

# PASSENGER Transport

THE SOURCE FOR PUBLIC TRANSPORTATION NEWS AND ANALYSIS

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In advance of the Nov. 30 opening of ART service, a passenger tested how she can access the BRT vehicle with her wheelchair and secure it once on board.

## Albuquerque Welcomes ART To Service

**ABQ RIDE IN ALBUQUERQUE**, NM, introduced Albuquerque Rapid Transit (ART) BRT service on the Central Avenue corridor on Nov. 30, with free rides through December.

The two ART routes, known as the Red Line and Green Line, replaced the Rapid Ride routes that previously operated on Central Avenue.

Transit Director Danny Holcomb said ART will bring twice the amount of service to the city's Westside than the Rapid Rides could provide. On opening day, he said, ambassadors from the agency visited the former Rapid Ride stops to redirect riders to the new ART platforms and guide them through the experience.

Chief Operating Officer Lawrence Rael said ABQ RIDE will evaluate possible safety and operational issues that may arise as the ART project enters regular service.

Prior to the beginning of service, ABQ RIDE invited customers to the UNM/Popejoy ART Station to familiarize themselves with the bus and station platform.

## U.S. High-Speed Rail Connections 'Coming to Life'

### APTA Convenes Sixth High-Speed Rail Policy Forum

**APTA PRESIDENT AND CEO** Paul P. Skoutelas cited the "wide variety of improvements and connections ... coming to life" regarding U.S. progress in high-speed rail in his opening remarks at the Dec. 4 High-Speed Rail Policy Forum, "Building Capacity for Economic Growth," held at the APTA offices in Washington, DC.

APTA Vice Chair Jeff Nelson, general manager of the Rock Island County Metropolitan Mass Transit District (Metro-Link) in Moline, IL, noted that the forum was convening on the fourth anniversary of President Obama's signing of the FAST Act, the first surface transportation bill to include passenger rail programs. He added, "I can assure you that this forum plays a vital role in our industry's strategy for the future."

Skoutelas said, "We have lots of work to do on high-speed rail, but good things are happening in the United States," citing the importance of private-sector investment and various forms of P3s as major drivers of high-speed rail, with a prominent role for states in the process.

Citing developments over the past year in Florida, Texas, Nevada, Washington State, Virginia, North Carolina, California and Connecticut, Skoutelas said, "We're seeing new opportunities and support emerge for high-performance rail—

and public transportation overall."

He cited a CNN report describing how several countries are investing in high-speed rail and developing trains that can reach maximum speeds of 250 or even 300 mph. For example, he said, China had no high-speed rail between cities less than 12 years ago, compared with 15,000 miles—more than all other nations combined—today. He also mentioned Japan, Spain, France and Italy among nations "boosting economic activity by connecting their regional economies with fast, efficient passenger rail service."

Skoutelas also noted the continuing collaboration of APTA with the International Union of

### HIGH-SPEED RAIL POLICY FORUM

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APTA President and CEO Paul P. Skoutelas addresses attendees at APTA's 2019 High-Speed Rail Policy Forum.

Photo by Mitchell Wood

## 'Reindeer Bus' Returns to Vancouver



TransLink in Vancouver, British Columbia, welcomed the Reindeer Bus back to holiday service on Dec. 3. The bus—illuminated with more than 2,000 Christmas lights and equipped with an animated Christmas tree, responsive lighting, a flashing nose, carols and an inflatable Santa Claus—is a tradition in the Vancouver region, collecting donated toys as part of the Toys for Tots initiative for delivery Dec. 20.



COMMENTARY

BY FLORA CASTILLO

President
Pivot Strategies, LLC

Time for Evolving Public Transit and Healthcare Industries to Partner

With 26 years of experience in the health and public transportation industries, I am convinced — now more than ever — that these two industries must work together to ensure transportation is available for people to access health services.

PUBLIC TRANSPORTATION SERVES LARGE healthcare providers—hospitals, federally qualified health centers, skilled nursing facilities, dialysis centers and health insurance companies. And every day, thousands of people use America’s public transit systems as their primary way of getting to a doctor, pharmacy or other form of medical treatment.

According to APTA’s report, Who Rides Public Transportation, 9 percent of public transit trips in smaller communities are taken for medical and dental services, while in mid-size communities the figure is 10 percent.

These individuals are sometimes unnoticed by the public transit industry because they have no special barriers or needs that require a higher intervention or service level, as provided for people with disabilities. They are the “silent majority” of medical transportation users going from point to point, who blend into our existing trip destinations and customer base.

Over the last decade there has been much discussion about healthcare, particularly regarding affordability and coverage. Although these topics are at the center of our political discussions and media attention, other changes going on in the healthcare sector have a profound effect on those who use it and those who rely on public transit to access healthcare.

One important change comes from the powerful ways that data and analytics provide new perspectives to look at the overall health conditions of individuals. These data-based tools have enabled the rise of “person-centered care” as the preferred model of healthcare delivery. Managed-care organizations (MCOs) have embraced the “person-centered care” models to meet the unique, complex needs of the members they serve.

MCOs use “case managers” as their primary way of facilitating healthcare for patients. They address the needs of patients on a one-on-one basis, working out individual care plans that require service networks for the delivery of care. The question we face is, how does a public transit agency interact with these new systems that focus on individuals and their specific needs—including mobility—that is different from the traditional way people take transit to their healthcare destinations?

One of the most important ways to address the healthcare changes we face is to look at a public transit innovation that has emerged over the last several years: “mobility management.” This process is very similar to the case management approaches undertaken by the healthcare sector. From my experience in implementing mobility management programs in several cities across the country, I believe that mobility managers can be the bridge between public transit and the emerging person-centered care delivery approach.

Mobility managers can be the one-stop shop for managed-care entities as well as hospitals and community clinics that need transportation expertise and resources to serve those patients who cannot manage traditional public transit options. They can also become subject matter experts on various health plans that often have resources to pay for transporting members to care beyond the non-

Mobility managers can be the bridge between public transit and the emerging person-centered care delivery approach.

emergency medical transportation (NEMT) Medicaid program as a transportation resource. Using mobility managers as a bridge to the healthcare industry will be the first step in a larger effort in building the relationship between public transit and patients.

Here are some other activities that public transit providers can consider for enhancing their role in the health field:

- Monitor origin and destination information to ensure services can adjust for the rise of medical malls, urgent care or medical facilities;
• Participate in public hearings regarding state policies on Medicaid;
• Monitor and participate in local community health needs assessments for hospitals and public health departments, as well as community needs assessments for community agencies that identify community transportation needs and possible pilots to test emerging microtransit and on-demand mobility programs;
• Adopt a relentless focus on customer and use-design approaches to ensure a personalized customer experience, free of friction and convenient;
• Partner with healthcare providers to design and deploy “complete trip” pilots leveraging up to \$50 million available from U.S. DOT’s solicitation; and
• Engage with Medicare Advantage plans that provide supplemental benefits such as transportation for non-medical needs, such as grocery shopping, to improve overall health in communities. Note: approximately 250 plans in 2020 will offer access to these types of benefits, reaching an estimated 1.2 million enrollees.

Seema Verma, administrator of the Centers for Medicaid and Medicare Services (the federal agency that administers major healthcare programs including Medicare, Medicaid and the Children’s Health Insurance Program), recently said, “If we are serious about improving health outcomes, then we must address the social determinants of health.” Healthcare experts and providers know that transportation is a determinant of health.

As the healthcare industry is evolving, it is time for public transit to work more closely with healthcare partners to better address our customers’ healthcare transportation needs.

Castillo is a former member of the NJ Transit Board of Directors and former vice president transportation, UnitedHealthcare. She is a National Senior Campuses Advisory Committee member. She served as APTA chair in 2012-2013.

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The JTA completes the installation of 187 protective barriers for bus operators at its Myrtle Avenue Operations Campus.

## JTA Completes Installation Of Bus Protective Barriers

**ALL 187 FIXED-ROUTE BUSES** in the Jacksonville (FL) Transportation Authority (JTA) fleet are now equipped with protective barriers that provide an additional level of security to its bus operators.

The JTA Board of Directors allocated \$600,000 in funding earlier this year to purchase the clear, retractable, lockable shields—which cover the bus operator's right side, facing boarding or departing customers—and retrofit the fleet. New buses ordered by JTA will already have these safety devices in place.

"The safety and security of our customers and our employees is our top priority at the JTA," said Chief Executive Officer Nathaniel P. Ford Sr. "That's why we work so closely with law enforcement and why we proactively invest in safety measures like these new shields."

JTA Vice President of Transit Operations and Chief Transit Officer Lisa Darnall explained that closing the shield protects operators from potential

attacks on their blind side. "That flexibility empowers our operators to be proactive about their safety without cutting off the valuable connection to their customers," she added.

The installation of barriers is just part of JTA's investment in safety, which has increased by more than 34 percent since 2015.

Ford called on JTA leadership to investigate this security feature in 2018, based on feedback from JTA Transit Operations, bus operators and national and local trends that showed an increase in assaults on bus operators while on the job. The investment in shields for the entire fleet followed a year-long pilot program and included input from bus operators.

