

PASSENGER Transport

THE SOURCE FOR PUBLIC TRANSPORTATION NEWS AND ANALYSIS

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AC Transit Launches Area's First BRT

THE ALAMEDA-CONTRA COSTA TRANSIT DISTRICT (AC Transit), Oakland, CA, has launched the East Bay's first BRT, "Tempo." Offering service from Uptown Oakland to the San Leandro Transit Center, Tempo is a 9.5-mile network of dedicated and painted bus-only lanes with 46 curbside and center median stations.

"Tempo represents a tangible commitment to our neediest riders along International Boulevard and East 14th Street, to replace Bus Line 1," said General Manager Michael Hursh. "Line 1 was stalled by heavy traffic, which created bus bunching and undermined on-time performance. The bus-only lanes now bypass traffic bottlenecks, eliminate bunching, and by managing traffic signals through transit signal priority technology, Tempo will ultimately achieve its optimal frequencies of a bus every 10-minutes."

Tempo will operate 27 60-foot New Flyer coaches, powered by hybrid technology designed to reduce both particulate and nitric oxide emissions. Embedded technology allows the coaches to kneel to variable heights and minimizes the slope difference between the platform and bus floor. Each coach is equipped with five wide doors. The middle doors feature bridge plates to ease access for riders with mobility devices. Bike racks are installed in the interior of the coaches.

Station handrails and some windscreens depict generations of culture, heritage and industry. Woven into the stations' architecture is a miles-long haiku poem crafted by Bay Area artists. Overhead variable message signs provide up-to-the-minute bus arrivals, and vision impaired riders receive bus arrival playback via a real-time audio push button. Stations are bordered with high-visibility crosswalks, push-to-walk signal controls and ADA curb ramps and sidewalks.

APTA's Mobility & Rail NOW! Conference Focuses on Safety, Security and Resiliency During a Pandemic

RESILIENCE, BEST PRACTICES AND THE challenges facing public transit systems and businesses in the COVID-19 era were the major issues discussed at APTA's virtual Mobility & Rail NOW! conference, Aug. 12-13. At the Opening General Session, APTA Chair Nuria I. Fernandez, general manager and CEO, Santa Clara Valley Transportation Authority, San Jose, CA, and APTA President and CEO Paul P. Skoutelas welcomed the nearly 500 participants.

Fernandez said that according to a recent

national poll, the top three issues that most concern Americans right now are containing the coronavirus, restarting the economy and addressing social and racial inequity.

"As people adjust to an evolving way of working and living, public transportation will be expected to be smarter, more accessible for all, resilient, efficient, reliable and responsive

OPENING GENERAL SESSION

CONTINUED ON PAGE 6



Nuria I. Fernandez



Paul P. Skoutelas



K. Jane Williams

PSTA Breaks Ground On SunRunner BRT

THE PINELLAS SUNCOAST TRANSIT Authority (PSTA), St. Petersburg, FL, has broken ground on the region's first BRT system, "SunRunner," a line that will connect Pinellas County beaches with downtown St. Petersburg.

SunRunner will feature semi-dedicated lanes, limited stops and safety enhancements for passengers, including level boarding platforms. The 10.3-mile line will include 16 stops with buses running every 15 minutes.

"This is a historic day and a long time coming," said Brad Miller, PSTA chief executive officer, at recent groundbreaking ceremonies.

"Ultimately we hope this will be the first piece of a larger BRT puzzle that connects all of our communities, reduces congestion and improves our lives."

Rep. Charlie Crist (D-FL) presented a \$21.8 million check from the FTA for the project. "As a member of the Appropriations Committee, I've been proud to provide funding to support PSTA as they work to connect our growing beach communities and St. Pete's exciting Central Avenue districts," he said. "I look forward to the completion of the

SunRunner and the opportunities it will bring to support our local businesses, drive tourism and propel sustainable development for generations to come."

"The 10.3-mile line will improve mobility and access to jobs, healthcare, educational opportunities and other critical community services in the region," said FTA Deputy Administrator K. Jane Williams.

SunRunner's 40-foot buses are expected to arrive in 2021, with service anticipated to be completed in early 2022.



State and local officials gathered in St. Petersburg, FL, recently to break ground on PSTA's SunRunner, the region's first BRT line.



COMMENTARY

BY SHARON COONEY

Chief Executive Officer
San Diego Metropolitan Transit System

San Diego MTS Moves to Reform Enforcement

Even before the hurricane-force winds of change that followed the George Floyd tragedy, public transit security enforcement reform was well under way in San Diego. Our reform is propelled by a confluence of societal challenges including race and equity, homelessness, mental illness and income disparity. Public transit, more than ever before, is at the nexus of these challenges.

AS WITH MANY AGENCIES ACROSS THE country, the MTS Board of Directors and our leadership team has been focused on the development of new policies and partnerships that address these challenges and more. Our goal is to foster positive community relations while maintaining the safety and security of our system.

At the heart of all these reforms are our fare-enforcement policies. With local public subsidies in San Diego being much lower than in other cities, maintaining our fare box recovery of 35 percent is essential to keeping high levels of service. Heretofore, our policy has been to check people for fares on our light rail system often and thoroughly. This has resulted in a fare evasion rate of less than three percent. Frequent presence of fare inspectors and security officers has also kept crimes committed on board our vehicles very low.

These policies, however, have downsides. With few exceptions, riders who did not have a fare were issued a citation. Unfortunately, these citations ended up in court, where high court fees resulted in fines in excess of \$177. Many people never appeared in court and never paid their fines. Wages were garnished. Some people ended up with criminal records. This policy was determined to have a disparate impact on people with low incomes.

Our first change begins on September 1 when we launch a new approach to fare evasion. People without fares will be allowed to deboard trains and purchase a fare. If a citation is issued, people will have the opportunity to pay \$25 directly to MTS or provide three hours of community service in lieu of the fine. Everyone will have 120 days to correct their ticket.

But this is just the start.

MTS has engaged the services of APTA to conduct a thorough peer review of our transit enforcement department's core business practices, including:

- The effectiveness of MTS Code Compliance Inspectors and contract security structure to accomplish its goals;
- Whether there is a need for a sworn law enforcement contingent;
- Analyzing the overall organizational climate of the department with an emphasis on identifying any biases;
- Fare inspection practices;
- The handling of personnel issues and employee discipline practices;
- MTS transit enforcement video retention policies; and
- Standard operating procedures to include, but not limited to, use of force, supervision, staffing, training,

Many people struggling with the societal issues of homelessness, mental illness and drug-related issues also depend on public transit. MTS is seeking partnerships with people who are trained to provide help to these riders.

enforcement tactics and procedures, and rules of conduct.

Our goal is to have a formal report from the peer review by the end of this year. This will enable MTS to incorporate recommendations into a new contract with an outside security provider. It will also enable MTS to enact new policies in advance of opening a new light rail extension to UC San Diego and the high-density office and residential communities surrounding the university.

I want to emphasize that our security team does an exceptional job. In addition to checking for fares, they act as ambassadors for our system, providing help at ticket vending machines, providing directions to our various transit services and more. And the vast majority of their interactions during fare inspections are positive. Our customers appreciate their presence and service and their success in keeping our system safe. Of course, from time to time, they also deal with people who pose danger to other riders.

To better reflect the job they do, MTS is considering a change to the department's name, as well as new uniforms. Transit enforcement is a big part of their job, but their ultimate goal is to keep our passengers safe.

MTS recognizes that we cannot do all of these reforms alone. Many people struggling with the societal issues of homelessness, mental illness and drug-related issues also depend on public transit. MTS is seeking partnerships with people who are trained to provide help to these riders. I believe many transit agencies and law enforcement agencies across the U.S. are also looking into these kinds of partnerships.

None of these challenges are easily overcome. But all of them are absolutely essential for MTS to continue to be a vital member of the San Diego community and provide a service that is fair and equitable to all.

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Commuter Rail Industry Moving Toward Full PTC Implementation

THE COMMUTER RAIL INDUSTRY continues to make progress toward completing full implementation of Positive Train Control (PTC) by the year-end deadline.

