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Paratransit  
Conference

TAMPA, FL





## Commentary

# Paratransit and On-Demand Services: Are Opportunities to Introduce New Mobility Options Limited by Existing Technology?

BY WILL RODMAN  
Vice President of Business Development  
TSS Paratransit

**IN THE 40 YEARS** I have been working with public transit agencies and others to help provide more and/or better service to persons with disabilities and others reliant on demand-responsive transportation, I have never seen a more vibrant time than now.

While FTA is looking for good ideas through its Mobility On Demand program and is even willing to press the envelope on some policies, APTA continues to encourage its members to expand the types of mobility options offered to riders—with many public transit agencies across the country doing just that.

In efforts to meet ADA paratransit obligations more efficiently and effectively, I am seeing more new service models than ever before. These include using taxis for increasingly larger volumes of trips, such as in Los Angeles where over half the ADA paratransit trips are now served by “certified” taxi drivers.

In addition, public transit agencies are using non-dedicated service providers not only for ADA paratransit trips but also for the new breed of “alternative” services being offered to ADA paratransit customers. These alternative services have primarily involved partnerships with taxis and/or transportation network companies (TNCs) and offer ADA paratransit customers new mobility options while affording public transit agencies an opportunity to save money. Specifically, these agencies are betting that more savings will result from demand shifts to lower-subsidy services than the additional subsidies paid out for new trips induced by these innovative new on-demand offerings.

Nashville Metropolitan Transit Authority not only is planning to implement such an alternative service but is also planning to take advantage of TNC driver resources for ADA paratransit trips. How? By utilizing a third party to engage TNC drivers willing to become “ADA paratransit certified” and ensuring that these drivers are trained and undergo drug and alcohol testing, etc. This model, in use by GRTC Transit System in Richmond, VA, since last

**Increasing numbers of agencies have implemented on-demand transportation services for the general public.**

summer, enables ADA paratransit trips to be sent to certified drivers through a separate app. But as creativity has emerged, traditional paratransit software systems have not kept up, and indeed Nashville is drawing together different software systems to support this new model.

Meanwhile, increasing numbers of agencies have implemented on-demand transportation services for the general public, which some call “microtransit.” They have done so because traditional fixed-route service either doesn’t work in a particular area or at certain times of day, or to provide first-mile/last-mile access to high-quality transit services, or because the agency is unsure about the potential demand and wants to test the waters, or to help reduce demand at their station parking lots.

Many public transit agencies have operated such services directly or with paratransit contractors. Denver Regional Transportation District (RTD) has been doing this for more than 10 years with its Call-n-Ride program. Additionally, agencies are beginning to utilize TNCs, taxis and, in some cases, wheelchair carriers (to ensure service equivalency) as less expensive options. In all of these cases, the agencies are using the new crop of on-demand software or TNC apps.

Putting it all together under one roof is Dallas Area Rapid Transit (DART). DART envisions hiring a single contractor to manage and coordinate all its demand-responsive mobility resources, including ADA paratransit service, microtransit, taxi subsidy programs for seniors and persons with disabilities, plus some fixed-route shuttles as well. As part of this vision, DART is strategizing

**Transit agencies will need new-generation technology platforms that don’t take the same old approach.**

how best to incorporate newer mobility resources—like TNCs—into its grand plan. If you were to ask me where the public transit industry is heading, this is it.

In recognition of this new frontier, what APTA calls the future of mobility, DART is in the midst of seeking software—or a cadre of linked software products—that would help its eventual contractor in this new role and also help the agency monitor the contractor and its various services.

Paratransit and on-demand transportation software suppliers have an opportunity to produce a solution—or work together—to meet the vision of DART and our industry’s other innovators. As an example, Denver RTD recently implemented a “trip exchange” technology system that will enable shared capacity among its Call-n-Ride services, human service transportation providers and potentially its ADA paratransit service.

But there’s a nagging issue. The underlying base paratransit software needs to be reinvented. Paratransit software has been plugging along for the last 40 years with small derivatives of optimization algorithms produced in the 1970s and 1980s. Flashy add-on modules can’t hide the fact that the base software is still producing sub-optimal results. Remember the old adage about insanity?

As transit agencies wish to truly transform their paratransit services and their service models, they will need new-generation technology platforms that don’t take the same old approach.

Indeed, what our industry needs is software that connects trips in new and more productive ways, that optimizes the use of taxis and other non-dedicated service providers, that gives dispatchers the tools they need to proactively improve today’s service, that supports the new flavors of service models, and that bridges

the gap between advance-reservation and fully on-demand services. Otherwise, public transit agency innovators will be hamstrung. The time for reinvention is now.

“Commentary” features authoritative points of view from various sources on timely and pressing issues affecting public transportation. APTA would like to hear from you. If you are interested in submitting an original, thought-leader Commentary for consideration, please contact Senior Managing Editor David A. Riddy at driddy@apta.com.

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**Rosemary Sheridan**, Publisher  
rsheridan@apta.com

**Kathy Golden**, Editor  
kgolden@apta.com

**David A. Riddy**, Senior Managing Editor  
driddy@apta.com

**Susan Berlin**, Senior Editor  
sberlin@apta.com

**Jack Gonzalez**, Director-Marketing and Sales  
jgonzalez@apta.com

**Erin Cartwright**, Marketing & Communications Coordinator  
ecartwright@apta.com

**Mitchell Wood**, Graphic Designer  
mwood@apta.com

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**The YGS Group**  
www.theYGSgroup.com

**Tima Good**  
Account Executive  
(717) 430-2282  
Tima.Good@theYGSgroup.com

**Natalie DeSoto**  
Account Executive  
(717) 580-8184  
Natalie.Desoto@theYGSgroup.com

POSTMASTER: Send address changes to: *Passenger Transport*, 1300 I St., NW, Suite 1200 East, Washington, DC 20005. Periodicals Postage paid at Washington, DC and additional mailing offices.

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# MBTA Opens Third BRT Line

Boston's Massachusetts Bay Transportation Authority (MBTA) expanded its regional BRT service with the April 21 launch of Silver Line 3-Chelsea, a four-mile route that runs between suburban Chelsea, MA, and South Station in Boston.

"We are very excited to offer this convenient, direct service for customers in Chelsea and East Boston," said MBTA General Manager/Chief Executive Officer Luis Ramirez. "This is the first new



Riders board MBTA's Silver Line 3-Chelsea BRT on opening day.

MBTA service since 2007, serving people who have waited for a one-seat ride between their neighborhood and major destinations in Boston and giving riders the service they deserve."

Ramirez explained that Silver Line 3-Chelsea allows a more direct connection between Chelsea and East Boston and South Station, the seaport area and Logan International Airport; the fare is the same as a standard subway ride and includes free connections to the MBTA Red Line at South Station and the Blue Line at Airport Station.

The line begins with four new stations in Chelsea and connects to five existing MBTA stations in Boston. The end-to-end trip takes about 27 minutes, operating for more than half of its length in exclusive bus lanes and tunnels. Buses operate every 10 minutes during peak periods, every 12-15 minutes off-peak and on weekends.

# VIA Dedicates Largest CNG Fueling Station in North America

VIA METROPOLITAN TRANSIT recently dedicated the largest CNG fueling station in North America, 10,980 square feet, located on its campus in San Antonio.

VIA held the event to commemorate its first full year of CNG bus service and raise awareness of Ozone Action Season in San Antonio.

The 10-lane station, designed and built by Trillium CNG, entered operation in 2017 to support the first of VIA's new CNG-powered fleet that debuted in observance of Earth Day and, since it began operation, it has saved the agency more than \$1 million in fuel costs.

The agency has replaced more than half of its diesel revenue fleet with 40-foot CNG buses from Nova Bus and expects to complete the conversion by

2025. VIA's contract with Nova Bus calls for the delivery of 425 vehicles over a five-year period.

"The CNG fueling station services a new generation of VIA buses and highlights our role as an industry leader to drive innovation that improves air quality throughout the region," said VIA President and Chief Executive Officer Jeffrey C. Arndt. "Through strategic and community partnerships, VIA's efforts to ensure a more mobile future include benchmarks for efficiency, substantial fuel savings and infrastructure improvements that come with building a modern transportation system for our region."

VIA's CNG program is part of a multi-year, community-driven plan to build a better bus system while significantly reducing vehicle emissions, decreasing operating costs and planning service enhancements. Once complete, the transformed fleet will bring a 97 percent reduction of nitrogen oxide emissions and further support the agency's commitment to environmental stewardship. The agency estimates the annual fuel cost savings at \$8.5 million and the maintenance savings, over a five-year period, at \$2 million.



A CNG bus undergoes fueling at VIA Metropolitan Transit's fueling station.

# Nashville Voters Defeat Plan

VOTERS IN NASHVILLE, TN, defeated a comprehensive \$5.4 billion public transit plan, "Let's Move Nashville," on May 1, with about 64 percent opposing the measure.

The proposal would have provided for 26 miles of light rail on five lines, 19 transit centers throughout the city, four new BRT lines, four new cross-town bus routes and a 1.8-mile downtown transit tunnel, along with other improvements. Funding would have come from increases in the city's sales, hotel-motel, business and excise, and

car rental taxes.

"We are dedicated to do our part, within our means, to offer an increasingly dependable mode of transportation for all those living in, working in and visiting Nashville," said Nashville Metropolitan Transit Agency Chief Executive Officer Steve Bland. "We have a number of projects already in the works to make using transit in Nashville smarter, simpler and better, and we are committed to building the best system we can with the resources made available through Metro funding."

# DDOT Welcomes Battery-Electric Circulator Buses

The District of Columbia DOT (DDOT) unveiled 14 new battery-electric circulator buses from Proterra at a recent Earth Week event attended by Washington, DC, Mayor Muriel Bowser.

The new buses, comprising the largest electric bus fleet in the DC region and one of the largest such fleets nationwide, entered service May 1 on all six circulator routes.

"A growing city needs growing transportation options. These new electric buses will provide residents and visitors with one more sustainable, reliable and affordable way to get around the District," Bowser said during the Downtown Business Improvement District's Annual State of Downtown Forum.

"With this greener, more modern fleet of buses, we are building a safer and more sustainable DC."

Proterra Chief Executive Officer Ryan Popple said, "As one of the most vibrant and visited cities in the nation, Washington, DC, is the perfect place to introduce technology that not only dramatically reduces emissions, but also fundamentally improves the rider experience. We are proud to partner with

the District Department of Transportation, Washington Metropolitan Area Transit Authority and DC Sustainable Transportation [a nonprofit organization created to oversee the streetcar and other public transit efforts] to democratize zero-emission transportation throughout DC and continue to raise the bar for its local and national sustainability partners."

The battery-electric buses, manufactured in the U.S., provide quiet, zero-emission transportation with 100 percent battery-electric propulsion. Other amenities include public Wi-Fi, a pedestrian safety alert system and an infotainment system—a digital display providing riders with commute information.



From left, Washington, DC, Mayor Muriel Bowser, DC Councilmember Jack Evans and DDOT Director Jeff Marootian ride on one of the DC Circulator's new battery-electric buses prior to the May 1 launch of service.

# \$2.6 Billion in State Funds For California Transit Projects

THE CALIFORNIA STATE Transportation Agency (CalSTA) has announced more than \$2.6 billion in grants for 28 recipients through its Transit and Intercity Rail Capital Program (TIRCP) for transformative transit and rail projects, along with additional funding for seven critical projects through multi-year funding agreements that will bring the total to more than \$4.3 billion.

TIRCP funding is provided through Senate Bill 1 (SB1) and from the proceeds of the state's Cap and Trade program. The program provides major benefits towards meeting the State's climate and air quality goals, with a total reduction of more than 32 million tons of greenhouse gas emissions.

"The projects selected for this round of TIRCP grants make great strides in helping California transform the state transportation system," said CalSTA Secretary Brian Annis. "This investment of SB1 revenue and Cap and Trade dollars will help us reduce harmful emissions, expand mobility options and create jobs statewide."

The largest grants include:

- \$300 million to Los Angeles Metro for capital improvements including the Gold Line Light Rail Extension to Montclair, East San Fernando Valley Transit Corridor, West Santa Ana Light Rail Transit Corridor, Green Line Light Rail Extension to Torrance and Orange/Red Line to Gold Line BRT Connector (North

Hollywood to Pasadena);

- \$238.4 million to the Santa Clara Valley Transportation Authority (VTA), San Jose, for VTA's BART Silicon Valley Extension, Phase II, extending San Francisco Bay Area Rapid Transit District (BART) into downtown San Jose and out to Santa Clara, increasing connectivity to Caltrain commuter rail, Amtrak and public transit services at San Jose Diridon Station;
- Two grants to the Los Angeles-San Diego-San Luis Obispo Rail Corridor (LOSSAN Corridor), \$148 million for investments to increase Amtrak Pacific Surfliner and Metrolink commuter rail service and \$40 million to improve on-time performance and rail corridor capacity for Pacific Surfliner and North County Transit District Coaster commuter trains;
- \$144.5 million to BART for the Transbay Corridor Core Capacity Program, including 272 new rail vehicles and completion of a communication-based train control system; and
- \$123.2 million to the Peninsula Corridor Joint Powers Board, San Carlos, to support all-electric passenger Caltrain service and increase ridership capacity with electric multiple unit railcars.

The complete list of grant recipients is at <https://bit.ly/2rajV2W>.



## TCRP Releases ADA Paratransit Reports, Celebrates TCRP Day

The Transit Cooperative Research Program (TCRP) recently released two publications on paratransit topics: S-135: **ADA Paratransit Service Models** and S-133: **Administration of ADA Paratransit Eligibility Appeal Program**.

S-135 provides information about current Americans with Disabilities Act (ADA)-compliant paratransit service models and the underlying reasons why specific public transit agencies have opted to keep or change their model. The study details available service delivery models and documents how elements of the service and contracts are structured to enhance the likelihood of achieving certain results related to cost efficiency, service quality or a balance of the two.

S-133 identifies ADA eligibility appeal processes and documents current practices of public transit systems. As more agencies employ some form of conditional eligibility, appeal processes are emerging as a significant area of vulnerability. If the eligibility appeal process is not administered properly, transit

agencies run the risk of violating applicants' civil rights under ADA or Title VI requirements.

To order these and other TCRP publications, visit [www.apta.com/tcrp](http://www.apta.com/tcrp).

### TCRP Day Is June 6

On June 6, TCRP is celebrating its first-ever TCRP Day, a national event aimed at creating awareness of the program, showcasing its research in action and increasing the number of public transit professionals involved in the program.

For more information and to volunteer as a local host, contact Peggy Wilson at [pwilson@apta.com](mailto:pwilson@apta.com). TCRP Day hosts will either hold a brown bag

lunch or staff an information table at their organization to help educate their colleagues about the program. An online toolkit will be provided to help you organize your event.

Helping to make TCRP Day a success are FTA, the Transportation Research Board, APTA and its partners, the Community Transportation Association of America and the National Rural Transit Assistance Program.



## APTA Hosts Workshop on PTC Issues

**APTA HOSTED A WORKSHOP** on Positive Train Control (PTC) for commuter rail CEOs and their technical implementation leaders at its offices in Washington, DC, May 1-2. Forty-five APTA members representing 21 commuter rail agencies attended.

APTA President and CEO Paul P. Skoutelas; Southeastern Pennsylvania Transportation Authority General Manager Jeffrey D. Knueppel, chair of APTA's PTC Subcommittee; and Virginia Railway Express CEO Doug Allen, chair of APTA's Commuter Rail CEOs Committee, convened the event.

Commuter rail agencies are committed to implementing PTC and continue to make significant progress.

The focus of the workshop was on sharing information and best practices

to assist those agencies participating in the event. Questions and challenges still remain that pertain to the required milestones and implementation deadline of Dec. 31, 2018. Peer agencies presented status reports and shared lessons learned on the implementation of the three major PTC technologies: ACSES, I-ETMS and E-ATC.

Also participating in the workshop were representatives of FRA who responded to questions. They were Robert Lauby, Devin Rouse, Stephanie Anderson, Peter Cipriano, Mark Hartong, Carolyn Hayward-Williams and Senya Waas. Association of American Railroads representatives also attended and shared their perspectives on helping passenger railroads trying to implement PTC.



Commuter rail professionals gather at the APTA offices to discuss PTC implementation. Leaders at the table, from left: Doug Allen, Paul P. Skoutelas and Jeffrey D. Knueppel.

## TTA Unveils New Buses

The Tri-State Transit Authority (TTA) in Huntington, WV, introduced its four newest buses in ceremonies April 25, in advance of their entering service at the beginning of May. TTA presented commemorative keys to the buses to representatives of municipalities served by the agency.

The four new 30-foot buses from Gillig, which will operate on various routes, feature clean diesel technology that adheres to 2010 Clean Air Act standards and are the first additions to the TTA fleet with a "new look" since 1997. Each bus can seat 32 passengers and accommodate two wheelchair users.