Assaulting public transit officials as they perform their duties is a felony in Florida. JTA works proactively with the Jacksonville Sheriff's Office to locate and apprehend individuals who physically assault agency employees.

## UTA, Via Launch Microtransit Program

**THE UTAH TRANSIT AUTHORITY** (UTA) in Salt Lake City and Via recently launched "UTA On Demand by Via," a microtransit service covering five communities in southern Salt Lake County.

The one-year pilot program is designed to increase public transit service in southern Salt Lake County by complementing UTA's existing bus and rail system, providing first- and last-mile solutions to connect with TRAX light rail and FrontRunner commuter rail and trips to hospitals, grocery stores, jobs and other local destinations. Funding comes from county sales tax revenues.

"UTA is excited to study this innovative service that can provide convenient, customized transit in this area of Salt Lake County and possibly in other communities. Our goals are to find ways to provide first- and last-mile connec-

tions to our regular bus and rail system, as well as increase access within communities," said UTA Board Chair Carlton Christensen.

Via's smart technology for shared rides powers the service, with an app that allows riders to hail a ride at the touch of a button. Multiple passengers headed in the same direction travel in a single vehicle within a 65-square-mile service area. The service fleet includes wheelchair-accessible vehicles.



UTA Board Chairman Carlton Christensen, at podium, welcomes guests to the launch of "UTA On Demand by Via," a microtransit service covering five communities in southern Salt Lake County.

## Ride Free During Reno's Double-Decker Bus Pilot



The Regional Transportation Commission (RTC) of Washoe County in Reno, NV, recently launched a three-week pilot demonstration of a double-decker bus from Alexander Dennis. Customers ride free—in fact, the bus does not even have a farebox. RTC is operating the diesel-powered vehicle on regular fixed routes, the RAPID Lincoln Line and regional service to Carson City.

## MCTS Honors Rosa Parks

In recognition of Rosa Parks' Dec. 1, 1955 arrest for refusing to give up her bus seat to a white man in Montgomery, AL, the Milwaukee County (WI) Transit System kept a seat open on every bus in its fleet Dec. 1-3. Each reserved seat displayed a red rose and a placard featuring Parks' photo and a message about her act, which led to a year-long bus boycott in Montgomery and ultimately to a landmark U.S. Supreme Court ruling that outlawed segregation on public transportation.



## Santa Barbara Transitions To Renewable Diesel

**AS OF DEC. 2, THE SANTA BARBARA** (CA) Metropolitan Transit District (MTD) has stopped purchasing petroleum diesel and will now fuel its diesel fleet with renewable diesel refined from a mix of more than 10 different wastes, residues and vegetable oils.

According to MTD, renewable diesel is odorless and emits 33 percent fewer fine particulates that aggravate asthma than traditional diesel. While not a zero-emission fuel, it represents an 80 percent reduction in emissions and carbon intensity compared with petroleum diesel. Its carbon intensity is about one-

third of that of a battery-electric vehicle charging on the California grid.

The transition requires no infrastructure changes and the new fuel can be dispensed into the same tank that held the old fuel.

The shift to renewable diesel is the first step toward a goal set by the MTD Board of Directors in November 2018 to transition the entire fleet to 100 percent battery-electric by 2030. It speeds up a reduction in emissions fleetwide and provides an opportunity to green the remaining diesel fleet.



# Contact Congress About Public Transit Funding

**APTA URGES ITS MEMBERS** to contact their elected representatives regarding public transit funding levels in the FY 2020 Transportation, Housing and Urban Development, and Related Agencies (THUD) Appropriations Act. House and Senate Appropriations Committee leaders are working to resolve differences between the two versions of the appropriations bill.

The House-passed THUD Appropriations bill provides \$13.48 billion for public transit programs and \$2.7 billion for intercity passenger rail grants. The Senate bill provides \$520 million less for public transit.

APTA members can go online to identify their members of Congress and senators and then call 202-224-3121. A sample call script is available at <https://bit.ly/2DN5WqC>.

On Nov. 26, APTA sent a letter to House and Senate THUD Appropriations Committee leaders regarding funding and policy priorities for the FY 2020 bill, calling for the highest possible transit and passenger rail funding levels. APTA urges Congress to provide the highest possible funding level for public transit (at least \$13.5 billion). View the letter at <https://bit.ly/2DQWylv>.

# APTA Hosts UIC Meeting



As part of a longstanding cooperative agreement with the International Union of Railways (UIC), APTA hosted a plenary meeting of the UIC Intercity and High-Speed Committee at APTA offices Dec. 3, including representatives from Spain, France, Italy, Sweden, China and Japan. The following day, members of the UIC delegation participated in a panel discussion on "International Examples of Economic Growth through Rail" at the APTA High-Speed Rail Policy Forum. APTA President and CEO Paul P. Skoutelas is sixth from right. Marc Guigon, passenger department director, UIC, is eighth from right.

Photo by Mitchell Wood

# SacRT 2019 Holiday Bus Benefits Children's Charity



The Sacramento (CA) Regional Transit District (SacRT) and the Sacramento Children's Home unveiled this year's SacRT Holiday Bus at a recent event. SacRT General Manager/Chief Executive Officer Henry Li explained that passengers ride free on the bus as it operates on different routes through Jan. 1, 2020. They also can make donations to the Children's Home at the farebox or by texting from their smartphones. The Sacramento Children's Home was founded in 1867 and today is the most comprehensive child and family service organization in Sacramento County.

# FTA Releases FAQs For Bus Automation

**IN RESPONSE TO INCREASED** public transit industry interest in automated transit buses and the possible impact of new technologies on employees, riders and the general public, FTA has developed Transit Bus Automation Policy FAQs, which can be found at <https://bit.ly/33n8NAA>. This information includes U.S. DOT requirements, FTA requirements and other considerations. To review FTA's transit automation research, visit <https://bit.ly/2pTZv1B>.

# ARBOC Low-Floor Trolleys for LAX-It

**THE LOS ANGELES WORLD AIRPORT** Group has taken delivery of 36 Low Floor Spirit of America Trolleys, manufactured by ARBOC Specialty Vehicles, as part of the new LAX-it program at Los Angeles International Airport.

The 35-foot trolley-replica buses transport customers from outside baggage claim areas to the LAX pickup lot, where they then meet their taxi or TNC ride.

The service, operated by First Transit, is designed to relieve congested passenger pickups through the airport loop. Between 18,000 and 20,000 passengers will use these vehicles each day.



# Berlin Retires as PT Senior Editor

**THIS ISSUE OF *PASSENGER Transport*** will be the last in more than 25 years to include the editing and writing contributions of Senior Editor Susan Berlin, who will retire from APTA on Dec. 13.


Berlin joined APTA as assistant editor in the spring of 1994 and subsequently was promoted to senior editor.

She participated in the shift of *Passenger Transport* from weekly to biweekly publication, the launch of the PT electronic edition and *Passenger Transport Express* and several redesigns. She contributed to special issues commemorating the 25<sup>th</sup> anniversary of APTA in 1999 and the 75<sup>th</sup> anniversary of *Passenger Transport* in 2017, as well as publications in 2001 focusing on public transit's response in the aftermath of the 9/11 attacks and in 2015 to commemorate the 25<sup>th</sup> anniversary of ADA.

When Berlin joined APTA, its offices were at 1201 New York Avenue NW in Washington and the federal surface transportation law was ISTEA. That was two office moves and four authorization bills (TEA-21, SAFETEA-LU, MAP-21 and the FAST Act) ago.

During her time with APTA, Berlin has seen cellphone-based fare systems progress from theory to widespread use and the increased presence of hybrid-electric and fuel cell buses.

Retirement doesn't mean that Berlin is giving up writing and editing altogether. She will continue her part-time gig as Washington regional theater reviewer for the national website [www.talkinbroadway.com](http://www.talkinbroadway.com).



Susan Berlin displays the March 28, 1994 issue of *Passenger Transport*, her first in a 25-year career with APTA.

Photo by Mitchell Wood



# PUBLIC TRANSIT: AN INTEGRAL PART OF A HEALTHY COMMUNITY

**THE VALUE OF PUBLIC TRANSIT** is intrinsically greater than the safe and reliable provision of bus and train service to daily commuters. As “mobility managers,” transit agencies play a critical role in improving and maintaining the health and wellbeing of communities across the country by providing dedicated access to healthcare, social services, fresh food and other essential supplies. Here, a cross-section of APTA members discuss some of the ways public transit can serve as—quite literally—a lifeline to some of the most vulnerable members of society.

## COTA Plus Provides Microtransit Access to Healthcare

**BY JEFF PULLIN**  
Public Information Officer  
Central Ohio Transit Authority

**FACED WITH RAPID SUBURBAN** growth and the need for equitable access to healthcare, the Central Ohio Transit Authority (COTA) recently introduced COTA Plus, the authority’s first microtransit service, in Grove City, a community southwest of Columbus, OH. COTA Plus, which launched as a pilot project in July, connects fixed-route customers to the new Mount Carmel Grove City Hospital, a full-service medical facility and emergency room. Grove City is a suburb that has recently grown farther south than COTA’s two fixed-route lines cover.

