The Rapid, Via Partner To Provide On-Demand Paratransit Service

THE RAPID IN GRAND RAPIDS, MI, is partnering with Via to implement an updated model for paratransit deployment: “Rapid On Demand,” an app-based network that incorporates ride-hailing technology rather than pre-scheduling days in advance.

The six-month pilot project will provide same-day rides with a wait time of 15 minutes or less to riders eligible for The Rapid’s GO!Buses paratransit service within a specific service area. While Via provides wheelchair-accessible vehicles in almost all its markets, this will be its first-ever deployment fully dedicated to paratransit.

Andrew Johnson, chief executive office of The Rapid, called the new service “an exciting opportunity to provide same-day service that improves independence and customer experience to those who may not be able to utilize typical ride-hailing solutions.”

Funding for the pilot program, totaling $373,782, comes from the Michigan Mobility Challenge, funded through an $8 million state legislative appropriation in 2018 to use technology and innovation to address core mobility gaps for seniors, persons with disabilities and veterans across the state. The city of Grand Rapids and the county’s disability advocacy agency are joining Via on the project team.

By using the Rapid On Demand app, riders can hail a shuttle directly from their smartphone. Its technology provides for multiple riders to seamlessly share the vehicle and can direct passengers to a nearby virtual bus stop within a short walking distance for pickup and drop-off.

The Delicate Balance Of Microtransit

Service vs. Efficiency, or Transformational Opportunity vs. Just the Latest Fad?

BY KATHERINE LEWIS

WITH MANY PUBLIC TRANSIT AGENCIES seeing declining ridership in recent years, and technology advances facilitating scheduling of small-capacity vehicles, many systems are looking to microtransit to improve customer service and expand their service area. This feeds into changing customer expectations—thanks to disruptive technology across a range of industries—for everything at our fingertips, from food through DoorDash to movies on Netflix and rides via Uber and Lyft.

Microtransit holds the potential of bringing new riders to fixed routes, reaching suburban areas seeing the quickest population growth and increasing equity by providing access to groups with the most need: older riders, low-income residents and people with disabilities. Using mini-buses or large vans in a fixed area would allow public transit agencies to penetrate more deeply into neighborhoods without inconveniencing residents in the way full-size buses would. Meanwhile, the cost of these smaller, more nimble vehicles makes the service more affordable to provide and the convenience of on-demand scheduling makes it more appealing to riders than existing paratransit.

But in exploring microtransit, public transit professionals should be aware of the many factors they will need to balance. As you expand the service area, you risk increasing wait times. The more closely you try to meet customers’ expectations of a personalized experience, the more your costs will rise. Basically, an agency is seeking to locate a sweet spot between a taxi service and traditional public transit. The key is to find that happy medium based on the unique characteristics of the system, customer base and local needs.

“Are you going to be fast and frequent or are you going to give a little piece to everybody and have lower service?” asked Jameson Auten, senior vice president of operations and innovation for the Kansas City Area (MO) Transportation Authority (KCATA). “In the places where we need coverage, how do on-demand services fill those gaps?”

To maximize your agency’s opportunity for success, be sure to plan carefully, communicate with your customers, launch the service aggressively enough to be noticed, expect to adapt and never take your eye from the prize, driving efficiency as microtransit gets underway, according to interviews with public transit officials across the country.

A Thoughtful Planning Process
First, assess where your riders are and where they want to go.

“The first question should always be, ‘What

MICROTRANSIT CONTINUED ON PAGE 6
Building Railroads for the Next Century Requires Vision, Commitment

When the Hudson & Manhattan Railroad (H&M) began fare service between New Jersey and New York in 1908, railroads dominated the American landscape.

Before the H&M Tunneled under the Hudson River, most rail service heading into Manhattan stopped in New Jersey. Ferries moved people and goods across the Hudson. The H&M, now called PATH, changed that and ushered in a transformational change within the public transportation industry.

That took leadership. It still does. That is why the Port Authority of New York and New Jersey, which operates PATH, is committed to applying that same level of integrity, drive, commitment and out-of-the-box thinking to how it improves the region’s infrastructure in the 21st century.

Across the Port Region, the Port Authority is building the legacy assets for the next century. Three of the nation’s largest airports—LaGuardia, JFK and Newark Liberty International—are being reinvented simultaneously. The Port Authority raised the roadway of a continually operating Bayonne Bridge to enable ultra-large container ships to reach its ports. The result: the port has now surpassed Long Beach, CA, as the second busiest port in the U.S. And the agency completed the new Goethals Bridge in 2018, its first new bridge in 87 years.

These are exciting times at the Port Authority. These are exciting times at PATH.

In 2018, 81.7 million riders used PATH. These commuters expect reliable, safe service. They want information. We are striving to meet those expectations.

Last year, PATH installed countdown clocks system-wide, launched the RidePATH app and installed cellphone service in all its underground stations. But those are basic expectations in the 21st century. The spirit of the H&M—the spirit of today’s Port Authority—is to do better than just meet basic expectations.

Improving service reliability, running more and longer trains to both increase system capacity and reduce wait times and improving how information flows to customers must be our top priorities. To achieve these goals, the Port Authority is launching an ambitious PATH Improvement Plan that will leverage more than $1 billion of Port Authority investment to deliver results.

There are three components to the agency’s robust investment in PATH: add capacity to the system, reduce wait times and, of equal importance, enhance the customer experience.

PATH will increase capacity in two stages, with a 10 percent increase on two lines this fall and then, in three years, by 40 percent on the Newark-World Trade Center line and by 20 percent on the rest of its lines. PATH’s new signal system allows trains to run every three minutes instead of every four minutes. To achieve shorter wait times, we are hiring additional train crews and purchasing 72 new railcars to be delivered between 2021 and 2022.

Additionally, reconstruction work on two stations will enable PATH to run nine-car trains (up from eight cars) on the Newark-World Trade Center line and to run substantially more trains per hour during peak periods.

PATH is also launching a $50 million set of major initiatives to address the root causes of system delays: signal issues, switch failures, car equipment failures, track conditions, sick passengers and unattended bags.

Within the next 12 to 18 months, as the new PATH Improvement Plan is implemented, customers will see new bridges, with PATH committed to full implementation of these measures in 30 months.

Wide-ranging improvements in processes, purchases of new testing and detection equipment, as well as stepped-up purchase of key tracked components, and maintenance will address signal and switch issues, car equipment failures and track conditions.

Ultimately, a better customer experience is essential to improving the commuting experience. PATH meets regularly with its riders. We need to hear directly from our customers what their experiences are like. We have partnered with communities and municipalities to meet their changing needs and to serve them better. And equally important, we are working with other transportation agencies to adopt unified fare systems like OMNY, assess industry-wide best practices and work collaboratively to build world-class, 21st-century rail infrastructure.

