

PASSENGER Transport

THE SOURCE FOR PUBLIC TRANSPORTATION NEWS AND ANALYSIS

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A Go Glades vehicle makes a stop at the Winn Dixie grocery store in Belle Glade, FL, the only major grocery store for the economically underprivileged region.

'Go Glades' Extends Rural Service, Boosts Economy

Palm Tran, West Palm Beach, FL, recently introduced "Go Glades," a pilot transportation service in the rural Glades region of Florida that not only improves travel mobility, it also adds jobs to the economy.

MV Transportation operates the service for Palm Tran and Florida DOT is a funding partner.

The service provides flexible, convenient service for residents of Belle Glade, South Bay and Pahokee, agricultural communities near Lake Okeechobee, and Palm Tran has hired more than 20 drivers, all from the Glades region.

"The most exciting part about Go Glades is that the service is adding jobs in the Glades community in addition to making public transportation more accessible," said Palm Tran Executive Director Clinton B. Forbes. "I am thrilled we were able to hire

locally. That exemplifies part of Palm Tran's mission to provide access to opportunity for everyone."

The new service allows residents of the Glades area to call for a ride on a small vehicle, or to request a circulator vehicle make a slight detour from its regular route to pick them up.

South Bay resident Samantha Smith, one of the trainees hired for the Go Glades program, eagerly applied as a driver.

"[With] transportation, you have to have a desire, you have to do it from the heart—my heart is here," she said. "I want to advance. I want to get to know all I can to become a better person...that go-to person in the community."

MV Transportation HR Manager Tara Jones stressed the importance of hiring local

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CONTINUED ON PAGE 4

Continuing Federal Shutdown Strains Transit Agencies

Public transit agencies across the country continue to be significantly impacted as the partial government showdown enters its second month and are expressing grave concerns should the shutdown continue.

Among those affected are Monterey-Salinas Transit (MST) and the Transportation Agency for Monterey County (TAMC), in Salinas, CA, who issued a joint statement announcing the adverse effects of the shutdown. MST General Manager and Chief Executive Officer Carl Sedoryk said in the statement, "The shutdown has placed our

existing grant and low-interest loan applications with FTA in limbo." He explained that the shutdown affects MST's ability to pay for new buses and to go out to bid for a new garage facility. "If the shutdown continues," he continued, "we are going to have a serious cashflow problem, which will affect our ability to pay employees and buy diesel fuel this spring."

TAMC Executive Director Debbie Hale stated, "In addition to the impact that this shutdown is

FEDERAL SHUTDOWN CONTINUED ON PAGE 3

San Francisco-Richmond Ferry Service Begins Operation

THE SAN FRANCISCO

Bay Area Water Emergency Transportation Authority (WETA) and its partners including the city of Richmond, CA, celebrated the recent launch of Richmond ferry service and the opening of the Richmond Ferry Terminal.

"We are thrilled to launch new ferry service between Richmond and San Francisco," said Nina Rannells, WETA's executive director. "This new weekday commute service will improve the lives of East Bay residents by getting them off congested freeways and onto the bay with a safe, reliable and enjoyable alternative."

The new ferry service offers four peak direction and two reverse-commute trips between Ford Point in Richmond and the San Francisco Ferry Build-

ing during weekday morning and evening commutes. The Richmond Ferry Terminal project included the construction of an accessible gangway with a new ramping system, float and piles, a passenger shelter and the development and reconfiguration of a 362-space paved parking lot. WETA also installed a new ADA-compliant kayak launch ramp and improved shoreline access at Ford Point.

Both the San Francisco Municipal Railway and the San Francisco Bay Area Rapid Transit District have convenient connections to the San Francisco Ferry Terminal. AC Transit serves the Richmond Ferry Terminal.

WETA has invested \$465 million in recent years in ferry assets including new terminals,

maintenance facilities and vessels. Over the last two years, the agency has added three new vessels to its fleet, opened an operations and maintenance facility in Alameda and experienced unprecedented demand for ferry service, now carrying nearly 3 million passengers annually. Two new vessels are on track to join the San Francisco Bay Ferry fleet in the first quarter of 2019 and three more are currently under construction.

Funding for the Richmond ferry will be covered for at least 10 years by Contra Costa County's Measure J transportation sales tax.

The \$20 million Richmond Ferry Terminal project received regional, State Proposition 1B and federal funding.



MV Cetus on the first day of San Francisco Bay Ferry service to Richmond.



Commentary

Harnessing New Technology To Enhance Service for All

BY EDWARD L. JOHNSON
Chief Executive Officer
LYNX/Central Florida Regional Transportation Authority
Orlando

AT TIME OF WRITING, 29 states have enacted forms of legislation related to the testing or operation of autonomous vehicles (AVs) and it is clear that the trend is toward more automation on vehicles—to reduce the load on the driver and to improve safety for users of our roadways. In the future, we foresee the deployment of AVs that can safely and efficiently operate without the need for human control and almost eliminate the potential for devastating accidents.

FTA has launched its Strategic Transit Automation Research (STAR) program for Fiscal Years 2018–2022 to understand and share the state of practice, potential benefits, challenges and risks of deploying the technologies, and various public transit agencies have deployed or are planning for pilot deployments of automated and AV technologies. This research, along with demonstrations, will help identify the technical, financial and institutional issues concerned with the revenue service deployment of automated and autonomous vehicles.

It is important, however, that as we prepare for the future and focus on this major paradigm shift, we don't lose sight of the basics. Public transit services need to be safe, efficient and environmentally friendly, but they also need to be customer-focused. We need to develop technologies that support transit services that are open and available to everyone, meet the needs of our passengers and that people actually want to ride.

At LYNX, we are preparing our plan for the development of AV technology in the Central Florida region. We are working with our regional partners to ensure that, as we deploy automated and autonomous vehicles, they complement and work with all other modes. Our primary focus is on providing excellent customer service in every transit mode. The technologies that support these services are a secondary but important consideration. It is essential that all services remain open and equitable to all passengers and that our technology choices enhance the experience for everyone. We should also seek solutions to existing challenges, including the mitigation of the increased cost of providing specialized services.

Guidance for accessibility in the automated and AV environment still

It is essential that all services remain open and equitable to all passengers and that our technology choices enhance the experience for everyone.

needs to be developed and refined. Until that occurs, we need to look to similar and related guidance to ensure that we do not develop and deploy technologies in our services that do not comply with this future guidance.

We need to ensure, for example, that the design and placement of user interfaces on the exterior of AVs are identifiable and usable by individuals with visual, mobility or cognitive impairments as a human driver will not be present to compensate. Passengers with mobility devices or limited mobility need to be able to reach any interface whether they are at ground level, on a platform or behind a curb.

The passenger needs to easily understand and be able to interact with any systems upon boarding, including fare payment and demand-responsive services navigation. Passengers also need to be able to use these systems while maintaining their privacy. We do not announce for everyone on board to hear if a person has a reduced fare due to disability, age or other factors, nor are such passengers called out in front of other riders when they arrive at their destination. Yet we need to ensure that those with limited or no vision know they have arrived when a driver isn't present to assist.

Services that operate and adjust based on user demand will have to ensure that all passengers easily and intuitively understand how they operate. Our

services are used every day by individuals with cognitive impairments and by those who can use a highly repetitive and predictable system but have difficulty when services operate in an unpredictable manner. The removal of a human operator from a future service cannot result in removing that service as an option for these individuals.

Central Florida experienced a record number of approximately 72 million visitors in 2017. A large number of those individuals arrived at the Orlando International Airport and rode the automated people mover. Many visited one of our theme parks and rode on automated vehicles, which in some cases are trackless. Any automation we provide in our services should be just as easy and intuitive to use. People unfamiliar with our services and not proficient with the English language should be able to easily understand and use our system.

LYNX is working with the city of Orlando, Florida DOT, MetroPlan Orlando (the local Metropolitan Planning Organization) and the Central Florida Automated Vehicle Partnership to develop our short- and long-term plans for introducing these technologies to our region.

In 2019, we are working to identify where our services need to adapt and evolve to continue to meet the needs of our passengers and where these technologies can support and enhance these services. We expect our initial AV deployment to be on our BRT service, LYMMO. That will allow us to demonstrate the technology while learning from our passengers how to refine and enhance it to make it easy to understand and better meet their needs.

We must not lose sight of the basics during our work to research and develop new technologies. Technology will greatly enhance the services we provide, but it must be designed to meet the needs of *all* passengers. We must not marginalize existing or future passengers accidentally through lack of inclusion in the design. Let's share our experiences and lessons learned as we move our industry forward into an exciting future.

"Commentary" features authoritative points of view from various sources on timely and pressing issues affecting public transportation. Statements and opinions expressed in *Passenger Transport* are those of the authors and do not necessarily reflect those of APTA. APTA would like to hear from you. If you are interested in submitting an original, thought-leader Commentary for consideration, please contact Senior Managing Editor David A. Riddy at driddy@apta.com.

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The COMET Partners With Uber, Lyft

Through partnerships with Uber and Lyft, the COMET, a service of the Central Midlands Regional Transit Authority in Columbia, SC, has begun subsidizing, up to \$5, ridesharing trips that start and end in the agency's fixed-route service area.

The "COMET On the Go" program has two components: COMET to the Market, to increase fresh food access in the ridership area, and COMET @ Night, to improve late-night mobility.

"We want The COMET to be known as a mobility agency," said John C. Andoh, executive director/chief executive officer. "We are on a mission to make it easier to access fresh fruits and vegetables, especially in communities that do not have grocery stores within a five-mile radius of their homes."

COMET to the Market operates seven days a week between 6 a.m. and 10 p.m., with trips originating or ending at one of a selection of participating food

markets.

COMET @ Night is available seven days a week between 9 p.m. and 3 a.m.

"At Uber, we believe ridesharing complements public transit," said Evangeline George, public affairs manager. "We are proud to partner with The COMET to help more residents access fresh food with rides directly to grocery stores and access reliable rides late at night. By working together, we can extend the reach of existing transportation infrastructure open up more opportunities in the community."