In 2018, Grove City leaders, Mid-Ohio Foodbank, Mount Carmel and COTA gathered to find a solution: to extend COTA’s service without making existing bus routes longer. COTA Plus was born as a partnership with COTA, the city of Grove City and the Mid-Ohio Regional Planning Commission.



COTA Plus links riders to many community services including the Mid-Ohio Foodbank—Central Ohio’s largest—and Mount Carmel Hospital.

Using a mobile app, powered by Via, customers can book trips on COTA Plus within a five-square-mile zone in Grove City. That defined zone includes a COTA park-and-ride, two business centers, the Mid-Ohio Foodbank that serves thousands of families, and the hospital. After booking a trip, any rider can

connect to or from COTA’s fixed-route service to ride COTA Plus for free. Customers can also use COTA Plus point-to-point for \$3, provided the pickup and destination are both within the defined zone. A COTA-employed operator arrives within minutes to pick up a customer.

COTA Plus is a rideshare service, so multiple customers could share a ride during one trip. The microtransit vehicle can carry up to six customers and is wheelchair accessible. COTA Plus averages more than 35 trips a day, a strong start for a suburban microtransit pilot service. Many of the customers are either visitors or patients at Mount Carmel Grove City Hospital. In this way, COTA Plus is providing much-needed access to quality medical care to a growing community. The service is becoming so popular that COTA and Mount Carmel have partnered to provide free promo codes to family members and patients who visit the hospital. The goal is to ensure that no customer misses medical visits or is forced to visit the doctor alone. COTA Plus has delivered more than 1,500 customers to their destinations since the July launch and boasts high approval ratings from its customers.

**COTA PLUS MICROTRANSIT**  
CONTINUED ON PAGE 7

## Sacramento Celebrates New Public Transportation Connections with UC Davis Health

**THE SACRAMENTO (CA) REGIONAL** Transit District (SacRT) recently partnered with UC Davis Health to rename one of its light rail stations after the healthcare provider. The 39<sup>th</sup> Street/UC Davis Health Station is the stop nearest to UC Davis’ Sacramento campus and a critical transportation link for patients, staff and students. UC Davis Health provides free shuttle service to and from the light rail station to the UC Davis Medical Center and nearby clinics. The partnership also is expected to help foster economic improvements in

the area and have an increased impact on the overall health of residents and employees in the community. “On any given day, UC Davis’ Sacramento campus has more than 14,000 employees and students combined. An increase in transit ridership has the potential to greatly reduce traffic congestion and improve air quality,” said SacRT General Manager/Chief Executive Officer Henry Li. UC Davis Health is the second-largest employer in Sacramento County (after the state of California), so it and SacRT are working together to ensure

that the health system’s employees and patients have convenient mobility options, consistent with its “Discover Health Close to Home” and sustainability initiatives. “The partnership between UC Davis Health and SacRT is an example of providing more access to health- care through transportation,” said David Lubarsky, CEO of UC Davis Health. “It is an important part of our commitment to caring for both our patients and our environment.” SacRT has future plans to provide additional service to the UC Davis Health community. A dedicated pickup and dropoff location for a new SmarT Ride on-demand microtransit service with stops in downtown and midtown Sacramento is set to arrive in January 2020. A new electric zero-emission bus service will transport passengers between the UC Davis campuses in Sacramento and Davis starting in spring 2020, pending SacRT board approval. The new service, called the Causeway Connection, will include stops in Davis and in downtown and midtown Sacramento, with direct and express service during peak commute hours.



A SacRT train at the 39<sup>th</sup> Street UC Davis Health Station.



David Lubarsky, CEO of UC Davis Health, left, with SacRT General Manager/Chief Executive Officer Henry Li.

that the health system’s employees and patients have convenient mobility options, consistent with its “Discover Health Close to Home” and sustainability initiatives. “The partnership between UC Davis Health and SacRT is an example of providing more access to health-

reach our goal of achieving carbon neutrality while strengthening the link between our city and the major research institution in our region,” said Sacramento Mayor Darrell Steinberg. “This collaboration is vital as we work together on projects like Aggie Square, the new research campus in Sacramento where we hope to create thousands of jobs.” Li said, “We are very excited to launch this zero-emission frequent bus service that will help connect two major hubs. SacRT is always working to grow our services and create better mobility solutions for the region.”



# Public Transportation, Public Health and Healthcare Working Together

**BY ALEXANDRA KING**  
Senior Program Associate, Health Care and Transportation  
Community Transportation Association of America

**GIVEN THE COMPLEXITY OF** what influences our health, there is a growing recognition that no single entity can tackle the wide gamut of social conditions that affect health and well-being on its own.

This recognition is built on the growing acceptance that medical care alone cannot guarantee good health. Improving health outcomes in the U.S. will require new partnerships that break down the silos among healthcare, public health and social services agencies to better address the varied and dynamic factors that affect our health.

Health and well-being are the result of a myriad of factors—commonly referred to as social determinants of health—such as access to healthy food, stable housing, safe living environment, a source of income and social supports. Transportation is a critical social determinant of health as it directly impacts an individual’s ability to obtain health-

care services and to connect to other services and activities that play a key role in health and well-being.

As a result, transportation agencies, along with other community organizations, can be part of these new partnerships and programs that cross traditional sectors and boundaries of services.

Despite the acknowledgement of the need for a multi-sector approach, addressing these overlapping and cross-sector factors has proven challenging as healthcare, public health and social services have historically operated within separate and distinct divisions: healthcare focuses on clinical care, public health targets population-level health and disease and social services provide specific resources and services such as education, housing and transportation.

The differing goals of each sector create unique challenges in developing

programs and policies that span them. Considerations of data sharing, privacy, technology and payment are just a few of the areas still being ironed out by communities and states tackling these types of challenges.

Despite the role of transportation in the provision of Medicaid’s non-emergency medical transportation (NEMT) program, transportation is still considered a new and somewhat unknown partner for many in the health sector. The newly recognized value of transportation comes from the idea that transportation and mobility, often couched as access, directly impact an individual’s health and well-being by serving as an access point to health and health-related services—so much so that transportation is increasingly seen as a specific health intervention.

Hospitals are paying out of pocket for transportation for patients to attend appointments. Insurers are covering transportation as a benefit in their plans. The Centers for Medicare and Medicaid Services (CMS) have encouraged the inclusion of transportation

as an additional benefit for Medicare enrollees. Additionally, a recent influx of technology companies to the NEMT space highlights the growing understanding that transportation is a valuable asset to healthcare providers and public health programs.

Public transportation has a unique opportunity to leverage this growing acknowledgement and create a space for itself within this expanding market. The agencies highlighted in this publication illustrate innovators developing these partnerships. They have made healthcare connections in their communities and are leading the way in developing models of how public transportation can be a strong partner in the improvement of health and well-being. They have deployed new technologies guided by practicality and common sense.

While there still is a distance to go in terms of identifying and implementing gold-standard strategies that combine transportation and health needs, many

**WORKING TOGETHER**  
CONTINUED ON PAGE 7

## The COMET Connects Customers to Healthier Opportunities

**BY JOHN ANDOH**  
Executive Director/CEO  
The COMET  
Columbia, SC

**SINCE DECEMBER 2018**, The COMET in Columbia, SC, has implemented several partnerships to connect its customers to a healthier lifestyle.

These programs include COMET To The Market, a partnership with Lyft and Uber that helps provide access to fresh produce and meat for people who live in food deserts in the Columbia Urbanized Area, and FoodShare at COMET Central, which offers opportunities for public transit customers to purchase fresh produce every Tuesday.

In addition, every month The COMET hosts community events at COMET Central that include health clinics, HIV awareness, registering to vote and signing up for lifeline telephones. The

agency also is preparing to launch a healthcare access shuttle, which will use FTA funds from the Innovative Coordinated Access and Mobility (ICAM) Pilot Program to connect riders to medical appointments and pharmacies.

COMET To The Market is a convenient and efficient on-demand and door-to-door public transit option in areas where traditional bus service has been a challenge for customers trying to access fresh food.

Say a single parent with two children takes a regular COMET bus route home after work, picks up the children at daycare, then stops by the grocery store. Between traveling with children and navigating the system, the parent may only be able to bring home a limited quantity of groceries and will still have to walk home from the bus stop. COMET To The Market provides a one-



The COMET bus picking up a customer at Walmart.



The COMET departing COMET Central.

seat ride from the origin point to the grocery store and back.

For users of COMET To The Market, the agency will pay up to \$5 of fares for travel within the fixed-route service area. The program is available seven days a week between 6 a.m. and 10 p.m. and customers can use the program up to twice a week. They must use The COMET’s app and enter a code to receive the discount. Lyft and Uber have provided 11,596 customer trips through this program since December 2018.

The COMET also has teamed up with FoodShare South Carolina to increase fresh food access and affordability for public transit riders in Columbia. “Fresh Food On-The-Go” allows customers with busy schedules to get fresh produce at COMET Central every Tuesday afternoon. These fresh food boxes

contain 12-15 types of fruits and vegetables and may be ordered in advance, with a limited number of boxes available for same-day purchase. The COMET customer service staff accepts cash or EBT cards for the boxes.