This year, our job at PATH is not just to move people, but to build bridges between PATH and its customers and bridges between PATH and other regional transportation agencies.

PATH is challenged by the physical constraints of many of its historic stations, but it is also challenged to think, like previous stewards of America’s railroads, out of the box, to look for better and more innovative ways of delivering people to their destinations.

Public transit takes people out of cars, moving them efficiently and quickly, while offering a more environmentally friendly commuting alternative. Railroads must adapt and evolve to serve the needs of today’s travelers. Our predecessors in this industry expect nothing less of us.

Railroads are more than rolling stock and track; they connect people to jobs, to home, to opportunity. Railroads transformed America. For those of us working on railroads today, our challenge is to transform railroads. It is a challenge we are embracing at PATH.
FRA Issues Notice of Funding for Rail Program

ON AUG. 14, FRA ISSUED a Notice of Funding Opportunity (NOFO) for more than $244 million in grant funds through the Consolidated Rail Infrastructure and Safety Improvements (CRISI) Program.

The FY 2019 NOFO will fund both passenger and freight rail infrastructure projects that increase rail transportation safety, efficiency and reliability. The CRISI grant program also directs investment to rural America, with at least 25 percent of available funds reserved for projects in rural communities.

FRA Administrator Ronald L. Batory said, “These CRISI grants support safe rail systems around the country and I encourage eligible parties with creative and innovative projects to apply.” Applications for funding under this NOFO are due 60 days after the date of publication in the Federal Register, scheduled for Aug. 19. FRA has also announced web-based training and technical assistance for eligible applicants on Sept. 4. View the text of the NOFO at https://bit.ly/2TxF3Oh.

JTA Launches New Flex Route; To Upgrade Ferry Service

THE JACKSONVILLE (FL) Transportation Authority (JTA) launched its newest Clay Community Transportation Flex Route, the Magenta Line, on Aug. 12 to provide flexible transportation between Keystone Heights and Gainesville for a $1 standard fare. JTA became the community transportation coordinator for Clay County on Jan. 1, launching Clay Community Transportation, and introduced flexible service on the Red and Blue lines in March. The agency also provides paratransit services in the county.

Also, as part of an Aug. 8 FTA announcement for $38.8 million in federal grants for passenger ferry service, JTA has received a $3.9 million grant that will help fund the next phase of upgrades to JTA’s St. Johns River Ferry. When the JTA took over operation of the St. Johns River Ferry in 2016, we also embarked on an ambitious plan to address needed upgrades and maintenance issues that had accrued over several decades,” said JTA Chief Executive Officer and APTA Immediate Past Chair Nathaniel P. Ford Sr.

The grant will account for roughly 70 percent of the project cost, estimated at $5.6 million. Work is scheduled to begin in spring 2020, the fourth phase of an ongoing upgrade plan for the ferry system, which will include work to bulkheads, catwalks, warehousing, mooring bollards and other improvements to both the Mayport Village and Fort George Island facilities.

The car and passenger ferry, the Jean Ribault, connects two ends of a north-south state highway via a 0.9-mile voyage across the St. Johns River, 2.5 miles inland from the Atlantic Ocean. FTA awarded nine Passenger Ferry Grants totaling $32.8 million. To see the complete list, visit https://bit.ly/31uWMZF.

JTA recently introduced a third Flex Route in Clay County, the Magenta Line.

Hakim and Trottenberg to Address TRANSform Breakfast: ‘Women and Power’

LEADING EXECUTIVES AT THE TWO agencies hosting APTA’s 2019 TRANSform: a reimagined Annual Meeting in New York City will speak on “TRANSformational Influence—Women and Power” at the Oct. 16 Wednesday Wake Up Breakfast.

Veronique (Ronnie) Hakim is managing director of the New York Metropolitan Transportation Authority. Polly Trottenberg is commissioner of New York City DOT. Also, the host agencies have confirmed 10 technical tours during the meeting:

- Grand Central Terminal
- Digital Screen Innovation
- Arts & Design Architecture/Fulton Center Transit Hub (Oculus)
- Rail Control Center
- Livingston Plaza (Train Simulator)

SFMTA Opens New Platform At Mission Bay Station

IN ANTICIPATION OF THE OPENING of the Golden State Warriors’ Chase Center and accompanying growth in jobs, housing, healthcare and retail, the San Francisco Municipal Transportation Authority (SFMTA) has introduced service on a new center rail platform at its University of California, San Francisco (UCSF)/Chase Center Station in Mission Bay.

The new, larger platform serves both inbound and outbound trains and will greatly expand transit capacity in preparation for large crowds, accommodating 700 patrons at a time and allowing four two-car trains to load simultaneously. In order to accommodate the new platform, SFMTA made additional upgrades including widening the Muni tracks, installing new overhead wires to power the trains, updating utility lines and streetlights and upgrading nearby traffic signals.

Earlier, the Warriors and SFMTA announced a “Transit Bundling” program that will allow all event tickets to receive Muni tickets for event patrons, funded by the team.

Ballot Measures Pass in Washington State, Michigan

RESIDENTS OF CHELAN AND Douglas counties, Washington, voted Aug. 6 to approve a 0.2 percent sales tax increase, to be implemented over two years, to fund Link Transit in Wenatchee.

The measure passed by a simple majority of the combined votes in both counties. Chelan County voters supported the measure with 58 percent in favor and 42 percent opposed, while the measure fell short in Douglas County by just five votes, according to county totals.

Also on Aug. 6, 63 percent of voters in Meridian Township, MI, approved the renewal of a 2 mill property tax for Redi-Ride curb-to-curb public transit operated by the Capital Area Transportation Authority in Lansing, MI. Meridian Redi-Ride is an advance reservation service that operates within and to select locations beyond the township’s service area.
**Register for CFTE Case Study Webinar: ‘The Vote For Phoenix Light Rail’**

PHOENIX VOTERS WILL DECIDE
Aug. 27 on whether to proceed with development of the city’s light rail system or to divert voter-approved funding to roads.

After voters approved a sales tax increase in 2015 to fund a comprehensive 35-year transportation plan, the city’s light rail expansion has been under attack by billionaire-funded anti-public transit front groups who have placed their own question on the ballot.

APTA’s Center for Transportation Excellence (CFTE) is hosting a webinar, 3–4 p.m. Eastern, on Aug. 29, where Phoenix Mayor Kate Gallego, Campaign Director Tony Ceni and others will share their experiences and answer questions. Register at https://bit.ly/apta-webinar-lightrail.

**‘Ride with Respect’ On HART Vehicles**

IN TAMPA, FL, THE HILLSBOROUGH Area Regional Transit Authority (HART) encourages its passengers and operators to “Ride with Respect” for an improved on-board experience.