The new buses are equipped with front-mounted racks that can transport two bicycles. Other technologies allow for increased safety and security, such as multiple video cameras both inside and outside the bus.

"We're fortunate to have had the opportunity to purchase new buses. It just seemed like the perfect time to update our look," said TTA General Manager & Chief

Executive Officer Paul E. Davis. "TTA aims to serve as the catalyst for bringing together the community's human, economic and civic resources for the purpose of creating the single most livable, safe and prosperous community in Southern West Virginia."

TTA purchased the new buses with funds from a 2016 grant for \$1.28 million, flexed from the West Virginia Department of Highways for the Huntington, WV, KY, OH Transportation Management Area. The delivery of the buses closes the books on this \$1.6 million FTA project.



TTA General Manager & CEO Paul Davis, fourth from right, participates in ribbon-cutting ceremonies for the agency's four newest buses.

## NYC Transit Announces Reimagined Bus System

**MTA NEW YORK CITY** Transit recently unveiled a comprehensive plan that reimagines the agency's entire public bus system and delivers both immediate and long-term improvements.

NYC Transit President Andy Byford, who commissioned an expansive review of the system that led to the creation of the plan, said, "We're targeting challenges like traffic congestion and enforcement, undertaking bold initiatives like redesigning the entire route network and pursuing advancements."

The New York Metropolitan Transportation Authority runs the largest public bus system in North America, about 40 percent larger than the next largest in Los Angeles. The system provides more than two million daily rides, across 54,000 trips on 326 routes, with a fleet of more than 5,700 buses.

While the NYC Transit Bus Plan reimagines the entire bus system, it builds upon numerous existing and ongoing initiatives. Specific elements include:

- A completely redesigned route network based on NYC Transit's top-to-bottom, holistic review—the first in decades—based on public input, demographic changes and travel demand analysis.

- Collaboration with New York City DOT, the New York Police Department and local communities on efforts including expanded implementation of bus lanes, busways, queue jumps, bus stop arrival time displays and traffic signal priority.
- Speeding up boarding by using all doors, facilitated by upcoming electronic tap-to-pay readers. While purchasing fare media with cash will always be an option, NYC Transit will also explore cashless options to speed up boarding time in select circumstances.
- Improving customer service and the customer experience, incorporating digital information screens with bus route, next stop and real-time service advisories, a mobile app providing seat availability information and simpler, more helpful bus route maps.
- Proactive management to improve service delivery. NYC Transit is opening a new Bus Command Center and upgrading to the latest computer-aided dispatch and operations support technology.
- Enhancing NYC Transit's world-class fleet of buses, including its first double-decker public buses.

## New CEO Named Meyer, Interim, UTA

**THE UTAH TRANSIT** Authority's (UTA) Executive Committee has recommended that Steve Meyer, most recently acting vice president of operations, fill the new position of executive director on an interim basis. Meyer has more than 35 years of transportation experience, joining UTA in 2002 and participating in some of the state's largest transportation planning and construction projects.



Steve Meyer



# APTA Welcomes Bus, Paratransit Professionals To Tampa for Conference

Hundreds of bus and paratransit professionals are gathering this week in Tampa, FL, to participate in the 2018 APTA Bus & Paratransit Conference at the Tampa Marriott Waterside Hotel, co-hosted by the Hillsborough Area Regional Transit Authority (HART) and the Pinellas Suncoast Transit Authority (PSTA) in St. Petersburg.

Prior to the Opening General Session Monday morning, May 7, APTA hosted committee meetings throughout the weekend and welcomed North America's top bus operators and maintenance teams May 6 to compete in the APTA International Bus Roadeo, hosted by PSTA.

Gabe Klein, special venture partner with Fontinalis Partners and former commissioner of the Chicago and Washington, DC, DOTs, will give the keynote speech at the Opening General Session, joining speakers including APTA Chair Nathaniel P. Ford Sr., chief executive officer of the Jacksonville (FL) Transportation Authority and APTA President and CEO Paul P. Skoutelas. The morning starts off with the Business Member Networking Breakfast, supported by the APTA Business Member Activity Fund.

Throughout the conference, APTA will present educational sessions organized by six routes of study:

- Transforming Communities with Technological & Mobility Innovations;
- Integrated, Coordinated Access & Mobility;
- Planning, Operations & Maintenance;
- Safety, Security, Risk Management & Emergency Preparedness;
- Organizational & Workforce Development; and
- Management & Policy.

Lunch on Monday will be served during the Bus Display outside the main entrance of the hotel. Twenty bus models will be available to tour, and manufacturers' representatives will be

on hand to discuss their products and answer questions.

In the afternoon, FTA Acting Administrator K. Jane Williams and other FTA officials will report on the agency's initiatives at a General Session. Other sessions will feature the annual Customer Service Challenge and graduation ceremonies for the Emerging Leaders Program Class of 2018.

The Tuesday schedule begins with a General Session, "Big Data's Big Impact," that will also include the presentation of APTA's 2018 Bus Safety & Security Excellence Awards. Mobility Management Tuesday, an all-day workshop, features representatives of public transit agencies and businesses discussing such topics as microtransit, access to healthcare, flex service and autonomous vehicles. The schedule also includes numerous educational sessions and the Bus Products & Services Showcase with more than 140 exhibitors, where attendees can learn about what's new and innovative in bus and paratransit.

The International Bus Roadeo Awards Banquet on Tuesday night will recognize all roadeo participants and honor the best bus operators (35-foot and 40-foot bus), maintenance team and the Grand Champion, the combined team with the highest score.

Wednesday's schedule will offer more concurrent sessions in the morning followed by the Closing General Session, "It's All About the Ride: Strategies for Sustaining and Building Ridership." Panelists representing bus agencies and a community and economic development professional will discuss strategies for serving, sustaining and building ridership.

Attendees should be sure to download the special conference app, featuring session descriptions and times, speaker information, special events, news alerts and more!

For additional information on local dining and attractions, go to [www.visittampabay.com](http://www.visittampabay.com).



## APTA COMMITTEE PROFILE

### Access Committee

**Chair:** Ron Brooks, manager of accessible transit services, Valley Metro, chair since 2016

**APTA Staff Advisor:** Pamela Boswell

**253 Members** | Find details at [www.apta.com](http://www.apta.com) under "About APTA"

#### What is your committee's role for APTA and the industry as a whole?

The purpose of the APTA Access Committee is to implement the transportation provisions of the Americans with Disabilities Act of 1990 and other related federal legislation or regulations.

The committee provides a forum where members can discuss accessible transit and paratransit services, policies and procedures that improve the quality of accessibility for everyone; promotes the integration of accessibility within all services, including conventional public transit and paratransit and emerging technologies and services; and serves as a resource for information about transportation accessibility for APTA, its members, FTA and other organizations.

#### What are the committee's top priorities for the year?

The Access Committee's 2017-2019 work plan identifies five major priorities:

- Take a leadership role in developing, promoting and providing accessible transit, paratransit and other accessibility-related training and technical assistance;
- Partner with FTA to ensure that accessibility-related regulatory requirements and guidelines are "operationally feasible";
- Provide expertise to APTA and its members on how best to meet the transportation needs of seniors and people with disabilities;
- Assist other APTA committees in incorporating an accessibility focus into their efforts and projects; and
- Work with APTA to ensure that all budgetary, legislative and regulatory information and advocacy efforts incorporate the concerns of seniors and people with disabilities.



#### How does the committee engage members in these priorities?

In addition to face-to-face committee meetings at the APTA Legislative, Bus & Paratransit and Annual conferences, the committee holds periodic webinars on a range of accessibility topics.

The committee has a collaboration website where members can find information and connect to other members, and members also seek information from one another via the Access Committee roster email distribution group.

#### APTA's committees play an important role in fulfilling the association's commitment to developing industry leaders, especially young professionals. Please share how your committee encourages young professionals to participate in its work.

While the Access Committee does not specifically focus on younger members, we have increased the number of subcommittees working on committee-related issues and business—meaning more opportunities for younger members to get involved.

#### Please share how an individual's service on this committee can add value to his or her career.

The Access Committee and its subcommittees offer opportunities for early-career professionals to develop their skills in several ways. First: accessible transit and paratransit are technical subjects that professionals can learn and then use to add value both in their current roles and while building skills and experience for expanded future roles.

Second: through committee meetings and sponsored workshops, the committee generates numerous opportunities to make public presentations, ranging from informal small-group presentations to webinar presentations to formal presentations at meetings and conferences.

Every speaking role at a conference or on a webinar offers opportunities to practice and develop skills, and every such opportunity provides exposure to managers, agencies and to other organizations working in the transportation industry.

#### What is the committee doing to advance the goals in APTA's strategic plan?

Every one of the Access Committee's goals is directly tied to one or more APTA Strategic Work Plan goals. Thus, by fulfilling our mission, we are helping APTA to fulfill its mission.



The Tampa Marriott Waterside, site of the 2018 APTA Bus & Paratransit Conference.





# Welcome to the Beautiful Tampa Bay Area!

BY JEFF SEWARD

Interim Chief Executive Officer  
Hillsborough Area Regional Transit  
Authority  
Tampa, FL

**ON BEHALF OF** the Hillsborough Area Regional Transit Authority (HART) and the city of Tampa, it is our pleasure to welcome you to APTA's 2018 Bus & Paratransit Conference and International Bus Rodeo.

We are proud to host this year's conference in our beautiful region. During your stay in the Tampa Bay area, we encourage you to visit many of the attractions throughout the area; from the beautiful Gulf Coast beaches, historic Ybor City, and unique Tarpon Springs to Busch Gardens, ZooTampa and our fantastic nightlife, there's something here for everyone.

This year's Bus & Paratransit Conference will take place at the Tampa Marriott Waterside, minutes from Tampa International Airport. Across the bay, the International Bus Rodeo will take place at the Pinellas Suncoast Transit Authority (PSTA) in St. Petersburg. Information for transportation, restaurants and attractions will be available at the

HART host booth.

**About HART:** HART is the public transportation provider in Hillsborough County, providing transit service to the cities of Tampa, Temple Terrace and parts of unincorporated Hillsborough County. HART covers an area of approximately 1,000 square miles (roughly the size of Rhode Island), with a fleet of nearly 200 buses. HART was the first public transit agency in Florida to make the shift to operating CNG buses. HART is also the operator of the TECO Line Streetcar System, comprised of a 2.7-mile line with 10 historic replica streetcars.

HART provided 13.5 million rides in 2017 and is implementing innovative transit solutions to continuously improve our ability to take individuals and families to the places that enhance their lives.

HART, alongside PSTA, is also making it easier for residents and visitors alike to use public transit services. Through our partnership, the agencies are bringing a regional fare collection system, Flamingo Fares, to five counties and seven agencies across the Tampa Bay



Jeff Seward

area. Flamingo Fares will allow riders to use a single payment system on participating agency vehicles, simplifying public transit use. The final regional fare collection system will be available this summer and includes both a reloadable Smartcard and an updated mobile app.

During your stay, we invite you to see how HART is delivering high-tech, cutting-edge solutions that improve transit today and lay the foundation for tomorrow's regional public

transportation network.

**Governance:** HART was created in October 1979 to plan, finance, acquire, construct, operate and maintain public transit facilities and supply transportation assistance in Hillsborough County. HART is comprised of three members: Hillsborough County, the city of Tampa and the city of Temple Terrace. The authority is governed by the HART Board of Directors and is responsible for setting policy and making decisions, including system operations, service planning, fare structure, finance and customer service.

## CDTA Prepares for Upgraded Demand-Response System

BY THOMAS GUGGISBERG

Director of Information Technology  
Capital District Transportation Authority

The Capital District Transportation Authority (CDTA), Albany, NY, has officially moved into the pilot testing stage of its new intelligent transportation management system (ITMS) for paratransit and demand-response services in cooperation with Trapeze Software Group Inc.

CDTA will embark on a new demand-response mobile computing solution for customers and employees in 2018-2019. Android smartphones and tablets will allow operators and dispatchers to connect directly with vehicles, CDTA's command center and the paratransit scheduling information system in real time. Key information that will be expedited includes same-day bookings, trip cancellations and adjustments, on-time performance and passenger loads.

This mobile tablet solution offers a flexible mobile data technology option that will improve service quality and customer satisfaction. The most important benefit of moving to this new mobile platform will be its ability to make instant, on-the-fly decisions and operational changes to passenger paratransit trips.

Among the new ITMS features to be deployed in 2018 are:

- **DriverMate Center – CAD/AVL Dispatching:** This provides CDTA dispatchers with a variety of tools to view and proactively manage demand-response vehicles while upholding high quality service;
- **Web Reservations, Updates and Cancellations:** For the first time in CDTA history, customers will be able to request trip reservations for one-time and subscription-based trips by specifying dates, times, pickup and dropoff locations, reasons for travel and passenger aids;
- **Phone-Based Interactive Voice Response (IVR) Reservations, Cancellations and Callbacks:** This new

feature will enhance CDTA's existing automated phone-based confirm and cancel bookings feature. It is a self-service, telephone-based application for customers to look up, cancel or book demand-response trips at any time. It includes a feature that will automatically call back customers to confirm requests;

■ **Email and SMS:** This functionality provides CDTA customers with email and SMS-based notifications, and confirmations about upcoming trips;

■ **Real-Time Vehicle Location:** The mobile tablet application tracks demand-response vehicle location via GPS for customers and CDTA dispatchers. It also automatically sends and receives real-time updates including turn-by-turn directions for operators as needed; and

■ **Fully Integrated Navigator Fare Payment:** One of the most important upgrades for customers will be the integration of CDTA's new Navigator smartcard and mobile ticketing platform. This feature will allow paratransit customers to pay for paratransit rides by using their Navigator smartcard while also providing the ability to use the card to ride fixed-route services at half fare.

All these features will allow CDTA to manage all aspects of demand-response operations, both at the office and on the road, via the mobile application and tablet.

## JTA Launches New Safety Initiatives

BY LEIGH ANN RASSLER

Public Relations Manager  
Jacksonville (FL) Transportation  
Authority

**UNDER THE LEADERSHIP** of Nathaniel P. Ford Sr., chief executive officer of the Jacksonville Transportation Authority (JTA), the agency recently launched three initiatives focused on customer and employee safety and security:

### JTA See & Say Mobile Application

In March 2018, JTA partnered with ELERTS to introduce *JTA See & Say*, a user-friendly mobile application that allows individuals to communicate threats and concerns to JTA security personnel through the app or Text-A-Tip.

App users can attach a photo or video to their alert. They may include their location and contact information or choose to submit anonymously. Once submitted, reports are monitored

24 hours a day and JTA can provide status updates back to the customer.

*JTA See & Say* is part of a comprehensive effort to encourage the community and employees to be aware of their surroundings, and if they see something to say something.

### Safety Tuesday

JTA celebrates *Safety Tuesday* on the third Tuesday of each month. Representatives greet employees at the start of their shift with a message and a handout with tips and brainteasers promoting safety, such as a crossword, word search and Sudoku puzzles. Employees who solve and submit the puzzles are entered in a drawing for a \$25 gift card.

*Safety Tuesday* serves to reinforce the monthly safety message and encourage all employees to be vigilant.

### Hop-On Hop-Off

JTA introduced its *Hop-On Hop-Off* initiative in November 2017 at the Rosa Parks Transit Station (the agency's main bus transfer facility) and expanded it to other transit hubs in January 2018. Jacksonville sheriff's officers wait at random hubs and park-and-ride locations twice a week to provide a reassuring presence for riders and bus operators alike and to deter crime.

Officers discuss potential issues with the operators and hop on the bus to greet riders. Officers have also escorted buses when needed.



Jacksonville sheriff's officers deter crime and provide a reassuring presence for JTA bus riders and operators.



CDTA's ITMS will enable demand-response riders to more efficiently and conveniently manage their trips.



