

# PASSENGER Transport

THE SOURCE FOR PUBLIC TRANSPORTATION NEWS AND ANALYSIS

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## Additional Speakers Named for APTA's TRANScend

**APTA'S VIRTUAL TRANScend EVENT**, Oct. 21-22, will explore and address the most important questions facing public transportation for the year ahead and how to rise above current challenges.

APTA has confirmed a host of renowned public transit executives and luminaries to lead discussions on such topics as the long-term impacts of COVID-19, bringing passengers back, putting equity in the forefront, the changing landscape of cities, policing in a new era and more. Speakers include:

- K. Jane Williams, deputy administrator, FTA
- Nuria I. Fernandez, chair, APTA; general manager/CEO, Santa Clara Valley Transportation Authority, San Jose, CA
- Jeffrey A. Nelson, vice chair, APTA; general manager, Rock Island County Metropolitan Mass Transit District (MetroLink), Moline, IL
- Paul P. Skoutelas, president and CEO, APTA
- Tony Seba, thought leader, Silicon Valley entrepreneur, educator and author
- Andy Byford, commissioner, Transport for London
- Dorval R. Carter, Jr., president, Chicago Transit Authority
- A. Bradley Mims, president and CEO, Conference of Minority Transportation Officials
- Alva Carrasco, president of the board, Latinos In Transit
- Adelee Marie Le Grand, vice president strategic advisory/client relations, Transdev North America
- Leslie S. Richards, general manager, SEPTA
- Jeffrey Tumlin, director of transportation, San Francisco Municipal Transportation Agency
- Katharine Kelleman, chief executive officer, Port Authority of Allegheny County, Pittsburgh, PA
- Inez Evans, president and CEO, Indianapolis Public Transportation Corporation (IndyGo), Indianapolis, IN
- And more!

Do not miss this opportunity to hear from thought leaders and exchange ideas with your peers! Learn more and register at [www.apta.com/transcend](http://www.apta.com/transcend).

### OCTOBER IS NATIONAL CYBERSECURITY AWARENESS

Month (NCSAM). This year's theme, "Do Your Part. #Be CyberSmart," encourages individuals and organizations to own their role in protecting their part of cyberspace. Read more about the importance of cybersecurity in public transit and access resources on pages 2 and 4 of this issue. Learn more about NCSAM at [www.cisa.gov/national-cyber-security-awareness-month](http://www.cisa.gov/national-cyber-security-awareness-month).

## Continuing Resolution Funds Government, Extends Surface Transportation Programs

**THE U.S. SENATE PASSED A CONTINUING** Resolution, Sept. 30, that prevented a government shutdown by continuing to fund federal programs at current levels through Dec. 11, 2020. It also extends the Fixing America's Surface Transportation (FAST) Act for one year and ensures the Mass Transit Account of the Highway Trust Fund will remain solvent during that time. President Trump signed the bill.

APTA President and CEO Paul P. Skoutelas said, "The American Public Transportation Association, on behalf of the entire public transportation industry, applauds congressional leaders and the Trump Administration for reaching a bipartisan agreement on H.R. 8337, the 'Continuing Appropriations Act, 2021 and Other Extensions Act'. This is the first time in 30 years that Congress has enacted a one-year extension of surface transportation authorization programs after the lapse of a multi-year authorization act."

H.R. 8337 provides public transit agencies with much-needed certainty in public transit funding in FY 2021. The extension of the FAST Act provides at least \$12.6 billion for public transit investment and prevents a \$6 billion across-the-board cut to public transit agencies. The bill also specifically provides \$3.2 billion to the Mass Transit Account of the Highway Trust Fund.

Skoutelas said that while passage of this bill is "vital to the industry, Congress still needs to address the urgent and dire situation faced by public transportation systems across the nation. As Congress negotiates the newly proposed The Heroes Act, APTA implores both chambers of Congress and the Administration to provide at least \$32 billion in critical federal support to enable the public transit industry to survive this unprecedented pandemic."

## RTD Opens N Line Service

**THE REGIONAL TRANSPORTATION DISTRICT** (RTD), Denver, has opened its newest rail service, the N Line commuter rail service from Denver to Thornton.

"I'm excited for all that the N Line will bring to the Denver metro region. Not only will it bring another option to being stuck in traffic, but more importantly, connectivity to the entire RTD system," said RTD Chief Executive Officer and General Manager Paul J. Ballard. "The positive impacts of this new commuter rail line will not only create enhanced mobility today but will pay dividends for decades to come."

"The opening of the N Line is a tremendous milestone for not only the northern communities, but the whole region," said RTD Chair Angie Rivera-Malpiede. "Now our riders are even more connected to our thriving metro area. This line is a true testament to what can happen when constituents, elected officials, staff and public and private entities come together to get things done for the benefit of all."

Ballard and Rivera-Malpiede opened the line with a ribbon-cutting ceremony, attended by local dignitaries, at Thornton's Eastlake 124<sup>th</sup> Station. Sen.

Cory Gardner (R-CO) provided a video statement and Rep. Diana DeGette (D-CO) sent a statement of congratulations.

The N Line will serve Denver, Commerce City, Northglenn and Thornton. It includes six new stations and 2,480 new parking spaces along a 13-mile corridor between Union Station and Eastlake 124<sup>th</sup> Station. The remaining 5.5 miles of the corridor will be built as funds become available. The entire 18.5-mile line is part of RTD's 2004 voter-approved FasTracks program to expand transit across the Denver metro region. The N Line is the seventh FasTracks project to open since 2016.





## COMMENTARY

BY MICHAEL ECHOLS, MBA CISSP

CEO and Founder

MAX Cybersecurity LLC

AND KYLE MALO

Senior Director of Cybersecurity and CISO

Washington Metropolitan Area Transit Authority

# Safety Across the Board: Making Cybersecurity a Core Transit Priority

**P**UBLIC TRANSIT AGENCIES IN THE U.S. FACE an evolving threat to infrastructure and digital systems not seen since 9/11. The growth of interconnected systems and linked safety mechanisms creates a growing threat vector that can undermine financial stability and take lives. A successful attack on most agencies would also yield cascading consequences magnifying the outage across a region.

Even with the U.S. Government's focus on critical infrastructure protection, the cyber vision of executive leadership will define the capacity of public transit organizations to continuously reduce cyber risks. A systematic and strategic agency-level approach to cybersecurity engagement must become resident and remain a significant priority of transit leadership. The recent successful attacks on those organizations that had the financial resources to forge the best cyber planning and mitigation practices identifies a real threat to all transit systems.

