

PASSENGER Transport

THE SOURCE FOR PUBLIC TRANSPORTATION NEWS AND ANALYSIS

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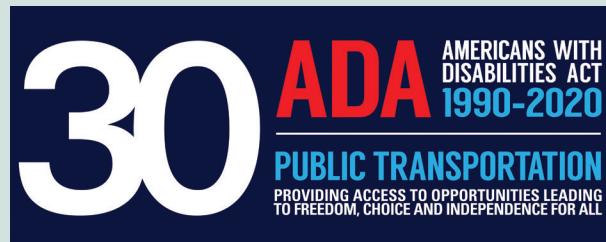
New Trinity Metro ZIPZONE Serves Fort Worth Medical District

TRINITY METRO (FORT WORTH, TX) HAS LAUNCHED the on-demand Near Southside ZIPZONE to serve the region that encompasses Baylor Scott & White All Saints Medical Center, Cook Children's Medical Center, John Peter Smith Hospital, Texas Health Harris Methodist Hospital Fort Worth, Medical City Fort Worth, Moncrief Cancer Institute, and UT Southwestern Monty and Tex Moncrief Medical Center at Fort Worth. Fares will be complimentary through Aug. 31.

"This service is going to provide a new choice for the 40,000 employees who travel to the Near Southside for work," said Trinity Metro CEO and President Bob Baulsir. "We partnered with the City of Fort Worth on this important transit initiative to provide a daily on-demand option."

Wayne Gensler, vice president and chief operating officer of bus and paratransit, said, "The Near Southside ZIPZONE will offer significant benefits for employees, patients and visitors. Not only will it serve as a first-mile / last-mile connection to buses and trains, it will significantly enhance access for commuting into and around Fort Worth's Medical District and the Near Southside."

The Near Southside ZIPZONE is the fourth on-demand service provided by Trinity Metro.



APTA has created an ADA toolkit for its members that includes an adaptable logo, facts-at-a-glance and sample social media posts for use as we celebrate the 30th anniversary of this landmark legislation: www.apta.com/americans-with-disabilities-act-toolkit.

Celebrating Thirty Years Of the ADA

Thirty years ago, this month, President George H.W. Bush signed landmark legislation aimed at increasing access and opportunity for people with disabilities, the Americans with Disabilities Act (ADA). At the signing, he stated: "every man, woman and child with a disability can now pass through once-closed doors into a bright new era of equality, independence and freedom."

In the 30 years since, the ADA has made a positive difference in the lives of those with disabilities by providing better access to transportation, office buildings restaurants and more. The ADA imposed specific requirements for public transportation systems and, over the decades, accessibility on vehicles and at facilities has made progress. Kneeling buses, low floors on light-rail cars, handrails, driver or automated stop announcements, smartphone apps and tactile strips along platform edges are just a few of the technological advances that have helped

make public transportation more accessible for people with disabilities.

In this issue of *Passenger Transport*, APTA members discuss their perspectives on what this legislation means to them, and how it has changed the way they live, work and play by

answering this question: *"As the public transit industry reflects on the 30th anniversary of the passing into law of the Americans with Disabilities Act (ADA), how has the increased mobility and inclusion of people with disabilities in America impacted you and your work in the industry?"*

10 ONE QUESTION

A Shift in Focus from Accessibility to Inclusivity

BY RON BROOKS

VP Transit Market Development
American Logistics
Former Chair, APTA Access Committee

I HAVE BEEN WORKING IN THE PUBLIC

transit industry for nearly as long as the ADA has been in existence and have been honored to observe the industry's evolution in serving the travel needs of people with disabilities.

In the early days, our entire focus was meeting ADA requirements, leaving little bandwidth to do more. In 1993, when I started my career at BART (Bay Area Rapid Transit), most public transit agencies were still implementing their initial ADA paratransit plans. Rail systems were working on accessibility retrofits, and many bus fleets were only partially accessible. Stop-announcement technology was in its infancy, and most transit systems struggled to meet customer needs.

In those early days, the work was hard but rewarding. Progress was achieved on a near daily basis, and every year, things looked better. I remember working with BART planners and engineers on the implementation of BART Key Station, ticket-machine and faregate upgrades



and other accessibility improvements, watching customers with visual impairments in San Francisco testing an infrared signage technology called Talking Signs which is so obsolete today, it's almost funny. I remember a cool sunny morning in Oakland in 1995 when staff from BART, AC Transit and our providers celebrated the grand opening of the East Bay Paratransit Consortium, which oversees paratransit in the East Bay region of Northern California.

Throughout my career, I've had a front-row seat for a myriad of changes unimaginable to the advocates and transit leaders of 1990: virtually 100 percent bus and rail fleet accessibility in most public transit systems, automated transit route and stop announcements that work most of the time, transit facility design criteria that fully incorporate accessibility, paratransit systems beginning to deploy mobile technology, and on-demand service models affording passengers with disabilities the ability to live with independence and spontaneity.

Best of all, I have witnessed an attitudinal transformation of transit leaders. In the early days, I remember awkwardly standing around after panel presentations while conference attendees asked questions of all the panelists

ONE QUESTION: RON BROOKS

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COMMENTARY

BY RANDY CLARKE

President and CEO
Capital Metropolitan Transportation Authority
Austin, TX

Project Connect: A Bold Investment in Public Transit

Moving Austin Forward During Extraordinary Times

Like most metropolitan areas across the country, Austin is faced with many challenges. We are living in a time gripped by a deadly pandemic. We are being called to confront generations of systemic racism and we are faced with record-high unemployment. We are no doubt living in extraordinary times.

WE MUST ACT NOW TO END racial injustice and inequity. We also must continue to protect our citizens from COVID-19 and provide solutions that address food insecurity, affordability and job loss. Meanwhile, the effects of climate change remain a threat, and we know Austin's notorious traffic will return, due to our region's rapid growth.

These are all tall orders, but if we work together, we can find solutions to take action and move forward.

The Americans with Disabilities Act (ADA) is a great example of how our country came together to change the future through ACTION. A grassroots initiative led to the passage of a landmark civil rights legislation aimed at ending discrimination against millions of disabled Americans. While the ADA has been successful, there is more work to be done.

This is why we are extremely enthusiastic about our recent accomplishment for Project Connect—Austin's transformative plan to expand Capital Metro's local public transit system to support the region's exponential growth and community needs—needs that are rooted in providing more sustainable and equitable transportation choices to all our customers.

Major U.S. highway projects historically segregated many urban communities and as a result, increased congestion, harming air quality and fueling racial injustice. A bold investment in transit, if done right, will do the opposite. Rather than pushing communities of color out of sight, a regionally comprehensive public transit system will create access to thousands of new, good paying jobs, ease traffic, improve our air quality and unite our diverse communities rather than divide them.

Austin is primed for such a plan.

After two years of tireless work by the staffs of Capital Metro and the City of Austin, on June 10, the Capital Metro Board and Austin City Council unanimously approved the Project Connect System Plan.

