

# PASSENGER Transport

THE SOURCE FOR PUBLIC TRANSPORTATION NEWS AND ANALYSIS

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The HART SMART AV is 100 percent electric and costs less than \$30 per month to charge.

## HART Launches Tampa Bay Area's First AV Pilot

HILLSBOROUGH AREA REGIONAL TRANSIT (HART), Tampa, FL, has launched the first, fully electric automated vehicle (AV) pilot in the Tampa Bay region, in partnership with Orlando-based autonomous shuttle service provider Beep. The project is fully funded by Florida DOT, with no required match on behalf of HART.

"HART is proud to be the regional leader in a new era of transportation innovation in Tampa Bay," said HART Deputy Chief of Transportation Ruthie Reyes Burckard. "HART SMART [Smart Mobility Alongside Regional Transit] AV is a first-mile, last-mile connection from the TECO Line Streetcar in Ybor City to our bus system in northern downtown Tampa. The shuttle is another option for our riders to get to the places that enhance their lives."

HART SMART AV operates without a steering wheel and uses a pre-programmed, fixed route. Eight sensors on the outside of the vehicle provide a 360-degree view of the environment, and an on-board attendant serves as an ambassador to inform passengers about the technology and oversee the rider experience. The route includes four stops at Marion Transit Center's Bay F, Kennedy Boulevard, Washington Street and Whiting Street with the option for a future stop at Tampa City Hall.

"Investments in safer, sustainable and innovative transportation solutions are more important now than ever to ensure transit agencies like HART can adapt to evolving passenger expectations and needs," said Beep CEO Joe Moye.

## APTA Urges Return to Negotiating Table and Passage of Heroes Act

APTA CONTINUES TO AGGRESSIVELY advocate for additional emergency funding amounting to \$32 billion for public transportation systems, despite the fact that talks have slowed between Congress and the Administration over the next stimulus bill. Over the past two weeks, talks between the parties have stalled on several occasions.

Nevertheless, there has been important progress on emergency transit funding. On Oct. 1, the House passed H.R. 925, "The Heroes Act", a

\$2.2 trillion COVID-19 bill that includes \$32 billion of COVID-19 transit funding, more than double the amount provided in the May version of the bill. The Heroes Act also provides \$2.4 billion for Amtrak grants.

In a statement in response to an impasse in negotiations between Speaker of the House Nancy Pelosi (D-CA) and White House representatives, APTA President and CEO Paul P.

**HEROES ACT** CONTINUED ON PAGE 3

## Voters to Decide on Multiple Ballot Initiatives Nov. 3

VOTERS IN COMMUNITIES ACROSS THE U.S. will head to the ballot box (unless they voted early) to choose their elected leaders and decide on ballot measures that support public transportation Nov. 3.

"Public transportation keeps communities mobile, functioning and open, especially during the COVID-19 pandemic," said APTA President and CEO Paul P. Skoutelas. "These local and state initiatives on the ballot on November 3<sup>rd</sup> are critical so that public transit systems can improve and expand services for residents and keep our economy moving forward."

In 2020, 32 out of 34 measures supporting public transit have passed across the country, which represents a 94 percent win rate. For more information visit APTA's Center for Transportation Excellence at <https://cfte.org>.

Here are the measures being considered:

**San Francisco, Santa Clara and San Mateo, CA:** In the Bay Area, voters will consider a 1/8



cent sales tax to provide dedicated funding for Caltrain. The tax would generate approximately \$100 million annually.

**Sonoma, CA:** Voters will consider a sales tax that could result in \$26 million in revenue: 35 percent of the revenue will be split between bus, bicycle and pedestrian improvements.

**BALLOT INITIATIVES** CONTINUED ON PAGE 4

## APTA's TRANScend: Critical Conversations for the Year Ahead

APTA'S VIRTUAL TRANScend EVENT, OCT. 21-22, ADDRESSES THE MOST IMPORTANT questions in public transportation for the year ahead and discusses how to rise above current challenges. Ahead of the event, *Passenger Transport* invited a broad cross-section of APTA members to share their perspectives on the long-term impacts of COVID-19, ridership, equity, policing in a new era and more. Turn to page 8 of this issue.



## COMMENTARY

BY NURIA I. FERNANDEZ

Chair, APTA  
General Manager and CEO  
Santa Clara Valley Transportation Authority  
San Jose, CA

# Opportunity and Courage: Shaping Public Transportation's Future

*"To be courageous ... requires no exceptional qualifications, no magic formula, no special combination of time, place and circumstance. It is an opportunity that sooner or later is presented to us all."*

— John F. Kennedy, *Profiles in Courage*, 1955

ONE YEAR AGO, THIS WEEK, I WAS HONORED to be named APTA chair. The board had just adopted a new, three-year strategic plan, and our members were preparing a blueprint for public transportation's successful future. We had defined four broad goals: advocating for more investment; leveraging technologies and the "new mobility"; developing leaders and a future-ready workforce; and enhancing safety, security and resilience.

At APTA's 2019 Annual Meeting, aptly called TRANSform, I pledged to lead our industry through a new and exciting time of transformational change. Little did any of us know how fitting that meeting name would become or the magnitude of change that lay ahead.

Four months into my tenure, the nation began to experience what I've been calling THE TRIPLE THREAT: a once-in-a-century pandemic, an economic shock rivaling the Great Depression and social inequity and unrest. Not only did these crises hit the public transportation industry particularly hard, but they also represent issues where APTA must play a leadership role.

From the very start of the pandemic, transit workers—from operators, maintainers and security officers to CEOs, operations managers and service planners—exhibited extraordinary courage. These front-line heroes moved other front-line heroes to keep communities functioning.

APTA turned a challenge into an opportunity. In addition to leading the successful effort to secure \$25 billion in emergency federal funding, our association adjusted to new circumstances. We pivoted to create and deliver new content several times a week, and we modelled virtual events on public transit's pandemic-related priorities.

As APTA chair, one of my top priorities has been to strengthen relationships among the organizations and agencies with whom we needed to work most closely, including the United States Conference of Mayors, state transportation associations and the Federal Transit Administration. For example, last month, FTA Deputy Administrator K. Jane Williams and I led a live webinar exclusively for APTA members that attracted more than 235 participants.

To ensure our industry spoke with a strong, single voice, I established a Task Force on Mobility Recovery and Restoration. More than 40 APTA members and partners were invited to help answer the following questions:

- What should transit agencies do to protect the health and safety of riders and employees?
- How can transit agencies earn the public's trust to convince riders that it is safe to return to transit?
- What should be public transit's forward-looking priorities during and after communities recover?

Under the leadership of Phillip A. Washington, the Task Force chair and CEO of the Los Angeles County Metropolitan Transportation Authority (LA Metro), I am proud to report three major achievements that will have a lasting impact on our nation's recovery.

- **First**, we created the world's largest and most relevant library on public transit and the coronavirus. Called

As much as we have achieved, there is more that must be done. COVID-19 is still affecting our ridership and the way we move people. This means that shaping public transportation's future is our next urgent opportunity. And it too will require courage.

the COVID-19 Resource Hub, this impressive body of knowledge, guidance and best practices from transportation and medical experts is helping transit agencies weather this public health tsunami.

- **Second**, the Task Force launched the APTA Health and Safety Commitments Program, designed to regain public confidence and win back riders. More than 180 transit systems in the U.S. and Canada are participating in the program by committing to specific practices that can help keep transit users and employees safe. [see page 6].
- **Third**, we took an in-depth look into the future of transit and developed recommendations that will help our industry prepare for the post-pandemic world. These innovative ideas showcase our industry's thought-leadership as we reimagine and reinvest in modern, efficient and equitable mobility for all.

As much as we have achieved, there is more that must be done. COVID-19 is still affecting our ridership and the way we move people. This means that shaping public transportation's future is our next urgent opportunity. And it too will require courage.

As I begin an unprecedented second year as APTA chair this month, I plan to resume the agenda I outlined last October with slight modifications to recognize the challenges we are still facing as an industry:

1. Boosting advocacy for funding and pro-transit policies to support our industry's recovery;
2. Using innovation and technology to expand, improve and connect mobility options;
3. Preparing our workforce for a thriving future that will require flexibility and ingenuity; and
4. Growing APTA's membership to strengthen and expand our industry's influence.

This work will support our Strategic Goals, and this is the right time to focus on the future. In so doing, we will make public transit the engine that drives a swift economic recovery and provide greater access to life's opportunities for all people, regardless of where they live, their economic status, origins or physical abilities.

What were IMPORTANT strategic goals when I announced them last October have now become IMPERATIVE for our industry's survival.

Building a stronger and more dynamic future for public transportation will require hard work and tough choices. Yet, considering what we have been through this year, I know we are more than up to the challenges ahead.

This is our next opportunity to demonstrate courage. We must. And we will!

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# Public Transit Agencies Are Helping Voters on Election Day!

**IN THESE DIFFICULT TIMES, PUBLIC** transit agencies continue to support their communities and provide essential services. This year, agencies across the country are offering additional free rides to polling stations for voters on Election Day Nov. 3—and before for early voting.

Among the many systems helping their riders perform their civic duty, the San Diego Metropolitan Transit System (MTS) and North County Transit District (NCTD) will host the region's third "Free Ride Day" Nov. 3, with fixed-route bus and rail services free for everyone throughout San Diego County.

"Free Ride Day this year has a different purpose than in past years," said Nathan Fletcher, MTS board chair and San Diego County supervisor. "We are holding it on one of the most important days for our country: Election Day. We want San Diego residents to have every opportunity to participate in our democracy. Free transit rides all day long will help do just that."

Hosting Free Ride Day on Election Day will help bridge the gap between where a voter lives and where they need to vote. The San Diego County Registrar of Voters will have fewer polling places than in prior elections, so many voters will be required to drop off or cast their

ballot at a different location than they did for the primary election in March.

Laketran, Lake County, OH, will continue its Vote & Ride program for the election, allowing residents to ride the bus free to vote. Residents can take the agency's local routes or schedule a door-to-door Dial-a-Ride to vote early at the Lake County Board of Elections or to their polling location on Election Day.

"At Laketran, we believe transportation should not be a barrier to vote and we know that we are uniquely positioned to help get people to the polls," said CEO Ben Capelle. "Exercising your right to vote is one of the most important roles an individual can play in their community, and if someone is unable to get to their polling location because they do not drive or cannot afford the bus fare, we want them to be comfortable to call Laketran so we can get them there."

Residents can also ride Laketran free to bring their absentee ballots to the Lake County Board of Elections.

There are several locations for early voting located along Knoxville (TN) Area Transit bus routes, and the agency is continuing to offer free rides to voters. "Transportation should never be barrier

to voting," says Isaac Thorne, director of transit. "This is a great opportunity to cast a vote early, avoiding the potentially bigger crowds or longer lines on Election Day. Our customer service team at Knoxville Station can help plan your route to the voting location and can provide information from the Knox County Election Commission's website on what identification passengers will need to bring with them when they go to vote."

The Los Angeles County Metropolitan Transportation Authority (Metro) is encouraging riders to vote early and safely by using Vote by Mail drop-off boxes in place at 19 rail and bus stations throughout Los Angeles County through Nov. 3. Metro will also be offering free rides on its buses and trains on Election Day. Union Station and El Monte Station will be used as official vote centers from Oct. 24 through

Nov. 3 for voters who want to cast their vote early.

"The health of our democracy depends on our participation, and we have to do everything possible to empower Americans to exercise their fundamental rights," said Los Angeles Mayor and Metro Board Chair Eric Garcetti. "From free rides on Election Day to new places to drop off a ballot, Metro is doing its part to make sure nothing stands between Angelenos and their ability to vote."

"We want to make it easy for people to reach the polls or vote by mail and cast their ballot this election," said Metro CEO Phillip A. Washington. "Democracy works best when everyone participates in it and has a voice—and we want to ensure that voting is easy and accessible to all those who rely on the Metro system."




## FREE RIDE DAY

★ RIDE TO VOTE ★



**Tuesday, November 3**

All Buses, Trolleys, COASTER, SPRINTER, and LIFT are totally free!

MTS Access and Amtrak Rail 2 Rail not included.

## APTA Opposes Restrictive Eligibility Criteria for COVID-19 Research Demonstration Grants

**APTA EXPRESSED STRONG** opposition to the inclusion of restrictive project eligibility criteria in the federal grant opportunity for COVID-19 research funding for public transit systems in a statement Oct. 14.

On Oct. 8, FTA issued a Notice of Funding Opportunity (NOFO) stating that it will review and consider applications in accordance with a Sept. 2 memorandum issued by the White House that restricts eligibility for federal funds based on the Administration's determination that New York, NY; Portland, OR; and Seattle, WA; are "anarchist jurisdictions."

APTA President and CEO Paul P.

Skoutelas said, "These funds are critical for transit systems as they undertake extraordinary efforts to safeguard riders and employees, while facing unprecedented budgetary woes. It is inappropriate and unjustified that criteria would be considered to prohibit certain public transit systems from receiving critical funds to support their efforts to respond to COVID-19. Just as public transit systems provide equal access to all residents, federal grants should be available to all public transit providers."

A fact sheet on the presidential memorandum and NOFO is available at <https://bit.ly/3j0sG8q>.



## RTA's Newest Ferry Enters Revenue Service

**THE NEW ORLEANS REGIONAL** Transit Authority (RTA) has launched its newest ferry, RTA2, into revenue service. RTA2, a 105-foot, 150-passenger, BMT-designed, aluminum high-speed catamaran, will serve as the primary revenue vessel for the service between the Algiers Point and Canal Street terminals.

"The entry of RTA2 into revenue service signifies the beginning of the next chapter in ferry service and regional transit connectivity in the Greater New Orleans region and would not be possible without the support of U.S. Congressman Cedric Richmond and the Federal Transit Administration," said Alex Wiggins, RTA CEO. "As we enter the first of two new ferry vessels into service, residents, commuters and

visitors will experience a more reliable, comfortable, enjoyable and safe transit option which will help spur local economic development in our neighborhood business districts."

The \$19 million funding for RTA2, and RTA1, comes partly from a \$15.2 million award from FTA's 2015 Passenger Ferry Grant program for the construction of both vessels and the Canal Street Ferry Terminal re-development project. The State of Louisiana provided the required local funding match in the amount of \$3.8 million.

The Col. Frank X. Armiger, the ferry currently providing this service, will remain as the back-up vessel until the second new ferry, RTA1, enters service. RTA1 is undergoing final modifications and upgrades.

## HEROES ACT CONTINUED FROM PAGE 1

Skoutelas urged Congress and the Administration to return to the negotiating table and "work together to provide emergency funding for public transportation as quickly as possible. The crisis is worsening, and the industry's very survival is at stake." Without the funding, he said, many transit agencies will soon be "forced to cut services and routes for essential workers, as well as furlough frontline workers, leaving communities without service and jobs during an unparalleled pandemic."

APTA surveys show that six in 10 public transit systems will need to reduce service and furlough employees in the coming months if there is no emergency federal funding. In addition, nearly one-half of public transit industry businesses expect to lay off employees, and nearly one-third of transit industry

businesses are concerned that they may go out of business if additional federal funding is not provided.

"The inability to provide emergency funding blatantly disregards the essential lifeline that public transit plays in our communities. Emergency funding is absolutely necessary to avoid catastrophic decisions that will hurt our riders, our communities and the nation," Skoutelas warned.

APTA is urging its members to contact their elected officials and let them know how critical this investment is to their future. APTA's Industry Footprint shows every public transit system, supplier and manufacturer by congressional district and state. This resource outlines the importance of the public transportation industry in regional economies. Visit <https://footprint.apta.com/map>.





