

Maryland Transit Update

Fall 2017



Maryland Transit Update is jointly sponsored by the Maryland Rural Transit Assistance Program (RTAP) Jeannie Fazio Maryland RTAP Coordinator and the Transportation Association of Maryland (TAM) John Duklewski Executive Director and published semiannually by: KFH Group, Inc. 4920 Elm St., Suite 350 Bethesda, MD 20814 301-951-8660 Send submissions and email subscription requests to: bhamby@kfhgroup.com

TAM Recognizes 2017 Transit Excellence Award Winners

On September 27, 2017, the Transportation Association of Maryland (TAM), as part of its Annual Conference and Expo in Ocean City, honored dedication and innovation within the transportation field in Maryland through the Transportation Excellence Awards Ceremony. Photos of the award winners can be found on pages 8 and 9.

Spotlight on Harford Transit LINK Maryland's 2017 Outstanding Transit System of the Year



Pictured from left, back row: Wilma E. Brink, driver; Robert K. Andrews, Harford Transit LINK administrator; Patricia Davis, lead driver; Robin B. Rice, driver; front row: Steve S. Overbay, deputy director, Harford County Economic Development; Jodi M. Glock, grants specialist; Barry Glassman, County Executive; Karen Holt, director, Economic Development; Gary R. Blazinsky, Harford Transit LINK operations manager; Ashley Baynes, communications specialist; Doug Townsend, supervisor.

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Harford Transit LINK, Harford County's public transportation bus system, has been named the 2017 Outstanding Transit System of the Year by TAM. Harford Transit LINK was honored for its dynamic modernization campaign to make the LINK a leader in innovation and customer service.

"I am proud of my team at Harford Transit LINK for making our public transportation system more
Continued on page 10



Kevin B. Quinn, Jr. is Named Administrator of MDOT MTA



On August 16, 2017, Governor Larry Hogan named Kevin B. Quinn, Jr., Administrator of the MDOT MTA. Mr. Quinn has an extensive background in guiding public policy, with over a decade of public and private sector experience in the transit and planning industries.

Prior to this appointment, Mr. Quinn served as the MDOT MTA Director of Planning and Programming. In that role, he was responsible for the agency's \$3.6 billion, six-year capital program, managing coordination with the Federal Transit Administration on all grant programs. As project development leader, he was responsible for advancing all agency planning and capital projects to 30 percent design. He also managed all aspects of producing project-related environmental impact statements.

His experience overseeing major statewide transit planning projects includes management of the Montgomery County Rapid Transit Studies to optimize traffic and transit travel on the heavily traveled MD 355 and US 29; directing documentation of the design, engineering and environmental aspects of the Corridor Cities Transitway in the Greater Washington D.C. area; and he led the effort to select an alignment and mode for a high-capacity transit system along MD 5/US 301 as part of the Southern Maryland Rapid Transit Study.

Mr. Quinn has been responsible for managing all aspects of design and implementation for BaltimoreLink, Governor Hogan's \$135 million comprehensive transit network redesign.

Prior to his work with MDOT MTA, Mr. Quinn was chosen to oversee the development of over \$1.5 billion in winning grant applications for transit infrastructure damaged in Hurricane Sandy as part of the New York City Transit Resiliency and Recovery Grants.

Early in his career, Mr. Quinn served as a Regional Planner for MTA, working with locally operated transit systems across Maryland. Mr. Quinn holds a Master's Degree in Public Policy from Johns Hopkins University and has been a member of the American Institute of Certified Planners (AICP) since 2007. He is a resident of Maryland along with his wife and their children.

Letter from the President



As we roll through the first half of fiscal year 2018, the TAM organization continues our outstanding strides in communication, services and events for our members. Additionally, I want to welcome all our new members who recently joined our organization.

Our 2017 version of the TAM Conference & EXPO is behind us. The feedback received during the event from existing members, new members, sponsors and vendors was admirable. The selected training was well attended and our members visited with multiple vendors, taking the time to explore their product offerings and look at potential options for operational improvements within their own organizations. Additionally, the networking events (Vendor Reception and Partnership Dinner) were well attended and gave all attendees the ability to follow-up on earlier discussions and meet new points of contact.