Bakari Brock, senior director of city partnerships for Lyft, said, "Lyft is proud to partner with The COMET to offer Columbia residents reliable access to fresh groceries in their community. As partners, we aim to reduce the time, cost and transportation access barriers to fresh food that impacts too many Columbia families."

FEDERAL SHUTDOWN

CONTINUED FROM PAGE 1

personally having on federal workers, it is now affecting transportation projects and services on the Central Coast and we are concerned about the short-term and long-term effects that the shutdown will have locally."

Jacki Lenners, marketing manager for the Northern Arizona Intergovernmental Public Transportation Authority (Mountain Line) in Flagstaff, AZ, said the agency's total FY 2019 budget is \$8.8 million, but it is currently owed \$3.5 million in FTA funds. She also noted that, in the absence of federal funding, Mountain Line has a \$50,000 building debt from Arizona DOT for awards it has not been able to bill this federal fiscal year.

"We have a relatively healthy reserve; however, if closure extends for a long period of time (greater than 45 days), we may need to meet with the city of Flagstaff and discuss both operating and capital loans from the Transit Tax fund balance to ensure we have adequate cash flow for day-to-day operating," Lenners said. She also said Mountain Line is deferring major capital projects that total close to \$9 million.

The Washington Metropolitan Area Transit Authority (WMATA) released a preliminary analysis estimating a loss of approximately \$400,000 in fare and parking revenue for an average weekday during the shutdown. In the first non-holiday week since the beginning of the shutdown, WMATA reported a 16 percent loss in average weekday Metrorail ridership and an 8 percent loss in average weekday Metrobus ridership.

In Lima, OH, Shelia Haney, executive director of the Allen County Regional Transit Authority (ACRTA), said, "If we have to shut down our service, that would affect the whole community." For that reason, she said, the agency's employees agreed unanimously to continue operating even if they have to wait to be paid.

ACRTA has no designated funding other than the federal grants stopped by the shutdown, Haney said, but the city of Lima has forwarded the full annual amount of the assistance it usually provides quarterly. If that funding runs out before the shutdown ends, the county commissioners have agreed to provide a loan that ACRTA will pay back when the federal funding resumes.

The Capital District Transportation Authority (CDTA), Albany, NY, will have to fund its daily operational needs with \$4 million borrowed from its line of credit because the shutdown prevents them from receiving their usual federal maintenance funds. Jaime Watson, director of corporate communications, noted that the federal cutoff also affects CDTA's payment to vendors.

"We also will have to pay interest on the \$4 million we borrowed," Watson said. "We're taking advantage of our line of credit this month and looking for ways to pay back the money next month. As soon as we get the federal funds, we can settle the loan."

Douglas Holcomb, chief executive officer of the Greater Bridgeport (CT) Transit Authority (GBT), said "For this agency, it isn't an operating crisis. However, the projects we are not awarding today will mean delays down the line." Holcomb also said the agency had hoped to receive a pending FTA grant in February, but "we know that's delayed at least a month." The grant, which will fund a project on the way to the agency deploying electric buses, has not yet been processed at the federal level.

Capital Area Transit in Harrisburg, PA, noted that it is in the midst of capital projects that require payment contingent upon federal funds, which cannot be drawn down. The concern is that the agency will be in breach of contract. The current economic ramifications is \$1 million not being paid to the vendor.



Inaugural meeting of APTA's CEO Coordinating Council.

New CEO Coordinating Council Focuses on Industry Priorities

APTA'S EXECUTIVE Committee recently created the Public Transportation CEO Coordinating Council to better ensure that the views and preferences of public transit CEOs are reflected in all APTA policies and programs.

The council establishes a consistent and streamlined communications channel for disseminating information, guidance and recommendations to CEOs so APTA's positions on legislative, regulatory, policy or guidance reflect the views of public transit agencies.

The leadership team consists of 15 members, including the Executive Committee members who represent public transit systems, and at-large seats representing small, medium and large systems.

At the Nov. 28, 2018, inaugural meeting of the council, Leanne Redden, executive director, Regional Transportation Authority, Chicago, was elected its interim chair and Paul Jablonski, chief executive officer, San Diego Metropolitan Transit System, was elected interim vice chair.

The Executive Committee members on the council are Tom Lambert, Metropolitan Transit Authority of Harris County (Houston, TX), representing the Rail Committee; Karen King, Golden Empire Transit District (Bakersfield, CA), representing the Bus and Paratransit Committee; Redden, representing Legacy members; David Genova, Regional Transportation District, Denver, representing APTA top 10 dues-paying members; Doug Allen, Virginia Railway Express, representing the Commuter Rail Committee; Greg Percy, Metrolinx (Toronto, ON), representing Canadian systems; Allan Pollock, Salem Area Mass Transit District/Cherriots (Salem, OR), representing small systems; and Brad Miller, Pinellas

Suncoast Transit Authority (St. Petersburg, FL), representing medium-size systems.

The following were elected interim at-large members of the council: Jeffrey Knueppel, Southeastern Pennsylvania Transportation Authority, Philadelphia; Dorval Carter, Chicago Transit Authority; Kenneth McDonald, Long Beach Transit (CA); Donna DeMartino, San Joaquin Regional Transit District (Stockton, CA); Jeff Nelson, Rock Island County Metropolitan Mass Transit District/MetroLink (Moline, IL); and Lauren Skiver, SunLine Transit Agency (Thousand Palms, CA).

"The CEO Coordinating Council has received tremendous support from public transit leaders at systems of all sizes," said Redden and Jablonski. "This council will be instrumental in advancing our industry and our association."

According to its charter, the council will work on "promoting an innovative, efficient and intelligent national public transit system by making timely, informed and collaborative decisions to guide APTA's activities to ensure a bright and prosperous future" through the strategic use of resources to support systems.

In addition to providing streamlined and coordinated communications, the council's priorities include offering input on APTA's strategic plan and on federal transportation reauthorization proposals. It will also provide a forum for discussion that had been lacking among CEOs across mode and size. It will also provide responses to APTA, or any other industry standards-setting organization, to ensure they meet the needs of agencies and passengers in a cost-effective manner.

The council will meet again during APTA's Legislative Conference in March in Washington, DC.

New CEO Named Kooistra, Metro Transit

THE METROPOLITAN COUNCIL, which administers Metro Transit in Minneapolis-St. Paul, has announced that Wes Kooistra will succeed Brian Lamb as general manager of the public transit agency. Kooistra has served as the Metropolitan Council's regional administrator since 2015 and earlier as its deputy regional administrator and chief financial officer.

Lamb headed Metro Transit since 2004.



Wes Kooistra

NYC Transit Installing New Elevators in Subway Stations

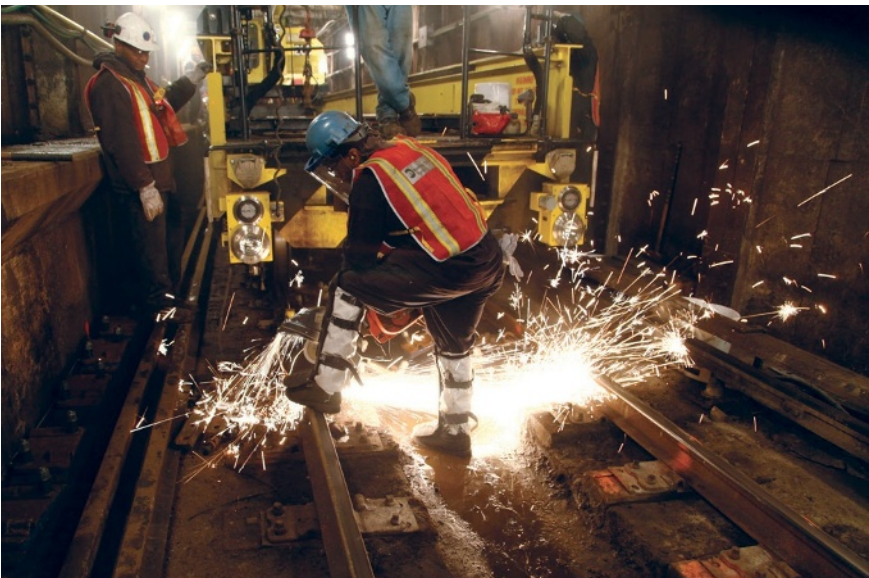
MTA NEW YORK CITY Transit (NYC Transit) has begun a major elevator replacement project requiring year-long full closures of several “deep” subway stations in the Washington Heights section of Upper Manhattan.

The part of the 168th Street Station that serves the 1 line, which is 112 years old, is the first to undergo renovations; two other subway lines serving the station will not be affected and will remain open. Three of the other affected stations, two serving different lines at 181st Street and one at 190th Street, are also on the National Register of Historic Places, and the fifth station in the project is at 191st Street.

According to NYC Transit, many of the elevator components are almost a century old and this project marks

the first time they and their component systems at the stations have been replaced in their entirety. In addition to the elevator work, the project will upgrade communications, security and fire alarm systems.

“Replacing these elevators is long overdue and critical for reliable access to these unique ‘deep stations’ and we’ve put together a schedule that takes care not to cause unnecessary inconvenience for customers,” said NYC Transit President Andy Byford. “We thank our customers for their patience during this extraordinary work and hope they take advantage of the enhanced bus service and additional free transfers we’ve arranged for the duration of the projects.”



This photo shows NYC Transit workers completing earlier track renovation work in the historic 168th Street Station, one of five stations being affected by a major elevator replacement project.

Photo by Metropolitan Transportation Authority/Leonard Wiggins

Apply for NTI Workshop On Environmental Justice

THE NATIONAL TRANSIT Institute (NTI) is offering a two-day Environmental Justice Workshop April 2-3 in Chicago. Incorporating activities and discussions based on case studies, the program will present participants with new approaches to applying environmental justice (EJ) best practices in their communities.

The course will examine data-development strategies and effective implementation of equity considerations during transportation planning and implementation of EJ principles in environmental review documentation. Concepts to be covered include:

- Identifying the merits of proposed projects based on the equity goals and performance metrics for EJ;
- Assessing impacts in majority-minority communities and using reference communities in project development analysis; and

- Appropriately addressing the “totality of circumstances” when assessing whether projects will have a disproportionately high and adverse effect on EJ communities.

