

# PASSENGER Transport

THE SOURCE FOR PUBLIC TRANSPORTATION NEWS AND ANALYSIS

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CDTA's Blue Line BusPlus BRT will operate along two routes: from Delaware/Second Avenue to Cohoes; and from South Pearl Street to Waterford. Riders will enjoy real-time information and complimentary Wi-Fi service.

## CDTA Launches New BRT Line

**THE CAPITAL DISTRICT TRANSPORTATION AUTHORITY** (CDTA), Albany, NY, has launched its "Blue Line" BusPlus service along the River Corridor, the second leg of its three-line, 40-mile BRT network.

The Blue Line will connect communities, neighborhoods, offices, universities, and shopping and employment centers along the Hudson River with fewer stops and faster service on its 16-mile route.

"We are thrilled to launch the Capital Region's newest mobility option. The Blue Line is our second Bus Rapid Transit service, and it connects several cities and towns along a popular residential and business corridor," said Carm Basile, CDTA CEO. "In addition to enhanced service, CDTA has made significant infrastructure improvements along the corridor to benefit transit customers, pedestrians and motorists. This includes new stations with the latest technology, miles of new sidewalks with heated sections near waiting areas, new crosswalks and upgraded signal systems. Thank you to the FTA and state and local officials for seeing the value of this new and progressive service, making it a reality for the people in the capital of New York State."

CDTA has refurbished its Troy facility to house and service the new buses that will run along the corridor. The authority launched Red Line BusPlus service in 2011. The Purple Line is anticipated to open in 2023.

## APTA Congratulates President-Elect Biden and Vice President-Elect Harris

**APTA WELCOMED AND CONGRATULATED** President-Elect Joseph R. Biden Jr. and Vice President-Elect Kamala Harris in a statement Nov. 7.

"President-Elect Biden has been a tireless champion for public transit and passenger rail over his many years of public service, and we look forward to working with his Administration on numerous issues of importance to millions of Americans who rely on bus and rail to get to work, to school, to family and across this great nation," said APTA President and CEO Paul P. Skoutelas.

Investment in public transit is a bipartisan issue, Skoutelas added, pledging that APTA will continue to work with republicans and democrats alike in Congress to build a public transportation infrastructure that is "the pride of the nation and rebuilds our economy."

Skoutelas said that APTA looks forward to working with Senate Majority Leader Mitch McConnell (R-KY) and Speaker of the House Nancy Pelosi (D-CA) during the lame-duck session to pass an immediate COVID-19 relief package to support public transit agencies with at least \$32 billion in emergency funding. APTA is also strongly urging Congress to complete action on the Transportation, Housing and Urban Development, and Related Agencies Appropriations bill and provide the highest possible funding for public transit and passenger rail.

In addition, Skoutelas said that the public

transportation industry "stands ready to work with President-Elect Biden, Vice President-Elect Harris and the new Congress in a unified push to move our country forward and build the public transportation infrastructure of the future."

### LA Metro CEO Washington to Lead Transportation Transition Team

Los Angeles County Metropolitan Transportation Authority CEO Phillip A. Washington will oversee a panel of 17 experts who will advise on federal transportation policy and agencies, including US DOT and Amtrak.

Other APTA members on the transition team include David Cameron, assistant director, Brotherhood of Maintenance of Way Employees; Brendan Danaher, executive director, Transport Workers Union of America; Gabe Klein, partner, Cityfi; Jeff Marootian, director, District of Columbia DOT; Therese McMillan, executive director of the San Francisco Bay Area's Metropolitan Transportation Commission, who is a former FTA deputy administrator and acting administrator; Brad Mims, CEO, Conference of Minority Transportation Officials; Robert Molofsky, general counsel, Amalgamated Transit Union; and Polly Trottenberg, commissioner, New York City DOT, who served previously as undersecretary for policy at US DOT.

For the entire list, visit [www.buildbackbetter.com/the-transition/agency-review-teams](http://www.buildbackbetter.com/the-transition/agency-review-teams).



President-Elect Joseph R. Biden Jr.



Vice President-Elect Kamala Harris

## Fairfax County Launches Virginia's First Publicly Funded AV Pilot

**FAIRFAX COUNTY, VA, IN PARTNERSHIP** with the Virginia Department of Rail and Public Transportation (VDRPT), Virginia DOT, Virginia Tech Transportation Institute, George Mason University, Dominion Energy and Mosaic District developer EDENS, has launched Relay, the first publicly funded autonomous, zero-emissions electric shuttle pilot in the Commonwealth of Virginia.

Passengers can take a free ride from the Mosaic District to the Washington Metropolitan Area Transit Authority's Dunn Loring-Merrifield Metrorail station. While Relay is fully autonomous and



**FAIRFAX COUNTY AV PILOT** CONTINUED ON PAGE 4



COMMENTARY

BY CHARLES D. FRAZIER
Executive Director
Rock Region METRO
Little Rock, AR

Building Community Support, One Engagement at a Time

The coronavirus pandemic has forced public transit agencies throughout the country to re-assess service models. At Rock Region METRO, we merged pandemic-related service adjustments with a transit network redesign project to build more community support for needed changes, investing relationship-building time among stakeholders, riders and residents for ultimate success.

FOR THE FIRST TIME IN DECADES, CENTRAL Arkansans will be waking up to a significantly different transit network in the near future—one that triples rider access to the best frequencies our system can offer and increases transit access for more county residents, including the area’s citizens most in need of access.

For a relatively young transit agency serving what is arguably the only urban core in a small, mainly rural state, this is a major feat. To achieve it, the METRO team used our comprehensive operational analysis, the R.I.D.E.—or, Route Innovation, Development and Evaluation—2020 project, to educate community stakeholders on the state of METRO service today, research and document what unmet transit needs exist in the region, build a case for meaningful service changes and create a catalyst for revamping a 34-year-old funding structure that unintentionally stifled the innovation and nimbleness demanded from would-be transit supporters.

As the largest public transit agency within a state usually ranking in the Top 15 among states for vehicle miles traveled per capita, METRO serves a unique market where numerous riders depend on daily transit service and where many local leaders have a preference to drive personal vehicles in a traffic system known for relatively fast commutes with few bottlenecks. At the onset of the R.I.D.E. 2020 project, we worked to identify these influencers, recognizing them as audiences ripe for messaging regarding the state of the transit system in relation to peer agencies, community attitudes toward public transit and a transit funding formula analysis.

Through personal asks, we recruited 33 leaders from the government, business, health, housing, civic, social services and education sectors to join the R.I.D.E. 2020 Stakeholder Advisory Committee and developed immersive transit presentations and discussions to build understanding and consensus for how to support the state capital’s essential public transit service.

Like many of our fellow public transit agencies working across the country to make major service changes, we knew documentation of transit needs would be imperative to building support. Key to our transit education and advocacy effort were extensive rider surveys and a non-rider survey administered to hundreds of Pulaski County residents. The non-rider survey, in particular, offered new insights into non-transit-rider support for public transit, which was significant, but also made clear the challenges of operating a transit system within a car-dependent area.

Presenting these findings led to open and honest conversations about how to build a transit network that would be more valued by the entire community and how to effectively advocate for public transit service in the future. Another helpful tool was an employer survey assessing worksite transit needs that encouraged additional collaboration among partners such as the Little Rock Port Authority, home to more than 40 employers and thousands of jobs.