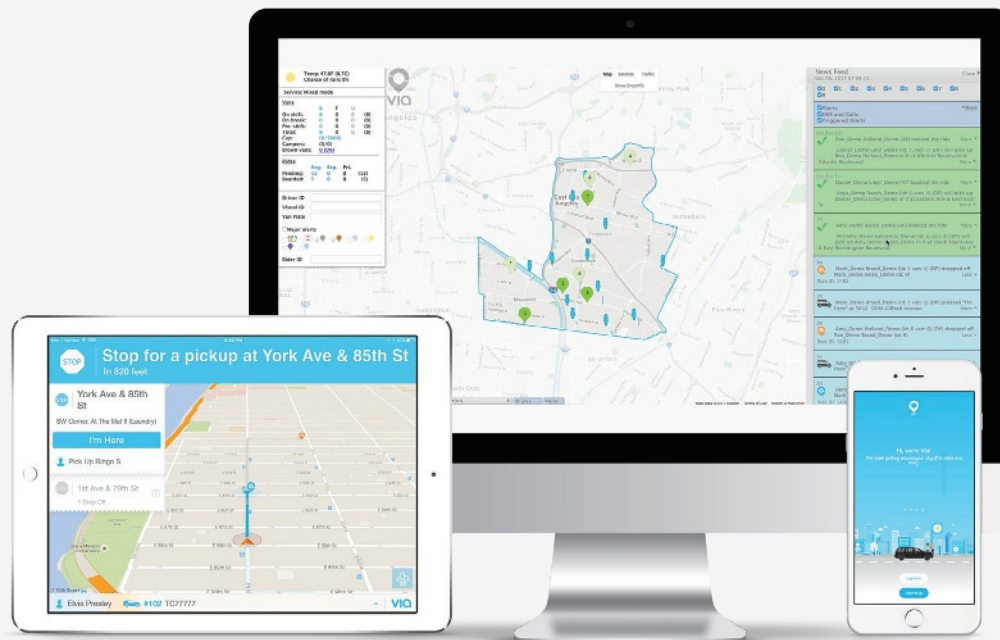


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# Driving Smart Cities Forward

By Lindy Norris, Director of Marketing Communications, New Flyer of America

Following the 2018 Consumer Electronics Show (CES) in Las Vegas this past January, public transit suddenly became the darling of North American fascination. Why? Smart Cities.

Defined by the global Institute of Electrical and Electronics Engineers (IEEE), the world's largest technical professional organization for the advancement of technology, a Smart (Sustainable) City is an innovative city that uses information and communication technologies (ICTs) and other means to improve quality of life, efficiency of urban operation and services, and competitiveness, while ensuring that it meets the needs of present and future generations with respect to economic, social, and environmental aspects.

In North America alone, more than 82% of people live in urbanized areas, and by 2030 the world is projected to have 41 "mega-cities" with more than 10 million inhabitants. Smart Cities of the future connect business sectors (smart mobility, smart energy, smart buildings, smart retail) with the Internet of Things to provide a seamless consumer experience in our communities. With a very real threat of urbanization choking existing transportation infrastructure, "Smart Mobility" creates safe, clean, efficient and connected multimodal transportation system – combining mass transit, ridesharing services, biking, and walking. New Flyer is committed to leading collaboration, cooperation, and the technological advancement of Smart Mobility.

As the concept driving highly automated, connected, and data-driven communities, "Smart Cities" use sophisticated technology and advanced analytics to help city planners operate cities in a more predictive and increasingly responsive way, working in collaboration with the private sector to operate and maintain city infrastructure that supports an increasingly on-demand lifestyle in urban centers.

At a moment in time where the need for Smart Cities is equal parts opportunity and crisis, the average person has started to grasp just how significantly the daily commute impacts quality of life for most North Americans, and also how increasing traffic congestion and pollution affect the world in which we live. During CES, Smart Mobility, which includes the automation of vehicles and innovation in public transit, came to the forefront of the conversation.

The importance of advanced technology and human ingenuity was echoed by Secretary of Transportation Elaine Chao, whose address at CES focused on innovation. Secretary Chao reiterated the role autonomous vehicles will play in revolutionizing transportation, and further entrenched the Department of Transportation's role in cultivating innovation by eliminating obstacles to development and integration of new technology. Subsequently, she announced the U.S. Department of Transportation's (USDOT) release of automated vehicle requests for public comment, soliciting input from across the transportation industry to identify barriers to innovation and help shape initiatives.

The announcement marks a clear evolution in the USDOT's approach to innovation, and underscores the importance in the investment, research, and development of technology in transportation. If America is to execute on the vision and intention for Smart Cities, development of technologically sophisticated transportation is vital. All stakeholders in the transportation industry

(and beyond) stand to gain from collaborating on development, and can shape the future of America through investing in autonomous technology, advanced analytics, innovation, and related connectivity and infrastructure development.

In October 2017, New Flyer of America celebrated the grand opening of the Vehicle Innovation Center (VIC) at its Anniston facility in Alabama. As the first and only innovation lab of its kind, the VIC is dedicated to advancing bus and coach technology in North America to serve the Smart Cities of the future. Through ongoing delivery of interactive experiences and collaboration with industry leaders, the VIC features a world-class manufacturing lab, exhibit space, and training areas to:

- Explore and advance bus and coach technology through sustainable research and development, fresh innovation, progressive manufacturing, and bold thinking;
- Foster dialogue through discussion, education, and training on the latest zero-emission, connected and autonomous driving vehicle technologies;
- Engage learning through current and interactive exhibits, simulation and hands-on experiences, and observations;
- Generate energy and commitment to clean air quality, safety, and economic benefits for people, communities, and business; and
- Harness the positive influence of collaboration, environmental stewardship, and social change to advance smart mobility solutions.

The VIC is a hub for public private collaboration and exploration, with respect to zero-emission and autonomous vehicle technologies that can and will power our society forward. Indeed, 2018 will illustrate the convergence of multiple sectors to innovate and power the next several decades of public transit. Ultimately, we can expect emergence of unlikely partnerships to power and support an increasing on-demand lifestyle of North Americans. These partnerships, an approach coined "co-opetition" in light of competitive advantage, will further dynamics already in motion by the likes of Ford, Lyft, and Dominoes, who have come together to offer Smart Mobility solutions on demand via autonomous vehicles.

While public transit often comes second to headlines about the latest in Apple technologies, Smart Cities have never been a more newsworthy topic. North American brand movements like Amazon's HQ2 [venue] search catapulted the need for Smart Cities, as its 2017 contest sparked public interest (and subsequent city mania) for the "perfect city" to play host to its new headquarters. With over 238 places bidding for HQ2, the Wall Street Journal reported bold promises by cities, tackling everything from traffic to housing in hopes of luring Amazon's 50,000 jobs and minimum \$5 billion investment in infrastructure development. But, it cannot operate in a city anything less than smart, and the pressure is on for all urban centers to step up their game.

New Flyer's Vehicle Innovation Center is a venue where collaboration amongst industry stakeholders will drive bus and coach technology towards our collective vision of Smart Mobility within our communities. As a pioneer of industry "firsts" on many occasions over recent decades, New Flyer has no intention of slowing down as the Smart City of the future becomes reality.





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## 2018 BUS & PARATRANSIT CONFERENCE

# How MTS is Turning Around the Ridership Decline

BY PAUL JABLONSKI  
Chief Executive Officer  
San Diego Metropolitan Transit System

Reversing the current ridership decline is the public transportation industry's top priority. The answer may be as simple as giving riders what they want.

Ten years ago, the San Diego Metropolitan Transit System (MTS) undertook a complete overhaul of its bus network. It had been decades since the network had been examined in totality and with a market-driven mindset.

The overhaul plan, called the Comprehensive Operational Analysis (COA), and the resulting reallocation of resources became an industry best practice—and for good reason. Its system-wide changes—taking resources from low-performing routes and putting them on routes with high demand—immediately reduced costs by \$2 million annually and led to immediate and long-term increases in ridership. Annual ridership climbed by almost 12 million trips over the subsequent eight years.

That came to a screeching halt in FY 2016. Ridership peaked at almost 97 million trips and has dropped to 88 million in the last two fiscal years. This phenomenon is being experienced across the U.S. Reasons include a sustained good economy, low gas prices (even in California), all-time low-interest auto loans, a new law allowing undocumented immigrants to obtain driver's



MTS polled more than 6,000 riders online and in person for what they value most in their public transit system.

licenses, growing rideshare options and more.

Decreased fare revenue put a \$5 million deficit in the agency's operational budget, and MTS needed to do another deep dive into its bus network to ensure its services were still aligned with the market.

### Reinvigorating the Initiative

MTS's new strategy was to build on the principles of the earlier COA. We call it the Transit Optimization Plan (TOP).

The first step of TOP was to ask both riders and non-riders what they valued most in their public transit system. More than 6,000 people participated in the survey, which was posted on the MTS website and taken in person at more than 50 outreach events.

Key takeaways:

- People would walk farther to a stop if the service was more frequent;
- People would rather have faster trips than lower fares;
- People would rather have more frequent service than increased security; and
- People would rather have more frequent service than improved bus stop amenities.

With that information, MTS, with the help of Transit Management and Design Inc., took a series of recommendations to its board of directors. One set of recommendations was cost-neutral; the other would invest an additional \$2 million in the operations budget to give the agency the best possible shot at reversing the downward ridership trend.

The \$2 million investment was paid for with new tax dollars from SB 1, a new gas tax in California.

The board went all in and directed staff to invest more money and implement more than 60 changes based on the following principles:

- Reallocate resources—buses and bus operators—from low-ridership areas to areas where ridership is already high and has the best chance for increased ridership;
- Increase the frequency of as many routes as possible to expand the system's high-frequency network (15 minutes or better);
- Discontinue underperforming routes;
- Streamline routes to make them faster;
- Improve connectivity between routes; and
- Reduce the number of long routes to improve reliability.

### Beginning to Bear Fruit

MTS implemented the first round of changes in late January of this year. Additional changes scheduled for June and September will continue to increase the high-frequency network and speed service.

The agency increased the frequency of six major routes in January. Here are the early results:

- A route that increased frequency from every 15 minutes to every

**SAN DIEGO RIDERSHIP** CONTINUED ON PAGE 24





# case study | REIMAGINING A BUS NETWORK

## Palm Tran Transforming Entire Bus System

BY SHERNIDE DELVA  
Public Relations Specialist  
Palm Tran  
West Palm Beach, FL

**P**alm Tran is overhauling its decades-old bus system as the agency seeks to make its service more efficient, convenient and attractive to “choice” riders—those who own cars but might be interested in trying public transit.

The agency also anticipates that increased ridership will lead to improved quality of life for residents, including less traffic congestion and enhanced economic development in the area.

Palm Tran hired transit consulting firm Jarrett Walker & Associates to help develop the agency’s Route Performance Maximization (RPM) project. In the automotive industry, RPM stands for Revolutions Per Minute. Palm Tran’s RPM symbolizes how route reorganization will “rev up” the agency and get customers to their destinations more quickly.

When RPM fully launches—projected to be this fall—Palm Tran riders will enjoy reduced travel times, more-direct service and an overall improved customer experience.

“I did not come to lead the existing Palm Tran system. I came to lead the newer, nimbler Palm Tran that will continue to transform in the coming years,” said Executive Director Clinton B. Forbes, who accepted the lead role at the agency in 2015. “Our current bus network is outdated. RPM will carry our transit system into the future.”

Palm Tran provides more than nine million fixed-route rides annually throughout Palm Beach County—geographically the largest county east of the Mississippi River, where 1.4 million people currently reside. The county’s planning division estimates that, by 2020, that number will increase to 1.46 million, soaring to 1.54 million by 2025. The agency, however, anticipates its annual ridership numbers will stagnate unless service changes are made.

RPM’s comprehensive, redesigned bus



With nearly 30 years of experience in transit, Palm Tran Executive Director Clinton B. Forbes is looking to take Palm Tran to the next level with RPM.

network will create the foundation for accommodating the region’s increasing population.

### Getting to The Root of the Issue

Palm Tran’s bus network is hindered by infrequent service, insufficient evening hours and less-than-ideal routes and stops. The region has more than 3,200 bus stops—almost as many as Miami-Dade Transit, which caters to a much larger population. RPM could eliminate many inefficient stops, making transit times more competitive with vehicle travel times.

Attracting new riders—who might have other mobility options, including personal vehicles—is key to the success of Palm Tran.

“Palm Tran has too many routes that snake through neighborhoods rather than go in a straight line. I call them spaghetti routes,” said Director of Transit Planning Khaled Shammout. “There are also too many bus stops and many

are less than a quarter mile apart from each other. Together, these issues result in an inefficient bus network.”

RPM will streamline the entire system. “Streamlining the spaghetti routes and the number of bus stops will result in more direct and frequent service,” Shammout said. “We will incorporate surveys and public meetings and outreach. We also have stop-level data collected by sensors on the buses, so

we have a good idea where the high-frequency stops are and the destinations of our riders.”

The Palm Tran planning team analyzed the agency’s 35 routes, resulting in two redesign options: the coverage model and the ridership model. The coverage model emphasizes redrawing routes to reach as many poten-

tial passengers as possible. The ridership model focuses on increasing frequency and speed while reducing service in areas with unproductive routes.

Both models were presented to the Palm Beach County Board of County Commissioners (BCC) in November 2017.

Ultimately, Palm Tran and the BCC signaled that the enhanced coverage model was preferred. The board favored continued growth in the western portions of Palm Beach County, with residents there having public transit options available.

“The enhanced coverage model was preferred to ensure that residents that live in the western parts of the county continue to have access to public transit,” Forbes explained. “The enhanced coverage model really exemplifies our mission statement: ‘to provide access to opportunity for everyone,’ which will ensure the maximum number of riders have access to Palm Tran while still improving its efficiency.”

Palm Tran aims to redesign its bus network by allocating 60 percent of bus service to high-ridership routes and 40 percent to coverage lines. Some routes will be adjusted to improve their coverage and efficiency, while other routes will be adjusted to increase frequency.

### Building a Loyal Ridership

Palm Tran is conducting extensive and intensive public outreach prior to implementing major service changes. The agency has engaged Adams Consulting Group Inc. and C. Robinson and Associates for development of an outreach plan. Most of the initiative’s marketing, however, will be handled in house.

The agency is hosting outreach events across the region, from Boca Raton to the Glades—roughly 25 miles from the county’s most populous city, West Palm Beach. The agency is using street teams, hotlines and surveys to gather crucial data and public input.

Palm Tran teams have also attended local area events, conferences and clubs to gather public feedback and to answer questions. Additional outreach has included sharing information on palm-tran.org and the agency’s social media platforms; further messaging will incorporate signage, five full bus wraps, bus interior cards and a seat drop.

“We want to have a robust conversation with the public before any changes are made to the system,” Forbes said. “We want to reach as many people as possible to obtain their feedback on the

future of transit in this community.”

One of the goals of RPM is to offer a service that attracts choice riders and builds rider loyalty. Forbes believes attracting new riders—who might have other mobility options, including personal vehicles—is key to the success of Palm Tran.

Efforts have already been taken to attract the choice rider population. These include adding USB ports on buses for charging phones and introducing a

new uniform policy for bus operators. RPM is the next step in this process.

“Palm Tran wants to win over the population of people who drive. These people don’t like a lot of roadblocks. They want to look at their personal devices while our buses whisk through traffic,” Forbes said. “They want a direct service to their destination of choice and RPM will aim to provide that.”

Since the expansion, the agency has seen an almost 90 percent increase in ridership on the route.



Palm Tran’s executive leadership team and consultants develop the Route Performance Maximization project.

### Encouraging Results

As part of the preliminary phase of RPM, Palm Tran expanded its Route 4 six miles via Haverhill Road in West Palm Beach in January of this year, resulting in improved access to the FITTEAM Ballpark of the Palm Beaches and VA Medical Center.

Since the expansion, the agency has seen an almost 90 percent increase in ridership on the route. This unprecedented increase foreshadows the potential success expected from the overall RPM project. “If that increase serves as any kind of barometer of the results we can expect, then I am certain that when RPM fully launches, it will encourage more choice riders to utilize transit,” said Forbes.

“RPM will ‘rev up’ Palm Tran service in our community,” Forbes said. “I am excited about all the improvements to come as part of this initiative,” he concluded.

Once RPM launches, Palm Tran plans to look at modernizing fare technology to allow the use of smartphones and credit cards. To learn more about Palm Tran’s RPM project, reach out to the RPM team at palm-rpm@pbcgov.org.



Palm Tran provides more than nine million one-way passenger trips and 800,000 paratransit trips annually.