As attacks to critical infrastructure multiply and increase in complexity, richer, more sustainable methodology will become vital to the protection of safe and secure transportation systems. The lack of systematic approaches to unearthing vulnerabilities and mitigating the threats will allow hackers multifaceted opportunities to defeat stagnate security strategies.

Successful defense-in-depth strategies demand that cybersecurity be a core function of transit system management. Organizations must seek out unseen vulnerabilities to manage them accordingly. A growing cadre of skilled hackers makes this an imperative. Likely attackers will enlist artificial intelligence strategies and use known vulnerabilities in equipment, as well as immature processes, to gain unauthorized access.

Just as leaders understand financial uncertainty and plan to navigate financial risks, they must develop a visibility mechanism to understand what they *don't* know. Effective security strategies interrupt a hacker's ability to fully exercise vulnerabilities. This starts with a systemwide expectation of cybersecurity excellence that incorporates the proper tools, processes and training. Researchers at IBM advise the worldwide average cost of a data breach is \$3.92 million. This cost includes discovery, notification, response and business loss. It does not include the long-term loss of riders associated with the event if safety systems were breached. Clearly, better cyber preparedness has a higher value proposition.

Transit is a sector that knows safety and physical security well. These are concepts at the center of any successful strategy for safe and reliable service delivery. We make substantial investments into these programs. There are federal and state audits for compliance, awards for innovation in these areas, and every employee is trained to recognize unsafe practices. But when it comes to cyber, for many, it's still a nebulous topic.

Cybersecurity does have many complexities, but establishing a robust program is attainable—and it goes well beyond having antivirus software. Antivirus software is the safety program equivalent of wearing reflective vests on the track. Important to be sure, but no transit leader would suggest vests make up the backbone of safety. Similarly, it's time to recognize cybersecurity is dynamic, layered and constantly evolving.

**Safety and physical security are concepts at the center of any successful strategy for safe and reliable service delivery. There are federal and state audits for compliance, awards for innovation in these areas, and every employee is trained to recognize unsafe practices. But when it comes to cyber, for many, it's still a nebulous topic.**

Start by knowing what you're up against. Leaders in any sector or company need to get a lay of the land before they can effectively allocate resources. In evaluating a safety program, they might look to an oversight board's assessment of the program. In accounting, they might expect to see financial statement audit results. These are indicators as to the overall health of a program. In cyber, a capability maturity assessment is a great tool to grant leaders a clear view of the program's strengths and gaps.

For a modest fee, an outside consultant can spend a few weeks in your organization and provide a fairly comprehensive set of security gaps. Most maturity assessments produce results on a 1-5 scale, where "1" is very basic or non-existent practices and "5" is fully optimized. Don't be shocked to discover you're at a "1"—it's common in this sector but should be eye opening. A reasonable three- or four-year goal should be to get to "3", a defined and realistic program. Once you set your goal, you can start having a frank budget discussion. Again, an independent consultant might help to appreciate the path ahead.

Through this process, it should also become apparent that cybersecurity crosses all boundaries of your organization. This means that, as a sector, it's time to realize and appreciate that technology is at the heart of our missions. While payment and trip planning systems are core IT, so are the hundreds and thousands of computer-based technologies that actually move the passengers. And they are only getting smarter and more connected. In that way, we are living through our sector's technical evolution. Historically isolated systems are now providing data that enable better business—but all good things come with risks and costs.

For your cybersecurity team, this can lead to months or even years of work to secure the connections that enable those functions. But just because it's challenging, doesn't mean we don't have a responsibility to take it on. Our customers have always expected safe and reliable services—it's now very difficult to provide those assurances without a robust cyber program. Public transit organizations have spent decades investing in millions of dollars of technology. Cybersecurity is playing catch up—but make no mistake, it requires appreciation and support from all levels of the organization to be successful.

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# CTA, Metra, Pace Launch Updated Regionwide App

**THE CHICAGO TRANSIT AUTHORITY** (CTA), Metra and Pace have launched a redesigned version of their mobile app. The new app, by Ventra, was built especially for Chicago-region public transit users and includes a new look and numerous customer-friendly features and improvements.

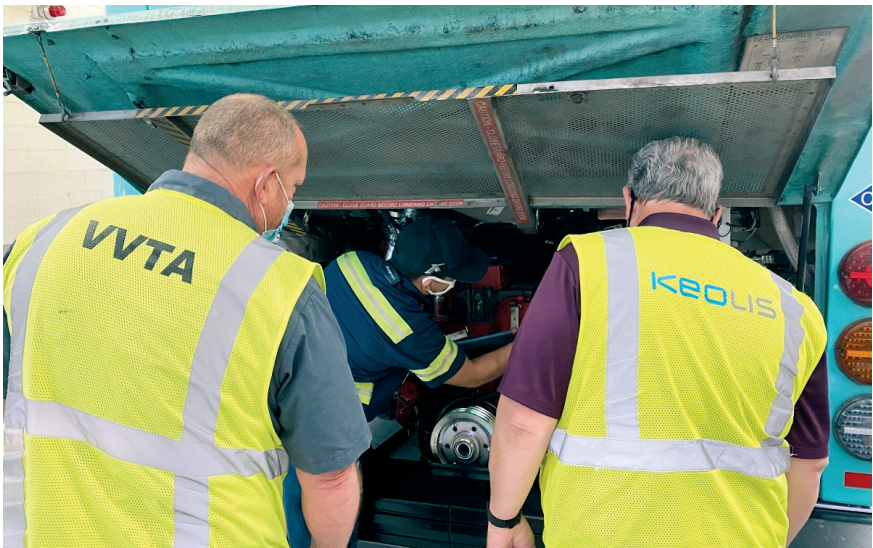
“Over the last five years, the Ventra app has proven to be an indispensable tool for Chicago-area transit riders,” said CTA President Dorval R. Carter Jr. “CTA, Metra and Pace have worked very closely—and incorporated feedback and experiences from our customers—to re-envision the app to bring even more convenience and flexibility to our customers.”

