

# PASSENGER Transport

THE SOURCE FOR PUBLIC TRANSPORTATION NEWS AND ANALYSIS

MONDAY, AUGUST 10, 2020 | VOLUME 78, NO. 16



The Kansas City Area Transportation Authority's new East Village Transit Center will serve as the downtown area's main public transit hub and be the anchor for the agency's new 10-mile Prospect MAX BRT line.

## KCATA Opens New Transit Center

THE KANSAS CITY AREA TRANSPORTATION Authority (KCATA), Kansas City, MO, has opened its new East Village Transit Center, serving as the downtown area's main public transit hub and replacing the agency's existing 10<sup>th</sup> & Main facility.

East Village provides frequent east-west connections to the core of downtown and is the anchor for the new 10-mile Prospect MAX BRT line. Nearly 20 MAX, local and express routes will serve the center.

The accessible East Village Transit Center will feature one-step level boarding and will include bike racks, RideKC Bike rentals and real-time arrival information displays. Future improvements include free public WiFi. An indoor waiting area is expected to open when the COVID-19 situation allows.

"These improvements will allow workers and other residents to get to essential services," said Robbie Makinen, KCATA president & CEO. "RideKC has taken several steps to ensure the safety of our customers and operators, including suspending fares, and requiring masks, social distancing and rear boarding. Together, we can all keep public transportation safe."

In addition, regular weekday service has been restored on several agency routes, in line with RideKC's Service Restoration Plan and based on a review of ridership patterns, the need to maintain social distancing and restoring access to essential jobs and services in areas with no other coverage.

## APTA's Messages Seen On Capitol Hill

AS PART OF APTA'S CONTINUING EFFORTS to advocate for additional emergency public transit funding, the association recently had a high-profile presence on two platforms targeted to Washington, DC, influencers and decisionmakers: *Politico's* Aug. 3 Morning Transportation newsletter, <https://politi.co/2PuvIWd>, and *The Hill's* dedicated Transportation page, [thehill.com/policy/transportation](https://thehill.com/policy/transportation).

## APTA's Mobility & Rail NOW!

An Interactive Discussion on Mobility, Rail and Public Transit's Future

APTA'S MOBILITY & RAIL NOW! VIRTUAL EVENT, AUG. 12-13, presents the best of the association's Mobility & Rail 2020 conferences, taking participants through a deep examination both of the latest insights, trends and best practices impacting mobility and rail today, and the future of public transportation in a post-pandemic world.

Ahead of the event, *Passenger Transport* invited a broad cross-section of APTA members to share their most critical priorities, concerns and initiatives. Turn to page 5 to read how public transit agencies across the country are keeping passengers and employees safe during the coronavirus pandemic, improving accessibility, expanding service and more. View the schedule-at-a-glance on page 5.

## FTA Supports the Public Transit Industry's COVID-19 Recovery Efforts

BY K. JANE WILLIAMS

Acting Administrator  
Federal Transit Administration (FTA)



K. Jane Williams

PUBLIC TRANSIT AGENCIES AND frontline transit workers have continued to provide vital transportation services for healthcare personnel and other essential workers during the COVID-19 public health emergency. The FTA is grateful to the transit industry, particularly our frontline workers, for your commitment and

service providing essential transportation for critical workers and, more recently, the general public as communities re-open.

We are committed to supporting the industry during this public health emergency with resources, regulatory relief and technical assistance as we all work to keep America safe and moving.

FTA'S COVID-19 SUPPORT

CONTINUED ON PAGE 8



In a collaborative effort, FTA, HHS and FEMA distributed millions of face coverings to public transit agencies across the country. Pictured top row, left to right: Clemson Area Transit, PennDOT, The Rapid and WeGo Transit. Pictured bottom row, left to right: Cache Valley Transit District, CT Transit, Des Moines Area Regional Transit Authority and Mountain Line.



# COMMENTARY

BY HENRY LI

General Manager/CEO  
Sacramento Regional Transit District  
Sacramento, CA

# Learning to Seize Opportunity In a Pandemic World

Public transit agencies across the country are facing an existential crisis as a result of the COVID-19 pandemic, with many agencies now finding themselves at a crossroads: how to adapt service to meet the “new normal.” The pandemic is a major hurdle; however, it’s also an opportunity for our industry to show the vital role public transit plays in keeping our communities moving. One thing that has been consistent from the start of the crisis is that public transit is a lifeline for many—providing critical mobility options for millions of frontline healthcare, public safety, grocery and service industry workers fulfilling essential roles.

OVER THE PAST FEW MONTHS, I HAVE SEEN some of the best teamwork and innovative ideas coming out of SacRT [Sacramento Regional Transit District] and many public transit agencies across the nation, as we quickly adapted to a pandemic world and navigate the road to economic recovery. Prior to COVID-19, SacRT’s trajectory was on a steadfast climb: our ridership was growing, our financial house was in order with reserves building, and a Sacramento county-wide poll showed our public satisfaction rating at an all-time high. We were the first transit agency in the nation to implement an unrestricted system-wide fare-free program for youth in grades kindergarten through 12; expanded our microtransit service SmarT Ride to nine zones, making it one of the largest programs; and after a two-year public engagement process, we implemented SacRT Forward, a comprehensive system-wide bus network redesign. In February 2020, prior to the California stay-at-home order, SacRT experienced a 127 percent increase in student ridership and 15 percent system-wide ridership increase year over year. What took years to build was quickly offset in a matter of days by an unprecedented challenge, the COVID-19 pandemic.

With dramatic drops in ridership and rising fears about safety, the first priority was, and continues to be, the health and well-being of customers and employees. We recognized that the Sacramento community was looking to SacRT to provide reassurance that our service is safe. By implementing best safety practices early, including fogging and disinfecting vehicles, facilities and work areas; moving administrative staff to telework; implementing rear-door boarding; blocking seats to provide more physical distancing; installing protective plexiglass barriers near the driver’s seat; requiring that all riders and employees wear a mask/face covering; and urging riders to use contactless payment options, we were able to slow the impacts of COVID-19.

Thankfully, we were able to keep the virus at bay for nearly four months, until July when our first frontline employee tested positive. Not a small task in the capital city of the 5<sup>th</sup> largest economy in the world. SacRT was able to take the occurrence in its stride with open and transparent communication with the public and media by quickly notifying them of potential exposure, turning what could have been a PR disaster into a positive opportunity to share our story—a scenario that has played out in almost every industry nationally and across the world.

SacRT also seized the opportunity to adapt and refocus to become much more than a transit agency during the

We can seize this opportunity to learn, innovate and adapt to the changing needs of our unique communities across all systems by continuing to work together to share best practices and seek additional relief funding.

crisis; we have thrived as a health and social service partner. We partnered with the California State Transportation Agency and the City of Sacramento to transform 10 of our buses into mobile hotspots strategically deployed in communities with limited high-speed internet to support telework, telehealth and distance learning. SacRT also teamed up with local partners to assist with food deliveries to seniors and other vulnerable populations experiencing food insecurity. More recently, SacRT partnered with the California Volunteers to deploy 30+ volunteers at different light rail stations and transit centers to hand out free pre-packaged masks to riders across our system.

Like many of you, we are thankful for emergency funding received through the CARES Act, which provided immediate short-term relief to address the most immediate impacts of COVID-19. While the money has allowed us to bridge funding gaps in the near term, longer term, our industry will continue to struggle for survival without more sustained support. For these reasons, SacRT has urged Congress and the federal administration to include APTA’s \$32 billion transit funding request in their next COVID package.

Public transit has played a critical role during the COVID-19 response and will continue to do so as we navigate the road to post-pandemic recovery. Although there is no crystal ball to accurately predict what the future holds, we can seize this opportunity to learn, innovate and adapt to the changing needs of our unique communities across all systems by continuing to work together to share best practices and seek additional relief funding. It is through our collective efforts and our commitment to the public transit industry that we will emerge from this crisis stronger and nimbler than before—I continue to be inspired by our industry’s indomitable spirit.

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“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](mailto:driddy@apta.com).

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# MTA Completes Four ADA-Accessible Stations

**THE NEW YORK METROPOLITAN** Transportation Authority (MTA) has announced completion of four ADA-accessible stations, coinciding with the 30<sup>th</sup> anniversary of the passage of the Americans with Disabilities Act (ADA). “When we talk about modernizing mass transit, it’s not just about better signals and newer train cars,” said Sarah Feinberg, interim president of MTA New York City Transit. “It’s about making sure all of our customers can use the system with ease. There is much work that still needs to be done, but this latest package of stations brings us one step closer toward achieving a more equitable and accessible system.”



Interim MTA New York City Transit President Sarah Feinberg, MTA Construction & Development President Janno Lieber, MTA New York City Transit Senior Advisor for Systemwide Accessibility Alex Elegudin, and Mayor’s Office for People with Disabilities Commissioner Victor Calise commemorate the 30<sup>th</sup> anniversary of the ADA at the Astoria Blvd. station.

“Make no mistake: adding four new, accessible stations with elevators will make a big difference in the lives of our customers with disabilities,” said Janno Lieber, president of MTA Construction & Development. The newly upgraded Astoria Blvd subway station in Queens includes installation of four elevators (a pair of street-to-mezzanine elevators and two mezzanine-to-platform elevators), rebuilt elevated walkways, new benches and finished platform stair enclosures. The 86 St R Subway station under Fourth Avenue in Bay Ridge, Brooklyn, is being upgraded with two ADA compliant elevators, which will travel from the street to mezzanine, and from the

mezzanine to the platform level. To aid bus customers transferring to the elevator, the east side of Fourth Avenue was rebuilt to include a sidewalk bulb-out, increasing passenger waiting space and eliminating the need for buses to pull out of and into traffic. Work on the Bedford Av L Subway station in Brooklyn and 1 Av L Subway station in Manhattan will be completed early August. The 1 Av Station will be equipped with new street-to-platform elevators. At Bedford Av Station, there are four newly constructed entrances and four existing stairs under rehabilitation. A new street-to-mezzanine elevator is being completed, with the existing mezzanine expanded to accommodate a new mezzanine-to-platform elevator.

# NFI Announces Combination of New Flyer and MCI

**NFI GROUP INC. HAS ANNOUNCED** a company-wide transformational initiative, “NFI Forward,” to rationalize its business units and facilities. “While we have been working to streamline our businesses to enhance competitiveness by leveraging scale, expertise and capability, the drastic and unanticipated impact of the COVID-19 pandemic has forced us to revisit our unique business definitions,” said Paul Soubry, NFI president and chief executive officer. “The first major activity of NFI Forward is the immediate combination of New Flyer and MCI into one business, and, to ensure a smooth tran-

sition, Ian Smart (former MCI President) has been appointed executive vice president, Business Transformation of NFI to lead the effort.” The combined entity will retain both brands and will continue offering all models of New Flyer transit buses and MCI motorcoaches. It will operate under the leadership of New Flyer President Chris Stoddart. “I look forward to working with Ian [Smart] to ensure a seamless combination of our businesses, and to enhancing the competitiveness of all New Flyer and MCI product and service offerings,” said Stoddart.