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# Bus Manufacturing Drives Job Growth, Economic Development

Federal investment in public transportation creates and sustains jobs—lots of them in many states. This theme, along with public transit's value in strengthening economic development, has been at

the heart of APTA's ongoing legislative and advocacy campaign aimed at increasing federal investment in public transit. The campaign leverages high-profile events, member mobilization and advertising emphasizing

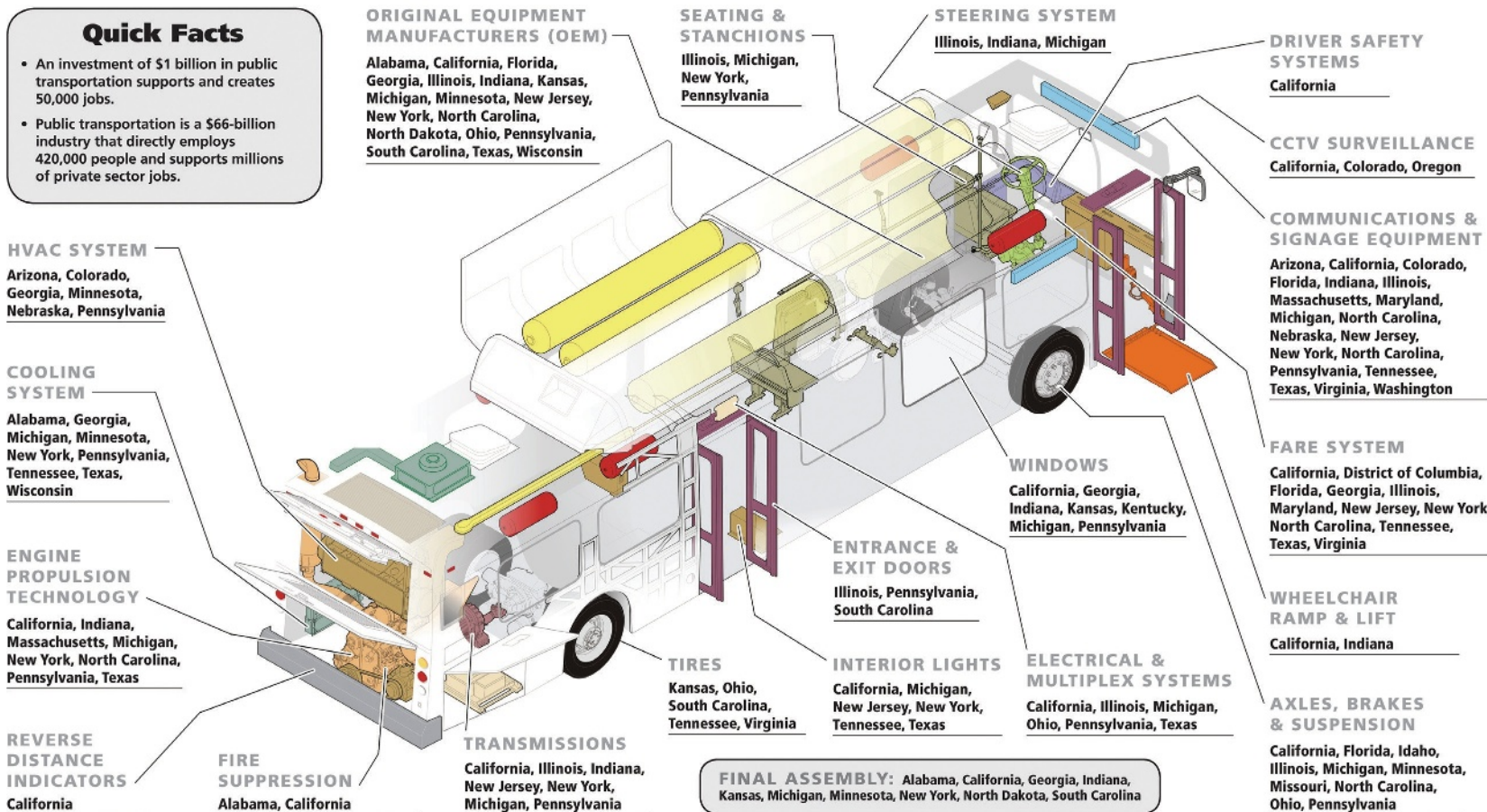
public transit's impact as a Main Street issue. This schematic illustrates the myriad jobs supported by bus manufacturing, categorized by vehicle systems and the states in which those jobs exist.

## Bus Manufacturing = Jobs Across America

*Strong public transportation makes our economy grow and makes the U.S. more competitive*

**Quick Facts**

- An investment of \$1 billion in public transportation supports and creates 50,000 jobs.
- Public transportation is a \$66-billion industry that directly employs 420,000 people and supports millions of private sector jobs.



## Innovative Partnerships and Technologies Drive COTA

BY JOANNA PINKERTON  
President/Chief Executive Officer  
Central Ohio Transit Authority  
Columbus, OH

The Central Ohio Transit Authority (COTA) is leading the regional conversation about mobility and innovation while preparing for the transportation revolution in central Ohio.

As we move forward, we believe it is important to continue evolving our

system to serve our rapidly growing region. As the places in which people live and residential and business life evolve, so must the ways in which we imagine, enhance and deploy public transit.

COTA kicked off 2018 with the Jan. 1 launch of CMAX, central Ohio's first BRT service. CMAX features high-frequency service, traffic signal priority,

**COLUMBUS CMAX BRT** CONTINUED ON PAGE 24



On Jan. 1, COTA launched CMAX, central Ohio's first BRT service.

## Ridership Rises for 'TheRide' in Ann Arbor, MI

The Ann Arbor Area (MI) Transportation Authority (TheRide) reported a 5 percent increase in ridership for the 2016-2017 fiscal year: 6.9 million rides, compared with 6.6 million the previous year.

The agency said the increase demonstrates the continued demand for public transit services in the greater Ann Arbor-Ypsilanti area. It encompasses riders on all TheRide services including fixed routes, services for seniors and persons with disabilities, Express Routes that run non-stop to downtown and university locations, and airport services. The largest gain, 5 percent, was on fixed routes, followed by 3 percent for demand-response services for seniors and persons with disabilities.

TheRide cited an onboard survey of approximately 3,000 riders, conducted in fall 2017, that showed 45 percent of passengers using the agency's services more frequently than they had the previous year. While 26 percent of respondents said they are new to the service, 47 percent have been riding for one to five years and 27 percent have been riding for six or more years.

"Public transit is very important to this community. TheRide is dedicated to meeting that need by making it as easy as possible for our riders to get where they need to go," said TheRide Chief Executive Officer Matt Carpenter. "We are thrilled to see these latest numbers, which tell us the community is responding to and using our services. There is clearly a need for continued support and investment."

Survey respondents also gave high marks for driver courtesy, 95 percent; quality of service information, 92 percent; cleanliness of buses, 93 percent; safety from bus accidents, 96 percent; level of personal security when using services, 95 percent; and conditions at bus stops, 93 percent.

The agency also noted its implementation of numerous improvements since 2014, when voters throughout the ridership area approved a dedicated millage. These improvements have increased access to neighborhoods and job centers while expanding service for seniors and persons with disabilities, as well as later service hours on weekdays and weekends on most routes.





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## MTA Creates Accessible Transportation in Flint, MI

The Mass Transportation Authority (MTA) in Flint, MI, is transforming its public transportation services by breaking away from traditional transportation operations and expanding specialized services not addressed through fixed routes or paratransit.

The MTA is working to better meet the needs of its residents, including an aging population, by developing and implementing new programs such as medical transportation.

In 2015, the authority began partnering with area agencies to introduce Rides to Wellness, a service that provides residents and their families with accessible transportation to medical facilities outside the normal fixed-route bus service area. The next year, MTA added a higher-level same-day service

within 30 minutes of the request.

Initially operating with six passenger cars and a small fleet of mini-buses, this service today operates with 63 cars, providing several thousand rides per month. The service has continued to grow, and it is estimated that by April 2019, the MTA will operate more than 100 cars daily providing medical related transportation services.

The agency can provide these services because of the many partnerships it has developed with organizations whose clients need the individual connection. The Rides to Wellness program is tailored to be extremely responsive to the user, providing the necessary flexibility that comes with medical

FLINT MTA CONTINUED ON PAGE 15



Flint MTA's Rides to Wellness program improves access to medical resources for customers in its service area.

## Omnitrans Adopts Mobile Fares as a Service Solution

Faced with no budget to implement a customized mobile fare solution, Omnitrans in San Bernardino, CA, almost shelved the idea. But some out-of-the-box thinking led to the agency launching mobile fares in just six weeks with no upfront costs.

Omnitrans has created a new category of pass sales outlets to distribute mobile digital fares. As with traditional brick-and-mortar outlets, the mobile fare reseller would be paid in the form of commissions. Token Transit was set up as the first such mobile fare outlet in July 2017 and, by mid-August, customers had a new pay-by-phone option.

"With this business model, Omnitrans avoids costs associated with development and startup as well as ongoing maintenance or licensing fees," explained Director of Marketing and Planning Wendy Williams. "We simply pay as we go for actual mobile fares sold. It is the mobile fare outlet's responsibility to keep their platform up-to-date and implement new features."

To entice riders to try the mobile fares, Omnitrans offered a 50 percent

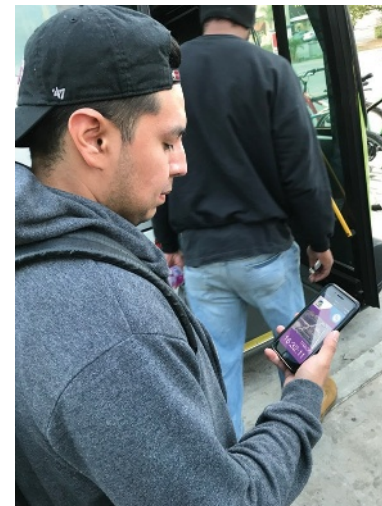
discount on the customer's first seven-day or 31-day pass purchase through Dec. 31, 2017. By December, mobile fares accounted for 5.6 percent of all passenger boardings, up from 3.3 percent in the first month.

Customers give the mobile fare option high marks, reporting satisfaction at more than 91 percent. More than 60 percent of those surveyed said they previously paid cash on board.

As one Omnitrans passenger explained, "It's neat to be able to pay with your phone and not worry about always having exact cash. I always had to have \$18 cash to pay the driver, but having the mobile fare option has made riding easier because I can buy the pass with my debit card. And you don't need to worry about

losing your bus pass, because it's always in your phone."

Riders of all ages are using mobile fares. The highest use is among those age 20-29, 33 percent, while the lowest is 4 percent by those 60 and older. Omnitrans coach operators also give positive feedback and appreciate that mobile passes help to speed up boarding time.



An Omnitrans customer prepares to board using the mobile fare app.



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# Tracking Software Pays Off For Connect Transit

Thanks to its implementation of GoCanvas software last year, Connect Transit in Normal, IL, is saving roughly \$45,000 per year by digitizing many everyday tasks and allowing employees to track various items throughout its daily operations.

GoCanvas saves agency employees hundreds of hours by replacing illegible, slow paper forms with an easy-to-use app that can be accessed on smartphones and tablets. The process also allows the agency to quickly reference files and reduces time looking for paper copies when issues arise.

This software allows Connect Transit operators to perform pre- and post-trip reviews via tablets, view memos and fill out accident reports at the scene. The user-friendly dashboard lets management run reports, push out memos and create checklists while allowing them to review the analytical data in real time.

Drivers can also use GoCanvas to submit defect information and photos to give the maintenance department a better understanding of each issue. Agency staff are then able to place the data automatically into an Excel format to configure and display the information and gain real-time insights.

GoCanvas allows Connect Transit staff to separate apps, submission data and users by department, division, team, etc. It also coordinates with

other software such as Dropbox and Google Drive, which allows for easy storage of information employees are collecting in other formats, and features hundreds of different applications that can be tailored to fit an organization's individual needs.

By downloading the app on their smartphones, operators can stay up-to-date on what is happening without being at the office; they also can sign off on employee memos after reading through them on their own time. Operators who do not have smartphone access can check in at one of four tablet stations installed by the agency outside its dispatch window.

# Bicyclists Benefit at Dayton RTA's Wright Stop Bike Shop



The Greater Dayton (OH) Regional Transit Authority (RTA) recently offered special incentives for bicyclists to mark the seasonal reopening of its Wright Stop Bike Shop in downtown Dayton. Sally Brown, manager of the bike shop and RTA's Alternative Transit Solutions Department, called the bike shop "a natural complement to our transit services," noting that all RTA buses have bike racks. During the opening week, the bike shop provided discounts on all parts and accessories and on the cost of a premium tuneup.

## FLINT MTA

CONTINUED FROM PAGE 14

appointments as well as offering travel options to family members with infants in car seats. The MTA also provides clients the opportunity to stop for prescriptions or visit the grocery store.

MTA General Manager/Chief Executive Officer Ed Benning said the service's additional care and benefits to riders make a big difference.

"There are some upcharges that come with those trips for the added conveniences, but it's all about offering what is necessary to provide a great quality of life for the citizens in our community," he said. "As an organization, we are extremely proud of the progress we have made, and the feedback we have received from the community is extremely positive. As ridership changes on fixed routes, we see a re-emergence of public transportation needs that are much more specialized and are consistent with the fact that people are aging in place."

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# 'RideKC Freedom On-Demand' Transforming Paratransit Delivery

The Kansas City Area Transportation Authority (KCATA) continued building on its commitment to innovation during 2017, launching a groundbreaking initiative that gives paratransit customers more transportation flexibility than ever before.

RideKC Freedom On-Demand, which began May 1, 2017, allows paratransit customers to use a smartphone app to book a trip. Unbanked customers or those who do not have a smartphone can simply call the call center and have the option of using cash to pay for trips.

Paratransit riders can now make

same-day transportation decisions, just like most other people, without any barriers. They no longer are required to schedule a trip 24 hours in advance, nor do they have to provide a half-hour window to be picked up.

Even more exciting, KCATA demonstrates its good stewardship to taxpayers because the service costs less than traditional paratransit service. Customers have taken more than 60,000 Freedom On-Demand trips since the program began.

While RideKC Freedom On-Demand is designed for customers who qualify

for specialized transportation because they can't ride the bus, the ride-hailing service is available to everyone. Especially unique is that a portion of the fare paid by non-paratransit riders is returned to KCATA to reinvest in service for people with disabilities.

The idea for Freedom On-Demand came out of another pilot effort KCATA undertook with the transportation network company Bridj, through which KCATA offered an app-based service to summon a ride downtown,



KCATA President/Chief Executive Officer Robbie Makinen with his service dog, Loki, about to board a RideKC Freedom van.

Photo courtesy Kansas City STAR.

giving residents access to jobs, for only \$1.50. KCATA was the first major U.S. public transit agency to partner with

KANSAS CITY CONTINUED ON PAGE 18

# Propane Leads the Way for DART's Paratransit Fleet

BY TODD MOUW  
President  
ROUSH CleanTech

IN 2014, Delaware Transit Corporation (DART First State), which operates the largest self-managed paratransit fleet in the U.S., took on a two-year pilot program testing five propane autogas paratransit buses. The agency chose to pilot two different types of vehicles, dedicated (only operating on propane) and dual fuel (operating on gasoline or propane).

The program's success led the agency to purchase a total of 165 dedicated propane autogas shuttles—more than half the entire DART paratransit fleet. Each of these vehicles is built on the Ford E-450 chassis with 6.8L V10 engine and equipped with a ROUSH CleanTech dedicated propane autogas fuel system.

This propane vehicle has completed



After a two-year pilot program, DART has purchased a total of 165 dedicated propane autogas paratransit buses.

Photo courtesy of ROUSH CleanTech

FTA's New Model Bus Testing Program ("Altoona Testing") and is certified for sale in all 50 states by the California Air Resources Board and Environmental Protection Agency.

"Our first five propane-fueled buses collectively traveled 450,000 miles with no fuel system-related failures and saved \$15,000 in fuel costs alone," said John T. Sisson, DART First State chief execu-

tive officer. "That, combined with the reduction in greenhouse gas emissions, made it an easy decision to expand the propane program with our new private fuel stations and expansion of the propane fleet."

## Environmental Savings

Kept in operation for five years, each DART paratransit bus travels between 35,000 and 40,000 miles annually. Every paratransit bus consumes approximately 7,275 gallons of propane autogas annually, saving approximately 6,250 gallons of gasoline.

The propane autogas paratransit buses each emit 91,000 fewer pounds of carbon dioxide emissions over their lifetimes compared to the agency's gasoline models—or 15 million pounds for the entire propane fleet.

Propane autogas is a low-carbon fuel that reduces greenhouse gases by up to 25 percent, with 60 percent less carbon monoxide and fewer particulate emissions compared with gasoline.

## Cost Savings

To track costs, DART First State runs a weekly report based on the number of vehicles in service, their total mileage and gallons of propane autogas used. Based on the current price of propane autogas and gasoline, the agency then calculates its weekly savings.

In March 2018, savings averaged \$76 per bus per week. The agency is saving approximately \$11,000 per week by operating a propane autogas paratransit bus fleet, equaling more than \$500,000 annually in fuel expenses alone.

DART First State has calculated a 36 percent cost per mile fuel savings, with 19 cents for its propane shuttles compared with 30 cents for its gasoline shuttles. Historically, propane autogas costs 40 percent less than gasoline and up to 50 percent less than diesel.

The system also has experienced maintenance savings due to the fuel's clean-burning properties. "We've seen a significant reduction in engine-related problems. Overall performance of the

vehicles is greater and we have experienced far fewer engine-related breakdowns," said Richard Walters, fleet and contract operations director.

Essential to daily operations, the agency installed private fueling infrastructure. DART First State worked with Sharp Energy, a local propane provider, to install two low-cost refill stations at different, convenient locations.

Propane autogas fueling infrastructure costs less than any other transportation energy source—conventional or alternative. Sharp Energy provides the propane for the DART paratransit buses along with technical and maintenance support for the vehicles and fueling stations.