“Every day, more than 300 transit professionals and 34,000 customers share a space on HART buses, vans and streetcars,” said HART Chief Executive Officer Benjamin Limmer. “We hope the Ride with Respect campaign helps maintain a safe, respectful and courteous environment on board our vehicles.”

A central component of the campaign is a series of brief videos featuring HART operators throughout their day, displaying their family interactions, hobbies, devotions and other activities to help customers and the general public better connect with agency staff. The first video, featuring HARTPlus paratransit van operator Latisha Jones, is at https://www.youtube.com/watch?v=Wqbar6SSyMS.

Passengers also learn about safety and security rules and riding etiquette, while operators can participate in customer service training and a social media campaign aimed at elevating the public transit operator position to the level of first responders such as police, fire and rescue, etc.

For more information on the campaign, visit www.goHART.org/RideWithRespect.

**APTA Standards Review, Comment Period Opens**

APTA’S STANDARDS DEVELOPMENT PROGRAM has advanced 19 documents to the public review and comment phase. The public commenting period is an essential component of APTA’s consensus-based standards development process. Documents are ready to be reviewed by bus and rail executive-level administrators, operators and public transit security professionals. Visit www.apta.com/research-technical-resources/standards/public-review to view and submit any comments. Reviews must be completed by Sept. 9.

Questions? Please contact standards@apta.com.

**In Memoriam**

Herzog, CEO, Herzog Transit Services


Herzog joined his father, “Bill” Herzog, in founding William E. Herzog Enterprises Inc. in 1969; at that time, he was the firm’s president and chairman of the board for Herzog Contracting Corporation. He was the company’s first official employee, serving in numerous operation and managerial capacities.
Engineering Careers In Passenger Rail

WHAT DOES IT TAKE TO INTEGRATE the workforce-development needs of passenger rail with the curriculum of the nation’s leading higher education engineering programs?

More than 30 industry professionals and college and university professors explored this question and others at APTA’s third Passenger Railway Engineering Education Symposium (p-REES), a three-day program funded by APTA’s business members and co-sponsored by the American Railway Engineering and Maintenance-of-Way Association. July 19–22 in Chicago. Over the past three p-REES programs, APTA has engaged more than 100 college educators and industry professionals on the importance of railway education.

Hosted by the Chicago Transit Authority (CTA), this intensive program provided a unique opportunity for college faculty and rail engineering professionals and practitioners from across North America to discuss important issues facing the future public transit workforce, specifically as it relates to the integration of passenger railway education into college curricula.

APTA business members and participants from the National University Rail Center (NURail) at the University of Illinois at Urbana-Champaign provided instructors and facilitators for the symposium. Presentations and panel discussions addressed the general rail industry, education and recruitment needs, infrastructure, engineering and design, shared corridor challenges, passenger rail projects, research and more. The symposium also featured tours of CTA’s Control Center and the Red-Purple Modernization and Wilson Station projects.

“They are tremendous career opportunities for a new generation of young professionals educated in principles of rail transport,” said Christopher Barkan, NJRail Center director, professor and executive director, Rail Transportation and Engineering Center, University of Illinois at Urbana-Champaign. “Public transport organizations should encourage and support partnerships with colleges and universities to help them expand their rail educational and research programs; p-REES was a critical first step in achieving this.”

Mark Magaldi III, general manager, Transit Marketing Group; William Thomesen, president and CEO, Urban Engineers of New York P.C.; and Michael Loehr, global technology leader, transit and rail, track and civil, Jacobs, were instrumental in putting the symposium together with the support of APTA staff.

“The third p-REES session was a great success for the participants. The support of the APTA business members, its Workforce Development Committee and the entire APTA organization working together to address the workforce development needs of our industry will have a lasting benefit,” said Loehr, past chair of the APTA Business Member Workforce Development Committee.

MEET THE APTA STAFF

NICOLE CHRISTUS
Senior Legislative Representative
Government Affairs and Advocacy Department

Q What are your primary responsibilities at APTA and those of your department?
A My primary responsibilities are to advocate APTA’s positions on Capitol Hill and to the executive branch, represent the association at industry events and meetings, assist in the execution of APTA’s Legislative Conference every March and develop and execute strategies to advance the association’s legislative priorities, among others.

Each person in APTA’s Government Affairs and Advocacy Department has a unique professional background that complements our advocacy efforts, and I’m very excited to be a member of the team.

Q How do you recommend the initiatives and programs you work on contribute to APTA’s strategic goals?
A Advocacy is among the top strategic goals for APTA, and I couldn’t be more excited to help propel the association forward at this important time.

As Congress begins consideration of the next surface transportation authorization bill, APTA will ensure that our members’ priorities are known among members of Congress and their staffs.

Q To what extent do you have direct contact with APTA members?
A Whether I’m talking to APTA members on the phone, in person, via email or online through APTAconnect, I am consistently interacting with the membership. I really enjoy attending APTA committee and subcommittee meetings to learn firsthand from APTA members about what’s going on within their agencies and businesses.

Q Please describe the type of information, advice, guidance and assistance that APTA members can turn to you for.
A If APTA members have any questions about the legislative process, what’s happening on Capitol Hill, APTA’s positions on legislation or the association’s advocacy efforts, I am here as a resource at any time. Given the size and diversity of our membership, APTA has a considerable amount of strength in our overall advocacy efforts.

Q Which APTA committees are you involved with?
A I serve as the lead staff advisor for the Business Member Legislative Subcommittee (which was my first choice when joining APTA). I also serve as a secondary advisor for the Comuter and Intercity Rail Legislative Subcommittee and the Funding, Finance and Tax Policy Legislative Subcommittee.

Q How did you come to be at APTA? Please describe your professional background.
A I joined APTA as a senior legislative representative in November 2018. Before joining the association, I worked for the U.S. House Committee on Transportation and Infrastructure as a professional staff member, working on public transportation issues for Chairman Bill Shuster (R-PA).

Prior to the committee, I worked as an executive assistant for Rep. Tom Petri (R-WI), I also have more than a decade of experience in a variety of customer-service settings, which has served me well in my current role as APTA is very much focused on providing a high level of customer service to the membership.

Q Have you worked in public transportation besides APTA?
A During my congressional service, I was involved in federal public transportation policy. While I have not had the opportunity to work at a public transportation agency, such as the DOT or MPO, I enjoy learning how public transportation agencies approach complex problems with constrained resources and budgets.

Q Do you have any professional affiliations or are you a member of any other associations or organizations?
A I am not currently but would like to become a member of a woman’s association focused on transportation or government relations. Stay tuned!