As of June 30, 97 percent of railroads are PTC certified by FRA, are operating with PTC or are in revenue service demonstration. Three percent of railroads are preparing for field testing. In addition, 96 percent out of 23 railroads have submitted their safety plans to FRA for approval, a required step before certification.

PTC is a complex signaling and com-

munications technology that provides critical safety redundancies to the commuter rail industry.

“The commuter rail industry is strongly focused and committed to completing full implementation of positive train control by December 2020,” said APTA President and CEO Paul P. Skoutelas. “Riding commuter rail is 18 times safer than driving an auto, and as an industry, we are committed to continuing to be a leader in rider safety by implementing PTC.”

For more information, visit www.apta.com/ptc.



Dial-a-Ride rider Deborah King of Painesville with Laketran driver Paul Lengyel outside the Mentor Senior Center.

Laketran Pilots Next Day Dial-a-Ride

LAKETRAN, LAKE COUNTY, OH, has begun a pilot program offering Next Day Dial-a-Ride reservations to customers who use the agency’s door-to-door transportation service. Laketran provides its Dial-a-Ride service throughout Lake County and to limited Cuyahoga County medical facilities.

Reservations for Dial-a-Ride are typically required 2-12 days prior to a trip, but with the new pilot program, customers can call for a ride for the next day.

“Since passing our sales tax levy

last fall, we have continued to look for ways to improve Dial-a-Ride service for seniors and people with disabilities, and this is a service improvement we’ve heard requested from customers for quite some time,” said Laketran CEO Ben Capelle. “We still encourage customers to continue booking trips 2-12 business days in advance, but if something comes up, do not hesitate to call for a ride or schedule it on Request-a-Ride.”

Via Launches On-Demand Services in Niagara Region, Green Bay

VIA TRANSPORTATION AND Niagara Region Transit, Thorold, ON, have launched a new, on-demand public transit service in West Niagara, “NRT OnDemand,” serving Grimsby, Lincoln, West Lincoln, Wainfleet and Pelham.

NRT OnDemand will be the first form of public transit in much of the region and will provide connections to transit hubs at the St. Catharine’s Bus Terminal, Welland Bus Terminal, and Port Colborne City Hall.

“NRT OnDemand represents an opportunity for technology and public transit to work together to expand access to efficient, convenient and affordable mobility solutions without the need for a private vehicle,” said Via CEO and co-founder Daniel Ramot. “We are proud to work with Niagara Region Transit to demonstrate how flexible, digital solutions can create and extend public transit infrastructure to support rural communities in a new way.”

Using the NRT OnDemand app, or by placing a call, passengers will select a pickup and drop-off location within the service zone. Via technology then matches multiple passengers headed in the same direction into one of 10 high-capacity vehicles and directs pas-

sengers to a nearby corner, or “virtual bus stop.” The service includes wheelchair-accessible vehicles and vehicles equipped with bicycle racks.

In line with public health guidelines, riders are required to wear masks and will be separated from drivers with a partition. All vehicles will be cleaned thoroughly and frequently.

Also, Via, with Green Bay Metro, Green Bay, WI, has launched “GBM On Demand,” complementing and extending the city’s existing transit infrastructure with shared rides to key transit hubs and designated commercial and medical destinations. GBM On Demand is the first microtransit service in the state of Wisconsin.

Mayor Eric Genrich said, “Green Bay Metro, under Director Kiewiz’s forward-looking leadership, continues to innovate to meet the needs of our transit riders. The launch of GBM On Demand is just the latest example. I look forward to the continued evolution and expansion of GBM On Demand in the coming months and years, as we strive to find ways to meet the mobility needs of all community residents with 21st century technologies.”



CDTA’s Carm Basile (right) and Troy Mayor Patrick Madden in front of the 50th anniversary special golden bus.

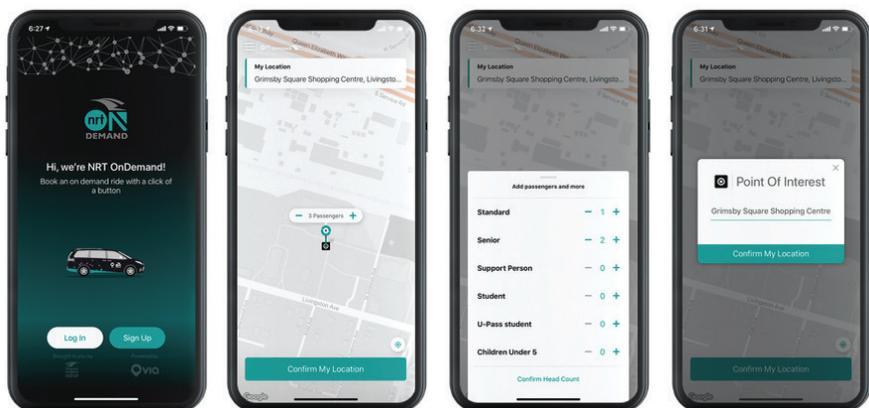
CDTA Celebrates Golden Milestone

THE CAPITAL DISTRICT Transportation Authority (CDTA), Albany, NY, celebrated its 50th anniversary recently with a series of public events across the Capital Region, including the unveiling of a special gold bus to mark the milestone and thank the community for five decades of support.

“A lot has changed over the last 50 years, but one thing that hasn’t is the community’s expectation of us,” said Carm Basile, CEO. “Our community wanted the same things they want today: reliable, clean and innovative transportation. And we strive for that every day. Thanks to our retirees

who laid the foundation for our great company and the more than 10,000 employees who have driven buses, fixed buses, answered customer calls, responded to community needs and made sure that CDTA always runs smoothly.”

The agency was created by an act of the New York State Legislature Aug. 1, 1970, with a broad mission of building a regional public transportation system. The legislation and thought process envisioned a creative network of services that would move the people of the region and contribute to a better quality of life.



NRT OnDemand is Via’s second service in Canada, including its on-demand service in Sault Ste. Marie.

TransLink Completes Nanaimo Exchange Refurbishment

TRANSLINK, VANCOUVER, B.C., HAS completed renovations of the Nanaimo Exchange bus facility. The exchange now offers several new and improved features such as a new plaza and public artwork highlighting the history of the station.

Built more than 30 years ago, the Nanaimo Exchange was used by some 5,000 people every weekday prior to the COVID-19 pandemic. Home to bus route 25, the fourth busiest route on TransLink's system, the exchange is a major transfer point between bus and SkyTrain services.

Upgrades to the exchange include:

- New bus shelters, benches and landscaping
- A new plaza to reduce crowding and improve customer flow
- Enhanced lighting and sightlines to increase safety
- A new layout to simplify pedestrian, cyclist and bus flow

- Improvements to BC Parkway in and near the Exchange
- A public art piece illustrating historical sites and events

"The Mayors' Council is committed to improving aging infrastructure across the transit system. Nanaimo Exchange was over 30 years old and in major need of renovation. I'm proud that these upgrades bring a much-improved transit experience and renew a critical part of this community that will be enjoyed for decades to come," said Kennedy Stewart, mayor of Vancouver.

The \$8.9C million investment in upgrades to Nanaimo Exchange is part of the larger Bus Facilities and Exchanges Project being implemented through the Public Transit Infrastructure Fund funded by the Government of Canada (50 per cent), the Province of British Columbia (33 per cent) and TransLink (17 per cent).



The modernized Nanaimo Exchange features a unique art piece titled Archival Routes, which combines digital elements with graphite, paper and tape to portray the history of the facility.



LA Metro Deploys First 60-Foot ZEB in San Fernando Valley

THE LOS ANGELES COUNTY Metropolitan Transportation Authority (Metro) has deployed its first zero-emission electric bus on the G Line (Orange), following completion of testing and installation of charging units along the alignment. The G Line in the San Fernando Valley is the first to receive these 60-foot articulated New Flyer buses; 40 vehicles will be put into service by the end of 2020. The buses will be capable of recharging at various points along the line to support 24/7 operation.

"We are excited to begin operating electric buses as part of Metro's bus fleet and look forward to achieving our goal of converting the G Line to all electric buses," said Metro CEO Phillip A. Washington. "As we continue to enhance the customer experience and improve our bus system through the NextGen Bus Plan, we will continue to make sustainable practices the norm."