The 149 St corridor is home to four popular bus routes (Bx2, Bx4, Bx17 and Bx19) and runs through some of the busiest destinations in the Bronx, including Lincoln Hospital.

# MTA and NYCDOT Announce 2.7 Miles of New Bus Lanes

**THE METROPOLITAN** Transportation Authority (MTA) and New York City Department of Transportation (NYCDOT) have announced completion of bus priority lanes and related infrastructure on 149 St in the Bronx.

The 2.7 miles of bus lanes along the highly trafficked 149 St corridor are equipped with transit signal priority technology; new enforcement cameras will help ensure that only buses and other essential vehicles use priority sections of the roadway.

“The simple fact of the matter is that even during this pandemic, the bus system remains a critical lifeline for more than a million New Yorkers each day,” said Sarah Feinberg, New York City Transit interim president. “Creating more dedicated bus lanes is a simple

yet transformative approach toward alleviating traffic congestion. We know that a car-led recovery will only lead to more gridlock. Bus priority is the most vital ingredient in ensuring that our bus customers get around quicker and more reliably.”

“We are proud to partner with New York City Transit to bring world-class bus service to 149 St in the South Bronx with dedicated lanes and the powerful tools of transit signal priority and bus-lane cameras,” said Polly Trottenberg, New York City DOT commissioner. “Whether you are a heroic healthcare worker at Lincoln Hospital, a Hostos student or a shopper at the Hub, you can now count on faster, more reliable bus service.”

## BALLOT INITIATIVES CONTINUED FROM PAGE 1

**Denver, CO:** Voters will decide on a 2.5 cent, \$40 million sales tax, to be used for a variety of purposes all related to fighting climate change, including improvements to the city’s transit system.

**Gwinnett County, GA:** Residents will vote on a proposed 30-year, 1 percent sales tax for transit expansion in the county, which would raise a total of \$12 billion for bus and rail expansion.

**Newton County, GA:** Voters will decide on a sales tax of \$11.2 million. While the ballot language does not specify how much revenue goes to transit, committee recommendations set aside \$2 million over five years.

**Monroe, MI:** Residents will decide on a property tax of \$940,000 with all revenue going to Lake Erie Transit for three years.

**St. Louis, Ithaca and Pine River Township, MI:** Three smaller municipalities are seeking 1-mill levy (one dollar per \$1,000 dollars of assessed value) to join their region’s Alma Transit system. The St. Louis and Ithaca city councils and the Pine River Township board all passed the measure unanimously over the summer. Voters in each locality will decide in November whether they are willing to pay a property tax for public transit service in their communities. All three jurisdictions need to pass the measure for it to move forward.

**Missoula, MT:** Voters will consider a \$3 million property tax with all revenue going to Mountain Line 20-mill levy for the agency to expand weekend service, increase bus frequency, convert buses to electric and support the Zero Fare program.

**Bend, OR:** Voters will consider a bond with total revenue of \$190 million with \$7 million designated for improvements in public transportation. Collection of new taxes would be delayed until 2022 to protect taxpayers from the economic fallout from the COVID-19 pandemic.

**Portland, OR:** Residents will decide

on a payroll tax of \$350 million a year with 56 percent of the planned improvements transit-related to fund a \$7 billion transportation plan.

**Austin, TX:** Voters will consider a proposal to fund the first phase of Project Connect, a package of transit investments totaling \$10 billion. For this initial phase, residents will vote on a property tax increase to raise \$3.85 billion and leverage federal funds for a total of \$7.1 billion. The proposal includes new light rail lines, a tunnel to house light rail in the downtown area, expanded bus routes, a transition to electric buses and BRT service. It also includes \$300 million for transit supportive investments, anti-displacement efforts and affordable housing along the proposed lines.

**San Antonio, TX:** Voters will decide on a 1/8 cent sales tax that would provide \$38.5 million previously used for water quality protection and trailway programs for mass transit after four years if another temporary measure to direct the funding to COVID-19 relief also passes.

**Fairfax County, VA:** Voters will consider a \$441 million in bond referenda with \$160 million going toward improvements for the Washington Metropolitan Area Transit Authority.

**Bellingham, WA:** Voters will decide on renewal of a sales tax amounting to \$1 million with 20 percent of the revenue going toward climate action programs and projects related to bus service.

**Seattle, WA:** Residents will decide whether to renew funding for the Seattle Transportation Benefit District via a six-year 0.1 percent sales tax and a car-tab fee that expires this year. The measure would generate \$20 to \$30 million annually over six years.

**Wheeling and Bethlehem, WV:** Voters will decide on renewal of a property tax levy with all revenue going to the Ohio Valley and Eastern Ohio Transit Authority.

# GoTriangle Collaborates on New Wake Tech Park-and-Ride

**PUBLIC TRANSIT ADVOCATES AND** elected officials gathered recently to celebrate the opening of a new park-and-ride facility on Wake Tech’s Southern Wake Campus, NC, the result of a partnership among agencies committed to increasing access to education and employment opportunities in Wake County.

GoTriangle, Wake County, the Town of Fuquay-Varina, Wake Tech, Go-Raleigh and the city of Raleigh worked to create the new facility, which provides a shelter, bench and designated parking spaces for students and community residents using transit to access the campus or downtown Raleigh.

“Fuquay-Varina residents and others who live in southern Wake County now have a direct connection to the Wake Tech campus, and any day we can help

improve people’s access to education is a good day,” said GoTriangle President and CEO Charles Lattuca. “Mobility is often the key to helping people reach the next rung of success, and we want to thank our board for their leadership and all of our partners who worked so hard to make this facility a reality.”

GoTriangle and Wake Tech have worked together on other projects to help remove transportation as a barrier to education. In March, they signed an agreement to offer a GoPass to all Wake Tech students and employees, allowing them to ride free on any public transit route in the Triangle.

In August 2019, GoTriangle started Route 310, which provides direct access every 30 minutes each weekday from the Regional Transit Center to Wake Tech’s new RTP campus and

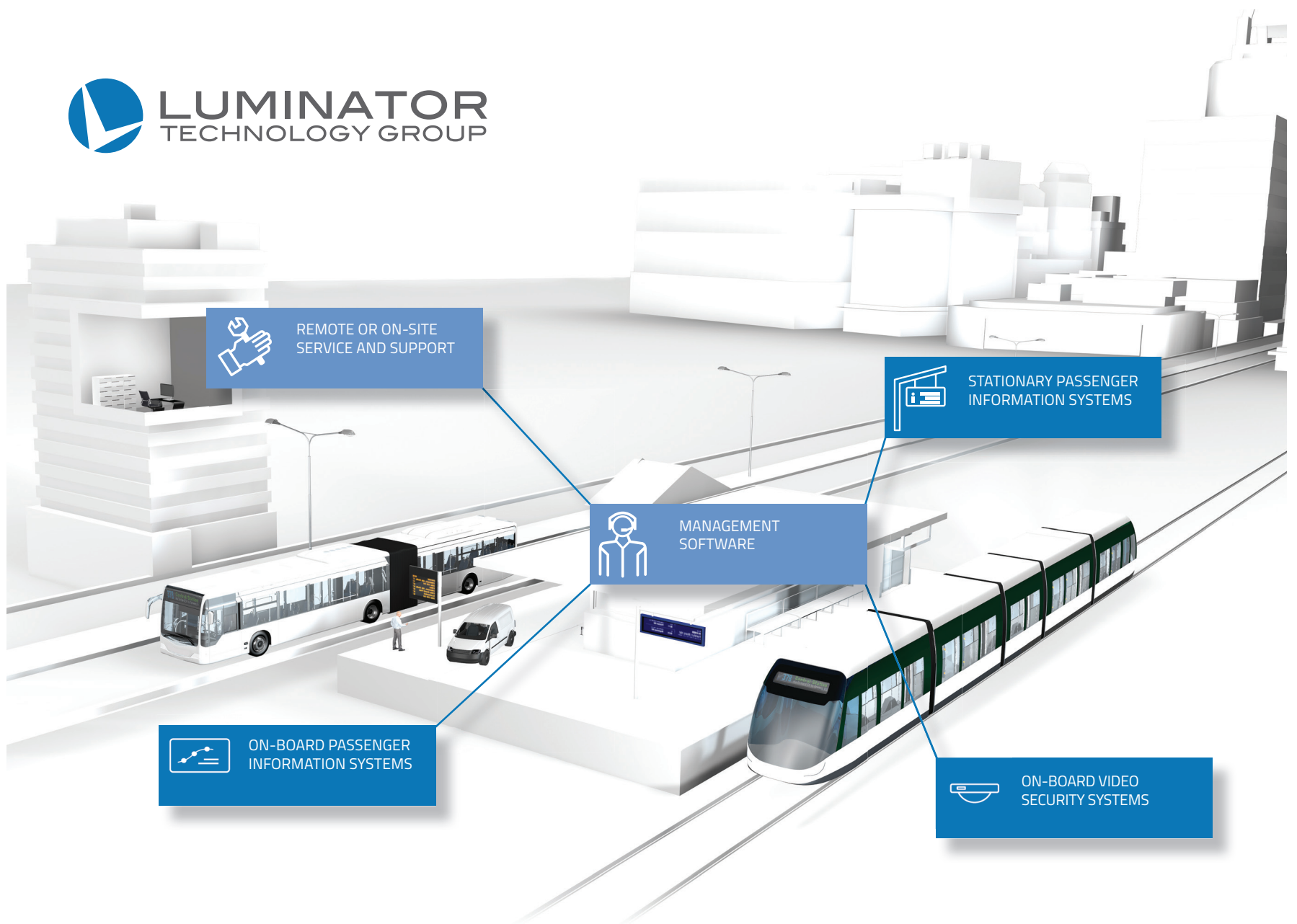
other Perimeter Park stops. Route 310 had been suspended because of

COVID-19 restrictions but has since returned to service.



Wake Tech is North Carolina’s largest community college, with six campuses and three training centers across the county. The transit network across Wake County will continue growing each year as part of the Wake Transit Plan, which voters approved in 2016.





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# Agencies Participating in the APTA

## We're All In This Together!

**APTA'S HEALTH AND SAFETY COMMITMENTS PROGRAM** is the public transportation industry's overarching pledge to passengers that our systems are operating safely as North America recovers from the COVID-19 pandemic. As this issue of *Passenger Transport* went to press, the following public transit agencies are signatories to the program. Learn more at [www.apta.com/health-safety-commitments-program](http://www.apta.com/health-safety-commitments-program).

Access Services LA, Los Angeles, CA  
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Antelope Valley Transit Authority,  
Lancaster, CA  
Area Transportation Authority of  
North Central Pennsylvania,  
Johnsonburg, PA



Minnesota Valley Transit Authority,  
Burnsville, MN  
Montgomery County Transit Services/  
Ride On, Rockville, MD  
Monterey-Salinas Transit District,  
Monterey, CA  
Mountain Line, Flagstaff, AZ  
Mountain Line Metropolitan Transit,  
Missoula, MT  
Mountain Line Transit Authority,  
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Muskogee County Transit, Muskogee,  
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Napa Valley Transportation Authority,  
Napa, CA  
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Niagara Frontier Transportation  
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North Central Regional Transit District,  
Española, NM  
North County Transit Authority,  
Oceanside, CA  
NYC Transit authority, New York, NY

OC Transpo, Ottawa, Canada  
OMNITRANS, San Bernardino, CA  
Orange County Transportation Authority,  
Orange, CA

PACE Mass Transportation System,  
Arlington Heights, IL  
Pierce County Transportation Authority,  
Lakewood, WA  
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Port Authority Trans-Hudson Corp.,  
Jersey City, NJ

Regional Transit Authority, Chicago, IL  
Regional Transportation District, Denver,  
CO  
Regional Transit Service (Rochester  
NY), Rochester, NY  
Regional Transportation Commission of  
Southern Nevada, Las Vegas, NV  
Riverside Transit Agency, Riverside, CA  
Roaring Fork Transportation Authority,  
Aspen, CO

### OFFICIAL GUIDANCE



Battle Creek Transit, Battle Creek, MI  
Beaver County Transit Authority,  
Rochester, PA  
Birmingham-Jefferson County Transit  
Authority, Birmingham, AL  
Bi-State Development Agency, St.  
Louis, MO  
Blacksburg Transit, Blacksburg, VA  
Broward County Transit, Plantation, FL  
Cambria County Transit Authority  
(CamTran), Johnstown, PA  
Capital District Transportation Authority,  
Albany, NY  
Capital Metropolitan Transportation  
Authority, Austin, TX  
Central Contra Costa Transit, Concord,  
CA  
Central Midlands Regional  
Transportation Authority, Columbia,  
SC  
Central Ohio Transit Authority,  
Columbus, OH  
Central Pennsylvania Transportation  
Authority, York, PA  
Champaign-Urbana Mass Transit  
District, Urbana, IL  
Chapel Hill Transit, Chapel Hill, NC  
Chatham Area Transit Authority,  
Savannah, GA  
Chicago Transit Authority, Chicago,  
IL  
City of Commerce, Commerce, CA  
City of Fresno Transit, Fresno, CA  
City of Gardena (G-Trans),  
Gardena, CA  
City of McAllen, McAllen, TX

City of Modesto Area Express,  
Modesto, CA  
Clemson Area Transit, Clemson, SC  
Collins Bus service, Windsor, CT  
Community Transit, Everett, WA  
Connecticut DOT—CT Rail,  
Glastonbury, CT  
Connect Transit, Bloomington, IL  
C-Tran—Clark County PTBA, Vancouver,  
WA  
Culver City Transit, Culver City, CA

Dallas Area Rapid Transit, Dallas, TX  
Delaware County Transit Board,  
Delaware, OH  
Delaware Transit Corporation, Dover, DE  
Denton County Transportation Authority,  
Lewisville, TX  
Des Moines Area Regional Transit  
Authority, Des Moines, IA

Eastern Contra Costa Transit Authority,  
Antioch, CA  
East Texas Council of Governments—  
GoBus Transit, Kilgore, TX  
Edmonton Transit Service, Edmonton,  
Canada  
Ellensburg Central Transit, Ellensburg,  
WA  
Embark Transit Authority, Oklahoma  
City, OK  
Everett Transit, Everett, WA

First Capital Trolley, Guthrie, OK  
Foothill Transit, West Covina, CA  
Fort Bend County Public Transportation,  
Rosenberg, TX  
Franklin Transit Authority, Franklin, TN

Georgia Regional Transportation  
Authority, Atlanta, GA  
Go Durham, Durham, NC  
Gold Coast Transit District, Oxnard, CA  
Golden Empire Transit District,  
Bakersfield, CA  
Go Triangle Transit, Durham, NC  
Greater Bridgeport Transit District,  
Bridgeport, CT  
Greater Cleveland Regional Transit  
Authority, Cleveland, OH  
Greater Dayton Regional Transit  
Authority, Dayton, OH

Greater Hartford Transit District,  
Hartford, CT  
Greater New Haven Transit District,  
New Haven, CT  
Greater Peoria Mass Transit District,  
Peoria, IL  
Green Bay Metro, Green Bay, WI  
Greenville Transit Authority, Greenville,  
SC  
Gwinnett County Department of  
Transportation, Lawrenceville, GA

Hampton Roads Transit, Hampton, VA  
Hillsborough Area Regional Transit  
Authority, Tampa, FL  
Indianapolis Public Transportation  
Corporation (IndyGo), Indianapolis,  
IN  
Intercity Transit, Olympia, WA  
Interurban Transit Partnership (The  
Rapid), Grand Rapids, MI  
Island Transit, Coupeville, WA