# NCTD Awards Bombardier Contract for Rail Cars

**THE NORTH COUNTY TRANSIT** District (NCTD) has awarded Bombardier Transportation a contract for eleven new commuter rail cars for its COASTER service. NCTD operates a fleet of seven locomotives and 28 Bombardier BiLevel cars on the San Diego Subdivision to support COASTER operations from Oceanside to downtown San Diego. Currently, COASTER rail service provides 22 regularly scheduled weekday trips and eight weekend trips. Headways between trains vary from 45-60 minutes during peak periods and more than 3.5 hours during the non-peak period. With the addition of the new cars, peak period frequencies will be increased to 30-minute headways and non-peak period frequencies will be increased to 60-minute headways. This will result in 42 trains per day, nearly doubling current service. “As we look to the future, NCTD will be in a position to continue moving forward, offering customers an outstanding riding experience and providing increased service along the rail line,” said Tony Kranz, NCTD board chair and Encinitas councilmember. “With these two additional trainsets in the fleet, commuters will have a number of train runs throughout the day to meet their needs; and that really makes the decision to try transit an easy one.”

“We’re confident that our new BiLevel cars for the COASTER commuter rail fleet, with their enhanced technical features and passenger amenities, will provide exceptional service and meet passengers’ evolving expectations,” said Elliot G. (Lee) Sander, president, Americas Region, Bombardier Transportation. “We’re pleased to continue our long-term partnership with NCTD, not only as the manufacturer of BiLevel cars but also as the operations and maintenance provider for both the COASTER and SPRINTER rail services.” The new cars will be built at Bombardier’s manufacturing site in Thunder Bay, Canada. Deliveries are scheduled to take place in the fall of 2022. After testing and commissioning, the cars will begin to enter service that winter.



# NVTA Adopts \$539M Funding Program

**THE NORTHERN VIRGINIA** Transportation Authority (NVTA) has adopted a FY2020-2025 six-year program that will provide \$539 million to 21 transportation projects. With the adoption of the program and implementation of its four previous funding programs, the NVTA is advancing 106 regional multimodal transportation projects, totaling nearly \$2.5 billion, for congestion reduction throughout the region. “The adoption of the Six-Year Program

Update demonstrates an ongoing commitment to a multimodal approach that addresses Northern Virginians’ mobility needs and challenges, and supports the region’s economic vitality,” said NVTA Chair Phyllis J. Randall. “The regional collaboration and ability to look beyond jurisdictional lines is truly remarkable and a benefit to all Northern Virginians, as well as those traveling through the D.C. metropolitan area.” Learn more at [www.thenovaauthority.org](http://www.thenovaauthority.org).

# New CEO Named Bush, American Seating

**TRANSPORTATION SEATING PRODUCTS MANUFACTURER** American Seating, Grand Rapids, MI, has announced that President and Chief Operating Officer Thomas Bush has been appointed CEO. Longtime CEO and Chairman of the Board Edward Clark remains in the chairman role. Bush has been with American Seating for 29 years and served as chief financial officer before being named president in 2007. As chairman, Clark will continue to lead the company’s board of directors. As president and CEO, Bush will serve on the board, lead the company’s development of short- and long-term strategies and manage the company’s overall resources and operations. For APTA, Bush serves on the Business Member Procurement, Legislative and Commuter Rail committees, among others.



Thomas Bush



Valley Metro CEO Scott Smith speaks at the official activation of 3,500 new solar panels for the agency.

# Valley Metro Activates New Solar Canopies

**VALLEY METRO IN PHOENIX, AZ,** has activated 3,500 new solar panels in Mesa. With this installation, all agency maintenance facilities now rely on solar power.

The panels are expected to produce 2.1 million kilowatt-hours per year, equivalent to the power used by 171 homes in a single year. They are anticipated to save \$35,000 a year in energy costs and more than \$2 million throughout the term of the solar purchase agreement.

The canopies provide a total of 76,000 square feet of shade coverage

for buses across four separate structures. With temperatures in the shade as much as 40 degrees lower than in direct sun, buses will not have to spend time idling to cool down before service. Savings are estimated at \$67,000 per year in fuel costs due to the new shade structures.

“Our region benefits when we make progress on our sustainability goals,” said Valley Metro Board Chair, Chandler Mayor Kevin Hartke. “The cost savings from this project will allow us to better serve riders while also reducing greenhouse gas emissions.”

# First Phase of Refreshed NY Penn Station Waiting Area Open

**NJ TRANSIT AND AMTRAK HAVE** completed the first phase of the ticketed waiting area refresh at New York Penn Station. The refresh features new furniture and fixtures, including seats with electrical and USB outlets, an upgraded ceiling complete with new LED lighting, a new information desk and a second entrance in close proximity to the NJ TRANSIT concourse, offering easy access toward the 7<sup>th</sup> Avenue side of the station.

The new space also incorporates Amtrak’s enhanced cleaning procedures; signage indicates safe distances in high-traffic areas and protective barriers have been installed at customer counters.

“The upgrade of the ticketed waiting area makes the NJ TRANSIT concourse even more convenient for our customers and is a prime example of what our renewed partnership with Amtrak can

achieve,” said NJ TRANSIT President & CEO Kevin Corbett. “Whether it’s new customer amenities such as this, or together taking on the mega-projects of national significance like the new Portal Bridge, we are firmly committed to leveraging our partnership to raise the bar on regional rail travel which enhances our customers’ experience and drives the region’s economy.”

The project, which includes a \$7.2 million total joint investment between Amtrak and NJ TRANSIT, has already started construction on the second phase and is planned to be completed and opened by early fall of this year.

“The refresh of the ticketed waiting area at New York Penn Station is one of many ways Amtrak continues to focus on delivering a new standard of travel,” said Amtrak Board Chair Tony Coscia. “We are grateful for the support of our partners at NJ TRANSIT and are thankful for our customers’ patience as they can now enjoy the new amenities and feel safe in the space.”



# Voters Once Again Say ‘Yes’ to More Public Transit

**VOTERS IN 13 COMMUNITIES IN** Michigan passed millage requests, Aug. 4, for their local public transit agencies, a majority of which represented new millages or increased funding over previous iterations.

Despite the uncertain environment around the COVID-19 pandemic, voters across the country have supported

public transit at every election since mid-March, when social distancing guidelines were put in place. In 2020, 32 out of 34 measures supporting public transit have passed across the country, which represents a 94 percent win rate. For more information visit APTA’s Center for Transportation Excellence at [www.cfte.org](http://www.cfte.org).

# Sustainability & Multimodal Planning Workshop Attracts Record Numbers

**APTA HELD ITS VIRTUAL** Sustainability & Multimodal Planning Workshop July 30-31, with approximately 410 attendees—the most ever.

Sessions included such topics as sustainable capital programming, bus network redesigning, reevaluating ridership-based zero-fare systems, innovative mobility and equity in the planning process.

APTA Chair Nuria I. Fernandez, general manager and CEO of the Santa Clara Valley Transportation Authority, San Jose, CA, welcomed participants and emphasized how the topics to be discussed were central to the work of APTA’s Recovery and Restoration Task Force, which she created in April. The task force is chaired by Los Angeles County Metropolitan Authority CEO Phillip A. Washington.

Noting that one of the first sessions at the workshop explored how schedulers and planners can best respond to

COVID-19, Fernandez said, “As communities transition to a different kind of normal, and as people adjust to a different way of life, public transportation will be expected to be smarter, more accessible for all and responsive to changing societal and economic needs.” She said that the public transportation industry is “an essential element of healing and resurgence in a changed society.”

APTA President and CEO Paul P. Skoutelas referenced “the global pandemic, an overdue reckoning on race and an economic tragedy that has forced people out of work and businesses into bankruptcy. “As an industry, and as a family, we have experienced great struggles and losses. I urge you to look at this workshop as public transportation’s opportunity to leverage the current challenges in ways that can build better mobility choices and better lives.”

# AECOM Launches TRIPS To Support Public Transit Agencies During COVID

**AECOM HAS LAUNCHED ITS** Transportation Resilient Integrated Passenger Solution (TRIPS), aimed at supporting the safe return to service for the passenger journey and employee experience for public transit agencies. TRIPS integrates data and technologies for each point of the passenger’s journey, from helping individuals decide when and how to travel, to informing transit operators when stations or vehicles are nearing capacity.

The technology integrates automatic passenger tracking, touchless technology, cameras, motion sensors and related solutions by:

- Providing riders with real-time trip planning information;
- Managing congestion at station platforms
- Controlling boarding and alighting to maintain social distancing on vehicles;

- Supporting safe arrival at final destinations; and
- Communicating assignments to operators to avoid congregating at depots.

“Transit agencies around the world are facing unparalleled challenges as a result of the pandemic, including determining how to deliver their vital services while also managing the safety of their passengers and employees,” said Steve Morris, AECOM’s president of Design and Consulting Services Americas. “TRIPS is a product of the creative, solutions-focused experts at AECOM who are continuously seeking innovative ways to provide transit agencies with a clear understanding of how integrated technology solutions can help establish a safer return to service.”

# APTA's 2020 Mobility & Rail NOW! Schedule-at-a-Glance

For more information, visit [www.apta.com/mobility-and-rail-now](http://www.apta.com/mobility-and-rail-now).

## Wednesday, August 12

### OPENING GENERAL SESSION

11 – 11:15 a.m.

Welcome Remarks

### OPENING GENERAL SESSION: Recovery & Restoration Plans for Transit Across the U.S.

11:15 a.m. – 12 p.m.

#### TRACK 1: Procurement in the Era of COVID-19

12:15 – 1 p.m.

PROCUREMENT CEUs: 1.0

#### TRACK 2: Major Capital Projects – Planning for and Ensuring Success

12:15 – 1 p.m.

PLANNING CEUs: 1.0

#### TRACK 3: From Response to Recovery: An International Perspective

12:15 – 1 p.m.

### Strengthen & Stretch Break

(led by a personal trainer)

1 – 1:20 p.m.

#### TRACK 1: Paratransit Operations Response Post COVID-19

1:25 – 2:10 p.m.

#### TRACK 2: Creating Your Zero Emission Bus Strategy: Battery and Fuel Cell Perspectives

1:25 – 2:10 p.m.

#### TRACK 3: FTA and Transit Agencies Partner to Combat Human Trafficking

1:25 – 2:10 p.m.

#### TRACK 1: Bus Shields: Protection Against Operator Assaults and COVID-19

2:50 – 3:35 p.m.

#### TRACK 2: Engineering Our Way Forward Through COVID-19

2:50 – 3:35 p.m.

ENGINEERING CEUs: 1.0

#### TRACK 3: Managing Transit Funding & Financing During Periods of Economic Stress

2:50 – 3:35 p.m.

### Strengthen & Stretch Break

3:35 – 3:55 p.m.

#### TRACK 1: Bus Maintenance in the COVID-19 Era

3:55 – 4:40 p.m.

#### TRACK 2: FTA's Public Transportation Agency Safety Plan (PTASP): Implementation and Best Practice

3:55 – 4:40 p.m.

#### TRACK 3: Transit's Role in Maintaining Social Equity and Inclusion During & Post COVID-19

3:55 – 4:40 p.m.