As public transit professionals, we all know it’s hard to

As public transit professionals, we all know it’s hard to argue with data, and we made it the centerpiece of our campaign to engage the community and determine transit network values.

argue with data, and we made it the centerpiece of our campaign to engage the community and determine transit network values. In addition to regular public engagement tactics, we found that hands-on participant activities worked best to solicit feedback on service priorities and offered a mix of virtual and COVID-19-safe in-person meetings and pop-ups to get it. Community leaders were led through a discussion of network tradeoffs using limited resources. The resulting budget-neutral transit network plan, unanimously approved by the METRO Board of Directors, makes possible the first major network change in three decades.

Critically, the 34-year-old local funding partner contribution formula based solely on service miles was given a much-needed revision as part of the R.I.D.E. project, paving the way for future growth by acknowledging and protecting fixed expenses in a mutually agreed-upon, transparent way. I thank my APTA CEO colleagues for giving me ready advice on this front when needed.

The resulting formula decreases volatility in planning future transit service and promotes regional transit service growth while recognizing the benefit of each jurisdiction’s existing transit service to that jurisdiction, even when city boundaries are crossed in related transit usage.

As we all continue to navigate the pandemic, METRO flipped challenges into opportunities to build deeper engagement with our R.I.D.E. 2020 plan, which includes phases still in development—a “moderate funding increase” transit network and an unconstrained network plan. We have logged hours of meetings, resolving potential roadblocks and workshopping ideas that will strengthen our regional goals for attracting and attaining residents. We have used solid data to best illustrate short-term and long-term goals and their degree of difficulty in achieving. We have used our pivoting skills to phase in the network change launch for riders’ benefit. Importantly, we have created lasting change that will transform access to public transit in central Arkansas and contribute to our region’s success.

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# Commuter Rail Industry On Track for Full PTC Implementation

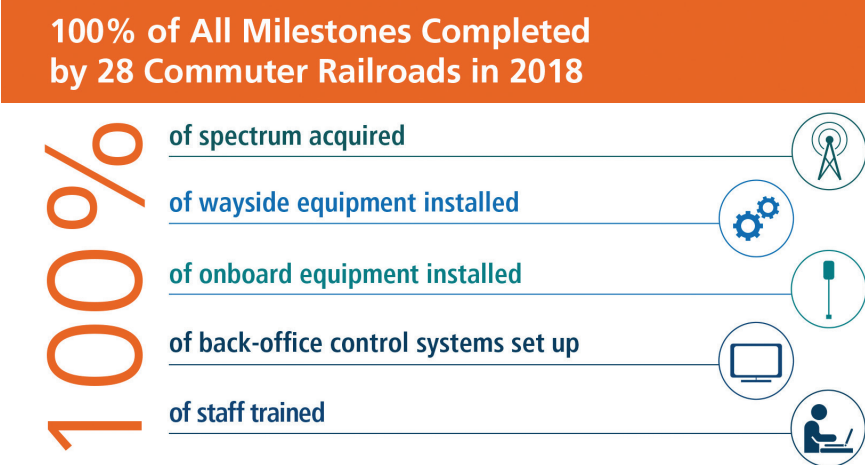
**THE COMMUTER RAIL INDUSTRY IS** on track to complete full implementation of Positive Train Control (PTC) by the Dec. 2020 deadline, based on 2020 third quarter reports, announced APTA.

As of Sept. 30, 100 percent of railroads are PTC certified by FRA or awaiting approval on submitted safety plans. Seven out of 23 railroads are certified by FRA, and 16 railroads have submitted their safety plans to FRA—a required step before certification—and are awaiting approval. Six other commuter railroads are tenants and their

hosts have been approved by FRA.

“Riding commuter rail is 18 times safer than driving an auto and, as an industry, we are committed to being a leader in rider safety by implementing Positive Train Control,” said APTA President and CEO Paul P. Skoutelas. “Our industry has devoted tremendous time and resources to ensuring the safety of riders through PTC implementation.”

For more information on PTC, visit [www.apta.com/ptc](http://www.apta.com/ptc). Read APTA’s press release at <https://bit.ly/3ljv7Ao>.



## TransLink Opens New Bus Loop

**TRANSLINK, RICHMOND, BC,** Canada, has opened a new bus loop at the Richmond–Brighouse Station. The new loop includes space to accommodate articulated buses in the future and allow for bus service expansion in Richmond.

Amenities include spacious waiting areas with large bus shelters, enhanced lighting, improved pedestrian connections and new crosswalks between the new loop and Richmond Centre, a sheltered HandyDART pick-up location, new bike lockers, and an acoustic wall to mitigate bus-related light and noise impacts for adjacent residences.

The loop will move the loading areas for five routes and the N10 NightBus off Number 3 Road, which will improve traffic flow.

“Richmond-Brighouse is a very important transfer point on our system, with nearly 12,000 of our customers using the on-street bus exchange each weekday last year,” said Kevin Desmond, TransLink CEO. Centrally located in Richmond, this new bus loop improves the customer experience and will be able to serve a growing number of commuters over many years to come.”

The project was paid for through the Public Transit Infrastructure Fund (PTIF), with additional funds contributed by the City of Richmond for the loop’s design. PTIF is funded by the Government of Canada (50 per cent), the Government of British Columbia (33 per cent), and TransLink (17 per cent).



TransLink’s new bus loop will improve traffic flow and accommodate articulated buses and service expansion.



## Metra Debuts Bike Car

**METRA IN CHICAGO, IL, HAS** introduced its first bike car on the Milwaukee District North Line as part of a pilot program that will last into the spring of 2021. The new bike car can carry 16 bicycles instead of the usual five allowed on Metra’s accessible diesel railcars. The agency is also temporarily relaxing its policy to allow bikes on all trains across all 11 service lines.

“We’re committed to being part of a regional transportation network, which includes supporting the cycling community by making Metra an accessible part of their trip,” said CEO/Executive Director Jim Derwinski. “We know this car will be more widely used in warmer months, but we decided to debut it as

soon as it was ready because we’re hopeful it will create new options for residents looking for ways to get out of the house in a safe, socially distanced way. We look forward to seeing some of the region’s more dedicated cyclists using this new amenity over the winter and to welcoming everyone else aboard in a few months.”

The car can be identified by its blue and grey paint scheme, as well as a large white bicycle decal adjacent to the exterior doors. Metra will gather feedback from riders and transportation advocates about the bike car. A second car is planned to be completed later this year.

## APTA, Other Organizations Call for Tax Extenders

**THIS WEEK, APTA AND MORE THAN** three dozen organizations representing business, energy, transportation, community development and agriculture stakeholders wrote to congressional leaders asking for legislation to extend expiring tax provisions (“tax extenders”) that will expire Dec. 31. APTA continues to advocate for extension of the alternative fuels and related infrastructure tax credits that many public transportation agencies utilize.

APTA also advocates for expansion of the alternative fuels tax credit for transit agencies with electric and hybrid-electric vehicles. The tax credit is currently available to agencies fueling their vehicles with compressed or liquefied natural gas.

In the letter, the organizations said

previous lapses of such temporary tax provisions have caused confusion and hardship for the many industry sectors and individuals that utilize these tax incentives. “Allowing these tax extenders to lapse at the end of 2020 would undermine their effectiveness, threaten thousands of jobs in the U.S. economy and cause needless uncertainty for taxpayers at a time when many are coping with severe economic hardship. These measures have a direct impact on hiring, job retention and business investment and their extension would have a positive impact on an economy in serious need of recovery,” the letter stated.