The app retains and improves its existing features, including account management, loading of transit value/passes, account notifications and purchasing and displaying mobile tickets for Metra. The new version also introduces a new Metra fare product that will only be sold as a mobile ticket—the “Round Trip Plus”—that allows unlimited daily

travel between the fare zones selected. “More than half of Metra customers are already using the Ventra app to buy and display their tickets, which shows how convenient and useful it is,” said Metra CEO/Executive Director Jim Derwinski. “Now we’ve made it even more convenient and useful. And in the time of COVID-19, it’s also the safest way to buy and display tickets because it limits close contact and interactions between customers and employees.”

“Ventra, now more than ever, helps our customers stay safe with contactless, cash-free fare payment,” said Pace Executive Director Rocky Donahue. “The new app, especially the regional trip planner, will be a valuable and convenient resource for our passengers.”

When the app debuted in 2015, it was the first of its kind to allow customers to pay for rides on all three transit systems—CTA, Metra and Pace—from their mobile devices. Launch of Ventra Card in Google Pay is expected February 2021.



VVTA and Keolis maintenance supervisors working together.

## Victor Valley Awards Keolis Five-Year Contract

**THE VICTOR VALLEY TRANSIT** Authority (VVTA) has awarded Keolis a five-year contract to operate and maintain its services.

“Here at VVTA, we look to a long and successful partnership with Keolis,” said Executive Director Kevin Kane. “VVTA is at the forefront of providing innovative mobility options to the High Desert communities, and we feel Keolis is at the forefront of providing profes-

sional transit services that will meet and exceed our expectations.”

“VVTA transit services are vital in ensuring residents have access to mobility and essential services. We are eager to have this opportunity to bring our passenger-centric approach to the VVTA and its riders,” said Keolis North America President and CEO Clement Michel.

## House Passes Stop Sexual Assault and Harassment Act

**THE U.S. HOUSE OF** Representatives passed H.R. 5139, the “Stop Sexual Assault and Harassment in Transportation Act”, by voice vote Oct. 1. The bill requires public transit agencies, commuter and intercity passenger railroads, transportation network companies and other transportation modes to issue formal policies to help track and prevent sexual assaults and sexual harassment incidents.

Under the bill, the policies are developed in consultation with labor representatives and include elements such as employee training, passenger outreach, confidential reporting and

potential bans for offenders. USDOT collects information on the number of sexual assault or harassment incidents and makes the information publicly available.

The bill also establishes civil penalties for individuals who physically or sexually threaten or assault transportation employees or take “any action that poses an imminent threat to the safety of a vehicle . . . that is transporting passengers.”

View the bill at <https://bit.ly/2Sid3P1>. View the Committee report, H. Rept. 116-463, at <https://bit.ly/30sY3T0>.

## Metro-North Introduces Map, Languages Updates to App

**THE NEW YORK METROPOLITAN** Transportation Authority (MTA) has introduced updates to the official Metro-North Train Time app that include a real-time train tracking map; a one-tap link to view and purchase tickets via MTA eTix; the ability to bookmark favorite trips and stations; and the option to use the app in Chinese, Italian, Portuguese, Spanish and Yiddish.

“The updates to the Train Time app really enhance the customer experience and address the needs of Metro-North riders as they come back to the sys-

tem,” said Catherine Rinaldi, president of MTA Metro-North Railroad. “I’m proud of our in-house staff and supporting IT experts who continue to innovate and find ways to make commuting safer and more reliable.”

Information technology experts are working on another update for later this fall that will enable passenger counts of each car, allowing riders to more efficiently social distance on trains, thanks to help from students and members of the tech community who participated in a Metro-North hackathon in July.



## New York Subway Hero Awarded Lifetime of Unlimited Rides



When Rikien Wilder saw a man place debris on the tracks at New York’s 14 St subway station, he climbed onto the tracks and removed it just before a train passed safely through. Returning to the platform, he saw the same man place more debris on the tracks, causing a northbound train to derail. Wilder chased the suspect and detained him until police arrived. All 135 passengers onboard the derailed train were unharmed. In recognition of his bravery, New York MTA awarded Wilder a year of free unlimited subway and bus rides and an official MTA “NY Tough” t-shirt. “New Yorkers are known for putting others ahead of themselves, and that’s exactly what Rikien Wilder did,” said Patrick J. Foye, MTA chairman and CEO. “Rikien Wilder’s actions to ensure this suspect could not repeat the heinous crime somewhere else likely saved the lives of fellow New Yorkers, something you cannot put a price on,” said Sarah Feinberg, NYC Transit interim president.

## New CEO Named Hendricks, Transdev U.S.

**TRANSDEV HAS ANNOUNCED THAT LAURA HENDRICKS**, formerly president of Transdev Services, has been named CEO of Transdev U.S.

Hendricks joined Transdev in December 2019. Previously, she served as president and/or CEO of several companies, including Coach America, a large motor coach operator; and Paint Drop, a division of Valspar, a global coatings manufacturer. She also spent a number of years in executive leadership roles at Cintas and FedEx.



Laura Hendricks



# New Study Addresses Cybersecurity in Public Transit

**THE MINETA TRANSPORTATION** Institute, in collaboration with APTA, has released *Is the Transit Industry Prepared for the Cyber Revolution? Policy Recommendations to Enhance Surface Transit Cyber Preparedness*. The study assesses the readiness, resourcing and



structure of public transit agencies to detect, identify, protect from, respond to and recover from cybersecurity vulnerabilities and threats.

Given the multitude of connected devices used by the public transit industry and the vast amount of data generated, the industry can be vulnerable to cyber-attacks and other cybersecurity-related threats. This study reviews cybersecurity best practices in surface public transportation, outlines agencies' cybersecurity operations, provides recommendations, assesses policy on cybersecurity in surface public transportation, and offers recommendations that address gaps or identify issues for Congress and the Executive Branch.

The study includes an online survey of surface public transportation professionals in the U.S. and interviews with USDOT, DHS, the White House and others, as well as published literature.

Access the study at <https://transweb.sjsu.edu/research/1939-transit-industry-cyber-preparedness>.

## NJ TRANSIT Recognized for Cybersecurity Safeguards

**NJ TRANSIT HAS BEEN AWARDED** ISO/IEC 27001:2013 certification for its efforts to protect corporate and customer information. NJ TRANSIT is the first public transit agency in the U.S. to achieve such recognition, according to the agency.