PLANNING CEUs: 1.0

### Virtual Happy Hour & Daily Debrief

4:45 – 5:45 p.m.

## Thursday, August 13

### GENERAL SESSION: APTA

Remarks and Keynote Speaker

11 a.m. – 12 p.m.

#### TRACK 1: Advancing Mobility-as-a-Service (MaaS)

12:15 – 1 p.m.

PLANNING CEUs: 1.0

#### TRACK 2: Operational Preparedness in Response to COVID-19

12:15 – 1 p.m.

#### TRACK 3: Thinking Beyond the Plane: High-Speed Rail and a New Era of Inter-regional Transportation

12:15 – 1 p.m.

### Strengthen & Stretch Break

1 – 1:20 p.m.

#### TRACK 1: The Building Blocks for Your BRT

1:25 – 2:10 p.m.

#### TRACK 2: Asset Management – Stories of Success

1:25 – 2:10 p.m.

PLANNING CEUs: 1.0

#### TRACK 3: Mental Health Issues for Transit Workers

1:25 – 2:10 p.m.

### Tabletop Discussions

2:15 – 2:45 p.m.

#### TRACK 1: Prioritizing Accessibility in MOD Grants

2:50 – 3:35 p.m.

PLANNING CEUs: 1.0

#### TRACK 2: Rail Ridership Post COVID-19

2:50 – 3:35 p.m.

ENGINEERING CEUs: 1.0

#### TRACK 3: Keeping the Supplies Moving in a COVID-19 World

2:50 – 3:35 p.m.

PROCUREMENT CEUs: 1.0

### Strengthen & Stretch Break

3:35 – 3:55 p.m.

#### TRACK 1: Rethinking Bus Service for the New Normal

3:55 – 4:40 p.m.

#### TRACK 2: Managing the Environmental Review Process

3:55 – 4:40 p.m.

PLANNING CEUs: 1.0

#### TRACK 3: The Virtual Training Migration

3:55 – 4:40 p.m.

### Conference Wrap Up

4:45 – 5 p.m.



## Mobility & Rail NOW!



Four professionals at work, with a safe physical distance between them, on the Paso Creek overpass for California High-Speed Rail. June 2020.

# California High-Speed Rail on Track Amid Pandemic

## BY KYLE SIMERLY

Public Information Officer

California High-Speed Rail Authority

### MUCH IS UNCERTAIN RIGHT NOW—

except for the benefits that continue to be provided by high-speed rail in the Golden State.

As we all reel from a pandemic of historic proportions, the California High-Speed Rail Authority (Authority) remains on track to deliver America's first true high-speed rail system. The Authority has evolved to match this challenge, balancing safety with productivity as we aim to transform transportation in California. While so much is being done virtually, physical construction is ramping up with enhanced safety protocols. In June, the Authority reached a major milestone passing 4,000 construction jobs created at the more than 32 active construction sites along the system's first 119 miles of construction. Over the past year and a half, we have quadrupled the number of workers dispatched to our construction sites, averaging more than 1,000 workers at sites in July, a 149 percent increase compared to August 2019, just one year ago. And the Authority has released five environmental-impact documents since September of 2019, substantial progress on this transformational project.

Looking ahead to 2022, the Authority is on track to deliver on the first 119

miles of the alignment, including track and systems, in the Central Valley. And in the same timeframe, we anticipate environmentally clearing all remaining project sections between San Francisco and Los Angeles/Anaheim, paving the way for the entire Phase 1 system between Los Angeles/Anaheim and San Francisco to be ready for project advancement as additional funding becomes available.

At a time when it would be easy to stall progress, the Authority has adapted and created new ways to conduct meaningful outreach statewide. Public meetings for environmental review, which are traditionally held in person, have all been moved to video conference, telephone townhalls and moderated webinars, engaging more members of the public than ever before. For example, one townhall had more than 3,000 participants and one stream had over 200 viewers. Additionally, new web portals are now available to further enhance education and outreach, providing an on-demand open-house experience, freeing people to engage with and comment on the future of transportation in California on their own schedule.

While we look forward to the world returning to normal, as an Authority we will continue to adapt and chart a path forward until that time comes. High-speed rail; it's happening.



The superstructure of the San Joaquin River Viaduct nears completion north of Fresno in the heart of California's Central Valley, despite the pandemic. July 2020.

# case study | AUTOMATED BUS SERVICE

## CTDOT to Conduct First Automated BRT Project in North America

BY DENNIS G. SOLENSKY

Public Transit Administrator  
Connecticut Department of  
Transportation

**SINCE ITS LAUNCH IN 2015, THE** 9.4-mile CTfastrak BRT corridor has proven tremendously popular, with ridership increasing annually to reach 3.5 million passengers in 2019. Constructed in the bed of a former rail line, CTfastrak is solely owned by the Connecticut Department of Transportation (CTDOT). It is dedicated to buses, and any vehicle accessing it can only do so with CTDOT permission.

Three years ago, as small automated shuttles began popping up throughout the country, it became obvious to us that the game was changing in public transportation. It became evident that technology was developing to a level that would result in fast-paced change and likely would disrupt our model entirely.

It was at this time that we began to see the value of our BRT asset as the perfect controlled environment to begin testing of this new technology, and a strategy was developed to begin positioning CTfastrak in that way. CTfastrak is an ideal first demonstration corridor for automated driving systems (ADS) technology on transit buses because its separated guideway minimizes interaction with other vehicles. Therefore, following testing at an off-road facility, it offers a safe environment to test the technology in revenue service.

With this realization in mind, CTDOT decided to begin our foray into automated bus transit, and over the next three years, reached out on a global basis to others interested in the technology. We closely followed the progress of small shuttles, speaking with the companies and agencies deploying these technologies. We entertained all interested industry bus manufactures to tour CTfastrak and began forging part-

nerships with those who were the most serious and most interested.

This spring, we achieved our breakthrough. With support from an FTA Integrated Mobility Innovation (IMI) grant, we secured funding to procure three New Flyer 40-foot electric buses equipped with ADS technology to operate them on CTfastrak between New Britain and Hartford.

The buses will operate autonomously only on the CTfastrak guideway, and will always have a human operator behind the wheel to take control if necessary. Operators will also manually drive the buses on downtown Hartford's mixed-traffic roadways. Our project team ultimately doesn't see ADS technology as a replacement for human operators; instead, augmenting their work by assisting with monotonous or otherwise challenging driving tasks. Capabilities demonstrated will include automated steering, braking and acceleration, precision docking at CTfastrak station platforms and platooning, which, in the future, could allow multiple driverless buses to follow a human-driven leader bus.

Our BRT service uses level boarding from 15-inch platforms to accommodate riders with disabilities, strollers and those bringing bicycles aboard, and buses are expected to align precisely with the platform. Our bus operators overall do a good job of approaching the platform. However, sometimes the approach is made too quickly, scraping the side of the bus, and sometimes service is delayed while attempting multiple approaches for precise docking. The alternative leaves excessively wide platform gaps and potentially dangerous situations for riders or requires drivers to manually deploy a bridge plate at the front door. Our goal is to demonstrate that automated precision docking can eliminate these challenges, improving rider experience, increasing on-time performance and making the

**"THIS IS AN INCREDIBLE MOMENT** for the advancement of automated technology in public transit, and for the continued development of safe, smart, sustainable and connected mobility across North America. For decades, New Flyer has led the public transit industry with innovative firsts. We are proud to work with CTDOT, Robotic Research and CTE—not only in demonstrating mobility solutions for growing cities—but in showing the world that mitigating climate change, improving safety and advancing technology can occur in harmony."

— New Flyer President Chris Stoddart

**"CONGRATULATIONS TO CTDOT** for its visionary efforts in bringing automated bus transit to the region. Because of its hard work and dedication over the past three years, residents will soon have the opportunity for a new and exciting mobility option."

— APTA President and CEO Paul P. Skoutelas



CTDOT's CTfastrak BRT corridor is ideal for demonstrating automated driving systems technology on buses.

operator's job a whole lot easier.

Platooning is a feature that would improve our operational flexibility by allowing us to replace 60-foot articulated buses with multiple smaller buses. Rather than run 60-foot buses during peak hours and only on certain high capacity routes, a human operator would drive a 40-foot lead bus, with driverless buses closely following. In off-peak hours, follower buses would be returned to the depot to reduce energy and maintenance costs and eliminate the negative public perception of having too large of a bus running the route. Having an operator present will reassure passengers, helping them to feel physically safe. The team will also assess net energy efficiency impacts from automated acceleration and braking, both operator and passenger acceptance of the technology and general ADS safety performance.

Our partners in the program include New Flyer of America, Robotic Research, Inc., the non-profit Center for Transportation and the Environment (CTE), the University of Connecticut (UConn) and the Capital Region Council of Governments (CRCOG). New Flyer will supply the electric buses and work with its automation supplier Robotic

Research to integrate ADS features into its vehicles. Robotic Research has developed many generations of autonomous ground vehicles and is the U.S. Department of Defense's largest supplier of ground autonomy. CTE, a national 501(c)(3) non-profit with extensive experience supporting FTA research programs for transit bus technology, will serve as project manager and technical consultant to the program. UConn will lead research activities, and a collaborative effort with INRIX will employ its "AV Road Rules" for safe vehicle operation. INRIX provides location-based data and analytics to automakers, cities and road authorities worldwide.

At CTDOT, we are committed to advancing technology in our industry, and over the last three years we have worked hard to build that mindset into our culture. We are quickly gaining recognition for aggressively pursuing innovative strategic partnerships to move our agency forward, all while being conscientious stewards of taxpayer dollars. CTDOT is honored to conduct the first automated bus project in North America, and we look forward to showcasing this technology for the industry.



CTfastrak BRT uses level boarding from 15-inch platforms to accommodate riders with disabilities, strollers and those bringing bicycles aboard. Buses are expected to align precisely with the platform.

# VTA's Emergence from the COVID-19 Pandemic

BY STACEY HENDLER ROSS

Executive Communications  
Santa Clara Valley Transportation  
Authority

**AT THE SANTA CLARA VALLEY** Transportation Authority (VTA), San Jose, CA, with 2,200 employees serving a metropolitan area of more than 2 million people, plans are moving into place to regain the full trust in transit that passengers experienced before the COVID-19 pandemic shut down life as we knew it.

VTA's **Ten-Point Plan to Strengthen Trust in Transit** emphasizes that public transit is clean, safe and consistent. Like most public transit agencies, VTA has struggled through an 80 percent loss in ridership since the nation's first shelter in place order was announced by Santa Clara County Public Health Director Sarah Cody. VTA immediately began enhanced cleaning and sanitizing procedures of all vehicles and facilities, providing protective equipment for frontline workers including drivers and maintenance workers.



A county health order requiring face coverings on public transit helps VTA maintain protective measures for passengers, along with social distancing on board light rail trains and buses. After suspending fare collection early in the pandemic and requiring rear-door bus boarding, fare collection resumes in August, encouraging touchless payment with mobile devices and electronic fare

cards. Bus drivers will be separated from riders entering the front door of the bus with a protective divider. Service hours and frequency are being adjusted as employers assess whether their workforces will carry on remotely or return to the office. Bus and light rail service now ends at 9 p.m., three to four hours earlier than pre-COVID service. VTA will continue to adjust through

2020 as needed.