As always, the above is not possible without the support of our valued members, Board of Directors, TAM staff, vendors and sponsors. I sincerely thank each of you for your participation and efforts.

I also would like to congratulate the following TAM Award winners:

- **Barbara Huston**, formerly of Partners in Care - **The TAM Leadership Award**
- **Matt Paugh** of Garrett Transit Service - **Outstanding Driver**
- **Harford Transit LINK** - **Outstanding Transit System Award**
- **American Truck & Bus** - **Outstanding Business Partner Award**
- **St. Mary's Transit System** - **Community Engagement Award**
- **Sandra Ruark** of Transit Services of Frederick County - **Unsung Transit Employee Award**
- **Roy Cool** of Allegany County Transit, a longtime TAM Board Member and past Treasurer was **inducted as the inaugural member of the "TAM Hall of Fame."**

Please keep yourself up to date with all TAM future news and updates by visiting our website, www.taminc.org, which includes our TAM Blog. Follow us on Twitter ([@TAMINC_MD](https://twitter.com/TAMINC_MD)) and follow us on [Facebook!](#)

Once again, on behalf of the entire Board of Directors and Executive Director, we sincerely thank you for your contributions and participation in our organization!

With the holidays arriving soon, if you travel, please travel safely and enjoy this special time with your family or those special people in your life!

Regards,

A handwritten signature in black ink, appearing to read "Gary R. Blazinsky".

Gary R. Blazinsky
TAM Board President





TAM Update

By John Duklewski, Executive Director

I initially met many of you in January of 2015 at my first TAM event, the annual Legislative Reception and Trade Fair. It is hard to believe that I am now gearing up for my fourth reception! TAM's mission is to strengthen community through advocacy and professional development. The Legislative Reception is the keystone of those advocacy efforts. This year, we are going to be making major new efforts in the fields of non-emergency medical transportation and dialysis transportation, as well as continuing to advocate for increased resources and against wasteful regulation and oversight. Along with members of our Government Affairs Committee—especially our Chairman Ron Skotz, my assistant Caia Coffee, and our Legislative Advocate Chris Costello—I will be making the rounds in Annapolis making your voice heard.

We are inviting our members to be a part of our advocacy efforts through a two-pronged effort on January 16—our “Day in Annapolis.” In the first part, the TAM Board of Directors and volunteers from TAM member organizations will walk the halls of the legislative offices, distribute our agenda, and meet with legislators to talk about Maryland’s community transportation needs. In the evening, TAM will host our 22nd Annual Legislative Reception and Trade Fair at the Governor Calvert House, where TAM members will mingle with Maryland elected and appointed officials from across the state in a relaxed environment. Registration for both events is available at www.taminc.org. We will also be collecting information from our members for our Annual Report and Membership Directory, which we will distribute to all statewide elected and appointed officials.

We are kicking off our 2018 training season with Understanding ADA training, which will be presented in February at the RTA offices in Savage, MD. In March, we will be hosting Wheelchair Securement training at the TAM offices in Linthicum. On Saturday, April 21, TAM will host our 23rd annual Roadeo, a combination skills, safety, and knowledge competition that tests Maryland’s best drivers. As always, we will be sending the winners on to compete at the National Roadeo.

Thanks for your support! I look forward to working with you all in making 2018 a great year for community transportation.

Warmest regards,

John Duklewski

SAVE THE DATE

SEE YOU IN 2018!



LEGISLATIVE RECEPTION
JANUARY 16, 2018

ROADEO
APRIL 21, 2018



Thank you!
for a great

CONFERENCE & EXPO

Pictures available at [Facebook.com/TAMofMD](https://www.facebook.com/TAMofMD)

Ten Tips for Hiring and Retaining Drivers

This technical assistance tip list was inspired by the excellent “Building a Sustainable Driver Workforce,” a workshop at the recent TAM conference presented by Caryn Souza of CTAA, with discussion by the participants.