Q Could you tell us something about yourself that might surprise us?
A I have a few that I think surprise most people: I do not own a television; I have never been to California; and I just ran my first 5K race earlier this year!

Contact Nicole at nchristus@apta.com.

APTA Hosts YPT for Reauthorization Panel

APTA hosted the Young Professionals in Transportation (YPT) DC Chapter July 30 for a panel discussion on the processes required to pass a long-term federal surface transportation bill. With a little over a year until the FAST Act expires, the Senate is expected to release its first draft of legislation, which would authorize funding levels and key priorities to maintain the nation’s highways, bridges and public transit systems. Panelists were, at right of photo, Jong Lee, policy director, American Association of State Highway and Transportation Officials; Scott Goldstein, policy director, Transportation for America; and Nicole Christus, senior legislative representative, APTA. Jeff Davis, senior fellow & editor, Eno Transportation Weekly, moderated.

Photo by Mitchel Wood

Photo by Mitchel Wood
problem are we as an agency trying to solve?” said Chad Ballentine, vice president for demand response and innovation for the Capital Metropolitan Transportation Authority (Capital Metro) in Austin, TX. “Often agencies find themselves trying to come up with innovative and new programs because of external pressures from their community, a governing board, politicians or factors other than what their customers need. Always listen to your customers and work on finding solutions to their transportation concerns.”

In Austin, transportation network companies (TNCs), bikes and scooters compete in the downtown core, but Capital Metro excels at providing more equitable options, reaching people in lower- and middle-income areas, providing wheelchair accessibility and accepting cash. A 2017-2018 microtransit pilot conveyed riders within a lower-density, seven-square-mile zone and also brought them to transit hubs so as not to work against fixed-route service. Now the system is engaging the community and elected officials for a fully fledged microtransit rollout.

“It is important to talk with the customers we want to provide service to before we design it. We are open and honest about our goals for the service and we ask them to help spread the word,” Ballentine said.

Public transit agencies should study traffic and trip patterns and gather data to help decide optimal vehicle size, whether minibuses that carry 15-20 passengers or vans with only seven to 10 riders. Setting performance objectives ahead of time makes the service less susceptible to pressure to change features unnecessarily during the rollout. They should use surveys, simulations and real customer data to develop the parameters of a first try at microtransit.

“Figuring out your service area size is important. If it’s too big, it’s not cost-effective; if it’s too small, you won’t have enough ridership,” said Darrell Johnson, chief executive officer of the Orange County Transportation Authority (OCTA), Orange, CA. “Be clear about your objectives. If it’s just the latest fad or trend, it’s probably not a good reason. What are your outcomes? In our case, it was about replacing existing transit service that was underutilized.”

Sacramento County, CA, investigated microtransit because of the area’s size and large population—1.5 million in the county and 2.4 million in the six-county region—of which only 900,000 were served by fixed-route buses. “Sacramento County is huge; the fixed-route service can only cover certain portions of the community,” said Henry Lü, general manager and chief executive officer for the Sacramento Regional Transit District (SacRT).

By launching service in the entire city of Citrus Heights and then rolling into second and third zones, the agency gathered useful data on customer demand and where they want to go. “That helped us tremendously to implement our route optimization plan,” Lü said, referring to the first redesign of the entire bus network in 30 years.

**Extensive Communication and Marketing**

For microtransit to succeed, public transit systems must commit to significant communication and marketing efforts, as well as strategic branding and partnerships to spread the word about the new service. The more quickly customers try out microtransit, the better data agencies will receive sooner about how well it’s working.

Karen Winger, transit director for Gwinnett County in suburban Atlanta, knew that microtransit has to deploy with the technology already in place so riders don’t have to learn two systems in a short time span. She explained that the South doesn’t enjoy a culture of public transit the way the Northeast does, so customer education is key.

“We can’t keep making the roads wider,” said Winger, who often carries bus tickets in her handbag to give to potential riders. Once they try the bus or microtransit, they switch, she says, agencies should do whatever they can to facilitate that first step, she advised.

Free microtransit service launched across a 17-square-mile area in the county in September 2018 in a zone with no public transit options and potential destinations including a senior center, farmer’s market, town hall, hospital, long-term care facilities, extended-stay hotels, two high schools and a middle school—whose students wrote Winger every year asking for transit options. “It hit a lot of the boxes you’d check for transportation-dependent,” she said.

The county is administering the service through third-party vendor TransLoc. A partnership with the city of Snellville, east of Atlanta, raised awareness of microtransit, as did discussion of the pilot during an ongoing referendum for increased public transit funding. The Exceptional Foundation, which helps support young adults who have developmental delays, became advocates for the service, especially the voice-to-text option, which facilitated group trips, grocery store expeditions and work commuting, Winger said.

In Austin, Capital Metro also offered free rides during the pilot and taught people how to use the microtransit app. “When it came to seniors and people with disabilities, there was a bit of a learning curve. We went to a few of the senior facilities and taught a few influencers,” Ballentine said. “They started becoming the ambassadors, teaching others.”

Similarly, KCATA officials held RideKC events at libraries, apartment complexes and even staffed a table at college orientation, offering free coupons for students. “We had a lot of boots on the ground,” said Lisa Womack, regional mobility and contracted services/paratransit manager. “You have to do a really good job on the marketing end, making sure people know what [your service] is, when it runs,” Auten said. “Make sure you get early champions to drive the service. [KCATA had] a comprehensive marketing plan on the front end and a soft launch that allowed a continued excitement to build.”

**Go Big in a Small Area**

When launching microtransit, it’s better to saturate the small first area than to provide bad or limited service that turns off riders, officials said. For example, when Capital Metro started Pickup service, it operated just a few days a week,

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<tr>
<th>Kansas City Area Transportation Authority</th>
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<tbody>
<tr>
<td>Date service launched: Feb. 1, 2019, one-year pilot started</td>
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<tr>
<td>Number of microtransit vehicles operating: 4</td>
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<tr>
<td>Number of riders using the service: 100-105 a day</td>
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<tr>
<td>Overall ridership since launch: 9,156 passengers</td>
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<tr>
<td>Cost to the rider per trip: $1.50</td>
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<th>Sacramento Regional Transit District</th>
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<tr>
<td>Date service launched: February 2018</td>
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<tr>
<td>Number of microtransit vehicles operating: 15</td>
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<tr>
<td>Number of riders using the service: Average 400-500 a day</td>
</tr>
<tr>
<td>Estimated increase in agency's overall ridership since launch of microtransit service: more than 150,000 riders total</td>
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<tr>
<td>Cost to the rider per trip: $2.50 or $1.25 for seniors, students and persons with disabilities</td>
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**Orange County Transportation Authority**