And just as important as the precautions, so too is the communication to customers about what we are doing to protect them. A robust marketing campaign via traditional and social media and working with public health officials and community-based organizations is getting the word out about the safety and reliability of public transit.

As with most companies and agencies, VTA employees who can work from home have been doing so for months. In an attempt to resume a more normal work life, VTA has developed its "Return to Work Playbook" to assure employees of the safety measures being carried out in the office and providing best practices to stay safe when they return.

These efforts are both ongoing and fluid, recognizing the need to shift and pivot with the current environment. As an essential service in our community, VTA will continue to offer the service which workers, students and residents need in order to move on with their daily lives safely.

## Pace Suburban Bus Keeps Moving Forward

BY MAGGIE DALY SKOGSBAKKEN

Chief Communications Officer  
Pace Suburban Bus

**PACE SUBURBAN BUS**, Arlington Heights, IL, provides critical public transportation services in northeastern Illinois. The agency, like its peers across the country, faces many challenges because of the COVID-19 pandemic. A sharp drop in ridership and the costs of new safety protocols have taken their toll on the agency's operating budget.

As Pace works to address these fiscal impacts, the organization has taken the time to dig in and keep mobility, infrastructure and technology projects moving forward. These projects include the launch of multiple transit center improvements and new garage construction projects, as well as continued work to implement a series of technology improvements for its ADA Paratransit Service.

One of Pace's biggest projects is the renovation of a 428,430-square-foot facility recently purchased in Wheeling, IL, to replace its aging Northwest

Division in Des Plaines. 59,000 square feet of the building will be demolished to accommodate a new exterior Compressed Natural Gas (CNG) fueling area as the entire bus fleet will run on CNG. This move to CNG follows the successful conversion of Pace's South Division in Markham, IL, which resulted in more than \$1 million dollars of annual fuel savings.

Through it all, Pace's focus has been on the safety of its passengers and personnel. The agency engineered and installed custom shields for operators on its entire fleet; quickly implemented extensive cleaning and sanitization processes for vehicles and facilities; and instituted temporary policies such as waived fares, single-passenger ADA Paratransit trips and supplemental vehicles on routes with heavier ridership.

In addition to an ongoing Heroes Moving Heroes campaign to honor essential operations employees, Pace paid tribute to our region's healthcare workers with a "Roll By" on May 21. Pace carried messages of thanks, many created with love by the children of

Pace employees, on buses to eight area hospitals. Bus headsigns and several ad shelters also display messages of thanks to frontline workers who use Pace to access jobs at medical facilities, grocery stores and other critical organizations. Pace continues to waive fares for medical professionals on its fixed-route system.



## On-Demand Service Meets Transit Demand For Central Arkansans

BY BECCA GREEN, APR

Director of Public Engagement  
Rock Region METRO

**JUST OVER A YEAR FROM THE** first on-demand pilot project adopted by Rock Region METRO, the public transit agency serving the Greater Little Rock area in central Arkansas, ridership on its on-demand service has reached a record high.

"During this first year of our METRO Connect on-demand service, we have improved the customer experience and learned how to more effectively employ on-demand service—so much so that we have expanded microtransit service as part of our COVID-19 response," said METRO Executive Director Charles Frazier. "Incredibly, this means our highest on-demand ridership month so far occurred in June, during the pandemic."

METRO launched its first on-demand zone in June 2019, replacing a low-ridership fixed route that had a 65-minute frequency with on-demand service offering roughly a 15-to-20-minute total wait-and-travel time. A second zone was launched in March 2020, one week before the coronavirus pandemic was announced in the United States.

Even with one week of transit operations during regular conditions, it was clear that the two zones represented two different types of rider transit needs. As ridership has fluctuated during the pandemic, the METRO team has gained valuable insights into how

to manage different transit needs within microtransit zones, such as greater needs for accessible vehicles, increased peak time demands and training riders on how to optimize their trips.

With pandemic-related temporary route suspensions in place, the METRO team is using temporary on-demand zones to mitigate the negative effect on riders, targeting low-ridership areas ripe for more permanent microtransit zones in the future. One temporary on-demand zone uses former fixed-route stops to

### ROCK REGION METRO

CONTINUED ON PAGE 12



Central Arkansas' Rock Region METRO transit system is using microtransit to adapt to pandemic-era transit use and to plan for the future. "The greatest benefit of the service is definitely a combination of the staff—who are friendly, kind and reliable—and the efficiency. Places become accessible in far less time, making the service essential for non-car users," said rider Meesoh Bossard.

# APTA PROFILE COMMITTEE



**BRT COMMITTEE** | 157 Members

## DENNIS HINEBAUGH

Executive Director, Hinebaugh Public Transportation and Automation, LLC, Tampa, FL; Chair since 2018

**APTA Staff Advisors:** Lisa Jerram, Director – Bus Programs and Emerging Vehicle Technologies, Technical Services & Innovation Department; Richard Weaver, Director – Planning, Policy & Sustainability, Policy Department

### What is your committee's role for APTA and the industry as a whole?

The Bus Rapid Transit (BRT) Committee's role is to provide a forum for APTA bus industry members to exchange information regarding BRT, from project planning to service implementation and focusing on three distinct areas: federal policy, education/outreach and technologies/vehicles.

### What are the committee's top priorities for the year?

The committee most recently aided APTA's BRT Standards Working Group in updating guidelines for the design of BRT services. These documents highlight recommended practices in the areas of stations; running ways; operations and service design; and branding, imaging and marketing. This effort was led by BRT Committee members Mark Huffer (HNTB) and Spring Worth (District Department of Transportation) but included many other members of the committee.

We have also been working closely with APTA's Connected and Automated Vehicles Committee, along with FTA, in regard to automated BRT services. The FTA Strategic Transit Automation Research (STAR) Plan includes automated BRT demonstrations as part of its research roadmap.

### How does the committee engage members in these priorities?

The committee meets regularly at the APTA Mobility Conference and Annual Meeting. The last three years, the BRT Committee has developed and hosted "BRT Tuesday," which includes local presentations on BRT from the hosting agency, tours, updates on BRT systems throughout the world, and open tabletop discussions on the most critical and current topics related to the implementation and operation of BRT. We also stay in touch and share information through APTAConnect, APTA's online community space.

### APTA's committees play an important role in fulfilling the association's commitment to developing industry leaders, especially young professionals. Please share how your committee encourages young professionals to participate in its work.

There is no shortage of young professionals interested in BRT planning and operations. We have worked to be all inclusive in our membership, with the more experienced members sharing knowledge with our younger members. Many of the committee's members also sit on the Transportation Research Board (TRB) BRT subcommittee, helping with the development of an international BRT Conference every three years. Within this relationship we also work closely with younger university and consultant researchers.

### Please share how an individual's service on this committee can add value to his or her career.

I've always enjoyed how open and interactive this committee has been. The sharing of information and little gems of history that come out of the committee meetings is inspiring. We are never lacking for volunteers to make presentations or to serve on smaller working groups within the committee.

The BRT Committee is represented by a close-knit community of planners, engineers, researchers and operational personnel. The relationships formed and the knowledge gained can't help but have a positive impact on one's career. It did, and does, for me.

### What is the committee doing to advance the goals in APTA's strategic plan?

Bus Rapid Transit builds on the history of bus service as the backbone of public transportation. It looks toward the future of mobility by building on the past. BRT fits into the goals of APTA in leveraging new mobility services and innovative technologies. BRT provides a safe, reliable, cost effective and quicker mobility option to connect our growing communities.

## FTA'S COVID-19 SUPPORT

CONTINUED FROM PAGE 1

FTA has acted quickly to support the transit industry with additional funding, safety measures and regulatory relief since the beginning of the public health emergency and in support of economic activity.

FTA received \$25 billion under the Coronavirus Aid, Relief, and Economic Security (CARES) Act to support the transit industry in addressing the public health emergency. FTA moved quickly to allocate the funding, and to date, has awarded more than 86 percent of CARES Act funding, which amounts to 579 grants totaling approximately \$21.4 billion. Each day, we continue obligating the remaining CARES Act grants to transit providers. The CARES Act federal funds support operating and capital assistance to transit agencies of all sizes providing essential travel and supporting transit workers across the country who are unable to work because of the public health emergency. It is imperative that transit agencies prioritize spending this funding to stimulate their local economies and to drive job creation in other sectors.

To help advance safety, which is Secretary Elaine L. Chao's top priority, the administration sent millions of cloth facial coverings to transit workers and riders as part of a national rollout of Personal Protective Equipment (PPE) to critical sectors of America's economy. In all, more than 14 million face coverings have reached transit agencies and riders across America. Additionally, on April 14, FTA issued Safety Advisory 20-1: Recommended Actions to Reduce the Risk of Coronavirus Disease 2019 Among Transit Employees and Passengers (available at <https://bit.ly/3fs9ezY>), which advises actions the transit industry can take to reduce the risk of contracting or spreading COVID-19.

To allow transit staff to focus on the public health emergency, FTA identified administrative and regulatory relief measures, including expanded eligibility under the Emergency Relief Program (available at <https://bit.ly/2DjiV6F>), announced on March 13, and raising the cap on the federal govern-

ment's share of operating expenses to 100 percent beginning on April 13. This flexibility provides funding for enhanced cleaning and sanitizing as well as the purchase of PPE for transit workers.

FTA also extended several deadlines, including the compliance deadline for the Public Transit Agency Safety Plan regulation from July 20 to Dec. 31, 2020, and postponed its oversight and compliance reviews of grantees through the end of Fiscal Year 2020. FTA also extended the deadlines for applying to competitive Notices of Funding Opportunities and submitting federal financial and FTA milestone progress reports, and suspended National Transit Database in-person sampling requirements.

Throughout the public health emergency, FTA has prioritized communication, providing updates through industry calls and webinars, online FAQs, and articles in our Safety and Oversight newsletter (<https://bit.ly/3fupTTs>). FTA regularly convenes calls with the leaders of major industry associations, including APTA, the American Association of State Highway Transportation Officials (AASHTO) and the Community Transportation Association of America (CTAA) leadership, to share mutual updates. Through this partnership, FTA, APTA and the CTAA joined together and coordinated a COVID-19 vendor (<https://bit.ly/39WWMHc>) list to support agencies with sourcing critical cleaning supplies and PPE. Recently, FTA began hosting monthly listening sessions to provide a forum for transit agency staff to learn from one another about the industry's preparations to increase service and protect employees and riders.

Every day, we see the resiliency of the industry and the commitment of its workers. Transit operators are American heroes, and we are grateful for their service. The partnership between FTA and the transit industry has never been more important, and FTA will continue to respond quickly to support our transit partners during this critical recovery period.

Learn more at FTA's COVID-19 website: [www.transit.dot.gov/coronavirus](http://www.transit.dot.gov/coronavirus).



A St. Louis Metro employee distributes face coverings to passengers provided by USDOT.