The Metro Board of Directors in 2017 unanimously adopted a motion to

transition the agency to a 100 percent zero-emission bus fleet by 2030.

"Even as we confront the immediate challenge of COVID-19, we are making a long-term investment in a healthier, more sustainable future with the delivery of this first electric bus on the G Line," said Los Angeles Mayor and Metro Board Chair Eric Garcetti. "Every electric vehicle we put on our streets today means lower emissions tomorrow, and we remain fully committed to cleaner transportation options and a better quality of life for all Angelenos."

Under separate contracts, Metro ordered an additional 65 zero-emission electric buses from BYD; five of which being 60-foot articulated vehicles for the G Line and the remainder for the J Line (Silver) that operates between the El Monte Bus Station and the Harbor Gateway Transit Center in Gardena. Metro plans to convert the J Line to zero-emission electric buses in 2021.

APTA Introduces 2020 Emerging Leaders Capstone Webinars

THE MEMBERS OF APTA'S Emerging Leaders Program (ELP) class of 2020 have had a program experience unlike any class that preceded them. Throughout their program year, class members worked on projects that examined key issues facing the public transit industry. They collected data, interviewed industry leaders and prepared presentations that explored a number of policies and practices within the industry.

Then, as the class prepared for its final capstone session, the world plunged into a pandemic that has reshaped how the public transit industry interacts with our communities.

Though the pandemic prevented the class members from presenting their capstone projects in person, APTA is offering the projects to the industry as a special eight-part series of webinars. Members of the ELP Class of 2020 will present their findings and answer questions on issues including workforce practices, fare incentive programs and electric bus resiliency.

The first webinar, on Customer Effort Scores, will be held Aug. 31, 3:00 – 3:45 p.m. Eastern. Learn more about this webinar, the entire season and how to register at <https://bit.ly/2YeUgAF>.



Pierce Transit Launches New On-Demand Pilot

PIERCE TRANSIT, LAKEWOOD, WA, has launched the Pierce Transit Runner on-demand pilot service, providing those who live and work on the Tacoma waterfront a link to fixed-route public transit and an option to access numerous waterfront businesses, attractions and activities, including locations for outdoors exercise during the COVID-19 pandemic.

Pierce Transit Runner vans are wheelchair accessible; each vehicle is equipped to accommodate one mobility device and bikes are welcome on board as space allows. The Runner uses the "GoIn" app for booking trips. Passengers can use the app to choose pick-up

and destination locations within the zone, and those without a smartphone can call to schedule a trip.

The service will have special protocols in place during the COVID-19 pandemic. All passengers are required to wear masks and, after each ride, team members spray and disinfect high-touch surfaces. Trips will not be shared with other parties until social distancing restrictions are lifted.

Pierce Transit Runner is a one-year pilot that will help inform the agency about the value of future on-demand connective service in areas that are cost prohibitive or difficult to serve with regular bus routes.

Emerging Leaders Program



2020 Hot Companies

SPECIAL ADVERTISING SECTION



New 2020 Transit Operator Development Training Course

The Transit & Paratransit Company (TAPTCO) has just finished re-creating the Transit Operator development Course. Included are the practices and processes to comply with the FTA Public Transportation Agency Safety Plan requirements (PTASP).

The course consists of 33 video-based training programs available on DVD, Thumb Drive or Web Based delivery from a Learning Management System. Included with the course is a guide showing how to use the course to be in compliance with FTA requirements. These include the four areas of Safety Management Policy, Safety Risk Management, Safety Assurance and Safety Promotion.

The re-created course focuses on persuading operators to avoid the 18 unsafe behaviors that lead to almost every accident. This is the focus of the Safety Management System that has

identified all the hazards, analyzed them and determined the actions to remove or reduce the risk from these hazards.

This new course is comprehensive, systematic and integrated. All the programs focus on the desired outcomes from preventing the training by following the same process in seeking the desired outcomes. The programs are presented by multiple narrators. It is interactive with many steps in all the programs that raise questions or provoke input and discussion with the trainees.

The 33 programs are delivered under the following nine groups:

1. Federal Regulations
2. Safety & Defensive Driving
3. About the Bus
4. Driving Situations
5. About the Driver
6. About the Passengers
7. Americans with Disabilities
8. Additional Programs
9. Emergency & Accident Procedures

Hard copies of the course on DVD or Thumb Drive are \$7,975 and can be used for many years.

Web based delivery is charged annually on a per user basis. The cost is a function of the number of users. Contact TAPTCO to obtain this cost for your operation.

HERE IS WHAT EARLY USERS HAVE SAID:

"I absolutely love it" – Tod Franzen, Rock island County Transit, IL

"This is the most comprehensive Driver Training Course I've ever seen. This sets the standard for transit training" – Anthony Riddle, City of Harrisonburg Public Transportation, VA.

KEY FEATURES & BENEFITS

- Compliance with new FTA requirements
- Instill a Safety Culture
- Comprehensive, Systematic & Integrated
- Easy to follow & understand
- Engaging to operators
- Will reduce accidents by at least 50%

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Virtual Training Requires Flexibility

WHEN MUCH OF THE COUNTRY started working remotely in the spring, Samantha Einarson, lean and change management administrator of Pierce Transit, Lakewood, WA, found that the training courses that people were sure had to be taught in person could actually be turned into e-learning. That lesson of flexibility and changed expecta-

tations was a big theme in the Virtual Training Migration session.

Einarson noted how in March, when no one knew how long the pandemic would last, Pierce Transit put its training on pause for two months. Her staff prepared for virtual training.

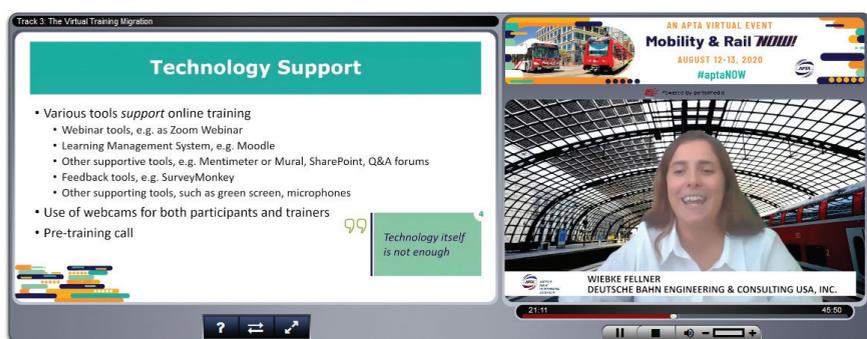
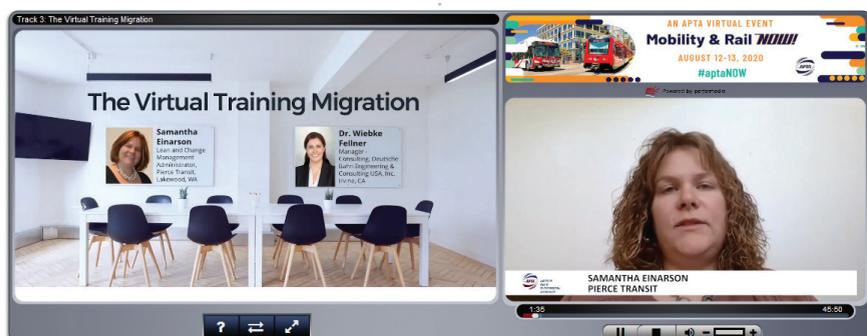
Courses that were based on information sharing could more easily be

converted to e-learning. Others that required more conversation continued as in-person courses, with a few people in a large room that allowed for social distancing. Some courses were canceled.

At Deutsche Bahn Engineering and Consulting USA, Irvine, CA, Wiebke Fellner faced a similar problem, but her audience was different. The manager of consulting organized training for DB's clients, so making sure they had an Internet connection and the required software was not the problem it was

for some Pierce Transit employees. (For those workers, Pierce offered socially distanced in-person training in computer rooms.)

But Fellner quickly discovered that "eight hours of in-person training do not equal eight hours online training." No one can stare at a computer screen for eight hours, she said, so it is important to mix up the formats to keep the training interactive and engaging. She recommends a pre-training program to go over software functions with trainees.



