discuss attendee test results and how to interpret those results. Attendees will take what they have learned about not only their personality traits, but those traits they do not have. Attendees will complete exercises on interacting with each other and how to communicate more effectively.

**Speakers:** Chris Ackerman, Victor Valley Transit Authority; W.C. Pihl, Transdev

**11:00 AM**  
*Dockside*

**Emergency Procedures and Risk Management for ZEB's**

In this session we will discuss best management practices, OEM procedures, safety and approaches to handling vehicle accidents and vehicle emergencies and how they are

different from ICE powered vehicles. You will walk away with a better understanding of how to handle emergencies and accidents with newer technology buses.

Speakers: Frank Dopp, Fleet Maintenance Specialists

Moderators:

**11:00 AM**

*Sunset Rm*

### **Zero Emission Bus Credits and Incentives for Transit Agencies**

This session will review how transit operators can access federal and state funding to acquire zero emission buses (ZEBs) and construct the required infrastructure. Also covered will be how to estimate revenues from credit generation programs such as California's low carbon fuel standard (LCFS). Opportunities for battery electric and fuel cell electric technologies will be covered, including incentives for hydrogen production, and fueling projects.

Speakers: Tanya Peacock, Eco Engineers

**12:00 PM**

### **CALACT: The Last Forty Years**

This inspiring session will review the creation of the Association, accomplishments and comradery members experienced during their tenure with CALACT.

Speakers: Mark Wall, former GM of Lake County Transit; George Sparks, Former GM of Pomona Valley Transportation Authority; Rick Ramacier, Former GM of County Connections & Capitol GCS; Dennis Guinaw; Richard DeRock, Former ED of Access Services and GM of Link Transit.

**12:50 PM**

*Parking Lot*

### **Bus Show Luncheon Sponsored by A-Z Bus Sales**

Enjoy a delicious lunch by visiting the buses and complete your bus show card for prizes distributed Thursday morning. You must be present to win.

**2:50 PM**

*Paradise Bllrm*

### **EXPO**

Spend the afternoon discussing software, transit products and more while enjoying a refreshing beverage and delicious dessert with the exhibitors. The EXPO grand prizes will be announced at 5:30 PM and attendees must be present to win. Prizes from individual vendors will be given away at the final session on Thursday.

**3:15 PM**

*Paradise Bllrm*

### **BREAK in the EXPO Hall Sponsored by Paratransit Services**

**6:30 PM**

### **Evening Event at Stone Brewery: Back to 1984: Sponsored by Transdev**

Enjoy dinner, music and craft beer at Stone Brewery and bring your 80's attire to wear during the evening event. Prizes will be awarded for the best outfits. Buses will begin

leaving at 6:30 PM with the last bus leaving at 6:50 PM. Buses will begin returning from Stone Brewery starting at 9:30 PM to 10:30 PM.

## Thursday, April 18

### **8:30 AM      Registration**

*Directors Rm*

### **8:30 AM      Breakfast Buffet**

*Sunset Ballroom I-II*

### **9:00 AM      Federal Programs Update**

*Sunset III-IV*

Hear about the latest information and changes to Federal Transit Administration (FTA) programs that are important to transit agencies. This update will also include an update on federal legislation, including future funding for transit agencies.

Speakers: Ray Tellis, Federal Transit Administration, Region 9 Administrator

Moderator: Alex Clifford, San Joaquin RTD

### **10:15 AM      State Programs Update**

*Crystal Ballrm*

Caltrans and CARB staff will provide an update on the recent reorganization of Mass Transportation to Local Assistance, current program changes and an update from CARB.

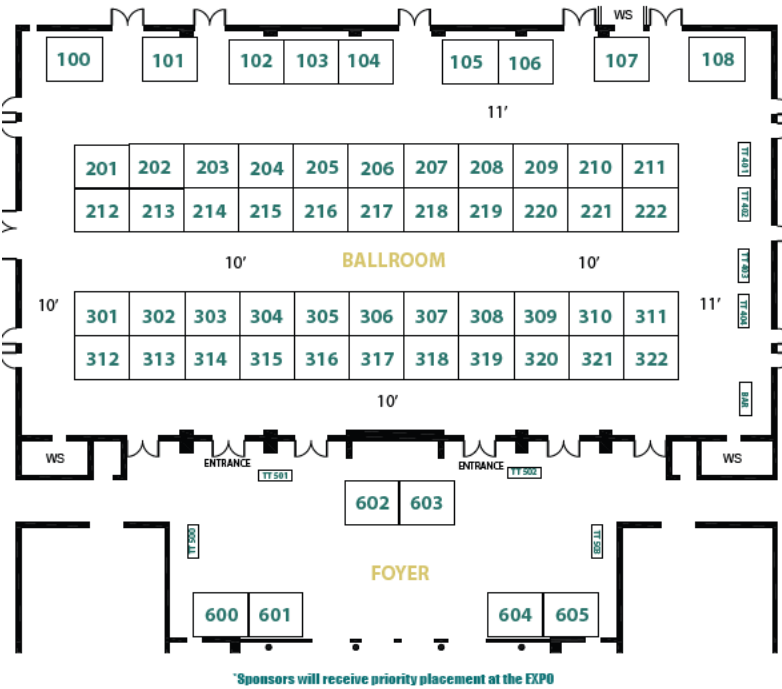
Speakers: Dee Lam, Caltrans; Yachun Chow, CARB

Moderator: Rick Ramacier, Capitol GCS Consulting

### **11:15 AM      Prize Give Away and Conclusion of the Conference**

EXPO Map

Exhibitor List



Bus Show Map