Jacksonville Transportation Authority,  
Jacksonville, FL

King County Metro, Seattle, WA  
Kitsap Transit, Bremerton, WA  
Knox County CAC Transit, Knoxville, TN  
Knoxville Area Transit, Knoxville, TN

LAKETRAN, Painesville, OH  
Lane Transit District, Eugene, OR  
Lebanon Transit, Lebanon, PA  
Lee County Transit (LeeTran), Fort  
Myers, FL  
Lextran, Lexington, KY  
Linn County LIFTS, Cedar Rapids, IA  
Livermore Amador Valley Transit  
Authority, Livermore, CA  
Long Beach Transit, Long Beach, CA  
Long Island Railroad, Jamaica, NY  
Los Angeles County Metropolitan  
Transportation Authority, Los  
Angeles, CA

Macon-Bibb County Transit Authority,  
Macon, GA  
Maryland Transit Administration,  
Baltimore, MD  
Mason Transit Authority, Shelton, WA  
Massachusetts Bay Transportation  
Authority, Boston, MA  
Metra, Chicago, IL  
Metro North Railroad, New York, NY  
Metro Transit, Minneapolis, MN  
Metro Transit Cincinnati (SORTA),  
Cincinnati, OH  
Metropolitan Atlanta Rapid Transit  
Authority, Atlanta, GA  
Metropolitan Transit Authority of Harris  
County, Houston, TX  
Milford Transit District, Milford, CT  
Milwaukee County Transit System,  
Milwaukee, WI

### PROTECTING EACH OTHER





# Health & Safety Commitments Program

## We're Doing Our Part, You're Doing Yours

Rock Island County Metropolitan Mass Transit District (MetroLink), Moline, IL  
Rock Region Metro, Little Rock, AR  
Rockford Mass Transit District, Rockford, IL  
  
Sacramento Regional Transit District, Sacramento, CA  
Salem Area Mass Transit, Salem, OR  
San Diego Metropolitan Transit System, San Diego, CA  
San Francisco Bay Area Rapid Transit System, San Francisco, CA

San Francisco Municipal Transportation Authority, San Francisco, CA  
San Joaquin Regional Transit District, Stockton, CA  
Sonoma-Marin Area Rail Transit District, Petaluma, CA  
Santa Barbara Metropolitan Transit district, Santa Barbara, CA  
Santa Clara Valley Transportation Authority, San Jose, CA  
Santa Cruz Metropolitan Transit District, Santa Cruz, CA  
Santa Monica's Big Blue Bus, Santa Monica, CA  
Santee Wateree Regional Transportation Authority, Sumter, SC  
Simi Valley Transit, Simi Valley, CA  
Société de transport de Montréal, Montréal, Canada  
South Bend Public Transportation, South Bend, IN  
Southeastern Pennsylvania Transportation Authority (SEPTA), Philadelphia, PA  
South Central Transit Authority, Reading, PA  
Southern California Regional Rail Authority, Pomona, CA  
Southern Oklahoma Rural Transportation Systems (SORTS), Duran, OK  
Southwest Transit, Eden Prairie, MN  
St Cloud Metropolitan Transit Commission, St. Cloud, MN

Stark Area Regional Transit Authority, Canton, OH  
Sunline Transit Agency, Thousand Palms, CA  
  
Toledo Area Regional Transit Authority, Toledo, OH  
Tompkins Consolidated Area Transit (TCAT), Ithaca, NY  
Toronto Transit Commission, Toronto, Canada  
Transit Authority of Northern Kentucky (TANK), Fort Wright, KY  
Tri-County Metropolitan Transportation District of Oregon (TriMet), Portland, OR  
Trinity Metro, Ft. Worth, TX  
Turlock Transit, Turlock, CA  
  
United Community Action Program, Ponca City, OK  
Unitrans, Davis, CA  
University of Montana, Missoula, MT  
Utah Transit Authority, Salt Lake City, UT  
  
Valley Metro Transit System, Phoenix, AZ  
Valley Transit, Walla Walla, WA  
Valley Transit, Appleton, WI  
Ventura County Transportation Commission, Ventura, CA  
VIA Metropolitan Transit, San Antonio, TX

Victor Valley Transit Authority, Hesperia, CA  
Virginia Railway Express, Alexandria, VA  
Virginia Transit Association, Richmond, VA  
  
Waco Transit System, Waco, TX  
Washington Metropolitan Area Transit Authority (WMATA), Washington DC  
Washington State Ferries, Seattle, Washington  
WeGo Public Transit, Nashville, TN  
Whatcome County Transportation Authority, Bellingham, WA  
  
Yuma County Area Transit, Yuma, AZ

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# Values Guide Metro's COVID-19 Response

**BY TERRY WHITE**

Interim General Manager  
King County Metro  
Seattle, WA

## I OFFER PROFOUND APPRECIATION

to my King County Metro colleagues for keeping our region moving, and to our customers and partners for their unwavering support. Being the first U.S. state with a confirmed COVID-19 case required Metro to respond quickly, but it was also an opportunity to lead with our safety, equity and sustainability values.

At the beginning of this year, our region's transit was safely delivering more than 500,000 trips every day, providing an accessible and affordable network, and effectively taking more than 190,000 cars off the road. Since then, COVID-19 has negatively affected our ridership, revenue and ability to plan for growth. However, our underlying values are stronger than ever.

With safety always our number-one priority, we made system-wide enhancements—guided by health expertise—and then continuously improved and expanded upon them. To mention a few, we disinfect every vehicle every day, require masks, maintain passenger limits, encourage physical distancing and provide leave to higher-risk employees. Recently, we added onboard mask dispensers on busier routes and installed a safety partition between the driver and passengers.

Ridership declined as many customers heeded direction from elected leaders and health officials to make essential trips only. However, we maintained a regional transit network because more than one in four of our customers counted on us to access

work, groceries, medicine and other critical needs. We also temporarily repurposed some of our available Access paratransit vans to deliver food to more than 10,000 families through 25 community organizations. Across our system, we carefully monitored trends, added back service where needed and doubled down on our commitment to prioritizing communities of greatest need.

And when budget revenues and forecasts fell, sustainability could have been an easy target. However, we could not ignore the climate crisis nor the health of priority populations most likely to endure poor air quality. The next two years' proposed budget includes launching the first 40 of a new generation of long-range battery-electric buses and designing clean-air charging

facilities to serve communities disproportionately impacted by pollution.

While I remain confident our regional transit network will rebuild even better than before, I cannot understate harsh budget realities or the difficult

decisions of recent months and the months ahead. These are challenging, isolating and exhausting times—even without the national reckoning on racial injustice we are navigating. I often tell my team that though the current work is heavy, and the stakes are high, I wouldn't pick any other organization or group of individuals to see us through. To quote the late congressman John Lewis, "We may not have chosen the time, but the time has chosen us." Mobility and opportunity will always be causes worth fighting for—now more than ever.

**Mobility and opportunity will always be causes worth fighting for—now more than ever.**



# A New Mandate for the TTC: Four in 10 Hires Will Be Women

**BY THE TORONTO TRANSIT COMMISSION (TTC)**

Toronto, ON, Canada

## THE TTC HAS BECOME MORE

focused on making diversity and inclusion top priorities throughout the organization in 2020. To achieve this, a 10-point action plan has been developed. This plan complements longer-term changes focused on transforming the organization's culture that are already underway.

"At the TTC, a diverse employee base is critical for us to better understand our customers, their needs and their feelings about our service," said CEO Richard Leary. "Toronto is an incredibly diverse city, and I want to provide a service that respects and embraces that diversity, so everyone feels welcome while riding the TTC."

Some of the key accomplishments include creating the executive position of Chief Diversity & Culture Officer, using data to inform decision-making around hiring practices and appointing a third-party advisor to review and assess existing practices.

"We know that diverse talent is important for making companies more effective and ultimately more successful. We want all the employees at the TTC to view diversity as important for the modernization of our organization," said Leary. "We are going to start with gender diversity while working toward employing more people who identify with underrepresented groups at all levels of the TTC."

One of the boldest points in the plan is mandating that four out of every 10 new hires at the TTC will be women starting on January 1, 2021. In stating this goal publicly, the agency will be holding itself accountable. To achieve this, the TTC will be revisiting all aspects of its outreach, recruitment and hiring practices to make sure the new mandate will be supported.

It is also reviewing all its existing communications, both with prospective employees and existing employees,

to ensure that they are appealing to underrepresented groups, and women specifically, giving them a good understanding of the various benefits of working at the agency.

The TTC has been working hard over the last few months to listen to customers and employees. Increasing the inclusivity and diversity in the workplace is critical to ensuring the agency changes its outlook for the future and is able to serve its millions of customers effectively and equitably.

**Four out of every 10 new hires at the TTC will be women starting Jan. 1, 2021. In stating this goal publicly, the agency will be holding itself accountable. To achieve this, the TTC will be revisiting all aspects of its outreach, recruitment and hiring practices to make sure the new mandate will be supported.**



Photo by Ned Ahrens





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# APTA Announces and Congratulates

## Innovation

### Golden Empire Transit

#### Golden Empire Transit Book on Bus Program

Golden Empire Transit (GET) created an innovative book program by turning a bus into a mini mobile library stocked with books primarily geared toward children ranging from infant to 3<sup>rd</sup> grade.

The books make the daily commute more fun for children and less daunting for parents who may have restless children.

GET holds book drives in partnership with Barnes and Noble, where the agency parks a bus outside the store. Patrons can purchase and donate a new book for the agency and receive a 10 percent discount on their own purchases. It's a win-win for everyone.



### Pace Suburban Bus

#### Pace Suburban Bus and Illinois State Toll Highway Authority I-90 Project

Pace Suburban Bus and the Illinois Tollway forged a unique partnership to work together to expand public transit options, make roadway advances and improve overall mobility on the Jane Addams Memorial Tollway (I-90).

The partnership set a new standard for Pace and the 35 million passengers the agency serves in 200 municipalities across the Chicago area. It increased ridership, improved on-time performance and provided greater visibility for the suburban bus division of the Regional Transit Authority (RTA).

As the transportation sector as a whole looks for ways to reduce congestion as development increases, and as the public sector aspires to reduce carbon emissions and contain costs, this type of partnership is not just innovative, but imperative.



## Outstanding Public Transportation System Achievement

### Livermore Amador Valley Transit Authority

Providing 4 million or fewer annual passenger trips

Livermore Amador Valley Transit Authority's (LAVTA) fixed-route bus service area covers 40 square miles and includes the cities of Dublin, Livermore and Pleasanton in Alameda County, approximately 35 miles east of San Francisco. LAVTA contracts for the operation and maintenance of all fixed-route and paratransit services, which are provided with a fleet of 60 buses and 18 paratransit vehicles.

At the beginning of each year, LAVTA's operations team establishes a calendar of safety priorities. Every other month a "Safety Stand-Down" is scheduled to expand on the safety message of the month with visual cues, videos and handouts, expanded management presence at pull-outs, and road supervisors stationed at key transfer points to question drivers on their understanding of the safety focus.



### Central Ohio Transit Authority

Providing more than 4 million and fewer than 20 million annual passenger trips

Cleaner and more efficient transit vehicles are at the core of the Central Ohio Transit Authority's (COTA) sustainability initiatives. COTA is committed to transitioning its entire diesel fleet to compressed natural gas (CNG) and electric by 2025. At the end of 2019, more than half of COTA's 321 fixed-route buses were powered by CNG. The agency will replace 28 diesel buses with CNG buses each year until the diesel fleet is fully retired.

In 2019, COTA launched its first employee resource group which performed 19 community projects in its first year. COTA's veteran workforce is more than 10 percent, higher than the national average.

COTA continues to improve safety measures in its facilities and on the street. Initiatives such as safety pop-ups and continuing education and training helped decrease the number of preventable accidents from 0.61 per 100,000 miles in 2017 to 0.25 in 2018. During the same time, the rate of employee injuries decreased from 2.28 to 2.27. Safety and wellness fairs are held every May in all COTA facilities.

COTA also received this award in 2018.



### Metropolitan Transit Authority of Harris County, Texas

Providing 20 million or more annual passenger trips



Safety is the Metropolitan Transit Authority of Harris County's (METRO) top priority. Ensuring the well-being of passengers, the public and employees is something the agency focuses on every day. METRO's board of directors has made a commitment to take proactive agencywide approaches to enhance, implement and track safety practices. In 2018, METRO was the recipient of an APTA Gold Award for Safety as a "model for emergency response" for its proactive efforts during Hurricane Harvey in 2017.

The use of compressed natural gas (CNG) buses is also a safe and affordable method for improving air quality. In 2018, METRO celebrated a significant achievement, traveling 10 million miles with its fleet of CNG buses, reducing more than 3,000 tons of nitrogen oxide. By adopting clean-burning fuels, like CNG, METRO has reduced the amount of harmful pollutants in Houston's air. Today, the authority has 70 CNG buses in its fleet.

METRO values the diversity of its employees and the unique perspectives they bring to the organization. Bonuses and incentives are offered to bilingual operators and dispatchers. METRO also celebrates diversity through a series of cultural events throughout the year, including Black History Month, Women's History Month, Asian-Pacific American Heritage Month, Hispanic Heritage Month and Veterans Day.

## Local Distinguished Service

### Sharon Bulova

During a long and distinguished 30-year career, Sharon Bulova, recently retired chairman of the Fairfax County Board of Supervisors, helped shape public transportation options in the Washington, DC, Metropolitan area. Bulova helped found the Virginia Railway Express (VRE) commuter rail line in 1988 and oversaw the massive redevelopment of Tyson's Corner and the launch of the Silver Line. An original, and the longest-serving member of the VRE Operations Board, Bulova worked diligently to help VRE overcome funding shortfalls, indemnification hurdles and opposition from private railroads.

Bulova began working on VRE in 1984 while she served as an aide to Annandale District Supervisor Audrey Moore, whose seat she won in 1987. In 1988, Bulova became a member of the Northern Virginia Transportation Commission, which advances a robust and reliable public transit network to support communities in Northern Virginia.

She helped secure funding for the Washington Metropolitan Area Transit Authority.

Bulova is particularly proud of One Fairfax, a joint social- and racial-equity policy adopted by the county's board of supervisors and the school board in 2017. It commits schools and the county to intentionally consider equity when making policies or delivering programs and services.

All Fairfax County agencies, including the Department of Transportation, have developed Equity Impact Plans and implemented the One Fairfax policy.



## Outstanding Public Transportation Business Member

### Freddie Fuller II

For more than 23 years, Freddie Fuller II has amassed vast experience in the private sector and has used his education, expertise and relationships to engage and connect organizations and individuals within the public transportation industry. He is currently a vice president at Jacobs, leading new business development for transit and rail in the Mid-Atlantic, Southeast and Canada, with a focus on electronic payment systems. He also serves as the liaison between Jacobs and organizations including the African American Mayors Association, Community Leaders of America, International City/County Management Association, National Association of Counties, National League of Cities, and the U.S. Conference of Mayors.

Fuller is a strong business advocate, and staunch supporter of diversity and inclusion with APTA and other industry organizations. From 2018 to the present, he began simultaneously serving a three-year term as secretary/treasurer of APTA and a two-year term as national board chair for the Conference of Minority Transportation Officials. He is a graduate of Leadership APTA and was selected as an Eno Transportation Foundation Fellow.

Fuller has served on APTA's Business Members Board of Governors (BMBG), and in 2015, he became chair of the BMBG Legislative Committee. That same year, he was elected to his first three-year term on the APTA Executive Committee. In 2017, he was named vice chair of the BMBG Budget Committee and appointed to the





# Its 2020 Award Recipients

APTA Finance Committee. He also currently serves as chair of the Finance Committee and is a member of APTA's American Public Transportation Foundation Board of Directors and chair of its Finance Committee.