This workshop is geared toward practitioners with five or more years of experience in transportation planning and who have worked on National Environmental Policy Act documents.

To be considered, apply at <https://bit.ly/2CEPwiT> by 5 p.m. Eastern time Feb. 8. A review panel will consider applications and successful applicants will be notified by email and provided with registration information. The workshop requires up to 20 hours of advance preparation. Case briefs and a study guide will be provided to participants approximately two weeks prior to the workshop.

For more information, contact Barbara Van Dyke at bvandyke@nti.rutgers.edu.



Shift2Rail’s Carlo Borghini addressed APTA members and guests at a “Transportation Tuesday” event at APTA.

Multitude of Events, Activities During TRB Week in Washington

APTA OFFICERS, members and senior staff including President and CEO Paul P. Skoutelas participated in the Transportation Research Board’s (TRB) 98th Annual Meeting, Jan. 13-17 in Washington, DC.

Skoutelas addressed the TRB Public Transportation Group Executive Board luncheon and moderated two panel discussions during the meeting, one on rural transportation and the other on the negative impact of tech hype. He also met with Canadian Urban Transit Association President Marco D’Angelo, executives from East Japan Railway Company’s Tokyo headquarters and leaders from the International Transport Forum.

Also at the meeting, APTA Vice Chair Nuria I. Fernandez, general manager/chief executive officer of the Santa Clara Valley Transportation Authority in San Jose, CA, was named to the TRB Executive Committee.

The TRB meeting offered more than 5,000 presentations in almost 800 sessions and workshops, covering all transportation modes.

Also that week, APTA relaunched its “Transportation Tuesdays” program Jan. 15 with an update on the European Shift2Rail project from its executive director, Carlo Borghini.

Borghini explained the purpose of

Shift2Rail, an initiative of the European Union seeking to double the capacity of the European rail system and increase its reliability and service quality by 50 percent, all while halving life-cycle costs. He spoke about research, accelerating the integration of new and advanced technologies and how the EU will meet its ambitious targets.

The program is funded at one billion euros, half from Shift2Rail and half from industry.

Among the project’s efforts to increase rail reliability and punctuality, he said, are new technologies, which may include vehicles with the capacity to communicate with each other, even one driving another; drones for infrastructure maintenance; automated troubleshooting to determine sites of misaligned rail; a way to test brakes electronically rather than manually checking each railcar; obstacle detection; and one-click bookings that could provide alternative routes or modes if necessary.

Transportation Tuesdays is a monthly APTA event where public transportation professionals can network and listen to presentations by industry leaders. The next event, Feb. 12 at 5 p.m., will feature Jeff Marootian, director of the District of Columbia DOT.

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drivers familiar with the Glades region. “You have to know the area, how to get through neighborhoods,” she said. “If there happens to be a technical difficulty, you have to be able to whip your books out and get to point A to point B in a timely manner.”

Jones also noted that driving for Go Glades provides residents with access to

jobs that pay more than the usual rate for the region. “When I looked at the statistics, they are not getting paid that much to be in the fields and work in agriculture,” Jones said, “so to be able to be a part of the transportation world, that provides such a service and they are able to bring more income to their families.”

DCTA Expands Microtransit To Business Park

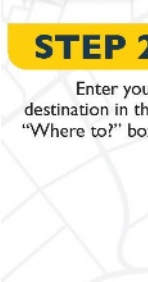
The Denton County Transportation Authority (DCTA), Lewisville, TX, expanded its microtransit options to a business park in its service area with the Jan. 14 launch of Lewisville Lakeway On-Demand service.

The service operates with DCTA-branded vehicles that can carry multiple passengers and are accessible to passengers with a motorized device or wheelchair. The driver has a tablet computer showing the shortest route to get passengers to their individual destinations.

LEWISVILLE LAKEWAY ZONE HOW-TO



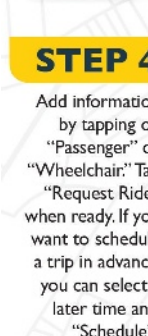
STEP 1
Open the Spare Rider app on your mobile device and link your account to DCTA.




STEP 2
Enter your destination in the "Where to?" box.



STEP 3
When selecting your pickup location and drop off location, you can use the designated stops or enter in an address for your specific location.



STEP 4
Add information by tapping on "Passenger" or "Wheelchair." Tap "Request Ride" when ready. If you want to schedule a trip in advance, you can select a later time and/or date by tapping "Schedule" in the right corner.



STEP 5
Receive real-time prediction of pick-up time via text and the app.

Questions? Call 940.243.0077

DCTA has posted informational signs at bus stops that describe how to order its Lewisville Lakeway On-Demand service.

Lakeway On-Demand uses a mixture of current physical bus stops and virtual stops within the agency's new app. The mobile app or a DCTA customer service representative will direct riders to the most appropriate stop for pickup and drop-off locations.

"Service innovation is a key priority for DCTA, and the expansion of our microtransit on-demand service in Lewisville is another way we can meet the changing needs of our riders by providing alternative, affordable and convenient modes of transportation that improve mobility for the many communities we serve," said DCTA Chief Executive Officer Raymond Suarez.



Community Transit's Million-Mile Drivers

Community Transit in Snohomish County, WA, recently honored four of its drivers with the Million Mile Award. From left are million-mile driver Ernie Fleming; two-million-mile driver Bruce Bergman, a driver for 26 years; and million-mile driver Andrey Kulik; not shown, million-mile driver Don Harden. They qualified for the honor by meeting strict National Safety Council guidelines for safe driving and reaching these milestones without a preventable accident. Million Mile Drivers each receive a jacket, plaque, certificate and a pin and their names are placed on buses in the fleet.

Solid & Resilient Wheels | Gear Boxes | Axles | Gear Box & Wheel Set Repair

Wheels & Gear Boxes That Outperform the Others

Penn Transit wheels & gear boxes set the standard for excellence.

Our proprietary manufacturing process allows us to make lightweight **Steel Wheels** that require less energy to operate.

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- > Superior Damping Properties
- > Increased Rider Comfort
- > Longer Operating Life

By using ultrasonic and magnetic particle testing, and conducting dimensional checks, we produce the quality wheels you need to move forward.

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To make us your single source, call **724.459.0302** or visit our website at **www.pennmach.com**.



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Keolis Commuter Services' Emily Schubin Shares Passenger Communication Best Practices

Keolis Commuter Services serves 127,000 passengers daily in the greater Boston area as the Massachusetts Bay Transportation Authority's (MBTA) commuter rail operating partner. Since the company took over the service four years ago, the network has seen significant investment in operations and infrastructure and faced a series of historic weather events, all while increasing service and ridership.

To ensure seamless passenger communications during these initiatives, Keolis created its Passenger Information Center. Passenger Transport (PT) talked to Emily Schubin (ES), customer communications manager for Keolis, about the center's creation and evolution.

PT: Tell us a little about what the Keolis Passenger Information Center does.

ES: Essentially, the team in the Passenger Information Center delivers real-time information to our passengers. Every member of our team is focused on improving the passenger experience in every way that we can. Sometimes that's something simple like a service alert or it's providing tips to first-time passengers on how to reach their destination. It really can be anything.

Our system has evolved positively over the last several years, from the days when information was not readily available to us, to today when we can share info internally and externally in real time. Today we receive approximately 111,000 phone calls a year—with an average wait time of less than nine seconds—and we respond to 12,000 written comments each year within a week of receipt.

PT: With such a large and complex organization, how do you get this information in a timely manner out to update passengers on a train's status?

ES: Our first step is to get accurate, timely and useful information from our other departments. We do this with a digital tool we launched several years ago that tracks our approximately 500 daily trains with GPS. This gives us a solid foundation of a train's status. Then we disseminate info to passengers and employees through a variety of channels. We communicate with dispatchers via Skype and group chat, to our passenger assistants in station through Zello push-to-talk technology, and of course we use Twitter, email, station announcements and other traditional channels.

PT: You mentioned Twitter as a traditional passenger information tool. It hasn't always been so traditional.

ES: We were one of the first in the public transit industry to really use Twitter as a passenger information tool on this scale. Since we launched it in 2015, our follower base has grown to more than 27,000 people, and it's become one of the first places our passengers look for real-time updates on their train. Even better, it's become a



Emily Schubin

way for us to have a dialog with our passengers where they share input on their ride. Whether they provide constructive input or are paying a compliment to one of our Keolis employees, we take this information very seriously and use it to continuously improve the passenger experience and target investment with the MBTA.

PT: New England is known for its nor'easters and harsh winter weather. How do you communicate in these events and how have your storm communications evolved?

ES: Today we aim to over-communicate because this is important information for our customers. It's evolved significantly, and I'd say it was the winter of 2015 that propelled the MBTA and Keolis investment into the creation of the center.

During the winter of 2014-2015, Mother Nature dropped 108 inches of snow, most of which came over a four-week period. This was the most snow the city had ever received. Our riders understood it was a crippling amount of snow, but what our passengers could not understand was *why* information was not more readily available on train and service status.

At that time, Keolis had been the operator for only about six months, and this revealed to both Keolis and the MBTA how outdated the previous customer service system really was. That winter provided us with an opportunity to reshape passenger communications because we didn't have the right information-sharing tools or culture, which are the bedrock of excellent communications.

Today, when a storm is forecast, we begin planning early; communicate regularly before, during and after a storm; and use our own event management app. Although our department leads are all in one Emergency Operations Center managing service, this new app allows us to communicate in real time with field operators and track every project—downed trees, electricity outages or other storm-related work. More recently, we used this technology for the Boston Red Sox World Series parade this past October, which fell on Halloween and

included additional costume-wearing passengers traveling to Salem, MA. We set a new single-day ridership record and communicated proactively to make it as smooth as possible.

PT: That was when you got involved on the customer service side of things?

ES: Yes. In 2015, my boss asked me to help customer service for 30 days. At the time, they needed someone who could get information from the train dispatchers and relay it to passengers in real time. Without any real infrastructure, that meant doing it manually: observing trains with our dispatchers, walking over to the digital signage desk and then Tweeting alerts to riders.