Read the letter at [www.apta.com/advocacy-legislation-policy/letters](http://www.apta.com/advocacy-legislation-policy/letters).



Photo by Mitchell Wood



# Public Transit Agencies Honor Veterans

**PUBLIC TRANSIT AGENCIES ACROSS** the country honored veterans, active-duty servicemembers and their families this Veterans Day, Nov. 11, with free rides, ceremonies and critical services.

In Cincinnati, Metro Transit commemorated Veterans Day with the launch of its Metro Veterans Program of half-price fares on all services for military veterans and active-duty personnel, including the National Guard and Reserves.

“The Metro Veterans Program is our small way of saying thank you to our region’s veterans and active-duty military for their sacrifice, bravery and commitment to serving and protecting our country,” said Darryl Haley, CEO and general manager. “There are at least 54,000 veterans living in Hamilton County, and Metro wants each and



Laketran driver Mike Clavin with U.S. Army veteran Mark Sweeney returning from the VA clinic.



From left: Metro Transit operator Brad Buchanan; SORTA Board Chair Greg Keese; Darryl Haley; U.S. Army veteran and Metro rider Jay Wooten; Chief Master Sgt. Scott Robinson; and Danielle Gentry-Barth, VP of development & marketing, Easterseals.

every one of them to be able to access jobs, healthcare and any other services they need.”

“Our Community One Source hotline has had 470 calls from veterans asking for help, and more than half—250 calls—were about transportation,” said Chief Master Sgt. Scott Robinson, director of military and veteran services at Easterseals. “Transportation hurdles can be a huge barrier to employment. The cost savings from the Metro Veterans Program can give a veteran with a modest income back the equivalent of a day’s wages—money that can be used for food, medicine or utilities.”

The New York Metropolitan Transportation Authority (MTA) honored two employees at a recent small, safely distanced ceremony in downtown Brook-

lyn, conducted by the New York City Transit Veterans Employee Resource Group, which helps with outreach to veterans working at the MTA and those wishing to be hired.

Aleyda Meyers, MTA director of all agency veteran recruitment and staffing initiatives, has worked at the MTA for 26 years, including playing an integral role in the agency recruiting and hiring approximately 1,440 servicemembers over the past six years. She volunteered at Fort Hamilton to assist servicemembers and veterans after 9/11.

Ricky Semple is a manager in the MTA construction & development signals & train control department, who recently retired as a colonel after serving 42 years in the U.S. Army. He has worked at the MTA for 35 years.

“As a veteran who served 31 years in the United States Army, it’s a spe-

cial honor to recognize and thank our servicemembers including those who continue to serve the public through the MTA,” said MTA Chief Safety and Security Officer Patrick Warren. “Colonel Semple and Ms. Meyers are shining examples of how the excellence that brings someone to serve in the military and care for veterans can be applied to help all New Yorkers through public transportation.”

For 25 years, Laketran in Lake County, OH, has operated a special Veterans Medical Transportation service, which guarantees access to VA appointments, healthcare and adult daycare centers by providing free door-to-door transportation for veterans and their spouses. The program has grown to provide more than 10,000 medical trips annually.

“We have a deep respect and appreciation for the sacrifices our veterans have made,” said Ben Capelle, Laketran CEO. “Laketran is proud to partner with Lake County Veterans Service Commission and the Lake County Commissioners to ensure our veterans have accessible transportation to get the care they need.”

Perry resident Mark Sweeney served in the U.S. Army in the early 1980s. “This is a great service. I don’t have a car and people are not always reliable to get me to my medical appointments,” he said. “This program helps me get the care I need and helps me financially.”

## L.A. Metro Opens New Union Station Patsaouras Bus Plaza

**THE LOS ANGELES COUNTY** Metropolitan Transportation Authority (Metro) has opened its new Union Station Patsaouras Bus Plaza. The new busway will make it easier and safer for J Line (Metro Silver Line) and other Metro and Foothill Transit bus riders to access Los Angeles Union Station for making regionwide transit connections.

Amenities include a shade canopy, TAP vending machines, seating, lighting, closed-circuit TV surveillance, electronic message signs, ADA-compliant elevators, stairs and a pedestrian bridge between the platform and Patsaouras Plaza.

“We are making a number of major investments in our bus system to greatly improve our customers’ transit experience,” said Metro CEO Phillip A. Washington. “These improvements will help bring our bus system into the 21<sup>st</sup> century and will live well beyond COVID-19. Our new Union Station Patsaouras Bus Plaza is just the beginning as we continue to build a world-class transportation system for both bus and rail riders and other travelers in our county.”

The Metro J Line is operated

with a fleet of dedicated NABI Metro “CompoBus” vehicles. Each 45-foot-long bus is powered by CNG. The agency plans to transition the J Line to zero-emission electric buses by the end of 2021.

“Our bus network is the heart of our system, and Angelenos deserve to move around their city in state-of-the-art facilities,” said Los Angeles Mayor and Metro Board Chair Eric Garcetti. “The new Patsaouras Bus Plaza station builds on our historic investments in public transit by making it easier and more enjoyable for riders to switch between lines at Union Station, transforming our most popular transit hub into a model of convenience and sustainability.”



MTA honored Aleyda Meyers and Ricky Semple for their dedication and service at a recent appreciation ceremony.

## FAIRFAX COUNTY AV PILOT

CONTINUED FROM PAGE 1

equipped with cameras, sensors and GPS, a safety steward will be on board at all times. The pilot project team will evaluate the service’s safety and its effectiveness as a first-/last-mile option to “relay” riders and connect the community, activate neighborhoods and attract businesses.

“As the shared mobility ecosystem expands, the Commonwealth recognizes the value of supporting pilots and programs for autonomous transit vehicles and innovative technology deployments with a variety of partner agencies in Virginia,” said Cathy McGhee, director of transportation research and innovation, office of the Virginia Secretary of Transportation. “This project is an example of collaboration, innovation and technology intersecting to address

the connections required to fully develop a multimodal transportation network.”

Fairfax County received a \$200,000 grant from VDRPT for the pilot and provided a \$50,000 local match. The county is contracting with Transdev to manage the operations of Relay. Dominion Energy is supplying the EZ10 autonomous vehicle, manufactured by EasyMile.

“Innovative solutions such as this will help drive down carbon emissions and improve air quality,” said Mark Webb, chief innovation officer for Dominion. “Transportation is the number one source of carbon emissions, and electric vehicles are one way we can help other sectors reduce their impact on the environment.”



# Twenty-First Century Problems Demand Twenty-First Century Solutions

BY MATT FLECK  
Swiftly, Inc.

**TWENTY-FIRST CENTURY** problems require twenty-first century solutions. As the coronavirus pandemic grinds on, public transit agencies continue to battle to meet demands placed on their operations. Early departures and vehicle crowding, in particular, are proving a challenge. Two big drivers of these challenges are variable traffic conditions and fluctuating ridership. Why are operations teams having such a hard time staying nimble and keeping early departures and vehicle crowding in check?

A large part comes down to the tools that agencies are using. Most transit tools today simply aren't designed to be nimble. Public transit agencies need twenty-first century solutions.