Project Connect is a high-capacity, regionally connected system that will help ease Austin's road congestion and reduce our carbon footprint. It will also serve as a critical equitable investment, providing more transportation options for our residents—giving everyone access to all Austin has to offer—a region ranked the number-one city in the U.S. by *Newsweek*.

The system plan is transformational, as every part of the community benefits from the investment and better access to transit. It is more than a collection of individual projects; it is an integrated network that ties together all parts of our burgeoning region.

Over the past two years, Capital Metro collected feedback from nearly 60,000 community members through hundreds of public meetings and worked closely with city

A grassroots initiative led to the passage of Americans with Disabilities Act (ADA) aimed at ending discrimination against millions of disabled Americans. While the ADA has been successful, there is more work to be done.

staff to design the Project Connect system plan. When the pandemic hit, our instinct was to move forward. We acted quickly and hosted eight community virtual meetings through the month of May with more than 17,000 people participating.

While our ridership had increased 17 straight months before the pandemic, expectedly, it dropped during the health crisis due to stay-at-home orders. However, we still successfully moved more than 40,000 transit-dependent folks who do not drive cars, cannot afford cars or do not want cars. They included many of our brave essential workers who don't have an option to work from home—supermarket workers, first responders, nursing home staff and hospital and hospice workers, to name but a few.

I will finish with a great story about a Capital Metro paratransit customer and front-line worker named Donna McGregor. Donna is visually impaired and takes Metro-Access every day to her job at Austin Lighthouse, a local nonprofit where she and her co-workers manufacture products for the U.S. military, such as hand sanitizer for the National Guard.

Donna was unable to work because of a sinus infection and missed two weeks of a much-needed paycheck. In need of groceries, she contacted her friends at CapMetro and, thanks to our partnership with a major Texas grocer, we were able to put Donna on the Stay at Home meal delivery list. Now, she is back at work bottling hand sanitizer and proudly serving her country. Meanwhile, Capital Metro and our partners have delivered more than 500,000 meals to Austinites faced with food insecurity during the pandemic.

It's stories like Donna's that keep us at Capital Metro focused and fired-up. And now with Project Connect in place, we have a data-driven, community-led project that will help create new, good-paying jobs and work to resolve many of our city's challenges for our citizens like Donna who have so much to give back.

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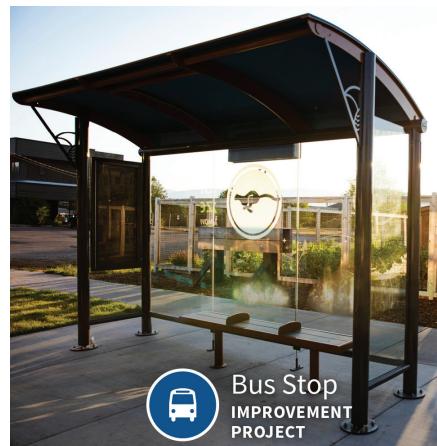
Mountain Line Bus Stop Project Improves Accessibility

MOUNTAIN LINE, MISSOULA, MT, has launched a citywide bus stop improvement project to increase accessibility and improve safety and efficiency along its 12 fixed routes. Improvements include updated signage at all stops and new shelters, benches and trash receptacles.

Some stops will be moved to locations where on-street parking is prohibited and where it is feasible to install a level landing area to improve accessibility for passengers who use a wheelchair or have other mobility impairments.

"This project will make our bus stops even safer and more accessible, while also increasing route efficiency. These improvements will benefit everyone," said Vince Caristo, Mountain Line planning and projects manager, at a recent kickoff ceremony.

"We have a lot of folks who rely on paratransit service now, and by increasing the accessibility of our existing bus stops, we're going to have more people able to access our fixed-route system," said Andrea Davis, treasurer for the



Missoula Urban Transportation District Board of Directors, the governing body of Mountain Line.

Other stops are being consolidated for efficiency or moved to a safer access point nearby. A number of stops currently are located upstream of a pedestrian crosswalk or trail crossing, which often causes a bus to obscure the visibility of people using the crossing. To improve safety, several stops

will be relocated to the far-side of intersections to reduce vehicle-pedestrian conflicts.

"We are pleased that Mountain Line's bus stop improvement project will increase accessibility, safety and improve efficiency for our employees commuting to and from work, and

for our community members who utilize bus services to access healthcare," said Sarah Johnson, RN, and sustainability program manager with Providence St. Patrick Hospital.

The project is being carried out in two phases. Phase one construction began the week of July 13, with phase two set to begin later this fall.

New Metrolink Ticket Machines Aid Persons With Disabilities

METROLINK, LOS ANGELES, CA, has installed 133 new ticket machines at its stations across Southern California. The new machines improve the customer experience through a focus on accessibility, improved reliability, and smarter, more customer-friendly features such as touchscreens. The machines comply

with the Americans with Disabilities Act (ADA), featuring voice-enabled technology, a headphone jack and Braille keypads.

"Metrolink trains have always been accessible to all persons and I am pleased that our ticket machines make the buying experience available to everyone," said Metrolink CEO Stephanie Wiggins.

"The introduction of our new ticket machines with accessibility features comes just as the nation commemorates the 30th anniversary of the signing of ADA on July 26, 1990," said Metrolink Board Chair Brian Humphrey.

The new machines offer service in English and Spanish, and the touchscreen automatically brightens or dims, depending on outside conditions, to improve visibility.



Metrolink's new ADA-compliant ticket machines feature voice-enabled technology, a headphone jack and Braille keypads.

Uber Acquires Routematch

UBER HAS ACQUIRED TRANSIT software company Routematch in a move aimed at expanding its suite of transportation technologies for cities.

Founded in 2000, Routematch's software provides a range of services for the transit sector, including ticketing, trip planning and vehicle tracking for fixed-route transportation, demand-response transport planning, as well as payment tools and paratransit services.

"This acquisition brings together Uber's expertise in on-demand, global

mobility technologies with Routematch's proven capabilities across paratransit, payments, fixed-route tools and trip-planning services. Both companies believe it will create new innovations that make it easier for agencies to provide the right transportation solutions to their riders, through an expanded suite of technologies," wrote David Reich, head of Uber Transit, and Pepper Harward, CEO of Routematch, in a letter announcing the acquisition.

The COMET Awards RATP Dev Service Contract

THE COMET, COLUMBIA, SC, HAS awarded RATP Dev its fixed-route and paratransit program contract.

The company will be responsible for employing drivers, performing bus maintenance, and other services including paratransit, security, landscaping and bus stop maintenance.

"We are looking forward to this next step with RATP Dev to continue to

make mobility accessible and convenient for everyone in the Midlands," said John Andoh, executive director/CEO of The COMET. "RATP Dev brings a unique history of designing, managing, operating, maintaining and modernizing all forms of public transport, and we are looking forward to seeing how we can continue to grow The COMET across the region."