**Activities at COMET Central**

As the hub of activity for the agency, COMET Central is the perfect location for The COMET to inform customers about quality-of-life opportunities. Monthly programs by firefighters, police and emergency management teams emphasize safety. The station also houses table displays from FoodShare, American Diabetes Association, National Kidney Foundation, the county health department and Eat Smart Move

**THE COMET’S PARTNERSHIPS**  
CONTINUED ON PAGE 8



# Rides to Wellness: Improving Health And Building Hope in Flint

BY HARMONY LLOYD

Chief Operating Officer of Planning and Innovation  
Mass Transportation Authority  
Flint, MI

**ACCORDING TO A WELL-KNOWN** proverb, “He who has health has hope; and he who has hope has everything.” Anyone who has personally battled with health issues or has watched a loved one experience a health struggle knows this proverb rings true.

And yet it is estimated that 3.6 million Americans miss or delay medical treatment because of a lack of transportation. Their hope may very well be linked, not just to their ability to receive medical treatment, but to make the trip to access that care.

In Flint, MI, as in many other communities, high rates of missed medical appointments and cancellations, excessive use of emergency rooms and a high number of patients who need dialysis and treatment for other chronic conditions led to an unmet need for specialized medical transportation.

As the Flint Mass Transportation Authority (MTA) began exploring a solution to this ever-growing issue, the agency saw, with the myriad of needs related to health and wellness transportation, an opportunity to create an innovative solution that would begin to move the needle favorably on this problem.

In 2016, MTA began Rides to Wellness, an initiative that combines the best of public transportation with the convenience and personalization of ridehailing services. In response to stakeholder feedback, MTA felt that, to be successful, it could not simply model its services after private non-emergency medical transportation programs, yet just copying TNC models would not work either. To effectively meet the needs in the community, MTA would need to develop a more responsive system.

So how does this program operate? Rides to Wellness offers pre-scheduled or same-day transportation with ride pickup available in as little as 30 minutes. Mobility Navigators work with partner agencies—such as hospitals,



A Rides to Wellness shuttle provides service to the Hurley Children's Center, located within the Flint Farmers Market.

Photo by R. Moreno

nonprofits and local government agencies—to identify clients in need of door-to-door transportation. These partner agencies pay the fare on behalf of their clients.

Each agency has different parameters, but allowable destinations for the program are primarily medical appointments, pharmacies, hospital discharge, grocery stores and farmers markets, and nonprofit organizations.

MTA's partnership with the local Veterans Services office has had a major impact in reducing transportation as a barrier for veterans. While VA hospitals offer transportation as a benefit, it is only to and from the hospitals and does not provide transportation for the many other needs of veterans.

Through this local partnership with the Genesee County Department of Veterans Services, veterans and their spouses or surviving spouses are allowed five free round trips a month to health-and-wellness-related destinations. To ensure ease of access, veterans only need to be certified once as an eligible veteran and then they are free to call Rides to Wellness and schedule their trips, without delay and whenever needed.

“When we first started talking about the need, we learned the Veterans Services office was getting calls from widows of veterans who could no longer drive and had no way to access groceries. They were dependent on neighbors

and friends to take them to the grocery store and they felt like a burden to others. We knew this was an issue we needed to fix and so we did,” said MTA General Manager Ed Benning.

McLaren Flint, a local hospital, has been another important partner agency with the Rides to Wellness program. McLaren had been struggling with the issue of patients who were ready to

be discharged but had no means of transportation to return home. Hospital administrators knew it was not financially sound to keep a patient in a bed simply because of a lack of transportation.

After several months of planning, Rides to Wellness was able to develop an online partner portal giving McLaren Flint staff direct access to request a ride for a patient. There is no waiting on the phone and busy hospital staff can make the online ride request in less than 5 minutes and know their patient will be safely transported home.

MTA's Rides to Wellness has seen massive growth in its ridership since its introduction. During October 2018, Rides to Wellness provided 8,081 trips; one year later, in October 2019, the number had jumped to 13,300 trips, a 64 percent increase.

“We have created an innovative service that is highly responsive to our riders' needs and the community has responded with more enthusiasm than we could have ever anticipated. We look forward to continuing to improve the health of the Flint community,” said Benning.



Rides to Wellness driver Monty Jackson drives veteran Gene Jamison to his appointment.

Photo by R. Moreno

## COTA PLUS MICROTRANSIT CONTINUED FROM PAGE 5

The service has a 4.9 star rating on the COTA Plus app and is known for quick response times. On average, customers are picked up within 7 minutes of booking their trips and are delivered to their destination within minutes.

The microtransit service is also gaining the attention of other communities

in Central Ohio. COTA plans to launch additional COTA Plus service in 2020, serving the needs of other communities looking for enhanced access to healthcare, jobs and education. COTA is also looking at expanding Grove City's defined zone, to serve more residents and more jobs.

## WORKING TOGETHER CONTINUED FROM PAGE 6

are making headway to get us to that point.

As a starting point for this support, one-time investments are great launchpads and are testing opportunities for communities to dip their toes into these types of partnerships. But it will take sustainable infrastructure and shared financing to develop and maintain long-lasting, fruitful cross-sector partnerships. Additionally, all sectors need to

ensure the development and tracking of real metrics related to health outcomes and cost savings to illustrate the value of transportation in these partnerships.

As we continue to consider how all aspects of our lives impact our ability to successfully manage disease, stay healthy and out of the hospital and live the life we want to be living, transportation will only play a growing role in these conversations.



Rides to Wellness driver Richard Ferguson assists veteran Thomas Larrison from the vehicle.

Photo by Concept Three





## MEET THE APTA STAFF

### DANIELLE BARBA

Receptionist & Administrative Coordinator  
Human Resources & Administration Department

Photo by Mitchell Wood

#### Q What are your primary responsibilities at APTA and those of your department?

**A** APTA's Human Resources & Administration Department has overall responsibility for employment, benefits and the APTA Conference Center located on the 11<sup>th</sup> floor of our building.

As receptionist and administrative coordinator, my responsibilities include receiving and responding to phone and email inquiries and requests from APTA members and the general public, greeting visitors to APTA offices and helping them with whatever they need during their visit, and coordinating internal and external calendar requests.

I regularly assist our vice president-human resources & administration with, among other duties, recruitment efforts for APTA; creating, modifying and managing the performance review system; administering a range of employee benefits; and assisting with our monthly all-staff meeting.

I am also responsible for building-related requests from employees and managing the unique key fobs that allow staff access to the APTA offices.

Finally, I assist with APTA social activities (including outings and holiday week) and manage and edit APTA's internal HR Monthly Newsletter, which shares information on upcoming events, benefits, fun contests, how to get to know fellow APTA colleagues and other APTA news. The newsletter was established one year ago, and staff love it!

#### Q To what extent do you have direct contact with APTA members?

**A** Most of my day is spent in direct contact with APTA members! Much of what I do on a daily basis ensures that APTA members receive up-to-date information and the help and guidance they need.

#### Q Please describe the type of information and guidance that members can turn to you for.

**A** When people reach out to APTA, I identify either the most useful information to provide them or the most appropriate person to put them in contact with.

I regularly guide members through the registration process for APTA conferences and events, how to create accounts and how to navigate APTA's website. I inform callers of their membership status, whether or not they are registered for a particular

event or activity and send them their confirmations.

During APTA events, I field calls and provide information on event schedules, locations, costs and important on-site contacts.

#### Q How did you come to be at APTA? Please describe your professional background.

**A** I have been working as a receptionist/administrative coordinator for eight years in total. I was working with a recruiting agency, Hire Strategy, and they told me about a temp position with APTA last September.

I was really attracted to the position because I knew I could grow within APTA and gain experience within a different industry. I had always wondered how public transportation organizations function, since I take the Metro mostly everywhere I go. I'm glad that I went for the interview and I'm still learning every day about public transportation—it's very exciting!

While serving as a temp at APTA, I worked really hard to establish myself and learn as much as I could. When the opportunity came to transition to a full-time APTA employee, I jumped at the chance! I love it here, being involved with something as important as public transportation and helping APTA members and my colleagues every day.

#### Q Do you have any professional affiliations or are a member of any associations or organizations?

**A** I am a member of Young Professionals in Transportation, the Society for Human Resource Management and the American Society of Association Executives. This involvement is invaluable for professional development, fellowship and networking, and helps me gain the experience I need and the essential tools to make my role—and, indeed, APTA as a whole—more successful.

#### Q Could you tell us a little something about yourself?

**A** I'm originally from Germantown, MD, and grew up in Montgomery County. I moved to Florida while working on my bachelor's degree and decided with my husband to move back to Maryland. We currently live in Silver Spring with our Yorkshire Terrier, Max. We love taking him on long walks.

Contact Danielle at [dbarba@apta.com](mailto:dbarba@apta.com).

## 'Stuff the Bus' Helps Delaware Food Bank



Students from the Dover Campus of Delaware Technical & Community College joined the Delaware Transit Corporation as DART First State collected 13.1 tons of food for statewide distribution through the Food Bank of Delaware. This is the 22<sup>nd</sup> year for the agency's "Stuff the Bus" drive, and students from the college have supported the effort for more than 15 years. In addition to individual donations, businesses, schools, organizations and state agencies participated in the annual drive.