Maintaining social distancing on a transit vehicle is an intricate dance between software, hardware, data and the human element. First, you need accurate real-time arrival information to keep passenger boardings predictable. Then, you need automated vehicle locator (AVL) units recording and sending high-frequency location data to help keep vehicle spacing consistent to prevent bus bunching and, as a result, onboard crowding. And of course, vehicle operators need to be properly equipped to execute service according to the schedule during the whole process.

Take CapMetro in Austin, TX, for example. The pandemic has greatly reduced the amount of traffic on its routes, and vehicle operators, who are used to pushing to stay on schedule, need to adapt to the new conditions. Early departures have increased as a result. The mobile data terminals (MDTs)

**I've long wanted to test out our hope and belief that one day we could move away from a large, clunky, proprietary CAD/AVL system. Swiftly's Onboard App has done exactly that.**

— Dottie Watkins, COO  
CapMetro

onboard are too clunky to actually help vehicle operators stay on schedule and modernizing the MDTs would require the agency to rip and replace their entire CAD/AVL system. Therefore, on-time performance and vehicle spacing continue to suffer.

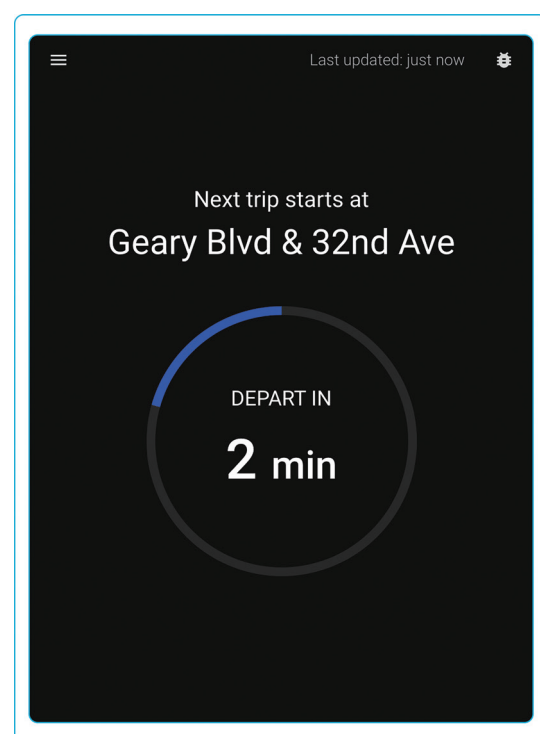
Another example is Miami-Dade Transit. Its strategy for maintaining social distancing has been to expand service; more buses means fewer riders per bus. Finding new vehicles to add to the fleet was hard enough—the agency

ended up contracting tour buses to do the job—but outfitting these new buses with the hardware, software and data necessary to operate during COVID-19 would have been very challenging with the existing CAD/AVL systems.

It would have meant going through a complex process to expand the current CAD/AVL contract to install onboard hardware on temporary vehicles, which would have been cost-prohibitive and taken months to complete. In the meantime, the new buses would have been forced to run as 'ghost buses' without the proper hardware on board, likely causing irregular vehicle spacing, unpredictable passenger loads and confusion among riders.

In the end, both CapMetro and Miami-Dade employed a simple solution to stay nimble: decoupling their software from their hardware.

In Austin, CapMetro bought off-the-shelf tablets that could run cloud-based software to give operators better visibility into their on-time performance in real time. The tablets run Swiftly's Onboard App and show operators a streamlined version of the same information that



Real-time information allows operators to self-manage on-time performance and make small adjustments during runs to keep service on track.

operations staff in the OCC sees. Are they running hot? On time? Falling behind? This real-time information has allowed operators to self-manage on-time performance in real time and make small adjustments during runs to keep service on track. This was all independent of existing MDT solutions; CapMetro never had to contact their

**ONBOARD APP** CONTINUED ON PAGE 6

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# Keolis Operating OmniRide Services

**KEOLIS HAS BEGUN OPERATING** the Potomac and Rappahannock Transportation Commission's (PRTC) OmniRide services in Northern Virginia. Keolis' partnership with PRTC is part of the operator's expanding footprint in the greater Washington D.C. metro region, which includes operation of Virginia Railway Express.

OmniRide provides service in Prince William and surrounding counties, including commuter and local bus services, carpools, vanpools, ridesharing and a new pilot paratransit service. It also co-sponsors the Virginia Railway Express in partnership with the Northern Virginia Transportation Commission.

In line with Keolis' drive to increase diversity at all levels, the OmniRide management team includes 86 percent female leadership. General Manager Barbara Murdock, with more than 30 years in the transportation industry, heads the OmniRide team.

"Seeing months of careful planning come to fruition is truly rewarding. The entire leadership team has been working tirelessly to ensure a smooth and seamless transition," said Murdock. "Keolis' commitment to diversity is part of what brought me here, and I look forward to bringing those values to work every day as we build strong relationships with our employees and the OmniRide community."

"We are excited to expand our partnership with the PRTC and to officially begin OmniRide operations," said President and CEO of U.S. Bus Operations Aline Frantzen. "With the addition of OmniRide services, Keolis is providing critical multi-modal transportation and commuter services to Northern Virginia and Washington D.C. residents. This is the first step in seamless travel, and we look forward to helping people move better throughout the area."



## DASH Deploys First ZEBs In Northern Virginia

**THE ALEXANDRIA TRANSIT** Company (DASH), Alexandria, VA, unveiled the first two of three 40-foot New Flyer battery-electric buses at recent ceremonies attended by Virginia Gov. Ralph Northam and other dignitaries, including Secretary of Transportation Shannon Valentine and Mayor Justin Wilson.

This marks a historic first for the agency, Alexandria and Northern Virginia. DASH is the first public transit agency in the region to deploy zero-emission buses, with a commitment to convert entirely to electric buses. An additional three buses will be supplied by Proterra.

"Every single DASH trip plays a significant role in reducing carbon and greenhouse gas emissions within our community," said Josh Baker, DASH CEO and general manager. "Transit, by its very nature, is a green way to travel and is proven effective at decreasing the number of single-occupant trips within our community. These buses are the natural next step in our commitment

to achieving sustainable, clean transit."

In addition to these buses, DASH plans to introduce eight more into service by winter 2021, funded by the Northern Virginia Transportation Authority. This will include four 60-foot articulated buses from New Flyer and four more 40-foot models from Proterra.

"Every electric bus we put on our streets is a step toward building a cleaner, healthier future that is less dependent on fossil fuels," said Gov. Northam. "I want to congratulate DASH on reaching this important milestone for sustainable transit, which will help address the climate crisis, reduce air pollution in our communities and drive innovation in Northern Virginia and across the Commonwealth."

"By operating completely on electric power without burning any fossil fuels, these vehicles will cut down on hundreds of tons of carbon and greenhouse gas emissions generated on Alexandria's streets," said Mayor Wilson.

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## ONBOARD APP CONTINUED FROM PAGE 5

CAD/AVL provider to set any of it up. Early departures have reduced by 48 percent since implementing the tablet setup.

In Miami, the operations team also bought off-the-shelf tablets that run the onboard app. The aim was to quickly outfit the expanded fleet with vehicle location capabilities so that the new vehicles wouldn't all turn into permanent ghost buses. Off-the-shelf tablets include built-in GPS functionality, so the tablets simply send vehicle location data to the GTFS feed via Swiftly. It didn't require any expansion of the existing CAD/AVL system; in fact, the tablet-and-software solution bypassed the CAD/AVL system altogether in a fraction of the time. Now, the agency's expanded fleet shows up in real-time arrival information just like its buses outfitted with standard CAD/AVL hardware.