**case study** IMPROVING ACCESSIBILITY

# RTD Retrofits Light Rail Cars to Accommodate People with Disabilities

**BY LAURIE HUFF**

Senior Specialist, Public Relations  
Regional Transportation District (RTD),  
Denver, CO

**WHEN RTD PATRONS BOARD ANY** of the agency's light rail vehicles these days with a wheelchair, scooter or walker, they are presented with long, open spaces where they can settle in for a ride. A 60-inch circle of maneuver-

ability means they can easily move to and through these areas, and mobility devices now fit comfortably within the space without extending into the aisle. A new stop request switch mounted on the wall next to each of these spaces allows passengers to notify the rail operator of the need for assistance when disembarking at the next station.

These are substantial changes over what previously had been the case,

when RTD's rail cars had provided passengers using mobility devices with two areas to use that were smaller than the newly redefined spaces.

The desire for more boarding and maneuvering space ultimately led to legal action by the Colorado Cross-Disability Coalition (CCDC), a Denver-based organization that advocates for social justice for people with all types of disabilities. RTD finalized a

class action settlement agreement in August 2017 and agreed to redesign the seating on all light rail cars to more ably accommodate passengers with disabilities. The agency agreed to complete the project in five years.

The retrofitting of 172 light rail cars—and work to ensure that 29 new cars

## CASE STUDY: DENVER RTD

CONTINUED ON PAGE 12



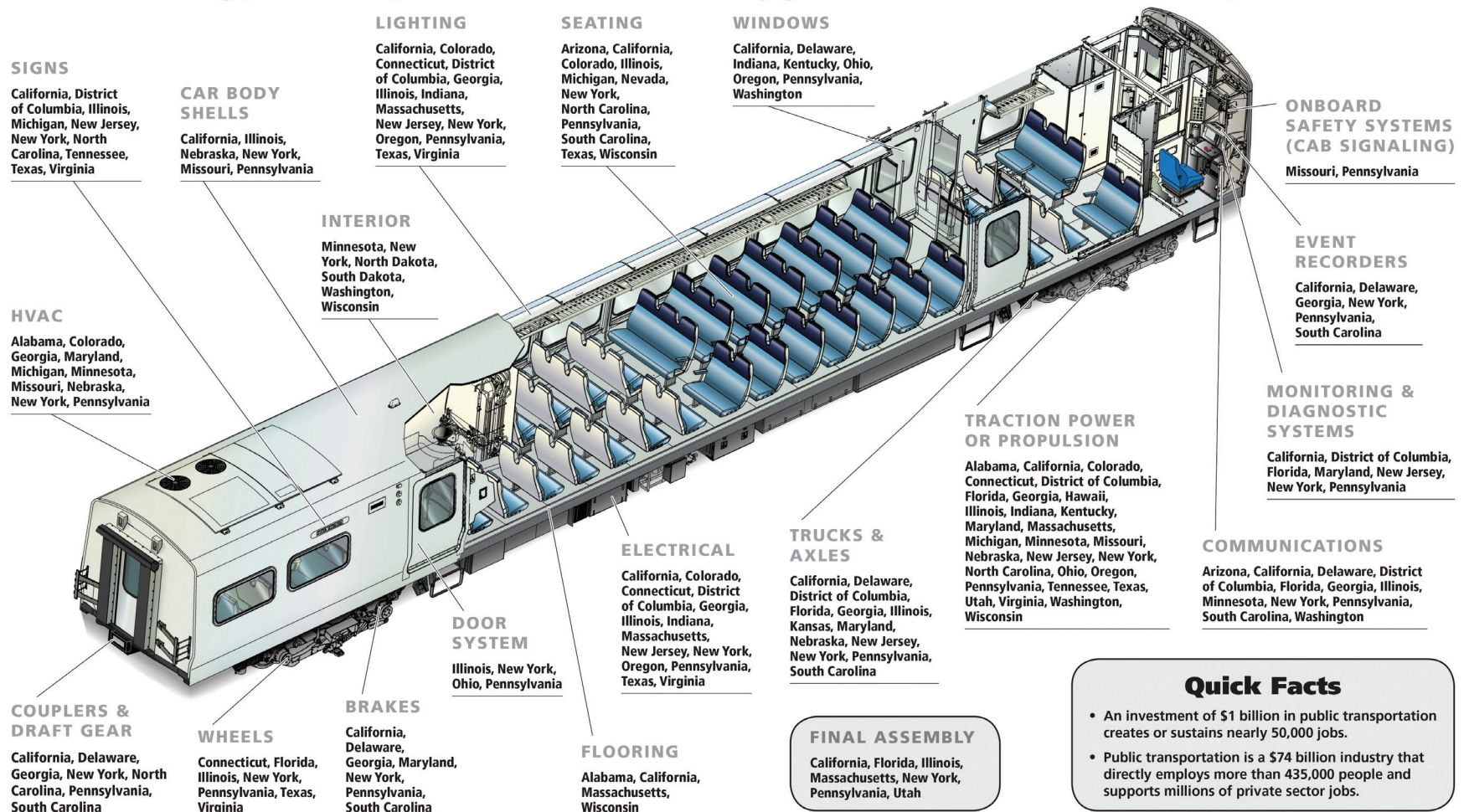
The inside of a light rail vehicle during the retrofit.



Newly configured wheelchair-accessible space on a light rail vehicle.

## Rail Manufacturing = Jobs Across America

**Strong public transportation makes our economy grow and makes the U.S. more competitive**



### Quick Facts

- An investment of \$1 billion in public transportation creates or sustains nearly 50,000 jobs.
- Public transportation is a \$74 billion industry that directly employs more than 435,000 people and supports millions of private sector jobs.

# Meeting Priorities, Planning for What's to Come

BY KELLY GREENE

Public Information Manager  
Southeastern Pennsylvania  
Transportation Authority

**DURING THESE UNPRECEDENTED** times, the Southeastern Pennsylvania Transportation Authority (SEPTA) is working to meet the changing public transportation needs of the Philadelphia region. But amid the changes, the top priority remains the same: ensuring the safety of our employees and riders.

Before SEPTA General Manager Leslie S. Richards had a chance to mark 100 days on the job, the Commonwealth ordered the shutdown of

businesses, schools and other non-essential services. Every day, SEPTA conquers daunting challenges, including shifting service at a moment's notice.

Throughout the COVID-19 pandemic, SEPTA's employees have worked tirelessly to provide safe and reliable travel for those who need it. From conductors and operators, to cleaning and maintenance crews, along with the countless other roles that employees fill, SEPTA's workforce makes it possible for people to get to their jobs and access grocery stores, hospitals, pharmacies and other life-sustaining services. Employees have also embraced new roles as needed to help implement a robust new cleaning

program to combat COVID-19. This includes cleaning all vehicles at least twice a day, sanitizing high-touch surfaces at stations, and coordinating with industry experts to evaluate new technology.

SEPTA implemented new protocols to make certain that employees have a safe and healthy work environment. Masks, gloves and hand sanitizer are distributed on an on-going basis to every employee who needs them. Dozens of SEPTA employees are volunteering their time to sew hundreds of additional

cloth masks for SEPTA's frontline workers. The Authority also installed operator barriers on all in-service vehicles to reduce exposure to riders.

In the midst of civil unrest across the nation, the Authority pioneered a partnership with the Black Doctors COVID-19 Consortium (BDCC) to implement free COVID-19 testing for employees at various work locations. The BDCC is a volunteer group of local doctors, nurses and other medical professionals that has been providing free COVID-19 tests to communities in need throughout the pandemic. This partnership has the added benefit of providing the BDCC

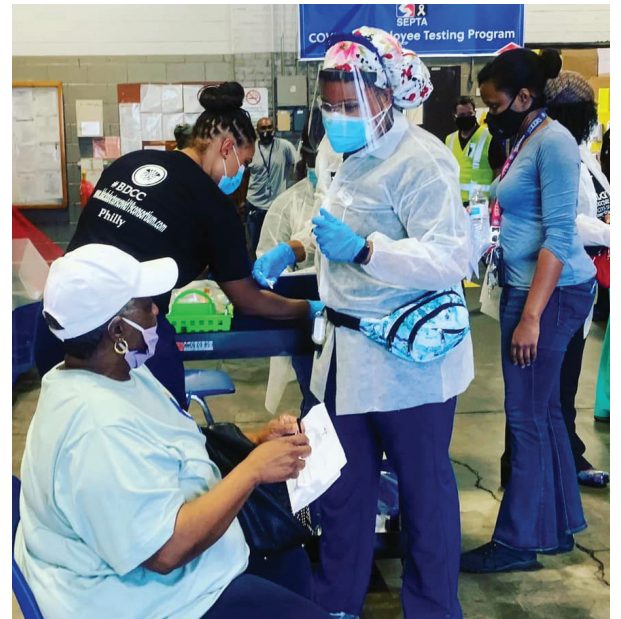
with more resources to conduct free testing in the communities that SEPTA serves. Even as the financial challenges from the pandemic mount, SEPTA is committed to moving the Authority forward. In June, the SEPTA Board approved a fare restructuring plan that is focused on equity, including free travel for children under 12 and a new free transfer policy on buses, subways and trolleys. Meanwhile, SEPTA continues to tackle necessary construction and maintenance projects, including efforts to

rebuild a crucial portion of Regional Rail infrastructure as part of the Southwest Connection Improvement Program. In-house forces also recently completed a 10-day Trolley Tunnel Blitz to address critical track, power maintenance and station upgrades, along with intensive cleaning.

To respond to changing situations and timelines, SEPTA has mapped out a collaborative process to plan for what's next—involving employees, customers and stakeholders. Details will continue to be posted on the COVID-19 section of SEPTA's website at [www.septa.org/covid-19](http://www.septa.org/covid-19).



From conductors and operators, to cleaning and maintenance crews, SEPTA employees work tirelessly to provide safe and reliable travel for all who need it.