APTAtech: A Focus on The Nexus of Mobility And Technology!

REGISTRATION IS NOW OPEN FOR APTA's virtual APTAtech event, Sept. 9-10. Explore how the public can use innovative technologies to better navigate public transit, including emerging technologies in fare payment, connected and autonomous vehicles,

cybersecurity, artificial intelligence, Mobility-as-a-Service, the Internet of Things (IoT) and big data. Newly emerging challenges related to COVID-19 will also be discussed. Learn more and register at www.apta.com/aptatech.

New CEO Named

Rogers, Omnitrans

THE OMNITRANS, SAN BERNARDINO, CA, BOARD OF Directors has named Erin Rogers as the agency's sixth CEO/general manager. She has served in an interim capacity since Nov. 2019, having first joined the agency in 2017 as deputy general manager.

Rogers has nearly three decades of experience in the public transit industry, including 16 years at the Orange County Transportation Authority, where she held the position of assistant general manager for 10 years and was responsible for oversight and management of all fixed-route bus and paratransit operations. She also served as regional vice president for MV Transportation, Inc., where she oversaw operating contracts with such clients as the Los Angeles County Metropolitan Transportation Authority, the North County Transit District and Omnitrans.

Rogers is a graduate of the Leadership APTA Class of 2010 and is a member of numerous APTA committees. She is also a member of the California Transit Association Executive Committee.



Erin Rogers

APTA Standards Public Review and Commenting Period Deadline Soon

THE APTA STANDARDS PROGRAM

has advanced three draft security documents for public review and comment. The deadline to submit reviews is Aug. 10. Feedback is sought to ensure all perspectives have been considered prior to moving forward with completion of the documents.

The public commenting period is an essential component of APTA's consensus-based standards-development process. All bus and rail executive-level administrators, operators, security professionals and others are invited to provide comments or recommendations.

The documents address:

- Developing a Cybersecurity Program that Meets an Agency's Needs
- Supply Chain Cybersecurity for Transit Agencies
- Sensitive Security Information Policy

View documents and submit any comments at www.apta.com/research-technical-resources/standards/public-review. For any questions or issues, contact standards@apta.com.

APTA's Photo of the Month Returns!

HUNDREDS OF ENTRIES WERE SUBMITTED TO APTA'S 2020 PHOTO

Invitational, and twelve photos that epitomize public transportation at work and its importance to the community were selected earlier this year as Photos of the Month for 2020. Here is a look back at the winners for March–July!

Piedmont Authority for Regional Transportation – Greensboro, NC

Photographer Jon Eric Johnson (April)



MCI - Des Plaines, IL

Photographer Douglas Little (June)



Metropolitan Atlanta Rapid Transit Authority – Atlanta, GA

Photographer Adam Shumaker (March)



Southern California Regional Rail Authority – Los Angeles, CA

Photographer Terrence Martin (May)



Greater Dayton Regional Transit Authority - Dayton, OH

Bella Photography (July)



APTF Selects Scholarship Recipients

THE AMERICAN PUBLIC

Transportation Foundation (APTF) Board of Directors has selected 40 scholars to receive \$250,000 in scholarships. The foundation has broken records in both the number of scholars and the amount awarded. The scholars will be recognized at the APTA TRANSform conference and EXPO in March 2021.

Along with the foundation's 21 named scholarships, several single-year scholarships are being offered for 2020. The foundation partnered again with the Mineta Transportation Institute Scholarship at San Jose State University and MV Transportation/Latinos in Transit to present two single-year scholarships. This year, the APTF also awarded five scholarships under the Frank T. Martin Scholarship fund. These scholars are undergraduate and graduate-level stu-

dents enrolled at Florida Polytechnic, Fisk and Tennessee State Universities, majoring in engineering, computer science or data analytics with the intent to pursue a career in public transportation.

The APTF scholars will also receive complimentary registration to the APTA TRANSform conference and EXPO and will have the opportunity to participate in the APTF Mentoring Program. In its third year, the mentoring program pairs scholars with industry leaders to help ensure their retention in the industry. Shofi Azum, 2019 APTF scholarship award recipient and project manager at KCATA, Kansas City, MO, credited the APTF Mentoring Program with guiding him "to the right direction for career growth."

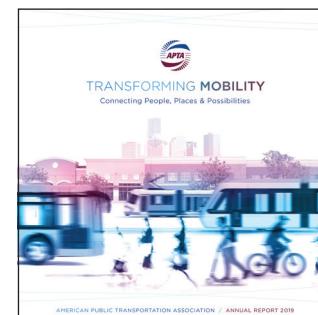
APTA will announce the names of the scholarship recipients in March 2021.

APTA Annual Report Recipient of Three Awards

APTA'S 2019 ANNUAL

Report has been recognized by three major organizations that judge the publications, marketing and websites of associations and the non-profit community.

"TRANSFORMING MOBILITY: Connecting People, Places and Possibilities" won the following: the APEX Grand Award (1st place) for Annual Reports—awarded by Communications Concepts; the EXCEL Award (Bronze) for Annual Reports—



awarded by Association Media & Publishing; and the TRENDY Award (Bronze) for Annual Reports—awarded by Association TRENDS.

This marks the first time that an APTA annual report has won three awards from three different organizations in a single year, and the 5th

consecutive year that an APTA annual report has earned one or more awards.

Read APTA's 2019 Annual Report at www.apta.com/annual-report.

In Memoriam

Gregory T. Winterbottom

GREGORY T. WINTERBOTTOM, champion of equal access in public transportation and the Orange County Transportation Authority's (OCTA) longest-serving board member, died June 26. He was 73.



Gregory T. Winterbottom

Winterbottom, himself a wheelchair user for more than 50 years, was a pioneer of the Dial-A-Ride program to provide door-to-door transportation for wheelchair users and the elderly and managed the Consolidated Transportation Service Agency to provide transportation services for individuals with disabilities—programs that paved the way for OCTA's ACCESS paratransit service.

Winterbottom served as chairman of the OCTA Board of Directors in 2004 and 2013. Most recently, he served as vice chairman of OCTA's Transit Committee and as a board member on the Southern California Regional Rail Authority, which operates Metrolink.

"Greg's commitment and dedication to serving the public was unmatched and he showed unwavering support for our employees," said OCTA CEO Darrell E. Johnson.

"Orange County has lost a great warrior for the rights of persons with disabilities, and I've lost a great friend," said Stan Oftelie, OCTA's first chief executive officer. "His contributions to transportation and helping people with disabilities cannot be overstated. The next time you see a bus with a lift, a curb cut for someone pushing a stroller or a wheelchair, or a ramp providing an alternative to stairs in a public building, think of Greg. He worked on those issues for half a century."

"Metrolink just completed installation of new ticket machines designed to provide easy access to disabled persons; we dedicate this achievement to him [Director Winterbottom]," said Metrolink CEO Stephanie Wiggins.