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<th>Orange County Transportation Authority</th>
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<td>Date service launched: Oct. 15, 2018</td>
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<tr>
<td>Number of microtransit vehicles operating: 6</td>
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<tr>
<td>Average daily riders using the service: 125 on weekdays</td>
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<tr>
<td>Overall ridership since launch: 25,668 as of Aug. 3</td>
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<tr>
<td>Cost to the rider per trip: $4.50 on app, $5 cash (includes bus transfer)</td>
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<th>Gwinnett County, GA</th>
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<tr>
<td>Date service launched: Sept. 17, 2018-April 30, 2019 (pilot)</td>
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<tr>
<td>Number of microtransit vehicles operating: 6</td>
</tr>
<tr>
<td>Number of riders using the service on average: 262</td>
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<tr>
<td>Overall ridership since launch: 33,376 total trips, 44,598 total passengers</td>
</tr>
<tr>
<td>Cost to the rider per trip: Free</td>
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<th>Capital Metro</th>
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<td>Date service launched: June 2017, one-year pilot</td>
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<tr>
<td>Number of microtransit vehicles operating: 4</td>
</tr>
<tr>
<td>Number of riders using the service: 87</td>
</tr>
<tr>
<td>Agency's overall ridership since launch of microtransit pilot: 22,297</td>
</tr>
<tr>
<td>Cost to the rider per trip: Free</td>
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which confused customers.

“When people had to think about “is it running now or not?” it was a deterrent,” Ballentine said. “We went to every day of the week except Sunday. You have to commit and jump in with a lot of service.”

Capital Metro initially asked existing staff to take on the pilot, but eventually brought on temporary staff and a temp project manager to ensure its success.

Similarly, the RideKC pilot launched with limited hours for the morning and evening commutes and only carried customers from the outer edges of the service area toward downtown in the morning, with the reverse in the afternoon. This confused customers, as did the fact that the line operated in a small service corridor that required riders to walk to central meeting points.

“So it’s curb-to-curb, 6 a.m. to 9 p.m.,” Womack said. “We’re capturing all kinds of shifts, people going to classes, people who want to run errands.”

By contrast, Sacramento launched service weekdays, 7 a.m.-7 p.m., in a limited service area. SacRT saw that Citrus Heights held strong potential to bring new customers to public transit while building on an existing rider base.

After adding two more zones, the county has seen a total of more than 150,000 microtransit riders since Feb. 12, 2018, Li said.

“We need to rally the community to make sure we get all the support from all stakeholders. That is something so important,” he said. “You have to provide the most safe, secure, convenient, reliable services to the customers so they will trust you.”

Be Ready to Adapt

No matter how much planning, modeling, advance customer surveys and simulation a public transit system may do, nothing compares to the real-world experience of launching microtransit service. Most agencies begin with a pilot, knowing that those first six or 12 months will provide valuable information about what actually works for customers and the region. So, prepare to tweak services, be flexible and jettison plans that don’t work in reality.

“Don’t be afraid to fail. If we knew how to do this, it wouldn’t be a pilot program,” said OCTA’s Johnson. “I told our team, ‘If something’s not working right, let’s talk about it and figure out what to do to make it work better.’

OCTA learned that microtransit riders were not transit-dependent and their trips were often elective, such as shopping, rather than to work or school. They changed the wait time at transit hubs from about two minutes to five minutes to increase the number of shared rides. The agency also fine-tuned the payment system, which initially required riders to use their card’s saved value rather than paying cash.

“We had to work with the vendor to fix that. Those are nuanced things that you find out,” said Johnny Dunning, department manager of scheduling and customer advocacy. “The whole point of this pilot is to have all the questions answered, to see if there are changes in the parameters you can make.”

In Kansas City, public transit officials didn’t know whether microtransit usage would mimic TNCS, which are cashless and rely entirely on an app to fulfill requests for rides, or look more like paratransit, with a call center scheduling rides for the next day. Since launching service in February, 85 percent of trips are booked on the app, compared with 70 percent in paratransit, Womack said.

“The rest is evenly divided between phone and the online portal, with a few walkups. The difference between those two programs in technology is dramatic.”

Similarly, Gwinnett County found that senior centers and doctor’s offices wanted a web portal to order rides, which the pilot didn’t support. The RFP for a full microtransit launch will include that portal, as well as other features that came up in the pilot or a customer survey.

“We didn’t over-plan it,” Winger said. “With some of these innovations, if customers like them, you just have to go. If you spend three years planning, the technology will change three times.”

Driving Efficiency

For microtransit to reach a point of sustainability, public transit agencies need to continually push productivity barriers—to find ways to reduce costs and increase efficiency. While it will never become as affordable as traditional public transit, these first few forays into a new service will help create the benchmark for metrics such as riders per revenue hour, average wait time, per-passenger subsidy and more.

To encourage group rides, SacRT offers free rides to any additional riders who join a group of five traveling from the same origin to the same destination point. Officials invite senior centers and community centers to facilitate ridesharing, hoping to achieve 10 passengers per revenue hour. The ultimate goal: to provide convenient service, with low wait times, to as many people as possible for as small a cost as possible.

“Productivity is the key for the future,” Li said. “Demand has been continuing to surge. Eventually we will evolve into a mix of microtransit and a fixed route.”

Microtransit isn’t practical for every region because of the higher-than-average cost, so agencies should be strategic in defining zones where the new service can shine.

OCTA identified seven areas of about five square miles each “that are on the edge of good transit service but not well suited for traditional fixed-route bus service,” Johnson said. “How can we harness technology that’s been perfected by the private sector and use that to our advantage?”

The agency’s pilot launched in two zones, one with a commuter rail station and one without, to see the difference. Its initial goals were: 25 percent of trips connecting to other transit, 85 percent customer satisfaction, 25 percent of bookings shared, six rides per revenue vehicle hour and a $9 subsidy per boarding. They’ve met the first two, are close on the third and trending in the right direction on the last two.

“When we get that in the right space, we will see our subsidy falling,” Johnson said. “It’s not a scalable service; it’s more of a site-specific service. A best practice we talk about internally is sticking to this idea that it has to be a geographically dense area. Resist the urge that it has to be everything to everyone.”

Capital Metro found efficiency by operating the Pickup program (microtransit) through the agency’s paratransit service provider for passengers with disabilities.

“This allows us to use well-trained vehicle operators who are accustomed to following a dynamically changing manifest and servicing new locations every day,” Ballentine said. “An additional benefit is the ability to move our vehicle operators between providing Pickup service and ADA paratransit service on the fly. They simply log out of the paratransit app and log into the Pickup app when instructed by dispatch. This means we can share resources throughout the day to better gain efficiencies on both services.”

Customers seem to prefer the convenience of Pickup, with on-demand scheduling and the same door-to-door service, he said.