Obviously, that wasn't sustainable or scalable—but it was necessary, and really the first time the commuter rail system ever had anything approaching real-time communication. This was the foundation for where we are today. To jumpstart it, Keolis drew upon its global expertise and talent pool, bringing in passenger communication specialists from railroads in London and other networks, and the MBTA has been a great partner.

PT: Looking back on the last four years, what were the keys to driving this initiative forward? Were there any "teething problems"?

ES: The MBTA has been a great partner prioritizing investment into these critical areas, including new digital tools and additional, dedicated passenger communications employees.

We've also consolidated and streamlined the process. Initially everybody was getting information from different places—and when they did get the same information, they used different jargon or shorthand to describe the same thing.

With the Passenger Information Center, we basically created our own "Situation Room," co-locating and cross-training inbound and outbound staff, giving everybody the same information and making sure everyone was using the same language. The Passenger Information Center teams have been trained on all aspects of the commuter

rail service and are able to understand and provide accurate, reliable information to our passengers. Whether it's via social media, conductors, station signage or another channel, we aim to give one clear message no matter the outlet, and technology is helping us achieve this.

PT: How have things changed for customers? How much of the improvements on the customer side are related to improvements in on-time performance?

ES: About 10-15 years ago, MBTA commuter rail ridership was declining, even though it was going up in other regions of the country. Now, it's at an all-time high here in Boston, and part of the reason is that performance has gone up following investments into infrastructure like 15 miles of new rail, 26 miles of new rail ties and the addition of double track. All of that incrementally helps.

Today we operate 11,000 more trains every year compared to when we took over in 2014, and ridership is increasing. On-time performance in 2016, 2017 and year to date 2018 was 89 percent, two percentage points ahead of the 10-year average. There's more work to do but we're seeing progress in areas important to our passengers.

PT: What's next for Keolis customer service?

ES: We want to continue deploying technology in ways that deliver real-time information to everyone and improvements for the passengers. For instance, we now accept credit card payments on board all trains with a new mobile point of sale that our conductors use.

Train operations can seem mysterious—why certain doors open, how a train is spotted, etc. There are usually good reasons for these things and our job is to explain this in accurate, simple language. There's more work to do, but there's no question we are on the right track.

PT: What advice would you give to another public transit agency that might be considering getting something similar off the ground?

ES: Listen to and focus on your passengers and their experiences. When building a team of customer service specialists, look for people who can really connect with passengers and their experience and who have strong communications skills. That's the foundation because you can teach train operations. It's also important to find the right technology for your operation that can effectively and reliably connect dispatchers with the customer service center. Moving away from phone communications and toward more integrated technologies can play an important role in clear, real-time passenger updates.

Addressing the New Mobility Paradigm Through Employee Development

BY CLEVELAND FERGUSON III
Senior Vice President/Chief
Administrative Officer
Jacksonville (FL) Transportation
Authority

The Jacksonville Transportation Authority (JTA) has worked to be on the leading edge of technological transformation in the public transit industry. We strive to predict the impacts of external pressures and position the authority to disrupt them. The new mobility paradigm is one such pressure, where transportation will change more in the next 10 years than it has in the last 100.

What are some examples of the paradigm's influence on JTA operations? For one, we have introduced alternative service delivery (ASD) options that are replacing underperforming routes in a more accessible and flexible way.

ASD helps us meet customer demand for more point-to-point service that interconnects seamlessly into our fixed-route system. That is why, in December 2018, we launched our on-demand service, ReadIRide, and our regional commuter service expansion, Nassau Express Select, complementing the third First Coast Flyer BRT line, the "Red" line.

Another example is the conversion of our elevated people mover system, the Skyway—which has begun showing its age—to an at-grade autonomous vehicle network, thanks to a recently announced federal BUILD grant award.

Locally, we are positioning transit-oriented development (TOD) as *mobility-oriented* development. We are focusing on BRT and arterial routes as sources of transit permanence for the purposes of P3s with developers of TOD. We can show the economic



SMRT Corporation Ltd.'s vision, mission goals and core values graphics.

impact of these investments on our local economy, which will allow us to leverage value capture in upcoming local legislation.

How we inspire our workforce and develop our employees also had to change.



Outside the JTA human resources office, from left: Cleveland Ferguson III, senior vice president/CAO; Chad Starling, Don Chapman Safety Awardee; Rita Hutton, Administrative Employee of the Year; Chuong To, Maintenance Technician of the Year; Michele Lewis, Bus Operator of the Year; Lisa Darnall, VP Transit Operations/CTO.

Leadership and Advocacy

I was fortunate enough to participate in APTA's 2017 study mission to Asia, which focused on safety culture, state of good repair and innovative operations.

Among the key takeaways I gained that could be implemented quickly

around safety culture was a graphic promotion of an agency's vision, mission goals and core values. No example was more evident than at SMRT Corporation Ltd (SMRT) in Singapore.

SMRT, one of the public transit leaders in Asia and one of the safest in the world, configured its atrium to call attention to its ethos. Their display firmly matches my approach to enhancing our culture at JTA.

That summer, I led a review of JTA's vision, mission and core values that resulted in our board of directors adopting those changes at its retreat, including specifically reordering the core values so Safety and Security is now followed by Employee Success and then Customer Satisfaction. All other core values were placed in alphabetical order.

JTA's Enterprise Metrics Management System was also updated to reflect these changes [see the March 26, 2018 issue of *Passenger Transport*]. Unveiled in August 2018, JTA's environmental graphics were installed around its operations campus.

This organizational enhancement at

JTA is embodied in the Operator, Maintenance and Administrative Employees of the Year, as well as the Don Chapman Safety Award recipient who cut the ribbon on the graphics. As ambassadors of the ethos JTA needs to strengthen to ensure our success in the future, we empower our employees to advocate for embracing the shifts in transportation at community meetings and stakeholder gatherings throughout the Northeast Florida region.



Workforce of the Future: JTA University (JTA-U)

JTA's new home as of February 2020 will be the Jacksonville Regional Transportation Center (JRTC) at LaVilla. This will be the first time our operations will be consolidated at a single location.

With the introduction of JTA University (JTA-U), we are preparing JTA employees for the new mobility paradigm and enhancing the authority's focus on customer satisfaction.

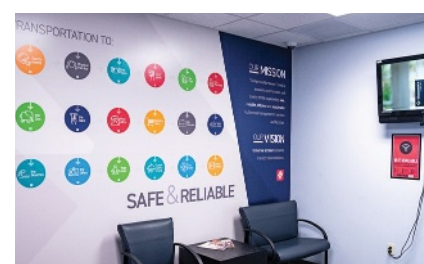
JTA worked with industry experts to develop best practices curricula. We also partnered with TSA and the local sheriff's office on de-escalation training, SMS techniques and other tools that will improve the customer experience while strengthening safety and security.

To standardize these enhancements, JTA reorganized our customer service, human resources and outreach functions into the Engagement Department to facilitate the practical steps to live out the agency's ethos.

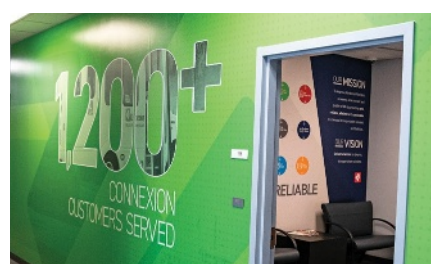
For more information or to arrange a visit to JTA's campuses to learn more about the authority's responses to the new mobility paradigm, contact Ferguson at cferguson@jtafla.com or 904-632-5245.



Inside the bus operators' lounge at JTA.



Environmental graphics in JTA's maintenance facilities and customer service waiting area for paratransit services.



UPCOMING APTA CONFERENCES &

CONFERENCES

Legal Affairs Seminar

FEBRUARY 24-26, 2019
NEW ORLEANS, LA

Marketing & Communications Workshop

FEBRUARY 24-27, 2019
NEW ORLEANS, LA

Risk Management Seminar

FEBRUARY 26-28, 2019
NEW ORLEANS, LA

Legislative Conference

MARCH 17-19, 2019
WASHINGTON, DC

14th National Light Rail & Streetcar Conference

Co-sponsored by APTA and TRB
APRIL 7-9, 2019
JERSEY CITY, NJ

Transit CEOs Seminar

APRIL 13-15, 2019
CHICAGO, IL

FutureView WEBINARS

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JANUARY 30, 2019

Effective MaaS Strategies: Subscription Services and the Holistic Approach

MARCH 6, 2019

Vulnerabilities of High-Tech Systems: What Happens When the Lights Go Out?

APRIL 24, 2019



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Public Transit Agencies Mark Milestones

Tri-Rail, the commuter rail system operated by the South Florida Regional Transportation Authority (SFRTA) in Pompano Beach, marked the 30th anniversary of the beginning of service Jan. 9 when system employees—including Executive Director Steven L. Abrams—traveled on select peak-hour morning trains, greeting riders and handing out commemorative gifts.

“We are very excited to celebrate Tri-Rail’s anniversary,” said Abrams, a daily Tri-Rail commuter. “The agency has come a long way since its inception 30 years ago. We have become an essential part of the fabric of South Florida, helping residents and visitors travel throughout the region while taking cars off the roads. On this day we want to thank Tri-Rail passengers for their support over these years.” Abrams added that he will continue to use the line “into the next chapter of Tri-Rail’s



SFRTA Executive Director Steven Abrams chatted with daily commuters during a meet and greet marking the 30th anniversary of Tri-Rail.

10 Years in Phoenix, Cleveland

Two other public transit lines recently commemorated their 10th anniversaries of service.

Valley Metro Rail marked the date with a family-fun event in downtown Phoenix. The “Railversary” event featured a life-size exhibit showcasing the impact of light rail on the metro Phoenix region since the beginning of operation in 2008.

All light rail passengers rode free the day of the celebration, which also



Children colored pictures during Valley Metro’s “Railversary” event.

featured a digital scavenger hunt, live entertainment, artists and child-friendly activities. More than 45,000 riders traveled on the system that day, a 15 percent increase over the previous year.