Moving Beyond Boundaries

BY JAMESON AUTEN

Deputy Chief Executive Officer and
Chief Operating Officer
Kansas City Area Transportation
Authority
Chair, APTA's Mobility Management
Committee

"LET THE SHAMEFUL WALL OF exclusion come down," said President Bush in 1990.

That's exactly what KCATA (Kansas City Area Transportation Authority) continues to work for; not because the law says we have to, but because connecting all people to opportunities is our mission. Several years ago, KCATA led the industry by launching RideKC Freedom On-Demand, one of the nation's first app-based ride-hailing services for persons with disabilities. By developing this service, we created a model that focused on our paratransit customers first, and then built out to our other customers—the opposite of what typically occurs.

Freedom On-Demand provides mobility options, including no more 24-hour advance reservations and no waiting for unknown amounts of time for pick-ups. Finally, our paratransit customers have the opportunity to enjoy the same taxi service as everyone else, but for less money by using their special ADA identification number when they make their reservation. And if they aren't comfortable using the app, they can take care of their reservation by phone and still maximize their benefits.



Now, more than ever, I'm proud that KCATA has always exceeded the federal requirements and continues to innovate our services for all of our customers. As our industry works through the many challenges of COVID-19, we must focus on providing services that enable all to access gainful employment. Programs like RideKC Freedom On-Demand, and many other ride-hailing programs that are now in place across the country, are critical to leveling the playing field for our customers who need us the most.

As we celebrate the 30th anniversary of the American with Disabilities Act, I can't help but be struck by the irony that KCATA's path has taken. Who would have known that just five years ago our newly hired CEO would be blind, bringing an entirely new vision to the agency. When Robbie Makinen was hired, he was driven to transform the paratransit system. As he often said, just to travel to a board meeting in another county he felt like he needed a passport! In short order, Makinen has transformed the system with RideKC Freedom and Freedom On-Demand. We went from four separate regional entities that were not coordinated to a seamless regional system that only required one phone call to cross city, county or state lines.

Reflecting on ADA now, 30 years later, it may not be perfect, but there are so many tangible reasons to celebrate. So many things I am proud of here in Kansas City that are moving us forward to places of inclusion that I'm really happy to see. We are not at our final destination, but we will keep fighting.

10 ONE QUESTION

BY MARLENE CONNOR

Principal/Manager
Marlene Connor Associates, LLC

AT MARLENE CONNOR ASSOCIATES,

we have always promoted the thought that public transportation should be viewed as one system for *all*; so broadening mobility options for people with disabilities is something we endorse and strive to work to enhance and improve. The ability to accomplish these goals has been, and continues to be, facilitated by changes in technology and their impacts on services. Increasingly, the ability to order a ride-hailing trip and be picked up in a timely manner using the same app anywhere in the country has changed the way we all view mobility.

The public-sector responsibility is to ensure equity so that those trips can be made similarly by people with disabilities and all age and income groups and can be made without requiring a smartphone and bank or credit card resources. This results in additional activities and complexities that then need to be communicated and understood by agencies and users. Thus, we have found that technology, per se, is not as important as understanding where people want to go and what it will take to get from trip beginning to trip end.



The landmark passage of the ADA was but a first step toward opening the door to equal access and mobility by programmatically requiring changes to infrastructure and systems to be accessible to persons with disabilities. At that time, the response of the public transit industry was to create a separate type of service and system infrastructure, and the regulations for how these services would be delivered were developed based on using this new infrastructure, particularly for those who could not use the old 'non-accessible' systems.

What we should have learned over the past thirty years is that we need to shift from maintaining two separate systems into "one system" inclusive for all with universal design features and supporting technology and communications. The ADA has historically focused on mobility for people with disabilities, but by shifting the system emphasis to people and their trip needs, the industry is moving to create the ability for all mobility to be communicated and connected and understood by all user groups. If one person can order a ride and be picked up in ten minutes; then all persons should have the right to be equally served. So, if more paths and more systems were accessible for more people then there would be less reliance on separate systems.

Customers would be better served, systems would be better utilized, and opportunities for planning and implementing true innovative mobility would be enhanced and rewarded. And that would be good for everyone.

APTA Celebrates ADA's 30th Anniversary

" As we celebrate the 30th anniversary of the Americans With Disabilities Act on July 26, I encourage us all to take a moment to think about how far we have come as an industry over these three decades. Our initiatives have enhanced the lives of many and have given those with disabilities access, opportunity and independence. However, we can always do more. Looking ahead, we need to be proactive. With new mobility paradigms on the horizon, the onset of electric vehicles and new technologies, we will reinforce our commitment to serve those who need public transportation the most.



Nuria I. Fernandez

— Nuria I. Fernandez
APTA Chair
General Manager and CEO,
Santa Clara Valley Transportation
Authority, San Jose, CA

" I know there may have been concerns that the ADA may be too vague or too costly, or may lead endlessly to litigation. But I want to reassure you right now that my administration and the United States Congress have carefully crafted this Act. We've all been determined to ensure that it gives flexibility, particularly in terms of the timetable of implementation; and we've been committed to containing the costs that may be incurred.... Let the shameful wall of exclusion finally come tumbling down.

— President George H. W. Bush, July 26, 1990



" Thirty years ago, our nation's leaders had the foresight to pass the Americans With Disabilities Act (ADA). Since then, public transportation systems, and the vehicles and facilities they operate, have made great strides toward serving all people equitably by providing opportunity and access, particularly for those who have disabilities. Justin Dart, Jr., an advocate for people with disabilities who was widely recognized as the "father" of the ADA, offered this observation following passage of the legislation: 'ADA is only the beginning. It is not a solution. Rather, it is an essential foundation on which solutions will be constructed.' As an industry, we must continue to build on this critical foundation.



Paul P. Skoutelas

— Paul P. Skoutelas
APTA President and CEO

Thirty Years After the Americans With Disabilities Act, Who Is Driving the Bus Now?

BY CHRISTIAN T. KENT

Principal
Christian T. Kent, Transit Management Consulting, LLC
Chair, APTA Access Committee



Christian T. Kent

AFTER 30 YEARS, the Americans With Disabilities Act (ADA) is not only a very familiar term but also a foundation upon which a better society is being built. Note the use of present tense here, because like most civil rights transformations, the impact and evolution of the ADA will take generations. We can certainly look back to many accomplishments as a result of the ADA, and many of them are easily identified in our daily lives—curb cuts and ramps; wheelchair lifts in buildings and vehicles; tactile and Braille signage; and the ubiquitous “international symbol of accessibility” (formerly known as the “handicapped symbol,” which in itself reveals another accomplishment—changes in how we refer to people with disabilities in our language); and, of course, our friendly neighborhood paratransit services. But there is still plenty of unmet need and under-representation. Therefore, *the best way we can celebrate ADA's 30th Anniversary is to not only celebrate what has been achieved thus far, but to continue to use the ADA as an instrument of change and to include the disability perspective in our leadership and our intentions for diversity and inclusion.*

Personally, I have been motivated to

serve the disability community for many years by two things: people with disabilities being blocked from doing things that we take for granted; and decisions affecting people with disabilities being made by those who do not understand their needs or their perspective. Even more motivating has been the revelation that sometimes, I was that person not understanding their perspective. It can be a humbling experience to discover how much you don't know; but if you are open to learning, it is a tremendous opportunity for growth.