As exciting as microtransit is with its potential to rejuvenate ridership and harness new technology, the service follows in the footsteps of past innovations by the nation’s public transit agencies.

“Mobility on demand, that’s been the thrust across the industry. It’s what everyone wants to look at and evaluate: is this viable? Can it be a long-term model of service delivery?” asked OCTA’s Dunning. “Let’s be transformational... keep transit at the forefront of the conversation and make transit a continued mobility agent.”

Katherine Lewis is an award-winning independent journalist based in the Washington DC area. Her work has been published in the Atlantic, Bloomberg Businessweek, Fortune, the New York Times and the Washington Post.
Public transit agencies across the country are exploring new technologies to improve all areas of operations, including the digitization of data and real-time asset monitoring. Here is how LA Metro streamlined its diagnostic capabilities.

LA Metro: Full Speed Ahead
An Interview with Bob Spadafora
Senior Executive Officer, Rail Fleet Services
Los Angeles County Metropolitan Transportation Authority (LA Metro)

BY MAUREEN H. CRONIN

LOS ANGELES METRO HAS A SIMPLE goal: to lead the way for significantly higher levels of production throughout all areas of its business while maintaining a constant state of good repair on its fleets. An overall goal is to virtually eliminate paperwork and paper storage. “The future is digital. We already bring our phones and tablets everywhere; it’s time to use those devices for business,” said Bob Spadafora, senior executive officer, rail fleet services, for LA Metro. “It’s just the way to go.”

Other transportation-related industries, such as airlines, are ahead of public transit in using digital technology and equipment for maintenance. “When you’re 30,000 feet in the air, you can’t have a mistake,” Spadafora said. Digitizing data helps eliminate misunderstandings, he added, and using digital and electronic methods of communication increases efficiencies.

Vehicle maintenance professionals have embraced vehicle or asset monitoring—also in real-time—which makes their jobs that much easier. This allows employees to flag any issue with the vehicle and send it to the maintenance yard as quickly as sending an email. The maintenance yard now has a list to check when the vehicle comes back. This practice leads to keeping an agency’s records in good order. It’s for these reasons and more that Spadafora started looking for something that could provide the diagnostic and electronic capabilities he needed for LA Metro.

“I’m always looking for cutting-edge technology,” he said. “I knew we needed something simple, fairly seamless and adaptable—not only for operations but for my workers, the men and women who have to enter data and create reports.”

Spadafora added that maintenance workers, especially, have a great deal of paper items to drag around—bulky user manuals, instructions, schematics—so having it all available electronically would be a total game changer.

“It’s not just the sheer number of manuals and such,” he said. “We’re also dealing with language.” Writing in all the information for the day’s reports is time-consuming and the notes ultimately have to be re-entered into the back-end maintenance system. “The amount of paperwork we produce and the paper storage requirements are massive,” Spadafora said. Most public transit agencies will agree with this.

“Metro had been looking at ways to fine tune what the tablets needed even further,” explained Spadafora. “They listened to what we needed and were able to configure everything accordingly,” Spadafora said. “We were integrated with our back-end system within two months—and we didn’t lose any time or functionality during it.”

The agency workshop techs, supervisors and managers simply had to download the app to their mobile device or tablet and open it. All the same forms were there, along with the workflows for supervisor approvals and signoffs. Bringing the workers on board would prove more challenging. “People don’t like change,” Spadafora said. However, he added, eventually everyone saw that the new technology would make their jobs easier and they could be more productive.

Employees have seen a drastic reduction in paperwork since, and Spadafora said it will soon be eliminated altogether. “Every manual or schematic we have can now be viewed electronically via the tablet, which has made a huge difference in productivity and accountability,” he explained.

Spadafora said he used to see 100 daily inspections from a division and had to manage and file 100 pieces of paper. That issue doesn’t exist anymore. And, he added, information and data are being typed in rather than handwritten, so the process is much faster and much more reliable.

For example, any new information about a part or a change in instructions can be uploaded quickly into the tablet, so workers have the most updated information in minutes rather than days. The added bonus is that, with the huge reduction in paper consumption, the agency reduced its eco-footprint and can now run greener.

With the 2026 Olympics in Los Angeles, Metro is working on a few projects: 28 to be exact. The agency calls it “Twenty-Eight by ’28,” referring to 28 projects in the pipeline scheduled to be completed by 2028. Among these projects is developing the West Santa Ana light rail branch to connect downtown Los Angeles with cities in southeastern Los Angeles.

LA Metro is also working on procurements for new railcars to replace old ones, railcar overhaul procurements and expanding light rail lines with extensions to Los Angeles International Airport from Redondo Beach.

“I think it’s important to move forward with technology, especially since the new workforce is already acclimated to their cellphones and tablets and will, to some degree, be expected to work with them,” Spadafora noted.

“We did go step by step with the maintenance staff on the floor,” he said, “and while there was some pushback, there was not as much as I expected. We listened to their concerns about dropping the tablets, so we got them heavy-duty protection. Their feedback helped us fine tune what the tablets needed even more.”

Spadafora said respecting the workers’ concerns and requests was the key to success. Everyone saw the new process was a better way to work, process inspections and work orders, and to stay productive, he said.

Maureen H. Cronin is a freelance writer for Connixt.
New Flyer Announces Two Major Contracts

NEW FLYER OF AMERICA INC. HAS announced major contracts with Pace Suburban Bus, Arlington Heights, IL, and Connecticut DOT to upgrade the agencies’ fleets of 40-foot buses with new clean diesel vehicles.

Pace’s order for 75 buses is its first with New Flyer. The new fleet will replace older buses currently in operation while expanding Pace’s service footprint to provide more efficient, long-range service.

The 50 buses in the Connecticut order, operating under the CT Transit name, replace older vehicles as part of a five-year contract for 465 buses announced in 2016. The new vehicles will be integrated into current service in the Hartford region to serve the city and surrounding areas.

Also, the Capital District Transportation Authority (CDTA), Albany, NY, has contracted with New Flyer to provide four 40-foot battery-electric Xcelsior CHARGE™ buses. This order will make CDTA the first public transit agency in upstate New York to operate battery-electric buses, according to Chief Executive Officer Carm Basile.

In Boston, the Massachusetts Bay Transportation Authority (MBTA) recently introduced the first three of five New Flyer battery-electric bus prototypes to operation in real-world conditions as part of the Silver Line BRT fleet. During a two-year period following the introduction of the buses, the MBTA will test and gather data on this emerging technology to measure performance and operational effectiveness.

Palm Tran COMTO Chapter Earns Recognition

THE CONFERENCE OF MINORITY Transportation Officials (COMTO) recognized its Palm Beach County Chapter, founded by Palm Tran Executive Director Clinton B. Forbes, with its Community Engagement Award at COMTO’s recent annual transportation conference in Tampa, FL.