Prior to joining Jacobs, Fuller served in leadership roles with The Bus in Prince George's County, MD; Greater Richmond Transit Authority in Richmond, VA; Cubic Transportation Systems; and his own consulting practice.

## Outstanding Public Transportation Board Member

### Sharon McBride

Sharon McBride has served nearly 23 years on the Greater Peoria Mass Transit District (GPMTD) Board of Trustees. She assumed her role as trustee on May 5, 1997. McBride represents West Peoria and is appointed by the township supervisor. As Trustee, McBride focused her efforts on Americans with Disabilities Act (ADA) mandates so they would be met in a timely fashion.



McBride was elected board chair from 1999 until 2007, and then served again from May 2014 until May 2016. She was elected board secretary in May 2016, and she continues to serve in that position today.

While serving as GPMTD chair, she oversaw the building of the Transit Center, which housed the first daycare center in Illinois.

McBride is an active APTA member and has served on the association's board of directors, and as part of the Executive Committee.

Throughout her career, she has mentored many students, utilizing her master's degree in counseling, especially during her tenure at Bradley University as well as her years teaching a technical communication course at Illinois Central College.

## Outstanding Public Transportation Manager

### Nathaniel P. Ford Sr.

When Nathaniel P. Ford Sr. joined the Jacksonville Transportation Authority (JTA) in 2012, public confidence in the transportation system was low, on-time performance was below 70 percent and bus stops, shelters and facilities needed upgrades. In addition, most bus routes had service frequencies of one hour or more, a factor complicated by a circuitous system network that was outdated and under serving the community.



A second-generation transportation professional who had earned a reputation as a change-agent and visionary at positions in New York, Atlanta and San Francisco, Ford quickly made his mark at Jacksonville. Today, under his leadership, the JTA is recognized as a mobility integrator that connects riders to multimodal options.

Ensuring diversity and inclusiveness in the workforce, and in contracting, has been one of the hallmarks of Ford's career. Through the JTA's Disadvantaged Business Enterprise (DBE) program, the agency exceeded its goal of at least 16 percent participation of qualified firms owned and operated by socially and economically disadvantaged individuals in the award and administration of DOT-assisted contracts. Through 2016, JTA consistently reached an impressive 25 percent DBE participation rate. That number increased in 2017 with a 34 percent goal; in 2018 with a 33 percent goal and in 2019 with a 31 percent goal.

Ford has been a very active leader in APTA, including serving as secretary/treasurer and as vice chair from 2016-17 and chair from 2017-18.

## Hall of Fame

### J. Barry Barker

J. Barry Barker retired Dec. 1, 2018 after more than 40 years advancing public transportation at the national, state and local levels and nearly 25 years as executive director of the Transit Authority of River City in Louisville, KY.

Throughout his long and distinguished career, Barker has held leadership roles on APTA's board and many committees over 30 years. Upon his retirement, in a proclamation from APTA, he was cited for his "many significant accomplishments for public transportation and the customers we serve," including his positions of chairman, Legislative Committee; vice chairman for Legislative Affairs; chairman, Sustainability Committee; and vice president, Marketing and Communications Committee. He served on the Diversity Council and was active in its development and



the advancement of the Leadership APTA program. He was vice chair of the LGBTQ Task Force and remains an active member of APTA to this day.

Barker's job performance, many awards and recognitions, and his extensive engagement with non-profit organizations underscore his personal, and APTA's, core values of leadership, integrity, excellence, diversity, inclusiveness, fairness and equity, teamwork, professionalism and accountability.

### Dr. Beverly Scott

Dr. Beverly Scott is recognized as a trailblazer, a thoughtful and inspirational leader and a passionate advocate for the betterment of the public transportation industry through her efforts to ensure training and opportunities are made available to young and disadvantaged individuals, many of whom have gone on to become leaders in their own right. Scott has held key leadership roles in some of North America's largest public transportation systems in Texas; New York, NY; New Jersey; Washington, DC; Rhode Island; California; Georgia; and Massachusetts.



In April 2015, Scott retired from the Massachusetts Bay Transportation Authority. She founded and serves as CEO of Beverly Scott Associates, LLC—"People and Communities Matter." That tagline says much about Scott, particularly her passion for people, workforce development and creating opportunities for the underprivileged and people of color. She continues to work tirelessly to promote civic engagement, social responsibility, equity and inclusion. Scott is a frequent speaker on leadership, workforce development and the urgent need for infrastructure investment.

Her dedicated service to APTA dates to the earliest stages of her career. She has been a tireless advocate for the association and has served on many committees, including as APTA chair, chair of the Legislative Committee, Diversity Council and Award's Committee, to name a few.

### Celia Kupersmith

For 34 years, Celia Kupersmith has been a major force in the growth and development of the public transit industry. To this day, multiple systems and riders alike benefit from her efforts to foster ethical leadership, improve service quality, enhance multimodal coordination, and elevate transit as a key network component. In predominantly multi-modal settings, she has served as a planner; marketing director; MPO chief; bus, rail, and ferry manager; general manager; and executive recruiting consultant. Her most successful achievement, however, was her stewardship of the iconic Golden Gate Bridge and its supporting transit systems. Kupersmith's career includes key leadership roles across North America in Texas; Nevada; California; and Washington State.



She has been very active in APTA throughout her long career. While working at the RTC in Reno, NV, she served as vice chair of APTA's Small Operations Committee and, later, as vice chair of the Human Resources Committee within APTA's Executive Committee. In that role, she led the effort to develop operational mechanics for Leadership APTA, ultimately serving for years as chair of that program. She remains involved as a member of the Human Resources Committee to this day.

While at Golden Gate, Kupersmith was elected to be chair of APTA—only the third woman and the youngest individual to serve in that role. During her tenure she led efforts on reauthorization and continued to enhance the Diversity Council's effectiveness.

### Paul Jablonski (awarded posthumously)

Through a career that spanned more than 40 years in the public transportation industry, Paul Jablonski was a champion for transit. His influence and expertise was felt at transit agencies across the east coast, the Midwest, the west coast and overseas. He nurtured new transit systems, turned broken systems into winners, and was committed to learning and sharing knowledge to help others succeed.



During his tenure, Jablonski oversaw advocacy efforts to fully restore the State Transit Assistance program, putting to rest years of state raids on transit funding that had significantly weakened public transit in California. Following the enactment of the California Public Employees' Pension Reform Act in 2013, which led to a series of legal challenges that halted the flow of billions of dollars in federal grants earmarked for California transit agencies, Jablonski led the development of the plan to resolve the controversy and allow funding to flow once again.

Jablonski was deeply involved in APTA, serving as an at-large director on the APTA Board of Directors, co-chair for the Public Transportation CEO Coordinating Council Leadership and was a member of an additional 14 committees. Under his leadership, the San Diego Metropolitan Transit System won APTA's Most Outstanding Transit Agency of the Year award in 2009. In 2014, APTA honored him as Outstanding Transportation Manager of the Year.





ADVERTORIAL

# ULTIMATE GUIDE

## TO SMART CHARGING FOR ELECTRIC BUSES

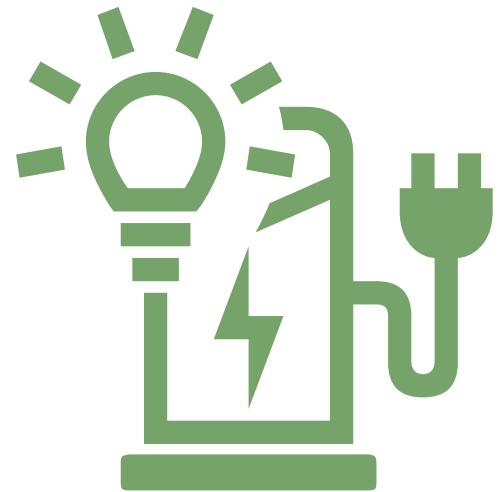
Explained by Viriciti, the world's leading telematics platform for E-Buses



Written by

**Trishan Peruma**

Head of Business Development NA  
Viriciti



### WHAT IS SMART CHARGING FOR E-BUSES?

Probably the easiest way to understand Smart Charging is to compare it to regular charging.

With regular charging, as soon as you plug in a vehicle into a charger it will start charging. The battery then demands the maximum amount of power until it is fully charged and the only way to control the charging session is by manually unplugging and replugging in the vehicle.

Smart Charging, on the other hand, allows you to monitor and manage the charging session, meaning you can remotely control **when**, for **how long**, and **how fast** a vehicle charges. The process is managed automatically and allows for a flexible and holistic approach, in which some vehicles can be charged faster or can be set to have priority over others, depending on your needs.

**Up to 40%**  
reduction of demand charges

### BENEFITS OF SMART CHARGING

In North America, we have noticed many fleet operators are still hesitant to expand their electric fleet due to the high costs related to energy, infrastructure, and network upgrades.

The good news is that a **large portion of these costs can be avoided** through Smart Charging. Below you can find a summary of the main benefits of Smart Charging.

#### POWER PEAK REDUCTION

Avoid costly demand charges by limiting the maximum charging speed of a group of chargers. Your buses will always be charged on time without exceeding the maximum grid capacity.

#### LOWER ENERGY COST

A Smart Charging algorithm like Viriciti's, allows you to take into consideration day and night tariffs and schedule charging sessions at the most cost-effective times. Meaning you will be able to charge your vehicles in a timely fashion while at the same time reducing costs.

#### LOWER INVESTMENT COSTS

With Smart Charging you don't necessarily need to upgrade your network to increase your power output, instead you can charge a large number of e-buses with intelligent planning, load balancing and delayed charging.

#### MORE FLEXIBILITY

Through prioritized load balancing, buses are charged in relation to their schedules and the energy that their upcoming routes require. By connecting your vehicle and charger data to your operating system, scheduling chargers becomes more efficient and straightforward. Buses will automatically start and stop charging, ensuring that the buses set to leave the depot first are sufficiently charged at the time of departure.

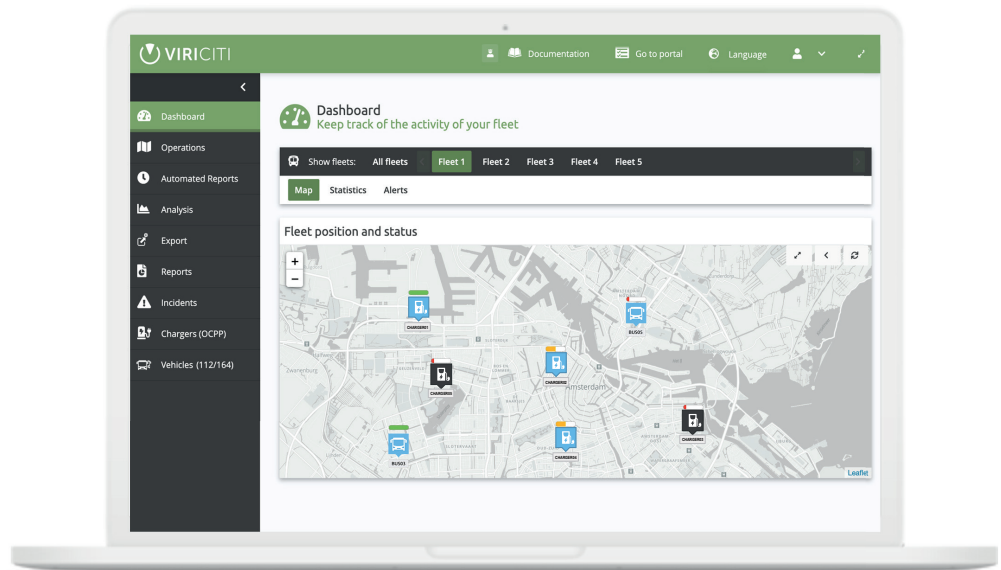
In addition, Smart Charging will allow you to lower your costs by reducing maintenance costs and prolonging battery life. Furthermore, Smart Charging will help you future proofing your infrastructure for interrogation with battery storage, renewable energy sources, and making use of dynamic energy pricing (Demand Response).

## SO, WHAT MAKES CHARGING SMART?

In short, it's data. The more information you can integrate the smarter the system gets. Through OCPP (Open Charge Point Protocol), charging profiles can be set enabling the control over the charging station and how much power is released at a time.

In the context of electric buses, the relevant data comes from:

- **Infrastructure:** grid limitation
- **Vehicles:** battery capacity, SOC, max charging power of the battery
- **Chargers:** max charging power of the charging station
- **Planning:** when does a bus need to be on a particular block (service), and for how long
- **Route:** how long is a particular block (service)
- **Energy grid:** cost per kWh at different times of the day, peak demand costs



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# AVTA and Community Policing: Educating And Enforcing Safe Behaviors on Transit

**BY ANTELOPE VALLEY TRANSIT AUTHORITY (AVTA)**  
Lancaster, CA

ON AN EARLY MORNING IN JULY, commuters and bus passengers at AVTA's two transportation centers were greeted with coffee, donuts, masks

and information on safe transportation behaviors. The outreach was courtesy of AVTA, the cities of Lancaster and Palmdale, and the Lancaster and Palmdale LASD Sheriff's stations.

The theme of the outreach was education and promotion of safe public transportation behaviors as part of AVTA's new Transit Oriented Public Safety Program.

The program is a partnership with the cities of Palmdale and Lancaster to contract for Los Angeles County Sheriff's Department services at the Palmdale Transportation Center and the Sgt. Steve Owen Memorial Park to encourage social distancing and wearing masks to help provide a

safe environment for passengers.

Under the agreement establishing the program, each city provides public safety field staff and dedicates hours under its current contract with the Sheriff's Department to assign personnel to the effort. Outreach includes the distribution of masks and CDC COVID-

19 public transportation information. The real value comes from the interactions between riders, operators and deputies.

"AVTA is pleased with the positive reception our local sheriff's deputies and city staff have received during these outreach events," stated Board Chairman Marvin Crist. "We are

also pleased that our bus operators and riders have had these opportunities to engage with local law enforcement officers, promoting good communication and a better understanding of expectations for safe behavior."

**By including the LASD deputies in outreach and educational process, AVTA has communicated to riders that safety behaviors would be enforced, and to operators that they were not alone.**



AVTA has always held the health and safety of our passengers and employees as our top priority. In the early days of the COVID-19 crisis, the agency formed a taskforce to manage the incoming information, recommendations, tasks and official communications. AVTA increased the frequency of cleaning procedures, using disinfectants known to be effective against COVID-19 and influenza viruses. Special teams were formed to accomplish the daily cleaning and disinfecting projects.

Some of the early challenges that agency operators encountered was resistance to recommended safety measures: required face coverings and social distancing behaviors. On the flip

side, there was also an expectation that operators would act in an enforcement role to ensure compliance.

By including the LASD deputies in the outreach and educational process, AVTA communicated to riders that safety behaviors would be enforced and to operators that they were not alone. Deputies regularly visit transportation centers and bus stops, and even board buses for short rides. The visibility has raised awareness and acceptance and lowered cases of resistance.

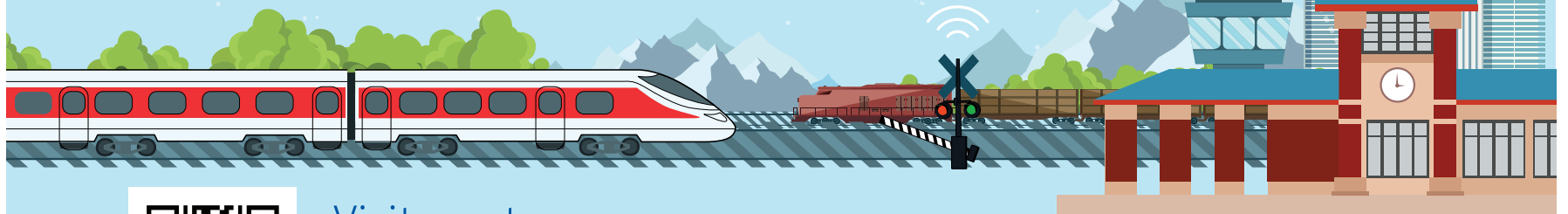
To date, more than 4,000 face masks have been provided to riders by AVTA as part of its efforts to help stop the spread of COVID-19 through the community.