Twenty-first century problems require twenty-first century solutions. Using best-of-breed software with commoditized hardware allows public transit agencies to be more reliable and trustworthy at a time when agility is key to keeping riders and operators safe.

**Basically, any vehicle can now be part of our transit service in a matter of minutes. It's a game changer. This will fundamentally change how we think about scaling up and down our services in the future.**

— **Carlos Cruz-Casas,**  
Asst. Director  
Miami-Dade Transit



# NCTD Completes Conversion to More Sustainable Vehicles

**THE NORTH COUNTY TRANSIT** District (NCTD), Oceanside, CA, has ordered two more Charger locomotives from Siemens, for a total order of nine units. These locomotives complete the agency's conversion of its COASTER fleet to more efficient, lower-emissions vehicles. The new locomotives will also expand the fleet and enable nearly doubled COASTER service frequency.

"Submitting our final order for two additional locomotives cements our commitment to enhancing COASTER riders' experience," said Tony Kranz, NCTD board chair and Encinitas councilmember. "In addition to increasing service frequencies, these new locomotives

will provide a smoother and more reliable passenger experience, will significantly reduce diesel emissions and improve air quality, and reduce noise pollution for residents and riders."

The Siemens Charger locomotives will provide an estimated 90 percent reduction in emissions, as compared to previous engines.

"We are grateful to NCTD for their continued confidence in Siemens' technology. These two additional locomotives represent an important milestone for us, bringing the total number of locomotives Siemens Mobility has sold in North America to 300," said Michael Cahill, president of Siemens Mobility

Rolling Stock in North America. "We are proud to be able to manufacture these locomotives by Californians for California. Producing these locomotives at our solar powered Sacramento factory further improves the strong environmental

footprint of NCTD's service."

The Siemens Mobility Sacramento plant manufactures a range of vehicles from light rail and trams, to locomotives and passenger coaches. It is powered by a two-megawatt solar installation.



## ADVERTISEMENT

### Looking for New Revenue Streams?

*For 26 years, Superlative Group has been leading the public transit industry in naming rights, sponsorships and other non-farebox revenue.*

As regional planning agencies, public transit systems and operators continue to explore new sources of revenue, naming rights and corporate partnerships are becoming a more important part of non-farebox revenue growth. Over the past year, LA Metro, Santa Clara Valley Transportation Authority, Miami-Dade Transit, Pierce Transit and Utah Transit Authority have all taken the first steps through a valuation process to understand what naming rights of their assets are worth as they lay the groundwork for successful future programs.

Myles Gallagher founded The Superlative Group, a leader in the industry, in 1994. "Twenty years ago, naming rights was a growing trend on professional stadiums, arenas and ballparks. Today, naming rights is a critical line item in the development proforma in those sectors. We continue to see a similar trajectory in the transit industry and the values are trending upwards," Gallagher added. "When you look at any market, transit systems and airports are always near the top in terms of most heavily trafficked venues, even up against stadiums and arenas, and that's only going to increase over time."

Some of the most successful transit naming rights examples today include Greater Cleveland RTA's HealthLine, sponsored by Cleveland Clinic and University Hospitals, San Diego MTS' UC San Diego Health Blue Line and GRTC's Pulse Line, sponsored by Bon Secours and VCU in Richmond. There are a number of systems who have named stations, and more who are initiating programs as a part of revenue growth and recovery plans for the future as the CARES Act Fund has been depleted.



## Looking For New Revenue Streams?



[www.superlativegroup.com](http://www.superlativegroup.com)

**26 Years of Leading The Transit Industry In:**

- Naming Rights
- Sponsorships
- Other Non Farebox Revenue





# DCTA Announces New A-Train Contractor

**THE DENTON COUNTY** Transportation Authority (DCTA), Lewisville, TX, has awarded Rio Grande Pacific a contract for the management of the agency's A-train operations and maintenance of tracks, signaling, dispatching and communications. RGPC has retained Stadler U.S. Inc. to maintain the rolling stock.

DCTA's A-train is a 21-mile commuter line linking Denton communities to the full Dallas public transit system. "We're looking forward to our partnership with Rio Grande Pacific for the management of our A-train rail operations and maintenance, which will enable us to continue providing quality passenger-focused rail service for the many communities we serve," said DCTA Deputy CEO Kristina Holcomb.

### Contribute to *Passenger Transport!*

Have news, an announcement or story to share with your peers? *Passenger Transport* Commentary presents the views, opinions and calls-to-action of public transportation thought-leaders. Case Studies examine successful transit operations, practices and technologies. People on the Move details industry hirings, promotions and recognitions. Submit your news and materials for consideration to Senior Managing Editor David A. Riddy at [driddy@apta.com](mailto:driddy@apta.com).

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## People On The Move

### TransLink's Desmond to Retire

**NEW WESTMINSTER, BC, CANADA**—TransLink has announced that CEO Kevin Desmond will be leaving the organization in February 2021. After almost five years as CEO, Desmond will be returning to the U.S., where he will be seeking new career challenges. Under Desmond's leadership, TransLink led North America in ridership growth for three consecutive years and won APTA's 2019 Outstanding Public Transportation System Award for agencies providing more than 20 million annual passenger trips. For APTA, Desmond is a member of the Board of Directors; Public Transportation CEO Coordinating Council; and Bus & Paratransit CEOs, Mobility Management and Sustainability committees, among others. He is a graduate of the Leadership APTA Class of 1998.

Desmond

**OCEANSIDE, CA**—North County Transit District has named **Robert Cáliz** as chief of planning, strategy & innovation. Cáliz brings more than 25 years of experience, including transportation planning, needs assessment, data analysis and communication strategies. He has spent his career working for the Los Angeles County Metropolitan Transportation Authority as senior manager, transportation planning and communications, where he conducted studies around NextGen bus planning, traffic congestion, and freight movement for Los Angeles County.

Cáliz

**CHICAGO**—**David M. Simon, P.E.**, has joined rail and transit firm Quandel Consultants as vice president-director of Wisconsin operations. Simon worked for WisDOT for 32 years, most recently as director of the bureau of transit, local roads, railroads and harbors, where he directed the development, implementation and financing of local road improvements, and railroad and waterway infrastructure projects. At Quandel, his responsibilities include business development and establishing and staffing a Madison office.

Simon

**MEMPHIS, TN**—The Memphis Area Transit Authority (MATA) has named **Ronald Nickle** as chief safety and security officer. Nickle has nearly 40 years of safety experience, including providing 15 years of safety oversight for public transportation organizations. He recently served in a consultant role as senior safety and security director for Transit Safety and Security Solutions, Inc., where he managed and consulted on projects for Chicago Transit Authority and King County Metro. He also served as chief safety officer for the Massachusetts Bay Transportation Authority, and as rail safety adminis-

Nickle

trator for Utah Transit Authority, where he developed safety measures for the agency's initiative to build 70 miles of rail in seven years.

**SEATTLE, WA**—**David H. Wright II** has joined Sound Transit as chief safety officer, bringing more than 20 years of experience in transit and rail safety. Wright will be Sound Transit's first chief safety officer, leading an intensified safety focus following the separation of the agency's safety and quality assurance departments. He will also oversee plans for the future resumption of Amtrak Cascades service on Point Defiance Bypass tracks that Sound Transit owns.