"When I joined NJ TRANSIT, one of my first orders of business was recruiting the highest caliber talent to take technology at our agency to the next level, including our new chief information & digital officer, Lookman Fazal," said NJ TRANSIT President and CEO Kevin Corbett. "We started investing heavily in technology, and that investment is paying off today. Through ISO/IEC 27001:2013 certi-

cation, NJ TRANSIT will ensure data privacy and integrity for our business model covering corporate and customer information while leading the nation in transit system data security."

"NJ TRANSIT is continuously working to improve cyber security," said Chief Information Security Officer Bilal Khan. "The agency is committed to ensuring data privacy and integrity and adopting best practices to minimize threats."

The ISO/IEC 27001:2013 certification is confirmed by an independent and accredited auditor that demonstrates NJ TRANSIT uses best practices to manage, secure and protect information.

## Turn to APTA's Cybersecurity Standards

**APTA PLAYS A CRITICAL ROLE IN THE DEVELOPMENT AND** management of national public transportation standards, which provide a forum and platform for discussion with those government officials who regulate transit operations, and the designers and manufacturers of the equipment, infrastructure and systems on which public transportation depends.

APTA's Security and Emergency Management Standards include Enterprise Cybersecurity, Control and Communications Security, Infrastructure & Systems Security, and Security Emergency Management. Visit [www.apta.com/research-technical-resources/standards/security](http://www.apta.com/research-technical-resources/standards/security).

For more information on cybersecurity in public transportation, contact Polly Hanson, APTA senior director-security, risk & emergency management, at [phanson@apta.com](mailto:phanson@apta.com).



With VTA's new MB-2000 bus simulator, the cab can be configured to match the layout of controls, indicators, gauges and switches of the agency's fleet vehicles.

## VTA Debuts New Bus Simulator

**THE SANTA CLARA VALLEY** Transportation Authority (VTA), San Jose, CA, is the first public transit agency in the U.S. to be using FAAC Incorporated's MB-2000 bus simulator, according to the agency.

The simulator can be programmed for different weather conditions, road surfaces, low-hanging underpasses, pedestrians, cyclists, and any other conditions a driver might encounter in the real world.

The MB-2000 gives VTA trainers the "ability to build scenarios and challenges for the operators in a safe

environment where mistakes can be discussed and better decisions can be made," said Maurice Beard, VTA technical training supervisor, noting, however, that the simulator is an *enhancement*, not a replacement. "The look and feel of operating a coach is very real. The sight lines, mirrors, loading passengers, lift use, etc. are all there. But it cannot fully replace the learning our students get on the road."

VTA acquired the simulator through a federal grant awarded through the VTA/ATU Joint Workforce Investment program with Mission College.

## SacRT Extends RydeFreeRT Youth Transit Program

**THE SACRAMENTO REGIONAL** Transit District (SacRT) is extending its fare-free public transit program, RydeFreeRT, for a second year—through Sept. 30, 2021—thanks to additional funding from program partner City of Sacramento.

RydeFreeRT offers fare-free student/youth travel on bus, light rail, and SmaRT Ride microtransit service across SacRT's service area, with approximately 220,000 students in grades TK through 12, home-schooled students and foster and homeless youth eligible.

"We are excited to continue to offer

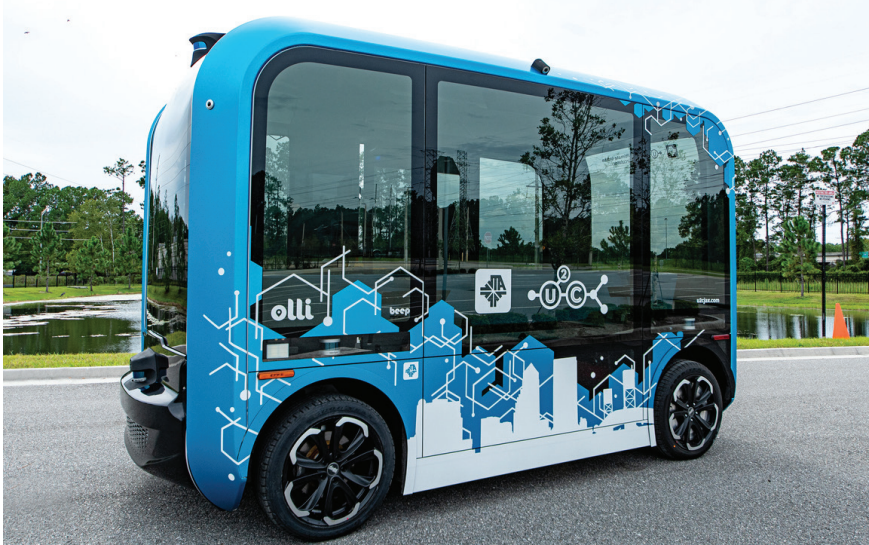
access to transit all day, every day for all Sacramento area youth that live in or attend school in our service area," said Henry Li, SacRT general manager/CEO.

"Fare-free transit removes a financial barrier for young people going to school, working at a job or internship or participating in an enriching extra-curricular opportunity. By making our kids mobile, we are opening doors to their future," said Sacramento Mayor Darrell Steinberg. "It is part of our city's commitment to investing in our communities, particularly those that have historically been underserved."



In initial findings from an evaluation supported by Sutter Health, youth who use SacRT report they can more easily access important non-school destinations because of the RydeFreeRT program.





# JTA Receives First Olli 2.0 3D-Printed Shuttle in U.S.

**THE JACKSONVILLE** Transportation Authority (JTA), FL, has introduced into its Test & Learn program an Olli 2.0 autonomous vehicle (AV) from Beep, Local Motors by LM Industries and Robotic Research LLC.

The Olli 2.0 is Local Motor's first electric, autonomous, 3D-printed shuttle to be built in the U.S. It will lead the next phase of the JTA's Test & Learn activities at Florida State College at Jacksonville's Cecil Center Campus and the JTA's Armsdale Test & Learn facilities.

This is the sixth AV the JTA has tested since it launched its Ultimate Urban Circulator program in 2017. The program will transform the existing Skyway APM system in downtown Jacksonville to support AVs and related technologies.

"When we first announced our plan to retire the Skyway trains and replace them with autonomous vehicles, the JTA set the goal to keep up with the latest advancements. Receiving the first Olli 2.0 shuttle in the United States is proof of that commitment," said JTA Chief Executive Officer and former APTA Chair, Nathaniel P. Ford Sr. "The delivery of the Olli 2.0 at our Test & Learn track marks the next step in

shaping the future of public transportation—not just in Jacksonville, but nationally."