One of the most valuable aspects of the ADA and other civil rights laws is the requirement for public participation by those who would be potentially affected by the establishment of—or changes to—public policy. With each public engagement, people with disabilities became my teachers, and they have enabled me to serve far better in my career than I ever could have done on my own. My teachers with disabilities have also shown me how an accessible environment is a safe environment, and this is a benefit to us all. So, my question is this: *why are so few people with disabilities represented in organizational leadership?* How do we fix this? We can start by taking a good look at our own organizations and asking ourselves the question: do we look like our

community at all levels of our organization? Are there people with disabilities represented, *including on the Board?* Would a person with a disability feel welcome here? Better yet, ask a person with a disability! A recent example of an organization that took this approach (to great effect) is none other than APTA.

For many years, APTA has supported the implementation and ongoing adaptation of the ADA to transit through its Access Committee, which was established for this purpose. But just over three years ago, the committee was revitalized with the installment of a committee chair, Ron Brooks, who was not only one of my aforementioned teachers, but also the embodiment of the kind of diverse leadership discussed herein. He not only shared his expertise and first-hand perspective on disability and transit, but he also put his intellect, people skills and heartfelt belief in diversity and inclusion to work for us. Under his leadership, we offered more-informed advice; connected to more organizations; grew our membership and participation; and, most

importantly, we increased our knowledge of the concerns and perspectives of people with disabilities and our colleagues who serve their transportation needs.

The public transit industry is already serving millions of people with disabilities every day, but their voices are not always heard, and they do not always receive equitable treatment. This has become even more apparent as our communities have been stress-tested by COVID-19. Moreover, as we consider the civil rights challenges that are taking place in our country right now, we may look back and be discouraged that issues we discussed 50 years ago are still unresolved today. But as I have heard so many of my COMTO brothers and sisters say, “we stand on the shoulders of those who came before us.” **The work done by disability advocates over the years has prompted real change, up to and including the ADA. It is a worthy legacy, but it**

THIRTY YEARS AFTER THE ADA
CONTINUED ON PAGE 7

What the ADA Has Meant to Me

BY TAMMY J. HAENFTLING

Assistant Vice President, Mobility Management Administration Dallas Area Rapid Transit



MY FIRST RECOLLECTION OF THE ADA

ADA was when I started working with HandiRides, DART's (Dallas Area Rapid Transit) paratransit services department, in the early 1990s. Being new to the department, I wanted to make a good impression. So, while visiting family, I took the regs with me. My intent was to read all of 49 CFR Part 37. I got through three pages before I became totally bored and quit (the reading, not the job).

Over the years, I became intimately familiar with the regs, one small piece at a time. It was the beginning of including people with disabilities into everything we do as transportation providers. It reinforced my conviction that people with disabilities are entitled to have the

same mobility opportunities as those who are temporarily able-bodied. Although my primary focus has to do with transportation, it has made me look at everything in a different way. When I go to a restaurant, hotel or other establishment, one of my first thoughts

is accessibility. If I do not immediately see a way for a person using a mobility device to access the facility, I look for it. The same goes for public restrooms,

the size of the stalls and doors and the height of the vanities and paper-towel dispensers. It makes me smile when it is done right.

My personal experiences involved my father. In the late 1990s, he became ill and had to have a leg amputated. Shortly after, we went to one of his favorite restaurants. To make a space available to him was a huge ordeal, and then everyone stared at us as we made our way to the table. I stared right back, waiting for someone to say something. It was eye opening though, that with the ADA almost 10 years old at that point, that seeing someone out and about with a disability seemed strange to some.

My father lived in an apartment complex that was not accessible because there were stairs leading up to his door. Initially, he used a walker so it was okay; however, once he progressed to a wheelchair, he could no longer easily get in and out of his apartment. The apartment complex refused to make my father's unit accessible to him, so some of his friends built a ramp so that he could easily get in and out by himself. The apartment complex destroyed the ramp and took it away. Although the facility was built pre-ADA, I never understood why they would not do the right thing and just leave it.

The changes effected by the ADA have benefitted not only people with disabilities, but through universal access, have helped all of us. We have come a long way but still have work to do! As the disability community likes to say, “nothing about us without us!”

The Americans With Disabilities Act

July 26, 1990. ADA signed into law by President George H.W. Bush.

1994. All ADA regulations in effect

1999–2002. Changes from the judiciary. On the upside, the Supreme Court (*Olmstead*) ruled that “unjustified institutional isolation of persons with disabilities is a form of discrimination.” On the downside, the High Court narrowed the definition of disability in two cases (“*Sutton Trilogy*” and *Toyota*).

2008. Following several years of advocacy and research, the ADA Amendments Act (ADAAA) was passed in 2008.

2009–2014. Additional updates to regulations and standards ensued, including more involvement by the Department of Justice in enforcing rules against discrimination and unequal access to information and services.

ONE QUESTION: RON BROOKS

CONTINUED FROM PAGE 1

except me. Today, I am leading and contributing, and my opinions and actions are judged on their merits. Better still, I see more people with disabilities entering the transit industry, and even joining the executive ranks.

For 30 years, we've been focused on accessibility, and while we need to maintain rigorous ADA compliance, we can aim higher by focusing on *inclusivity*. This means inviting all perspectives, hearing all voices and designing

services and systems that address the needs of all customers, regardless of who they are, what they look like and whether they have apparent disabilities or not. And when we do this, we will be able to embrace the ADA's birthday as one more reason to eat cake and celebrate the amazing progress we have all made together.

10 ONE QUESTION

The Art of Listening to the Customer

BY BRANDON POLICCCHIO

Chief Customer and Business Development Officer
Greater Dayton RTA

OVER MY PAST 10 YEARS IN THE

public transit industry, there has been progress in providing more accessible mobility services.

More recently, our work has also shifted to not only focus on improving fundamental areas of the business like creating more-accessible bus stops, but also to ensuring the use and development of universally designed technologies and mobility services. As we enter into a world where customers are provided Mobility-as-a-Service, we must continue to ensure that existing and new technologies, as well as mobility services, are fully accessible.

For example, crowd sourcing for bus capacity is becoming more prevalent. What if the information provided not



only displayed the capacity of the bus in real time, but how many mobility device spaces were available, too? This would not only allow the customer to make a decision on how best to plan their travel, but it could signal when space is not available to other mobility providers, and that there is a need for this customer to be provided transportation. Of course, there are logistical items and equipment needed to make this happen, but the technology is usually the easiest part.