In Cleveland, representatives of the Greater Cleveland Regional Transit Authority (RTA) joined civic leaders to celebrate the 10th anniversary of the HealthLine, the region’s first BRT service.

Floun’say R. Caver, RTA interim CEO/general manager, said, “The HealthLine is

service to our region.”

Tri-Rail has carried more than 92 million passengers since its first day of service, Jan. 9, 1989. In addition to serving many popular attractions, shopping centers, corporate centers and educational facilities throughout South Florida, Tri-Rail trains have been the scene over the years for holiday parties, wedding and baby showers, and even Thanksgiving dinners.

SFRTA noted that five members of its train crews have worked for the system since its opening day: conductors Juan Fernandez, Barry Eames and Michael Eames and engineers Larry Maddox and Andy D’Egidio.

responsible for a total of \$9.5 billion in economic development along Euclid Avenue. Of that amount, \$7 billion has already been constructed, \$1 billion is in progress and another \$1.5 billion is slated for future development on Euclid.”

RTA also cited figures from the Institute for Transportation Development Policy showing that the HealthLine delivered more than \$114 for every transit dollar spent on the project.

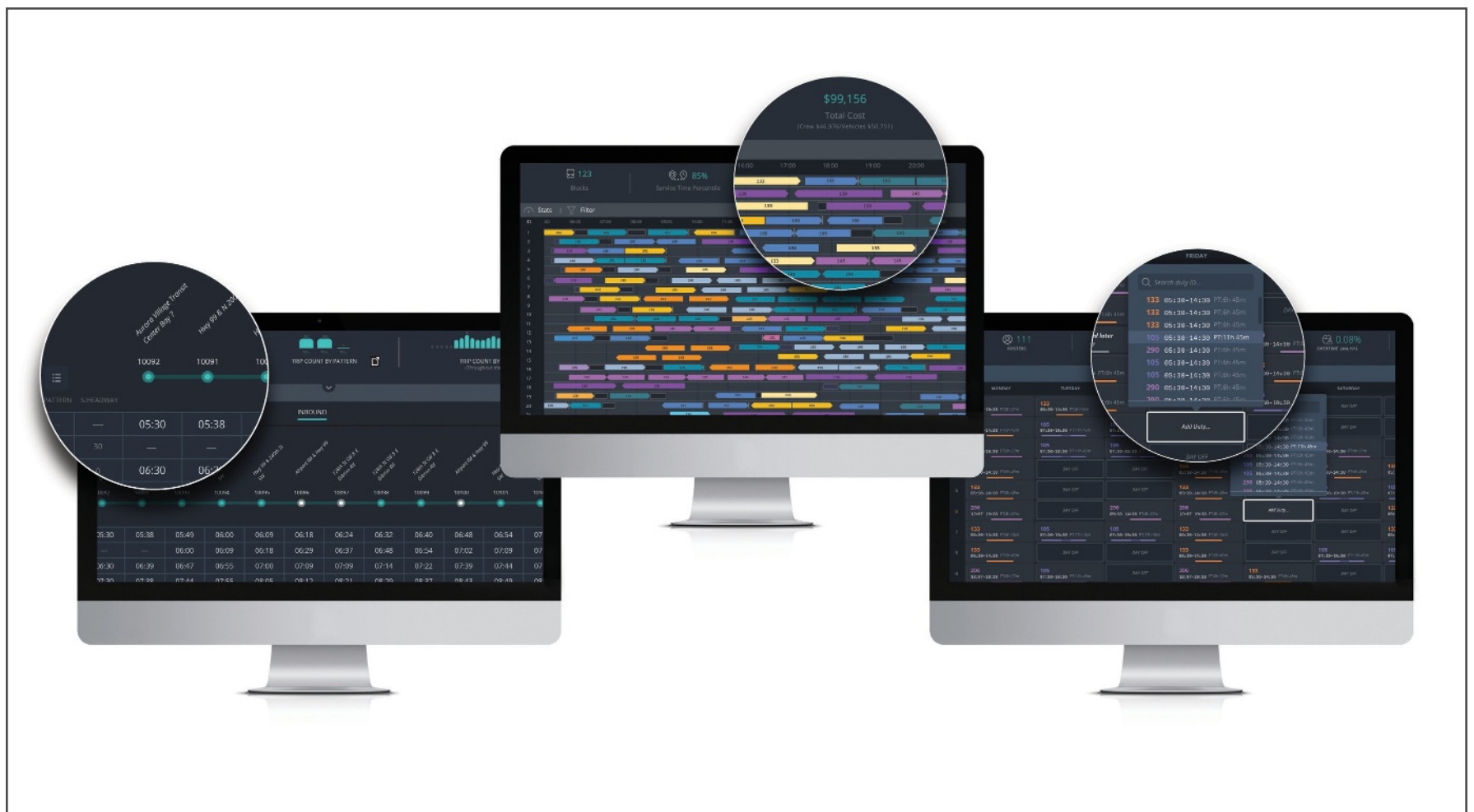
“Today, RTA estimates we are realizing \$190 for every transit dollar invested. That’s the highest return on investment of any public transit project in the nation,” Caver said.



GCRTA is celebrating the 10th anniversary of its HealthLine BRT service.

2019 Hot Companies

SPECIAL ADVERTISING SECTION



6 Questions To Ask: Next-Generation Planning and Scheduling Platforms

Whether you're looking to plan better routes, timetables, ensure on-time performance, create better vehicle/crew schedules or rosters, you will want to ask these questions:

(1) Is it easy to accurately express rules and preferences?

Public transport operates under a complex set of rules and constraints: from break rules to depot capacity, from changeovers to interlining, etc. When rules or preferences aren't precisely expressed before the optimization run, the "optimized" schedule requires intensive manual editing, from adding relief vehicles to creating rosters. Even worse, this post-optimization work can and will actually degrade the positive business results that optimization was supposed to deliver in the first place.

(2) Does the platform show all relevant business metrics?

Planning and scheduling are about checking multiple scenarios and picking the best one. Each scenario creates different costs, utilization, deadhead trips, etc. The best way to determine the optimal scenario is to compare scenarios using relevant and accurate business and operational metrics.

(3) How long does it take to generate a schedule?

Scheduling is notorious for its lack of speed – it's a complex problem that requires a lot of computing resources. Next generation planning and scheduling platforms are quick. Using them, schedulers and planners can test multiple what-if scenarios and arrive at the best possible scenario within minutes, not hours or days.

(4) Can the platform work at scale?

Modern systems can easily deal with scale increases – sites with hundreds and even thousands of vehicles and drivers. These modern platforms use the cloud, advanced algorithms and AI to solve massive problems in a short time.

(5) Is the platform data-driven?

Next generation planning and scheduling platforms are data-driven, taking in multiple sources of data and simply integrating them into the scheduling process. For instance, you can take real-life AVL data, apply artificial intelligence and then predict the likelihood of on-time performance for each element of a schedule.

(6) Is the platform cloud-native?

Legacy planning and scheduling platforms are purchased and installed

on premises. Since optimization requires computing power, server clusters, a dedicated database and more are needed. This generates IT overhead and makes it difficult to upgrade. Modern platforms are truly built to be software-as-a-service (with regular feature updates) and optimization runs are much quicker since they run on distributed cloud assets that are allocated according to need.

Conclusion

Mass transport is facing some exciting possibilities, yet they require mass transport operators to undergo digital transformation and enter a world of quick, modern and accurate software-as-a-service platforms.

Larry Roshenshein

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CLASSIFIEDS

All classified ads appearing in the print version of *Passenger Transport* will also appear in the electronic version.
TO PLACE AN AD: E-mail the requested date(s) of publication to: ptads@apta.com. Mailing address is:
Passenger Transport, 1300 I Street, NW, Suite 1200 East, Washington, DC 20005. Ad copy is not accepted by phone.
DEADLINE: 3 p.m., EST, Friday, one week prior to publication date. **INFORMATION:** Phone (202) 496-4877.

BIDS/PROPOSALS

AMERICAN PUBLIC TRANSPORTATION ASSOCIATION

REQUEST FOR PROPOSAL (RFP) CONSULTING SERVICES FOR LEGISLATIVE AND ADVOCACY ACTIVITIES

To meet today's demands and prepare for a new future, the public transportation industry depends on federal, state, and local funding. As a result, advocacy—promoting the industry's interests and securing necessary funding in Washington, DC—is the American Public Transportation Association's (APTA) most important priority. Through its legislative advocacy efforts, APTA serves as the leading voice and advocate for the public transportation industry on Capitol Hill and with the Administration.

APTA seeks consultant(s) who will provide services to APTA on legislative and advocacy activities, including advocacy regarding funding, financing, and policy objectives for public transportation and passenger rail programs. Requirements for Proposal Preparation and instructions for submitting responses are available on the APTA website at <https://www.apta.com/about/rfp/Agendas/Legislative%20Consulting%20Firm%20RFP.pdf>

Deadline for submission is February 15, 2019.
 Please contact Ward W. McCarragher, Vice President, Government Affairs, APTA at wmccarragher@apta.com if you have any questions.



METROLINK.

ATTENTION ALL COMPANIES AND FIRMS WITH EXPERTISE IN RAIL OPERATIONS AND MAINTENANCE!

The Metrolink Board of Directors has declared its intent to combine the operations and maintenance contracts to improve the customer experience and service reliability while maintaining the agency's strong commitment to safety. This will result in the agency securing the biggest operations contract in the agency's history. In preparation for the RFP, Metrolink is inviting companies of all sizes to attend industry days on Friday, February 15 and Saturday, February 16, 2019 at 2700 Melbourne Ave., Pomona, CA 91767 to get more information on this opportunity to tour Metrolink, network and to provide feedback on a draft of the RFP. For complete details visit metrolinktrains.com/bigRFP

NOTICE TO TRANSPORTATION SURVEY PROVIDERS

REQUEST FOR PROPOSALS (Non-Bid)

ON-BOARD TRANSIT SURVEYS

Park City Municipal Corporation ("PCMC") is soliciting Requests for Proposals from qualified professional firms to conduct two (2) on-board transit surveys in 2019. Service Provider may renew this contract for one year terms at PCMC's sole discretion up to a maximum of three additional one (1) year terms. The deadline for receipt of the proposal submittal is **by 3:00 p.m. MST, Monday, February 4, 2019**. Submittals received after the deadline will not be accepted. For a complete Request for Proposals (Non-Bid), please visit Park City Municipal Corporation's website, <http://www.parkcity.org/government/current-rfps-and-bids>.