"Beep, Local Motors and Robotic Research are each uniquely positioned to design, develop and deploy custom solutions that best meet the needs of their customers. We're confident our partnership will present the most advanced autonomous platforms to JTA as they explore the options available to support the transformation of mobility in downtown Jacksonville," said Joe Moye, CEO, Beep.

"We're honored to demonstrate the safety and performance of our AutoDrive autonomy kit for the JTA," said Alberto Lacaze, president, Robotic Research. "The solution we're deploying with Local Motors and Beep blends decades of experience and cutting-edge innovation to provide versatile autonomous performance, which is essential to meeting our customer's ambitious and innovative goals."

"Deploying the first Olli 2.0 in the U.S. is a huge milestone for Local Motors and supports our mission to provide autonomous, accessible and connected mobility for all," said Vikrant Aggarwal, president, Local Motors.

# New Buses for NCTD

**THE NORTH COUNTY TRANSIT DISTRICT** (NCTD), North San Diego County, CA, is updating its BREEZE, FLEX and LIFT bus fleets with more than 100 new vehicles.

NCTD has committed to implementing zero-emission bus technology as part of its overall fleet management



plan, and approximately 111 of the current 200-vehicle fleet for BREEZE, FLEX and LIFT have reached the end of their useful life and require replacement. With the delivery of the new vehicles, the average age of the BREEZE fleet will be reduced from 11 years old to 4.6 years old. NCTD's LIFT fleet, which currently has an average age of 6.7 years old, will be replaced with an all new fleet of vehicles. The delivery schedule for the BREEZE, FLEX and LIFT vehicles will vary.

"NCTD is dedicated to strengthening the public's trust in transit, and the rollout of these new vehicles, new services and more environmentally friendly technologies are just a few ways in which we plan to do this over the next few years," said NCTD Board Chair and Encinitas Councilmember Tony Kranz.

# New Curb-To-Curb Option for Metro Bus Dial-A-Ride

**THE ST. CLOUD METROPOLITAN** Transit Commission (Metro Bus), St. Cloud, MN, has added a new option for its Dial-a-Ride paratransit service customers: curb-to-curb service instead of current door-through-door service.

Curb-to-curb service offers passengers the option to select the level of assistance that best meets their needs. This service is ideal for those who are able to move between the building and

bus without assistance from the driver.

"The safety of our passengers is always our #1 priority, but we also respect and appreciate their ability to choose the level of service that suits them," said CEO Ryan Daniel. "The addition of the curb-to-curb option for our paratransit service allows customers to determine their level of independence while creating a opportunities for operators to give more rides."



# King County Metro Awards Connectpoint Digital Signage Contract

**KING COUNTY METRO TRANSIT**, Seattle, WA, has awarded Connectpoint a five-year contract to provide hundreds of "smart city" digital signs for the agency's RapidRide stations and transit centers. The contract includes for Connectpoint's latest 42" Digital Bus Stop.

Connectpoint's cloud-based management system, CPAM™, designed specifically for the transit industry, will be implemented across all new digital information displays.

"Metro Transit is the 'go-to' agency for public transportation throughout King County and we are delighted to have been selected through a competitive bidding process to help them real-

ize their long-term vision for increasing customer satisfaction," said Rick Wood, Connectpoint CEO. With Connectpoint's technologically advanced solar and battery-powered ePaper digital displays and our proprietary content management system, we can provide real-time passenger information, including departure information, service changes, delays and public service announcements, delivered seamlessly across all digital signage, maximizing passenger's experience 24/7."

Connectpoint's Digital Bus Stop will supplement King County Metro's current static passenger information across the agency's 215 bus lines.



An example of a Connectpoint CP-13 installation as currently used by the Orange County Transportation Authority.



# Gov. Northam Signs Hampton Roads Transportation Funding Law

## Virginia's First Zero-Emission Electric Buses To Transform Regional Transit

BY TOM HOLDEN

Marketing and Communications  
Hampton Roads Transit  
Norfolk, VA

### IN A WORD, IT WAS HISTORIC.

Lawmakers and special guests from across Hampton Roads, VA, joined Gov. Ralph Northam on Friday, Sept. 18, for a momentous bill-signing ceremony that will forever change how public transportation is provided across the six cities served by Hampton Roads Transit (HRT).



Hampton Roads Transit President and CEO William Harrell expects the agency's new bus system and alternative-fuel vehicles to play an important role in the region's economic recovery and sustainability.

For the first time, HRT will have dedicated regional funding to support a core network of essential bus routes with consistent and reliable service, especially during the busiest hours of the day when people are commuting between work and home.

"It is only when HRT has a sufficient and sustainable mix of resources that we can truly begin to unleash the true potential of public transportation in Hampton Roads," said William Harrell, HRT president and CEO.

HRT has had a unique arrangement in which it contracts independently with six cities for the delivery of transit services. Over the agency's twenty-year history, an uneven mix of funding has contributed to a fragmented network with long wait times and geographic gaps in service.

The new legislation is a game changer. HRT is now moving forward to implement a core network of 13 regional bus routes that will feature 15-minute service frequency reaching all six cities. Service times will start and end at the same time, and new technologies, customer amenities and transit facility upgrades will offer customers a significantly improved regional system.

The new regional backbone network will roll out in phases, starting in 2022. In total, HRT expects to purchase 48 new buses and hire as many as



Lawmakers and guests from across Hampton Roads, VA, joined Gov. Ralph Northam for a bill-signing ceremony that will change how public transit is provided across the six cities served by Hampton Roads Transit Sept. 18.

290 additional operators. With a surge of new people and equipment, a new bus operating division in Virginia Beach will replace an aging and inadequate facility that is currently in use.

"More people will have significantly better access to reliable peak-hour bus service," Harrell said. The new system will feature a 169 percent increase in the number of people with access to 15-minute service. Job access will increase from 137,500 to approximately 312,000.

Harrell says he also expects the new core bus system and HRT's use of alternative-fuel vehicles will play an important role in the region's ongoing economic recovery and sustainability.

"With the help of dedicated funding, which is long overdue, HRT will be here as a reliable partner to help build a stronger, more equitable and sustainable economic recovery for our cities

and the region," he said.

The ceremonial bill signing also featured a ribbon-cutting event to mark Virginia's first all-electric, zero-emission buses.