Recruiting New Drivers

- 1 Promote your job openings on your organization’s social media accounts and recruit for drivers by posting your driver job openings on [Indeed.com](https://www.indeed.com).** If you are not social media-savvy, find someone on your staff who can post and review your job openings on a regular basis.
- 2 Consider starting an employee referral program,** rewarding employees who refer successful recruits.
- 3 Create a realistic job preview video** featuring your drivers talking about what it’s like to work for your organization, and why they do it. Try to represent a diverse group to appeal to potential recruits from different backgrounds. (See box for examples.) Post the video online and share it through your website and social media.
- 4 Other ideas for recruitment:** Host a career day, participate in other organizations’ career days, send job listings to school employment services (including technical schools and community colleges), and post job advertisements on your vehicles—your riders may know someone!



Evaluating Candidates for the Job

- 5 You can train on skills, but not on attitude.** When recruiting, look for people who already have the kind of attitude you want in your drivers.
- 6 Be mission-driven.** Understanding your organization’s mission is also a good indicator for being a good fit for the job. Talk about the mission with the candidate and make sure they understand their role. (This is good to do with current employees as well.)
- 7 If money is an individual’s top priority, they might not be a good candidate for the job.** Consider telling potential applicants, “you may make more money elsewhere, but this may be the most rewarding job you’ll ever have.”

Keeping Employees Motivated

- 8 Create an employee recognition/incentive program,** or enhance the program you already have—and enlist your employees to help design/improve it to ensure the requirements are possible and the incentives are meaningful.
- 9 Provide your employees with periodic performance appraisals aligned to their job descriptions** (making sure the job description aligns with their current responsibilities, or updating the job description). Be sure to provide plenty of advanced notice—the appraisal shouldn’t be surprise.
- 10 Provide ongoing training opportunities** to help employees improve, grow, and stay engaged. Consider cross-training, mentoring, and coaching.



Examples of driver recruitment videos:

- Rabbitransit in Pennsylvania:**
<https://youtu.be/6LGZX3Tw2ds>
<http://www.rabbitransit.org/Careers>
- TriMet in Oregon:**
<https://youtu.be/bZUficrzXi4>
- DART in Texas:**
<https://youtu.be/yeoh-MKVNAg>
- Metro Transit in Minnesota:**
<https://youtu.be/Lp8Gp8SNTaA>
- UTA in Utah:**
<https://youtu.be/3jV0HtMkkgA>
<https://www.rideuta.com/Careers/Why-Drive-a-Bus>
- King County Metro in Washington State:**
<https://youtu.be/ISbYo0KmhKc>
<https://youtu.be/KzRJuk6Hs-k>
<https://youtu.be/mAD-hkcB8Sw>
- Leon County Schools in Florida:**
<https://youtu.be/B3XHwk4wgeY>

Retaining Drivers – Additional Ideas from Workshop Participants:

- One organization that trains new hires to get their CDLs requires them to work a minimum of 90 days, or to reimburse the organization for their training.
- Another organization that provides CDL training requires reimbursement for new hires that leave within the first year after CDL training, but also pays a higher wage after the CDL is earned.
- An organization that hires seasonal employees provides a bonus of an extra dollar per hour for drivers that stay through the whole season. (This approach requires tracking their hours to ensure they don’t exceed the maximum seasonal hours threshold.)
- Even if your organization has a limited budget for a formal employee incentive program, consider giving out thank-you gift cards for “above and beyond the call of duty” performance when it happens. Other small-budget motivational ideas include a fun contest (such as best Halloween costume or best seasonal photo) or surprising your employees with pizza.

Procuring Grant-Funded Vehicle Maintenance: Frequently Asked Questions



Do you have a grant from MDOT MTA that covers the cost of maintenance and repairs? Do you outsource any of that maintenance or repairs? If you answered “yes” to both of those questions, then your outsourced maintenance and repairs are subject to the procurement requirements that apply to any purchases made with MDOT MTA

grant funds. Federal Transit Administration (FTA) procurement requirements apply to purchases made with FTA grant funds (including Sections 5307, 5310, 5311, and 5339). Maryland-specific requirements apply to purchases made with any grant awarded by MDOT MTA, including SSTAP, ADA, and all of the FTA programs administered by MDOT MTA. The Maryland requirements are based on Title 21 of the Code of Maryland Regulations (COMAR), with additional MDOT MTA grantee requirements based on the FTA requirements in the mix.

