International Association of Transportation Regulators
IATR 30th Annual Conference 2017

"*Keeping Regulation Weird*?!"

Sheraton Austin Hotel at the Capitol
Austin, TX | September 24-27, 2017

Conference Program

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Saturday, September 23, 2017

Noon – 3:00 pm
IATR Regulatory Boot Camp Trainers Prep Meeting
Tannehill Room

4:00 pm – 7:00 pm
IATR Board of Directors Meeting
Tannehill Room

Day 0: Sunday, September 24, 2017
Basic Training for New Regulators – Cowboy Boot Camp

8:00am - 9:00am *Capitol View Terrace South*	Breakfast – Introductions by Trainers & Trainees
9:00 am – Noon *Capitol View Terrace North*	**Training Session 101:** **Transportation Regulation 101 – Understanding the Regulatory Paradigm** This session will start from scratch, assuming trainees are new government regulator staff members who have little or no background in the subject matter of regulation. The basics will be covered in terms of who, what, when and why government regulates for-hire transportation, and the history of regulation from the beginning through the creation of Transportation Network Companies (TNCs). A strong basis will be provided in terms of regulatory function, structure, international best and accepted practices to provide a foundation to learn more advanced topics. Trainers: Matthew W. Daus, *IATR President* Jim Ney, *Philadelphia Parking Authority & IATR Board Chair*
Noon – 1:30 pm *Capitol View Terrace South*	Networking Lunch - Roundtables Organized by Issues or Employment Responsibilities - Introduction to the Regulatory Buddy/Mentoring System - Mentor-in-Chief – IATR Board Chair Jim Ney
Noon – 10:00pm *Capitol Ballroom Foyer*	Exhibit Set-Up

	Training Session 102: Regulatory Management: Licensing, Enforcement, Data Management & Performance Measures
1:30 pm – 3:30 pm *Capitol View Terrace North*	This session will cover how to manage the licensing process, set fees and identify what the best practices are in licensing, administration, enforcement and performance measurement. While management processes, data and software application systems will be presented, we will also discuss the following: the process of setting and collecting fees; fines and the relationship between systems; licensing and enforcement; software and data management platforms; and the preparation of management and performance reports to prepare for oversight by legislative and superseding bodies and boards; enforcement techniques and their the relationship to data management and the legalities of new world enforcement; driver training methods; customer service and call centers. Trainers: Dafna Gauthier & Jose Mendez, *City of Sacramento* 　　　　　Tom Moody, *Transport for London*
3:00 pm – 6:00 pm *Capitol Ballroom Foyer*	Registration
3:30 pm – 4:00 pm *Capitol View Terrace South*	Coffee Break
	Training Session 103: Regulatory Policymaking & Legislative/ Rulemaking Drafting & Procedures
4:00 pm – 5:30 pm *Capitol View Terrace North*	Experienced regulatory lawyers, legislative affairs professionals and other policymakers will provide advice and guidance in the process of policymaking, including first-hand case studies in both good and bad results. Lawyers and policymakers, or legislative affairs professionals, will discuss legislative and rulemaking procedures, the concept of preemption and the complex nature of transportation regulations and laws that affect and govern legal regulatory counsel. Rulemaking and policy exercises will be provided—each participant will be responsible for drafting a short series of rules and a statement of basis and purpose. Also, relevant sunshine laws will be discussed insofar as such statutes affect policymaking and rulemaking, including public records or freedom of information laws, open meeting laws, and government ethics rules. Trainers: Jacques Lerner, *District of Columbia Department of For Hire Vehicles* 　　　　　Carlton Thomas, *Austin Airport Authority* 　　　　　Rupal Bapat, *Chicago Department of Business Affairs and Consumer Protection*

5:30 pm - 6:00 pm *Capital View Terrace South*	Recap and Further Research Materials/Continuing Education: • Getting Ready for the Start of the IATR Conference; and • What to expect for first-time attendees. • Presentation of Training Completion Certificates
7:00 pm – 9:30 pm *The BackYARD* *(At Host Hotel)*	Welcome Reception **Master of Ceremonies:** IATR President, Matthew W. Daus **Welcoming Remarks:** IATR 2017 Conference Host, Carlton Thomas, Austin, Texas **Acknowledgement of Sponsors:** IATR Board Chair, James R. Ney