Manufactured by Proterra in Greenville, SC, the six buses unveiled Sept. 18 will be assigned to one of Virginia's busiest routes that serves between downtown Norfolk and the Virginia Beach Oceanfront.

"I'm so proud of our HRT team and partners," Harrell said. "These historic milestones are especially rewarding because they align squarely with our vision to be a progressive mobility agency that promotes prosperity across Hampton Roads through collaboration and teamwork, and our mission to connect Hampton Roads with transportation solutions that are reliable, safe, efficient and sustainable."

## Critical Conversations for the Year Ahead

# TRANScend

AN APTA VIRTUAL EVENT

October 21-22, 2020

Make room on your calendar and join us this October for TRANScend.

This virtual event will explore different perspectives of the six biggest questions facing the public transit industry in the year ahead.

Don't miss out on hearing from thought leaders, exchanging ideas, and connecting with peers.

LEARN MORE AND REGISTER AT [APTA.COM](https://www.apta.com)





# COTA//Plus to Provide More Access to Jobs, Healthcare and Education

## THE CENTRAL OHIO TRANSIT

Authority (COTA), Columbus, OH, has launched a new COTA//Plus app-based rideshare service, bringing on-demand microtransit to Westerville. COTA//Plus operates either as a point-to-point service or as a connection to or from a COTA transit line. Customers in Westerville can use the service to travel in the 16-square-mile defined zone or use the service to connect to COTA Lines 102 and CMAX. Customers can book trips on a smartphone through the COTA//Plus app or by placing a call.

COTA//Plus provides first-last mile connections to job centers, hospitals, educational institutions, and critical

shopping areas.

“As the region’s mobility solutions provider, COTA works every day to develop mobility options that meet the needs of our communities and connect customers to economic and social prosperity,” said COTA President/CEO Joanna M. Pinkerton. “We are proud to expand COTA//Plus to Westerville, to help the community expand mobility options and provide freedom and flexibility for residents of all ages to access jobs, education, healthcare, food, shopping, recreation and social events in a safe and secure way.”

This is the third COTA//Plus service launched in Central Ohio in 13 months.



# CLASSIFIEDS

## NOTICES

### LEGAL NOTICE

The Connecticut Department of Transportation will be conducting its annual prequalification of professional consultant firms who desire to provide services for the 2021 calendar year. Additional information can be obtained at: [www.ct.gov/dot/business/consultant/selection](http://www.ct.gov/dot/business/consultant/selection).

Submittals must be hand delivered by **3:00 pm on November 16, 2020** or postmarked by this date and received by November 19th. No submittals will be accepted after these dates.

Connecticut Department of Transportation  
An EO/AA/ADA Employer

### PUBLIC NOTICE

#### HYUNDAI ROTEM USA FORT WASHINGTON, PENNSYLVANIA

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

## BIDS/PROPOSALS

### REQUEST FOR PROPOSALS

Chatham Area Transit Authority (CAT) is seeking proposals/bids for **2021-05 Susie King Taylor Rehab** through **11/13/2020 at 2 pm EST**.

Prospective proposers/bidders can download this solicitation at <http://www.catchacat.org/about-cat/doing-business/procurement/procurement-opportunities/>.

For additional information, please contact Victor Colon, Procurement Manager, at 912-651-0453 or via email at [victor.colon@catchacat.org](mailto:victor.colon@catchacat.org).

## HELP WANTED

#### CHICAGO TRANSIT AUTHORITY VICE PRESIDENT, RAIL STATION MANAGEMENT - (20000061)

Description  
Position Summary

This dynamic leader ensures that all rail stations are safe, healthy, clean, and properly maintained as well as staffed with knowledgeable, friendly, and customer-focused employees. Putting industry-leading practices in place, he or she plans, directs, and coordinates personnel, programs, and operations in customer service, custodial services, and staff performance relating to all aspects of Rail Station Management. This person will serve as a cultural leader in order to inspire a positive customer experience through friendly and engaged staff.

#### Primary Responsibilities

- Serves as cultural leader for the department, responsible for driving positive outcomes for customers and employees.
- Provides service with the highest standards of quality and safety for customers.
- Liaises with various Authority departments and external parties to coordinate implementation of -Rail Station Management

# AVTA Launches On-Request Microtransit Pilot

## THE ANTELOPE VALLEY TRANSIT

Authority (AVTA), Lancaster, CA, has launched a new microtransit pilot service to the rural northern Los Angeles County communities of Lake Los Angeles, Pearlblossom, Sun Village and Littlerock.

AVTA’s On-Request Microtransit Ride service is running simultaneously with the agency’s existing fixed-route service, allowing residents to learn the advantages of on-request rides with flexible times and destinations.

“The idea for this innovative transportation solution comes from a detailed study of the needs of these communities,” said AVTA Board Chair Marvin Crist. “The residents need and deserve a quicker connection to the local

AVTA system and to the businesses and services located in Lancaster and Palmdale.”

The service uses an app, AVTA Empowered Mobility, for requesting and scheduling rides from any eligible pickup location to an eligible destination. Passengers may also call to schedule. Fares are the same as AVTA’s local transit system.



The first passenger boards AVTA’s On-Request Microtransit Ride service.

programs and procedures.

-Responds to personnel, station issues and emergency events as it relates to Rail Station Management.

-Hires, trains, develops, monitors, and evaluate staff. Reviews and recommends personnel actions for approval.

-Performs related duties as assigned.

For a complete job description, please visit: <https://chicagotransit.taleo.net/careersection/ex/jobdetail.ftl?job=20000061&tz=GMT-05%3A00&tzname=America%2FChicago>

### DIRECTOR

#### PACIFIC TRANSIT SYSTEM RAYMOND, WASHINGTON

Salary: \$75,000 - \$85,000

The Pacific Transit System provides public transportation services throughout Pacific County, which is located in the southwestern corner of Washington State. Pacific Transit operates on a 2020 budget of \$1.8 million with 22 employees. Under the direction of the Pacific Transit System Board, the Director is responsible for the administration, management, and executive duties of the Pacific Transit System. For a full job description and to apply, visit Prothman at <https://www.prothman.com/>. For questions, call 206-368-0050. Pacific Transit System is an Equal Opportunity Employer. First review of applications: 11/1/2020 (open until filled).