This technical assistance article summarizes some of the information presented at the Section 5310 training workshop at the TAM Conference. It is also relevant to Maryland’s Locally Operated Transit Systems (LOTS), especially those that receive funding under the Section 5307 and 5311 programs.

We’ve been using the same garage for years. They know our vehicles and provide us with good service. Why can’t we just keep sending our vehicles there?

In order for the expenses for their services to be eligible for MDOT MTA grant reimbursement, you need to procure those services in a manner that meets MDOT MTA requirements. It is quite possible that you will end up selecting your preferred garage for a maintenance contract, but you must conduct a procurement that allows for full and open competition and consider all valid offers. A “sole source” procurement is only allowable under very unusual circumstances.

What if my maintenance contract includes maintenance or repairs that are not funded by an MDOT MTA grant?

Even if your maintenance contract will be only partially funded by an MDOT MTA grant, in order for your contracted maintenance to be eligible for MDOT MTA grant reimbursement, you must procure the entire maintenance contract in compliance with MDOT MTA requirements—or procure a separate, compliant contract for the grant-funded maintenance.

Do we need to have a contract in place for outsourced maintenance and repairs?

It depends on the amount of money you are planning to spend. If you anticipate more than \$25,000 in outsourced maintenance

(in a year, or two years, for example) at one maintenance vendor, then you must conduct a competitive procurement (request for proposals) that results in a contract. If you are conducting a small purchase (allowable under MDOT MTA grants for amounts up to \$25,000), you could award a contract, a purchase order, or another written form of purchase agreement. Keep in mind that purchases of maintenance services costing no more than the micro-purchase threshold (currently \$3,500) should be spread around to various vendors. It’s not okay to carve up your maintenance outsourcing into micro-purchase-sized procurements that are all awarded to the same vendor simply to avoid the need for a competitive procurement.

But how do I know if my maintenance service purchase will fall into the micro-purchase, small procurement, or large procurement category?

A first step in any FTA- and MDOT MTA-funded procurement is to prepare an Independent Cost Estimate (ICE). If your organization has a good track record of preventive maintenance (PM) on your vehicles, you can develop a pretty accurate estimate of what your PM expenses will be in the next couple of years by looking at your maintenance records and invoices for the past few years, calculating an average PM cost per vehicle mile, projecting the number of miles your vehicles will operate in the next year or two, and multiplying that by your average PM cost per mile, factoring in a small percentage increase for inflation. If your past history of PM hasn’t been very consistent, another approach would be to calculate the average cost for each type of PM service (for example, \$200 per oil change, \$600 per 15,000 mile service, etc.) and project how many of these services will be needed in the next year or two based on your PM plan and anticipated miles operated on each vehicle. The key here is having a thorough PM plan in place.



Estimating repair costs is less straightforward, but it still helps to review the types and costs of repairs in recent years. A solid PM program helps minimize repair costs, since equipment that is proactively maintained is less likely to break down.

I have a preventive maintenance grant, but this article talks about maintenance and repairs. Are repairs reimbursable under this grant?

Nope, but repairs may be reimbursable under an operating grant if you have one. For either PM or repairs that are outsourced and funded by an MDOT MTA grant, the procurement requirements apply.

continued on next page

Thank you to the Section 5310 grantees that came to the TAM Expo & Conference and participated in 5310 training!

Federal Updates

US DOT Invites Public Comment on Draft Strategic Plan through Nov. 13.

The U.S. Department of Transportation (US DOT) invites the public to comment on the draft US DOT Strategic Plan for FY 2018-2022. The draft plan reflects the Secretary's priorities for achieving US DOT's mission through four strategic goals. Comments must be received no later than Nov. 13, 2017. <https://www.transportation.gov/dot-strategic-plan>

US DOT Drug Testing News

In August, the U.S. Department of Health and Human Services announced that their revised Federal Drug Testing Custody and Control Form was approved by the Office of Management and Budget. To learn more about what this means for US DOT drug testing visit: http://www.transportation.gov/odapc/Notice_CCF_August_2017.