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# Laketrans Reduces Fare Collection Costs with New Ticketless Technology

## Sees Safety Benefits Amid the Pandemic

BY BEN CAPELLE

CEO  
Laketrans  
Painesville, OH  
and President of NEORide

**A YEAR AFTER LAKETRAN** launched EZfare, a mobile ticketing app and regional ticketing service for agencies across Ohio, Kentucky and Michigan, powered by Masabi's Justride Fare Payments-as-a-Service platform, the agency added electronic validators onboard to create a safe, contactless way for riders to pay their fare.

While the validators were another step toward Laketrans's long-term goal to remove fare boxes from buses, they have also proven to be a strategy to keep employees and customers safe while riding public transportation during the COVID-19 pandemic. The validators will remove the bus driver from the fare payment process, encouraging social distancing while boarding and avoiding

the need for passengers to handle cash or touch the fare box.

Masabi's Justride Validators were an affordable option that will provide Laketrans with more data on fare collection, ridership, travel times and origins of travel. As well as providing speedy barcode scanning for EZfare passes, they can also scan NFC and EMV, giving us the ability to roll out smartcards and contactless bank cards.

While on a six-month fare suspension due to COVID-19, Laketrans collaborated with three leading urban mobility applications, Uber, Transit and Moovit, to offer a digital way to plan and pay for transit trips using one ticketing platform, accessible through multiple applications people already have on their phones—making the EZfare service easy and convenient to choose and use.

Transit and Moovit provide a trip planner and real-time arrival information so that users know exactly when their bus is arriving. Moovit provides a live

directions feature and alerts when to get off the bus to provide step-by-step guidance for the entire journey. Uber now displays transit options and costs when a user requests a ride. When a user chooses the transit option, real-time route information is displayed and then seamlessly continues to EZfare for payment.

Whether transit riders purchase their fare through Uber, Transit or Moovit, or directly with EZfare, each app will easily validate the fare purchase using the onboard validators.

EZfare is delivered by NEORide, a council of governments comprised of 16 public transit agencies, and Masabi, a global leader in the development of software-as-a-service ticketing platforms who helped secure the national partnerships and funding for validators. Laketrans was one of ten northeast Ohio public transit agencies to receive \$3.3 million in grant funds from ODOT's Ohio Transit Partnership Program to pay for the app's development and validators.



Validators onboard Laketrans buses provide a contactless way to pay fares with the EZfare fare payment app.

# Finding Opportunity in Crisis: Bus Network Redesign During COVID-19

BY TODD HEMINGSON, AICP

Senior Transit Consultant  
HDR;

AND SHAWN DIKES, AICP

Senior Transit Project Manager  
HDR

**COVID-19 HAS PRESENTED** several major challenges for public transit agencies across the country. However, the solution is not to pursue a return to pre-COVID normalcy. These challenges have opened up opportunities—among them are to reimagine bus networks, to focus on the fundamentals and to provide the best transit service to people who need it most.

Many of today's bus routes date back to the streetcar lines of the 1950s. As cities developed and demographics changed, routes kept growing longer and less efficient. More recently, new mobility options have presented new complexities and opportunities for transit systems.

In short: if bus routes are not meeting a community's mobility needs, especially while preparing for a post-pandemic recovery, that community should consider route changes or even a network redesign. Despite its challenges, the bus should be the backbone and the foundation of a more complete solution to link all parts of a community and for people who don't have a car. Better connecting transit with new mobility options can grow ridership and increase



Image courtesy of HDR

If bus routes are not meeting a community's needs and doing all they can to support a post-pandemic recovery, that community should consider route changes or even a network redesign. Despite its challenges, the bus is a key element in a community's transit system.

access. And transit riders' needs have changed, in some cases drastically, because of the pandemic, making this a good time to consider this kind of major overhaul.

Pursuing a more useful and efficient bus network can better address rider needs, and that can have a host of benefits for the community. When transit is done well, it's a community building block. Transit service increases quality of life, supports economic development, lowers transportation costs and increases equity, and improves public

health and the environment.

Positive changes can take place even at agencies grappling with limited resources. The best place to start is data collection. For quantitative data, automatic passenger counters, automatic vehicle location systems and electronic fare payment information can help agencies

understand travel patterns in a near real-time basis. Qualitative data can be integrated as well through rider surveys: Asking what people think is working and what is not working for them can yield valuable information.

Agencies can use scenario planning to prepare for potential post-pandemic changes. Part of the benefit of a bus network is that it can be nimble, so agencies should monitor and evaluate services as patterns change during the pandemic recovery.

With data in hand, agencies who are

ready can start assessing routes. They should explore how new travel patterns have changed since the pandemic began and whether routes are still meeting community needs. If cuts must be made, it rarely makes sense to cut across the board. Instead, scale back routes that formerly brought suburban commuters to downtown buildings in which they are no longer working. Customers have been asking for straight, bidirectional routes with greater frequency and longer spans of service, seven days a week, since before the pandemic. Now, with less need for commuter routes, agencies can invest in those areas and consider bolstering routes that better bring essential workers to their jobs. Agencies need to look at where people are still going, whether that's jobs or school or the store, and focus on those needs.

Pre-pandemic, many cities such as Jacksonville, FL; Houston; Columbus, OH; and Austin, TX, realized success in the form of ridership growth after a total overhaul of their bus systems. Large-scale redesigns yielding a more efficient network can be achieved, but this requires strong communication, community advocates and transparency between both the agency and its board and the public.

When the world eventually comes out of the COVID-19 crisis, bus networks can return not just as good as before, but better.



# Renewing Transit in San Francisco's East Bay

BY ROBERT LYLES

Media Affairs Manager  
Alameda-Contra Costa Transit District  
(AC Transit)  
Oakland, CA

**AS THE COVID-19 PANDEMIC** continues its paradigm-shifting impact on California and specifically the San Francisco Bay Area, AC Transit has worked around the clock developing an array of Coronavirus safeguards. We call these employee- and rider-focused safeguards the **reNEW Plan**; designed to respond to the current crisis with elasticity to reinvent how our transit district will deliver service in the years to come.

The first key **reNEW** advancement is the rollout of free, onboard face-masks and hand sanitizer dispensers for riders. Using the latest public health guidance, we have chosen three-ply breathable masks that are non-toxic and non-irritating. We are also besting CDC guidance by offering our riders a 70 percent ethyl alcohol-based foaming hand sanitizer that kills 99.999 percent of germs within 15 seconds. We have emerged as the first East Bay transit

agency providing PPE to riders.

AC Transit's safety experts have also conducted a series of smoke tests to examine the flow of air onboard our buses. We tested ventilation conditions with windows open and closed, with and without HVAC, and the use of roof hatches. The test results unequivocally concluded that any open window disrupts the indoor air quality. As a result, we have installed the highest filtration allowed on our buses by the HVAC manufacturer. The new and upgraded high-efficiency particulate air (HEPA) filters now mean each bus removes particulate matter as small as 3.0 micrometers.

It was also essential to create a protective barrier to help safeguard bus operators. AC Transit's ingenious mechanics, in concert with the Bus Operators Safety Committee, designed and installed protective shields that surround the driver's compartment. We have chosen Lexan glass that is 3/16" thick, yet virtually unbreakable and half the weight of glass, which means we can add protection without compromising the efficiency of the bus.



With the installation of shields to protect operators, AC Transit aims to restore fare collection before the close of October.

Most importantly, the Lexan glass shields help limit the spread of airborne droplets from coughing, sneezing or speaking from reaching the operator, ultimately helping to mitigate any potential transmission of COVID-19. Because of the shields, AC Transit will

restore fare collection before the close of October.

Despite the social and financial challenges of this pandemic, we are demonstrating to our employees and riders how to artfully and intelligently operate better with less.

# Delivering Safe, Sustainable and Customer-Focused Service in the New Reality

BY KELLY GREENE

Public Information Manager  
Southeastern Pennsylvania  
Transportation Authority (SEPTA)

**SEPTA HAS PROVEN THROUGHOUT** the COVID-19 pandemic that public transit is an essential service. While the authority continues to meet the needs of its riders, it is also focusing on moving forward in this challenging environment. In September, SEPTA released its COVID-19 recovery plan, "SEPTA – Move Better Together". The plan demonstrates how teams at the authority are planning scenarios based on projections for the pandemic, the economy and social behaviors.

SEPTA engaged with its customers through social media and a customer travel survey. The authority learned the most critical issues are mask wearing, cleaning and sanitizing, and ensuring safe social distancing. SEPTA created a team of Social Distancing Coaches stationed at key locations to promote mask wearing in compliance with Pennsylvania Governor Tom Wolf's order and to distribute masks to those who need them. The

authority implemented a more robust cleaning regimen, including continuing the use of EPA-approved disinfectants, cleaning vehicles a minimum of twice daily, and improving the quality of air on-board vehicles by upgrading to high-efficiency filters.

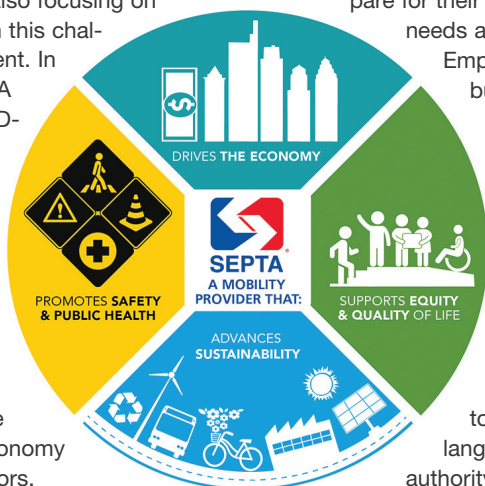
The authority is collaborating with regional employers to help them prepare for their near-term travel needs and created an Employer Tool Kit for businesses to share with their workers. Improvements to the customer experience through SEPTA's Rail Transit Way-finding Master Plan will make the system easier to use, regardless of language ability. The authority is taking steps to make its bus routes more efficient through the Comprehensive Bus Network Redesign. To ease travel for customers who also bike for part of their trip, SEPTA is allowing bicycles on all trains at all times.

At its core, public transportation unites communities and connects people with opportunity. "SEPTA – Move Better Together" details a commitment to evaluating every business aspect through an equity lens with an eye

toward inclusive growth. SEPTA is taking action to promote a culture of respect and fairness that allows all individuals to thrive at the authority. The authority recently engaged an external advisory group of diverse leaders to advise its board and GM team on race and equity issues. This group is conducting a comprehensive review of SEPTA's recruiting, hiring, termination, discipline, equal employment opportunity and promotion policies and practices.

These executive-level priorities are being supported by several employee-led initiatives. Nearly 80 employees from across the authority applied

to serve on the new SEPTA Council on Diversity, Equity and Belonging. SEPTA's Open Book Series will foster valuable discussions about acceptance and racial equity will continue to be a topic of conversation during SEPTA's series of Employee Town Hall Meetings. The authority is also launching workplace Employee Resource Groups that will allow employees with commonalities to celebrate differences while promoting inclusion throughout the authority. "SEPTA—Move Better Together" highlights how equity must be part of everything the authority does to ensure an inclusive recovery for all.



SEPTA has created a team of Social Distancing Coaches stationed at key locations to promote mask wearing and to distribute masks to those who need them.



# Forging a Path to Recovery in the Pandemic's Aftermath

**BY JOSE HERNANDEZ**

Community Outreach Coordinator  
Omnitrans  
San Bernardino, CA

**ALTHOUGH THERE HAVE BEEN** unprecedented challenges, the Coronavirus pandemic has presented an opportunity for Omnitrans to explore new ways to partner with the community. We take pride in being a beneficial community asset, so when OmniAccess ADA customers largely stayed home to protect their health, new partnerships were formed with two local food banks to deliver groceries to those who could not safely leave their homes. To date, over 12,000 deliveries have been made.

Technology and organizational efficiencies have provided additional benefits for the agency that promise to make a long-term impact. For the first time, remote work for administrative staff was adopted and proven successful. Telecommuting options moving forward will undoubtedly benefit the region's air quality as more people resume commuting in the coming months.

Newfound familiarity with platforms like Zoom and Teams have allowed Omnitrans to strengthen internal communications by providing employees across all departments—administration, coach operators and maintenance staff—the chance to virtually convene as a team.

When California's stay-at-home order took effect in March, systemwide ridership and revenue were negatively impacted as might be expected. Omnitrans aligned service levels with demand, resulting in a 45 percent reduction in service. The tough call allowed the agency to continue operating for those who needed transportation to their essential job, healthcare or everyday needs.

Temporary cessation of fare collection and rear boarding was implemented to facilitate social distancing, with fare collection resuming in June, after the installation of custom plexiglass barriers to minimize operator-customer contact. Masks were mandated onboard for all, and hand sanitizer dispensers, a top customer request, were installed on all buses.

In September, Omnitrans returned bus frequency to its most popular routes as the economy in San Bernardino County gradually begins to reopen and restrictions are relaxing. The agency's ConnectForward service plan, which reduces service by 11 percent and was proposed for September implementation long before COVID-19, will continue to be enacted over the next year. The plan ensures long-term financial sustainability and prepares the agency for future regional transit needs, which Omnitrans has tapped into with OmniRide, the region's first microtransit pilot program, which launched in September and serves the cities of Chino and Chino Hills.

Looking at the uncharted road to

recovery ahead, Omnitrans will continue monitoring ridership closely, making data-driven decisions to restore service, forming new partnerships to better serve our essential workers, and working with local schools to implement bus service when in-person instruction resumes.

"Omnitrans remains committed to its vision and mission in the face of COVID-19 more than ever," said Omnitrans CEO/General Manager Erin Rogers. "We understand the critical role we play in helping to keep the San Bernardino Valley economy moving in tough times and look forward to helping our community emerge from this crisis together."



Throughout the Coronavirus pandemic, Omnitrans has continued operating for those who need transportation to their essential job, healthcare or everyday needs.

## DART Unveils Iowa's First All-Electric, Zero-Emission Bus

**THE DES MOINES AUTHORITY**

Regional Transit (DART) has unveiled the first electric bus in the state of Iowa and announces a pilot project where, in the coming months, the agency will begin testing seven electric buses from Proterra.

The pilot project was made possible thanks to a public-private partnership with MidAmerican Energy, who signed on to provide the local match for DART's Low- or No-Emission grant application with FTA.

"DART and our region join other cities across the country who are piloting this new technology," said DART CEO Elizabeth Presutti. "Not only are we excited to offer cleaner transportation to Greater Des Moines, we are excited about the potential for these electric buses to save DART money in operating and maintenance

costs. This historical first for the state of Iowa and DART was put in motion by the support of MidAmerican and for that we will always be grateful."

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METRO RTA's plans for the future include continuing to provide equitable access for the community as well as improving connections for essential employees and transit-loyal passengers.

## Planning for the Future in a Year of Uncertainty

BY CLAIRE MERRICK

PR Manager  
METRO RTA  
Summit County, OH

**THE 2020 YEAR WAS FULL OF** promise and excitement for METRO RTA. With plans to begin a multi-step strategic planning process, the agency hit the ground running. The process began with a series of outreach and employee in-reach events, surveys and conversations, including the kickoff of "Buses & Brews," where METRO sought public input by bringing conversations about the future of public transit to local coffee shops and breweries.