The award recognizes a chapter that has demonstrated excellence in the planning and implementation of community activities or events that enhance COMTO’s image. This follows COMTO’s presentation of the Gerald Allen Service Award to Forbes last year in Baltimore.

“For our chapter to earn recognition from COMTO’s award committee two years consecutively is an incredible accomplishment,” said Forbes. “This year’s award is especially significant as community engagement has always been our chapter’s top priority since I started the chapter in 2017.”

Chapter activities recognized by COMTO include sponsoring the Youth Sports and Fitness Expo in Riviera Beach, FL, and participation in Garrett A. Morgan Day, which introduces grade-school students to public transit employment opportunities. In addition, to volunteer efforts with foster children, older residents and homeless residents, the chapter also partnered with the COMTO Fort Lauderdale Chapter to present professional development events.

Valley Metro Welcomes ‘Customer Experience Coordinators’

AS AN EXTENSION OF ITS “RESPECT the Ride” program, Valley Metro in Phoenix has introduced a group of employees, stationed at platforms in the busiest light rail stations, to provide rider information, support security and serve as overall ambassadors to enhance the rider experience.

The first team of five “Customer Experience Coordinators” went on the job in early August, with another five to be hired in the fall.

“Respect the Ride (RTR) is about creating a safe and comfortable environment for all passengers,” said Valley Metro Chief Executive Officer Scott Smith. “Our Customer Experience Coordinators provide another layer of system presence and put the rider experience in focus. They will connect with riders in a way that’s not done today, helping them to navigate the system and neighboring communities.”

The RTR program, launched in 2017, established a code of conduct, increased security staff, developed paid fare zones and introduced the safety and security app, AlertVM. All have helped provide a safer, more enjoyable rail experience for customers, as noted in a recent passenger survey.

“Security seems to be on the train more often. The [AlertVM] app makes me feel safer too; I can report things immediately,” said one rider surveyed. Another said, “I can go home after dark and I feel safe.” Four in five light rail riders, or 81 percent, rated the safety and security of Valley Metro Rail as “safe” or “very safe.”

Representatives of the Palm Beach County Chapter of COMTO received the Community Engagement Award at the 2019 COMTO Industry Awards Banquet in Tampa, FL.

The Public Transit Marketplace—Passenger Transport Classified Ads are the marketplace for public transit. All classified ads appearing in the print version of Passenger Transport will also appear in the electronic version. All help wanted ads must appear in print in order to be listed. For information on classified ads, call 850-921-7345.

Center For Urban Transportation Research

REQUEST FOR PROPOSAL TRANSPORTATION RESEARCH INSPECTION PROCUREMENT SERVICES (TRIPS)

CONTRACT TRIPS-19-MV-RFP

ADA COMPLIANT LOWERED FLOOR MINIVAN

Notice is hereby given that the University of South Florida, Center for Urban Transportation Research, representing the Florida Department of Transportation, will receive sealed proposals for the manufacture and delivery of the following 2020 model year vehicle type:

Min Max

Minivan Type

3,700

The quantities reflect the immediate and foreseeable needs of transit agencies within Florida and were determined by using the most recent State of Florida Program of Projects, historical data from previous Florida Department of Transportation contracts, Agency(s) requests, and Agency(s) vehicle replacement schedules. All or part of the quantity of vehicles stated herein may be assigned to other public transit agencies desiring to purchase the same equipment specified in Part 2 of this solicitation. The TRIPS program reserves the right to reject any and all proposals, or any part of any or all proposals.

A pre-proposal meeting will be held Monday, September 9, 2019, 10:00 a.m., at Lively Techni- cal College, 5000 Appleyard Dr., Tallahassee, FL 32304. Although optional, it is highly recommended prospective proposers attend, due to the known complexities of this solicitation. The meeting will be held in the conference room. A conference line will be available for those unable to attend: (800) 832-0736.

For your protection, if it is downloaded or printed, the copy furnished is that which is on the TRIPS website, Upcoming RFPS tab, at https://trips.flaudor.com. Copies of the RFP may also be obtained from Carroll Allen, TRIPS Contract Administrator, University of South Florida, Center for Urban Transporta- tion Research, 4202 E Fowler Ave., CIT 100, Tampa, Florida, 33620, (850) 921-7345.

Sealed proposals, an original, four (4) hard copies and 8 USB storage devices, must be received at the above address (Attn: Carroll Allen) not later than 3:30 PM EST, Monday, October 21, 2019.

The successful proposer will be required to comply with all Equal Opportunity Laws and Regula- tions, Buy America Laws, Chapter 287 of the Florida Statutes and all other applicable Federal and State regulations.

August 19, 2019 | 9
Sonoma-Marin Area Rail Transit (SMART), the Bay Area's newest transit system, seeks a creative, experienced Communications and Marketing Manager to oversee marketing, advertising and public outreach. At Manager you will be responsible for SMART's websites and social media, media relations, and customer service. The ideal candidate will have a proven track record of building a successful brand, developing and maintaining social media programs, overseeing marketing and public education programs, and strong media relations experience. For more information or to apply, visit our website at https://joinsmart.org/asp/106.

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HELP WANTED
PURCHASING & CONTRACTS SUPERVISOR
The Regional Transportation Commission of Southern Nevada (Las Vegas) is hiring a Purchasing & Contracts Supervisor.

The Purchasing & Contracts Supervisor plans, directs, supervises, and performs complex and advanced professional level duties involving the purchase of equipment, supplies, services, and services, leads teams and/or projects.

This position requires: Equivalent to a Bachelor’s Degree in Business Administration or related field and five (5) years of full-time demonstrated professional experience in purchasing goods and services in an institutional setting, including two (2) years of which were in a supervisory role.

Salary Range: $79,352.00 - $139,089.60 annually.

Nebraska employees do not pay state income tax or social security tax, employer pays additional for this reason.

For more information and to apply, visit our website at https://www.governmentjobs.com/careers/RTC.