DART First State is realizing the economic and environmental savings that come with adopting propane autogas, and the agency expects that momentum to continue as it plans to convert its entire paratransit fleet to propane autogas by 2020.

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# Flagstaff's Mountain Line Partners for Future Success

BY JEFF MEILBECK  
Chief Executive Officer & General  
Manager  
Northern Arizona Intergovernmental  
Public Transportation Authority  
Flagstaff, AZ

The Northern Arizona Intergovernmental Public Transportation Authority (NAIPTA) surpassed the two million annual rider mark on its Mountain Line fixed-route transit system for the first time ever in Fiscal Year 2017 and has experienced ridership growth of 19 percent so far this year.

On the heels of a successful transit tax renewal ballot initiative in November 2016 and with the addition of five 60-foot articulated buses to accommodate a growing Northern Arizona University (NAU) population, the agency is well-positioned for the future. Known as an organization that embraces new challenges, the NAIPTA board and staff set out to answer the question: What's next?

The NAIPTA board recently adopted



Mountain Line provided more than two million annual rides for the first time in FY 2017.

a five-year transit plan that calls for increased frequency and service span, in addition to tools that will allow buses to move through traffic more efficiently. When adding in a projected 27 percent increase in NAU enrollment over the next decade, the agency realized that

implementing the five-year plan and partnering with the university to make public transit more accessible to students were its next opportunities.

Congestion is one of the most pressing issues facing Flagstaff today, and it is front and center as the city council

considers sending a public transit tax increase to the voters this November. The increase would partially fund the five-year plan, and full funding could be realized through leveraging the tax dollars against a potential Universal Access Pass (UPASS) program with NAU. Popular in college towns, the UPASS would allow unlimited transit access to all NAU students, staff and faculty.

By tying the success of the tax increase to the investment from NAU, voters will have an opportunity to improve public transit throughout the community and give mobility options to the city's largest population.

NAIPTA made an incremental step toward the UPASS in 2012 with the introduction of Mountain Link, a free route that connects the NAU campus with downtown Flagstaff and Woodlands Village, a popular residential area. Adding full access for students to the entire system has been a long-term goal and, through partnerships and the power of transit to mitigate congestion, this goal could be realized soon.

## NCRTD Builds Efficiencies With New Software

BY ANTHONY MORTILLARO  
Executive Director  
North Central Regional Transit District  
Española, NM

The North Central Regional Transit District (NCRTD) provides bus public transit to four counties in northern New Mexico (Santa Fe, Los Alamos, Taos and Rio Arriba)—a service area comprising more than 10,000 square miles.

This year, the NCRTD implemented a user-friendly route planning and scheduling software platform that provides tools to build and modify public transit services in real time. The software has succeeded in increasing efficiency, meeting the needs specific to the communities served while also creating an improved workplace for operators and operations staff.

The district further benefits as improved operational efficiencies are expected to result in a decrease in fleet needs, more efficient use of staff time, decreases in overtime and sick leave usage, among other benefits.

The software includes two modules:

planning and scheduling. Collectively, the software demonstrates real-life impacts from a variety of angles while outlining the operational efficiencies that could be realized.

The planning component automatically looks at proposed route modifications—for example, a new bus stop or a routing change—and can then analyze the changes to determine their impact on the existing transit network and the communities it serves.

The scheduling component refines the proposed/new services to perform such tasks as creating pieces of work for operators and rosters for semiannual operator route bids and, eventually, automatically assigning vehicles.

In years past, staff would manually create route variations based on anecdotal evidence from passengers, operator input and community feedback. Staff would compile the data and analyze based on the overarching feedback received. Staff would then determine two to three routing options to offer for discussion at a staff and/or board level. Although this approach served NCRTD well in the past, it had become clear

there was room for improvement.

Utilizing the new software, the NCRTD will be able to create a greater variety of routing options with a much shorter turn-around time. Furthermore, costs and impacts to the community will be more accurately displayed in the context of appropriate data (actual cost based on allocation versus guesstimate; Title VI and similar analysis to guide modifications). This streamlined pro-

cess will result in cost savings and allow staff to be more efficient and effective in planning and ultimately tackle more projects.

The scheduling component further refines the proposed/new services created in the planning platform and performs such tasks as runcutting, creating daily pieces of work for operators, rostering for semiannual driver pick/bid and calling out vehicle assignments.

The benefits of planning and scheduling software that is customizable in house greatly outweigh what could be accomplished by working with a consultant and collectively cost roughly the same as runcutting as a one-time-only function.

In April, the NCRTD achieved a successful rollout of modifications to 11 of its 25 routes, which are now operating with greater efficiencies at reduced cost.

## SamTrans Mobile App Could Break Down Barriers

BY MATT WILSON  
Public Affairs Specialist  
San Mateo County Transit District

**"DO I HAVE** exact change?" "When is the bus getting here?" "Is it running late, or am I just really early?" These are common questions for many bus riders.

Customers of the San Mateo County Transit District (SamTrans), San Carlos, CA, will be able to answer such questions more easily when the agency releases its new Mobility App—anticipated Sept. 1. Riders will be able to use their smartphones to track, in real time, the arrival and departure of their bus.

In addition, needing exact change won't be a concern with mobile ticketing, which will allow riders to buy their fare in advance and use their digital ticket to board. Customers will also be able to use the app to plan their trips.

In April, the SamTrans Board of Directors approved a two-year, \$478,000 contract with New York-based Bytemark Inc. to get the app built and ready for download. The company has developed and currently supports similar mobile ticketing and/or trip planning apps for

U.S. public transit agencies including King County Metro Transit in Seattle, Capital Metropolitan Transportation Authority in Austin and the Sacramento Regional Transit District.

Bytemark will be responsible for the development, deployment, evaluation, hosting, training, support, maintenance and updates to the application.

SamTrans also plans for technology improvements, along with staff training for successful implementation, and a marketing and outreach effort will be rolled out as the app gets closer to its go-live date.

Future enhancements could include integration of fare validation with the current system, expanding ticketing options, along with other connecting transit modes in the San Francisco Bay Area such as San Francisco Bay Area Rapid Transit (BART) and Caltrain. An enhanced real-time incident response communication feature could also be added.

SamTrans is aiming big and hopes the Mobility App can boost fixed-route ridership by 15 percent and fixed-route farebox revenue by 20 percent.



NCRTD is improving system efficiency with new scheduling software.



# Greater Dayton RTA Launches Design For New NexGen Fleet

**THE GREATER DAYTON** (OH) Regional Transit Authority (RTA) recently unveiled the design for its NexGen electric trolleys, an update that will be incorporated into the agency's recent order of 26 new dual-mode, battery- and electric-wire-powered buses set to hit the streets in early 2019.

The term "dual-mode" means that the buses run on both the traditional electric trolley wire infrastructure and on lithium oxide batteries that charge while on the wire and can independently power the vehicle for up to 15 miles of service at 50 mph.

The bright green and silver metallic design debuted on one of four prototypes of the NexGen bus that RTA has been testing since 2014. The success of that testing led to the agency's decision to purchase 26 more buses, along with plans to order an additional 15 buses soon for a total of 45 vehicles—the largest bus contract in RTA's history.

"RTA's NexGen dual-mode electric buses feature a unique, crisp and sleek vehicle design, so we wanted the vehicle colors and any graphics to complement the style of this great looking bus," said Chief Executive Officer Mark Donaghy.

The RTA fleet includes both trolleybuses, which operate on 124 miles of electric trolley wires powering seven routes, and diesel buses, which handle the rest of the system's 29 routes. The

NexGen vehicles will replace the current ETI/Skoda trolleybus fleet, which has been in service since 1998.

Introduction of the NexGen fleet also will allow RTA to convert two routes from diesel to electric service, and several more routes will be evaluated for conversion in the coming months.

RTA Chief Capital Officer Bob Ruzinsky worked with Carmen Gaines, an agency graphic designer, to incorporate historical bus designs and color combinations used in Dayton over the past 100 years into the new NexGen scheme. The chosen design emulates the classic two-color green and silver combination last used in the 1970s; it will be used to rebrand the remaining prototype dual-mode electric buses and all future NexGen vehicles and will complement the updated design of the diesel buses RTA started receiving in 2016.

In addition, each of the electric buses being built will feature its own "fun fact" and will showcase a bit of RTA history as a way to share the agency's story across the Dayton region. "Adding the 'Welcome Aboard fun fact' to the entry side of each bus is a way to give each bus its own personality," Ruzinsky said.

Electric trolleybuses have a rich history in Dayton. Electricity first started powering public transit in the city in 1888, with streetcars then the main mode of transportation. After a large



RTA graphic designer Carmen Gaines displays the first NexGen bus in its new bright green and silver color scheme. Note the "Fun Fact" on the side of the vehicle.

car barn fire destroyed the majority of the streetcar fleet in 1932, the city began to adopt the "new" technology of electric trolleybuses to replace streetcars. In the decades since, Dayton has continued to operate electric trolleybuses and today remains only one of five U.S. cities to do so.

These "green" electric vehicles, with bodies by Gillig and electrification, a traction motor and poles from Kiepe Electric, both reduce RTA's carbon footprint and save on fuel costs. Each

NexGen electric trolleybus has up to a 20-year life expectancy, compared to an estimated 12 years for a diesel bus.

"RTA's objective for this project has been to leverage our existing trolleybus infrastructure investment to expand electric service with a vehicle design that combines the flexibility and efficiency of a standard diesel coach with the advantages of electric propulsion," Donaghy said. "The NexGen fleet will serve the Dayton region well for many years to come."

# LTD Launches Pilot Program For Service Animals

**CONFUSION REGARDING** service animals on public transportation is not new. Public transit agencies have struggled to find a balance between meeting the needs of passengers who require these animals and fairly enforcing rules that limit animals on buses or trains.

One of the biggest complaints from riders with service animals is that they are stopped every time they board a bus and asked a series of questions, slowing down the boarding process and creating an uncomfortable situation for them. Some riders have complained about being singled out, fostering feelings of discrimination.

Earlier this year, Lane Transit District (LTD) in Eugene, OR, introduced a voluntary pilot program, funded through a grant from Oregon DOT, that aims to streamline the boarding process for riders traveling with service animals. Early indications show that it is helping.

LTD offers the option to stamp a "paw print" on rider cards. Previously, bus operators had been required to ask

whether an animal is a service animal and what task the animal is trained to perform. The new cards indicate to drivers that the rider has already been asked these questions and, therefore, does not need to be asked again.

While not a service animal certification, the new voluntary program is meant to benefit both riders and operators by minimizing unnecessary barriers to boarding while still allowing the flexibility for anyone who chooses to bring a service animal without a rider card. The key to this program is that it is voluntary, free and only takes a few minutes to get the paw print stamp.

Over the next year, LTD will collect data related to the program that will provide information, best practices and lessons learned, with the intention of sharing findings with other communities and public transit organizations.

For more information about this pilot program, please visit [www.ltd.org/service-animals](http://www.ltd.org/service-animals).



A pilot program for riders with service animals is under way in Eugene, OR.

# CamTran Provides the Link Between Families and Food

**ON THE FIRST** Wednesday of every month, CamTran in Johnstown, PA, offers shared ride and fixed-route bus service to the Greater Johnstown Area Vocational Technical School for beneficiaries of the Greater Pittsburgh Community Food Bank's Produce to People initiative.

Produce for People has grown significantly over the years and CamTran has been there every step of the way. CamTran's involvement continues to grow, too, with the agency now transporting 11-13 busloads of people to each event.

A roster is sent ahead of time to event organizers, who prepare the food boxes; event participants receive 30-40 pounds of fresh produce and food. Upon arrival, CamTran bus operators collect the

food boxes from the distribution line and load them onto the buses for the participants, before driving participants home—often conveying them to other appointments along the way.

For CamTran, this staple initiative is yet another opportunity to provide outstanding service to its valued passengers.



CamTran works with Produce for People volunteers to ensure that beneficiaries receive 30-40 pounds of fresh food each month.

## KANSAS CITY CONTINUED FROM PAGE 16

an urban technology company—but, as the online publication *Wired* put it, "it flopped."

Despite some characterizations calling the Bridj pilot an expensive flop, KCATA contends it was invaluable in helping the agency craft a better program, which was built with a strong core service for persons with disabilities—something Bridj did not offer—and builds out to provide fast, affordable rides for everyone.

As KCATA President/Chief Executive Officer Robbie Makinen said, Bridj was a great pilot program because "it allowed us to look at public transportation in a whole new way and capture folks who

normally wouldn't ride public transit. It allowed us to adapt the program to fit our needs here in Kansas City, where we are spread out across numerous municipalities and county and state lines. By adding up the lessons learned, we ended up putting together our brand of paratransit on-demand. Our pilot with Bridj wasn't a failure. It was a bridge to freedom: RideKC Freedom On-Demand."

Without its experience with Bridj, KCATA would not have an on-demand solution that has reduced the per-trip cost of paratransit service by 40 percent while increasing accessibility to public transportation for those customers who need it most.





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# Laketrans Uses Innovation to Save Money, Add Revenue

Laketrans in Lake County, OH, is using propane fuel, test-market partnerships and the possibility of selling maintenance services as ways to keep its \$2.5 million maintenance operation within budget.

The agency selected propane over gasoline, diesel and CNG after learning in 2015 that Chevrolet would no longer manufacture the diesel chassis used for its

85-vehicle paratransit fleet. Laketrans made the decision because of advances in propane technology and its cost compared to diesel fuel.

"During our evaluation, we recognized propane vehicles would reduce our purchase price, as well as fuel and maintenance costs," shared Ben Capelle, Laketrans's general manager who led the project. "However, planning was critical as we had to build the fueling infrastructure, custom design an onboard fuel system for our capacity and manage the training of our operators and mechanics."

The capital project included engineering and construction of the fueling station and installation of indoor propane detectors for safety inside Laketrans's 122,000-square-foot vehicle storage and maintenance area. The initial test fleet consisted of vehicles that seat either eight or 10 passengers.

Another benefit of propane, according to Capelle, is its low cost and stability at a time when demand continues to grow. Ridership on Laketrans's Dial-a-Ride paratransit service has increased 14 percent over the past three years.

"Propane's lower BTU rating results in slightly lower fuel economy," he said. "However, the lower price quickly offsets the fuel economy. Our paratransit diesel buses are costing us \$17.37



Ridership on Laketrans's Dial-a-Ride paratransit service continues to grow.

every 100 miles to operate, whereas our new VT3 [paratransit vehicle] only costs \$11.18, yielding a 35 percent fuel savings." The vehicles themselves cost about \$6,000 less than a comparable diesel bus and repairs are easier: fuel filters need to be replaced every 100,000 miles, compared with 15,000 miles for diesel, plus the vehicles consume less oil and need little routine maintenance on the exhaust system.

Investing in alternative-fuel vehicles has allowed Laketrans to use federal and state funding incentives designed to help the community attain air quality standards. The agency has set a goal of operating 30 propane-fueled vehicles, or 35 percent of the Dial-a-Ride fleet, by the end of 2018.

## Working with Local Partners

For nearly 20 years, Laketrans's maintenance department has leveraged relationships with local manufacturers to test products to reduce costs. Over that time, Laketrans has tested lubricant additives for engine oils, driveline fluids and diesel fuel additives and is currently testing synthetic transmission fluids and filters.

"We have vehicles that operate the same routes each day and that creates a great test market because the fixed routes create a controlled, long-term

environment," said Keith Bare, director of maintenance. "During the testing phase, Laketrans will save nearly \$10,000 each year in transmission fluids and filters while also being reimbursed for labor."

Laketrans has also had discussions with a local adhesive technologies manufacturer to test vinyl display graphics for their vehicles or bus wraps sold for advertising revenue.

## In-House Innovator

While the transition to propane and community partnerships are reducing costs, Laketrans also is an innovator when it comes to growing revenue. After difficulty finding vendors to complete alignments on their 35-foot transit buses and 40-foot commuter

coaches, Laketrans decided to bring the services in-house.

"Our local vendor told us they did not want to continue to perform the service and we were driving our buses 45 minutes away to be serviced, and the travel time was cost-prohibitive," explained Bare. He suggested that Laketrans bring alignment services in-house, with potential to sell the services through governmental agency contracts.

"With other governmental agencies, like our county or local school districts having similar issues, we plan to sell alignment services once our maintenance department is trained and we have a general idea of how much time the alignment will take to complete," he said. "By completing alignments on Laketrans vehicles in-house, I estimate the machine will pay for itself in just four years."

Laketrans aims to pilot the sale of alignment service by the end of this year.

# Moving People, Sharing Stories

BY CLAIRE MERRICK  
Senior Communications Specialist  
METRO Regional Transit Authority  
Akron, OH

**THE ELDERLY WOMAN** waiting at the bus stop is days away from her 90<sup>th</sup> birthday. You'd never know it just by looking at her, but she rocks a cigar better than Marlon Brando. In her younger years she could often be found climbing trees, resulting in torn dresses.