Of course, the world had other plans. The COVID-19 pandemic halted our Buses & Brews series and forced us to focus on the situation at hand. Every team member dedicated 100 percent of their time and energy to keeping the community safe; and although we faced many uncertainties, one thing became very clear: transit is essential. This provided an even greater focus for METRO's Strategic Plan. We were able to move forward knowing our plans for the future must include continuing to provide equitable access for the community as well as improved connections for essential employees and transit-loyal passengers.

As METRO began to re-focus on the development of the plan, we used lessons from the pandemic, as well as our early outreach, to help shape the recommendations. Thankfully, we were able to gather community member feedback from in-person events and onboard surveys prior to the pandemic, and online surveys collected throughout the summer. By combining that

feedback with a thorough review of agency data, the agency's team developed a series of strategies that offer an exceptional framework for its future.

METRO is currently reviewing feedback on those recommendations, which were presented in September as a series of internal and external webinars. As the strategic planning process concludes, the agency will detail its plans and set its course for the future. METRO is confident its

Strategic Plan details a clear roadmap that will guide the organization into the future, but allow for redirection when the need arises. We are grateful for the support of our Board of Trustees, team members and the community for supporting our vision. We may not know exactly what the future holds, but there is one thing we can be sure of: the future of public transportation in Summit County is a bright one!

**The COVID-19 pandemic halted our Buses & Brews series and forced us to focus on the situation at hand. Every team member dedicated 100 percent of their time and energy to keeping the community safe; and although we faced many uncertainties, one thing became very clear: transit is essential.**



# Transit Apprenticeship at Pierce Transit: From the Ground Up

BY BRENT A. RIFFEL

Maintenance Training Coordinator  
Pierce Transit  
Tacoma, WA

**LIKE VIRTUALLY EVERY OTHER** public transit agency, Pierce Transit is facing a difficult time finding qualified bus maintenance technicians as senior counterparts are retiring in great numbers and few are willing and able to take their place. The agency registered its bus maintenance apprenticeship in 1985, but when I started working at the agency, the program had long since been dormant. With the financial and technical aid of the Transportation Learning Center [Silver Spring, MD], I worked with Harry Morris of ATU local 758 to update the program and get it running again. We saw the importance of working together on a joint labor-management basis to maintain a skilled workforce far into the future. The standards of apprenticeship were amended in October 2019, and three apprentices are currently in the program.

There are many reasons for Pierce Transit to reinstate its bus maintenance apprenticeship program. Back in the day when public transit buses were much simpler, knowledge could easily be transferred from one manufacturer to another. Fast-forward to the 20<sup>th</sup> century—as technologies have accelerated at nearly the speed of light, systems have become increasingly complex and require extensive training and hands-on time to master them efficiently. Today, the two-cycle bus engine is long gone. Turbo chargers are standard. Compressed natural gas, hybrid systems, and technologies such as all-electric battery-operated drivelines have taken its place.

Transmissions used to work exclusively from vacuum and fluid pressure.

Now, in addition to vacuum and fluid pressure, computer-controlled solenoids are incorporated as well. All systems are now directed inputs from sophisticated multiplexed systems that continuously monitor the state of input from numerous devices throughout the bus and make decisions based upon a customized program and complex algorithms to control the state of output devices. In addition to complex wiring systems, data networks that communicate across multiple components are commonplace.

Fareboxes used to be basic mechanical “piggy banks;” now, they have highly sophisticated computers with delicate inner workings. Climate control consisted of nothing more than a heater box but are now complex, digitally controlled systems. Fire suppression, vehicle tracking, radios and other components are in place and require regular maintenance and upkeep. Door systems are no longer just a simple mechanical linkage, but a highly orchestrated symphony of switches, valves, touch sensors and solenoids.

How does this translate for technicians in a shop? Laptops and handheld monitoring devices are now standard features of a technician’s toolbox. This is where the saying “apprenticeship is the OTHER four-year degree” is entirely appropriate. Each day when a baby boomer technician with 10, 20 or 30+ years of experience retires, the public transit industry loses much more than a set of hands. An entire library of information walks out the door and leaves a wake of priceless knowledge and skills.

Who will fill their shoes? This is a situation that absolutely cannot be remedied quickly. Overtime is a band aid. Apprenticeship is also not a quick fix and requires solid forward-planning to fill critical gaps when the workload

becomes overwhelming. We must stand on the hill and look down into the valley to see the rewards with apprenticeships, and the return on investment is multiplied substantially when the going gets tough. With a firm training plan, agency trainers and union mentors build comprehensive knowledge needed to get the job done using a comprehensive bus maintenance apprenticeship framework developed by the center and approved by the Department of Labor. Entry-level tasks lead to more complex challenges to build confidence and



A mentor working with a bus maintenance apprentice.

understanding of diverse systems on our buses. The trainer and mentor draw upon their own experiences, express concepts in terms the trainee can relate to, and possess a great deal of patience for when breaking tasks down into small units and allowing time for the trainee to absorb the information. This training methodology encourages competency, team participation, pride in workmanship and high quality “ownership” in the equipment provided to the customer(s).

Task qualification is a double-edged understanding from both the trainer/mentor and apprentice. When the trainer/mentor signs the apprentice off on a task, he/she is confident the apprentice has reached a competency of that task to work independently. The trainee signs off the task acknowledging that competency, and also recognizing the responsibility bestowed upon them to complete that task in the future without assistance. Our 8,000-hour, four-year Washington State-registered apprenticeship program operates at the speed and aptitude of the trainee. Some tasks may be comprehended in only a few minutes; others may take extensive hands-on time and/or additional formal training provided by either the trainer/mentor, manufacturer or third-party commercial vendor.

Many systems on transit buses are much like computers and change from one model year to the next. This requires evolving training requirements to ensure technicians understand system updates and changes in operation. Failure to ensure these training needs are addressed can lead to premature wear of components, damaged or catastrophic loss of costly assemblies

or beyond that—serious injury or death to our valuable personnel or customers. Accurate foresight and planning with a well-calculated investment in apprenticeship garners huge returns to fill voids in maintenance production down the road.

While many agencies grow their own mechanics from within, many do not possess the backing of a state or

nationally certified program to validate the extensive training budding technicians endure. Pierce Transit is one of a growing number of agencies with bus maintenance apprenticeship providing an amazing opportunity to raise its own top-quality technicians of the future right in its lap. For additional information on registered bus maintenance apprenticeships, contact the Transportation Learning Center’s John Schiavone at JohnJSchiavone@cs.com.

**Each day when a baby boomer technician with 10, 20 or 30+ years of experience retires, the public transit industry loses much more than a set of hands. An entire library of information walks out the door and leaves a wake of priceless knowledge and skills.**



The manuals needed for maintaining a bus in 1961, compared to 2020.



# Now Is the Time to Re-Imagine Policing

BY ALEX Z. WIGGINS

CEO

New Orleans Regional Transit Authority

**THE IMPORTANCE OF PROVIDING A** safe and reliable transit experience is paramount for public transit agencies across the country. Toward that goal, an almost universal strategy is to assign uniformed law enforcement officers to patrol our trains, buses, platforms and stations.

We rely on our dedicated law enforcement professionals to prevent crime and deter acts of terrorism. Their mission is real; and their expertise is needed. While some passengers feel safe and are happy to see an offi-

cer on patrol, others react with fear. Why? Because some of them have been victims of police violence or they know someone who has. The disturbing pattern of police violence against unarmed people of color is historic, inexplicable and widespread. The community demands an immediate end to this injustice. But defunding police departments is not the answer, we must instead re-imagine policing to achieve necessary change.

Transit policing is a challenging job. Every day, many police officers strive to make a positive difference in the systems they patrol. On a daily basis, they are asked to intervene and resolve a plethora of crises ranging from mental

illness to homelessness, or other issues like fare evasion, disorderly conduct and so on. But is there a better way to manage these issues? What if we partnered with social service agencies to address homelessness, mental illness and minor juvenile offenses? What if we decriminalized fare evasion? What if we re-imagined how we train police officers?

Yes, it's true that police officers must be tactically and technically proficient; they need to know how to defend themselves and investigate crimes. The reality is that they spend most of their time talking to people and relying on soft skills to get through the day. But if you were to examine any police academy curriculum or a police department's ongoing training plan, officers spend the least amount of time training in the skills they use and need most: interacting with people.

Re-imagining policing means flipping the training paradigm. Given that most of a police officer's time on patrol is spent communicating with the public, let's make the mastery of cross-cultural communication, de-escalation and bias-free policing a requirement equal to achieving proficiency in other areas like firearms and defensive tactics.

Here is the deal, we don't require our officers to demonstrate proficiency in the areas where they spend most of their time: interacting with people. But if an officer fails to qualify at the firing range, they are sidelined

and assigned to remedial training. Let's flip the paradigm and require the same approach to resolve failures in communication, de-escalation and police bias. Only then will be able to begin the healing process and bridge the divide between the community and the police.

**Re-imagining policing means flipping the training paradigm. Given that most of a police officer's time on patrol is spent communicating with the public, let's make the mastery of cross-cultural communication, de-escalation and bias-free policing a requirement equal to achieving proficiency in other areas like firearms and defensive tactics.**



Pictured from left: Sgt. Shandrell Privott, RTA Transit Police commander; Alex Z. Wiggins; Robert C. Hickman, Jr., RTA director of systems security & emergency preparedness; Doug McGowan, RTA Transit Police officer.

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# COTA Launches Innovative Mobility Solutions During Pandemic

BY JEFF PULLIN

Public & Media Relations Manager  
Central Ohio Transit Authority (COTA)  
Columbus, OH

**COTA IS WORKING TO REIMAGINE** public transportation during the COVID-19 pandemic, creating new equitable mobility solutions to meet the needs of all customers.

Since the beginning of the pandemic, COTA's ridership review committee evaluates all data daily including boarding, staffing, COVID-19 infection rates, customer feedback, school system needs and employment trends. From there, transit service is prioritized where it is most needed to provide the essential needs: access to food, healthcare and jobs.

COTA's strategic plan ensures every project and initiative is equitable. Equity, diversity and inclusion is in the agency's organizational DNA and this commitment has been crucial during the pandemic. When COTA limited buses to 20 customers to encourage social distancing, we launched Dynamic Service, and staged additional transit vehicles in high-ridership areas. When a bus hit the passenger limit, Dynamic Service dispatched a vehicle to pick up passengers still waiting at stops.

In April, COTA began requiring all customers to wear masks on board and worked with local non-profits and volunteers to collect more than 25,000

donated masks. They are distributed to customers at transit stops by non-profits and first responders.

As the region's mobility solutions provider, COTA works with businesses and non-profits to serve the hardest impacted communities. The agency partnered with Bob Evans to deliver 20,000 meals to shelters and food pantries. When Columbus City Schools announced the fall term would begin remotely, COTA and the Center for Science and Industry (COSI) launched outdoor science events for students. Since August, COTA and COSI provide free weekly Wi-Fi and STEM education events to bridge the digital divide in many neighborhoods.

COTA has launched innovative services using existing resources, equipment and infrastructure to deliver transit in a whole new way. In September, the agency launched Bus on Demand, allowing customers in northeast Columbus to use an app to hail a bus to their nearest transit stop. This helps customers connect to the fixed-route system and ensures low ridership areas are not a barrier to mobility access. COTA/Plus, the region's first microtransit service, will launch its third zone in November, connecting vulnerable neighborhoods in South Columbus to the COTA system.

Working to build trust in the safety of public transportation is also a top priority. COTA launched the Safe & Secure

**COTA's strategic plan ensures every project and initiative is equitable. Equity, diversity and inclusion is in the agency's organizational DNA and this commitment has been crucial during the pandemic.**

campaign to explain how its team goes the extra mile to sanitize vehicles, provide equitable service and make transit a safe customer experience.

As central Ohio works to recover from the COVID-19 pandemic, COTA sees it as an opportunity to reinvent what mobility means for communities.

While masks and social distancing will be required for the foreseeable future, the agency will continue to use data to understand customer needs and provide innovative mobility solutions to connect people to social and economic prosperity.



COTA/Plus, the region's first microtransit service, will launch its third zone in November.

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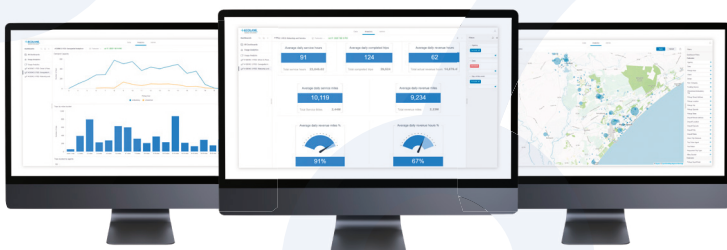
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# Building Resiliency in Transit Design During COVID-19 and Beyond

Taking the long view on transit building design will help agencies post-pandemic

**BY KEN J. ANDERSON**

Senior Principal, Transit Sector Leader  
Stantec

**TRANSIT IS AN ESSENTIAL SERVICE**, providing mobility for residents within urban settings. Public transit was hit hard during the stay-at-home orders required to contain the Coronavirus pandemic, but soon we will again be using public transit for our day-to-day lives.

Thus, we need to start envisioning what the long-term future means for public transit buildings and facilities when physical distancing and shelter-in-place ends.

As transit designers, we know good design must respond not only to the current crisis and changing behavior but serve riders and transit workers for decades to come with short- and long-term responses.

We have seen our industry shift design considerations for transit infrastructure (both public-facing terminals and transport as well as the maintenance facilities and offices) toward efficient, safe, sustainable and resilient design.

## How To Reopen

With governments at all levels providing stimulus funding for transit, public transit agencies are developing plans to build public and staff confidence in the safety of the system for reopening. Both public spaces (stations) and the non-public spaces (facilities and support) can be readily modified to create additional safety and security. Right now, we are designing for reopening with early phase protocols (social distancing, staggered entry, ongoing disinfection) using essential changes of signage and entry and exit infrastructure. These are likely interim solutions.

The short-term outlook for operations, maintenance and administration is also promising. Most transit operations are already socially distant. Mechanics tend to have their own tools and their own bays for transit repairs. Agencies can adjust their fueling, service, cleaning schedules and nightly protocols to promote distancing and infection control.

Temporarily, the rider's experience is

## BUILDING RESILIENCY

CONTINUED ON PAGE 23



Most public transit facility spaces are set up so operators can adjust with temporary solutions in internal protocols and maintenance to respond to the pandemic.



Good design must respond not only to the current crisis and changing behavior but serve riders and transit workers for decades to come with solutions like anti-microbial surfaces and increased airflow in public or back-of-house spaces.



# MBTA Crowding Information: Helping Put Minds at Rest in Stressful Times

## IN AN EFFORT TO PROVIDE RIDERS

with the confidence and flexibility to make informed choices about their commutes during the Coronavirus pandemic, the Massachusetts Bay Transportation Authority's (MBTA) Customer Technology Department (CTD) launched real-time bus crowding information on June 19, marking the MBTA as the largest public transit agency in the U.S. to release such information on local buses.

"Our real-time crowding information has generated a lot of good feedback from our bus customers," said MBTA General Manager Steve Poflak. "These important data points provide riders with the confidence and flexibility to make informed choices about their commutes."

To help riders who most depend on bus service during the pandemic, the MBTA began by releasing live crowding information on nine routes with high post-pandemic ridership. The agency released data on additional bus routes throughout the summer as it validated route-by-route accuracy. Crowding information is now available all day,

every day for most bus routes.