## HIGH-SPEED RAIL POLICY FORUM

CONTINUED FROM PAGE 1

Railways (UIC), which held its annual meeting Dec. 3 at the APTA offices.

He listed three ways in which APTA and its members are moving this issue forward: partnerships with organizations such as the National Governors Association, state and local governments, employers and higher education institutions; reaching out to international organizations like UIC; and ongoing advocacy efforts for a new surface transportation authorization bill and major investments in passenger rail.

Nelson spoke about the efforts of APTA's High-Speed and Intercity Passenger Rail and Commuter Rail committees in promoting high-performance rail as "an essential part of America's national, multimodal transportation network."

He also noted that the forum, the sixth APTA has convened on high-performance passenger rail, addresses issues that relate to three of the association's strategic goals: high-performance passenger rail is part of an integrated mobility network and public transportation and passenger rail must remain the backbone of that mobility network; high-performance passenger rail requires the adoption

of new technologies and investment in new workforce skills; and high-performance passenger rail is a top priority in APTA's advocacy efforts.

Other topics addressed during the day-long forum included:

- How High-Speed Rail Promotes Economic Growth;
- Connecting the Mega-Regions;
- International Examples of Economic Growth Through Rail;
- FRA's Support of Passenger Rail in the United States;
- The Economic Power of Rail Hubs;
- Partnering to Save the Planet: Leveraging Technology to Facilitate Conversion to Renewable Fuels and Reduced Energy Intensity;
- Why Businesses Need Higher Performance Passenger Rail;
- Building Bi-Partisan Support for Infrastructure; and
- Closing Session: Leading the HSR Transformation.

Sessions have been videotaped and will be posted at [www.apta.com](http://www.apta.com).

## THE COMET'S PARTNERSHIPS

CONTINUED FROM PAGE 6

More and hosts opportunities for people to obtain lifeline cellphones and register to vote.

Last year The COMET received a grant from FTA to implement a service that would increase access to coordinated healthcare services in Columbia, helping passengers schedule and book trips and plan ahead for picking up prescriptions, follow-up appointments and other vital issues via computer, phone or app. The COMET staff is determining the best way to provide this service in partnership with Feonix Mobility.

Users throughout Richland and Lexington counties in South Carolina would be able to access the service seven days a week between 7 a.m. and

7 p.m., for medical appointments and to visit the pharmacy. Eligibility is open to residents age 65 or above; people with a disability that makes them eligible for either The COMET Half Fare ID Card program or DART paratransit; and low-income residents who meet Department of Health and Human Services poverty guidelines. Applications to determine eligibility would be required prior to using the program.

Through these programs and others, The COMET aims to reduce single-occupancy trips, improve access to the community for all residents and encourage public transit commuting for those that need easier access to food or healthcare.



# Bendix Educational Program Nears 300 Graduates

## Company Employees Can Graduate at All Levels

IN 1995, AT AGE 36, SIMON RAMIREZ was a production department supervisor at Bendix Commercial Vehicle Systems' manufacturing campus in Acuña, Mexico. That year, the company launched an education program to support its employees who had not had the opportunity to complete traditional schooling.

Ramirez, who started at Bendix in 1990, enrolled and earned his middle and high school diplomas—and then he kept going.

"With Bendix support and scholarships, I earned my engineering degree, and three months later I joined the Engineering Department," said Ramirez, today a manufacturing engineer with the company. "A few years later, I earned an English language teaching degree, and after that my master's degree in manufacturing business management. Now, in addition to working at Bendix, I've been teaching engineering classes—which was always one of my goals—at Instituto Tecnológico Superior de Ciudad Acuña."

Ramirez is one of 297 graduates of Bendix's employee education program, which celebrated its 24<sup>th</sup> consecutive graduating class this summer.

"Our employees here in Acuña and their dedication to our mission of safer vehicles are at the very heart of our efforts," said Jackie Perez, Acuña plant manager. "They are the future of who we are as a company and what we can accomplish together. For almost a quarter-century, we've offered these education programs and scholarships for their personal and professional development—because knowledge and growth are among our core values and integral to what we do every day."

Bendix, a leader in the development and manufacture of active safety, air



The employee education program at Bendix's Acuña manufacturing operation, which supports studies from primary school through the university level, celebrated its 24<sup>th</sup> consecutive graduating class in August.

management and braking system technologies for commercial vehicles, opened its original Acuña plant in 1988. The campus now consists of three state-of-the-art facilities and a logistics center, employing more than 1,800 workers and encompassing 412,000 square feet.

### Individual Educational Journeys

Employees seeking elementary, middle and high school diplomas take their educational journeys at their own pace, covering a specific amount of material on various subjects at each level.

While the program is part of a government effort to focus on people who didn't finish their studies in a traditional school, Bendix provides a teaching center in each of its three Acuña plants and pays teachers to provide academic advice and guidance. The company also covers the cost of the exams that students must take to graduate. These courses of study are open to employees after three months with the company who also meet attendance requirements.

Beyond high school, at the undergraduate and master's degree levels, Bendix provides scholarships for employees who want to study business- and industry-related fields.

"Over the years, the program has grown as the Acuña campus has," Perez said. "There are currently 118 employees pursuing university-level education—including eight master's degree students—as well as 71 seeking their high school diplomas and five studying the middle school curriculum."

Juan Hernandez, a value stream leader at Bendix Acuña who earned his high school diploma and industrial engineering degree through the educational program and scholarships, told how the company's support opened doors to new opportunities.

"They were the chance to grow personally and professionally and to provide a better quality of life for my family," he said. "When you find a company that cares enough to offer the tools to keep improving, it really makes you feel grateful and committed to the team and what we're all hoping to achieve as together we shape tomorrow's transportation."

### A Culture of Education

Bendix's culture of education in Acuña extends beyond its walls and into the community. One example is the Industrial Production Apprenticeship

program, in which students earn both their high school diplomas and technical degrees through a two-year dual-education program designed to prepare them for careers in the manufacturing industry.

The apprenticeship program, which graduated its first class this summer, was designed through a partnership between Bendix and Colegio de Estudios Científicos y Tecnológicos del Estado de Coahuila (CECyTEC), a local technical vocational school in Ciudad Acuña.

Through the unique two-year program, students gain work experience in an industrial setting while earning a high school diploma. The program is officially recognized as part of the Dual Education Mexican Model (MMFD), thanks to its combination of technical applied apprenticeships at Bendix and the high school curricula.

Bendix also contributed to the design and construction of a new industrial production laboratory on the CECyTEC campus, open to all of the institution's students.

The Knorr-Bremse Group, Bendix's parent company, recognized the Acuña operation as its top-ranked plant worldwide in 2011. Bendix also maintains other operations in Mexico, including an engineering research and development center in Monterrey and a distribution center in Mexico City.

## Honoring a VRE Board Member

Virginia Railway Express commuter rail named one of its locomotives after Bill Greenup, a former VRE Operations Board chairman and mayor of Fredericksburg, VA, at recent ceremonies at the system's Crossroads Yard in Spotsylvania County, VA. Greenup died in 2015; his daughters—Elizabeth Greenup White, left, and Taylor Greenup—represented the family at the event. VRE noted that Greenup, who chaired the board in 1996 and 2000, was instrumental in bringing commuter rail service to Fredericksburg and the region.



## BYD, Toyota to Establish Joint Company

BYD COMPANY LTD. AND TOYOTA Motor Corporation have signed an agreement to establish a joint company for research and development of battery electric vehicles (BEVs). The new R&D company, which will work on designing and developing BEVs (including platform) and its related parts, is anticipated to be established in China

in 2020, with BYD and Toyota to each share 50 percent of the total capital needed.

The two companies plan to staff the new venture by transferring engineers and the positions currently involved in related research and development from their respective companies.



# Industry Briefs



**Users Praise MCTS App**—The Milwaukee County Transit System (MCTS) has announced that its “Ride MCTS” app is now the highest-rated customized public transit tracking and mobile ticketing app in North America, with an average rating of 4.8 out of five stars in the iOS App Store. The free app has been downloaded more than 100,000 times in the past two years.

**LAVTA Posts Record Ridership**—Systemwide ridership in September 2019 on Livermore Amador Valley (CA) Transit Authority (LAVTA) buses was almost 17 percent higher than the same month in September 2018 and average weekday ridership during the month exceeded 8,000 passengers for the first time since November 2008. Contributing factors include more middle and high school students

taking the bus to school and increased use of the agency’s two limited-stop Rapid routes.

**UTA Prepares for Increased Ski Bus Service**—The Utah Transit Authority (UTA) in Salt Lake City is partnering with member jurisdictions, ski resorts, advocacy groups and the Central Wasatch Commission to increase and streamline its service to four area ski resorts for the 2019-2020 ski season.

**Omnitrans Names ‘Transit’ Its Official App**—Omnitrans in San Bernardino, CA, recently announced *Transit* as its official mobility app, joining dozens of other public transit agencies throughout North America. App users can access real-time bus arrival times, trip planning and step-by-step navigation with Transit’s GO feature.