Wright

Sound Transit also announced that **Suraj Shetty** has joined the agency as executive director of operations. With 20 years of experience in strategic operations, he will oversee transportation and maintenance, facilities and system maintenance, operations assets and technology, and operations support services. Shetty has held a number of leadership positions in the manufacturing and supply chain roles in automotive, construction equipment and consumer goods industries.

Shetty

**NEW YORK**—HNTB Corporation has named **Sally Librera** vice president of strategic planning and client support. Her transportation career includes 16 years solving infrastructure and transportation challenges in the New York area. She recently served as senior vice president-NYC transit subways for the Metropolitan Transportation Authority (MTA)—the first woman to hold the position. She also led the MTA's Staten Island Railway, where she served in the groundbreaking role of the first female to lead Staten Island's 24/7 heavy rail operation.

Librera



## GCTD Bus Driver Reaches 40-Year Milestone



Lupe Juarez is celebrating 40 years driving buses for Gold Coast Transit District (GCTD), Oxnard, CA. She is also part of the prestigious Two Million Mile Club, as determined by the National Safety Council, having driven 50,000 hours without a preventable accident. "GCTD is proud to have Lupe on board, ensuring the safety of our passengers each day," said Steven Brown, GCTD general manager. "She is our 'Number 1' driver as far as her seniority in the organization, but she is so much more. She is a mentor to other drivers and her perseverance is an example to follow for the rest of us." During her career, Lupe has driven through earthquakes, wildfires, historic economic and social changes, and most recently COVID-19. Lupe's son, Manuel Barajas, is also employed by GCTD, working as an operations supervisor.

## CLASSIFIEDS

The Public Transit Marketplace—*Passenger Transport* Classified Ads are the marketplace for public transit.

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

	APTA Member	APTA Non-Member
1 insertion*	\$1.65 per word	\$1.90 per word
Multiple insertions* (with no copy change)	\$1.50 per word	\$1.70 per word
Display classifieds / column inch rate	\$80.00	\$95.00
Minimum charge	\$95.00	\$95.00
Logo Placement (per issue)	\$45.00	\$45.00
Affidavits	\$3.50	\$3.50
Blind box fee	\$25.00	\$25.00
Minimum charge	\$95.00	\$95.00

To estimate the price of your ad, you may use Microsoft Word's "word count."  
\* Non-Commissionable

### BIDS/PROPOSALS

#### REQUEST FOR PROPOSAL FOR

#### VIA SCOBIE STORAGE COMPLEX DEVELOPMENT VIA CONTRACT #21-012

VIA Metropolitan Transit is seeking proposals from responsible firms for VIA Scobie Storage Complex Development. Proposals will be accepted **until 4:45 PM, December 10, 2020**. Proposals received after that time and date will not be considered.

A Site-Visit will be held at 10:00 AM and 2:00 PM, November 5, 2020. A Pre-proposal Conference will be held at 10:00 AM, November 6, 2020, via Microsoft Teams. Vendors interested in attending the pre-proposal conference must email [albert.gonzalez@viainfo.net](mailto:albert.gonzalez@viainfo.net) for participation instructions prior to 4:45 PM, November 5, 2020.

Proposal documents may be obtained from VIA's Procurement Department, 800 W. Myrtle, Suite 203, San Antonio, Texas 78212. Please visit [via.diversitycompliance.com](http://via.diversitycompliance.com) to register with VIA and to download the document. Information on current solicitations is listed under the View Procurement Opportunities section.

#### LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY (Metro)

#### REQUEST FOR PROPOSALS

Metro will receive **Proposals for RFP No. PS73193 for P2550 Midlife Modernization Consultant Support Services** per specifications on file at the Office of Procurement, One Gateway Plaza, Los Angeles, CA 90012 (9th Floor).

All Proposals must be submitted to Metro, and be filed at the reception desk of the Office of Procurement **on or before December 8th, 2020, 10:00 A.M. Pacific Time**. Proposals received after the due date and time may be rejected and returned unopened. Each Proposal must be sealed and marked Proposal No. PS73193. Due to COVID-19, an electronic PDF proposal may be submitted to [banayann@metro.net](mailto:banayann@metro.net) before the due date and time. A Pre-Proposal teleconference will be held on November 18, 2020 at 10:00am PST. Please email [banayann@metro.net](mailto:banayann@metro.net) for the call-in number.

You may obtain Proposals specifications/

a copy of the RFP, or further information, by emailing Nicole Banayan at [Banayann@metro.net](mailto:Banayann@metro.net).

11/9/20  
CNS-3413696#  
PASSENGER TRANSPORT C/O AMER

#### REQUEST FOR PROPOSALS #2021-03 PARATRANSIT SCHEDULING SOFTWARE

The Transit Authority of Northern Kentucky (TANK) is seeking proposals from qualified vendors to provide Paratransit Scheduling Software. The solicitation will be issued on November 2, 2020. Proposals are **due by 2:00PM on December 10, 2020**. To obtain a copy of the RFP contact Lyndi Whiteker at 859-814-2129 or [lwhiteker@tankbus.org](mailto:lwhiteker@tankbus.org)

#### INVITATION TO BID

Notice is hereby given that the **City of Gainesville, Florida** will receive electronic bid submittals for "Cellular Service for Transit Buses", Invitation to Bid #RTSX-210906-DS.

A pre-bid meeting will not be held. The question submittal deadline is November 30, 2020. Only bid responses (in pdf format), uploaded electronically to DemandStar, **before 3:00 p.m. (local time) on December 10, 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.

### HELP WANTED

#### REGIONAL TRANSIT SERVICES COMMISSION (RTSC)

#### CHIEF EXECUTIVE OFFICER

**Reports to: Board of Directors  
The Mandate**

As the founding Chief Executive Officer (CEO) of RTSC, the successful candidate has

the challenging and exhilarating opportunity to steward an entity's growth from a single employee to a fully-operational service-delivery organization responsible for innovative transit-service delivery for the second-fastest growing region in Canada. Reporting to the Board, the CEO will oversee and direct the start-up and operation of the Commission, building a progressive, modern organization. The CEO will create a vision of success to inspire a leadership team and workforce that will deliver over 6,000 estimated weekly conventional transit service hours.

The CEO will work with the Board to create a strategic plan to guide the start-up and operations of the Commission. The CEO will build their leadership team and surround themselves with talented leaders who can deliver on the vision and mission of the RTSC. The CEO, as a forward-thinking executive leader, will drive innovative solutions for mobility in the region and build a diverse and inclusive workplace culture to deliver on these plans. The CEO will be savvy and skilled at partnering with unions and non-union workforce groups, and an expert in aligning and achieving optimal outcomes with a wide range of stakeholders. The successful candidate will be fiscally prudent and oversee a capital program related to transit assets as well as develop a multi-year operating budget.

For a detailed job description please go to: <https://optimumtalent.com/opportunities/chief-executive-officer-regional-transit-services-commission/>

#### PAYROLL MANAGER (PS101503)

**Position is located in San Rafael, CA.**

**Salary Range: \$102,252.80 to \$123,593.60** annually plus excellent benefits, 40-hour work-week

Employee pays 7% of salary/wage toward CalPERS retirement plan

**Application Procedure:** Failure To Meet Any Of The Requirements Stated Below May Result In Rejection Of Your Application.