Live crowding information for most routes can be found at [mbta.com](http://mbta.com), on E ink screens, and in the Transit app, and is described using three categories based on current social distancing standards on the T's vehicles: Not crowded; Some crowding; and Crowded.

This initiative was set up quickly to deliver useful information in a time of unprecedented stress for riders. CTD overcame major obstacles in research, technology and implementation by focusing on the needs of pandemic riders, working with existing technology assets, and collaborating closely with other MBTA departments and vendors.

This real-time crowding data uses the agency's existing Automated Passenger Counter (APC) system on buses. APCs keep a count of when riders break two beams of infrared light at the doors. They were designed to report general ridership—not to keep an accurate running tally for every trip a bus takes, let alone in the context of a pandemic where riders are extra sensitive to crowding. To make APCs a viable

**i NOT CROWDED**

**ii SOME CROWDING**

**iii CROWDED**



source of real-time data, CTD worked closely with its on-board bus technology vendor (Trapeze) and implemented processes in the MBTA's existing in-house middleware to automatically calibrate, track and report real-time bus loads from APC data.

Accuracy analysis became essential, especially because of this "off-label" use of the APCs. Validation of these data was a time-consuming, manual

process: CTD staff signed into security camera terminals and manually counted riders on a particular bus, then compared that to what the real-time feed reported to determine accuracy.

After releasing real-time crowding data on a majority of its bus routes, the MBTA will soon release information about subway crowding trends to riders.

## BUILDING RESILIENCY

CONTINUED FROM PAGE 22

likely to be reshaped by self-regulation and, in some cases, mandated masks. Riders won't enter areas that seem too crowded for their comfort level. Agencies will be challenged to balance safety with function and utility in how they accommodate riders' preferences for lower-density experiences. By its nature, transit use tends to concentrate people, and limiting its numbers may be the most difficult aspect of relaunching widely.

### Longer-Term, Touchless, Anti-Microbial

There are some design elements we can predict that public transit would be wise to embrace long-term. We will see transit redesigned to allow for a touchless rider experience from ticket buying to entry and exit. Sliding, automated doors will replace gates that must be pushed by hand, for example. Smartphone technology will enable touchless ticket purchasing. Designers will borrow established elements from healthcare, from anti-microbial surfaces to the use of positive or negative air pressure to increase airflow in public or back-of-house spaces. With the pandemic in mind, we can look at opportunities for stations that can open or close themselves to outside air.

### Flexible, Resilient, Equitable

Good design is about thinking beyond today's challenges without losing sight of our guiding principles. Clearly, we must incorporate public health in our designs. And transit infrastructure must also last decades, balancing what's best for the community while considering the rider's experience, climate

change, and resiliency. We can't simply think most immediate and least costly, we need to think flexible. The next crisis may not be a pandemic that temporarily shuts down the system, it might be an event that *increases* public reliance on the transit system.

We must first envision and then design for the crisis that hasn't hit yet. Rather than downsize, we might suggest creating administrative workplaces for transit agencies that are highly flexible, can accommodate staff for years to come, can size-adjust to the agency's needs over time (with shared spaces with movable walls, for example) or can be repurposed quickly and economically for a completely different function. We also remind ourselves to consider the resiliency of transit, systemwide. If the public transit system is frozen, we can't presume that rideshare or automobiles will fill in the gaps for all riders. This crisis has shown us just how closely the availability of transit is related to social equity, climate change and shaping communities. A truly resilient transit system will provide multiple options for movement within the city for everyone.

It will benefit transit designers and their clients to observe this temporary state to see which solutions prove effective. This temporary state of high alert and the infection control measures and modifications it requires also gives us an opportunity to learn through observation. By taking stock of what's working and how habits and patterns change over time, we can build better transit stations and facilities for the future.

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# 2020 APTA AdWheel Grand Awards Honor Members for Strategic Accomplishments Through Communications and Marketing

**THE 2020 ADWHEEL GRAND AWARDS RECOGNIZE THE STRATEGIC** importance of marketing and communications projects that advance the organizational goals of APTA members.

Public transportation systems and businesses compete for Grand Awards within their peer group, based on annual passenger trips or in the separate Business Member group. Judges reviewed more than 317 entries this year, and 74 First Place winners were narrowed down to 11 Grand Award winners, representing the very best across three core categories. All entries were submitted before the COVID-19 pandemic impacted North America. The nine public transportation systems and two Business Members listed below will be invited to discuss their winning strategies at a future APTA conference.

## Effort to Increase Ridership or Sales

### **Livermore Amador Valley Transit Authority (WHEELS), Livermore, CA**

Several 15-second spots were developed focusing on the difficulty of parking at BART, the traffic jams during morning school drop-offs and the convenience and cost-effectiveness of services. WHEELS provides 15-minute weekday frequency on key bus routes and times service with local school hours and the two area BART stations. Ridership on their two Rapids routes went up by nine percent and ridership on the supplemental school routes in Dublin and Pleasanton went up nearly 35 percent. Now you can listen to four of the ads at <http://bit.ly/AdWheel1>; <http://bit.ly/AdWheel2>; <http://bit.ly/AdWheel3>; and <http://bit.ly/AdWheel4>.

### **City of Albuquerque Transit Department, Albuquerque, NM**

Albuquerque's BRT was the most controversial project in the city's history. By localizing their branding, the city won back the people of Albuquerque and demonstrated that when the design of a project reflects the culture of that place, it is more likely to win acceptance and see long-term success. Their approach led to customers becoming the best advocates and marketers of ART on social media and beyond. Against all odds and overnight, they flipped the narrative and shifted public perception. Even the local media changed its tune. On the first day of service, ridership more than doubled compared to an average Saturday. See one of their videos at <http://bit.ly/AdWheel5>.

### **Metrolinx (GO Transit), Toronto, ON, Canada**

To help improve transportation conditions ranked the worst in North America, the Greater Toronto Hamilton area needed to get existing drivers to start thinking about public transit. Research with drivers confirmed they were happy with the ease and convenience of taking their cars, despite known downsides like traffic, parking and cost. To truly change perceptions of the bus and transit overall, GO Transit needed to communicate a real incentive to switch from driving. The GO BUS x AUTOSHOW campaign contribution to ridership and revenue led to an eight percent increase in bus ridership and a 4:1 ROI on total marketing spend, solidifying their strategy as the foundation for GO's future behavior change efforts. Watch a video on the campaign that garnered 18.4 million impressions at <http://bit.ly/AdWheel6>.

### **Ohio Transit Risk Pool, Wadsworth, OH**

Previously, riders going between counties across Ohio and Kentucky were forced to stand in line at transit centers to purchase tickets and obtain transfers. EZfare was marketed as a free electronic fare payment app, enabling users to purchase and use tickets for 14 public transit systems, the largest multi-county mobile ticketing system in the U.S. The goal of the marketing campaign was to inform existing riders and potential new users that OTRP had created a seamless ticketing system that made using public transit easier and more convenient. The EZfare app was developed by NEORide, a consortium of transit agencies managed by the Ohio Transit Risk Pool, and Masabi. The app has been downloaded thousands of times, and citizens are using it to purchase passes. Since its successful launch, EZfare has been added for use on moovit, Uber and Transit App. The marketing campaign also attracted the attention of policy makers. NEORide/EZfare received \$3.3 million from ODOT to fund the installation of validation units on member system buses. Learn more about EZfare at [www.ezfare.us](http://www.ezfare.us).

## Educational Efforts

### **LOSSAN Rail Corridor Agency, Orange, CA**

The Pacific Surfliner route spans 351 miles through six counties in Southern California, from San Diego to San Luis Obispo. The LOSSAN Agency and the Disneyland Resort established a partnership in 2017 to encourage travel by train to the "Happi-

est Place on Earth". The "take the train and save" promotion offered special savings on both train travel and theme park admission. Promoting and incentivizing the train as an alternative to driving to the resort would help avoid potential parking crunches in times of record attendance. In 2019, there was a 345 percent increase in theme park ticket sales through the "take the train and save" promotion over 2018. Watch the promotional video at <http://bit.ly/AdWheel7>; and learn more about the partnership at <http://bit.ly/AdWheel8>.

### **Hillsborough Area Regional Transit Authority, Tampa, FL**

The HART "Ride with Respect" social campaign honors bus operator Thomas Dunn's memory and works to protect to every person who serves their community through the delivery of public transportation. HART implemented a social change campaign designed to elevate the level of respect and courtesy its customers show each other, as well as its operators and other frontline staff. PHASE 1 included a video featuring Latisha Jones, a HART operator, designed to elicit compassion for operators and "humanize" the position in the community, the goal to elevate the role of the transit operator to that of a first responder. Watch the video at <http://bit.ly/AdWheel9>.

### **AC Transit (Alameda Contra-Costa Transit District), Oakland, CA**

Like many other public transportation service providers, AC Transit faces a shortage of bus operators and mechanics. With nearly 50 vacancies for bus operators alone, AC Transit needed to reinvigorate recruitment efforts. They wanted their message to stand out in the saturated and competitive Bay Area market by using new tactics and channels. Overall, AC Transit served approximately 3.5 million impressions with a budget of \$80k. The 6-month campaign generated 1,150 applicants and counting. From these, several training classes were filled, with more than 80 candidates in the pipeline for new bus operator training and more than 100 candidates still to be interviewed. Watch campaign videos at <http://bit.ly/AdWheel10>; and <http://bit.ly/AdWheel11>; listen to a radio spot at <http://bit.ly/AdWheel12>; and view the campaign wrap-up document at <http://bit.ly/AdWheel13>.

### **GILLIG LLC, Livermore, CA**

Gillig moved its headquarters to Livermore, CA, and the new development required the company to create a public art installation. They decided to make this public art in the form of a passenger shelter to be located at the closest bus stop to their new facility. Gillig worked with staff at the Livermore Amador Valley Transit Authority on aspects of the shelter that were necessary to maintain public information elements present at other LAVTA shelters, including the one that was replaced by this new shelter. See a picture of the finished shelter at <http://bit.ly/AdWheel14>.

## Effort to Highlight Transit Needs/Funding

### **Norwalk Transit District (Wheels), Norwalk, CT**

NTD's marketing campaign introduced a new, on-demand service called Wheels2U, based on a mobile app to appeal to the modern urban lifestyle. This service is attractive to individuals who like the convenience of hailing an Uber or a Lyft. Within four months, Wheels expanded the zone, doubling the coverage of the service area. Service is mostly available on weekend evenings. Twelve months into the operation Wheels2U had 2,000+ app downloads, hitting more than 1,000 rides a month. Learn more about the campaign at <http://bit.ly/AdWheel15>.

### **Memphis Area Transit Authority (MATA), Memphis, TN**

One of the key communication goals for MATA is to promote public engagement. An online seven-minute video, "MATA Matters," was created to build awareness about why public transit should be funded at appropriate levels so that the Memphis and Shelby County community can benefit from a viable, reliable and efficient public transit network. The MATA Matters video has been viewed thousands of times on the MATA social media platforms, website and through other digital marketing venues. The MATA team uses the video at events to drive public awareness, engagement and support for public transit. View the video at <http://bit.ly/AdWheel16>.

### **Metropolitan Transit Authority of Harris County, Houston, TX**

Rodeo Houston is one the region's hottest annual attractions. The problem is that traffic and lack of convenient and affordable parking make travel to the rodeo both expensive and problematic. As part of their partnership with the rodeo, METRO wanted to attract more fans to the month-long event via the METRORail Red Line. METRO created a short viral video, in cooperation with local YouTube star Tio Choko, who shot a humorous dance video with a METRORail train. METRO's Rope a Ride to the Rodeo video was met with rave reviews, garnering 6,669,160 total impressions. Ridership increased, with 1,631,610 rodeo fans choosing METRORail as their travel choice to Rodeo Houston. View the video at <http://bit.ly/AdWheel17>.



# The New Normal—Building Rider Confidence in a Post-COVID World

**BY CAROL WISE**

EVP and Chief Operations Officer  
Dallas Area Rapid Transit (DART)

## LIKE AGENCIES AND BUSINESSES

across the country, DART has faced challenges that only a year ago would have seemed unimaginable. Throughout the Coronavirus pandemic, DART has continued to provide services for North Texas residents who rely on our buses and trains to get to jobs, grocery stores and medical appointments, as well as transit-reliant first responders who continue to keep us safe.

As DART service area cities return to a “new normal,” encouraging riders back will require that we continue the practices that have seen us through this difficult time, while fostering new ways to make passengers feel confident when they ride.

Agencies must demonstrate that we’re doing everything possible to maintain cleanliness, safety and social distancing protocols to ensure our riders feel safe, including high-visibility cleanings. At the beginning of the pandemic, DART aggressively expanded agency-wide cleaning and safety protocols. With a focus on the highest level of safety and protection for our customers and employees, vehicles receive enhanced cleanings throughout the day.

DART light rail vehicles receive thorough cleanings at our eight terminus stations. Red and Blue Line trains are cleaned every hour, and Orange and Green Line trains every 90 minutes. On weekends, light rail vehicles are sanitized with Halosil Foggers that use a hydrogen peroxide-based solution with antimicrobial silver to sanitize and disinfect.

DART buses receive cleanings nightly and are cleaned on a rotating basis with foggers. Over 70 percent of buses are equipped with SanUVAire Breathe Safe Germicidal UV Systems that utilize ultraviolet irradiation technology to kill viruses as air is recirculated through the bus.

As riders return, effective and consistent messaging is paramount to ensure they know they are returning to a safe transit system. One of the many ways DART keeps our riders informed and engaged is by tailoring our communications to the needs of our passengers—meeting them

where they are, including through email, text, online and print media, and social media platforms.

Our dedicated communications team employs all these methods in addition to social listening and response management by working closely with our operations teams. Service impacting incidents, health and safety communications, and rider questions and concerns are answered in real time—helping us build confidence in the agency and our focus on customer and employee safety.

DART also remains committed to developing technologies and services that empower our riders and move North Texas forward, including contactless payment opportunities. Our award-winning GoPass app serves as an all-in-one travel tool, offering mobile

ticketing throughout the region, and our GoPass Tap cards give our unbanked customers the ability to go contactless as well, while also providing them the opportunity to enjoy the benefits of fare capping.

As we move through this pandemic together, with appropriate precautions and a focus on the needs of our riders, agencies can continue rebuilding the indispensable transit services that our residents need.



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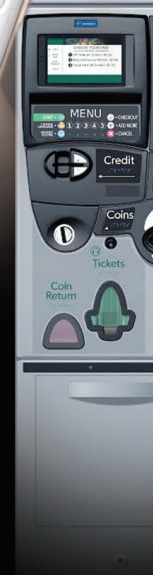
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# People On The Move

**OMAHA, NE**—HDR has promoted **Janet Gonzalez Tudor** to the role of transportation operational resiliency director. Her responsibilities include working with clients and cross-functional teams in the devel-



Tudor

opment and implementation of new programs to support infrastructure resiliency planning and long-term organizational health. Through 15 years of sector experience, her notable projects have included community-focused development planning on Chicago's south side, the Tucson streetcar and D.C. streetcar. For APTA, she is a member of the Board of Directors, Diversity and Inclusion Council, Standards Development Oversight Council and Sustainability Committee, among others.

HDR has named **Rashed Islam** its new Central Region transportation director. Islam, a 27-year veteran in the industry, will help coordinate HDR's transportation work, responsible for strategic leadership, business development and management of key initiatives, as well as development of staff and the continued expansion and application of full life cycle services.



Islam

**Mark Ellis** has been promoted to transportation operations and maintenance facilities director. He will provide strategic leadership for HDR's facilities design services organization and develop strategic visions and tactical plans to support the growth of the practice and technical capabilities of HDR staff.