Paratransit Adds New Services—For Now

RIDERSHIP WITH PARATRANSIT providers has fallen substantially since the coronavirus pandemic struck. But the two providers who spoke during the Paratransit Operations Response PostCovid-19 session have used the downtime to create new services for passengers and to prepare to reopen their eligibility centers when safe.

Access Services in Los Angeles County and Capital Metro's paratransit services in Austin have seen close to a 60 percent drop in passenger trips. Access used the opportunity to provide new services to passengers who stayed, said Andre Colaiace, executive director.

The provider started a same-day service pilot to non-emergency medical appointments, groceries, pharmacies, banks and cooling centers. It also has undertaken deliveries of meals, groceries and paper goods. Curbside pickup was added to same-day service rides June 8, but demand has been limited.

As ridership levels start to increase, some current measures will be eliminated or reduced: midday vehicle disinfection, delivery services, same-day service and non-shared ride services,

said Colaiace.

When eligibility centers are eventually reopened, they will have temperature screening, plexiglass barriers in interview cubicles, a waiting area and automatic doors.

In Austin, Capital Metro has tied paratransit services to city risk stages, said Chad Ballentine, vice president of demand response and innovative mobility. With the city now at stage 4, no shared rides are offered.

In-person eligibility assessment has been suspended, replaced with emergency pandemic eligibility. The eligibility facility is being remodeled to interview people safely.

On the employee end, "this has fundamentally changed how we work, maybe for the better," said Ballentine. [Microsoft] TEAMS and Zoom meetings are part of our future from now on. They allow parents to keep an eye on their kids. We're preparing, but we're not rushing to get people back."

With the extra time from reduced ridership, Capital Metro is working a bike share program. "We can focus on becoming a mobility provider," Ballentine said.

OPENING GENERAL SESSION CONTINUED FROM PAGE 1

to changing societal and economic needs," she said. "We are an essential element of healing and resurgence in a changed society."

Skoutelas noted that public transportation has a unique responsibility and an unprecedented opportunity today. "As our nation confronts the triple threat of a once-in-a-century pandemic, an economic shock rivaling the Great Depression and social inequity and unrest, every one of us and the organizations we serve has a vital role to play."

U.S. Secretary of Transportation Elaine L. Chao thanked the public transportation workers who "in these challenging times are keeping critical [public transit] systems in operation."

FTA Deputy Administrator K. Jane Williams discussed the shared mission of FTA and APTA to improve public

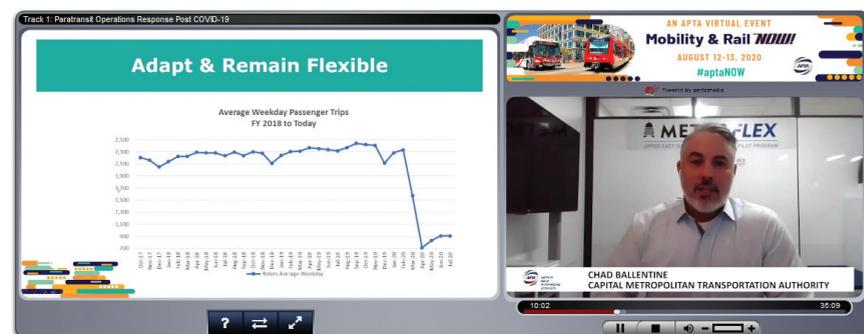
transportation in America's communities. She stressed the need for collaboration "as we build back better in the wake of the pandemic." She also thanked public transit's frontline employees for all they are doing to keep America moving, calling them American heroes.

One of the conference's sessions focused on transit's response to COVID-19, with the leaders of APTA's Mobility Recovery and Restoration Task Force—created by Fernandez last April and chaired by Los Angeles County Metropolitan Transportation Authority CEO Phillip A. Washington. Co-chairs of the task force are Joanna Pinkerton, president and CEO, Central Ohio Transit Authority (COTA), Columbus, OH;

OPENING GENERAL SESSION CONTINUED ON PAGE 8

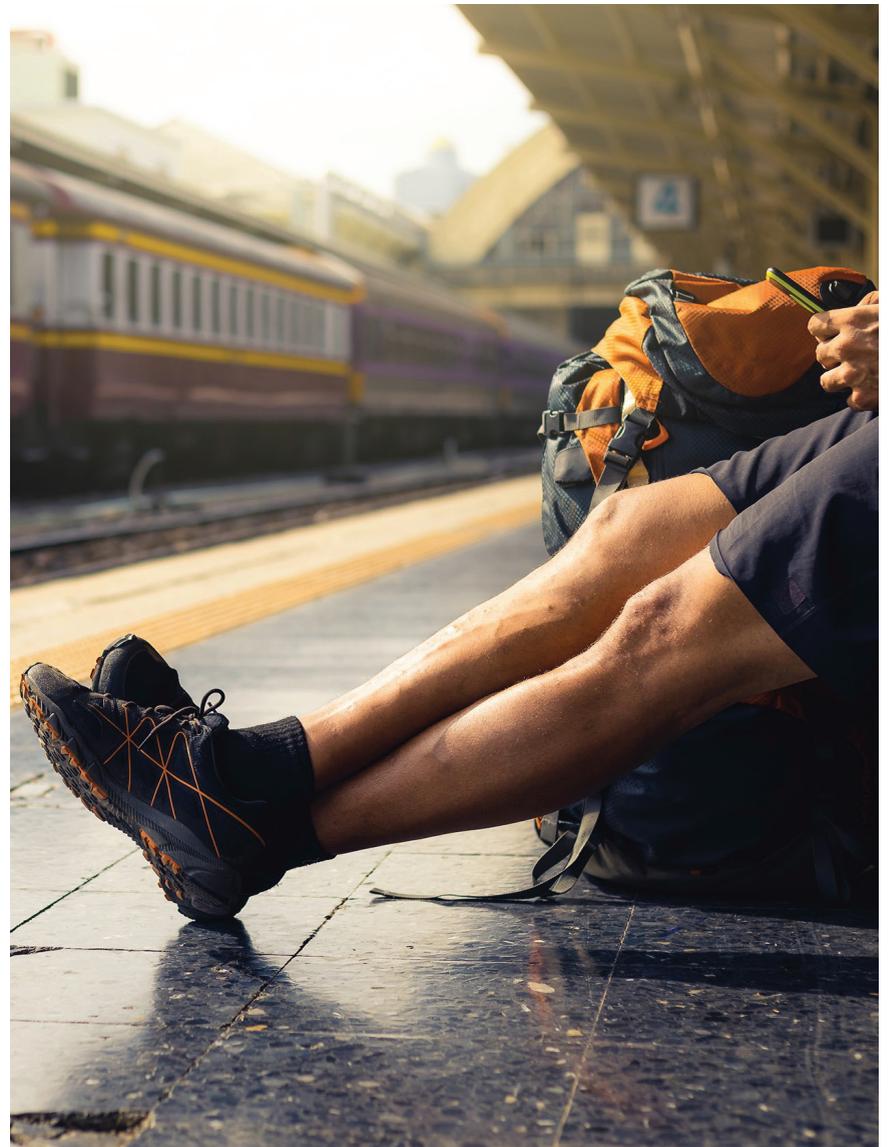


Top row, from left: Joanna M. Pinkerton and Kimberly Slaughter; bottom: Phillip A. Washington



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Fai Lam

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Asset Management Affects Every Employee

ASSET MANAGEMENT—STORIES OF

Success featured speakers from two very different public transit systems, one small and young, the other large and much older. But on this topic, they had much in common.

Laura Zale, manager of asset management at SEPTA (Southeastern Pennsylvania Transportation Authority), spoke about the agency's transit asset management (TAM) plan. SEPTA is a legacy system using infrastructure the agency doesn't own or operate, and much of the documentation is missing. This background adds an extra challenge to the TAM plan.

The first target, Zale said, is to replace equipment and address future service

needs. Part of the TAM plan is to think of the facilities and the line as part of the overall system, remembering that vehicles don't exist in a vacuum. Projects that improve facility conditions have been made a priority.

Asset management uses performance data to create a plan for priorities such as infrastructure modifications.