**To Apply:** [www.goldengate.org/jobs](http://www.goldengate.org/jobs)

Applicants must apply online by the deadline date. Applications received after the deadline will not be considered. For directions and general information, visit our website [www.goldengate.org](http://www.goldengate.org).

#### DIRECTOR OF PLANNING

This position is responsible for developing and analyzing transit service planning, scheduling, capital planning, data reporting and analysis, improvements and innovative projects for near-term and intermediate range service plans using traditional transit service delivery options.

#### Minimum Qualifications:

- Familiar with local, state, federal laws and regulations governing public transit system operations and transportation grant funding.
- Knowledgeable in modern transit system operating principles and practices.
- Experience working with ArcGIS and Microsoft Office. Prefer experience with Adobe Creative Cloud, Remix planning software, DoubleMap CAD software and TransLoc Architect.
- Experience in grant writing.
- Strong organizational and analytical skills to interpret complex Excel datasets.
- Must have excellent communication skills, oral and written, strong analytical skills, and understanding of service cost and budget impacts.
- Ability to establish and maintain effective working relationships with Topeka Metro staff, members of state/federal agencies, local government, and the general public.
- Proficient with statistical principles and survey techniques.
- Ability to analyze and interpret data regarding ridership, demographics, traffic surveys, maps, costs, and revenues.
- Proficiency in quality assurance methods used in schedule production.
- Ability to exercise independent judgment in the analysis and solution of complex route and schedule problems, using logical reasoning and prudent judgment.
- Possess a Bachelor's Degree with major coursework in urban planning, transportation, or related field. Master's Degree preferred.
- Two years of experience in transportation planning, public transit operations, or closely related field.
- Must possess a valid driver's license.

Topeka Metro offers great benefits and KPERS. Salary will commensurate with experience.

Submit cover letter, resume and references to:

Topeka Metro  
201 N. Kansas Ave.  
Topeka, KS 66603  
Email: [resumes@topekametro.org](mailto:resumes@topekametro.org)

Resumes will be accepted until position is filled. Drug Free Workplace and EOE.

#### DEPUTY DIRECTOR MAINTENANCE OF WAY

#### MASSACHUSETTS BAY TRANSPORTATION AUTHORITY

**Salary: \$135,000.00 Annually**

**Location: Boston, MA**

This position will assist the Director of Maintenance of Way in providing oversight to approximately 350 employees.

#### Primary Duties & Responsibilities

The following is only a brief summary of the primary duties and responsibilities.

- Responsible for the ongoing enhancement of the customer experience through the oversight and direction of all activities associated with the repair, maintenance and modification of all track infrastructures.

- Supervise in a heavily unionized environment and through Superintendents, Supervisors and Forepersons all maintenance, engineering and administrative staff responsible for the inspection, maintenance, repair, modification, design, installation and all other activities associated with the track infrastructure.

- Review all specifications and RFPs associated with the selection of consultants and/or vendors for services and materials related to track infrastructure maintenance, repairs and modifications.

For a complete job description and to apply, please visit: <https://www.mbtta.com/careers>

The MBTA/MASSDOT is an Affirmative Action/Equal Opportunity Employer.

#### RAIL VEHICLE MAINTENANCE SUPERVISOR

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



# CLASSIFIEDS

## METRA COMMUTER RAIL SYSTEM CHICAGO, ILLINOIS DEPUTY EXECUTIVE DIRECTOR FOR OPERATIONS

Chicago, IL Metra is a nationally recognized commuter rail system serving the City of Chicago and surrounding suburbs. The system operates 242 stations on 11 rail lines and is the fourth busiest commuter rail system in the United States. Metra is seeking a progressive, innovative, experienced leader in commuter rail, freight, transit or comparable operation to serve as its next Deputy Executive Director for Operations. Reporting directly to the CEO/Executive Director, this position provides executive leadership over the departments of Engineering, Mechanical, Transportation and Safety and Environmental Compliance.

- The Deputy Executive Director for Operations is responsible for leading regulatory compliance in the development of policies, goals, objectives and priorities that align with Metra's strategic plan, mission, vision and goals. This position also acts as Metra's liaison on projects with transit partners, government agencies and community leaders.
- Metra is a large, complex organization consisting of more than 2800 employees of which approximately 2200 are represented by 17 collective bargaining agreements in 14 unions. Metra has a diverse workforce and is committed to diversity and inclusion at all levels of the organization. Like many agencies, Metra also has an aging workforce, with 21% of its workforce eligible to retire by 2023.
- Candidates must have a bachelor's degree or in lieu of a degree, any combination of education and experience that equals four years of operations experience may be substituted for the required degree. In addition, candidates will ideally have at least seven years' experience in transit/railroad or other closely related industry including at least five years of supervisory experience. Possession of a master's degree or other related advanced degree is highly valued.
- Successful candidates will demonstrate innovative and creative problem-solving skills that include incorporating data and relevant metrics into decision-making processes. Collaborative leadership skills with the ability to develop and maintain productive relationships both internally and externally are a must.

Starting salary range is \$225,000 - \$250,000 +/- depending on qualifications and experience. Excellent benefits package including pension, 401k and 457 deferred compensation options. Residency in the City of Chicago is not required. Submit resume, cover letter, and contact information for five professional references by December 18, 2020 to [www.GovHRjobs.com](http://www.GovHRjobs.com) to the attention of Heidi Voorhees, President, GovHR USA, 630 Dundee Road #130, Northbrook, IL 60062. Tel: 847-380-3243. Metra is an Equal Opportunity Employer. Click HERE to Apply! <https://govhrusa.applytojob.com/apply/TaTucUpm7v/Metra-Commuter-Rail-System-Deputy-Executive-Director-For-Operations>

## NEW ORLEANS REGIONAL TRANSIT AUTHORITY EMPLOYMENT OPPORTUNITY SENIOR DIRECTOR OF OPERATIONS

**FLSA Classification:** Exempt  
**Salary Range:** \$112,902.40- \$169,312.00  
**Position Status:** Full-Time  
**Closing Date:** Open until filled

To apply for this exciting career opportunity, please visit [norta.com/jobs](http://norta.com/jobs)

This bulletin is posted to establish or add to a qualified list of candidates

The Regional Transit Authority gets people moving around New Orleans. Our transit services bring hard-working commuters to their jobs, students to their schools and fun seekers to entertainment, shopping areas and restaurants. We provide mobility to residents of the city as well as tourists, taking them to and from their hotels to historical neighborhoods and countless attractions. RTA's system includes five streetcar lines, 34 bus routes, two ferry routes and paratransit services. Our passen-

gers take more than 19 million rides every year.  
**Reports To**  
Deputy CEO Chief Operations Officer  
**Titles Of Positions Reporting Directly To This Job**

Director of Data Science  
Director of Scheduling & Service Planning  
Manager of Operations Training  
Administrative Analyst

- Supervisor Responsibilities**
- Supervises and manages a team and/or management processes including the full range of management duties
  - Recruits, interviews, hires, and appraises employees (performance evaluations) on their productivity
  - Delegates and oversees the daily workflow of the department
  - Motivates, guides, mentors, and coaches employees on their development
  - Recommends to senior management internal promotions and changes including discipline and terminations of employees in accordance with company policy
  - Performs other related duties as assigned

**Job Summary**  
The Senior Director of Operations reports directly to the Deputy CEO Chief Operations Officer and is responsible for executive oversight ensuring Transportation business units/ functions and staff service providers perform in a manner consistent with the requirements and standards defined in the RTA's goals, missions and contracts through monitoring of key performance indicators; vehicle condition and readiness; monitors and evaluates Operations' activities; on time performance; missed runs; revenue/cost data; total work hours; total pay hours; customer complaint and resolves data; accident data; road call data; and other operations related functions.