FTA Launches Joint Procurement Clearinghouse

Under the FAST Act, the US DOT was charged with establishing a forum to encourage public transit operators to engage in joint procurements for rolling stock, including buses, railcars and ferries, to achieve economies of scale. In August, FTA launched the Joint Procurement Clearinghouse (JPC), a new tool available to all FTA grant recipients that enables them to communicate about procurement needs and solicit partners interested in pooling resources for a joint purchase. This forum is only open to recipients who engage with and receive assistance from FTA. The JPC resides on an FTA platform that also includes the Transit Award Management System (TrAMS). Individuals can be given access to the JPC by their TrAMS user manager. FTA produced training materials, which can be found on the JPC webpage, to guide users in navigating the new tool. <https://www.transit.dot.gov/funding/procurement/joint-procurement-clearinghouse>

FTA Updates Circular 5010.1E

FTA has updated its Award Management Requirements Circular (5010.1E) to provide better understanding and clarity regarding: FTA's pre-award authority; extensions to the award end date and period of performance; requirements for award budget revisions and amendments; requirements for indirect costs; program income information; and to correct legal citations, broken weblinks and typographical errors. The federal requirements identified in this circular are intended to assist grantees in administering FTA-funded projects and meeting award responsibilities and reporting requirements. The updated circular replaced the March 2017 version of FTA Circular 5010.1E. The revised FTA Circular 5010.1E had an effective date of July 21, 2017. The new version was posted with a summary of page changes. <https://www.transit.dot.gov/regulations-and-guidance/fta-circulars/award-management-requirements-circular-50101e>

Procuring Grant-Funded Vehicle Maintenance: FAQs

Continued from previous page

FTA procurement requirements prohibit geographic preferences. Does this mean I can't use travel distance as a factor in selecting a maintenance vendor?

While it is true that FTA-funded procurements cannot be limited to a specific geographic area (except for architectural services), what you can do is to include among the specifications and proposal evaluation criteria such important factors such as turn-around time and deadhead travel expenses.

What else do I need to know about procuring grant-funded maintenance and repairs?

If you have been introduced to the Federal and State transit procurement requirements, you know they are rather complex. For more comprehensive guidance, refer to Chapter 4 of the *Maryland LOTS Manual* or *5310 Manual* (and for any readers outside of Maryland, guidance from whichever state awarded your grant) as well as the resources listed below.

Additional resources:

- FTA Circular 4220.1F (the latest procurement circular, not yet updated to reflect the changes in 2 CFR Part 200) - <https://www.transit.dot.gov/regulations-and-guidance/fta-circulars/third-party-contracting-guidance>
- 2 CFR Part 200 ("Super Circular") - https://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200_main_02.tpl
- FTA Best Practices and Lessons Learned Procurement Manual - <https://www.transit.dot.gov/funding/procurement/third-party-procurement/best-practices-procurement-manual>
- Procurement section of the National RTAP Transit Manager's Toolkit - <http://nationalrtap.org/transitmanager/Administration-Compliance/Procurement-1>
<http://nationalrtap.org/transitmanager/Administration-Compliance/Procurement-2>
- MDOT MTA has a new checklist for PM services, developed for 5310 subrecipients but also useful for LOTS. This checklist can be downloaded here: <http://www.kfhgroup.com/Maryland5310Resources/MDOT%20MTA%205310%20procurement%20checklist%20-%20preventive%20maintenance.docx>

FTA Seeks Comments on Proposed NTD Reporting Changes and Clarifications

Proposed National Transit Database (NTD) changes include JARC reporting clarifications and distinguishing between commuter and intercity service. Comments are due by December 26, 2017. <https://www.gpo.gov/fdsys/pkg/FR-2017-10-27/pdf/2017-23380.pdf>

Legislative Update

By Christopher Costello, PSCG Senior Partner

TAM will be very active in Annapolis during the 2018 Session of the Maryland General Assembly. On Tuesday, January 16, 2018, TAM invites all members of the Maryland General Assembly, to join the members of TAM at the 2018 Legislative Reception and Exhibition. As in every past year, the reception will be held at the Governor Calvert House in Annapolis.