"Deferred maintenance is not free," Zale said. "It may become expensive replacement projects. But we need proper life cycle data to see what the implications of deferring maintenance projects are."

The other speaker was Amy Lindblom, director of enterprise asset management at Sound Transit in Seattle. One point

she and Zale agreed on is that asset management is useful at breaking down organizational silos. Last year, SEPTA conducted staff training across the agency on asset management concepts.

"It made them realize what they do is part of asset management," Lindblom said. "It made them understand how they contribute to it."

It's not easy. At Sound Transit, "folks are busy operating and maintaining the system, and we're asking them to take time and think about management systems," said Lindblom. That's why she and her staff have used structured management systems, to persuade people to spend their time on asset management.

OPENING GENERAL SESSION CONTINUED FROM PAGE 6

Kimberly Slaughter, senior national practice consultant, HNTB; and Paul Wiedefeld, general manager and CEO, Washington Metropolitan Area Transit Authority, Washington, DC.

Washington explained that the purpose of the task force is to share experiences, develop new resources and embrace lessons from "one another in this crisis," which "has dramatically reshaped our world."

All three acknowledged recent events that have prompted a national discussion on systemic racism.

Pinkerton said her system has made equity, diversity and inclusion a core principle, as her agency strives to represent the "community we live in by changing hiring policies and making sure women and minorities are well represented."

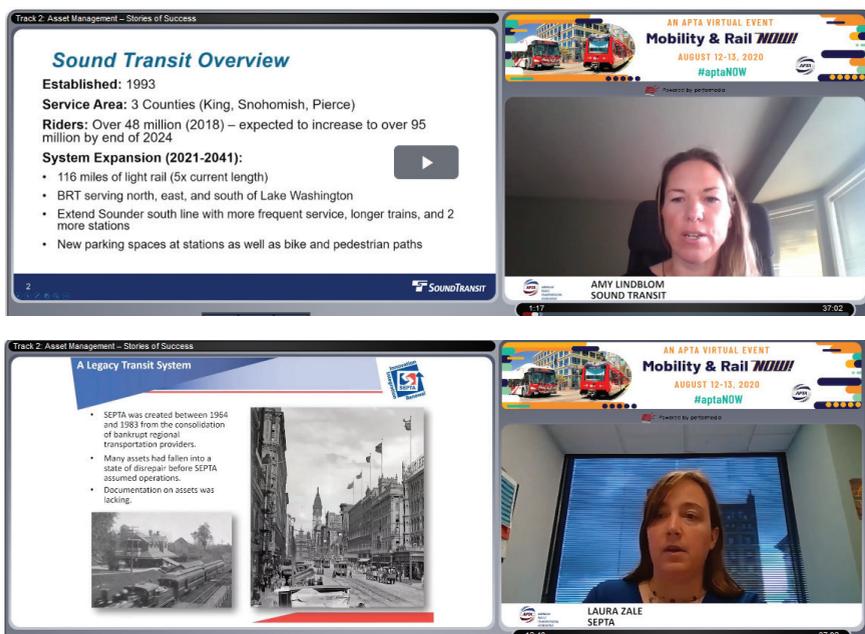
Slaughter said, "we need to create an environment where people can talk. We need to have the uncomfortable conversations so we can build lasting stronger relationships with one another."

"It's not enough to get a seat at the table," she said. "We need to belong at the table. We need to know that our presence and contributions are valued to create an equitable environment."

Washington said it is important to say, "Black Lives Matter because there was a time constitutionally that they did not matter."

The group discussed the safety of public transit systems today with regard to the pandemic and said their agencies have seen increases in ridership. They believe riders are aware of the extra efforts being made to clean and sanitize transit vehicles and facilities.

Washington talked about "an exciting new initiative" by the task force to define a set of commitments that public transit agencies and riders should make to one another. The program will be finalized in the next few weeks and released after Labor Day. "This is very important to help instill confidence in the public to return to transit," he said.



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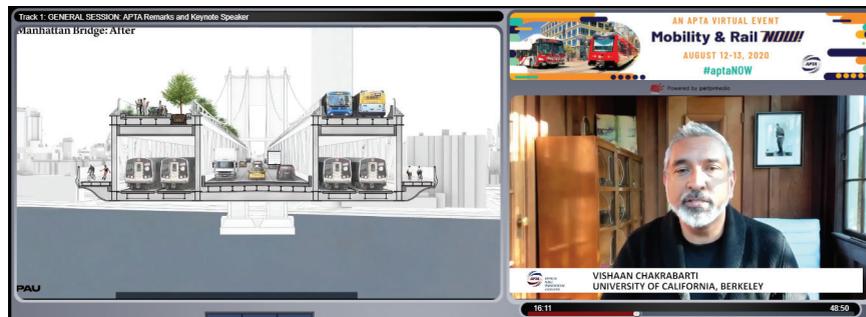
RENOWNED ARCHITECT AND urban designer Vishaan Chakrabarti discussed his vision for a more sustainable, car-light urban future as keynote speaker for day two's General Session. Chakrabarti is Dean of the College of Environmental Design at the University of California, Berkeley, and founder of the Practice for Architecture and Urbanism. He is the author of *A Country of Cities: A Manifesto for an Urban America*.

Often overlooked, Chakrabarti said, is the notion of 'joy.' "Quality of life is absolutely fundamental to the entire conversation," he said. "Private cars coming into cities do not bring joy or quality of life for anyone—not for the drivers of the cars nor the other people who experience them."

He cited Mayor of Paris Anne Hidalgo's concept of the "15-minute city," where residents can have their work, shopping, health and culture needs met

within 15 minutes of their home, cautioning that there is a long way to go in the U.S. toward realizing this ideal.

A project Chakrabarti worked on with the *New York Times*, N.Y.C ("Not Your Car"), addressed how to better use existing city infrastructure to improve quality of life. He explained that "32 percent of Manhattan is covered by streets, of which 53 percent is covered by cars." And factor in the amount of land used for gas stations, parking lots, etc.—land that cannot be used to meet, for example, housing needs. Land devoted to accommodating private cars equals four times the size of Central Park! The project investigated what Manhattan might look like if private cars were banned and streets turned over to buses, rideshare vehicles, bikes and delivery vehicles with their own dedicated, protected lanes. Streets would be more conducive to pedestrians, especially the elderly and disabled, and



there would be room for community facilities, extra trash receptacles and even composting bins. This would also help address air pollution and other public health issues. The concept, he explained, actually echoes earlier times; Park Avenue, for example, originally had a park running down the middle, which was later removed to accommodate cars.

A benefit for public transit agencies within this concept is that, without private cars clogging roads, people who commute into the city would have dramatically reduced travel

times. And, rather than people being directed through large and busy major transit hubs, on-demand services, autonomous shuttles, scooters, etc., would be able to transport people on a more direct and pleasant route from home to destination, increasing joy and quality of life not just for people in the city but for those who must make their way daily into the city. "Don't get me wrong; I love cars!" he said. "But we shouldn't conflate the freedom of driving across country on the open road with, for example, a two-hour daily commute in Atlanta."

Mobility as a Service And DART's GoPass

AT THE ADVANCING MOBILITY AS a Service (MaaS) session, the focus was on the new Mobility Management Standards product, crafted by APTA's MaaS Working Group.

Adelee Le Grand, vice president, strategic advisory/client relations, Transdev North America, chair of APTA's Mobility as a Service Working Group, talked about the guidelines the group is developing for agencies to use to gain a better understanding of MaaS and how to implement it. The aim, she said, is to "empower transit agencies to become mobility managers and enablers of mobility solutions."

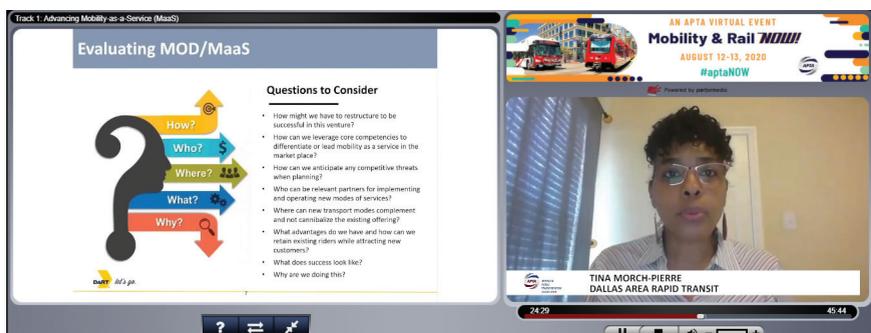
The guidelines include chapters on the core components of MaaS, governance models, how to make the case, and marketing externally and internally. Different agencies, Le Grand said, will

need to adapt as they see fit based on their size and resources. Many agencies, she noted, are already implementing components of MaaS, including Dallas Area Rapid Transit (DART).