## CLASSIFIEDS

The Public Transit Marketplace—*Passenger Transport* Classified Ads are the marketplace for public transit. All classified ads appearing in the print version of *Passenger Transport* will also appear in the electronic version. All help wanted ads must appear in print in order to be listed on-line. **TO PLACE AN AD:** E-mail the requested date(s) of publication to: [ptads@apta.com](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

**NOTICES**

**US & Canadian Commuter Rail Fare Data**  
Ever wonder how your system fares compare to others?  
Don't spend staff time collecting it.  
**PTSI Transportation** already has.  
And we update it every quarter!  
[www.ptsitransportation.com](http://www.ptsitransportation.com)  
[pcs@ptsitransportation.com](mailto:pcs@ptsitransportation.com)

**BIDS/PROPOSALS**

**REQUEST FOR PROPOSAL FOR ADVERTISING AND MARKETING SERVICES VIA CONTRACT #20-017**

VIA Metropolitan Transit is seeking proposals from responsible firms for Advertising and Marketing Services. Proposals will be accepted **until 4:45 PM, January 9, 2020**. Proposals received after that time and date will not be considered.

A Pre-Proposal Conference will be held at 11:30 AM, December 3, 2019 in the Board Room located at 1021 San Pedro, San Antonio, Texas 78212.

Proposal documents may be obtained from VIA's Procurement Department, 800 W. Myrtle, Suite 203, San Antonio, Texas 78212. Please visit <https://via.mwdsbe.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 (LACMTA)**

**INVITATION FOR BID**

LACMTA will receive Bids/Proposals for **OP66644 - 35-Ton Tow Truck** at the 9th Floor Receptionist Desk, Vendor/Contract Management Department, One Gateway Plaza, Los Angeles, CA 90012.

A Pre-Bid conference will be held on Thursday, December 5, 2019, 10:00 a.m., at One Gateway Plaza, Los Angeles, CA 90012, Palisades: Room 08-98. All Bids must be submitted to LACMTA, and be filed at the reception desk, 9th floor, V/CM Department, **on or before 1:00 p.m. Pacific Time on Wednesday, January 8, 2020**, at which time bids will be opened and publicly read. Bids received after the above date and time may be rejected and returned unopened. Each

Bid must be sealed and marked Bid No. OP66644.

For a copy of the Proposal/Bid specification visit our Solicitation Page on our Vendor Portal at <https://business.metro.net> or for further information email Aryani Guzman at [guzmana@metro.net](mailto:guzmana@metro.net).

12/9/19  
CNS-3318452#  
Passenger Transport c/o Amer

### NATIONAL TRANSIT INSTITUTE RUTGERS UNIVERSITY REQUEST FOR QUALIFICATIONS

The National Transit Institute (NTI) is searching for a **subject matter expert (SME)** to assist NTI and the Federal Transit Administration (FTA) in the development of a **1.5-day, instructor-led course titled “Transit Asset Lifecycle Management.”** The purpose of the course is to assist transit agencies in making Transit Asset Management (TAM) a regular and fully integrated part of agency practice and to help transit agencies mature their TAM programs to go beyond the minimum rule requirements to include risk and lifecycle analysis.

This course will feature a flipped classroom approach, where instructional content will be delivered in advance of and during the course, and much of the time in the classroom will be spent on activities that would traditionally be considered “homework.” It will include some required pre-reading and a live webinar to be held before the classroom portion of the course.

The SME will share their technical expertise with NTI and the FTA as course content is developed. Course content will include: read-ahead materials, instructional slides, handouts, and classroom activities. The SME may, subsequently, also participate in or lead a pilot of the course, and/or may have the opportunity to serve as the instructor for the course once course development is complete.

The SME should have experience in:

- Developing agency TAM policies and asset-level decision-making processes,
- Managing assets for one or more transit agencies (preferably at agencies diverse in size and scope),
- Collecting and managing asset information,
- Risk management, preferably related to risks associated with transit assets,
- A range of information technology systems aimed at managing asset information,
- Asset lifecycle analysis and management, and

- Course instruction and managing group activities, preferably using a flipped classroom approach.
- Please submit qualifications packets (up to 12 pages including attachments) to Billy Terry at [bterry@nti.rutgers.edu](mailto:bterry@nti.rutgers.edu) by **December 20, 2019**. When submitting qualifications packets please label subject line “Transit Asset Lifecycle Management Qualifications.” Each packet must include:
- Resume (if submission if from an individual) or an organizational description (if submission is from a firm),
  - A listing and description of TAM-related projects/initiatives completed within the last four years,
  - A listing and description of instruction and course development projects/initiatives completed in the last four years, and
  - Recommendation letters (at least two).

## HELP WANTED

**DIVISION ADMINISTRATIVE OFFICER**

Full-Time Opportunity for a Division Administrative Officer

**Where:** 2061 State Street in Hamden, Connecticut

**Hours:** Business hours are Monday – Friday 8:00 am – 4:30 pm.

**Duties:** This is an Executive level position responsible for managing day-to-day operations to ensure safe, reliable, responsive service within the New Haven Division. This position manages the division Finance Department employees and ensures proper completion of weekly employee payrolls and daily revenue collection. This role also serves as Designated Employer Representative as it pertains to the Drug and Alcohol Program. This position directs and monitors dispatching, work distribution, supervisors of street operations, and performance of Bus Operators in collaboration with Superintendents of Transportation.

Assists and acts in place of Division Manager as required to administer administrative functions to ensure compliance with policies, regulations, and Union requirements, to ensure safe, reliable, responsive service within the New Haven division.

**Qualifications:** If you have a minimum of three (3) years of supervisory and managerial experience in public transportation operations and are an up and coming leader in the industry this may be the job for you! Appropriate preparatory training beyond high school or the attainment of technical skills and knowledge in a relevant non-supervisory position may be substituted for a portion of the experience requirement.

**Compensation:** Competitive Salary with Excellent Benefits! Employees ride for free on CTtransit buses.

**Apply Now:** Please visit our website at <http://www.cttransit.com/Careers/> to view the full job description and apply.

CTtransit is an Equal Opportunity/Affirmative Action Employer.

CTtransit is the brand name of the eight bus transit systems owned by the Connecticut Department of Transportation and operated by various contractors. HNS Management Company operates the Hartford, New Haven, and Stamford Divisions of CTtransit, and, in 2015 assumed responsibility for operating most of the service on CTfastrak, the State-owned bus rapid transit line serving Central Connecticut. We are the second largest public transit system in New England with a total fleet of over 450 buses and over 27 million annual customers. HNS employs over 1,200 bus operators, maintenance employees, and administrative personnel. HNS management reports to the Connecticut Department of Transportation's Bureau of Public Transportation.

### PLANNER II - TRANSIT

**Salary Disclosure:** Starting Salary: \$51,890.00

**Pay Grade:** P40

**Department:** Pasco County Public Transportation (PCPT)

**General Description:** Under the guidance of the Administrative Services Manager, this position is responsible for performing technical, professional and analytical work as well as day-to-day activities related to transit service planning and scheduling, including using a scheduling software system, development of plans for bus routes, database upkeep, grant preparation and administration, and bus operator work runs.

**Essential Job Functions:**

- Assists with developing plans for fixed-route transit service, including evaluating system performance, and making recommendations for change as needed to ensure service meets PCPT goals and objectives.
- Applies knowledge of databases to track, maintain and update inventory of bus stops, geo-coordinates, amenities, and use reasoning skills to identify and correct data as needed.

- Conducts interagency review of transportation plans; reviews and comments on proposed land use developments and/or road projects to promote the incorporation of pro-transit policies and measures.
- Education, Training And Experience:** Graduation from an accredited college or university with a Bachelor’s Degree in Planning, Transportation Planning, Statistics, Mathematics, Geography, Environmental Science, or related field and two (2) years’ of professional experience OR a Master’s Degree in one of the above stated fields.
- For more information and to apply, visit [www.pascocountyfl.net](http://www.pascocountyfl.net)
- Deadline for applying is Thursday, December 26 at 11:59p.m.**

### METRO, PORTLAND, OREGON SENIOR TRANSPORTATION PLANNER

**Salary:** \$77,396.80 - \$103,708.80 annually

The Senior Transportation Planner performs highly skilled professional transportation planning and development work involving a variety of the agency’s most critical and complex transportation planning and analysis projects. A Senior Transportation Planner is part of Metro’s Planning and Development Department team and has complex assignments in policy formulation and project management and they are recognized as technical specialists in a specific program or functional area. Their assignments have visibility and impact across the region and involve engagement with policy makers representing Metro, local city and county governments and state officials.

**Requires:**

- Bachelor’s degree in planning and/or related field
- Three (3) years of technical transportation planning/modeling with extensive computer experience, or
- Any combination of experience and education which provides the applicant with the desired skills, knowledge and ability required to perform the job.