This will also be an opportunity for members to join the TAM Board of Directors as they visit with Delegates and Senators in their offices in Annapolis. The Board encourages every member who can to join them as they make these visits. Ideally, we hope to have a TAM member from each of the 47 Legislative Districts participating in the visits. Those participating in the visitations will help distribute the new TAM Directory and the 2018 Legislative Agenda, as well as remind their legislators to attend the 2018 TAM Legislative Reception that evening at the Governor Calvert House, which will begin at 6:00 p.m.

Nothing is more powerful in promoting a legislative agenda than to have TAM members visit the offices of their Senators and Delegates. Legislators respond more to the personal contact with the constituents they represent than to any other form of communication.

Prior to the visitations, TAM will provide a briefing to those participating in the visitations on our legislative agenda and the legislative process in general, which has been well received in past years. If you have not had the opportunity to make a visitation tour in Annapolis, you will likely find it to be an enlightening and empowering experience.

TAM's 2018 legislative agenda will include one major initiative and several minor items of interest.

NEMT Cost Sharing

The major item is to request a commission or task force that will study if and how non-emergency medical transportation (NEMT) (dialysis transportation specifically) costs might be subsidized by hospitals and/or medical providers.

This issue has been in stasis so to speak for many years. We have wanted to move forward but were stymied because any subsidies might be prohibited by the Federal Safe Harbor Act, which among other things is intended to prohibit "kickbacks" in attracting patients. Fortunately, there has been a decision by the U.S. Attorney General that has clarified the Safe Harbor Act, and guidelines are now available that indicate how providers are permitted to pay for patient transportation.

According to a blog post on the website of TripSpark, a transportation technology vendor and TAM member, the guidelines are summarized as follows:

1. **Established Patients** – *Transportation services are to be made available only to existing patients. Transportation cannot be used as an incentive or recruiting tool to induce patients to use a specific medical provider.*
2. **Prohibition on Advertising** – *The service cannot be advertised in the media, on the healthcare entity's website, or be posted for public display.*

3. **Promotes Access to Care** – *Transportation must be medically necessary as defined by Medicare or a State health care program including (but not limited to) Medicaid.*
4. **Local Transportation** – *Patients may be transported a distance of no more than 25 miles for urban areas and no more than 50 miles for rural areas.*
5. **Mode of Transportation** – *Private vehicles and public transportation are both allowed. However, the ruling does not cover luxury, air or ambulance transportation.*
6. **Need for Transportation** – *The health care entity must have a written transportation policy in place that defines criteria under which patients are deemed "in need" of transportation. Specific insurance holders such as Medicare or Medicaid cannot be targeted.*
7. **Per-Trip Billing** – *Payment must be based on mileage on a per-trip basis, not on a per-member basis.*

Dialysis providers could follow these guidelines and begin paying for transportation any time they choose, but it may be likely they will want to continue to use the current system as long as it serves them and the patients best unless and until something changes.

However, things are going to change and TAM members need to be prepared.

TAM plans to meet with MDOT leadership to learn what we can about the Department's legislative agenda and gather support for TAM's legislative agenda.

The primary legislative objective for 2018 will be to establish a statewide method for charging expenses associated with NEMT transportation to and from medical provider locations, such as dialysis clinics and/or hospitals. If and when this process is available, it must also assign reimbursement for the transportation expense to the appropriate transportation provider.

TripSpark's article also noted the following shifts in medical transportation that are likely to occur as a result of the safe harbor ruling:

- *Volume of medical trips may increase*
- *New types of providers may be chosen for non-Medicaid trips*
- *NEMT providers may handle more non-Medicaid trips*
- *NEMT providers have an opportunity to increase cost efficiencies*
- *Will-calls and same day transport requests will increase.*

(See TripSpark's blog post, <http://www.tripspark.com/blog/safe-harbor-transportation-and-nemt>, for the full article.)

All of this makes the need for legislation more essential. If TAM members are going to continue to be the provider of NEMT in the areas they serve, they will not want to be displaced by lack of a means to charge for services that others can now employ.

Other Issues

- We will also be seeking to increase the Statewide Specialized Transportation Assistance Program (SSTAP). How much will depend on how much the Transportation Budget will allow.
- There are always a number of bills introduced by groups that raise some concern for MDOT and MTA and therefore necessitate TAM's involvement.