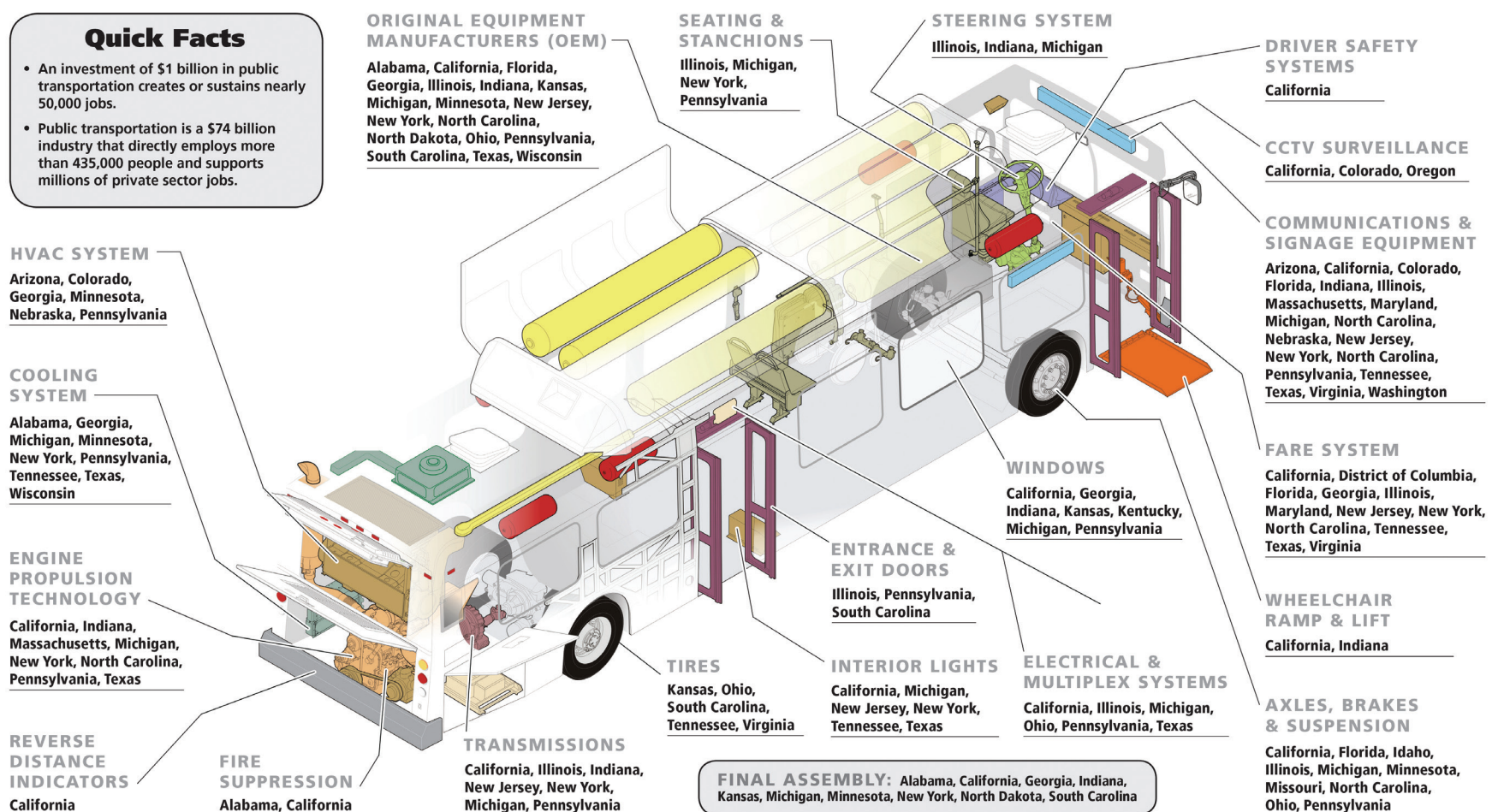
SEPTA has pioneered a partnership with the Black Doctors COVID-19 Consortium to implement free COVID-19 testing for employees at various work locations.

## Bus Manufacturing = Jobs Across America

**Strong public transportation makes our economy grow and makes the U.S. more competitive**

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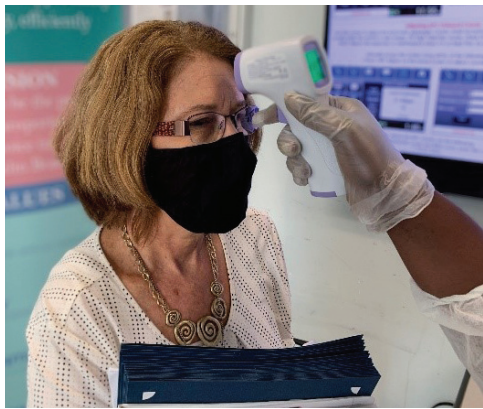
# Palm Tran Embraces a New Era of Transit

BY JOSEPH HARRINGTON

Senior Manager of Public Relations  
Palm Tran

**OVER THE COURSE OF THE** ongoing pandemic, Palm Tran Public Transportation, West Palm Beach, FL, devised procedures that are now used as a model to protect the longevity of other transportation agencies. Most recently, operator office doors were installed on all fixed-route buses, wellness screenings and temperature checks implemented for all employees, personal protective equipment (PPE) distributed to all bus operators, and upgrades are in progress for equipment used by the public at bus stops.

“When it comes to serving our passengers and protecting our employees, the goal is to create safe and efficient alternatives, not to limit our options or expectations,” said Executive Director Clinton B. Forbes.



A Palm Tran employee undergoes a routine wellness screening before beginning her shift.

Palm Tran retrofitted all 159 buses with a heavy-duty glass shield known as an “operator office door.” The barriers provide an extra layer of protection between operators and passengers. Prior to the installations, passengers only entered through the rear doors and fares were waived to limit interaction. To further promote social distancing, the maximum capacity of each bus was lowered to 20 people, staggered seating signs were mounted, and everyone on board is required to wear a facial covering.

In an effort to eliminate exposure to COVID-19 in the workplace, Palm Tran initiated an advanced daily screening process for employees. Entry points into all facilities were restricted to designated areas where temperature checks were performed, and staff were asked a series of questions related to symptoms and possible contact with the virus. Those who do not pass the

screening are sent home on administrative leave and those who do pass are given a wristband for the day to proceed into work.

Funding provided by the CARES Act also paved the way for Palm Tran to make improvements for the general public. New trash receptacles that are better suited to store and safely retain PPE were purchased to replace older ones and add to the total existing number of trash bins at bus stops. A contractor was also retained to service the receptacles more frequently.

These additional measures come

as the transit system already made notable steps to protect employees and provide resources to vulnerable passengers within the community. Palm Tran Connection, the region’s paratransit provider, only makes essential trips and started a meal delivery program to assist senior riders. Through a partnership with the Palm Beach County Department of Community Services, 10 routes each Tuesday and Thursday are dedicated to completing food trips with, remarkably, more than 200 trips in a day.

Palm Tran also met the challenge to continue providing affordable transportation in rural regions by switching the Go Glades service from four flex routes to operate as a full, on-demand dial-a-ride service. While other fixed routes temporarily switched to operate on a Saturday schedule, all 32 routes returned to normal frequency.

Despite a decline in overall ridership, the adapting protocols secured trust with those who use public transportation. Hand sanitizer dispensers were available for all passengers on the bus and Palm Tran contracted a company to do more extensive cleaning of buses at night and throughout the routes during the day. When businesses were



Palm Tran bus operator Calvin Lewis demonstrates a “bus operator office door.”

mandated to close for weeks, Palm Tran also installed portable restrooms throughout the routes so that operators would still have access to clean and safe facilities. For the first time, Palm Tran also operated service on a major holiday, July Fourth.

“The scope of our commitment to provide this essential service of transportation is wide-ranging,” Forbes said. “We are all one in the fight against the coronavirus. Public transportation, Palm Tran specifically in our county, is proud to be on the frontline.”

Palm Tran is also utilizing local media to inform and educate the public about the safety measures created in response to COVID-19 and the importance of wearing facial coverings.

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# BART Launches 15-Step Plan To Welcome Back Riders

BY CHRIS FILIPPI

Communications Department  
Bay Area Rapid Transit District (BART)

**BART IS PURSUING A SERIES OF** initiatives that emphasize cleaning, social distancing and public outreach to help riders regain confidence in taking public transit. The new, 15-point plan comes as the agency prepares to play a critical role in the economic recovery of the Bay Area.

The welcome back plan highlights BART's intense focus on cleaning. The agency is using hospital-grade disinfectant in stations and on board trains. Train poles are wiped down with disinfectant at the end of the line during service hours. Each car in service is disinfected with electrostatic foggers every 24 hours. Station touchpoints are wiped down multiple times each day.

Social distancing is an essential part of the plan. BART is running longer trains to provide riders with more space to spread out. Additional trains are running on the system's busiest lines during commute hours. New Fleet of the Future cars provide modular seating, which allows for the agency to pilot a new seat configuration that could help open more space between riders.

Anyone who rides the system who is at least 13 years old must wear a mask. BART PD officers and station agents at the busiest locations have masks to give to riders who need them. Large decals and posters are displayed throughout the system and on trains to reinforce social distancing expectations and the face covering requirement. Hand sanitizer is offered at every station.

BART is encouraging riders to get

Clipper cards and load funds online to take advantage of contactless payment. The agency is selling personal hand straps for \$5 plus tax that riders can use and take home for cleaning after each trip.

BART has posted daily ridership numbers and is sharing train-car-load data based on the number of riders on specific trains and how those riders can spread out among cars. Emphasizing transparency is an important way to

build the trust of riders. Giving riders data they can use to make informed decisions is a critical part of welcoming the Bay Area back to BART.



## ROCK REGION METRO CONTINUED FROM PAGE 7

provide an on-demand weekly shuttle, taking riders to health appointments and grocery shopping. Another is demonstrating how on-demand transit can provide better access for employees heading to jobs at a major industrial job site located in a rural area of Little Rock. A tiny on-demand pilot project at

a local hospital is demonstrating how a future campus shuttle network could connect to the greater transit system while providing non-ambulatory patients with direct access to campus buildings.

"Despite the hardships, this is an excellent time to plan for mobility solutions," said Frazier.

## CASE STUDY: DENVER RTD CONTINUED FROM PAGE 9

would meet the same standard—was finished in late May, in less than half the time that had been agreed to.

How did this happen? Meet Phil Eberl, general superintendent of light rail vehicle maintenance. The 36-year RTD employee and his staff figured out a way to remove 16 seats from each light rail vehicle in two different rail car models, and they oversaw a team of employees to get the work done. By completing the work in-house, RTD saved millions of public dollars, compared with the cost of having manufacturer Siemens take on the project instead. For Siemens to retrofit the cars, at \$100,000 to \$150,000 each, would have totaled \$17.2 million to \$25.8 million, Eberl estimates. Purchasing all new rail cars with the changes would be at least \$4 million each—for a jaw-dropping \$688 million.

Eberl didn't have to seek outside help for this work because RTD's light rail maintenance team had extensive experience completing accident repairs and overhauls of its rail cars. The crew already was working to extend the life of the older set of 49 rail cars, acquired by RTD between 1994 and 2002. Eberl figured he could add the retrofit to the scope of work and roll the 123 newer cars in the existing fleet into the project.

"I started thinking, if you guys can do

this, we can do this (meet the agreed-upon deadline)," Eberl recalled. "We felt it was achievable."

Eberl realized that more accessible space could be provided by removing one row of seats from each end of every vehicle. Complicating matters was the fact that, depending upon the model of the car, the areas where the seats were to be removed housed either a heating system or sand boxes. Both features protruded into the proposed wheelchair parking area, which would require a major redesign.

To address the heaters, Eberl found a suitable motor online and asked his staff whether they could fit it into the sidewall of the car. They showed him they could.

Changing the sand boxes on the newer rail cars also prompted safety analyses by Siemens and RTD to affirm that removing half of them would provide adequate traction. Eberl had observed that brand-new rail cars included sand boxes on just the lead axle.

Eberl said he appreciates that RTD has the expertise, facilities and resources to take on major projects such as this. Other agencies don't, he said, so they have to send the work out or buy new cars. Either has a big impact on operational costs.

# The Road to Recovery: UTA Launches COVID-19 Recovery Storyboard

BY LINDSEY WOLFF

Communications Strategist  
UTA

**CAROLYN GONOT, EXECUTIVE**

director of the UTA, Salt Lake City, UT, has assembled a taskforce within the agency to develop a customer-centric service restoration plan as UTA looks ahead and prepares to recover from the COVID-19 pandemic.