DAY 1 AGENDA: Monday, September 25, 2017

Theme: Transportation Technology & Data

7:00am – 8:30am *Capitol Ballroom Foyer*	Exhibit Set-Up
8:00 am – 4:00 pm *Capitol Ballroom Foyer*	Registration
8:00 am – 9:00 am *Capitol Ballroom Foyer*	Breakfast & Exhibit Exploration
9:00 – 9:30 am *Capitol Ballroom*	Keynote Welcoming Remarks Dr. Robert Spillar Director of Transportation, Austin Transport Department
9:30 am – 11:00 am *Capitol Ballroom*	**Plenary Session 1** New Technology & Policies for Enhanced Service Delivery & Safety This session will focus on service delivery in the advent of new technology, by government regulators taking a leadership role in providing for enhance taxicab and for-hire service. A variety of topics will be covered, including government initiatives to level the playing field, to help re-brand taxicab service, implement universal taxi apps, incorporate technology and multi-modal approaches to master transportation plans, and promoting tourism, equity and environmental sustainability goals. This session will feature leading government regulators from around the world, including Europe, Asia, Canada and the United States. Moderator: Matthew W. Daus, *IATR President* Panelists: Tom Moody, *Transport for London* Rosa Escareño, *Chicago Business Affairs and Consumer Protection* Sylvain Tousignant, *Bureau du Taxi de Montréal* Mohd Azharuddin bin Mat Sah, *Land Public Transport Commission, Malaysia (SPAD)*
11:00 – 11:30 am *Capitol Ballroom Foyer*	Coffee Break & Exhibit Review

	## Plenary Session 2
11:30 am – 1:00 pm *Capitol Ballroom*	**Automated & Connected Vehicles – The Future Role of Regulation** Since the panel presentation of experts at the 2015 IATR Montreal conference, incredible progress has been made in terms of testing and developing working automated vehicles (AVs) and connected vehicles (CV) prototypes, as well as the private industry alliances by and between automobile manufacturers, smartphone app transportation technology and data mining companies. Whether or not IATR members and for-hire vehicle drivers believe their positions will be completely replaced by fully automated vehicles in the future, the short-term development of partially-automated AVs and CVs (in which drivers may still remain in their seats) is likely to happen sooner than most expect. Will there be flying drone taxicabs (like being proposed in Dubai, UAE) on rooftops, or will things remain the same? Such technology changes raise many policy issues that regulators and transportation officials will need to address – AVs and CVs both seem to create safer and efficient options, but their regulatory future is presently uncertain. Issues regarding AVs and CVs include but are not limited to: the displacement of labor; the evolution of automobile liability; no-fault and workers' compensation insurance, the governmental agencies that will be responsible for regulating and how this would be done; cybersecurity; loss of government fine revenue; and urban sprawl. The panel will attempt to decipher what is real and pragmatic short-term reality versus fiction and forward-thinking marketing. Moderator: Dr. Camille Kamga, *University Transportation Research Center* Panelists: Dr. Alain Kornhauser, *Princeton University* 　　　　Casey Gerber, *American Association of Motor Vehicle Administrators (AAMVA)* 　　　　Paul Brubaker, *Alliance for Transportation Innovation (ATI21)*
1:00 pm – 2:30 pm *Capitol View Terraces*	Luncheon *Keynote Speaker* – Hon. Daphne Y. Jefferson, Deputy Administrator 　　　　　　Federal Motor Carrier Administration 　　　　　　U.S. Department of Transportation
	## Plenary Session 3
2:30 pm – 3:30 pm *Capitol Ballroom*	**IATR 2016-2017 Hackathon Finalist Presentations** The finalists from the 2016-2017 IATR hackathon will deliver presentations to the conference attendees. The hackathon was conducted on September 23-24, 2016 at the following locations: New York Institute of Technology (New York City), Abu Dhabi, U.A.E, Purdue University (West Lafayette, IN), and the actual IATR conference in San Francisco, CA. This hackathon was facilitated and hosted

by the IATR with assistance from the City University of New York (UTRC Region 2 at The City College of New York) and the University of California, Berkeley.

Theme of the Hackathon: The theme of the challenge was to analyze local, national and international taxi and for-hire vehicle data provided by sponsors, private companies and government agencies. The goal of the hackathon was to solve problems or enhance services to achieve equity, shared mobility, multi-modal transport, wheelchair accessibility and underserved communities.

Data Commons & Sets: For two days, nine teams of students and private company hackers had access to data sets from the cities of New York, Calgary, San Francisco, the District of Columbia, Philadelphia and Abu Dhabi.