Ellis

**Christopher LaTuso** has been promoted to the dual role of director of HDR's global transportation infrastructure advisory services practice and East Region transportation market development director. LaTuso has spent the majority of his three-decade career developing transportation projects in the New York metropolitan area. Notable projects include the raising of the Bayonne Bridge and implementation of the Kew Gardens Interchange.



LaTuso

**Christi Skinner** has been promoted to transportation client development director, responsible for the creation and application of programs and processes to connect service capabilities and solutions for clients. She will also manage strategic client development and strategic pursuit activities.



Skinner

**AUSTIN, TX**—**Joe Meade** and **Bruce Parkin** will partner with **JD. Riley** of Railroad OP Services LLC, a new company that assists railroads with audits, rulebook updates and training—to improve a railroad's overall safety culture, public image and financial exposure. Riley, the founder of the company, has 50 years of railroad and regulatory experience. He was an administrator of Metro-North's 49 CFR part 240 Qualification and Certification Program for Locomotive Engineers and FRA's operating practices division specialist (Operating Crew Certification Program) in Washington, DC. He also has been engaged with operating crew certification following the 1988 Railroad Safety Improvement Act.



Riley

Meade has more than 45 years of railroad and regulatory experience as the director of safety for Brightline Virgin Trains, general superintendent for NJ TRANSIT and as an FRA Inspector for the New York and New Jersey Corridor. He also has 30 years of experience as a Level III Firefighter, with extensive training in railroad emergency and hazardous material response.



Meade

Parkin has more than 43 years of railroad and regulatory experience with Penn Central, Conrail and Amtrak, serving as trainmaster and road foreman of engines, and with Amtrak's Acela product line. He was a rail security specialist with DHS and served as an operating practices safety inspector for FRA Region 1 in the New York metropolitan area.



Parkin

**MEMPHIS, TN**—The Memphis Area Transit Authority (MATA) has appointed **Ted Harris** as chief operations officer. He will provide oversight of key operations including fixed-route bus, trolley, and MATApplus services as well as the maintenance, security and facilities departments. Harris has nearly 40 years of transportation experience, including more than 25 years in the public transportation sector. He recently served as chief customer experience officer at the Hillsborough Area Regional Transit Authority, Tampa, FL. Harris also served as vice president of operations for MV Transportation, Fairfax County, VA; as strategic operations, health and safety manager for King County Metro, Seattle; and in numerous positions for the Washington Metropolitan Area Transit Authority in Washington, D.C. Harris is a graduate of Leadership APTA.



Harris

**RICHMOND, VA**—GRTC Transit System has appointed **Tony Byrd** its director of maintenance. Byrd has been with the agency since 1989, as a mechanic in training and working his way up through the ranks both within the maintenance department and serving in the union as shop steward and later vice president.



Byrd

**TEANECK, NJ**—Marine Tiger Technologies has hired **Sean Kennedy** as senior vice president. Kennedy will provide operations management and strategic leadership across the organization's consulting portfolio. He brings more than 35 years of experience defining, designing and implementing multimillion-dollar technology projects for transit and transportation. Before joining Marine Tiger, Sean held leadership roles at, among others, Amtrak, where he was a senior IT director.



Kennedy

**SAVANNAH, GA**—Chatham Area Transit (CAT) has named **Walter "Lenny" Cooksey Jr.** as its new chief operating officer. Cooksey brings 25 years of management experience in public and private transportation, financial services, marketing and emergency management. He joins CAT after serving as the general manager of MV Transportation's paratransit service in Baton Rouge, LA. Prior to his role with MV, Cooksey served as director of fixed-route services for the Jacksonville Transportation Authority.



Cooksey

CAT also announces that **Charles Hall** has been hired as chief safety officer. Hall has more than 27 years of law enforcement experience that includes working as an intelligence unit commander, internal affairs commander, precinct commander, emergency manager, homeland security coordinator and hurricane preparedness coordinator. Previously, Hall served as the director of university safety with the Savannah College of Art and Design before transitioning into the role of director of transportation, where he provided governance over a \$150,000 annual bike share program and created an on-demand transportation program.



Hall

**ST. CLOUD, MN**—St. Cloud Metro Bus has appointed **Sunny Hesse** as chief administration officer. Hesse has been with Metro Bus since June 2017 as director of human resources. She has more than 20 years of experience in various management and leadership roles in both the public and private sectors. For APTA, Hesse is a member of the Workforce Development Committee.



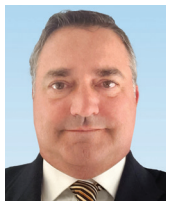
Hesse

**LOS ANGELES, CA**—AECOM has named **Jim Gravesande** as vice president, transit/rail program director. Prior to joining AECOM, Gravesande was a program manager with extensive management and engineering experience on transportation-related design projects, including coordination of all system elements and cooperation with stakeholders to ensure implementation of extensions and public board presentations. He has managed similar services for public transit agencies around the world.



Gravesande

**GLASTONBURY, CT**—WSP USA names **Eric Offenberg** the Rhode Island office lead for the Southern New England District. Offenberg will be responsible for business development and project delivery focusing on strategic planning, diversification and growth of professional services and client relations. Offenberg has more than 30 years of experience in transportation and related engineering fields. Most recently, he was the director of engineering for the Rhode Island Turnpike and Bridge Authority.



Offenberg

WSP also has named **Oscar Gonzalez** as managing director for planning and environment services in the Washington D.C. and Virginia region. Gonzalez most recently served as senior program manager and chief of real estate services for Virginia Railway Express. He is a graduate of Leadership APTA, is a member of the Latinos In Transit Board of Directors and is an appointed member and vice chair of the City of Alexandria (VA) Transportation Commission.



Gonzalez



# Gov. Lamont Unveils First Battery-Electric Buses for Connecticut

**GOV. NED LAMONT, JOINED BY** officials from the Connecticut Department of Transportation (CTDOT), Connecticut Department of Energy and Environmental Protection, and Greater Bridgeport Transit (GBT), recently unveiled the first two battery-electric buses entering public service in Connecticut during ceremonies at the GBT Intermodal Transportation Center in Bridgeport. Each replacement of a diesel bus with an electric vehicle will avoid 230,000 pounds of carbon dioxide each year—the equivalent of planting 5,000 trees.

“This program illustrates our commitment not only to public transportation and the thousands of Connecticut citizens who rely on it every day, but also to the environment,” said Gov. Lamont.



The two buses unveiled by Gov. Lamont are the first of up to five, 40-foot battery electric buses and associated charging infrastructure that will be deployed at Greater Bridgeport Transit.

“This green technology is state-of-the-art and will serve us for years to come with clean, safe, reliable service, which is the best way to get people out of their cars and onto buses and trains.”

Funding for the project came from FTA and CTDOT. “CTDOT has a long history of welcoming technology innovation in providing bus service to the state, including demonstrating hybrid diesel-electric buses 15 years ago, which led to the integration of the technology in our fleet,” said Transportation Commissioner Joseph Giulietti. “We also instituted fuel cell buses in the Hartford area in 2007 and 2010. We are taking every step possible to reduce our carbon footprint and improve air quality in the communities we serve.”

The electric bus initiative is part of

Connecticut’s commitment to economy-wide greenhouse gas reduction targets of 45 percent and 80 percent below 2001 levels by 2030 and 2050. In 2019, the Connecticut General Assembly committed to electrify 50 percent of Connecticut’s light-duty fleet purchases and 30 percent of the heavy-duty fleet purchases, including transit buses, by 2030.

## CLASSIFIEDS

### 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).

### REQUEST FOR PROPOSAL

#### CITY OF GAINESVILLE, FL

Notice is hereby given that the City of Gainesville, Florida will receive electronic bid submittals for **“Digital Signage and Content Management Software”**, Request for Proposal #RTSX-210006-DS.

A pre-bid meeting will be held on November 17, 2020 at 9:00 a.m. (local time) via Zoom (download the solicitation for the access information). Only bid responses (in pdf format), uploaded electronically to DemandStar, **before 3:00 p.m. (local time) on December 7, 2020** will be accepted. Paper copy submittals are not acceptable.

The City utilizes DemandStar to perform bid notification, document fulfillment, and e-bidding. Interested bidders may download our solicitations for free, but you must still register with DemandStar. They can be reached at 1-800-711-1712 or [www.demandstar.com](http://www.demandstar.com). For additional information please contact the Procurement Division at (352) 334-5021.

The City of Gainesville reserves the right

to reject any and all electronic bids received in response to the Invitation to Bid as determined to be in the best interest of the City of Gainesville.

Daphne SESCO, Procurement Specialist 3  
Procurement Division

**REQUEST FOR PROPOSALS**

**Chatham Area Transit Authority (CAT)** is seeking proposals/bids for **2021-03 RFQP Interior Design and Remodeling Services through 10/30/2020 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).

### REQUEST FOR PROPOSALS 18785

#### ADA COMPLEMENTARY PARATRANSIT SERVICES

The **City of Detroit**, Office of Contracting and Procurement (OCP) requests proposals from qualified firms to provide ADA Complementary Paratransit Services. Proposals must be received **on or before 4:00 p.m. (EST), October 28, 2020** and are to be submitted in accordance with Request for Proposals (RFP) 18785 dated September 14, 2020. **There Will Be No Public Opening Of The Proposals.**

This project contains a subcontracting requirement of 30% with those firms who have obtained certification as a Disadvantaged Business Enterprise (DBE) firm, as defined by 49 CFR Part 26 from the DDOT Office of Contract Compliance, another transit authority, or

the Michigan Department of Transportation (MDOT), or as a small business [SBA-n (a)], as determined by the U.S. Small Business Administration (SBA).

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

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

Interested parties must download a copy through Oracle.

Contact: Pamela L. Crump  
Cell: (313) 670-2018

### HELP WANTED

#### PUBLIC TRANSPORTATION SERVICES CORPORATION (PTSC)

##### ENGINEERING ASSOCIATE (TRACTION POWER SYSTEMS)

**Basic Function**

Provides intermediate-level engineering support to Operations and support department projects in order to deliver service that is reliable, safe, and efficient for Metro customers and employees.

**Requirements For Employment**

**Education**

Bachelor’s Degree in Engineering, Electronics, Computer Science, or a related field; Master’s Degree in a related field preferred

**Experience**

One year of relevant experience performing engineering work in appropriate discipline; some positions in this class may require specialized experience in area of assignment

**Application Procedure**

To apply, visit Metro’s website at [www.metro.net](http://www.metro.net) and complete an online Employment Application.

#### SPORTWORKS NORTHWEST HAS AN IMMEDIATE OPENING FOR A DIRECTOR OF SALES AND MARKETING

Sportworks Northwest is an industry-leading manufacturer of commercial bicycle infrastructure products. Our bike racks for buses enjoy wide acceptance, they transport more than 2 million bikes per month worldwide. Sportworks also provides bike accommodation for railcars and marine transit. Our innovative bike parking products continue to push the industry forward and are enjoying market share growth. We also manufacture complex assemblies for a variety of contract customers who are leaders and innovators in their own industries.

We have an immediate opening for a Director level position that will help shape and grow our organization for years to come. If you or someone you know may be interested, please find position details at <https://www.sportworks.com/jobs/director-of-sales-and-marketing>

Sportworks employees enjoy our casual work environment, emphasis on work-life balance, and working alongside others who share a passion for the active lifestyle available in the Puget Sound region. More information about Sportworks is available at <https://www.sportworks.com/about-sportworks>

#### SAN JOAQUIN REGIONAL TRANSIT DISTRICT (RTD)

##### MOBILITY MANAGER

**Closing Date: Until Filled**  
**Salary starting at \$77,165 to \$118,005 (DOQ)**

Under general or policy direction manages, plans, and organizes assigned programs and activities of San Joaquin Regional Transit District’s (RTD) Mobility Department and accessible services functions and programs; and performs related duties as assigned. The Mobility Manager is responsible for managing and overseeing the work of staff engaged in accessible services functions and programs; oversees RTD’s orientation, mobility training, and applicable mandates of the American with

Disabilities Act (ADA); and leads the regional coordinated transportation plan process. This position is responsible for coordinating, monitoring, and evaluating RTD’s ADA activities and performs complex professional work to ensure compliance with the ADA. The incumbent is expected to exercise considerable discretion in carrying out responsibilities independently and with a thorough understanding of purchasing policies, procedures, and customer service issues.

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

Thank you for your interest in this position.

#### PUBLIC TRANSPORTATION SERVICES CORPORATION (PTSC)

##### DIRECTOR, WAYSIDE SYSTEMS (RAIL COMMUNICATIONS)

**Basic Function**

Directs and controls the overall activities of one or more units in Rail Operations such as Track, Traction Power, Signal, Rail Communications, or multi-craft Rail Facility Maintenance, including electronic systems, equipment installation, rail service support, and building and grounds maintenance for all rail lines.

**Requirements For Employment**

**Education**

Bachelor’s Degree in Engineering, Public Administration, Business Administration, or a related field; Master’s Degree in a related field preferred

**Experience**

Five years of relevant management-level experience in facilities operations, light or heavy track, signal, or traction power maintenance, with one year of rail transit experience in relevant area; experience with computerized maintenance management information systems preferred

**Application Procedure**

To apply, visit Metro’s website at [www.metro.net](http://www.metro.net) and complete an online Employment Application.

#### HAMPTON ROADS TRANSIT

##### \$3,000 SIGN ON BONUS

Hampton Roads Transit is seeking a **Rail Vehicle Maintenance Supervisor** to assign, monitor and train technical personnel in connection with the inspection, maintenance, repair, installation and alteration of all Light Rail Vehicles (LRV) and sub-systems to ensure safe and reliable operation.

**Job Functions:**

Oversee and execute maintenance actions within schedule and budget. Develop plans to meet unexpected situations, emergencies and unusual events. Performs inspections of LRV’s and sub-systems. Recommends and executes maintenance schedules and supervisory procedures. Oversees, reviews, and accepts or rejects work performance by contractors. Trains employees in the safe and efficient performance of LRV system maintenance and proper operation of equipment/tooling. Responsible for monitoring productivity and quality of maintenance personnel performance. Develop, administer and maintain records of instruction programs for safety, preventative maintenance and shop equipment.

**Knowledge, Abilities and Skills:**

Lead and supervise maintenance repair, troubleshooting, rebuilds and overhaul of LRV’s. Provide technical training and guidance for maintenance personnel in the diagnosis, repair, preventive maintenance and service of LRV’s. Able to read and interpret construction plans, specification and electronic, electrical and electromechanical schematics, and diagrams.

**Software applications:**

Microsoft (Word, Excel, PowerPoint) and ability to learn the SPEAR Maintenance Management System

**Training/Education/Experience:**

Associates Degree/Vocational Training certificate in the Electrical/Electronic technical field and 4 years of related trade experience with a Journeymen electrician license. OR High School Diploma/GED with 6 years of related trade experience.

**License:**

CDL or CLP class B with air brake and passenger endorsement.

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

Hampton Roads Transit is an Equal Opportunity Employer



# GO THE DISTANCE WITHOUT THE EMISSIONS



**PROTERRA®**  
**ZX5**

Built by the same experts behind the Catalyst® — the most popular electric bus in North America — the new Proterra® ZX5 transit vehicle takes efficiency to the next level. Refined based on a decade of deliveries, the ZX5 features faster acceleration, industry-leading gradability, and the most battery storage on any 40-foot electric bus. Up to 660 kWh of energy gives the ZX5 maximum range, so a single charge can take you more than 300 miles. Now you can make the shift to an electric fleet without compromising on vehicle performance.

**ZERO EMISSIONS | MAXIMUM RANGE | 5<sup>TH</sup> GENERATION**



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