Another space that we have made great progress is in the delivery of demand response services, like paratransit. Over the past several years, paratransit has been of great interest to me as I believe this service can be more on-demand than it is today. Outside of some cities which run high passengers-per-hour numbers, many cities have the capacity and space to offer

ONE QUESTION: BRANDON POLICCCHIO CONTINUED ON PAGE 8

The ADA Is a Catalyst for Conversation

BY JUDY SHANLEY, PHD

Assistant Vice President,
Education & Youth Transition
Easterseals
Easterseals Director, National
Center for Mobility
Management



tive ways to provide high-quality and inclusive transportation service.

The ADA has been a catalyst for our conversations about alignment across modes of transportation, efficiency by providers of transportation and continuums of service from paratransit to fixed route. These conversations could not happen if there was not the recognition that accessible, affordable and reliable service was the right of us all. Regardless of whether I use a wheelchair, or am supported by a service animal, or need universally designed communication methods because of my cognitive disability, I ride public transit because we have an enlightened and informed transit workforce that relies on the ADA to guide service decisions. Better yet, some transit agencies go above and beyond what is required, giving people with disabilities several options to get from place to place.

Easterseals has been at the forefront of the policies and practices that the ADA requires for over 100 years—long before the ADA was conceived. We use our passion and experiences to ensure that the ADA influences those sectors such as education, employment, housing, healthcare and transportation that will enable individuals with disabilities to thrive inclusively in all life domains. As the 30th anniversary of the ADA

ONE QUESTION: JUDY SHANLEY
CONTINUED ON PAGE 8

THIRTY YEARS AFTER THE ADA

CONTINUED FROM PAGE 6

must be kept alive by new generations of leaders and advocates who reinvigorate the message that everyone must be included, or as the disability advocates say, "Nothing about us without us!"

Christian Kent discusses the impact of COVID-19 on paratransit service and shares his views on the Americans with Disabilities Act in the fourth episode of APTA's *The Transit Authority* podcast, "Paratransit Operations Response to COVID-19," at <https://bit.ly/38IdEAK>.

10 ONE QUESTION

JOIN US FOR THESE UPCOMING APTA VIRTUAL EVENTS

APTA's virtual events bring you timely, relevant content delivered directly to your desk.

Join us and gain exposure to new people and new ways of thinking for your long-term success, learn from industry thought leaders, and recharge your passion for your profession.

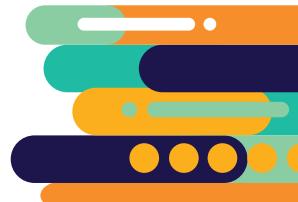
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MV to Provide ADA, Fixed-Route Services For St. Lucie County

MV TRANSPORTATION, INC. HAS been awarded a five-year contract to oversee all operational activities associated with on-demand Americans with Disabilities Act (ADA)-compliant paratransit and fixed-route bus services for St. Lucie County, FL. MV will be responsible for service delivery, maintenance, reservations, scheduling and dispatch.

"We look forward to our partnership with St. Lucie County and appreciate the confidence its leaders and board have placed in MV," said Steve Trinkle, MV senior vice president, who will oversee operations. "We are confident that we can enhance the experience the county provides its passengers with our proven operational expertise and innovative solutions."

Cincinnati Metro Honors Employees With 'Metro Strong' Bus



"A hero is an ordinary individual who finds strength to persevere and endure in spite of overwhelming obstacles." Those are the words inscribed across the top of two new 'Metro Strong' buses in recognition of the dedication shown by Cincinnati Metro and Access workers in service to the Greater Cincinnati region amid COVID-19. The two buses feature the names of all Metro and Access employees.

"The entire Metro and Access team work hard every day to serve our region and these special buses are just another way Metro is saying 'thank you' for their commitment to our community during this challenging time," said Darryl Haley, CEO & general manager. "This experience has proven more than anything that we are 'Metro Strong' and can tackle tough times when we work together."

ONE QUESTION: BRANDON POLICICCHIO

CONTINUED FROM PAGE 7

more service. However, this can only be achieved by changing how we deliver these services through our operational models, and the technologies that help schedule and deliver the service. Yes, we can meet the ADA requirements while also delivering more on-demand service to our customers. Just think of the space we have available on a daily basis due to cancellations and no-shows. This space could be made available to provide customers a same-day trip to the pharmacy, grocery store, or even be made available to the general public, which could help draw in

additional revenue to help support running same-day service.

At the end of the day, it always comes down to the customer and what will make their travel experience free of any obstacles, which can be solved through more-effective communication, policy, service, equipment and technology. As we reflect upon the past 30 years, we should always remember that successful change comes from listening to our customers with disabilities, their advocates, and using the resources available to us to support people with disabilities.

ONE QUESTION: JUDY SHANLEY

CONTINUED FROM PAGE 7

approaches, we are encouraged by the strides we have made, but are realistic about the journey ahead. Our partnership with APTA, through varying means, including our work on national projects

such as the National Center for Mobility Management, is integral to this journey. We stand ready to continue on the path to promote inclusive transportation service for all.

People On The Move

SEATTLE, WA—King County Metro General Manager **Rob Gannon** will step down at the end of July to take a position in Missoula, MT, as chief financial officer for the city. Deputy General Manager Terry White will serve as interim general manager starting Aug. 1.



Gannon

"I want to thank Rob Gannon for leading King Country Metro with his steadfast service, his core commitment to providing transit where needs are greatest, and his vision for an agency devoted to overall mobility," said King County Executive Dow Constantine. "When Metro won (APTA's) Best Large Transit Agency in North America during Rob's tenure, it recognized what King County residents already knew: that one of the great advantages of living here is a safe, equitable and sustainable mobility agency that connects all our residents to community and opportunity."

Prior to becoming general manager in Oct. 2016, Gannon served as Metro's deputy and interim general manager from 2013 to 2016.

FLINT, MI—**Ed Benning**, CEO of the Mass Transportation Authority (MTA), is celebrating 40 years of dedicated service to public transportation. Under Benning's leadership, the MTA has transitioned from a city operation to a

county-wide and regional transportation system, has converted its vehicle fleet from diesel to alternative fuels, and has partnered with state and local entities to develop a systematic approach to provide non-emergency medical transportation throughout the community.

DENVER, CO—The Regional Transportation District (RTD) has selected **Melanie J. Snyder** as general counsel.

Snyder brings more than 15 years of experience representing and advising a variety of clients in both the public and private sectors, including more than a decade of service with the Colorado Attorney General's Office, most recently as chief deputy attorney general.



Snyder

ment for the City of San Antonio, has been named the San Antonio office lead for transportation at WSP USA. In this role, Reinhardt will work collaboratively to expand all markets in transportation and infrastructure, support diversification and growth, drive strategic direction and support the firm in its growth goals in the San Antonio and surrounding region. Reinhardt brings nearly 17 years of engineering experience to WSP.