Sponsors helped provide the data sets used for the hackathon, which included: taxicab, limousine and TNC pick-up and drop-off, fare box, geo-hot-spot and other data that is anonymized to protect the identity of the vehicle drivers, owners and passengers, as well as black box or crash data that would analyze when, where and under what circumstances crashes occur involving for-hire vehicles, taxicabs and TNCs.

Competition and Selection Process: The two finalists were selected by judges from the following government agencies and academic institutions, who vetted and voted on all of the many international submissions in accordance with scoring guidelines related to the teams in advance: the University Transportation Research Center at The City College of New York; New York Institute of Technology (NYIT); University of California, Berkeley; the Department of For-Hire Vehicles of Washington D.C.; the New York City Taxi & Limousine Commission; the San Francisco Municipal Transportation Agency; the Department of Business Affairs and Consumer Protection of the City of Chicago; the Office of Livery Transport Services of the City of Calgary; the International Road Transport Union (IRU); Kéroul of Québec, Canada; and the Philadelphia Parking Authority. From January 2017 to the date of this conference, the two finalist teams were allowed to access the data commons developed by IATR with Berkeley to further develop and fine tune their submissions.

Team Boiler Hackers (Purdue) vs. Team Crash Alert (NYIT)
- These teams will square off to compete in a run-off, and IATR conference attendees will vote for the winner of the Hack-A-Thon on the conference app during the conference.
- The teams were judged upon the following criteria: (1) approach to questions provide potentially valuable solutions that are pragmatic and innovative; (2) presentation of project clearly conveys the approach, methods and potential next steps, addressing the difficulties as well as feasibility of implementing the solution and related policies or systemic

changes; (3) presentation appropriately sets forth a proposed business model with public and private benefit (i.e., a path to profitability or valuation, a source or sources of public subsidies, and/or Public Private Partnerships – P3); (4) the overall pros and cons of the ideas presented in terms of benefits and challenges are objectively addressed.

How to Vote: Voting will open on the Whova conference application immediately after the completion of the presentations and will end at Noon on Day 2.

Team Boiler Hackers (Purdue University)
Xinwu Qian **(presenter)**
Wenbo Zhang
Hemant Gehlot
Shubham Agrawal

Team Crash Alert (NYIT)
Mahmoud Saleh **(presenter)**
Lucas Rizzotto
Denisolt Shakhbulatov
Rajan Khullar
Aleksandr Skidelsky
Ethan Weber

3:30 pm – 4:00 pm *Capitol Ballroom Foyer*	**Coffee Break & Exhibit Review**

	Plenary Session 4

4:00 pm – 5:30 pm *Capitol Ballroom*	**New Technology & Data Platforms to Manage Mobility: Benchmarking & Building the IATR Data Commons**
	This session will focus on regulatory data collection, platforms and analytics to guide policymaking and to enhance service delivery, as well as on new technologies being piloted and adopted. Data mining initiatives, app-based platforms and meter-less tablets or smart meters will be discussed, as well as how the IATR can further build the university based data commons used for the 2016 Hack-A-Thon. The deployment of new meter technology and Handbook 44 updates will be discussed.
	
	Moderator: James Ney, *IATR Board Chair*
	Panelists: Ernest Chrappah, *District of Columbia Department of For-Hire Vehicles*
	     Jeff Garber, *NYC Taxi & Limousine Commission*
	     TBA, *TransAD, Abu Dhabi, United Arab Emirates*
	     Don Onwiler, *National Conference on Weights & Measures*

5:30 pm	**Dinner on Your Own: Free Evening**

DAY 2: Tuesday, September 26, 2017
Workshop: Solving the Accessible Transportation Service Challenge