#### PUBLIC TRANSPORTATION SERVICES CORPORATION (PTSC)

#### SENIOR FACILITIES MAINTENANCE SUPERVISOR (CONTRACTS AND ADMINISTRATION)

#### AFSCME EMPLOYMENT OPPORTUNITY

Bulletin No: 004625-003

Closing Date: Oct. 30, 2020

Rate of Pay: \$46.16 per hour

Other Info: This bulletin is posted to establish or add to a Qualified Candidate Pool(QCP)

#### Basic Function

Supervises technical personnel and contractors performing projects and contract oversight, contracted services management, budget administration, maintenance tasks, and services, including graffiti abatement, glass replacement, landscape and irrigation, power sweeping, waste management, pest control, and elevators/escalators maintenance services.

#### Requirements For Employment

A combination of education and/or experience that provides the required knowledge, skills, and abilities to perform the essential functions of the position. Additional experience, as outlined below, may be substituted for required education on a year-for-year basis. A typical combination includes:

### Education

- Bachelor’s degree in Engineering, Public Administration, Business, or a related field

### Experience

- Three years of relevant supervisory experience in contracts management and budget administration of construction and/or maintenance contracts in the following areas: facilities operations, track, signal, or traction maintenance, or rail engineering

- Certifications/Licenses/Special Requirements
- Valid California Class C driver’s license
- 24 hour on-call
- Depending on assignment may be required to climb up to 50 feet
- Possible exposure to physical, weather, electrical, mechanical, and chemical hazards

### Application Procedure

To apply, visit Metro’s website at [www.metro.net](http://www.metro.net) and complete an online Employment Application. Computers are available to complete online Employment Application at the following Metro location:

METRO Headquarters, Employment office  
One Gateway Plaza  
Los Angeles, CA 90012

All completed online Employment Applications must be received by 5:00 p.m. on the closing date.

Metro is an equal employment opportunity employer

#### CHIEF OF POLICE/DIRECTOR OF SECURITY

#### GREATER CLEVELAND TRANSPORTATION AUTHORITY

The multi-modal Greater Cleveland Regional Transit Authority (GCRTA) that serves a region of over 1 million that includes the City of Cleveland, Cuyahoga County and portions of Lake and Medina Counties in northeastern Ohio, is looking for a Chief of Police/Director of Security to head its Transit Police Department.

The position manages the third largest police department in Cuyahoga County with a \$14 million budget and 128 full and part time officers who ensure the safety and security of GCRTA’s 120,000+ daily customers who use the Authority’s Bus, Bus Rapid Transit (BRT), Paratransit, Light Rail, Heavy Rail, and Park-N-Ride services.

As a member of the Senior Management Team, the incumbent operates at both a strategic level coordinating with federal, state local law enforcement entities, and at a tactical level, managing the department’s day to day policing that includes bus, train and canine patrols, detective investigations, traffic enforcement and fare enforcement.

Candidates must have excellent interpersonal and communications skills, as well as a demonstrable history of leadership and

integrity in law enforcement/security administration and management including experience in human resources, workforce development, labor relations and negotiations, and internal integrity/disciplinary programs.

S/he will also be expected to be on the cutting edge of emerging policing strategies and with the use of the latest technologies. S/he must also have a high-level working knowledge of both Constitutional Law and municipal codes and how to apply them equitably on the GCRTA system.

Preferred candidates will have experience in a federal law enforcement agency (SAIC/ SAC or ASAC/ASAC), and/or as a captain, commander, chief/deputy chief, and solid supervisory law enforcement experience. Bachelor's degree required (master's preferred) and a minimum fifteen years' experience as a peace officer with ten in a supervisory position. Certified Law Enforcement Executive course, FBI Academy, Southern Police Institute, or Northwestern University Command and Traffic Institute preferred.

GCRTA is an equal opportunity employer and offers a competitive salary and benefits package.

GCRTA only considers as acceptable those degrees from degree granting institutions approved by one of two nationally recognized accredited organizations; either the U.S. Department of Education or the Council for Higher Education.

Because of the public records laws in Ohio, the identity of applicants and application materials cannot be considered to be confidential.

For a more detailed job description and guidance on how to apply, click here or go to "Current Opportunities" at [www.harrisrand.com](http://www.harrisrand.com) or contact Chris Boylan at Harris Rand Lusk Executive Search at [cboyland@harrisrand.com](mailto:cboyland@harrisrand.com)

LEGAL ASSOCIATE

**Job Posting: Sep 21, 2020 - Closing Date: Oct 5, 2020**  
**Primary Location: GA-Fulton-Atlanta**  
**Number of Openings: 1**  
**Job: Legal**  
**Shift: Day Job**  
**Advertised Salary : \$75K to \$85K annually**  
**Description:**

This position reports directly to the Chief Legal Counsel, and will perform a variety of tasks as directed by the Chief Legal Counsel or designee that are related to the legal needs of the Authority and the Authority's affiliated entities (Atlanta-region Transit Link Authority and the Georgia Regional Transportation Authority). Tasks may include but are not limited to reviewing, drafting and negotiating contracts, intergovernmental agreements and other legal documents; performing legal research; responding to open records requests; drafting legislation and board resolutions; researching and advising on US Department of Transportation regulations such as Federal Transit Administration (FTA) and Federal Highway Administration (FHWA) requirements and best practices, and drafting memoranda; and providing other legal services as needed.

Qualifications:

Juris Doctorate from an accredited college or university AND license to practice law in the State of Georgia OR eligibility to sit for the next Georgia Bar examination OR reciprocity AND Three years of relevant legal experience OR Three years of experience required at the lower level Attorney 3 (LEP022).

The full job announcement can be found at the following link: [https://ga.taleo.net/careersection/ga\\_external/jobdetail.ftl?job=LEG010Q&tz=GMT-04%3A00&tzname=America%2FNew\\_York](https://ga.taleo.net/careersection/ga_external/jobdetail.ftl?job=LEG010Q&tz=GMT-04%3A00&tzname=America%2FNew_York)

DIRECTOR OF TRANSPORTATION – INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION (INDYGO)

Director of Transportation is responsible for directing and supporting all activities in the transportation department, daily management of Fixed Route transportation operations, oversees safe, efficient, and effective customer-oriented transportation services.

- Leads the transportation department, monitoring transportation requirements and operations to ensure reliable and effective on-time performance and service.
- Develops and enforces operational policies and practices to ensure efficient and

safe operations and effective management of department staff.

