

Day	Time	Thursday November 5, 2026		Room
Thursday	8:30 - Noon	Registration		Alexander Valley Foyer
Thursday	Noon–12:45	General Session – Mobility Transformed Starts Here!		Alexander Valley Ballroom
		Break		
		Session 1	Track	Room
Thursday	1:00 - 2:30	Beyond Compliance: Using Eligibility as a Strategic Tool for Better Service, Sustainability, and Rider Success	Eligibility & Access	Chalk Hill
Thursday	1:00 - 2:30	Beyond the Ride: Creating Exceptional Experiences for Riders with Diverse Disabilities	Elevating the Customer Experience	Sonoma Mountain
Thursday	1:00 - 2:30	Boardrooms to Bus Stops: Building Executive and Board Support for Accessible Transportation	Leadership & Workforce	Dry Creek Valley Ballroom 2
Thursday	1:00 - 2:30	Accessibility Upstream: Improving Fixed-Route Service to Reduce Paratransit Dependency	Operational Excellence & Innovation	Dry Creek Valley Ballroom 1
Thursday	1:00 - 2:30	Telling the Mobility Story: Building Public and Political Support for Paratransit Funding	Technology, Funding & Compliance	Russian River Valley Ballroom
		Break		
		Session 2	Track	Room
Thursday	3:00 - 4:30	Meeting Riders Where They Are: Community-Based Eligibility, Travel Training, Conditional Eligibility and Mobility Services	Eligibility & Access	Chalk Hill
Thursday	3:00 - 4:30	Expanding Capacity Through Partnerships: Integrating Supplemental Service and Transportation Providers	Operational Excellence & Innovation	Dry Creek Valley Ballroom 1
Thursday	3:00 - 4:30	Funding the Mandate: Building a Sustainable Financial Future for ADA Paratransit	Technology, Funding & Compliance	Russian River Valley Ballroom
Thursday	4:45-6:00	Vendor Speed Dating	Alexander Valley Ballroom	
		Friday, November 6, 2026		
Friday	8:00-9:00	Opening Plenary and Panel Discussion	Alexander Valley Ballroom	
		Break		
		Session 3	Track	Room
Friday	9:15 – 10:45	The Unintended Impacts of Innovation: Planning for Demand-Induced Growth in ADA Paratransit Eligibility	Eligibility & Access	Chalk Hill
Friday	9:15 – 10:45	Building Mobility Partnerships: Language Access, Cultural Responsiveness, and Community Trust	Elevating the Customer Experience	Sonoma Mountain
Friday	9:15 – 10:45	Promising Practices for Building a Strong Accessible Transit and Paratransit Workforce	Leadership & Workforce	Dry Creek Valley Ballroom 2
Friday	9:15 – 10:45	From Reactive to Predictive: Using Data and Analytics to Improve Paratransit Performance	Operational Excellence & Innovation	Dry Creek Valley Ballroom 1
Friday	9:15 – 10:45	Smarter Operations: Using AI and Automation to Enhance Scheduling, Dispatch, and Customer Service Without Losing the Human Connection	Technology, Funding & Compliance	Russian River Valley Ballroom
		Innovation Showcase		Room
Friday	11:00-12:00	Eligibility & Access Innovations	3 Presentations x 20 minutes	Chalk Hill
Friday	11:00-12:00	Elevated Customer Experience Innovations	3 Presentations x 20 minutes	Sonoma Mountain
Friday	11:00-12:00	Operational Excellence & Service Innovations	3 Presentations x 20 minutes	Dry Creek Valley Ballroom 1
Friday	11:00-12:00	Technology, Policy, Funding & Compliance Innovations	3 Presentations x 20 minutes	Russian River Valley Ballroom
12:15-1:15	The Future Won't Fit: A Lunch Conversation to Reimagine Paratransit Presented by UZURV in the Alexander Valley Ballroom			
		Break		

Session 4			Track	Room
Friday	1:30-3:00	Beyond the Visible: Assessing and Supporting Riders with Hidden Disabilities and Neurodivergence in Paratransit Systems	Eligibility & Access	Chalk Hill
Friday	1:30-3:00	From Input to Impact: Building Community Engagement That Shapes Accessible Transportation	Elevating the Customer Experience	Sonoma Mountain
Friday	1:30-3:00	From Operations to Influence: Building the Next Generation of Accessibility Leadership in Paratransit	Leadership & Workforce	Dry Creek Valley Ballroom 2
Friday	1:30-3:00	Designing for Productivity Without Sacrificing the Rider Experience	Operational Excellence & Innovation	Dry Creek Valley Ballroom 1
Friday	1:30-3:00	More than a Ride: Building Healthcare Partnerships That Improve Funding, Mobility, and Health Outcomes	Technology, Funding & Compliance	Russian River Valley Ballroom
Break				
Session 5			**Track**	**Room**
Friday	3:30-5:00	Know Your Rider: Turning Eligibility Data into Better Mobility Choices	Eligibility & Access	Chalk Hill
Friday	3:30-5:00	Connected & Confident: Helping Riders Navigate the Digital Paratransit Experience	Elevating the Customer Experience	Sonoma Mountain
Friday	3:30-5:00	Building a Culture of Accessibility: From Agencies to Employees to Community Partners	Leadership & Workforce	Dry Creek Valley Ballroom 2
Friday	3:30-5:00	Connecting the Mobility Ecosystem: Integrating Services, Technology, and Partnerships Across Communities	Operational Excellence & Innovation	Dry Creek Valley Ballroom 1
Friday	3:30-5:00	Beyond Compliance: Monitoring ADA Paratransit Performance, Managing Risk, and Driving Continuous Improvement	Technology, Funding & Compliance	Russian River Valley Ballroom
5:15-5:45	Cocktails & Conversation with Marc Molinaro			**Alexander Valley Ballroom**
5:45 – 6:30	Networking Reception sponsored by Transdev			**Alexander Valley Ballroom**

Saturday, November 7, 2026

8:30 am - 9:30 am	Keynote: Anna Zivarts - Presented by MV			**Alexander Valley Ballroom**
Break				
Session 6			**Track**	**Room**
Saturday	10:00-11:30	Beyond the Bus Stop: Reimagining ADA Paratransit Eligibility Through Pathway Review, Open Sidewalks, and Environmental Accessibility Data	Eligibility & Access	Chalk Hill
Saturday	10:00-11:30	AI Behind the Ride: Using Automation to Improve Efficiency, Operations, and Customer Service	Elevating the Customer Experience	Sonoma Mountain
Saturday	10:00-11:30	Building Accessibility into the Accessible Transit and Paratransit Workforce	Leadership & Workforce	Dry Creek Valley Ballroom 2
Saturday	10:00-11:30	Paratransit 2.0: Designing Service Delivery Models for the Future	Operational Excellence & Innovation	Dry Creek Valley Ballroom 1
Saturday	10:00-11:30	Contracting for Outcomes: Managing Paratransit Providers for Quality, Efficiency, and Equity	Technology, Funding & Compliance	Russian River Valley Ballroom

Conference Sessions end and APTA Paratransit Work Groups will be Meeting

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