8:00 am – 4:00 pm *Capitol Ballroom Foyer*	Registration
8:00am – 9:30am *Capitol View Terraces*	Breakfast & Roundtables (breakouts) • Multi-Modal Integration Committee: (Airports, Paratransit, Shared Mobility, MaaS): Committee Chair, Carlton Thomas, Austin TX (open to industry and regulators) • Canadian Regulators Committee – Committee Chair, Sylvain Tousignant, Montreal, QC (regulators only) • Technology & Innovation Committee – Committee Chair, Ernest Chrappah, District of Columbia (regulators only)
9:30 am – 10:30 am *Capitol Ballroom*	Plenary Session 5 **The History of Accessibility in Transportation & the Future of Civil Rights for Passengers with Disabilities** This session will track both the progress and challenges associated with the passage of the Americans with Disabilities Act (ADA), similar laws in Canada and elsewhere, and regulations implementing these laws as well as funding streams. The U.S. Department of Transportation's "equivalent service standards," the "taxicab exemption" and the developments over the years in implementing for-hire and taxicab service for disabled passengers by cities, and in a social services context, will be discussed. This session will set the stage for an all-day workshop that will focus exclusively on establishing best practices and solution-based collaboration by and between regulators, stakeholders and advocates. This session will also establish the history of laws and policies that face regulators at the present time, as understanding the past is critical to mapping out a future of accessibility and equity for all. As more people live longer and move or continue to live in cities, the question of accessibility in terms of its urban challenge, the costs and the issues will be identified, so that the problems to be solved can be isolated and discussed throughout the day. Moderators: Rupal Bapat, *Chicago Department of Business Affairs and Consumer Protection* Isabelle Ducharme, *Keroul*
10:30 am – 11:30 am	Coffee Break & Exhibit Review Accessible Vehicle Review & Survey

Capitol View Foyer	All conference participants will be asked to use the Whova app to review and assess the characteristics of all accessible vehicles on display at the conference, as well as to identify non-participating makes and models. Participants are encouraged to provide feedback on both the positive attributes and challenges of existing vehicles.

	Plenary Session 6
11:30 am – 1:00 pm *Capitol Ballroom*	**New Trends in Accessible Service Delivery - The Intersection of Public Paratransit, Taxicab, For-Hire Services** This session will explore how public transit agencies are working to incorporate and utilize wheelchair accessible taxicabs and for-hire vehicles to more effectively and efficiently deliver public paratransit services. The use of multi-passenger vans, feeder services versus point-to-point/prearranged and on-demand responsive transport will be discussed. Pilot programs and the brokerage service delivery model will be explored, whereby private companies are selected to manage and deliver public paratransit services, and which models and methods are more or less effective. We are at a turning point, where the last few years have led to major changes in this area. The big funding picture will also be discussed, including the manner by which social service agencies deliver services in lieu of public transit agencies in certain communities, and how the private paratransit industry operates. Mergers of funding streams and services will be explored. Also, to ascertain how data sharing can benefit the delivery of services, this session will focus on the use of dispatch systems and call centers as delivery models, the use of smartphone applications to deliver accessible service, and data collection by and between public transit agencies, regulatory agencies, academics and private companies. Moderator: TBD Panelists: James A. Nihan, *Massachusetts Bay Transportation Authority Office of Transportation Access* TBA, *District of Columbia Department of For-Hire Vehicles* Alex Elegudin, *NYC Taxi & Limousine Commission*

1:00 pm – 2:30 pm *Capitol View Terraces*	Luncheon State of the IATR Speech – IATR President Matthew W. Daus, Esq. Keynote speech – Art Guzzetti, *American Public Transportation Association (APTA)*
2:45pm-4:00pm	**Plenary Session 7:** **Blackboard Workshop Breakout Sessions – Accessible Solutions** During these sessions, regulators and conference participants will break into two working groups to recommend best practices and solutions in specific issue areas. Experienced regulators and experts will be asked to chair each breakout session to discuss the issues and obtain feedback to report back to the entire membership.
Room TBD	**Breakout Session 7a: Best Regulatory Practices for Accessible Transportation --** **Service Delivery, Vehicle Design, Safety and Costs** This session will review the IATR Member Survey Results of the Accessible Vehicle Review & Product or Regulatory Compliance Assessment completed earlier in the day. In addition, discussion will be had to identify and recommend how equity can best be achieved and to identify best regulatory practices. A discussion of various approaches to service delivery will include Apps, Call Centers, Brokerage Contracts, Driver Training, and the development of recommendations for legislative & regulatory reform. Consideration will be given to any updates to the IATR's accessible service model regulations. Co-moderators: Alex Elegudin, *NYC Taxi & Limousine Commission* Patricia Gatling, *Former Commissioner, NYC Commission on Human Rights*
Room TBD	**Breakout Session 7b: Accessible Data Challenge** Attendees will discuss the parameters of the 2017-2018 IATR accessible service data challenge, and how data provided through the IATR data commons or open platform library can be used to make accessible service delivery more efficient, less expensive for passengers and government agencies, and provide services to underserved communities. A data challenge is comparable to a hack-a-thon, but in this case the teams working on the solutions are permitted to do so over a longer period of time. Accessible taxicab, paratransit and other data from public and private sources will be provided to students and others to develop new and innovative ideas to enhance services. The winner or finalists will present their ideas and findings, and discuss how the data can help us in the future. This session will involve brainstorming to identify one or more problems or challenges, data sets needed, and the format for a solution that will form the