Visit [www.oregonmetro.gov/jobs](http://www.oregonmetro.gov/jobs) for the complete job announcement and a link to our online hiring center. EEO/AA Employer

### CHIEF OPERATING OFFICER DES MOINES AREA REGIONAL TRANSIT AUTHORITY

The Des Moines Area Regional Transit Authority (DART), the largest transit system in Iowa, serves a region of nearly 600,000 residents. Greater Des Moines is a hub of commercial, cultural and political activity, home to two major colleges, and is widely considered one of the top three “insurance capitals” in the world. In 2016, Business Insider ranked Des Moines the #1 “Best City for the Middle Class”, U.S. News & World Report ranked Des Moines as the #2 Best Affordable Place to Live in the U.S. and Fortune ranked Des Moines as the #5 “Best Place Where Millennials are Buying Houses”.

With an annual budget of \$30+ million, DART’s 114 local/express buses, 37 paratransit and on-call vehicles, and 112 rideshare vans, provides nearly 5 million rides per year.

Under the leadership of the Chief Executive Officer, the Chief Operating Officer is responsible for the day-to-day management of DART’s fixed-route transit, paratransit and fleet and facilities maintenance providing direction, effective communication and support to ensure safe, reliable and customer-focused transit services. In addition, the COO will administer collective bargaining agreements, assist in contract negotiations, handle staff hiring and performance evaluations, and be responsible for safety, training, security, and facility maintenance.

In conjunction with senior staff, the COO will provide the Authority with strategic vision, policy and procedure development, capital project planning, and will remain current on emerging industry practices and technologies to maximize the efficiency and service for the customer. The COO must also be an excellent communicator both inside the organization and externally, as s/he may be called upon to represent the General Manager and/or the Commission with the community.

A Bachelor’s Degree in Planning, Public Administration, Transportation, Engineering, Business Administration or a related field, and a minimum of 10 years of progressively responsible management, supervisory and labor relations experience, preferably in a public transportation environment, is required. A Masters Degree is preferred.

DART offers competitive benefits/salary and is an EEO employer. For a complete job description, visit [www.harrisrand.com](http://www.harrisrand.com). Submit resume and salary requirements in confidence to Christopher Boylan at Harris Rand Lusk Executive Search: [cboylan@harrisrand.com](mailto:cboylan@harrisrand.com)



## SACRAMENTO REGIONAL TRANSIT DISTRICT

### MANAGER, RISK

**\$90,312 – \$126,420 Annually  
(Plus Excellent Benefits)**

The purpose of this position is to plan, coordinate, supervise and oversee the District's Risk Management programs as it relates to general liability claims/litigation programs, workers' compensation claims and the purchase and administration of insurance programs including commercial excess and contract insurance compliance.

**Final filing date: Tuesday, December 17, 2019 at 5:00 p.m.** For complete information on positions and application filing instructions, please visit Sacramento Regional Transit District's website at [www.sacrt.com](http://www.sacrt.com) or contact the Human Resources Department at (916) 556-0298. RT encourages women and minorities to apply and will make reasonable efforts to accommodate applicants with disabilities. RT is an Equal Opportunity Employer. EOE - Minorities/Women/Disabled/Veterans.

### GENERAL MANAGER

**Burlington, VT – Green Mountain Transit (GMT)** seeking a highly qualified General Manager for its urban and rural transportation operation in northwestern and central Vermont.

- Critical analyst and creative thinker. Be imaginative in solving problems, encouraging, and empowering employees to find new and better ways to get work done.
- Be a positive and flexible team builder who is committed to the well-being of the staff, one who works with staff to identify organizational needs and find solutions which meet those challenges for the entire organization.
- A Bachelor's degree in engineering, management, public administration, planning or a closely related field is desired. Seven to 10 years of progressively responsible experience in municipal and/or transit plant operations including 5 to 7 years supervisory experience or an equivalent combination of education and experience, is desired.

**Salary range is \$110,000 - \$125,000 DOQ** with a generous benefit package. Interested candidates should **apply online by January 3, 2020** at [GovHRjobs.com](http://GovHRjobs.com) to the attention of Sarah McKee, Senior Vice President, GovHR USA, Tel: (224) 282-8310.

## CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

### JOB POSTING #2019-30 DIRECTOR OF PROCUREMENT

**Closing Date: Opened Until Filled**

**Salary: \$80,535.94 - \$131,263.39** (Min-Max Annually)

FLSA Status: Exempt

Grade: 33

Work Location: 602 N. Staples

Department: Procurement

Reports To: Managing Director of Administration

**Position Summary:** Under the general direction of the Managing Director of Administration, is responsible for directing the contracting and purchasing activities for the RTA in accordance with Federal and State laws and regulations.

**Essential and Marginal Duties and Responsibilities:** Essential and other important responsibilities and duties that must be performed, with or without reasonable accommodation may include, but are not limited to, the following:

- Manages the development of the Agency's Procurement Program; develops, identifies, recommends and implements policies and procedures for procurement purposes; trains staff in the implementation of procurement policies and procedures. Compliant with FTA regulations.
- Oversees the award and management of RTA construction, services, and commodity contracts. Ensures all contracts and purchases are conducted and administered in accordance with RTA's procurement regulations and in compliance with all applicable statutes.
- Serves as consultant to other departments in the procurement of services and materials, contract development and administration; maintains appropriate records and files to document procurement activities and purchases.
- Serves as the primary contact for contract administration to include facilitating negotiations, conditions, changes, and terminations.
- Administers the procurement process to include oversight of requests for qualifications, requests for proposals, and invitations to bid.
- Develops and implements guidelines for ethical conduct, acceptance of gifts and gratuities, and conflict of interest policies.
- Assures the Regional Transportation Authority (RTA) is in compliance with state and federal procurement regulations and assists with the Disadvantaged

Business Enterprise (DBE) program.

- Supervises department personnel by ensuring activities comply with all RTA personnel policies, practices, and procedures in all areas of employment such as work assignment and review, training, performance evaluations, discipline, and safety.
- Develops, monitors, and adheres to annual department budget.
- Prepares and reports to Board of Directors about issues relevant to areas of responsibility.
- Performs other duties as assigned including, but not limited to: general contract solicitation and monitoring activities.

It is the RTA's business philosophy and practice to provide reasonable accommodation to the known physical or mental disabilities of qualified individuals, according to applicable state and federal law. To request a reasonable accommodation regarding application for employment or the performance of the essential functions of your job, please contact the Human Resources Department at (361) 289-2712.

**Qualifications include:**

- Knowledge of:**
- Business and management principles involved in strategic planning, resource allocation, leadership technique, and coordination of people and resources; and
  - Both Federal and State Procurement and Purchasing Best Practices;
  - Requires comprehensive knowledge of Buy Board and other similar purchasing networks;
  - FRA/FTA Procurement regulations and DOT regulations
- Ability to:**
- Buy America and DBE policies and practices
  - Manage multiple complex projects within fast-paced working environment;
  - Think critically and to establish and maintain effective working relationships with a variety of contractors and RTA staff;
  - Communicate effectively verbally and in writing;
  - Present to both CCRTA Board and other Public meetings;
  - Manage people and willingly foster a positive work environment;
  - Exercise independent judgment and responsible decision making;
  - Comply with Regional Transportation Authority policies and procedures; and
  - Make effective presentations to the Board of Directors and other parties.
- Knowledge of correct Spanish usage, spelling and vocabulary is strongly preferred.
- Skills:**
- Negotiate and write contracts;
  - Strong verbal and writing communication skills;
  - Manage time of self and subordinates;
  - Demonstrated strong analytical, problem solving and negotiation skills;
  - Demonstrated excellent interpersonal relationship and teambuilding skills to work with a culturally and economically diverse community and to implement assigned programs and supervise assigned personnel;
  - Proficiency in Microsoft Excel and/or similar spreadsheet application(s);
  - Proficiency in Microsoft Word and/or similar word processing application(s); and
  - Proficiency in Microsoft PowerPoint and/or similar application(s).
  - Bilingual skills are strongly preferred.

**Experience and Training Requirements:**

This position requires any equivalent combination of the following training, education and experience that provides the individual with the required knowledge, skills, and abilities to perform the job.

- Education: Bachelor's degree from an accredited college or university in Business, Public Administration or a related field. Master's degree preferred.
- Experience: Five (5) years of progressively responsible procurement experience, including three (3) years directing and overseeing professional staff. Must have at least three (3) years' experience as a purchasing agent writing service contracts, capital equipment purchases, and construction contracts. .
- License or certificate: Possession of an appropriate, valid TX Driver's License on the date of application as required for position to operate RTA vehicles. Certified Public Procurement Officer preferred.

**Working Conditions and Physical Requirements:**

Works primarily in a typical, climate-controlled office environment. Average amount of overtime and extended work hours are required. The noise level in the work environment is usually moderate. While performing the duties of the job, the employee occasionally works in outside weather conditions. Standard physical activity includes, but is not limited to, sitting, standing, and walking activities. Essential and marginal functions require maintaining physical conditions necessary to carry/lift/push or pull loads up to 10lbs.



## LYNX - CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY

### CHIEF FINANCIAL OFFICER

The position of Chief Financial Officer (CFO) directs and controls all of the Agency's activities in the areas of financial management; guides and monitors the operations of Finance, Budget, Procurement, Material Control, and Risk Management and Safety; and advises the Chief Executive Officer (CEO) and the Board of Directors (BOD) on fiscal management/planning matters for the Agency.