To share recovery priorities, UTA has launched a COVID-19 recovery storyboard, which provides real-time data and information on ridership, financial information, safety and sanitation procedures, service updates and planning activities. The recovery storyboard is updated on a regular basis and can be accessed at [www.rideuta.com/recovery](http://www.rideuta.com/recovery).

"We are looking at both short-term demands and long-term outcomes with a detailed focus on ridership, financial sustainability and rebuilding commu-

nity confidence in public transit," said Gonot. "UTA's goal is to restore service in a way that aligns with the community's efforts to reopen, the health of the economy, as well as the evolving ridership demands."

The COVID-19 pandemic has provided UTA the opportunity to assess and reevaluate public transit options along the Wasatch Front in Utah. Long-term service design is a top priority throughout this effort and will be taken into consideration as the service restoration plan is developed. By taking a calculated approach, UTA will be able to implement strategic and sustainable service to the community.

In addition to the recovery efforts that can be found at [www.rideuta.com/recovery](http://www.rideuta.com/recovery), the latest information about UTA's response efforts to the COVID pandemic can be found at [www.rideuta.com/health](http://www.rideuta.com/health).



# Metrolinx: Showing Passengers That Buses and Trains Are A Safe Way to Travel

BY THANE BURNETT

Editorial Manager  
Metrolinx

*It was the biggest disruption in the modern history of public transit. But living and working through a mantra that reminded customers and staff that “Safety never stops”, Ontario transit agency, Metrolinx, used more than 40 changes to show customers and staff that their buses and trains are still a healthy way to move around.*

**WHAT WENT ON BEHIND THE FACE** coverings was the most interesting part of Metrolinx’s mission to have customers feel safe on its trains and buses.

In late July, Metrolinx, the government agency that runs GO Transit in Ontario—as well as the PRESTO payment system and a UP Express train route between downtown Toronto and Pearson International Airport—made face coverings mandatory on its vehicles.

But at a time when customers were returning to GO and UP again, after COVID-19 created the biggest obstacle to public transit in generations, being required to wear a face covering was casually welcomed by travelers. In large part, that was because it was just another step in the safety changes Metrolinx brought in—and kept customers updated on—that started even before the pandemic swept the globe.

Metrolinx first relied on a crisis management plan that was already in place. It set out the framework on what to do if a major event disrupted business. This included strong internal staff communication.

Passengers, themselves, were used

to receiving quick updates through alerts, social media, a dedicated Metrolinx News site and through well-connected outreaches to traditional newsrooms thanks to an experienced media relations team. That included a transparent approach to all communications, even positive cases aboard Metrolinx services, that built trust in the safety approach.

While ridership initially fell 90 percent on GO Transit and UP Express, Metrolinx capitalized on a trusted position among travelers by assuring essential workers they were safe aboard trains and buses.

Change and communication have been constant.

In the words of Phil Verster, president and CEO of Metrolinx, in one public outreach: “When you do return, you’ll find a different transit experience.”

Metrolinx launched more than 40 new health and safety measures. Buses now have an intensified cleaning regimen, as do stations. Dividers, made from polycarbonate material, were added between seats on GO trains and buses, and hand sanitizers placed on vehicles. Then there were the many wayfinding posters and floor stickers, reminding everyone of the best measures to travel safe.

There have even been changes to PRESTO, to make it easier for customers to make changes away from lineups.

It’s all added up to a clear mantra: “Safety never stops.”

So, while mandatory face coverings are perhaps the most public display of this dedication, it was just one of a line of initiatives that began even before the pandemic struck us all.



Metrolinx President and CEO Phil Verster in the Great Hall at Toronto’s Union Station.

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# Complete Coach Works Delivers Buses To Santa Cruz

**COMPLETE COACH WORKS HAS** made the final delivery to Santa Cruz Metropolitan Transit District in a contract for the rehabilitation of four buses.

The work on the first two buses included repowering them from ISL to Cummins ISL-G Recon engines. The other two buses were repowered from John Deere CNG to Cummins ISL-G Recon engines. The new engines are certified and fully equipped with all emission components that meet U.S. EPA and California Air Resource Board emission standards.

Additional work for all buses included installment of rebuilt Allison transmissions, new driver seats, reupholstered and repainted passenger inserts, internal/external LED lighting, new electric cooling systems and complete rebuild of suspensions and axles. The buses were also repainted and decaled to reflect Santa Cruz's branding.

"We appreciate the trust and confidence Santa Cruz has placed in us," said Aaron Timlick, regional sales manager at CCW. "The buses will provide years of dependable service."

# MTS Makes Changes To Use-of-Force Policy

**THE SAN DIEGO METROPOLITAN** Transit System (MTS) is making changes to its use-of-force policy, as part of several reforms the agency is making to its security department.

The agency used many of the principles in the "8 Can't Wait" campaign and as a guideline for the policy changes. The updates also keep the use-of-force policy in line with recent state laws to police reform.

"These reforms to the use of force policy are another step in our effort to comprehensively restructure our approach to transit safety. We will continue working to ensure the dignity and safety for our passengers," said MTS Chair Nathan Fletcher.

- Reforms include:
- Banning carotid restraints and choke holds, including the prohibition of using knee pressure on the neck, throat or head.
  - Requiring use of force to be proportional to the seriousness of the subject's offense.
  - A duty to intervene if witnessing excessive force by another employee.
  - Requiring de-escalation tactics when feasible (de-escalation training was previously provided, but is now written into policy).
  - Requiring a warning prior to use of force.



MTS security officers hand out free face coverings to passengers.

The policy changes will apply to 64 internal MTS Code Compliance Inspectors and 158 contracted security officers. In addition to the use-of-force policy changes, the agency will also begin a fare-diversion pilot program Sept. 1 to help riders caught without a fare avoid court fees and criminal citation. The agency is also in the process of conducting a third-party audit of its security policies and procedures.

## People On The Move

**NORMAL, IL**—**Isaac Thorne**, general manager of Connect Transit, is to retire Aug. 21 to become director of transit for the city of Knoxville, TN. Thorne began his career at the agency in 2007 and held various positions before becoming general manager in 2017. He was instrumental in starting the Better Bus Stop Campaign, mobile ticketing application and implementing the annual rider and customer satisfaction survey for the agency. He also helped secure \$11.2 million in discretionary state and federal grants for battery electric buses, solar and electrical charging infrastructure, bus stop infrastructure and a new Downtown Bloomington Transportation Center. For APTA, he is a member of the Public Transportation CEO Coordinating Council and numerous other committees.



Thorne

**AMBLER, PA**—LTK Engineering Services has named former Denver Regional Transportation District (RTD) General Manager and CEO **David Genova** as its director of transit advisory services. Genova has extensive experience overseeing bus, rail, paratransit and facilities operations. He started at RTD in 1994 as a manager of system safety and environmental compliance. In 1998, he became the senior manager of public safety. In 2007, he was promoted to assistant general manager, and named general manager and CEO in 2015. For APTA, Genova has served on the Board of Directors and several committees. He is a former USDOT appointee to the Transit Rail Advisory Committee for Safety.



Genova

**INDIANAPOLIS, IN**—IndyGo has appointed **Denise Jenkins-Agurs** as the agency's first vice president of inclusion and workforce development. She has more than 25 years in the workforce development industry, most recently serving as director of education and organizational development at Memorial Hospital West in Pembroke Pines, FL.



Jenkins-Agurs

**WOODBIDGE, VA**—**Joseph Stainsby** has been named chief development officer for OmniRide, responsible for executing the vision and direction of the Board of Commissioners and implementing a strategic plan to develop and grow new and/or improved transportation solutions for the region. Stainsby has served as the program manager for Vanpool Alliance since its



Stainsby

inception in 2013. Under his leadership, Vanpool Alliance became the 5<sup>th</sup> largest such program in U.S. with almost 700 enrolled vans generating nearly \$7 million in federal earnings annually for Northern Virginia.

**BOSTON, MA**—The Massachusetts Bay Transportation Authority (MBTA) has appointment **Ronald L. Ester Jr.** as chief safety officer. Ester's public transit career spans more than 28 years at the Chicago Transit Authority, where he held executive positions including chief safety and security officer, vice president—rail operations and capital projects oversight, and vice president—rail operations/communication-power control. Ester is the recipient of the USDOT Transit Safety Institute's Transit Safety and Security Program Certification. For APTA, he provides peer reviews and is a member of the Rail Safety, Rail Transit and Bus Operations committees, among others.



Ester

## RTC Bike Share Adds Six New E-Bikes

With a sponsorship from NV Energy, the Regional Transportation Commission of Southern Nevada (RTC) has added six new electric pedal-assist bikes to the existing RTC Bike Share program. The bikes can be rented at any of the 21 bike share locations in downtown Las Vegas. RTC launched the program in 2016. The state mandated shutdown due to the COVID-19 pandemic has created an overwhelming demand for the program, with ridership jumping 297 percent as compared to the same period last year.



# CLASSIFIEDS

## NOTICES

### PUBLIC NOTICE

#### HYUNDAI ROTEM USA

##### FORT WASHINGTON, PENNSYLVANIA

Hyundai Rotem USA Corporation hereby notifies the public that is proposing the following Disadvantaged Business Enterprise ("DBE") goal for the Fiscal Year 2021 for eligible professional services and procurement contracts. The overall proposed goal for the Fiscal Year 2021 commencing October 1, 2020 and ending September 30, 2021 is 6.8% and it is set in accordance with the requirements of the U.S. Department of Transportation, set forth in 49 C.F.R. Part 26. Information regarding the methodology used to develop the goal and background information on how it was determined is available for review on Hyundai Rotem website at [www.hyundai-rotem.co.kr/eng](http://www.hyundai-rotem.co.kr/eng). Please contact Rocky Chong via email at [rhchong@rotemusa.com](mailto:rhchong@rotemusa.com) and in writing to: 1300 Virginia Drive, Suite 103, Fort Washington, PA 19034. Thank you in advance for your anticipated input.

## BIDS/PROPOSALS

### REQUEST FOR PROPOSAL FOR

#### GENERAL SERVICE PLANNING & SCHEDULING CONSULTANT SERVICES

##### VIA CONTRACT #20-376

VIA Metropolitan Transit is seeking proposals from responsible firms for General Service Planning & Scheduling Consultant Services. Proposals will be accepted **until 4:45 PM, September 8, 2020**. Proposals received after that time and date will not be considered.

A Pre-proposal Conference will be held via MicroSoft Teams at 10:00 AM, August 4, 2020. Parties wishing to participate in this conference must RSVP no later than 3:00 PM, August 3, 2020, by email to [laura.garza@viainfo.net](mailto:laura.garza@viainfo.net). Participation instructions will be provided to registered participants prior to the conference.

Please visit <https://via.diversitycompliance.com> to register with VIA and to download the document. Information on current solicitations are listed under the Outreach Postings section.

#### MTA- NEW YORK CITY TRANSIT (NYCT) Qualified Products List (QPL)

Notice to potential suppliers: NYCT will make available to potential vendors copies of the following Qualified Products List (QPL).