	basis for the upcoming data challenge to take place after the conference throughout the year. Co-Moderators – Dr. Camille Kamga, *University Transportation Research Center* 　　　　　Ernest Chrappah, *District of Columbia Department of For Hire Vehicles*
4:00pm-4:15pm	Quick Coffee Break
4:15pm – 5:00 pm	Plenary Session 8 Accessible Solutions – A Future of Equity and Service for All The Chairs of each breakout session will deliver reports on the findings of each breakout blackboard session, and will discuss among themselves and the general audience what lessons were learned, what best practices are recommended and prepare findings to form the basis for IATR action and further research, study and the upcoming data challenge. The Co-Chairs of the Accessible Solutions Day will join the panel and engage in a group discussion on next steps and findings for the day. Co-moderators: Isabelle Ducharme, *Keroul* 　　　　　Rupal Bapat, *Chicago Department of Business Affairs and Consumer Protection* Panelists: Dr. Camille Kamga, *University Transportation Research Center* 　　　Ernest Chrappah, *District of Columbia Department of For Hire Vehicles* 　　　Patricia Gatling, *Former Commissioner, NYC Commission on Human Rights* 　　　Alex Elegudin, *NYC Taxi & Limousine Commission*
7:30 pm *Location TBD*	IATR Dinner Event & Ceremonies • Norma Reyes IATR Regulator Scholarship Recipients • IATR International Driver of the Year Award • IATR Regulator of the Year Award • IATR Hack-A-Thon Awards

DAY 3: Wednesday, September 27, 2017
Theme: The Next 30 Years: Future Policy, Governance & Business Models

8:30 am – 9:30 am *Capitol View Terraces*	Breakfast 2017 Conference Survey to Open on Whova Conference App
	Plenary Session 9
9:30 am – 10:45 am *Capitol Ballroom*	Safety First! – Pedestrian, Motorist & Driver Safety Policy Initiatives, Research & Technology This panel will explore the latest developments in policies and technology to promote Vision Zero and safe driving incentives. Topics for discussion will include distracted driving; driver fatigue; telematics and black boxes; driver duty of care; crash avoidance systems and initiatives; insurance incentives; as well as the use of vehicle partitions and in-vehicle security cameras. Moderator: Cammie Menendez, *National Institute for Occupational Safety and Health (NIOSH)* Panelists: Rebecca Pacini, *City of San Antonio* Francis Reilly, *Austin Transportation Department* Dr. Ray Mundy, *Airport Ground Transportation Association (AGTA)*
10:45 am – 11:15 am	Coffee Break & Exhibit Review
	Plenary Session 10
11:15 am – 12:45 pm *Capitol Ballroom*	The Future of Regulatory Governance & Evolution of Taxicab & For-Hire Services: De-Regulation; Self-Regulation; New Business Models; and Third-Party Validation (Regulatory Outsourcing) This session will delve into the history of de-regulation, lessons learned from the past, and the current state of TNC self-regulation and de-regulation. Current and prior studies on the subject will be discussed, and experts in the area will discuss how self-regulation models work (e.g., the Federal Motor Carrier Safety Administration's system for interstate truck and bus compliance). Such systems will be compared to the current TNC model, and panelists will debate whether the playing field should be level at the top (with more regulations), somewhere in between, or a race to the bottom (little or no regulations, and open-entry systems). Various viewpoints and audience participation will be encouraged on whether the new paradigm will be the end, a new start or simply a pause to re-regulation in the future. Trade groups, academics and stakeholders will be invited to share the work of their organizations to add their viewpoints to the mix.

	Moderator: Matthew W. Daus, *IATR President* Speakers: TBA, *Taxi Limousine & Paratransit Association (TLPA)* Terry Mercer, *National Conference of State Transportation Specialists*
12:45 pm *Capitol Ballroom*	**Closing Remarks & Parting Salutations** • 2018 Conference Preview: Philadelphia, PA – Jim Ney, IATR Board Chair • Completion of Post-Conference Surveys – Raffle of Prizes to those who complete surveys.