The middle-aged man who boarded the bus is wearing cycling clothes. He talks about his love of Ireland and how part of his life was spent living overseas and across the U.S. due to his father's

occupation as an intelligence officer. Somehow, he brings up painting and, after some prodding, shares the link to his website, which features incredible artistry.

A little girl enters the transit center holding hands with her father. She has a skip in her step and a twinkle in her eye. "Hi!" she smiles. Her dad says they love riding the bus and his daughter's favorite part is pulling the stop cord.

Public transportation offers more than shared rides; it provides the opportunity to share stories. And at METRO, we believe in the power of stories—the power to inspire communities, the

power to break down barriers and the power to find common ground despite cultural and ideological divides.

With that power in mind, METRO created SummitStories.org, a blog sharing stories of the people, places and things encountered in and around public transit.

Summit Stories showcases public transit in a different way from what most people are used to. Instead of focusing on the services METRO provides, it highlights the people who use them. We see photos and read stories of riders waiting for their buses, employees working to keep things operating smoothly and partners using our public spaces to share information. Traditionally, we connect routes, but on Summit Stories, we connect *people*.

Everyone has a story to tell. Whether recorded on paper, spoken in words or shared in a photo, METRO looks forward to sharing those stories at SummitStories.org.



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# GCRTA Uses Technology to Improve Safety and Service

The Greater Cleveland Regional Transit Authority (GCRTA) is making every effort to remain at the forefront of technology, according to Chief Executive Officer and General Manager Joe Calabrese, and the most recent example is the “connected” technology from Battelle now in use by the agency.

“As technology changes, we change with it,” Calabrese said, “and it is technology that is now making our city buses safer.”

GCRTA, working with Battelle, launched a six-month project in February to evaluate enhanced safety systems on buses. It’s part of an FTA grant and it allows the agency to test cutting-edge safety technology in 24 buses retrofitted with so-called “connected” features to better avoid collisions. GCRTA installed the Enhanced Transit Safety Retrofit Package system and is using it at three locations in downtown Cleveland.

During the evaluation phase, connected buses collect data to evaluate system performance, safety impacts and lessons learned. By reducing bus collisions with pedestrians and other vehicles, the technology can prevent accidents and fatalities, reduce transit operator costs and decrease travel interruptions, according to Battelle.

The system notifies the bus operator when a pedestrian is in or about to enter a crosswalk in the path of the bus, Calabrese said. It also notifies the bus driver when another connected vehicle is turning in front of the bus as it pulls away from a stop.

Battelle explained that the technology project uses dedicated short-range communications radio for vehicle-to-vehicle and vehicle-to-infrastructure communication, GPS for vehicle tracking and forward looking infrared cameras for pedestrian detection.

# VTA Electric Buses Will Use Pioneering Technology

**AS THE SANTA CLARA** Valley Transportation Authority (VTA) in San Jose, CA, prepares to roll out brand new all-electric buses, the agency is teaming up with Prospect Silicon Valley and Bay Area tech companies to pilot a cutting-edge system that will manage charging those buses while keeping stress on the state’s electric grid to a minimum.

VTA recently purchased five battery-powered electric buses from Proterra, expected to be in service on various routes in May or June, with plans to add another five next year.

The charging pilot project, funded by the California Energy Commission, will serve as a major case study for public transit agencies throughout the country, particularly as California approaches its goal for all transit fleets to be zero emissions by 2040.

A system developed by Oakland-based software company Kisensum will

optimize the charging of VTA’s electric buses. The National Renewable Energy Lab (NREL) in Denver is driving the research on this pioneering effort.

The public transit industry and other transportation providers will watch this four-year “Vehicle to Grid Integration” project as they begin planning for their own possible fleet transitions to electric buses. The project will apply integrated systems to reduce charging costs through demand management and demand response.

“This project will provide a critical cornerstone towards moving our entire fleet to zero-emission vehicles,” said VTA General Manager and Chief Executive Officer Nuria Fernandez. “We are excited to be partnering with nationally recognized industry experts on this important project that will advance the state’s strategic electrification goals.”



VTA is piloting a cutting-edge charging system designed to ensure minimal stress on California’s electric grid.

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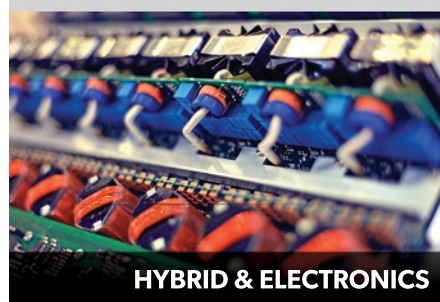
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## TARC Restores, Upgrades Historic Union Station

Louisville, KY's Union Station, the historic headquarters of the Transit Authority of River City (TARC), is nearing the end of a restoration and energy efficiency transformation that began six years ago.

"We view ourselves as holders of a unique public trust," said TARC Executive Director J. Barry Barker. "Union Station is a majestic, beautiful public place with a rich history and we take seriously our ownership role."

The work, funded largely through federal grants, has included six projects totaling about \$10 million. Beginning in 2012, TARC restored and weatherized Union Station's 278 windows, including 40 made of stained glass. The project included work on exterior doors, replacement of a massive skylight and installation of insulation in the attic.

The largest single project at the station is a new heating, air conditioning and ventilation system scheduled for completion in late summer and expected to decrease energy consumption and related costs by 60 percent.

"We've worked closely with the State Historic Preservation Office to make sure we're doing all the right things while modernizing to be good environmental stewards," Barker said.

While work has required some temporary administrative office relocations, the customer service operation has



Louisville's Union Station.

remained open in the lobby.

A visit to the station is in many ways a step back in time. The lobby is in a vaulted atrium with stained glass, a ceramic tile floor and marble wainscoting, much as it was more than 100 years ago. One of the last remaining mule-drawn trolley cars operated by the Louisville Railway Company is on display, along with photos of Union Station activity in the early years.

The Louisville and Nashville Railroad began operating Union Station in 1891 and the last train departed in 1976. TARC took over the site in 1979. Union Station is open to the public during office hours and available to community groups for meetings and events.

"Everyone attending the 2019 APTA Bus & Paratransit Conference in Louisville is invited to come see Union Station," Barker said. "With all the improvements, we're prouder than ever to share this beautiful building and its rich history."

## DCTA Announces First-Mile, Last-Mile Partnership with Lyft

**THE DENTON COUNTY** Transportation Authority (DCTA), Lewisville, TX, is embracing innovative mobility solutions through a new partnership with transportation network company Lyft.

As part of the program, those traveling within the specified Highland Village Lyft Zone can receive a \$2 discount for Lyft rides, providing valuable mobility services around the community and first-mile-last-mile connections to DCTA's transit system. Program specifics include:

■ **Service Hours:** Monday through

Friday from 5:30 a.m. to 7 p.m.;

■ **Lyft Zone:** Highland Village and Northern Lewisville; and

■ **Rider Discount:** \$2 discount will be applied to Lyft trips only. No additional discounts offered on any DCTA bus or train services.

"Providing innovative mobility solutions for riders—especially first and last-mile connections—is a major priority for DCTA," said President Jim Cline. "Our partnership with Lyft will help us continue to provide efficient mobility options for the communities we serve."

Attending APTA's 2018 Bus & Paratransit Conference? Use the official conference hashtag:

#APTAbus18







# RTC Washoe to Open New Bus RAPID Transit Line

BY LEE G. GIBSON  
Executive Director  
Regional Transportation Commission  
of Washoe County  
Washoe County, NV

The Regional Transportation Commission (RTC) of Washoe County, NV, is transforming a historic corridor connecting its two main cities, Reno and Sparks.

When it is complete this fall, RTC's 4th Street/Prater Way Bus RAPID Transit Project will include enhanced BRT service, ADA-accessible sidewalks, new bike lanes, fresh landscaping, environmentally friendly LED lighting and more-

inviting storefronts along its 3.1-mile corridor. The project, to include eight visually enhanced BRT stations and an electric bus-charging facility, will complement our existing RTC RAPID BRT route as we work to connect people between our two cities' downtown areas.

This mobility-improving project will promote alternative modes of transportation, including using public transit, biking and walking, and honor the corridor's special history along the historic Lincoln Highway. It will also provide improved access to jobs and educational opportunities.

As part of the project, the RTC will introduce five new fully electric buses

to its fleet. While the electric buses will help RTC with our future goal to become a fully electric, sustainable bus fleet, they will also honor the region's cultural and historical past.

The Reno-Sparks area has a diverse, rich and entrepreneurial history that we are highlighting by incorporating innovative design elements into our new transit service, the Lincoln Line. In an homage to the corridor's Lincoln Highway roots, the electric buses and BRT stations will feature vintage photos from the roadway's history and images of President Lincoln. The RAPID bus station shelters along this route will display historic murals embedded within glass



Artist rendering of a new RTC Lincoln Line BRT station depicting the July 4, 1910, Johnson vs. Jeffries "Battle of the Century," fought in Reno, NV.

on the station's shelter.

Additionally, during the course of community engagement and outreach, the RTC worked with the corridor's residents and business owners to create oral histories to document the area's heritage. The revitalization of this corridor includes new businesses repurposing old buildings into new, mixed-use community and entertainment spaces. It is also becoming a location for artists that create art for the annual Burning Man event that takes place on the Playa in the Black Rock Desert, north of the Reno-Sparks area.

The RTC looks forward to launching the Lincoln Line this fall. The 4th Street/Prater Way Bus RAPID Transit project represents a \$58 million investment in our community, made possible by DOT TIGER and Small Starts grants, federal Surface Transportation Program and Congestion Mitigation and Air Quality funds and local sales and fuel tax. Learn more about this project at 4thPrater.com.

# ChargePoint: Continuing to Generate New Ideas for Fueling Electric Fleets

## AS MORE PUBLIC TRANSIT

agencies electrify their fleets—to meet sustainability goals, save money and reduce pollution—more charging infrastructure becomes available and barriers to transitioning to an electric fleet are quickly going the way of the dinosaur.

ChargePoint's Express Depot differs from traditional charging stations that can only dispense a fixed power capacity at any given time; instead, it can intelligently share power among multiple buses. This enables installation of more charging ports than the existing site electrical capacity allows, while smart algorithms ensure buses get a sufficient

and timely charge, allowing public transit agencies to avoid costly power demand and peak demand charges.

With the ChargePoint Network, a system can be configured to adjust parameters in real time, based on inputs from external sources such as utility grid operators or from fleet and depot management platforms.

Take for example, a 150kW charger with two charging ports. It can charge two buses simultaneously up to 75kW each but, based on operational needs, the operator can adjust the power availability and reduce overall system demand to avoid unnecessary power

demand and peak demand charges, significantly reducing operation costs. Without a smart, networked charging solution, this cannot be done.

In addition to dynamically managing the charging system, the ChargePoint Network monitors and manages the charging hardware and all active charging sessions. Leveraging this level of proactive monitoring through Cloud Services allows for active alarm response and preventive maintenance planning, which in turn supports optimization of the depot charging system, while ensuring reliable transit operations.

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# Golden Age of Transit: Southern California Seniors Are Having Their Moment

BY BRADLEY WEAVER  
Media and Public Relations Manager  
Riverside Transit Agency  
Riverside, CA

Senior citizens in the Riverside, CA, area are trading their car keys for a bus pass thanks to an award-winning travel training program that's putting our nation's aging population on the road to self-sufficiency.

The Riverside Transit Agency's (RTA) *Freedom to Go* Travel Training Program is a free, self-paced process that allows an individual, regardless of ability or age, to learn to ride RTA's fixed-route bus system. Last year, 439 people participated in training; the trainees took more than 95,000 fixed-route trips during the year. Trainees have said the program provides freedom and independence that didn't exist with the previous advance-reservation system.

"When the time comes and I can no longer drive my car—and that time is coming soon—I know I'll have something I can rely on to get around," said Hemet, CA, resident Dorothy Allen.

Launched in 2011, the program,

which is fueled by a federal grant, has steered a growing number of people away from costly Dial-A-Ride service and got them on board the agency's fixed-route buses. The program has trained more than 1,700 people, generated more than 380,000 trips on fixed-route buses and saved RTA \$1.5 million.

Art Welch, chairman of the RTA Board of Directors, said the program is enhancing people's lives and making affordable transportation a reality. It's also gone a long way in making travel more affordable and helping riders achieve self-sufficiency.

"We want to help seniors stay as active and engaged as long as possible, so they can be assets for their family and community," he said.

For the growing number of Americans over 65, good mobility can't wait.

Nearly a quarter of Americans over age 65 don't drive, which can contribute to social isolation, especially in car-centric communities. A 2009 survey cited by TransitCenter found that, of adults 65 and up who hadn't taken a trip outside their home in the past week,

more than half said they'd like to get out more regularly.

RTA knows that as the nation's population continues to age, a growing number of seniors will be turning to public transportation to get around. For many of them, the dream of mobility has become a reality.

Since launching the program, RTA has conducted more than 70 group-travel training sessions for seniors. According to participants, the training is giving them easier access to shopping and medical centers, as well as the confidence to connect with commuter trains serving destinations both near and far.

And the training isn't just for seniors. Many of the trainees have disabilities that formerly prevented them from riding fixed-route buses. With the confidence of knowing how to safely access the bus, many of these customers are now traveling independently using public transportation.

Providing the freedom to roam has been a godsend for those learning to navigate the bus system. Just ask Oscar Gutierrez, a college student with dis-



Since launching the *Freedom to Go* program, RTA has conducted more than 70 group-travel training sessions for seniors.

abilities, who uses fixed-route service to get to his classes for audio-production engineering. Five years ago, he was completely dependent on Dial-A-Ride or family members to take him places. Now he exclusively uses the bus for all of his trips.

"The training helped me feel more comfortable and confident," he said. "I know my backup plan and how to travel safely, so I no longer have the fear of getting lost. I know people will benefit from this program like I did."

## SAN DIEGO RIDERSHIP CONTINUED FROM PAGE 9

12 minutes saw demand increase by 5.4 percent. Sunday frequency was doubled from every 60 minutes to every 30 minutes and ridership increased by more than 50 percent.

- A route that went from every 20 minutes to every 15 minutes on weekdays saw ridership increase by more than 10.3 percent. On weekends, it went from every 30 minutes to every 15 minutes and ridership jumped 28 percent.

- Another route's frequency was doubled to every 15 minutes on weekends. Ridership increased by 20.3 percent on Saturday and by 29.9 percent on Sunday.

- Ridership increases on the other routes ranged from 2.1 percent to 8.2 percent.

Customers took approximately a week to adjust to the TOP changes. The

week that TOP went into effect, MTS customer service experienced a 7 percent increase in call volume, but this leveled out the following week. Calls included inquiries about how to ride with the new route changes, compliments about increased frequencies and complaints about routes we shortened that now required passengers to transfer.

### Points to Consider

Overall, our ridership increases have been very encouraging. We won't be able to realize the full impacts of the TOP strategy until all changes are implemented, and increasing ridership isn't an overnight process.

Clearly, making the transit system as efficient as possible for the largest possible population is a smart strategy. Public transit agencies can't be all things to all people, but we can really make transit

attractive when we invest in a higher level of services in the communities with the highest propensity for transit adoption.

Strategic system changes and reallocation of resources to meet market demands are among the best bets to turn the tide of declining ridership.

For other agencies thinking of embarking on a similar process, here are a few things to consider:

**Time Commitment:** TOP took about 18 months of planning; implementation takes about 12 months. Be prepared for at least a two-year commitment.

**Stakeholder Involvement:** MTS held a large workshop with community

stakeholders to enable a two-way discussion of the proposed changes. This was a critical component to securing board approval.

**Community Involvement:** MTS provided the community many opportunities to submit input, including more than 50 outreach events. Social service agencies were involved. We provided feedback forms on our website and the public was able to comment directly to board members at several public meetings, culminating in a public hearing.

MTS would be happy to share our approach in greater depth. Initial inquiries should be sent to [rob.schupp@sdmts.com](mailto:rob.schupp@sdmts.com).

## COLUMBUS CMAX BRT CONTINUED FROM PAGE 12

enhanced passenger stations, real-time information screens, USB charging ports on buses and free on-board Wi-Fi.

Beginning in June, more than 40,000 eligible downtown Columbus employees and residents will have unlimited access to COTA at no out-of-pocket cost.

As we continue to bring new riders to public transit, we're excited to launch C-pass, a unique partnership with the Capital Crossroads Special Improvement District and the Mid-Ohio Regional Planning Commission (MORPC). The goal of the program—funded by downtown property owners, MORPC, community partners and grants—is to increase ridership, decrease congestion and reduce the need for parking to open new business development opportunities.