All questions shall be submitted in writing via email to Alexis Verson, Transportation Planning at alexis.verson@parkcity.org or via facsimile to: 435-615-4901 by 5:00 p.m. MST, Wednesday, January 30, 2019.

Park City reserves the right to reject any or all proposals and to waive any minor irregularities in any proposal.

REQUEST FOR PROPOSALS

TRANSPORTATION EMERGENCY PREPAREDNESS PLAN

The Ventura County Transportation Commission (VCTC), in partnership with the Santa Barbara County Association of Governments (SBCAG), is seeking proposals from qualified consultants to complete a Transportation Emergency Preparedness Plan. The plan will take a proactive approach and outline a strategy for transit agencies in Ventura and Santa Barbara to prepare for and respond to emergencies and recoveries.

The Plan will include public participation, assessing previous emergency response, identifying best practices and assessing capabilities of the transit operators. It will also prepare the operators for future emergencies by identifying those most at risk, identifying resources and preparing a training plan.

The RFP can be found at <https://www.govventura.org/work-with-vctc/contracts/>. **Deadline for submission is February 27, 2019.** Please contact Claire Grasty at (805) 642-1591 or cgrasty@goventura.org for questions.

CITY OF APPLETON VALLEY TRANSIT

REQUEST FOR PROPOSAL – SCHEDULING AND DISPATCH SOFTWARE

Valley Transit, a department of the City of Appleton, is seeking competitive proposals from interested, qualified and experienced vendors to provide a dispatch and scheduling software solution to manage its ADA complementary demand responsive service and several ancillary paratransit services. The Contract is estimated to commence on April 15, 2019. Proposals shall be received **until 10:00 A.M. on February 27, 2019** in the office of Valley Transit, 801 S. Whitman Ave., Appleton, Wisconsin 54914. Proposals received after 10:00 A.M. will not be accepted. Actual receipt of the proposal by the above stated time is required and deposit in the U.S. mail is insufficient. The envelope containing the proposal shall bear the name of the interested vendor and the notation "Proposal for Scheduling and Dispatch Software RFP VT19-001" on the outside of the sealed envelope. Proposals should be submitted by mail, delivery or in person. No fax or email submissions will be accepted. Valley Transit reserves the right to reject in whole or in part, any and all proposals, to waive any informalities, and to accept the proposal determined to be in the best interest of Valley Transit regardless of whether the accepted proposal is the lowest price. This Request for Proposals may be canceled if determined to be in the best interest of Valley Transit. The RFP can be found on the City of Appleton's website: <http://www.appleton.org/business/request-for-proposal>

REQUEST FOR PROPOSALS (RFP)

PTD19-002 – FARE COLLECTION SYSTEM

The City of Phoenix requests proposals from qualified firms interested in providing a fare collection system, in accordance with the specifications and provisions of the RFP. The contract shall commence on or about September 1, 2019, or upon full execution by both parties, whichever occurs last.

Interested persons may obtain the RFP and exhibits by downloading a copy from the City's internet site: <https://phoenix.gov/solicitations>

Elizabeth Boynton
 Contracts Specialist II*Lead
 City of Phoenix Public Transit Department
 302 North First Avenue, Suite 900
 Phoenix, Arizona 85003-1598
 (602) 534-8289 FAX (602) 495-2002

E-mail: Elizabeth.Boynton@phoenix.gov (preferred)

A pre-offer conference will be held on Thursday, February 7, 2019 at 1:00pm (local time). Interested offerors should convene at 302 N. 1st Avenue, Conference Room 7A, Phoenix, AZ 85003.

Offers will be received at the Public Transit Department, 302 North First Avenue, Suite 900, Phoenix, Arizona 85003, **no later than 2:00 p.m. local time on Tuesday, March 5, 2019**. Late offers will not be considered.

CITY OF NORWALK, CA

REQUEST FOR PROPOSAL (RFP) NO. 19-578

BUS TIRE LEASING SERVICES FOR NORWALK TRANSIT SYSTEM (NTS)

NOTICE IS HEREBY GIVEN that the City of Norwalk invites prospective Proposers to compete for the opportunity to provide Bus Tire Leasing Services for Norwalk Transit System (NTS), a department of the City of Norwalk, a municipal government.

A pre-proposal conference will not be held. Should a potential Proposer need to perform an on-site inspection of the operating environment, the potential Proposer may schedule an inspection with the Purchasing Division at (562) 929-5709. All on-site inspections must be completed prior to the submission of questions due date. Any request made on or after this date will not be considered nor granted an on-site inspection of the operating environment.

All requests for clarification, questions and comments concerning this RFP are due on Tuesday, February 19, 2019 no later than 5:00 p.m. (Pacific Time) and must be clearly labeled "Written Questions for RFP No. 19-578 Bus Tire Leasing Services" and faxed to (562) 929-5966, Attention: Darlene Mena, Purchasing Division. The City is not responsible for failure to respond to a request that has not been submitted in accordance with the RFP.

This is a Federal Transit Administration (FTA) funded project. The successful Proposer will be required to comply with all applicable Equal Opportunity Laws and Regulations. The City of Norwalk hereby notifies all prospective Proposers that the City will require each Proposer affirmatively demonstrate that Disadvantaged Business Enterprises are afforded full opportunity to participate in the performance of contracts and sub-contracts financed in part or in

whole under this RFP, and will not be discriminated against on the grounds of race, color, gender, age, or national origin in consideration for an award.

Proposals must be in writing and must be received by the City of Norwalk Purchasing Division by **11:00 a.m., on Friday, March 29, 2019** via U.S. Mail, FedEx, UPS or courier or in person. Proposals received after the above listed date and time will not be considered, regardless of postmark.

Copies of the RFP may be obtained from the City's website at <http://norwalk.org/businesses/rfp-posts-list> on Monday, January 28, 2019.

All contacts concerning this RFP must be referred to the City of Norwalk Purchasing Division, (562) 929-5712.

Dated: January 28, 2019
 /s/Darlene Mena
 Purchasing Agent

HELP WANTED



PROCUREMENT MANAGER

*Requires a Bachelor's degree from college or university in Business Administration, Public Administration, Accounting or related field.

*Min. 3 years of progressively responsible experience in public procurement, including Federal and Louisiana Public Bid Law (Title 38 or 39)

*If you have a high school diploma, we require a min of ten years of progressively responsible experience in a public procurement office.

Please refer to www.brcats.com to see the full job posting and to apply.

HILLSBOROUGH AREA REGIONAL TRANSIT AUTHORITY, TAMPA, FL

VARIOUS POSITIONS WWW.GOHART.ORG

The Hillsborough Area Regional Transit Authority (HART) is recruiting for various positions throughout the agency. If you are seeking an inclusive, innovative culture where talented and dedicated people are proud to work toward a common mission or enjoy being of service to others, a career with HART is just what you are looking for.

To view and apply to HART's current positions please visit <https://recruiting.adp.com/srccar/public/RTI.home?c=2174807&d=ExternalCareerSite>.

Equal Opportunity Employer

SACRAMENTO REGIONAL TRANSIT DISTRICT

DIRECTOR, OPERATIONS PROJECTS

\$114,348 - \$160,044 annually
 (Plus Excellent Benefits)

The purpose of this position is to perform professional analytical and technical level project work in the administration, coordination and management of projects or programs related to transportation operations. This position is responsible for the development and integration of programs and associated projects to achieve strategic business goals and operational objectives.

For complete information on position and application filing instructions, contact RT at 2810 O Street, Sacramento, www.sacrt.com or (916) 556-0298. RT will make reasonable efforts to accommodate applicants with disabilities. RT is an Equal Opportunity Employer. EOE – Minorities/Women/Disabled/Veterans

DIRECTOR OF TRANSIT OPERATIONS PIONEER VALLEY TRANSIT AUTHORITY, SPRINGFIELD, MA

The Pioneer Valley Transit Authority, located in Springfield, Massachusetts, has an excellent career opportunity for a seasoned public transit professional. Reporting directly to the Authority's Administrator, the Director of Transit Operations oversees all public transit service activities including fixed-route bus and paratransit van service providers, totaling 174 buses and 144 vans within its 24-member community service area. Bachelor's degree required; advanced degree preferred; Strong management experience within a public transit system, including related federal, state and local laws and regulations pertaining to public transit system operations. Strong fixed-route experience required. **Annual Salary range \$75,000-\$80,000**, with excellent benefits package.

Prior to submitting your resume and cover letter, please review a detailed position description and qualification requirements on our website at www.pvta.com under Careers. Upload your resume and cover letter via our website or mail directly to: PVTA, Attn: Human Resources Manager, 2808 Main Street, Springfield, MA 01107. EEO/DF/AA

DESIGN & CONSTRUCTION MANAGER

Starting Salary: \$75,707

Please apply online at <https://www.dart.org/hr/humanresources.asp?zeon=all>

DART is seeking a Design & Construction Manager to manage LRT engineering and construction contracts and projects in coordination with other DART departments, government entities, consultants, and other related parties for **Dallas Area Rapid Transit's (DART)** Capital Program Delivery Division of the Growth/Regional Development Department.

MARKETING, COMMUNICATIONS & CUSTOMER SERVICE DIRECTOR

Under the direction of the CEO/General Manager, the Marketing, Communications and Customer Service Director plans, organizes, directs, develops and coordinates business development, marketing activities, branding and rebranding. You will act as **Santa Cruz Metropolitan Transit District (METRO)** primary media spokesperson, creating press releases, developing and overseeing community outreach events/projects, overseeing the content of the METRO web site and social media. You will also oversee the customer service interfaces of the agency including fare media and fare media distribution, manage the customer complaint process and be responsible for timely and responsive responses. Develop, analyze and oversee all customer surveys, develop and oversee all aspects of the advertising program, both revenue generating and agency promotion, and develop annual business development and marketing plans that include ridership growth targets.