- Leads organization through various types of change; including cultural, procedures, technology and service expansion and other types of change aimed at improving service to customers and engaging employees.
- Directs the fair and consistent administration of rules and regulations governing driver conduct, appearance, and vehicle operation.
- Ensures that labor disputes are avoided through the fair and equitable interpretation and application of all contract provisions.
- Report system efficiency data concerning bus operators' performance.
- Identifies the short/ long-term transportation needs of the department, develops targeted programs to improve problem areas.

To apply: [https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=45305ce8-e6fb-4092-9bd8-7f67b881b24c&ccId=2010247621\\_4659&type=MP&lang=en\\_US](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=45305ce8-e6fb-4092-9bd8-7f67b881b24c&ccId=2010247621_4659&type=MP&lang=en_US)

ROCHESTER GENESEE REGIONAL TRANSPORTATION AUTHORITY (RGRTA) MANAGER OF MAINTENANCE SYSTEMS & QUALITY

Job Overview:

Under the supervision of the VP of Maintenance, the Manager of Maintenance Systems & Quality is an Authority-wide position responsible for the administration and support of Maintenance information systems and associated interfaces including Trapeze EAM, Fuel Focus, Fleetwatch, EV Connect, New Flyer Connect, Fastenal, Lawson, VHM, and High-Line. Additionally is responsible for all quality assurance/quality control and Maintenance data analysis and reporting functions. Directly supervises the Senior Systems Analyst and Maintenance Quality Assurance Specialist.

**Reports To:** Vice President of Maintenance  
**Supervises:** Maintenance Quality Assurance Specialist, Senior Systems Analyst

**Primary Job Duties & Responsibilities:**  
**Maintenance Information Systems Management:**

Responsible for all Maintenance information systems across the Authority. Manages the function of system administration, support and custom reporting for all maintenance information systems and will perform hands-on system administration functions for Trapeze EAM for fleet and facilities maintenance and asset management. Responsibilities include but are not limited to:

- Supports the "on-boarding" process for new employees including training and user account creation/deletion/modification for all administered systems and provides backup for non-administered systems
- Understands each system intimately

and work to insure that each system is fully utilized to provide maximum benefit to the organization

- Supports the development of custom reports in support of performance management, data analysis and process improvement activities for administered systems
- Supports the development of automated data mining and extraction systems by the Senior Systems Analyst
- Supports other users by providing as-needed situational expertise, training and coaching
- Works with each vendor and IT in supporting system maintenance and upgrades for administered systems and supports that function with the Senior Systems Analyst.
- Supports the migration/access of systems data with the future data warehouse/business intelligence systems

Maintenance Data Analysis and Reporting:

Responsible for measuring, tracking and reporting on all DPI's and other Maintenance performance metrics across the Authority.

- Works with Maintenance management team in establishing, tracking, reporting and analyzing Maintenance performance metrics
- Conducts data mining and extraction activities

• Maintains and improves department and shop-level dashboards and publishes monthly **Maintenance Quality Assurance / Quality Control:**

Responsible for managing the Quality Assurance/Quality Control function for all maintenance organizations across the Authority.

- Works with the maintenance management team, Technical Trainer, Garage Supervisors, Regional Managers, Director of Regional Operations and Director of RTS Access to help establish documented work processes and develop QA/QC procedures around those processes
- Provide QA/QC services as needed to Authority maintenance organizations, including identifying and evaluating process performance, personnel performance and process compliance issues for Maintenance processes and personnel

Additional Responsibilities:

Not all duties may be performed at all times. The position may be required to perform other work as required. Duties may include, but are not limited to, the following:

- Work with the Maintenance management team in supporting process improvement activities
- Work with IT, Finance, Transportation Services, People and MANCON in managing systems interfaces and data flow
- Assist the VP of Maintenance, Director of RTS Access and Director of Regional Operations with preparation of annual budgets
- Provide assistance to RTS Access and Regional Managers as directed by the VP of Maintenance

**Education & Experience:**  
Bachelor's degree from an accredited university or college in business administration,

engineering, or technical/physical sciences and at least 5 years of progressively responsible experience including managing people and work flow or equivalent combination of education, training and experience.

Knowledge, Skills & Abilities:

- Strong computer skills with intermediate knowledge of MS Office and advanced knowledge of Excel.
- Intermediate knowledge of statistical analysis and familiarity with Lean/Six Sigma concepts.
- Strong leadership skills.
- Ability to work with ambiguity and work independently with minimal supervision.
- Ability to present programs and ideas clearly and concisely, both verbally and in writing.
- Ability to establish and maintain effective working relationships.
- Ability to drive process improvement activities and associated change management.
- Familiarity with all phases of transit operations and the ability to learn detailed vehicle and facility maintenance practices.
- Knowledge of QA/QC concepts and how they add value to an organization.

Physical Demands & Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit while using hands to finger, handle, or feel objects, tools, or controls. The employee frequently is required to talk, hear, and use a computer. The employee is occasionally required to stand, walk, reach with hands and arms, and stoop, kneel, crouch, or crawl.

The employee must regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The noise level in the work environment is usually moderate.

Additional Information:

Rochester Genesee Regional Transportation Authority (RGRTA) has a zero tolerance drug and alcohol policy for all employees. All safety-sensitive internal and external applicants will be required to undergo drug testing before employment and will be subject to further drug and/or alcohol testing throughout their employment in accordance to the Department of Transportation (DOT) and the Federal Transit Administration (FTA) regulatory requirements.

RGRTA provides equal opportunity to all qualified individuals regardless of race, color, religion, age, sex, national origin, veteran status, genetic information, or disability.

**To Apply:** Please submit a current resume to Kelly Davidson, RTS Recruitment Manager, via email to [kdavidson@myrts.com](mailto:kdavidson@myrts.com). Please reference the position title and where you saw position posted in subject line. Thank you.

Railway Construction Inspectors & Engineers



**Tectonic is currently seeking full-time Construction Inspectors and Engineers with railway experience to work on NYC Transit projects based within the New York City Metro Area!**

- Minimum of 2 years of relevant railway inspection work experience;
- BS Degree/Equivalent in Civil, Structural, Electrical or Mechanical Engineering Preferred.

Please Visit

<https://tectonicengineering.com/home/careers/>

to view & apply for this position.

**Competitive Salary and Benefits Package!**

**AA/EOE- Minorities, Females, Veterans, & Persons with Disabilities are highly encouraged to apply!**