LAKE COUNTY, OH—Laketran Board of Trustees Board Members **Jon P. Marten** and **Lane H. Sheets**, along with Board President **Brian Falkowski**, have all been sworn in to serve an additional three-year term expiring

May 15, 2023. This appointment marks Sheets' second term serving Laketran. Marten's reappointment begins his first full term with the agency. Marten was first appointed in March 2018 to fill a vacant seat. Falkowski begins his fourth term on the board, serving the agency since 2011. He is a member of APTA's Transit Board Members Committee.



Sheets



Falkowski

WASHINGTON, DC—**Zachary M. Radford** has joined Northeast Maglev as vice president of government relations.

In this capacity, Radford will play a key advocacy role for the organization's 311 mph Superconducting Maglev train. Prior to joining Northeast Maglev, Radford served as director of external relations for the Washington Metrorail Safety Commission. He also served as senior policy advisor & counsel for Sen. Richard Blumenthal (D-CT) and as federal relations officer for the Washington Metropolitan Area Transit Authority.



Radford

SAN ANTONIO, TX—**Art Reinhardt**, former interim deputy director of the Transportation and Capital Improvements depart-



Reinhardt

CLASSIFIEDS

BIDS/PROPOSALS

THE MISSOURI DEPARTMENT OF TRANSPORTATION WILL BE SEEKING BIDS FOR THE FOLLOWING VEHICLE TYPES:

1. Light duty cutaway wide body vans
 2. Lowered floor accessible mini-vans
 3. Narrow body cutaway modified accessible vehicles
 4. Standard factory 14 to 15 passenger vans
 5. Extended wheelbase front wheel drive minivan
 6. High roof with long extended conversion van
 7. Medium roof long conversion van
- Vehicle Specifications will be available on the website: <https://missouribuys.mo.gov/login>
- Pre-Bid Teleconference will be held on 7/21/20 @ 9:00 a.m. The call-in number is 1-408-792-6300 extension 1327572009# and Bid Opening will be on 8/6/20 @ 2:00 pm. The bid opening will be done via Missouribuys announcement.

For more information please contact: Joni Roeseler, Administrator of Transit - Multimodal Operations, Missouri Department of Transportation; (573) 751-2523.

Email: Johan.roeseler@modot.mo.gov

RFP NO. AS-4126

SPECIALIZED ADA TRANSPORTATION SERVICES – SOUTHERN REGION

LOS ANGELES COUNTY

Access Services, the state-mandated agency that manages paratransit service providers and eligibility contractors in Los Angeles County, has issued a Request for Proposals (RFP) on July 27, 2020 for Specialized ADA Transportation Services for the Southern Region of Los Angeles County.

A non-mandatory pre-proposal meeting will be held on August 13, 2020 at Access Services' offices and/or by videoconference. The time and other details will be released in an upcoming addendum. Proposers who are interested in attending should RSVP to purchasing@accessla.org. Proposals submitted in response to the RFP are due by 3:00 P.M. (Pacific) on September 17, 2020.

The RFP documents are available for download at Access Services' website: https://accessla.org/cms/view/current_opportunities. To download the documents, you must be a registered vendor. To register as a vendor, please visit: <https://accessla.org/cms/user/register>.

For further information, please contact the Access Services' procurement department at purchasing@accessla.org.

RFI FOR COMPREHENSIVE TRANSIT TECHNOLOGY SOLUTION

Metro Transit is seeking a single vendor to provide and integrate a comprehensive transit technology solution for the agency through a managed service capital lease program as governed under FTA's 49 USC, Chapter 53. The intent of this RFI is to gauge interest from vendors and encourage teaming up to provide this service in the future RFP. The RFI is intentionally vague to leave vendors room to develop ideal solutions. Vendors are strongly encouraged to respond in detail to this RFI because submissions will be used to guide specifications in the future RFP.

Prospective proposers/bidders can download this solicitation at <https://vendornet.wi.gov/Bid.aspx?Id=3495c6c7-e5b0-ea11-8120-0050568c7f0&name=>.

For additional information, please contact Brittany Garcia, City of Madison Purchasing Services, at 608-243-0529 or via email at bids@cityofmadison.com.

NOTICE TO BIDDERS

TRANSIT MOBILE TICKETING SOLUTION

Altoona Metro Transit (AMTRAN) has issued this Request for Proposals (RFP) to solicit proposals for a comprehensive Transit Mobile Ticketing Solution to be implemented on its fixed-route services. AMTRAN is seeking proposals from qualified firms to implement a turnkey transit Mobile Ticketing System.

All bids and related documents shall be subject to the financial assistance contract and all procurement requirements thereof between the

Federal Transit Administration (FTA), Pennsylvania Department of Transportation (PennDOT) and AMTRAN

Proposals are due by 2:00 pm ET, Friday, August 14, 2020. For bid documents, contact Josh Baker at 814-944-4074 (phone), 814-941-2733 (fax), joshbaker@amtran.org (e-mail).

Josh Baker
Deputy CEO

NOTICE TO PROPOSERS

Please Take Notice that proposals for CDTA-Maintenance 154-3000 Articulated Buses are due no later than 1:00 PM on September 4, 2020. Proposals should be addressed to Stacy Sansky, Director of Procurement, Capital District Transportation Authority, 110 Watervliet Avenue, Albany, New York 12206. Each proposal must be prepared and submitted in accordance with the proposal instructions.

Questions, requests for clarification or for approved equals regarding this Request for Proposals are to be submitted IN WRITING to Stacy Sansky, Director of Procurement (sdsansky@cdta.org) NO LATER than 11:00 AM on August 6, 2020.

It is the intention of CDTA to negotiate for a contract based upon proposals it receives, but CDTA reserves the right to reject any and all proposals.

The Authority hereby notifies all potential service providers that disadvantaged, minority and women-owned business enterprises will be afforded full opportunity to submit proposals in response to this notice and there will be no discrimination on the basis of race, creed, color, sex, national origin, disability or marital status in the award of the contract or any subcontract.

Prohibitions On Procurement Lobbying: Pursuant to State Finance Law §§139-j and 139-k, this solicitation includes and imposes certain restrictions on communications between CDTA and an Offeror/bidder during the procurement process. An Offeror/bidder is restricted from making contacts to influence the procurement process, except as provided in the procurement process (i.e., proposal submissions and interviews, where requested by CDTA) from the earliest notice of intent to solicit offers/bids through final award and approval of the Procurement Contract by CDTA ("restricted period"). Contacts must be made only by your designated staff unless a specific exception applies. CDTA employees are required to obtain certain information when contacted during the restricted period for purposes designed to influence the procurement process and make a determination of the responsibility that could result in rejection for contract award or even more serious consequences.

The complete Request For Proposals may be obtained free of charge at our website www.cdtla.org (Click on "About CDTA", then on "Doing Business with CDTA") on or after July 10, 2020. Only vendors who complete the online vendor registration form will be able to access the RFP.