Tina Morch-Pierre, assistant vice president, office of innovation, DART, talked about the agency's successful GoPass mobile app which she said, "offers a robust planning, ticketing and payment platform," that can be adapted by other agencies who can adapt it to their specific needs. The app has a 4.8 rating in the Apple Store.

"DART is developing and implementing strategic change initiatives that will position the organization at the forefront of the MaaS model," she added.

DART received APTA's 2019 Innovation Award for excellence for its GoPass.



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High-Speed Rail More Affordable Than Planes, Highways

A CALIFORNIA STUDY SHOWED that high-speed rail is more cost-effective than further investment in air and highway travel. And Virginia and California state rail managers said that rail is working with air and highway travel to improve transportation options. Representatives from both states spoke at the Thinking Beyond the Plane: High-Speed Rail and a New Era of Inter-regional Transportation session.

Mathew Olson, special project associate at the California High-Speed Rail Authority in Sacramento, coauthored a study to find out how much the state would have to invest in highways and aircraft to match the carrying capacity of high-speed rail.

California is facing a capacity crisis, Olson said. State population is

expected to grow by 6.5 million by 2036. The American Society of Civil Engineers (ASCE) has graded its roads and highways at D and its aviation infrastructure at C+. The state would need to invest \$153 billion in highways and airports to offer the same carrying capacity as high-speed rail, which would cost \$79 billion, the ASCE estimates.

“High-speed rail is the more affordable and reasonable choice,” said Olson.

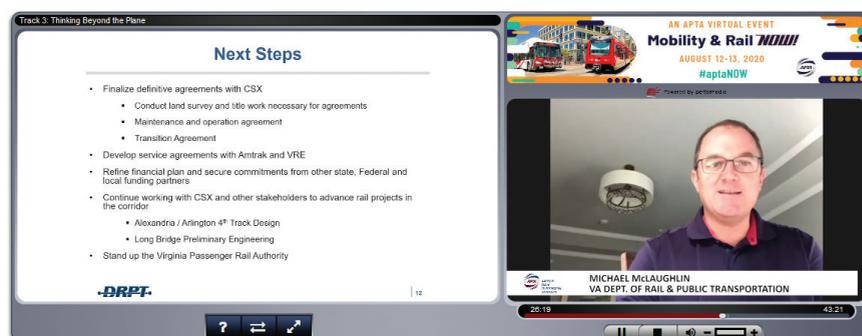
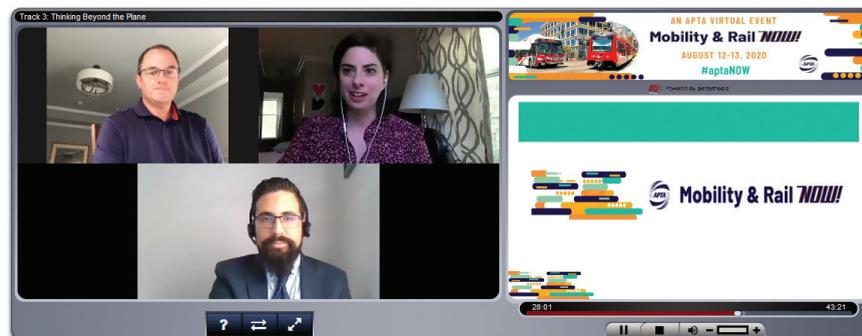
Michael McLaughlin, chief of rail transportation at the Virginia Department of Rail and Public Transportation, spoke about his state’s plans to expand high-speed rail and how it will affect travel patterns in an area that is almost as gridlocked as California. The proj-

ects will have state, federal and local funding partners, and the state will contract out service to Amtrak and VRE (Virginia Railway Express), a commuter rail service that travels from the Virginia suburbs to Washington, DC.

McLaughlin noted that Amazon is

building a second headquarters in Crystal City, VA, and a VRE station there will carry passengers to the airport.

And in California, “we don’t see ourselves as the enemy of highway and air travel, but as partners,” Olson said.



Procurement Goes Paperless, Offers Daily Communication

BY BEING FLEXIBLE, TWO VERY different public transportation organizations—Sound Transit and Bombardier Transportation—have continued to deliver procurement services during the coronavirus pandemic, they said during a session on Procurement in the Era of COVID-19. Procurement executives from both organizations spoke about moving from paper to online transactions, in-person to virtual meetings and office work to work at home.

The most useful switch was to move all paper transactions online, said Ted Lucas, director of procurement and contracts for Seattle-based Sound Transit. That included outgoing solicitations and bids and incoming proposals. Virtual meetings included staff

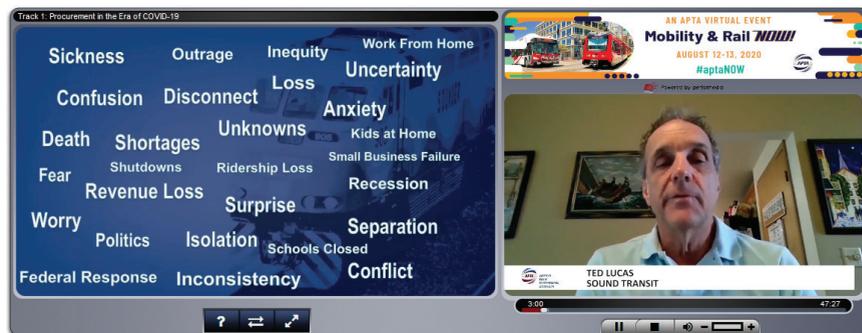
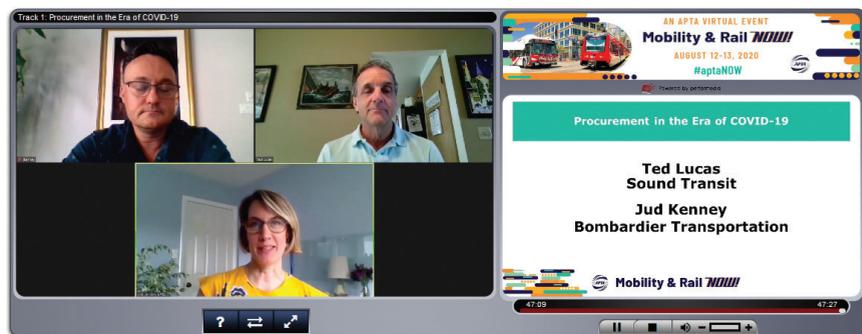
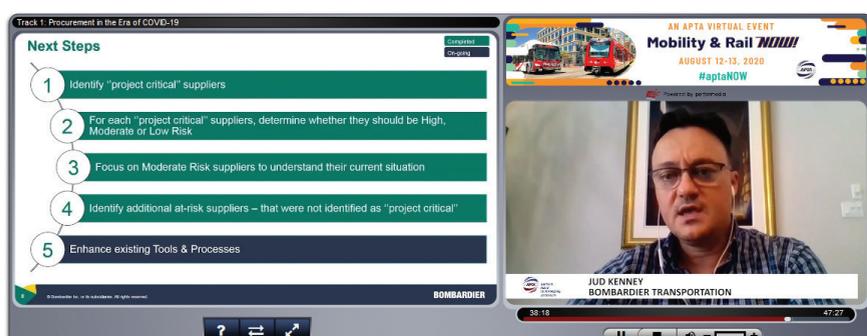
meetings, site inspections, evaluation meetings and board meetings. And moving to electronic documents meant using DocuSign for binding documents and e-files for procurement and contract files and internal files. The change involved deep collaboration with the IT department.

“We had been talking about going paperless for some time,” Lucas said, “but COVID was the catalyst to move it there.” He warned that agencies should check state laws, as some still require in-person meetings and paper submittals.