In late 2017, COTA installed new fareboxes on its fleet of 320 buses that accept smartcards and mobile payments. We will begin offering these two new

payment methods this summer.

COTA also is a key implementation partner with Smart Columbus, a regional smart city initiative that launched when Columbus competed against 77 cities and won U.S. DOT's \$40 million Smart City Challenge in 2016. COTA is engaged in the development of an integrated data exchange, common transportation payment system, multimodal trip planning, connected electric vehicles and mobility hubs.

Transportation, and especially public transit, are facing unprecedented, positive disruptions and opportunities brought by the introduction of technology and data as part of solutions to mobility challenges. COTA is committed to developing and implementing the innovations, partnerships and technologies that will improve the lives of our businesses and residents today while positioning future generations for the promise of tomorrow.

## MTS Opens First Station Since 2005



The San Diego Metropolitan Transit System (MTS) opened its first new Trolley station since 2005—the Courthouse Station, the new downtown terminus of the Orange Line—on April 29. The opening of the new station, located a few blocks from the previous end of the Orange Line, is part of preparations for the launch of the Mid-Coast Trolley extension in 2021. Its location is within one-half mile of more than 44,500 jobs, according to MTS.



# 'Brad On The Bus' Outreach Engages Customers, Public

BY LOLO ROBISON  
Director of Marketing & Customer Service  
Capital Area Transportation Authority  
Lansing, MI

Nobody would ever describe Brad Funkhouser as obscure, but little did the newly appointed CEO of the Capital Area Transportation Authority (CATA) know that he was about to become a local household name.

"I want to give customers and the public opportunities to help guide the future of public transit in the greater Lansing region," Funkhouser said. "My goal, following a challenging 2017, is to re-establish customer trust and raise our stock. We're a new CATA. I'm listening. I want to hear from our customers, who know better than me, how we're doing and what more we can do to improve our operations and service delivery."

Enter "Brad On The Bus"—an outreach campaign that has Funkhouser regularly riding fixed-route and paratransit buses, listening to customers and sharing his vision to enhance customer experience, employee and customer safety, business proficiencies and community partnerships.

"We started with all the right ingredients for a successful outreach campaign," Funkhouser explained. "First, we consciously handed the conceptual and creative reins over to Frederick Siler, our marketing specialist."

Siler is a twenty-something Michigan State University graduate student. He's one of a handful of smart, up-and-coming transit professionals entering CATA's workforce. Tech-savvy and unobtrusively laid back, he championed "Brad On The Bus" by engaging co-workers in brainstorming sessions, before meeting with his department director for feedback and guidance.

Siler orchestrated the production



CATA CEO Brad Funkhouser (seated) befriends Michigan State University Spartans Kate Prisby (seated), Casey Halas (back row left) and Nolan Tollefson during a recent "Brad On The Bus" outreach event.

of a video ([bit.ly/BradOnTheBus](http://bit.ly/BradOnTheBus)) that honestly portrays Funkhouser as the guy next door who regularly uses the services he oversees.

"He's genuinely humorous and approachable," Siler said. "He makes customers laugh and encourages them to share the good, the bad and the ugly about their experiences with us."

According to Siler, the campaign was intentionally designed to take advantage of Funkhouser's naturally fun-loving personality. His interactions with customers make it clear that he is committed to stewarding the funds entrusted to CATA by the public, and raising the bar in terms of service quality and transparency.

Iconic imagery, social and digital media and coordinated popup events at local coffee houses and diners help set the stage. The rest is up to Funkhouser to do what he does best: making friends. Together, the team monitors customer comments and feedback, event attendance, social media engagement and other performance measurements.

"We're currently trending between 70 and 100 face-to-face customer interactions per event. The buzz on social media is exploding, and the dialog is much more positive and collaborative," Siler said.

# People On The Move

**GRAND RAPIDS, MI**—American Seating announced the appointment of **Anthony Tomasello** as its regional sales manager for the northeast marketplace. He has more than 10 years of sales management experience, including five years in the transportation industry, and previously worked for companies including Chestnut Ridge Foam Inc. and Pitney Bowes.



Tomasello

**STEVENSVILLE, MD**—Steril-Koni has named **Radu Pop** business development manager and **Devin Leahey** a warehouse associate.

Pop has a decade of industry experience, working with fleets including public transit, trucking and public works. Leahey has related construction industry experience as a carpenter and an insulation installer.



Pop



Leahey

**PHILADELPHIA**—**Jeffrey D. Knueppel**, general manager of the South-eastern Pennsylvania Transportation Authority, received the Roosevelt Leadership Award at the 25<sup>th</sup> Annual March of Dimes Transportation, Building and Construction Awards Luncheon in Philadelphia.

The award, named for March of Dimes founder President Franklin Delano Roosevelt, is given to an individual who exemplifies commitment to the community through volunteer service and excellence in his or her field. Knueppel has worked on the fund-raising luncheon event for more than a decade, serving as a board member, chairman and honorary chair. He is wearing a second necktie, in Eagles green, in honor of the team's victory in the Super Bowl.

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**BOSTON**—STV has promoted **Paul J. Tyrell**, chief civil engineer in the company's Boston office for the past two years, to vice president. He has more than 30 years of experience and will now serve as deputy project manager for the \$1 billion Massachusetts Bay Transportation Authority's Green Line light rail extension.



Tyrell

**SAVANNAH, GA**—Chatham Area Transit announced the hiring of **Patricia Harris-Morehead** as chief strategy officer. She has 14 years of public transit experience, serving most recently as communications and marketing director for the Nashville (TN) Metropolitan Transit

Authority/Regional Transportation Authority, and earlier worked in Tennessee state government and in television news and public relations.

**SAN BERNARDINO, CA**—Omni-trans announced the appointment of **Connie Raya** as director of maintenance. She worked at the Orange County Transportation Authority since 1993, rising to the post of maintenance resource manager and more recently taking on special assignments.



Raya

**ANCHORAGE, ALASKA**—Alaska Railroad is honoring two employees, each of whom is celebrating his 50<sup>th</sup> year with the system in 2018: **Charles R. Dillard Jr.**, a carman writer/inspector, and **Harry Ross**, a conductor/brakeman.

Dillard joined the railroad in 1965 as an apprentice carman and, after taking a break in 1967-69, returned as a freight car carman in 1970. He chose a mechanical career, maintaining railcars. Soon he was promoted to car inspector, followed by promotions to carman leader in 1990 and carman writer/inspector in 2007. Dillard is a second-generation railroader whose father was an Illinois Central Railroad conductor for 39 years.

The railroad hired Ross as a student brakeman in 1968. He became a full-fledged brakeman in 1970 and added conductor to his skills the following year. From 1979-84, he oversaw train operations in the Anchorage Yard, first as a yardmaster trainee and later as a yardmaster. In 1985, he resumed conductor/brakeman duties and has remained in this job ever since.

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**SEATTLE**—Vix Technology has named **Gary Googins** its general manager for the Americas. Before joining the company, Googins was a public transit technology consultant whose activities included steering the program delivery of the Connect Transit Card, connecting nine transit agencies in the Sacramento, CA, market. He also worked for the Regional Transportation District in Denver as an ITS program manager and led the implementation of an electronic fare system.

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**DES PLAINES, IL**—**Ethan Sprengeler** has joined Motor Coach Industries as regional sales vice president. He joins the firm after serving as a sales account executive for another bus sales firm.



Sprengeler

# Trolley Service Returns to Memphis



After an absence of almost four years, the Memphis (TN) Area Transit Authority (MATA) resumed customer service April 30 on its Main Street Trolley Line. MATA Chief Executive Officer Gary Rosenfeld said of the resumption of service, "Tens of thousands of pages of new rules, regulations, engineering documents and standard operating procedures have been generated with one thing in mind: to provide the public with a safe, reliable mode of transportation." The trolley line connects the William Hudson Transit Center and the Butler Station, a distance of almost two miles. The restored service, which operates with refurbished vintage cars, will operate at first with two trolley cars Sunday through Thursday and three cars on Friday and Saturday; an additional three cars will enter service after completing refurbishments and additional testing.



# Taking the Train to the Prom

More than 500 students from Golden Valley High School in Santa Clarita, CA, and their chaperones traveled to and from their April 28 prom in Hollywood via a chartered Metrolink commuter train. After arriving at Los Angeles Union Station, they transferred to a special Los Angeles Metro Red Line subway train to the Hollywood/Highland complex where the prom was held.



## CLASSIFIEDS

### NOTICES

#### NOTICE TO MBE's, DBE's and WBE's

A national OEM parts distributor is interested in identifying viable suppliers for ongoing competitive bid requirements.

Product lines and qualifications can be directed to NFI Parts, 630 Kernaghan Ave., Door 76, Winnipeg, Manitoba, Canada, R2C 5G1

Attn: Robyn DeVisser Ph: 204-957-8679

### BIDS/PROPOSALS

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

##### INVITATION FOR BID

LACMTA will receive bids for OP52980 - ExpressLanes - Channelizers & Epoxy at the 9th Floor Receptionist Desk, Vendor/Contract Management Department, One Gateway Plaza, Los Angeles, CA 90012 (9th Floor).

This project is a Small Business Enterprise (SBE) Set-Aside contract. To participate in this IFB, bidders must be SBE certified with LACMTA prior to proposal due date. For information on the Set-Aside program, visit <http://mymetro/DEOD/Pages/Small-Business-certification-Unit.aspx>. All Bids must be submitted on forms furnished by LACMTA, and must be filed at the reception desk, 9th floor, V/CM Department, on or before 1:00 p.m. Pacific Time on Wednesday, May 16, 2018, at which time bids will be opened and publicly read. Bids received later than the above date and time will be rejected and returned to the bidder unopened. Each bid must be sealed and marked Bid No. OP52980. A Pre-Bid conference will be held on 24-Apr-2018 09:00:00, at One Gateway Plaza, Los Angeles, CA 90012, Alhambra: Room 09-84.

For a copy of the IFB go to <http://business.metro.net/VendorPortal/faces/home/solicitations/>

openSolicitations or for further information email Aryani Guzman at [guzmana@metro.net](mailto:guzmana@metro.net).

5/7/18

CNS-3119904#

PASSENGER TRANSPORT C/O AMER

#### REQUEST FOR PROPOSALS

##### REQUEST FOR QUALIFICATIONS

The South Bend Public Transportation Corporation (Transpo) is requesting proposals from qualified firms until 10:00 a.m. (EST) on Friday, May 18, 2018 to submit a request for qualifications for the hiring of a General Manager. To obtain an RFQ packet or for more information please contact Jamie Woods, General Legal Counsel, via email, [jwoods@tgla.wa.us](mailto:jwoods@tgla.wa.us)

The procurement for qualifications for the hiring of a General Manager shall follow Transpo's policies and FTA requirements for competitive procurement. The successful contractor will be required to comply with the applicable Equal Opportunity Laws and Regulations. Transpo, in accordance with Title VI of the Civil Rights Act of 1964, as amended and 49 CFR Part 26, will afford Disadvantaged Business Enterprises full opportunity to respond and will not discriminate against any interested firm or person on the basis of race, color, sex, or national origin in the review of qualifications or contract award.

#### REQUEST FOR PROPOSALS (RFP)

##### PROJECT DEVELOPMENT FOR NYS ROUTE 110 BRT SYSTEM

##### SC PURCHASING RFP NO. 18007

Commodity Code: 925 93

Submissions Due Date: June 15, 2018

(Advertised: May 3 and May 7, 2018)

The purpose of this RFP is to identify qualified consulting teams to complete the Project Development for a proposed BRT corridor and position Suffolk County to enter into a Small Starts Grant

Agreement with the Federal Transit Administration. Consultants will develop a final operating plan and 30% design concepts for the BRT system. Primary goals of this RFP include advancing transit planning service to design a system that will best serve the needs of the Route 110 Corridor, achieving Federal NEPA approval, and obtaining accurate capital and operating & maintenance cost estimates.

The specifications for this RFP are available through contacting:

- Accessing website: [www.suffolkcountyny.gov](http://www.suffolkcountyny.gov) : go to "Doing Business" tab and then the link for "Bids and Proposals" and follow the directions
- In person: SC Purchasing Office, 335 Yaphank Avenue, Yaphank, NY 11980
- By faxing (631) 852-5221
- By emailing [tom.malanga@suffolkcountyny.gov](mailto:tom.malanga@suffolkcountyny.gov)
- By calling (631) 852-5196 with the RFP number and your address

#### Timeline

- Technical questions due by May 18, 2018 by 3:30 PM
- Must be in writing (email acceptable)
- Proposals due June 15, 2018, by 3:30 PM
- Submitted to Suffolk County Purchasing Office

LATE PROPOSALS WILL BE REJECTED



#### REQUEST FOR PROPOSALS

##### RFP NO. SH-19001

##### RIDECHOICE MANAGEMENT SERVICES

Valley Metro requests interested parties to submit Proposals for RideChoice Management Services.

##### Project Overview:

Valley Metro is seeking a firm to manage the continuing growth and evolution of the RideChoice program. RideChoice delivers approximately 100,000 annual one-way taxi trips to qualified seniors and people with disabilities who reside in the communities of Chandler, Fountain Hills, Gilbert, Mesa, Surprise and Tempe.

##### Pre-Proposal Conference:

A Pre-Proposal Conference will be held on Thursday, May 3, 2018 at 12:00 P.M. MST (Phoenix local time) located at 101 N 1st Avenue, Suite 1400, Phoenix, Arizona 85003.

##### Proposal Date/Time:

Thursday, June 7, 2018 by 3:00 P.M. MST (Phoenix local time). Proposals received after the specified time will not be accepted.

The Request for Proposals (RFP) documents are now available. Interested firms may download the RFP documents at Valley Metro's E-Procurement Website: <https://valleymetro.procurement.com/home>. A login will be required to submit a response.

Questions regarding this solicitation may be submitted via Valley Metro's E-Procurement Website, <https://valleymetro.procurement.com/home> by selecting the clarification tab. Questions will be answered through the E-Procurement Website and are due no less than seven (7) calendar days prior to the specified due date and time.

Valley Metro reserves the right to cancel this solicitation or reject any and all Proposals.



#### STRATEGIC TRANSIT PLANNER

##### CITY OF SANTA MONICA, CA

Salary: \$ 104,028 - \$ 128,436 /year plus excellent benefits.

**Job Summary:** Leads strategic transit planning by supporting and tracking transportation planning activities, promoting design and development of transit projects, conducting special studies and analysis, mapping activities and related research. Provides advance planning and programming support in activities associated with plan development, system-wide planning, multi-modal project implementation, joint development, and transit oriented development project, capital management and technical analysis. Requires: Graduation from an accredited college or university with a Bachelor's degree in Urban Planning, Transportation, Business or Public Administration or a closely related field. Four years of recent, paid and progressively responsible public transit experience which includes two years of operational and strategic planning project experience. At least two years of recent, paid work experience must have included supervising or coordinating the work of others. One year of supervisory or coordinating the work of others and successful completion of the City of Santa Monica's Pre-Supervisory Academy may substitute for the two years of the required supervising or coordinating the work of others. Possession of a valid class C driver license. Apply online at [www.smgov.net/hr](http://www.smgov.net/hr). Phone: (310)458-8697. **Apply by: 5:00 p.m., Friday, May 18, 2018.**

#### TRANSPORTATION PLANNER

Support regional transportation and goods movement projects. Call (619) 699-1900 or visit [www.sandag.org/jobs](http://www.sandag.org/jobs) for information.

Open Until Filled. EOE.

#### LINK TRANSIT

##### SAFETY AND TRAINING OFFICER

\$65,000 - 80,000

Located in the center of Washington State, Wenatchee is at the base of the Cascade Mountain range, bordered by the Columbia and Wenatchee rivers. A mecca for outdoor enthusiasts: water and snow skiers, bikers, hikers, and climbers live and visit the area. Attractive to medical and business professionals, families and retirees alike.

Link Transit's Safety and Training Officer is responsible for developing and implementing workforce training and safety programs. Serves as Safety Officer. Reviews accident investigations and assures appropriate documentation thereof. Tracks, reports, and analyzes safety data and statistics. Keeps management apprised of safety-related regulations, requirements and related training needs.

Oversees the Coach Operator training program and coordination of Agency-wide training programs.