REQUEST FOR PROPOSALS 18677

PROJECT MANAGEMENT AND PLANNING SERVICES FOR FARE COLLECTION SYSTEM REPLACEMENT PROJECT

The City of Detroit, Office of Contracting and Procurement (OCP) requests proposals from qualified firms to provide Project Management And Planning Services For Fare Collection System Replacement Project. Proposals must be received on or before 4:00 p.m. (EST), August 14, 2020 and are to be submitted in accordance with Request for Proposals (RFP) 18677 dated July 15, 2020. There Will Be No Public Opening Of The Proposals.

All questions related to the RFP must be submitted through the Oracle e-procurement system on or before 4:00 p.m. (EST), Monday, July 27, 2020. Answers will be available via Oracle. Respondents must be registered in the City of Detroit's Oracle supplier database in order to submit a proposal. Registration can be completed at www.Detroitmi.gov/Supplier.

The City of Detroit reserves the right to postpone, accept or reject any or all proposals, in whole or in part, at its discretion, subject to the rules and regulations set forth by the City of Detroit, the State of Michigan and the Federal Transit Administration. Firms or individuals whose names appear on the U.S. Comptroller General's list of ineligible contractors will not be considered.

The City of Detroit affirmatively assures that no proposer will be discriminated against on the basis of race, color, sex, age, disability, religion, ancestry, marital status, national origin, place of birth or sexual orientation. The successful proposer will be required to comply with all applicable federal, state and local laws and regulations.

For a copy of the RFP, interested parties must download a copy through Oracle.

Pamela L. Crump
(313) 670-2018

HELP WANTED

TRANSIT DATA ANALYST

PVPC seeks a highly qualified Data Analyst to work in our transit planning section and provide extensive technical support services to the region's transit authority. Candidates must be technically sound and able to handle multiple projects. Requires minimum of Bachelor's degree and two or more years of relevant experience. Candidates must have excellent analytical skills with knowledge of SQL, R Programming and Excel. Familiarity with GIS and transit software programs like Avail and Remix is preferable. Starting salary of \$48,000 to \$53,000 depending upon qualifications and experience. Candidates with exceptional background and experience may be considered for a senior level position. Submit resume with cover letter and salary expectation by August 4, 2020 target date to: Indrani Kowlessar, Pioneer Valley Planning Commission, 60 Congress Street, Springfield, MA 01104. An AA/EOE Employer. Position will remain open until filled.

VP/DIRECTOR SALES

TRANSIT SECTOR

UZURV Holdings, Inc. (UZURV), is a provider of transformative municipal ADA transportation services and is based in Richmond, VA. UZURV was launched in 2017 and has secured multiple contracts with transit agencies and healthcare organizations in providing more efficient and cost effective solutions to meet the challenges of the specialty transportation market.

The VP/Director Sales will lead all sales activities in the municipal ADA sector and focus on municipal transit agencies and transportation management organizations (TMO's) to pursue new business. This individual will also create a strategic roadmap for the ADA/paratransit market by establishing new channels and partnerships for collaborative growth opportunities. This individual will report to the EVP of Business Development and is a national role. No fixed location is required.

For more information, visit our listing on LinkedIn: <https://www.linkedin.com/jobs/view/1930494637/>

To apply, send your resume to recruiting@uzurv.com

TRANSPORTATION PLANNER – TRANSIT FUNDING ADMINISTRATION

The North Central Texas Council of Governments Transportation Department is seeking an entry- or mid-level Transportation Planner to support implementation of transit projects and administration of federal transit grant program activities. This position will work with public and private transportation providers, local governments, communities, and other stakeholders. In addition, responsibilities include preparing presentations, correspondence, documentation, articles, and reports. Applicants wishing to be considered for this position should apply online at <https://mycocareer.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, 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. NCTCOG also serves as a designated recipient for Federal Transit Administration funds.

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.

PALM TRAN DIRECTOR, OPERATIONS DIVISION

Salary Range: \$94,660 - \$166,052 Annually, negotiable DOQ
Department: Palm Tran, Inc.
Location: 3201 Electronics Way, West Palm Beach, FL
Hours: 8:00 A.M. to 5:00 P.M., Monday - Friday, evenings and weekends as required/necessary
Other: Valid Florida Driver's License and PBC Risk Management Department driving history approval prior to appointment.

This Is An At-Will Position.

Palm Tran, Inc., Palm Beach County's transit provider, is seeking a highly experienced Director to lead its Fixed Route Division. The Director, Operations, is responsible for all operational activities of the Fixed Route Bus System including: Fixed Route Buses, Field Operations, Operations Dispatch and Communication Center, Safety and Compliance, Vehicle Maintenance, and all Para-transit Operations. The Fixed Route service area covers all of the County, operates over 155 fixed-route buses, and maintains ridership exceeding 26,000 passengers daily. Key duties include: Performance management, ADA compliance, monitoring of resource allocation and productivity of fixed route services; organizational planning and programming activities. This position models and holds staff accountable for exemplary customer service through open communication, employee participation, professional development, including the sensitivity to the special needs of customers, those from culturally diverse backgrounds, the elderly, persons with disabilities or other vulnerable populations. Manages a Division comprised of approximately 400 employees including managerial, professional, technical, bus operator, and support staff. Acts at the direction of a superior in personnel-related activities including hiring, termination and disciplinary matters involving the Fixed Route Division. Writes, amends and administers policies and procedures to ensure compliance with established statutes and requirements of regulatory agencies. Assists in the development and implementation of bus training programs to meet agency goals. Assists in the identification and implementation of continuous improvement opportunities and customer satisfaction opportunities. Develops labor contract provisions and participates in labor contract negotiations. Develops, monitors, and administers a \$70M annual operating budget. Directs ADA compliance activities associated with complaints, statistical analyses, and committee involvement, to ensure Palm Tran's business operations and facilities are in accordance with applicable contracts. Responds to the general public regarding questions, complaints or requests. This position reports to the Executive Director, and is reviewed through conferences, reports and evaluation of results obtained.

Qualifications:

Bachelor's Degree in Transportation Management, Business/Public Administration, or closely related field; minimum of eight (8) years of progressively responsible, operations management experience at the senior level in large-scale transportation or service industry for public or private entity, which includes four (4) years of experience in managing union and non-union work forces. Master's Degree in Business/Public Administration, specialized industry certifications (e.g., transit, safety, labor relations) are preferred.

Benefits: The PBC BCC provides an excellent benefits package, including a salary competitive for the South Florida marketplace, medical, dental and life insurance, as well as vacation, sick, and Paid Parental leave, and participation in the Florida Retirement System.

Visit Palm Tran's website: discover.pbcgov.org/palmtran for details on the organization.

All employees of Palm Beach County may be required to work before, during and/or after a natural or man-made disaster or hurricane. EO/AA M/F/D/V Employer,

Drug Free Work Place (DFWP)