To learn more about the job and our agency, please visit our website: www.scmtd.com.

ANN ARBOR AREA TRANSPORTATION AUTHORITY (AAATA)

ANN ARBOR, MICHIGAN

CORPORATE STRATEGY AND PERFORMANCE OFFICER

Starting Salary: \$64,504-\$86,005 Annually
Closing Date: Open Until Filled

Under the direction of the CEO, the Corporate Strategy and Performance Officer is responsible for coordinating the development of a clear and effective organizational strategy for the Authority. Duties include development of business strategy and working with key personnel to implement programs, policies, and standards related to corporate strategy and performance. This position involves working with internal and external parties in complex situations while maintaining a strong understanding of AAATA's organizational processes and how they interact.

Note: The combination of education, relevant work experience and any relevant certifications will be considered in their totality when determining qualified persons. Bachelor's Degree preferred. Advanced degrees desirable. Previous relevant work experience required. Demonstrable experience with developing corporate strategic plans and with establishing and using performance measures required.

For complete job details and to apply, visit www.theride.org and use the Careers Quick Link

CITILINK

FORT WAYNE PUBLIC TRANSPORTATION CORPORATION

FORT WAYNE, INDIANA

WWW.FWCITILINK.COM

The Fort Wayne Public Transportation Corporation 1968 formation has led to a modern transit system that served 1.8 million passenger trips with a transit coach fleet of 54 vehicles, including 18 hybrid vehicles. The FWPTC is led by a seven-member Board of Directors and the General Manager. The General Manager reports directly to the Board of Directors and oversees an exemplary organization of 120 team members.

Fort Wayne is home to over 313,000 citizens and the second largest city in Indiana. Fort Wayne is in the heart of the Midwest, less than three hours from Chicago, Indianapolis, Detroit, Columbus and South Bend.

The national search is open after the retirement of the incumbent. Fort Wayne PTC offers modern services including fare payment by mobile device, automatic vehicle location and customer information, hybrid transit coaches, and offers innovative community services for citizens with disabilities. The fixed routes served 5.3 million passenger miles, the demand response fleet served 0.7 million passenger miles (2017).

Fort Wayne Public Transportation Corporation offers a rewarding environment including salary of \$95,000 to \$140,000 and excellent fringe benefits. Please contact Robert T. Babbitt, PLLC at rtrbabbitt@gmail.com, or call 817.721.9554. The position is open until filled.

THE RAPID – SENIOR PLANNER

This position monitors, evaluates, and reports on the performance of fixed route and paratransit systems. The **hiring range is \$59,600 to \$73,790**. Education: Bachelor's Degree or Master's Degree in Urban Planning or Transit Planning, with 3 to 7 years of related experience. For a complete job description and to apply online visit www.ridetherapid.org/jobs. For question please call 616-774-1144. The Rapid is an EEO Employer – minorities and women encouraged to apply.

VICE PRESIDENT OF RAIL

DESCRIPTION:

Trinity Metro has an immediate opening for a Vice President of Rail. Under the direction of the President/Chief Executive Officer, the VP/COO of Rail provides strategic leadership oversight for the daily operation of the TEXRail commuter rail service as operated by the Commuter Rail Service Operator (CRSO). The VP/COO will participate in guiding the development of new rail stations, as well as, any Transit Oriented Development (TOD) activities. This position will work closely with Trinity Railway Express (TRE) leadership on any TRE activities.

This positions responsibilities include:

- Provides daily oversight of the TEXRail commuter rail operations, dispatch, and maintenance to ensure compliance with service standards and state/federal requirements. Maintains documentation of oversight (i.e., checklists, inspection reports, and memoranda) that will be made available to auditors, and federal or state agencies, upon request.
- Develops and implements short- and long-term strategic initiatives for the planning, development, construction and operations of the TEXRail commuter rail service and any future development.
- Develops the department's strategic planning and policy agenda, business plan, and support initiatives that ensure safety, enhances capacity, reduce costs, improve revenues and fare recovery, and improve process efficiency and customer service.
- Oversees our interests in the Trinity Railway Express, in which we hold a 50% interest with our partners at Dallas Area Rapid Transit (DART) as per the Restated Interlocal Cooperative Agreement dated September 16, 2003 by working closely with the VP Commuter Rail & Railroad Management (DART employee).
- Actively participates in the TRE Advisory Committee (TREAC) and the TRE Management Committee (TREMC).
- Oversees the Equipment Maintenance Facility (EMF), including all materials, cleaning, policies and procedures ensuring that the maintenance shop accomplishes required inspections, adheres to maintenance schedules and performs repairs timely and in compliance with Federal Railroad Administration (FRA) requirements.
- Develops and monitors the safety programs for TEXRail and ensures safety related issues are promptly addressed or elevated. Conducts audits of the CRSO to ensure compliance with safety standards and requirements.
- Develops, manages and directs security programs that ensure passenger and employee safety and asset protection.
- Oversees the operating budget for the TEXRail commuter rail service.
- Manages and cultivates relationships with Authority staff, contractors and consulting firms to ensure deadlines and performance measures are met.
- Establishes and maintains a strong working relationship with local, state and federal agencies with a keen understanding of operations overseen by the FRA.
- Coordinates all existing service, maintenance-of-way, maintenance of equipment, and capital projects designed to improve safety, minimize maintenance, and upgrade or improve capacity.
- Participates in Trinity Metro's community activities to promote transit on off duty hours.
- Maintains confidentiality of information.
- Reliable and consistent attendance.

EXPERIENCE

Minimum of seven (7) years executive level experience in a large transportation agency with strong railroad operating experience. Demonstrated record of increased commuter rail responsibility over time.

EDUCATION

Bachelor's Degree with major course work in engineering, public administration, business administration, facilities, or other related field.

Any combination of experience, training and/or education that provides the required knowledge, abilities, and skills may substitute for the required education.

Apply online at www.ridetrinitymetro.org

FAIRFAX COUNTY GOVERNMENT

DEPUTY DIRECTOR FOR THE DEPARTMENT OF TRANSPORTATION

Works as an experienced and innovative individual to assist in leading Virginia's largest local transportation agency with Fairfax County Government, including 180+ team members, and support ongoing efforts to build a world-class transportation system. Given rapidly evolving transportation needs in a dynamic and diverse community, the deputy director position requires considerable knowledge of the theory and practice of transportation, public administration, budgeting, financial management, organizational management, regulatory requirements and experience managing multi-disciplinary teams in a complex, multi-faceted transportation agency. For more information and to apply: www.governmentjobs.com/careers/fairfaxcounty and look for job title above. Job # 19-00087.

DEPUTY EXECUTIVE DIRECTOR POSITIONS

SOUND TRANSIT (SEATTLE, WA)

KL2 Connects LLC has been retained by **Sound Transit** to fill three senior positions that have emerged through a reorganization addressing its rapid expansion. All report to the Executive Director, Operations. The Deputy Executive Director of Facilities and Systems Maintenance will provide strategic operations and maintenance direction for all regional facilities. The Deputy Executive Director of Operations Support Services will lead the Customer Service, Service Planning, Data Management, and Business Analysis functions. The Deputy Executive Director of Capital Assets and Technology will play a key role in defining Seattle's Comprehensive Regional Transit Vision while developing regional transit corridors and executing Sound Transit's capital program. These opportunities offer excellent benefits and compensation (\$145k-\$225k for each position). Sound Transit values equal opportunity — women and minorities are encouraged to apply. For additional detail go to www.kl2connects.com/openings or contact Paul Muldoon at paul@kl2connects.com.

CITY OF BATTLE CREEK, MI

PUBLIC TRANSIT DIRECTOR

Pay for this position is \$71,190 TO \$102,948

JOB SUMMARY: Under general direction, perform administrative, technical and difficult professional work including planning, organizing and direction of the activities of the City Transit System and Intermodal Station. Ensure regulatory compliance while collaborating with advisory board members, members of the public, department managers and community organizations to conduct the long-term planning and management of the administrative functions, public facilities, vehicles and employees associate with the provision of public transportation facilities. Coordinate assigned activities with other City departments and multiple outside agencies. Support functional policies and make tactical decisions within the department's strategies. Develop or recommend new ways to solve complex and technical problems related to public transit systems. Provide administrative support to the City Manager's office regarding transportation issues. Perform related work as required.

SUPERVISION RECEIVED: Work is performed under the general direction of the Assistant City Manager.

SUPERVISION EXERCISED: Supervision is exercised over professional, technical, skilled, semi-skilled, operative, clerical and other personnel.

ESSENTIAL JOB FUNCTIONS: An employee in this class may be called upon to do any or all of the following: (Examples do not include all of the tasks which the employee may be expected to perform.)

- Plan, manage, and direct the short and long term development, operation, business, maintenance, and scheduling of activities of the City Public Transit System.
- Ensure staffs maintain compliance with Federal (FTA), State (MDOT Office of Public Transportation) and local laws, ordinances and regulations pertaining to transit operations.
- Serve as the main point of contact for cross-departmental and cross-sector collaboration, and develop effective community partnerships that improve public transportation.
- Develop and implement new resources and revenues, introduce/promote new and existing services, and oversee performance measurement and system evaluation.
- Prepare and submit annual budget to the City Manager, BCTIFA and City Commission, forecast funding needed for future operational, staffing and capital needs for all transit related facilities.
- Conduct studies on complex public transit system problems; prepare reports and make recommendations.

- Participate in a variety of boards and commissions, attend and participate in professional meetings, and stay abreast of new trends and innovation in the field of transportation..
- Provide background and records for Federal, State and local grants for the improvement of equipment operations and facilities in the Transit Department.
- Respond to and resolve difficult and sensitive inquiries and complaints.
- Ensure the provision of efficient and effective service, and to ensure the safety of the employees and the public.
- Market and promote interest in, and development of, the City's public transit system by making contacts with individuals and organizations.
- Interact with elected officials at the State and Federal levels to secure continued support of legislation, funding authority, and other related technical issues critical to providing public transit services.
- Perform related work as required.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS: Expected to perform the following or it is a critical part of the position: Reading/writing of technical documents, using the telephone, contact with the general public and working inside.