For additional details and to apply go to [www.linktransit.com](http://www.linktransit.com)

#### BART Silicon Valley Phase II Extension Project



## General Engineering Consultant Information Forum

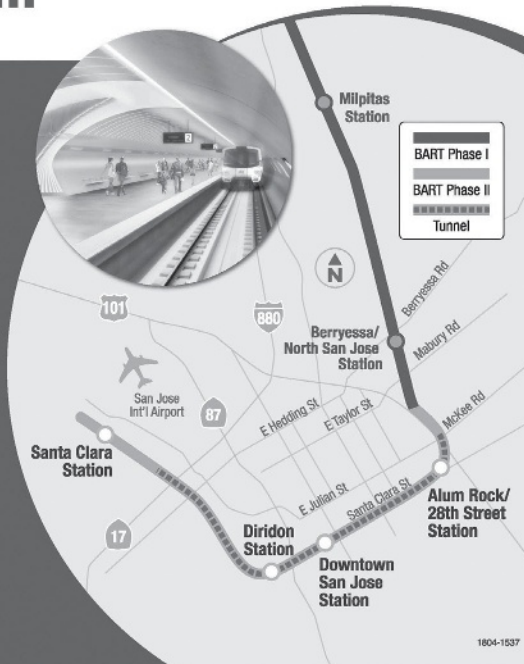
**TUESDAY**  
**MAY 15**  
9:00 am Doors Open  
10:00 Presentation  
11:00 Q and A  
11:30 Networking

**San Jose Convention Center**  
408 Almaden Blvd.  
San Jose, California

The Santa Clara Valley Transportation Authority (VTA) is constructing its second extension of the Bay Area Rapid Transit (BART) regional commuter rail system. The \$4.7 billion, 6-mile, 4-station project begins at grade in San Jose, includes a 5-mile tunnel through the downtown area, and ends at grade in Santa Clara. This forum will provide important information about the upcoming RFP for General Engineering Consultants. VTA encourages DBE and SBE firms to participate. To attend the forum, register at [vtabartsvforum.eventbrite.com](http://vtabartsvforum.eventbrite.com)

Vendors are encouraged to register with VTA to receive the RFP solicitation information. [www.vta.org/about-us/procurement/become-a-vendor](http://www.vta.org/about-us/procurement/become-a-vendor)

**ADA and Language Accommodation** If you require an interpreter, including sign language services, or other accommodations for this meeting, please email [vtabart@vta.org](mailto:vtabart@vta.org)





## HELP WANTED

### SOUND TRANSIT

#### RIDE THE WAVE TO A NEW CAREER

Sound Transit is looking for dedicated professionals for our winning team to make more connections for more people, to more places. People who share a commitment to building a sustainable environment, stronger communities, and a better quality of life in the Greater Seattle area will enjoy a fulfilling career at Sound Transit. We are currently recruiting for the following positions:

- **Deputy Executive Director, Facilities & Systems Maintenance** - Job #17-01177
- **Link Transportation Superintendent, Tacoma** - Job #18-01375
- **Sr. Systems Engineer, Signals** - Job #18-01334
- **Sr. Contracts Specialist, Design & Construction** - Job #18-01351
- **Systems Engineer, Traction Electrification** - Job #18-01380

For complete job details and to apply, go to [www.soundtransit.org/jobs](http://www.soundtransit.org/jobs)

Sound Transit is an equal opportunity employer. We place a high value on, and are committed to, diversity within our organization and leadership.

### MANAGER OF OPERATIONAL FACILITIES AND WAYSIDE

Hampton Roads Transit is seeking a **Manager of Operational Facilities and Wayside** to conduct and oversee the maintenance of the Light Rail track, wayside structures, operational signage, HRT shop facilities, lifts, fueling systems, and bus/train wash equipment. Responsible for all shop equipment at Norfolk, Hampton, Norfolk Tide Facility, Parks Road locations and related ground elements including track inspection, scheduled repairs, emergency repairs, and preventative maintenance. Performs various field tests during track and structure inspections to identify faulty track or structural problems and notifies the operations control center of corrective actions. Assigns and oversees the activities of track and way along with facilities maintenance workers and ensures that the staff are trained in proper maintenance methods, and perform their responsibilities in a safe, productive, and acceptable manner.

#### Essential Job Functions:

Oversee and execute maintenance projects within schedule and budget utilizing work windows allowed by operating considerations. Develop plans to meet unexpected situations, emergencies and unusual events. Oversee the maintenance, repair and inspection of all HRT shop equipment to include bus/train washes, lifts, electrical systems, fuel systems, and overall operation of all shop equipment that effects revenue service. Schedules inspections and coordinates repair of equipment with outside contractors as needed. Performs inspections of tracks and related drainage structures, paving, utilities, bridges, underpasses, and other elements related to maintaining safe operating right of way. Monitors, identifies and corrects imminent safety hazards for HRT total rail system. Provide oversight for all contract work along right-of-way and establish pricing and scheduling information. Supervise the repairs of and installation of signage and material condition of Ferry boat boarding area. Trains HRT employees in the safe and efficient performance of track system maintenance and proper operation of required rail maintenance equipment. Develop, administer and maintain records of instruction programs for safety, preventative maintenance and shop equipment.

#### Knowledge, Abilities and Skills:

Knowledge of pneumatic, hydraulic systems, testing and inspections methods/tools for track maintenance, inspections and repair of shop equipment. Analyze malfunctions in mechanical, pneumatic, hydraulic equipment and determine repair and perform track fabrication and assembly tasks. Become certified as a track inspector and all maintenance safety practices as they pertain to rail transportation systems. Written and verbal communication and presentation skills. Manage multiple responsibilities/priorities simultaneously. Able to work effectively in a team environment.

#### Software Knowledge:

Microsoft Word, Excel, PowerPoint, and SPEAR maintenance Management System

#### Education and Experience:

High School Diploma/GED or AA/AS degree in Transportation, Management, or a related field. Four years' experience in the maintenance and repair of railroad track systems. Five years' experience with direct supervision of multiple work crews performing various tasks associated with facilities and/or track and wayside repairs.

For complete job details and to apply, go to [www.gohrt.com/transitcareers/](http://www.gohrt.com/transitcareers/)

HRT is an Equal Opportunity Employer.

### 3 POSITIONS OPEN

The District Department of Transportation (DDOT) in Washington, DC is hiring for three positions in its office of civil rights, including (1) **Deputy Compliance Officer**; (2) **Equal Opportunity Compliance Specialist**; and (3) **Equal Opportunity Specialist**. To apply, visit [careers.dc.gov](http://careers.dc.gov) or email [bradley.mighdoll@dc.gov](mailto:bradley.mighdoll@dc.gov) for further information.

### MANAGER OF TRANSPORTATION OPERATIONS

Community Transit is seeking a **Manager of Transportation Operations**. This position reports to the Director of Transportation and is responsible for managing 200 coaches and a \$42-plus million budget and responsible for 414 Bargaining FTEs.

The position requires 8+ years of operations experience, 5+ years of transportation management and a bachelor's degree. Starting salary is up to \$125,000 doq/e + outstanding benefits. More details can be found in the position profile that will be linked to the posting below.

Apply on-line at <https://springsted-waters.recruitmenthome.com/postings/1836>. Open until filled. For more information, please contact Art Davis at 816.868.7042, or by email at [adavis@springsted.com](mailto:adavis@springsted.com).



### GIS ANALYST

Salary Range: \$78,837 TO \$110,370 Annually

The **Geographic Information System Analyst** is an exciting opportunity to work with new technologies and motivated team in a dynamic setting. Creativity, analysis, strategic problem solving and project management skills will enable the successful candidate to make a real difference in supporting high quality, efficient transit service for the citizens of Snohomish County.

If you are a critical-thinker with outstanding interpersonal and communication skills, exceptionally organized and are able to understand and apply complex information, consider applying for this position today.

Visit us online for the complete job description and to apply!

[www.CommunityTransit.org](http://www.CommunityTransit.org)

This position is open until filled, with first consideration given to complete applications submitted by May 13, 2018.

Community Transit provides a tobacco-free and drug-free work environment. As a recipient of federal funds, Community Transit is an Equal Opportunity Employer and does not unlawfully discriminate on any basis prohibited by Federal, State or Local law. We value and encourage diversity in our workforce. EOE AA M/F/Vet/Disability. Qualified applicants will receive consideration for employment without regard to their race, color, religion, national origin, sex, protected veteran status or disability.

### JOB OPPORTUNITY AT DUKE UNIVERSITY PARKING AND TRANSPORTATION SERVICES:

#### TRANSIT PLANNER – FULL TIME/DAYS

The Transit Planner is responsible for developing the short and long-range plans for implementation of new or modified routes, discontinuance of unproductive service, amenity improvements, and assessment of capital needs of Duke University Parking & Transportation.

#### Work Performed includes

- Lead development and coordination of Duke's Long-Range Transportation Plan including research and analysis of component areas such as roads, public transportation, and alternative modes of transportation.
- Develop population projections; generate maps and analyze spatial data using transit planning software; forecast travel patterns and financial implications for Duke's LRTP and analyze environmental and societal impacts.
- Routinely analyze transit system as well as a variety of performance data and policies; identify problems, evaluate potential alternatives and solutions, and make recommendations; assemble related statistical data and prepare reports summarizing findings or analysis; and participate in implementation of adopted solutions and projects.
- Research and identify potential funding sources for short-range transit plan improvements.
- Administer various survey instruments to analyze and measure quality of transit services and programs.
- Please apply online @: [https://sjobs.brassring.com/TGnewUI/Search/Home/Home?partnerid=25017&siteid=5172#jobDetails=1232074\\_5172](https://sjobs.brassring.com/TGnewUI/Search/Home/Home?partnerid=25017&siteid=5172#jobDetails=1232074_5172)

### NAIPTA/FLAGSTAFF

#### GENERAL MANAGER-CEO

The **Northern Arizona Intergovernmental Public Transportation Authority (NAIPTA)** in Flagstaff, AZ, is looking for an experienced and committed transit professional to serve as its next leader when the current GM/CEO retires this fall.

NAIPTA operates the Mountain Line, Mountain Lift and Mountain Link systems serving the vibrant Flagstaff/Coconino County community and transports over 2 million riders a year. NAIPTA also coordinates with Campus Shuttle Service at Northern Arizona University and provides service directly to Coconino County Community College.

The NAIPTA Board is looking for a collaborative partner with demonstrable and progressive senior leadership experience in the transit field to continue the system's culture of providing visionary, safe and efficient service.

The successful candidate must have exceptional interpersonal and administrative skills and be responsible for all aspects of the day-to-day operation of the NAIPTA system, including capital and operating budgets & finance, administration, strategic and service planning, policy analysis, procurement, contract management, capital project implementation, marketing, customer service, legal, technology and safety.

Applicants must have excellent communications skills, and understand Board/Management relationships and NAIPTA's role in the community. He/she must nurture the existing staff culture and teamwork already in place; achieve the goals of the current 5-year strategic plan, and; help craft new ones to ensure continued world-class customer service.

He/she must be able to work with external stakeholders, including community groups, business organizations and transportation partners, as well as with state and federal entities to encourage and enhance sustainable support for the system. He/she must also understand the interdependency of transit and successful community and economic development.

NAIPTA offers a competitive salary, excellent benefits, and an excellent quality of life. For a complete job description, go to [www.harrisrand.com](http://www.harrisrand.com) and click on "Current Searches." To apply directly, submit a resume, cover letter and salary requirements in confidence to Christopher Boylan, Harris Rand Lusk Executive Search at: [cboylan@harrisrand.com](mailto:cboylan@harrisrand.com)

### DENTON COUNTY TRANSPORTATION AUTHORITY

#### JOB TITLE: ASSISTANT VICE PRESIDENT - RAIL OPERATIONS

REPORT TO: Chief Operating Officer

SALARY: DOQ (\$96,829.00 - \$122,382.00)

STAFF: Director of Railway Systems, Business Operations Manager, Project Controls Coordinator

#### PURPOSE OF JOB

The AVP of Rail Operations is responsible for all day-to-day activities of the DCTA Rail Operations Department and associated contractors. Oversight includes the preparation and approval of all Operations budgets, Operating Rules and Procedures, Timetables, Maintenance Rules, Safety Rules and any other procedures necessary for the safe, reliable and efficient operation of the system in accordance with all local, state and federal laws and regulations.

The AVP of Rail Operations maintains close coordination with the planning and project management departments during the planning, design, expansion and/or construction of any current and/or future capital projects, thus to ensure the system's safe and efficient operation, as well as the maintenance planning and development of future systems. Additionally, responsibilities include oversight of systems and communications integrated testing, as well as pre-revenue service operations carried out in preparation for the startup of any new and/or expansion of current service.

#### ESSENTIAL FUNCTIONS

1. Prepare and review plans for the operation/maintenance of the system.
2. Prepare and monitor the annual rail operating and capital budgets.
3. Manage and oversee preventive maintenance program for fleet, facilities and right-of-way. Evaluate and improve effectiveness and ensure compliance.
4. Oversee the training of all operations/maintenance personnel in accordance with regulatory requirements.
5. Coordinate and assist in the testing and integration of all systems and software.
6. Prepare and implement safety, security and emergency plans for the system.
7. Develop/implement system checks to ensure regulatory compliance of the system.
8. Serve as operations resource and liaison for internal and external stakeholders.
9. Perform related duties as assigned.

#### REQUIREMENTS

- Demonstrate the knowledge and execution of the Code of Federal Regulations (CFR).
- Demonstrate knowledge of Safety Rules and Regulations pertaining to Commuter Rail systems.
- Knowledge of Positive Train Control (PTC) preferred.
- Demonstrate the ability to make presentations locally, regionally and nationally.
- Principles and practices of transit operations and planning;
- Knowledge of general business/accounting principles and practices;
- Communicate clearly, concisely and effectively, both orally and in writing;
- Work weekends, evenings as needed;
- Understand, interpret, and apply laws, rules, policies, procedures, budgets, contracts, and labor/management agreements;
- Represent DCTA professionally.

#### EDUCATION AND EXPERIENCE

Bachelor's Degree in related field. Master's degree preferred.

Minimum five (5) years, 7-10 years preferred, of progressively responsible experience in the management of operations and maintenance functions of transit I systems. Five (5) years of progressively responsible experience, with significant Commuter Rail experience preferred. Two (2) years supervisory experience, preferred. Two (2) years managing transit-related capital project budgets, preferred.

A combination of education and experience in the operation and maintenance of Commuter Rail systems may also be considered.

Special Requirements: Hold a current valid Texas Driver's License or have the ability to obtain one upon entry into the position.

**PHYSICAL ACTIVITIES:** Physical activity includes, but is not limited to: on a continuous basis, sit at a desk for long periods of time; intermittently twist and reach office equipment; write or use keyboard to communicate through written means; lift moderate weight; reaching above the waist, reaching below the waist, and reaching waist to shoulder to reach inventory on shelves; repetitive motion and fingering when using a computer keyboard; talking and hearing when dealing with customers; and observation of transit projects and operations during field work.



### TRANSIT CAPITAL PROGRAM MANAGER

Salary: \$81,099.20-\$123,843.20

Announcement No. 8122-18A-DES-LM

Arlington County is seeking an experienced Transit Capital Program Manager to oversee the implementation of its transit capital projects. This senior manager plays a leadership role in multi-year capital improvement priority-setting, budgeting, scheduling, cost estimating, design, construction management, quality control, and constituent response and interacts with County staff, elected officials, transit providers such as WMATA, private developers and federal, state, and regional funding agencies and community groups on the implementation of a broad array of transit projects.

Arlington's currently adopted 10-year Capital Improvement Program identifies over \$500 million in transit project investments ranging from new Metro station entrances and vertical circulation to a new bus maintenance facility to support Arlington's growing ART bus operation. The Capital Program Section of the Transit Bureau provides the project development and implementation expertise for transit infrastructure projects of local and regional significance. The Section is responsible for ensuring that projects are developed and delivered on time and within budget, while meeting functional, esthetic, sustainability, accessibility, maintainability, and code requirements, plus state, regional and federal agency requirements consistent with the various funding sources and types of projects.

The staff and contractors oversee many multi-million-dollar capital projects, managing design and construction contracts while coordinating with all internal stakeholders. This employee works with considerable independence under the general direction of the Division of Transportation (DOT) Assistant Transit Bureau Chief.

**Education and Experience Minimum:** Bachelor's degree in Urban Planning, Engineering, Construction Management, or related discipline, plus progressively responsible experience in transportation planning, design, and/or construction management with senior level project management experience managing teams responsible for complex public transportation infrastructure projects.

For more information and to apply go to: <http://careers.arlingtonva.us>

To apply directly go to: Transit Capital Program Manager apply link.





## Experience accessibility on a whole new level

Newly reimagined, the **MCI® D45 CRT LE** for Commuter Rapid Transit warmly welcomes all passengers, creating an innovative low-entry vestibule with a ramp and adjoining seating area designed with mobility device users in mind. Beyond game-changing accessibility features to speed entry and exit, the all-new model offers modern good looks and the amenities that commuters have come to expect from MCI, including comfortable forward-facing seats, power outlets, parcel racks and Wi-Fi options, plus the sturdy reliability that has long made the MCI commuter coach the leading choice for commuter express.

Reliable. Rapid. Revolutionary.  
Get it soon in **100% electric** ⚡

Learn more at [future-of-commuting.com](https://future-of-commuting.com)

