

CONNECTING US

NOVEMBER 20-22, 2024
SAN JOSE CONVENTION CENTER

AGENDA

TUESDAY, NOVEMBER 19

8:30 am - 4:00 pm Jim Ditch Golf Tournament

WEDNESDAY, NOVEMBER 20

2:00 pm - 3:00 pm IDEA Task Force Meeting

3:30 pm - 4:30 pm Pre-Conference Session

4:30 pm - 6:00 pm Opening General Session

Keynote Address

KEYNOTE SPEAKER

Summer Sanders: Olympic Gold Medalist



6:00 pm - 7:30 pm Welcome Reception and Expo

THURSDAY, NOVEMBER 21

7:00 am - 8:00 am Maintenance Committee Meeting

8:00 am - 9:00 am Operations Committee Meeting

9:00 am - 10:30 am General Session

KEYNOTE SPEAKER

Jarrett Walker: World-renowned transit-network consultant and author



10:30 am - 11:30 am Coffee and Expo

11:45 am - 1:00 pm CONCURRENT SESSIONS I

Grow Ridership with Innovative Mobility Solutions for All (E)

Transit agencies increase ridership and successfully carry out their missions when they make efforts to ensure that a wide range of community members can access and use transit. Hear from representatives who have successfully implemented policies and plans to make it easier for vulnerable populations to make transit a more comfortable, more affordable, simpler part of their day.

The Expo Hall will be open during conference hours on Wednesday and Thursday, with dedicated time on both days.



The Do's and Don'ts of Hydrogen Deployment

Hydrogen fuel cell bus technology is gaining momentum for transit agencies looking for an alternative or complement to battery-electric bus technology. Despite the growing demand for this technology, the baseline requirements and characteristics of successful deployments are not widely understood. This panel will bring together leading voices on hydrogen deployment for a far-reaching discussion on infrastructure development best practices, hydrogen fuel procurement considerations, workforce needs, and more to support success with hydrogen.



Artificial Intelligence Intersections: Labor, Employment, and Fleets

Artificial Intelligence (AI) is already having an impact on early-adopter transit agencies, but the known impacts are mostly confined to their operations. AI is assisting agencies with everything from optimizing route timing, to calculating route maps, to proactively identifying maintenance needs. However, AI's impacts on labor and employment for transit agencies is relatively under-discussed. This session will survey the intersections in AI, transit, and labor and employment, and will include case studies of how AI is currently being used.



Activating Public Spaces: Stops, Stations, and Surroundings

Stops and, stations are an important part of the overall transit experience. Facilities that are clean, safe, comfortable, beautiful, central gathering points can attract new riders and keep them coming back. Hear from transit agencies and experts who are rethinking stops and, stations in the communities they serve.



Protect Frontline Workers: Safety Strategies, Rider Conduct, and Rule Enforcement (S)

For transit agency leaders concerned about the safety of their frontline workers, this panel is for you! Learn from experts about best practices and successful experiences with implementing rider codes of conduct, options for operators that do not maintain their own police force, designing and implementing de-escalation training programs, and more.






1:00 pm – 2:15 pm

Lunch and Expo

The Expo Hall will be open during conference hours on Wednesday and Thursday, with dedicated time on both days.

2:30 pm – 3:45 pm

CONCURRENT SESSIONS II

-  **Microgrids: ZEV Benefits, Resiliency, and More**
Battery electric buses are fundamentally reliant on grid electricity as its source of fuel. To ensure that they can power their fleet during a grid outage, many transit agencies have begun to plan for or deploy microgrids to provide resiliency. This panel includes a discussion on early microgrid feasibility studies and deployments, as well as a discussion on resilient microgrids that leverage solar and battery storage to reduce lifecycle emissions and electricity costs. This panel includes lessons learned and case studies from organizations who have experience with microgrids.
-  **Status Update on Implementation of California's Zero-Emission Regulations**
California has long been at the forefront of emission regulations, and the state has built a reputation for adopting some of the strictest emission regulations in the world. CARB adopted the Innovative Clean Transit (ICT) rule in 2018, which requires all state transit agencies to start implementation of zero emission bus transition fleet plans. This session will focus on how the ZE transition programs have been progressing these last five years – from the quantities and types of transit equipment agencies are purchasing, to progress on building support facilities, to staff training, to the challenges agencies are facing with implementing their ZE programs.
-  **Labor Relations & Employee Engagement in a Post Covid World (S)**
While navigating the new post-covid employment landscape, transit industry leaders need to know about the landscape of new laws and new worker expectations. Hear from experts about recent major changes to labor and employment law, successful experiences with building trust during union contract negotiations.
-  **Creating a Safer System Without More Enforcement (S)**
Public safety is one of the top issues of concern for transit riders and transit agencies, and enforcement isn't the only strategy that agencies can use to address the issue. Learn from riders and agencies on ways to create safer stations, rail, and bus routes through alternatives to policing from ambassadors, station design, activating public spaces, operator protections, and other alternatives from experts, practitioners, and advocates.
-  **Innovative Ideas to Mitigate Operator Shortages and Enhance Operator Well-Being (E)**
Maintaining employee well-being and satisfaction on a variety of measurements – from scheduling, to safety, to training and more – is crucial to recruiting and retaining qualified, diverse operators. Hear from experts about strategies to ensure your transit agency retains satisfied, long-term transit operators.