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

- Develops and maintains a timely and accurate reporting system designed to keep the Deputy CEO Chief Operations Officer informed of division progress. Directly oversees all Transportation business units/ functions, contracted services and specialists, monitoring quality assurance and quality control, cost analysis and adherence, data management, long range fleet requirements, long range capital asset plan, maintenance information systems, and operational use of ITS and radio systems, and other related functions.
- On-call 24/7 and notified of accidents and incidents involving RTA customers and employees. Notifies Deputy CEO Chief Operations Officer of major accidents and incidents.
- Directs studies, investigations, and analyses at the direction of the Deputy CEO Chief Operating Officer preparing verbal and written reports of findings and recommendations.
- Assists with the planning and oversight of RTA's Bus Operations, Streetcar, Paratransit and Maintenance departments to ensure appropriate levels of service to the public; determines and implements short/long-term strategies needed to support agency goals and plans.
- Develops and implements strategic business plans focusing on transportation needs in cooperation and coordination with internal/external stakeholders.
- Participates in monthly joint labor-management meetings. Confers with service vendor(s) and CBA representatives to resolve current and prevent future employee relations issues, ensuring compliance with Federal obligations relative to protection of workers' rights and labor agreements.
- Maintains, supports, and promotes a safe work environment. Ensures Operations/ Maintenance safety training and enforces all regulations relative to employee and public safety within the public transit system, contributes to the coordination of Risk Management, Safety and Security functions.
- Assists to formulate policy recommen-

- dations for the Board of Commissioners and may be required to attend Board and sub-committee meetings.
- Directs the activities of RTA services in compliance with the Americans with Disabilities Act (ADA), providing accommodation to qualified individuals.
- Assists in responding to the Federal Transit Administration (FTA) Triennial Reviews and comments.
- Assumes the duties and responsibilities of the Deputy CEO Chief Operating Officer in the event of an absence and as required. Other duties and departmental supervisions as may be assigned.
- Contributes to ensuring that the EEO policies and programs are carried out.
- Exhibit, personal and professional integrity at all times, consistent with the organization's vision, mission and goals.

**Other Functions**  
• Performs other job related duties which are in keeping with the goals and objectives of RTA.

- Knowledge, Skills & Abilities**
- Excellent interpersonal and public communication skills.
  - Demonstrated ability to partner and collaborate with a diverse staff, address complex or sensitive situations, to advance the goals and strategies of RTA.
  - Demonstrated knowledge and experience in coordinating transit safety and service delivery, field operations, labor relations, staff development, and collective bargaining negotiation skills in a union environment strongly preferred
  - Demonstrated ability to manage a large and diverse workforce, especially in a unionized setting that requires intense attention to customer service and the customer experience.
  - Demonstrated ability to manage people in operational and corporate support programs for a large organization.
  - Demonstrated ability to budget, plan, and allocate corporate resources in a large organization.
  - Demonstrated ability to exercise critical thinking, analysis and managerial judgment.
  - Demonstrated ability to inspire, create and establish effective working relationships with peers, staff, customers and diverse constituents.
  - Ability to develop and implement strategic plans.
  - Ability to effectively organize, access, and have produced a variety of written materials for different audience and consistently meet deadlines.
  - Ability to communicate with effectively with diverse audience, including the media and external stakeholders concerning operation issues.
  - Ability to establish and maintain productive working relationships with employees, subordinate managers, consultants, and the general public, including those from culturally diverse backgrounds, the elderly, persons with disabilities, or other vulnerable populations.
  - Ability to convey confidence and self-awareness with regard to interpersonal and communication skills.
  - Ability to establish credibility and influence constituencies quickly.
  - Demonstrated ability to lead the implementation of strategic and operational initiatives.
  - Demonstrated skills in managing large, complex organizations that are multi-modal, decentralized, and use multiple technologies.
  - Demonstration of intense commitment to customer service.
  - Results orientation with a strong work ethic in a multi-tasking environment.

**Education**  
• Bachelor's Degree or Master's Degree in Business Administration, Management, Transportation or related field is required  
OR: Equivalent combination of training and experience.

**Experience**  
• Requires eight (8) + years of total experience managing in an executive or senior level position in the operations and maintenance areas of a multi-modal urban transit system with a unionized workforce.  
• Experience in coordinating transit safety and service delivery, field operations, labor relations, staff development, and collective bargaining negotiation skills in

- a union environment strongly preferred.
- Demonstrated ability to partner and collaborate with a diverse staff, to address complex or sensitive situations, and to advance the goals and strategies of RTA.
- Experience with the Trapeze software suite and Clever Devices CAD strongly preferred.
- Experience with the operation and maintenance of alternative fuel source vehicles preferred.
- Experience with the development and operation of Bus Rapid Transit (BRT) lines strongly preferred.
- Experience within public transit or transportation industry is very desirable.

**Licensing Requirements/Demands**  
None required  
Must submit to criminal background check, the results of which must meet hiring criteria for the role.

**Work Environment/Physical Requirements**

- Must be able to work various hours in excess of eight (8), seven (7) days per week.
- Must be available twenty four (24) hours per day, in emergency situations.
- Ability to work a flexible schedule that may include evenings and weekends.
- Must be able to work in various types of weather conditions.
- Extended periods sitting at a table, desk or workstation with use of a computer; normal visual acuity and field of vision; hearing, speaking and color perception; work involves periodic bending, stooping, reaching, standing and walking; requires dexterity in operating office machines and equipment; periodic need to carry items for short distances weighing up to 10 lbs. (This position is Non -Safety Sensitive)

**AFFIRMATIVE ACTION/EEO STATEMENT**  
NORTA is an equal opportunity employer. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and business needs. We do not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law. All employment decisions are based on job-related standards and must comply with the principles of equal employment opportunity.

This classification is at-will and the incumbent serves at the pleasure of the hiring authority. This job specification is not to be construed as an exhaustive list of duties, responsibilities, or requirements.

**Other Duties**  
Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

## SUPERINTENDENT MAINTENANCE OF WAY MASSACHUSETTS BAY TRANSPORTATION AUTHORITY

**Salary:** \$103,778.22 Annually  
**Location:** Boston, MA

The Superintendent of Maintenance of way will prioritize, plan, allocate and monitor personnel, equipment and materials necessary to perform the maintenance, inspections and construction tasks and the handling of materials and scrap of the Maintenance of Way Division.

- Primary Duties & Responsibilities**  
The following is only a brief summary of the primary duties and responsibilities.
- Supervise directly or indirectly, the activities of a large workforce by determining goals and objectives.
  - Remain current with the MBTA's Safety Plan as well as the position's outlined responsibilities. Prepare and administer the section's annual budget.
  - Establish engineering designs and maintenance standards.
  - Plan, direct and coordinate projects related to transit system tracks and Right-of-Way and force account projects.

For a complete job description and to apply, please visit: <https://www.mbtta.com/careers>

The MBTA/MASSDOT is an Affirmative Action/Equal Opportunity Employer.