TEAM: An Equal Opportunity Employer & E-Verify Participant

MOBILITY MANAGEMENT PLANNER
Northern Arizona Council of Governments (NACOG) is seeking a Mobility Management Planner to serve Yavapai County. Based in Prescott, Arizona, this position is responsible for planning and coordinating resources to improve the availability and accessibility of transportation services for persons with disabilities, aging adults, and low-income individuals. Duties include developing strategies to improve transportation services, coordinating mobility planning efforts with public agencies, non-profits, private organizations and providers, and facilitating coordination of transportation services. Preferred candidates will demonstrate skill in working with government and non-profit organizations, change management, the ability to work without direct supervision, and outstanding organization and communication skills. For the full job description and instructions on how to apply, please visit: https://nacog.departments/human-resources/page/employment-opportunities.html

LA METRO
FACILITIES MAINTENANCE SUPERVISOR (CONTRACTS & ADMIN)
To apply, visit our website at https://www.metro.net

DIRECTOR, OFFICE OF SAFETY ANALYSIS
The Federal Railroad Administration (FRA) is looking for an executive to serve as the Director, Office of Safety Analysis for the Office of Railroad Safety. The Director, Office of Safety Analysis (DOSA) is the principal point of contact to both the Deputy Associate Administrator and the Associate Administrator in advancing the mission of FRA. DOSA is the lead entity responsible for preparing the planning, development and administration of program and technical policies, monitoring and tracking the progress of programs/projects to further the development of the national railroad safety programs enforced by the FRA. Additional information regarding the position, as well as how to apply can be found at https://www.usajobs.gov/GetJobs/ViewDetails/358902000

DEPUTY ASSOCIATE ADMINISTRATOR, OFFICE OF RAILROAD SAFETY
The Federal Railroad Administration (FRA) is looking for an executive to serve as the Deputy Associate Administrator (DAA) for the Office of Railroad Safety. The DAA is the principal advisor to the Associate Administrator in advancing the mission of FRA railroad safety. The incumbent is responsible for the planning and execution of FRA safety programs, and activities as well as advancing overall organizational excellence. Additional information regarding this vacancy, as well as how to apply can be found at https://www.usajobs.gov/GetJobs/ViewDetails/358901700

CONNECTING COMMUNITIES AND ENHANCING LIVES
Located in metro Phoenix, Arizona, Valley Metro is an integral part of a fast-growing region that operates a multi-modal, regional transit system including successful light rail, bus and paratransit services. With a mission of connecting communities and enhancing lives, the agency is responsible for the planning and operations of a regional bus system with 100 routes and the development of over 128 miles of light rail. In Fiscal Year 2018, total ridership for the bus and rail systems was 67 million passengers. Six high frequency train service corridors are planned and under construction that will create a 50 mile system by 2030. Valley Metro also offers alternative transportation programs for seniors and people with disabilities, as well as employer work-site travel reduction support including 400 commuter vanpools, online carpooling and employer telework assistance.

Chief Procurement Officer - 3102.266.00 - 3127.7550
The Chief Procurement Officer (CPO) is responsible for the day-to-day management and operation of the Contracts and Procurement Department, reporting to the Acting CEO of the Metropolitan Council Executive Director. Duties include planning, scheduling, monitoring and quality assurance of all contracting and purchasing activities, supporting the CEO and Director, facilitating and supporting effort, ensuring accountability and compliance with all applicable federal, state, and local laws, regulations and policies, and agency policies and procedures.

Apply at: https://www.governmentjobs.com/careers/valleymetro/ADE-EOE/D
PUBLIC TRANSPORTATION SERVICES CORPORATION (PTSC)

SPECIALTY: ELECTRICAL RAIL VEHICLES

To apply, visit Metro’s website at www.metro.net and complete an online Employment Application.

Salary Range: $10,831 - $13,526 - $16,219

Basic Function: To perform complex engineering work and oversee a work group or project team in performing engineering projects and oversee design work performed by consultants.

Example Of Duties:
- Plans, organizes, assigns, implements and manages engineering projects in accordance with budget and schedule requirements.
- Interacts with user departments in response to service requests; researches and gathers all necessary details to determine engineering functional requirements to meet project user’s needs.
- Provides engineering design services and design support during construction; provides support for projects that require phase analysis, project management, closeout, activation and startup activities for rail transit projects.
- Supports the development of workplans, safety guidelines, maintenance requirements and operational needs for design projects.
- Assures project compliance with design criteria and standards, work plans, safety guidelines, maintenance requirements and operational needs.
- Participates in the engineering configuration management process to maintain current engineering design standards.
- Reviews contract documents for compliance with design codes and standards, design criteria and policies and procedures; and substantiates contractor invoices.
- Supports the design and implementation of CCTV systems.
- Supports the design, development, implementation, and technical support of smart rail systems and rail vehicle technologies.
- Supports the implementation of Internet of Things (IoT) systems and devices for use on rail vehicles.
- Supports software development for passenger intercom systems.
- Provides technical support, including audio announcement modifications, for the various communication system types and designs used on all fleet vehicles.
- Supports development of safety, security systems, facilities, and quality assurance certification standards.
- Reviews designs for quality, constructability and cost effectiveness; recommends design changes.
- Works in-house engineering and technical disciplines, consultants and/or contractors to identify and resolve project-related problems which may impact vehicle reliability.
- Provides technical support during contract bidding, negotiation and awarding.
- Interacts with the EEO policies and programs of Metro are carried out.

Requirements For Employment:
- Bachelor’s degree in Electrical, Computer Science or Telecommunications Engineering.
- 5 years’ professional engineering experience in design, implementation, operation, and maintenance of communication, networks, and IOT projects.
- Professional certificates/licenses. State of California registration as a Professional Engineer in the appropriate discipline.
- Valid California Class C driver license.
- Preferred Qualifications:
  - Preferred qualifications and praxis (PQ’s) are used to identify relevant knowledge, skills, and abilities (KSA’s) as determined by business necessity. These criteria are considered preferred qualifications and are not intended to serve as minimum qualifications for the position. PQ’s will help support selection decisions throughout the recruitment. In addition, applicants who possess these PQ’s will not automatically be selected.
  - Experience designing network systems with mobile assets (e.g. rolling stock and/or transportation field).
  - Proficient with Microsoft Office Suite applications.

Application Procedure:
To apply, visit www.metro.net and complete an online Employment Application.

Executive Officer, Innovation Office
PUBLIC TRANSPORTATION SERVICES CORPORATION (PTSC)

Bulletin No: 004259-001
Closing Date: 19-AUG-19
Salary Grade: HBB
Salary Range: $153,005 - $191,006 - $229,008

To apply, visit Metro’s website at www.metro.net and complete an online Employment Application. Applicants who best meet job related qualifications will be invited to participate in the examination process. This process will consist of any combination of written, performance, or oral appraisal to further evaluate job-related experience, knowledge, skills and abilities.

Application Procedure:
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Selection Procedure
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APTA’s 2019 TRANSform CONFERENCE

A reimagined APTA Annual Meeting

October 13-16 / New York, NY
Early registration ends August 23

APTA’s TRANSform is where learning, sharing, experiencing, and networking will take center stage, providing the latest in policy, technology, and new mobility ideas.

Join APTA and our hosts, NYC DOT and MTA, and be a part of this premier event.

Learn More at APTA.com/TRANSform