For a detailed job description and to apply please visit [www.golynx.com/careers/](http://www.golynx.com/careers/)

## KL<sub>2</sub> Connects::LLC

Please join **KL2 Connects LLC** in congratulating founding partner Tony Kouneski on his induction into APTA's Hall of Fame, an honor he proudly shares with co-founder Jack Leary. Since 2007 KL2 has placed more than 160 professionals with transit agencies and the private sector firms that support them. With our singular public transit focus, our principals' extensive industry leadership experience, and our broad access to talent, we are well positioned to meet your staffing needs for 2020 and beyond. KL2 is currently seeking candidates for the following opportunities. Visit us online at [www.KL2connects.com/openings](http://www.KL2connects.com/openings) for more information.

President & CEO – GoTriangle

Deputy CEO – VIA Metropolitan Transit

Chief BART Program Delivery – Santa Clara VTA

Planning & Development Director – Santa Cruz Metro

Planning & Development Manager – Central Midlands RTA

Procurement Manager – Lane Transit District

### OPERATIONS ANALYST (PS101431)

This position is located at **Larkspur Ferry Terminal, Larkspur, CA.**

**Salary Range: \$86,153.80 to \$104,124.80** annually plus benefits

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

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

For directions and general information, visit our website [www.goldengate.org](http://www.goldengate.org).

The District's primary and official means of application notification is via EMAIL. Thus, applicants are advised to check their email for their application status updates.

The Following Document(s) Must Be Submitted At Time Of Application:

1. GGBHTD Online Employment Application
2. Resume (Scan and attach as PDF to your online application)
3. Evidence of bachelor's degree or a written statement detailing experience in lieu of degree (Scan and attach as PDF to your online application)

The **Selection Process** For This Position will include:

- Assessment of education, training, and experience
- Skills testing
- Oral Panel interview
- Department interview for final candidates
- Medical examination, post offer of "conditional employment"
- Background, Employment and Security Investigation (post-offer)

\*\*\*The District will invite ONLY those candidates whose qualifications MOST CLOSELY MATCH the position requirements to continue in the selection process.

### An Equal Opportunity Employer

It is the policy of the Golden Gate Bridge Highway and Transportation District to take all personnel actions on the basis of merit and other job-related factors, without regard to race, color, national origin, religion, sex (including pregnancy, childbirth, and related medical conditions), disability: physical or mental, age (40 and older), genetic information, marital status, sexual orientation and identity, medical condition, political affiliation or military status.

Applicants with Disabilities: The Human Resources Department will make reasonable efforts to accommodate applicants with disabilities to complete the Employment Application and in any job-related examination process. If you have special needs, please call (415) 257-4535 (Human Resources). Revised 02/15/2019  
11/20/2019 MP

## ALAMEDA-CONTRA COSTA TRANSIT DISTRICT (AC TRANSIT)

### DIRECTOR OF CIVIL RIGHTS AND COMPLIANCE PROGRAMS

AC Transit, the third-largest public bus system in California, is fully committed to ensuring that no person is excluded from its services on the basis of race, color, or natural origin, and is seeking a bold and passionate individual to lead the District's Civil Rights and Compliance programs. The new leader will ensure that both inside and outside the organization, AC Transit is a leader in the fight against discrimination, exclusion and sexual harassment. In addition, the Director will oversee the agency's compliance efforts, ensuring that AC Transit is compliant with all Department of Transportation licensing regulations.

This position requires a minimum of eight years of increasingly responsible experience in managing civil rights, disadvantaged business enterprise, equal employment opportunity compliance programs or similarly related experiences. A Bachelor's degree from an accredited four-year college or university in Business/Public Administration or a related field is required. A law degree is desirable. The **salary range** for this unrepresented at-will position is **\$156,960-\$187,402 annually, DOQ**. To be considered, please visit the Avery Associates Career Portal at [www.averyassoc.net/current-searches/](http://www.averyassoc.net/current-searches/) to upload your letter of interest, resume and contact information including email addresses for five work-related references to Bill Avery by **January 10, 2020**.

### SENIOR BUYER - CONTRACTS (PS101445)

**Location: San Francisco, CA – Golden Gate Bridge**  
**Salary Range: \$102,252.80 - \$123,593.60** annually, plus benefits (40-hour workweek)

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

**Openings:** 2 and to Create an Eligibility List for this recruitment

**Position Summary**

Under the Contracts Officer's general direction, this position is responsible for the management of multiple contracts; preparation and facilitation of various competitive and non-competitive procurements and contracts; conducting pre-bid/proposal conferences, selection committee meetings, interviews, negotiations, and price/cost analyses; carrying out established procurement policy and procedures; regular contact with a variety of District staff, vendors, consultants, and contractors; and performs related duties and special projects as assigned.

**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)

For directions and general information, visit our website [www.goldengate.org](http://www.goldengate.org).

The District's primary and official means of application notification is via EMAIL. Thus, applicants are advised to check their email for their application status updates.

The Following Document(s) Must Be Submitted At Time Of Application:

1. GGBHTD Online Employment Application
2. Cover Letter demonstrating applicable work experience
3. Resume demonstrating applicable work experience
4. Supplemental Questionnaire (Attach to your online application)
5. Evidence of a 4-year college degree or a written statement detailing additional experience in lieu of the education requirement

The **Selection Process** For This Position may include:

- Oral Panel Interview
- 2nd Round Interview
- Skills Test
- Background/Employment/Security Investigation

\*\*\*The District will invite ONLY those candidates whose qualifications MOST CLOSELY MATCH the position requirements to continue in the selection process.

### An Equal Opportunity Employer

It is the policy of the Golden Gate Bridge Highway and Transportation District to take all personnel actions on the basis of merit and other job-related factors, without regard to race, color, national origin, religion, sex (including pregnancy, childbirth, and related medical conditions), disability: physical or mental, age (40 and older), genetic information, marital status, sexual orientation and identity, medical condition, political affiliation or military status.

Applicants with Disabilities: The Human Resources Department will make reasonable efforts to accommodate applicants with disabilities to complete the Employment Application and in any job-related examination process. If you have special needs, please call (415) 257-4535 (Human Resources). Revised 02/15/2019  
11/19/2019 LG





# UPCOMING APTA CONFERENCES

**Business Members  
Annual Meeting**  
January 29-31, 2020  
Carlsbad, CA

**Marketing &  
Communications  
Workshop**  
February 23-26, 2020  
Orlando, FL

**Legal Affairs Seminar**  
February 23-25, 2020  
San Diego, CA

LEARN MORE AT

WWW.APTA.COM

## People On The Move

### Hakim Retires from New York MTA

**NEW YORK CITY**—**Veronique (Ronnie) Hakim** retired Nov. 27 as managing director of the New York Metropolitan Transportation Authority (MTA) after a public transit career of more than 30 years. She returned to the MTA in 2015 after an earlier 23-year tenure; in the interim, she was executive director for New Jersey Transit Corporation and executive director of the New Jersey Turnpike Authority.

For APTA, Hakim served on the Board of Directors and was a member of the Legacy Systems, Public Transportation CEO Coordinating Council, 2020-2022 Strategic Plan Steering, Legislative and Rail Transit CEOs committees.



Hakim

### Genova to Retire from Denver's RTD

**DENVER**—**David A. Genova**, general manager and chief executive officer of the Regional Transportation District (RTD) since 2016, has announced his retirement for late January. Genova joined RTD in 1994 as a manager of safety and environmental compliance, subsequently becoming assistant general manager of safety, security and facilities before being named to the top job. He is a member of the APTA Executive Committee and Board of Directors; chairs the Rail Transit CEOs and Rail Transit committees; and serves on numerous other committees including Public Transportation CEO Coordinating Council; Innovative Funding, Finance and P3; Bus and Paratransit CEOs; Rail Safety; and Bus Safety.



Genova

**STEVENSVILLE, MD**—Steril-Koni USA has announced the retirement of **Jim Sylvester**, vice president of sales. Sylvester joined the company in 1998.



Sylvester

**SAN FRANCISCO**—**David Carlson** has joined WSP USA as its Northern California environmental manager, based in San Francisco. Carlson began his career of more than 30 years in federal service, first with EPA and then as a team leader and environmental protection specialist with U.S. DOT. He recently was transportation and climate adaptation planning director for a California environmental services practice.



Carlson

the Trip to Strip microtransit pilot and managed the launch of the AAA/Keolis autonomous shuttle. Castro, with more than 15 years of experience, oversees the agency's strategic and public-facing initiatives. Traasdahl joins the RTC with more than 25 years of accounting experience at public, private and nonprofit agencies.

**NEWARK, NJ**—**Naeem Din** has joined New Jersey Transit Corporation as chief of equal employment opportunity and affirmative action. He joins the agency after serving the New York Metropolitan Transportation Authority as deputy chief diversity officer and assistant counsel in the General Counsel's Office.



Din

**NEW YORK CITY**—HNTB Corporation announced the appointment of **Michael McNamara** as regional senior director of rail and transit systems and vice president, based in King of Prussia, PA. He has more than 40 years of experience in the design, construction and maintenance of railroads and public transit systems, specializing in railway systems engineering. Most recently he was president of transit and rail systems for another national consulting firm.



McNamara