At Bombardier, Jud Kenney, vice president of procurement and supply chain for the Americas, learned that frequent communication is vital when

everyone is working from home. He had daily meetings with employees through Microsoft TEAMS, and suppliers want frequent communication from headquarters. Business was down to 30 percent of capacity for ocean and

air freight suppliers, and deliveries of ocean and air freight were delayed by a month. Kenney’s staff identified the most at-risk suppliers and monitored and worked with them closely.



Nontraditional Approaches to Transit Funding

THE MANAGING TRANSIT FUNDING

and Financing During Periods of Economic Stress session offered two views on public transit funding, one from a federal funding agency and the other from a large transit agency.

Morteza Farajian is executive director of the Build America bureau at USDOT, which has a \$50-70 billion capacity in new loans. The loans, through the Transportation Infrastructure Finance and Innovation Act (TIFIA), can finance up to 49 percent of project-eligible costs. Borrowers can get less than market rate on loans, with no penalty

for prepayment or refinance. Payment deferral is offered up to five years. A borrower can use the money for construction costs and start repaying the loan once revenue comes in from the project, Farajian said.

His office also offers technical assistance, with experts available to discuss environmental permits and other requirements. "It's a one-stop shop," he said.

At the Los Angeles County Metropolitan Transportation Authority (LA Metro), Colin Peppard, manager of outreach and strategic relationship in the office

of extraordinary innovation, is trying to figure out how to maximize revenues.

"We're interested in proposals that show a return over time, have very low costs but have value in kind," he said. "As long as it improves the public, it's a good investment."

During the pandemic, LA Metro has partnered with nonprofits and food banks to provide a food delivery service to allow households not to take a trip on a crowded route. In that case, the agency was acting "maybe not as a traditional transit agency, but as a mobility

agency," Peppard said.

Both men recommended flexibility when trying to save costs.

"Construction costs are 5 percent compared with a DOT loan that's 1 percent," said Farajian. "Think of more efficient approaches that can save money here and there."

Adds Peppard: "Your riders, the private sector are your partners. The public will give you feedback. Survey often, survey early, and incorporate that feedback."

Getting an Agency's Safety Plan Approved By the FTA

REGULATORY COMPLIANCE IS A

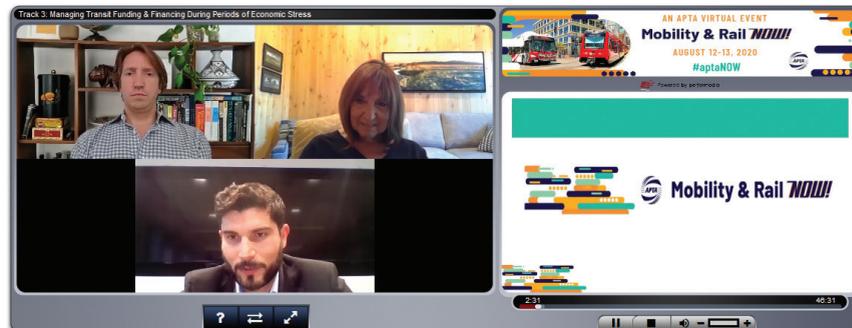
critical part of a public transit agency's operations, and the session on FTA's Public Transportation Agency Safety Plan (PTASP) offered some useful guidance on creating a good PTASP that the FTA will approve. Representing the FTA was Paulina Orchard, division chief for safety policy and promotion in the office of system safety, office of transit safety and oversight. And speaking for a public transit agency that has successfully navigated the process was Angelique Gaeta, chief of system safety and security at the Santa Clara Valley Transportation Authority, San Jose, CA.

Orchard offered an overview of the many FTA resources to help agencies with their PTASP, starting with the Technical Assistance Center website (www.transit.dot.gov/PTASP-TAC). An agency can submit a draft PTASP to the FTA and receive review comments and a checklist of where the plan may have gaps, plus a phone conference if needed. To start, an agency should

make sure its PTASP defines accountabilities, responsibilities and authorities for each safety management system.

The deadline for submitting a safety plan to the Technical Assistance Center for review is Nov. 13. The deadline for submitting the completed PTASP is Dec. 31 (revised from July 20). At the beginning of 2021, the center will shift its focus from safety plan development to implementation, Orchard said.

Gaeta worked closely with the Technical Assistance Center to get her agency's application reviewed and, eventually, approved. The agency hired a consultant to work with its staff and went through various levels of review and comments by the center, the California Public Utilities Commission, the Rail System Safety Review Board and its own Board of Directors. It used the extensive resources on the PTASP Technical Assistance Center website. The entire process took just under a year.



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LBT Rehabilitation Nears Completion

COMPLETE COACH WORKS (CCW) is at the midway point of a project with Long Beach Transit (LBT) to perform a mid-life rehabilitation on 72 Gillig buses. The project includes a cosmetic rehabilitation and engine replacement.

The 40-foot buses are being repowered with the new Cummins L9N CNG “Near Zero” engine, which are substantially cleaner, more fuel efficient and require less maintenance. In addition to the repower are new alumi-

num wheels, LED exterior and interior lighting, exterior mirrors, floorings, repainted driver’s areas and interior sidewalls, reupholstered passenger seat inserts, upgrades to the fire suppression systems and new paint and decals.

“CCW has been contracting work with Long Beach for years and this is one of the most rewarding projects to date,” said Kevin O’Brien, general sales manager for CCW.

COTA, COSI Encourage Remote Learning

THE CENTRAL OHIO TRANSIT Authority (COTA), Columbus, has partnered with COSI on Wheels, the Center of Science and Industry’s (COSI) educational outreach program, to host educational events at five Columbus City School locations through early September.

At each event, COTA will provide an amplified Wi-Fi enabled vehicle and COSI will deliver a Wi-Fi enabled COSI Connects mobile unit to create a large free hotspot location. Students and families will be able to download the COSI Connects app and download STEM content to their mobile devices for offline use. The goal is for students to take STEM lessons home and prepare for the upcoming school year, which will begin for the first time in a virtual learning environment.

“This is a great example of how creativity and partnerships can grow and thrive in times of great need,” said COTA President/CEO Joanna M. Pinkerton. “As the region’s mobility solutions provider, we are challenged daily to use STEM principles to find ways to ensure everyone has the mobility they need to access basic needs and essential services. COTA is proud to work with dynamic organizations such as COSI and Columbus City Schools to find equitable opportunities for prosperity, especially at an unprecedented time that challenges how our community will support younger generations to use their imaginations. We are glad to reinforce to Columbus students that learning can still happen outside the classroom and hope we can all approach this unique, new school year with an appetite to do the unexpected.”

“COSI is proud to partner with COTA, Columbus City Schools and our other partners to provide STEM education to our community by leveraging our digital platform, COSI Connects,” said Dr. Frederic Bertley, COSI president and CEO. “It is important to us to be able to offer fantastic resources to keep kids engaged in science education during this pandemic and provide it right in their neighborhoods.”



COTA and the Center of Science and Industry have partnered to bring STEM education and free Wi-Fi to children in neighborhoods across the Columbus City School District.

DURHAM, NC—GoTriangle has

appointed **Scott Thomas** as its chief communications officer. Thomas will provide strategic leadership and direction for the agency’s communications, marketing, public involvement, community relations and employer services efforts and oversee the communications and public affairs team. Before joining GoTriangle, Thomas worked more than 11 years with the independent and nonprofit Granville Health System.



Thomas

TOLEDO, OH—The Toledo Area

Regional Transit Authority has named **Jim Fight** as its new human resources director. Fight has extensive human resources experience in the transit and transportation industry,



Fight

having served most recently as the director of human resources at the Capital Area Transit System, Baton Rouge, LA. He also held executive-level positions in human resources at the Kansas City Area Transit Authority, where he introduced the agency’s first annual Diversity and Inclusion Conference, and at Compass Transportation / Transit in San Francisco. For APTA, Fight is a member of the Diversity and Inclusion Council.

LOMBARD, IL—Transdev announces

the promotion of long-time transit professional **Julie Peel** to vice president of safety and security. Peel joined Transdev in August 2015, as safety and training director for the paratransit contract with the Washington Metropolitan Area Transit Authority, followed by promotion in early 2018 to regional safety director, Northeast region.



