

2019 Northwest Transit Exchange Conference

DAY 1 – OCTOBER 3, 2019

TIME	EVENT	TRANSIT AGENCY	PRESENTER	DESCRIPTION
8:00–8:30	REGISTRATION (all day)			
8:30–9:00	Opening Remarks	BC Transit	TBD	
9:00–9:45	Three Slide Agency Updates	All	All	The presenters will introduce their agency and key projects in three slides.
9:45–10:00	BREAK			
10:00–10:30	Transit Customer Information Matching Medium to Message	San Francisco Muni	Lucas Smith	Lessons from Muni's new Transit Customer Information Policy & Working Group, pairing messages to the right digital (or not!) communication method. Discussion on intra-agency coordination and customer info best practices.
10:30–11:00	Long-Haul and Interregional Transit How to effectively and efficiently connect regional communities with transit	BC Transit	TBD	BC Transit will share their unique experiences in the implementation and delivery of long-haul inter-regional transit services.
11:00–11:30	One Size Never Fits All Building an Integrated Mobility Network of the Future	King County	Grace Carlson	It's becoming increasingly challenging to meet changing needs and demands for mobility. Integrating alternative services with fixed route can be a cost-effective way to keep pace. "One Size Never Fits All," will look at helping customers understand and adapt to a dynamic transportation environment.
11:30–1:00	LUNCH			
1:00–1:30	Active Headway Management and Fall Back Scheduling	CMBC	Devon Williams	Is it possible to reduce crowding, reduce waiting, reduce bus bunching, reduce passups, and improve the overall customer experience by removing two buses from the cycle? Advanced Headway Management offers a potential solution to these common issues faced by transit agencies around the world.
1:30–2:00	Enabling Problem Identification with Data Automation and Visualization	King County	Andrew Brick, Emily Nutch	King County Metro will discuss organization-level processes, procedures, and cultural factors related to getting your data in order, building meaningful data visualizations, and building analytic and continuous improvement capacity in an organization to help foster data-driven decision-making.
2:00–2:30	Telling a Better Story with Data Visualizations	TransLink	Parveen Sarana	A walk through of concrete examples of how TransLink uses data and visualizations to present a compelling case for transit priority.
2:30–3:00	BC Transit's Low Carbon Fleet Strategy	BC Transit	Aaron Lamb	BC Transit has committed to only purchasing heavy duty electric buses starting in 2023. Learn how this strategy will unfold for the large provincial fleet.
3:00–3:15	BREAK			
3:15–4:45	On-Demand Transit	AC Transit	John Urgo	AC Transit is among the growing list of transit agencies experimenting with expanded on-demand transit service. This presentation describes the launch of on-demand service in lower density areas as a trade-off for focusing traditional bus resources in potentially higher-ridership areas.
3:45–4:45	Group Exercise and/or Panel	TBD	TBD	Details to be confirmed
4:45–5:00	Day Wrap-up	All		
7:00–10:00	Social Gathering	All		Details to be confirmed

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DAY 2 – OCTOBER 4, 2019

TIME	EVENT	TRANSIT AGENCY	PRESENTER	DESCRIPTION
8:30–9:00	REFRESHMENTS			
9:00–9:30	Graham's 10 Laws of Urban Transit		Ian Graham	10 observations of collected wisdom (!), counter-intuitive and otherwise, from 40 years in the profession.
9:30–10:00	US36 Bus Rapid Transit Corridor	Denver Regional Transportation District	Nataly Handlos	An overview of the US 36 BRT project and its progress from a concept towards implementation.
10:00–10:30	One Center City/Period of Maximum Constraint	Seattle Department of Transportation	Christine Alar	How do you make 90,000 vehicles disappear? Learn how SDOT and King County Metro worked together to mitigate the impact of SR99 as it transitioned from a viaduct to a tunnel and displaced 90,000 vehicles a day for 3 weeks. Each agency contributed creative solutions to the short term SR99 closure and long-term changes to the transportation landscape in Seattle.
10:30–10:45	BREAK			
10:45–11:15	Growing Pains on Light Rail	TriMet	David Aulwes	TriMet's MAX light rail system is over 30 years old! And, while it was state-of-the-art when built, today it is struggling to stay on time and keep up with passenger demand. The presentation will discuss how we got where we are, the history of why decisions were made, and the speed and reliability challenges that stem from necessary compromises in the system's design and short and long-term plans to speed up the system, make it more reliable, and improve our headways.
11:15–11:45	Linking Transit Service Growth to Infrastructure Needs	BC Transit	TBD	For transit service to be successful it needs the infrastructure to support it. This presentation will discuss effective strategies of ensuring service and infrastructure needs are aligned.
11:45–12:00	Technical Tours Overview and Wrap-up	BC Transit		
12:00–1:30	LUNCH			
1:30–4:00	Technical Tour	BC Transit		The technical tour will explore transit and mobility related infrastructure in the Victoria region onboard a double-decker bus.