MINIMUM QUALIFICATIONS FOR EMPLOYMENT:

- Graduation from a college or university of recognized standing with a Bachelor degree in Transportation, Planning, Business Administration, Public Administration or related field; or any equivalent combination of experience and training which provides the essential knowledge, skills and abilities.
- Minimum of 7 years in planning, administration and operation of public transportation systems.
- Considerable experience and oversight in acquiring Federal and State grant funding for public transportation systems.
- Thorough knowledge of Federal, State and local laws and regulations governing transportation by bus and rail.
- Ability to manage a large public transit system.
- Ability to effectively plan, organize, and supervise the activities of subordinates including discipline.
- Ability to exercise discretion regarding confidential matters with tact, sense of timing and the ability to engender trust with the public, employees, other City departments and outside agencies.

To apply, please visit: <http://www.battlecreekmi.gov/563/Employment-Opportunities>

SENIOR TRANSPORTATION PLANNER – TRANSIT OPERATIONS

The **North Central Texas Council of Governments Transportation Department** is seeking a Senior Transportation Planner to support implementation of transit projects and/or administration of federal transit grant program activities. This position will work with internal staff, public and private transportation providers, local governments, communities, and other stakeholders. In addition, responsibilities include meeting support and preparation of presentations, correspondence, documentation, articles, and reports. Applicants wishing to be considered for this position should apply online at <https://mycogcareer.silkroad.com/>. To be considered for any other NCTCOG position that may currently be open, applicants need to apply online separately for those postings. All submittals should include a cover letter summarizing relevant experience as well as a current resume.

NCTCOG is recognized as a military-friendly employer and values the knowledge, experience, and skills acquired during your military service career. All qualified veterans are invited to apply.

The North Central Texas Council of Governments (NCTCOG) is a voluntary association of, by and for local governments, and was established to assist local governments in planning for common needs, cooperating for mutual benefit, and coordinating for sound regional development. NCTCOG's purpose is to strengthen both the individual and collective power of local governments and to help them recognize regional opportunities, eliminate unnecessary duplication, and make joint decisions. Since 1974, the North Central Texas Council of Governments (NCTCOG) has served as the Metropolitan Planning Organization for transportation in the Dallas-Fort Worth Metropolitan Area and is responsible for developing transportation plans and programs that address the complex needs of the rapidly growing area. The planning area for transportation includes the 12 counties of Collin, Dallas, Denton, Ellis, Hood, Hunt, Johnson, Kaufman, Parker, Rockwall, Tarrant, and Wise.

The agency offers generous benefits, a friendly atmosphere with open communications for cooperative decision making, and challenging opportunities. The environment encourages both individual and team growth, responsibility and innovation.

People On The Move

VTA's Fernandez Receives CUTC Lifetime Achievement Award

SAN JOSE, CA—APTA Vice Chair **Nuria I. Fernandez**, general manager and chief executive officer of the Santa Clara Valley Transportation Authority (VTA), received a Lifetime Achievement Award for Transportation Professional and Public Service from the Council of University Transportation Centers (CUTC).

Fernandez's career of more than 30 years includes tenures as chief operating officer of the New York State Metropolitan Transportation Authority, senior vice president for design and construction at both the Chicago Transit Authority and the Washington Metropolitan Area Transit Authority, and FTA deputy administrator during the Clinton administration.

She serves on the board of directors of San Jose State University's Mineta Transportation Institute, a member of CUTC.



APTA Vice Chair **Nuria I. Fernandez**, center, accepts the CUTC Lifetime Achievement Award for Transportation Professional and Public Service from CUTC President **Karen Philbrick**, executive director, Mineta Transportation Institute, San Jose State University. APTA President and CEO **Paul P. Skoutelas** introduced Fernandez at the event.

WASHINGTON, DC—WSP USA



McGowan

has named **Patrick McGowan** its mobility operations director, based in Herndon, VA. He brings nearly three decades of experience to the firm, chairing the 2011 World Congress on Intelligent Transport Systems that hosted more than 10,000 transportation, technology, business and government leaders from more than 74 countries. He was also chair of the World Congress Technology Demonstrations Committee.

RIVERSIDE, CA—Murrieta City Council Member

Randon Lane has been named chair of the Riverside Transit Agency Board of Directors. Lane, who joined the board in 2009 and was its first vice chairman in 2018, succeeds Banning City Council Member **Art Welch**.



Lane

Also elected to the RTA board were Wildomar City Council Member **Bridgette Moore** as first vice chair and Norco City Council Member **Berwin Hanna** as second vice chair.

LOS ANGELES—**Don Filippi** has joined Metrolink commuter rail as director, system safety and security. He has 24 years experience in transportation, most recently as chief operating officer for rail with the North County Transit District in Oceanside, CA, and earlier with the California Public Utilities Commission and Union Pacific Railroad.

BOSTON—Keolis North America announced the appointment of **Rahul Kumar** as executive vice president of

market development and innovation. He joins the firm with more than 18 years of experience, working since 2011 on emerging mobility innovations such as autonomous vehicles and Mobility as a Service. Most recently he worked for Ford Smart Mobility by way of its acquisition of TransLoc.

STEVENSVILLE, MD—Jacqueline



Cullison

(**Jackie**) **Cullison** has joined Stertil-Koni as operations specialist. She has more than 14 years experience managing ground operations at FedEx, receiving numerous awards including

Administrative Service Manager of the Year and HR Service Manager of the Year.

SAN FRANCISCO—The San Francisco Municipal Transportation Agency (SFMTA) has named **Julie Kirschbaum** acting director of transit. She joined the SFMTA in 2007, becoming chief transportation officer in 2017, and has more than 20 years transportation experience.

Also, **Leo Levenson** has been named SFMTA's new chief financial officer upon the retirement of **Sonali Bose**. Levenson previously was deputy director, finance and administration and chief financial officer of the City and County of San Francisco's Department of Technology and served in several other city financial leadership positions.

OWOSSO, MI—The New York Public Transit Association recently welcomed **Gordon Nevison** to its Hall of Fame. Nevison, former president of The Nevison Group, has worked in the public transit industry for more



Nevison

than 43 years, the last 10 years of which with Byk-Rak LLC and Midwest Bus Corp. He established one of the first public transit management companies in Canada and, representing Bus Industries of America (Orion), became one of NYPTA's first corporate members in 1981.

ALLENTOWN, PA—Allen Selzler

has been named sales technical training specialist for Continental Automotive's Interior Division, Commercial Vehicles & Aftermarket Business Unit. From 2013-2018, he was territory sales manager for the Commercial Vehicle Tires Business Unit of another division of Continental, Continental Tires of the Americas.



Selzler

PASADENA, CA—Parsons has announced the hiring of **Mike Johnson**, most recently president of Parsons Infrastructure, as vice president and the company's first chief development officer.



Johnson

Johnson has more than 28 years of progressive experience at Parsons, where he led the creation of the company's connected cities solutions, Platforms as a Service, and the critical components of its next-generation digital

business strategy.

The company also announced the appointment of **Lisa Maurath** as infrastructure lead for the Los Angeles market. She has more than 30 years of industry experience and is a past president of the American Council of Engineering Companies Los Angeles Chapter.



Maurath

LOS ANGELES—BYD has named



Premo

Randy Premo and **Karl Wheeler** as regional sales managers. Premo will serve the northeast—Pennsylvania, New York, New Jersey, Connecticut, Massachusetts, Rhode Island, Vermont, New

Hampshire, Maine—and Wheeler will cover the mid-Atlantic—Maryland, Delaware, Virginia, West Virginia, South Carolina, North Carolina and District of Columbia.

Premo joins BYD after more than 25 years with the Capital District Transportation Authority in Albany, NY, beginning as a cleaner and serving most recently as superintendent of fleet maintenance. Wheeler joined the Maryland Transit Administration in 2001 as a repairman and rose through the ranks to serve as manager of bus maintenance from 2011-2018.



Wheeler

CINCINNATI—First Transit



Promponas

announced the promotion of **Nick Promponas** to senior vice president for the company's Transit Management Services (TMS) Division in North America. He succeeds **Rick**

Dunning, who led TMS the past 18 years and retired Dec. 31.

Promponas has more than 30 years of transportation experience, managing First Transit divisions including transit management services, call centers and transit contracting. Since 2002, he served as senior vice president for transit contracting in the west region. He is a graduate of the Leadership APTA Class of 2005, a member of the Revenue Task Force Joint Membership Working Group and a former member of the APTA Board of Directors.

KELOWNA, BRITISH COLUMBIA—Stantec has announced the

appointment of **James Purkis** as transit leader within the

Transportation Business Line. Purkis most recently worked for the British Columbia Ministry of Transport & Infrastructure and earlier spent two years at Metrolinx in the Toronto area as executive vice president of capital projects for the Regional Express Railway.



Purkis

SALEM, OR—Mark Poulson is the



Poulson

new transportation manager for the Salem Area Mass Transit District, operating as Cherris. Poulson has more than 14 years of transportation management experience, most recently working at TriMet in Portland, OR, managing both bus and rail operations.

SAN DIEGO—The San Diego Association of Governments (SANDAG) Board of Directors has selected the current vice chair, Poway Mayor **Steve Vaus**, to serve as chair and Encinitas Mayor **Catherine Blakespear** as vice chair. Vaus succeeds Del Mar City Councilmember **Terry Sinnott**, who retired from elected office at the end of 2018.

Vaus has been on the SANDAG board since 2015, shortly after becoming mayor of Poway in 2014. Prior to that, he served on the Poway City Council from 2012-2014. Blakespear joined the board in 2017 and was recently re-elected to her second term as mayor of Encinitas.

GERMANTOWN, WI—WAGO has

named **Steven Jacobs** its regional sales manager for Oklahoma, which will also cover the Texas Panhandle. He joins WAGO after one year with Haliburton in Colorado and six years with Rexel in Oklahoma City.



Jacobs