Peel

GERMANTOWN, WI—WAGO has

announced the promotion of **Clayton Windsor** to product manager – DIN rail mount terminal blocks. Windsor has held the position of product specialist for marking and tools at WAGO for the past two and a half years.



Windsor

EPHRATA, PA—

WSP USA has named **Jacqueline Peduzzi** as alternate delivery leader for the West region, leading the selection of contractor and concessionaire



Peduzzi

partners and managing the relationship with those partners. Currently serving as a vice president and area manager for construction services in Denver, Peduzzi is involved in projects including Texas High-Speed Rail in Fort Worth and the Southeast Rail Extension for the Regional Transportation District in Denver. Her previous experience included multiple rail and construction management projects for the Chicago Transit Authority. She is a member of the Women in Transportation Seminar.

WSP also named **Ettore Morelli** as senior vice president and national alternative delivery leader for transportation, responsible for the firm’s services to local and national contracting partners on major projects for state and



Morelli

local transit and transportation agencies. Prior to joining WSP, Morelli served as a vice president for global business development and alternative delivery at an international engineering firm. His experience includes all phases of management of alternative delivery projects in North America, South America, Europe, Asia and the Middle East.

Aron Kirsch has joined WSP as vice president and national program manager for urban development. Kirsch will lead a multi-disciplinary team responsible for delivering development projects integrated with major transportation



Kirsch

facilities. He will manage client relationships and provide technical leadership for planning, environmental documentation, design, construction and cost estimating. Kirsch previously worked at the Hudson Yards Development Corporation, where he led the design and construction of New York City’s \$3 billion Hudson Yards project.

Edward Axt is returning to WSP as the senior engineering manager for transit and rail in Sacramento. Axt, who began his career with the firm, will oversee transportation planning and engineering projects in the Sacramento



Axt

region, including transit planning, light rail and BRT feasibility studies, alternatives analysis of transit systems, BRT final design and high-capacity transit master plans. Axt previously worked at an international engineering firm as deputy project manager on the Southwest Corridor LRT project in Minneapolis-St. Paul and as financial and administration manager on the Viva BRT project in Toronto. He also served as deputy project manager on the Dulles Corridor Rapid Transit Project’s Preliminary Engineering/National Environmental Policy Act project for the Washington Metropolitan Area Transit Authority.

Three SFMTA Sales Kiosks Provide New Services to Customers

In response to the coronavirus pandemic, the San Francisco Municipal Transportation Agency (SFMTA) moved a number of customer service functions online. To support customers who may need in-person service, three Muni sales kiosks are being used as alternate locations for services previously only available at the agency's Customer Service Center at 11 South Van Ness. Prior to its closure, the Customer Service Center served approximately



20,000 customers a month. Services provided at the kiosks include Clipper sales/youth and senior cards, life-line monthly pass sales, parking and transit citation payments. Redirecting services online and to the kiosks will allow the Customer Service Center to eventually reopen under a much more limited capacity, minimizing risk for customers and staff.

CapMetro Launches Pickup in Lago Vista

CAPITAL METRO (CAPMETRO), Austin, TX, has launched a new on-demand Pickup zone in Lago Vista, offering customers an option to get to important destinations such as medical services, City Hall, the library, shopping, parks and more.

"We are so excited to bring Pickup to Lago Vista. The service will provide reliable, accessible and on-demand transit to the community," said Chad Ballentine, CapMetro's vice president of demand response and innovative mobility. "Pickup is an innovative way to build connections and bridge gaps that naturally occur in any transit network."

In line with current health guidelines, passengers must wear a face covering while riding Pickup. CapMetro piloted the Pickup service in 2017. The Pickup service app was developed in partnership with Via.



Pickup customers can request a ride directly from their smartphone app or by calling the Pickup Service Center.

CLASSIFIEDS

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

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To estimate the price of your ad, you may use Microsoft Word's "word count."
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The next issue of *Passenger Transport* will be September 21. The deadline for submitting classified ads is Friday, September 11, 3 p.m. Eastern time.



CITY OF CULVER CITY, CALIFORNIA RFP #2041

Notice is hereby given that proposals will be received by the City of Culver City, California, for furnishing the following:

Consultant Services For Culver City Tactical Transit Lane Pilot Projects

In strict accordance with the Specifications on file in the office of the Culver City Purchasing Division, 4343 Duquesne Avenue, Culver City, California 90232. Copies of specifications and proposal documents may be obtained from the City's website at <http://www.culvercity.org/city-hall/information/bidding-contract-opportunities>. Any and all changes in the RFP will be made by written addendum, which shall be issued by the City to all prospective bidders who have registered for the RFP via the City's website.

Proposals must be submitted electronically through Culver City PlanetBids (<https://www.planetbids.com/portal/portal.cfm?CompanyID=39483&access>) by or before **3:00 p.m. (PST) on Thursday, August 27, 2020**. Late submissions will not be accepted. Facsimile proposals will not be accepted. Any proposer may withdraw his proposal, without obligation, at any time prior to the scheduled closing time for receipt of proposals. A withdrawal will not be effective unless made personally or by telephonic notification received prior to the closing date. Proposals may later be referred to the City Council for appropriate action. The City reserves the right to reject any or all proposals as the best interests of the City may dictate.

HELP WANTED

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/transit-careers/

HRT is an EOE.

SAFETY SPECIALIST FT TEMPORARY ASSIGNMENT

Hampton Roads Transit is seeking an experienced Safety Specialist to conduct investigations, perform inspections, conduct safety training and develop mitigation strategies to resolve identified hazards.

Knowledge of DOL OSHA Standards 29 CFR 1910 and 1926. Ability to conduct complex accident, incident or injury investigations and prepare written reports. Ability to design, develop and deliver adult technical education programs. Ability to take innovative approaches to process improvement and problem solving. Ability to analyze and interpret data and produce reports to summarize data findings.

Preferred Training/Experience: OSHA 501 Trainer, Public Transportation Safety Certification Training Program Certificate, Transit Safety and Security Program Certificate and Transportation industry experience

Apply online at www.gohrt.com/transit-careers/

HRT is an EOE.

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. Please contact Rocky Chong via email at rhhong@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

CITY OF NORWALK

REQUEST FOR PROPOSAL (RFP) NO. 21-627

PARATRANSIT DEMAND RESPONSE USER SIDE SUBSIDY

TRANSPORTATION PROGRAM AND ADVANCED RESERVATION

DIAL-A-RIDE (DAR) / SUBSCRIPTION SERVICE

Notice Is Hereby Given that the City of Norwalk invites prospective Proposers to compete for the opportunity to provide the Norwalk Transit System (NTS), a department of the City of

Norwalk, a municipal government, Paratransit Demand Response User Side Subsidy Transportation Program and Advanced Reservation Dial-A-Ride (DAR) / Subscription Service.

A pre-proposal conference will not be held. All requests for clarification, questions and comments concerning this RFP are due on Monday, September 14, 2020 no later than 5:00 p.m. (Pacific Time) and must be clearly labeled "Written Questions for RFP No. 21-627" and faxed to (562) 929-5966, Attention: Darlene Mena, Purchasing Division. The City is not responsible for failure to respond to a request that has not been submitted in accordance with the RFP.

The successful Proposer will be required to comply with all applicable Equal Opportunity Laws and Regulations. The City of Norwalk hereby notifies all prospective Proposers that the City will require each Proposer affirmatively demonstrate that Disadvantaged Business Enterprises are afforded full opportunity to participate in the performance of contracts and sub-contracts financed in part or in whole under this RFP, and will not be discriminated against on the grounds of race, color, gender, age, or national origin in consideration for an award.

Proposals must be in writing and must be received by the City of Norwalk Purchasing Division by **11:00 a.m., on Thursday, October 15, 2020** via U.S. Mail, FedEx, UPS or courier or in person. Proposals received after the above listed date and time will not be considered, regardless of postmark.

Copies of the RFP may be obtained from the City's website at <http://norwalk.org/business/rfp-posts-list> on Monday, August 24, 2020.

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

Dated: August 24, 2020
/s/Darlene Mena
Buyer