**Subway Car Parts:** Subway car items including, but are not limited to, the following: Components & complete electrical controller pans, electrical & carbon brushes, electrical circuit parts & accessories, motor component parts, motor controllers, traction motor parts, structural & non-structural car body parts, wheel & truck parts, subway car assembly parts, subway car decals, insulators, air conditioning & air brake parts, as well as wheel truing machine items, gaskets, diesel engine parts, glass and signal communication equip.

**Track, Maintenance of Way, Building Supplies and Other Items:** Items including, but are not limited to, the following: Power generators & distribution, wire & cable, electrical circuit components, coil, contacts, electrical lighting, electrical fittings, signal communications, air conditioning, boilers, pipes and fittings, valves, hoses, plumbing supplies, building materials, metals insulation, paint, hardware (screws, bolts, fasteners), tools, shops equipment, forms & paper, abrasives, welding materials, track material, lumber, electrical measuring equip, pump compressor parts, fuses, electrical fittings & accessories, bearings, lubrication fittings/ machines parts.

**Bus Parts:** Items including, but are not limited to, the following: Brake lining, undercarriage, wheels, muffler & exhaust system, front & rear parts, steering & related parts, cooling & heating, system, fuel injection, transmission, windows & bus body parts.

The aforementioned Qualified Products Lists are available to the public. These lists include item descriptions, currently approved suppliers on the Authority QPL, & estimated annual usage. The QPL package can be obtained by accessing our website, <http://web.mta.info/nyct/procure/QPLproducts.pdf>

MTA – New York City Transit  
2 Broadway  
New York, NY 10004

### RFP FOR THE OPERATION AND MAINTENANCE OF TRANSIT SERVICE

The **Greene County Transit Board** is issuing a request for proposals (RFP) for the operation and maintenance of the Greene CATS Public Transit Service in Greene County, Ohio. Private for-profit, private non-profit and public entities are encouraged to submit proposals. To request an RFP package, contact Ken Collier, Executive Director, at [kcollier@greenecats.org](mailto:kcollier@greenecats.org) or download the RFP from the Greene CATS Public Transit website at [www.co.greene.oh.us/greenecats](http://www.co.greene.oh.us/greenecats).

### ANN ARBOR AREA TRANSPORTATION AUTHORITY

#### REQUEST FOR PROPOSALS (RFP) 2020-19 FOR

##### STRATEGIC PLANNING CONSULTING SERVICES FOR CUSTOMER COMMUNICATIONS AND EXTERNAL RELATIONS

Ann Arbor Transportation Authority (AAATA) is seeking proposals from qualified firms for Strategic Planning Consulting Services for Customer Communications and External Relations.

The due date for proposals is **Tuesday, September 15, 2020 by 2:00 PM (ET)**.

To receive a copy of the RFP, please go to [www.bidnetdirect.com](http://www.bidnetdirect.com) to access the web site.

BidNet Direct offers two Vendor Registration plans: The Search Only Access plan is free; the Automatic Email Notification plan has an annual fee. For assistance in registering, please call BidNet's Vendor Support at 800-835-4603, Mon-Fri, 8am-8pm.

AAATA will not mail, email nor fax the RFP, Addenda, changes or updates to the RFP to prospective bidders or interested parties.

If you have questions or require additional information please contact Michelle Whitlow, CPPO, CPPB, Manager of Procurement/DBE Liaison, at [purchasing@theride.org](mailto:purchasing@theride.org)

## HELP WANTED

### PROJECT DIRECTOR, PHASE 2/DOWNTOWN RAIL EXTENSION PROGRAM

#### TRANSBAY JOINT POWERS AUTHORITY

KL2 Connects LLC has been retained by the Transbay Joint Powers Authority (TJPA) to recruit a Project Director, Phase 2/Downtown Rail Extension Program. The TJPA oversees the Transbay Program—a multibillion-dollar investment to connect the Bay Area's and the State's transportation infrastructure. The Project Director will oversee the day-to-day management, design, and construction of the Downtown Rail Extension (DTX) Program. The DTX Rail Program is a critical rail link in the Bay Area, Northern California megaregion, and state transportation system that will be most effectively developed through a multi-agency partnership among local, regional, and state agencies with expertise in developing major infrastructure projects. The DTX Program, will extend Caltrain commuter rail from its terminus 1.3 miles south of downtown San Francisco into the new transit center.

The winning candidate will have proven leadership, organizational acumen, and relevant experience in delivering mega-projects with experience in rail and tunneling projects desired including stakeholder engagement and collaboration: environmental review; policy, finance; contract procurement; public-private partnerships; project management; contract negotiation/administration; budget preparation/administration; federal, state, and local laws, codes, and regulations; transportation planning; and right-of-way activities including acquisition. This position requires an accredited engineering degree in a relevant discipline, a current/relevant PE license is preferable, and at least 10 years' experience (5 supervisory) demonstrating increasing responsibility in leading the design and construction of major civil projects including underground rail/transit facilities.

This is an outstanding career-defining opportunity that offers attractive compensa-

tion, benefits, and relocation. TJPA is an Equal Employment Opportunity Employer that values diversity at all levels of its workforce — women and minorities are encouraged to apply. To be considered, go to <https://www.KL2connects.com/openings>, select the TJPA listing, and upload your letter of interest, resume, salary expectations, and 4-5 professional references (preferably supervisory and including their name, title, phone, email address, and relationship to you). For more information please review the detailed Position Brochure or contact KL2's John Bartosiewicz at [John@KL2connects.com](mailto:John@KL2connects.com).

### EXECUTIVE DIRECTOR/VP

**Long Beach Transit (LBT)** is seeking a dynamic individual to be our next **Executive Director/VP, Organizational Development and Administration (ED/VP)**

The ED/VP, Organizational Development and Administration serves as a key member of the LBT's executive leadership team (ELT) and is responsible for leading the strategy, development and execution of organizational effectiveness, talent and culture management programs aimed at advancing LBT's mission and enhancing business results.

The ED/VP will partner with the ELT and key stakeholders to ensure the recruitment, hiring, training, development and advancement of an empowered, value-driven workplace; actively plan, address and forecast future talent needs; and forge a culture that is inclusive of change management based on LBT's values.

Overall, the ED/VP will offer timely, forward-thinking counsel on all issues related to the organization's use of talent in support of its focus to prepare employees to make a positive impact in the communities LBT serves. Additionally, the ED/VP leads Risk Management; Labor and Employee Relations for represented and non-represented employees; as well as Environmental Health and Safety functions.

For full description and to apply visit [www.ridelbt.com/careers](http://www.ridelbt.com/careers)

### PALM TRAN, DIRECTOR, OPERATIONS DIVISION

Palm Tran, Inc., Palm Beach County's transit provider, seeks 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 Paratransit Operations. Manages a Division of approximately 400 employees including managerial, professional, technical, bus operator, and support staff. 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. Requires Bachelor's in Transportation Management, Business/Public Administration/related; 8 years of progressively responsible, operations management experience at the senior level in large-scale transportation or service industry for public or private entity, that includes 4 years of experience in managing union and non-union work forces; FL Driver License prior to appointment. **\$94,660 - \$166,052 Annually, negotiable DOQ.** Outstanding benefits package, competitive for the South Florida marketplace. For full description and to apply visit [www.pbcgov.jobs](http://www.pbcgov.jobs). **Deadline 5:00 PM, 8/14/20.** EO/AA M/F/D/V, Drug Free Work Place. All Palm Beach County employees may be required to work before, during and/or after a natural or man-made disaster or hurricane.

### DIRECTOR OF MAINTENANCE

**Salary Range: \$110,000 - \$120,000**

**Hampton Roads Transit** is seeking an innovative and experienced professional to serve as Director of Maintenance to coordinate and oversee all maintenance activities in Operations. This includes planning, organizing and implementing functions associated with the daily and long-term operation and maintenance of HRT's bus fleet, light rail vehicles and systems, ferry, operational facilities, and non-revenue vehicles. Responsible for the day to day operations of the ferry boats and all associated contracts. Provide direction and support to multiple staff managers having

responsibility over bus maintenance, rail vehicles, systems and track services, fleet support services, technical services, non-revenue vehicles, and operational facilities ensuring that department functions are adequate to meet internal/external customer needs.

Bachelor's Degree in Business/Management with 15 years of progressively responsible experience in the management of Operating and Maintenance functions in a unionized transit or transportation system. 10 years project or management and design or design management experience including budgeting, scheduling, change order implementation and contract management experience is required. Design or design management experience should include train signaling, traction power, vehicle procurements, RF/Data Communications, Control Centers, and/or other Technical Systems as they apply to transit operations. 15 years progressively more responsible experience, with demonstrated competence in managing engineering projects and a technical staff, particularly Bus and Rail Transit Operations, is preferred.

Apply online at [www.gohrt.com/transitcareers/](http://www.gohrt.com/transitcareers/)

HRT is an EOE.

### SAN JOAQUIN COUNCIL OF GOVERNMENTS

#### STOCKTON, CALIFORNIA

##### EXECUTIVE DIRECTOR

**Salary: negotiable.**

**Application deadline: Open until filled.**

**First resume review: 08/17/2020**

SJCOG is responsible for implementing public policy on significant regional issues such as growth, transportation, environmental management, housing, open space, air quality, fiscal management, and habitat conservation.

The ideal candidate possesses strong analytical skills, sound decision-making abilities and respected business practices. A strong understanding of transportation funding, project delivery, familiarity with regional transportation, familiarity with land use planning principles and knowledge of the diverse issues facing urban, suburban, and rural areas is required.

The equivalent of a master's degree and six years of increasingly responsible managerial experience in a public agency are expected. Equivalent combination of education and work experience may be considered.

Apply on our website: <https://executivesearch.cpshr.us/JobDetail?ID=1671>

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Online brochure: [executivesearch.cpshr.us](http://executivesearch.cpshr.us)

San Joaquin Council of Governments website: [www.sjcog.org](http://www.sjcog.org)

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### SAN JOAQUIN REGIONAL TRANSIT DISTRICT (RTD)

#### CHIEF OPERATING OFFICER

**Closing Date: Until Filled**

**Salary starting at \$116,127 to \$170,706 (DOQ)**

Under policy direction from the Chief Executive Officer, plans, organizes, integrates, directs, manages, and evaluates the activities, operations, and services of assigned San Joaquin Regional Transit District (RTD) departments; plans, organizes, controls, integrates, and evaluates the work of Transportation, Maintenance, Mobility, and other assigned departments; directs and manages the development of short and long-term goals and objectives consistent with the strategic plan for delivery of transportation services provided by RTD, including fixed-route, bus rapid transit express, intercity, interregional commuter, on-demand and paratransit services; serves as a representative and spokesperson with other local and regional agencies on transportation issues within RTD's service area; ensures all assigned operations and functions serve the needs of stakeholders and customers throughout RTD's service area while complying with applicable laws and regulations; designs and evaluates service design, monitors performance, and ensures efficient delivery or transportation services; and performs related duties as assigned.

In order to learn more about this position, and to apply online, please visit: <http://sanjoaquinrt.com/careers/>

Thank you for your interest in this position.