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THURSDAY, NOVEMBER 21 (Continued)

3:45 pm – 5:45 pm

Tech Tours

CALTRAIN TOUR

Join the Caltrain and VTA teams for a round-trip, revenue-service ride on one of the new American-built Stadler electric trains from the historic San Jose Diridon station to Mountain View. Onboard, you will hear about how this \$2.44 billion project came together, how it is benefiting customers and corridor communities alike, and see one of the important Caltrain-VTA connection points.

MILPITAS TRANSIT CENTER

The Milpitas Transit Center is a central hub in the City of Milpitas' Transit Area Specific Plan, serving as a key gateway to Silicon Valley via the BART system. This strategic location provides essential connections to both local and regional transportation networks, linking Silicon Valley's high-tech hubs and job centers in northwestern Santa Clara County. As part of this tour, you will explore how multi-agency partnerships with the City of Milpitas, BART, Caltrain, San Jose and the California High-Speed Rail Authority are driving transit-oriented development and fleet modernization.

3:45 pm – 5:45 pm
6:00 pm – 7:30 pm

Expo

Thursday Evening Reception

FRIDAY, NOVEMBER 22

8:30 am – 10:00 am

Small Operators Awards Breakfast

10:15 am – 11:30 am

CONCURRENT SESSIONS III

 **Innovation in Safety and Security Using Cutting Edge Technology (S)**

Summary: This panel focuses on reducing collisions, pedestrian incidents, and other traffic- or movement-related transit safety concerns. Hear from agencies and tech providers who are reducing accidents and increasing rider, operator, and pedestrian safety.

 **ZEV Safety Protocols and Strategies**

While rare, several zero-emission bus deployments in the United States have resulted in thermal events that introduce new safety considerations into transit operations and maintenance. This panel will provide guidance on establishing policies and protocols to prevent thermal events related to zero-emission bus deployments and strategies for addressing such events when they arise.


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 **Recruitment, Retention and Reinvention: Build a Diverse, Durable Transit Workforce (E)**

Join thought leaders from across the transit industry for a moderated discussion about the evolving challenges of employee retention in the transit environment, shaped by the post-COVID landscape and the influx of a new generation into the workforce. Explore the shifting expectations of employees, negotiables within the Union environment, the impact of hybrid work models, and retaining a diverse workforce. Through discussions and actionable insights about both frontline and staff administration workers, the session will equip leaders with tools to adapt retention strategies to meet the demands of a diverse and dynamic workforce.

 **Creating Effective Access Advisory Committees and Community Workshops (E)**

How do you empower transit riders and community stakeholders to provide effective input to your Board, all while running accessible, respectful, advisory committees and community workshops that comply with Brown Act meetings? Hear from experts about best practices for running citizen-input groups and providing critical feedback to transit leadership.

 **Mastering the CHP Biannual Terminal Inspection: Compliance and Success Strategies**

This session will feature a California Highway Patrol (CHP) inspector and representatives from public transit agencies who have successfully navigated the Basic Inspection of Terminal (BIT) process. The panel will provide valuable insights into the key areas of focus during inspections, sharing best practices and strategies for compliance. Attendees will gain practical knowledge and actionable steps to ensure their operations meet CHP standards and pass inspections with confidence.

11:30 am - 12:00 pm

Networking Break

12:00 pm - 1:15 pm

CONCURRENT SESSIONS IV

 **The Customer Experience Starts at the Stop**

Join our experts to workshop transit shelters on (and off) the State Highway network, Real Time GTFS digital signage, and turning customer feedback into action. We will use digital surveys during the session, so bring your phone or iPad.

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Actions to Increase Demographic Diversity in Transit Maintenance (E)

Studies show that, while women make up 47 percent of the U.S. workforce, almost three quarters of the transit workforce is comprised of men. Among technicians, skilled craft workers, technicians, and service and maintenance workers, the gender disparity is more severe, with men comprising 95%, 76%, and 71% of these job categories, respectively. Though less pronounced, these same jobs categories continue to suffer from a lack of ethnic diversity, particularly among people of Hispanic, Asian, American Indian/Alaska Native, and Native Hawaiian and other Pacific Islander origin. Learn about agency-level outreach initiatives to bring women and people of color into the maintenance field.



Difficult Conversations: Ethics Complaints Against Employees and Board Members

Few issues are as sensitive and potentially disruptive to an agency and its culture as an ethics complaint against a transit agency, whether levied against a Board Member or an employee. Unfortunately, guidance on responding to such complaints appropriately and effectively and establishing a culture that ensures ethical behavior is underdeveloped. This panel will help transit professionals navigate this difficult territory by working through real-life examples with expert counsel.



Selling Public Transit as a Career (E)

With a hot labor market and increasing skepticism for public sector service, how can transit agencies attract new talent to this career? Hear from transit leaders from across the state on their efforts to reach new career-seekers.



Homegrown Solutions and Innovations for a Safer Transit System (S)

This panel will include several case studies for how individual transit agencies are working to improve the perceived and experience of safety and comfort of all riders, including a discussion on the impact of the Grants Pass decision on transit agency operations.

1:15 pm

Conference Adjourns

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