2017 Transit Excellence Award Winners

TAM Leadership Award:

Barbara Huston

Formerly of Partners in Care

Pictured from left to right: Gary Blazinsky, Harford Transit, TAM President; accepting the TAM Leadership Award on behalf of Barbara Huston: Mandy Arnold, Partners in Care; John Duklewski, TAM Executive Director



Outstanding Driver Award:

Matt Paugh

Garrett Transit Service

Pictured from left to right: Gary Blazinsky, Harford Transit, TAM President; Outstanding Driver of the Year Matt Paugh, Garrett Transit Service; John Duklewski, TAM Executive Director



Outstanding Transit System Award:

Harford Transit LINK

Pictured from left to right: Gary Blazinsky, Harford Transit, TAM President; accepting the Outstanding System of the Year Award for Harford Transit LINK: Dave Hall, Alan Doran, Robert Andrews, Jodi Glock; John Duklewski, TAM Executive Director



Outstanding Business Partner Award:

American Truck & Bus

Pictured from left to right: Gary Blazinsky, Harford Transit, TAM President; Outstanding Business Partner of the Year Jim Martin, American Truck & Bus; John Duklewski, TAM Executive Director



2017 Transit Excellence Award Winners

Community Engagement Award: **St. Mary's Transit System**

Pictured from left to right: Gary Blazinsky, Harford Transit, TAM President; accepting the Community Engagement Award on behalf of St. Mary's Transit: William Hall and Mary Ann Blankenship; John Duklewski, TAM Executive Director



Unsung Transit Employee Award: **Sandra Ruark**

Transit Services of Frederick County

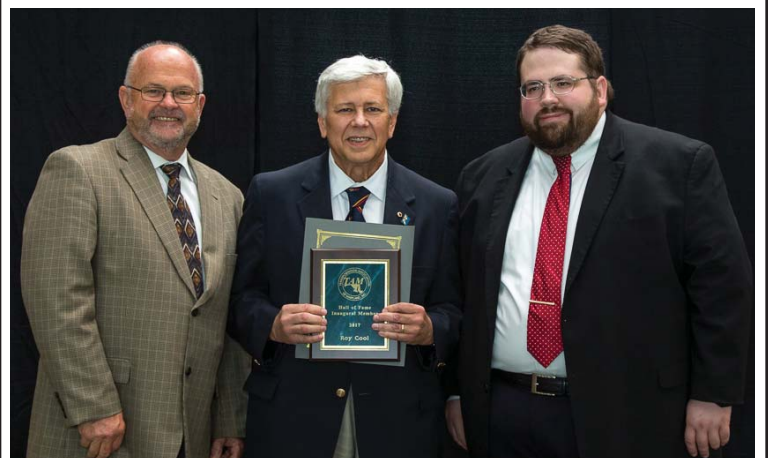
Pictured from left to right: Gary Blazinsky, Harford Transit, TAM President; accepting the Unsung Transit Employee award on behalf of Sandra Ruark: Veronica Lowe, and Nancy Norris of Transit Services of Frederick County; John Duklewski, TAM Executive Director



Inaugural TAM Hall of Fame Inductee: **Roy Cool**

Allegany County

Pictured from left to right: Gary Blazinsky, Harford Transit, TAM President; Inaugural TAM Hall of Fame inductee Roy Cool, Allegany County Transit; John Duklewski, TAM Executive Director



Roadeo Finalists: **Matt Paugh, Dave Hall, and James Kisner**

Pictured from left to right: Gary Blazinsky, Harford Transit, TAM President; 2017 TAM Roadeo Finalists Matt Paugh, Garrett Transit Service; Dave Hall, Harford Transit LINK; James Kisner, Garrett Transit Service; John Duklewski, TAM Executive Director



Photos: Bittner Photography

Spotlight on Harford Transit LINK Continued from page 1

efficient and convenient for riders,” Harford County Executive Barry Glassman said. “For example, the system’s RouteShout application allows riders to track buses in real time on their smartphones to help get them to jobs and other places they need to go.”

Among other recent efforts, Harford Transit LINK has installed a new system that automatically announces the current and upcoming bus stop to riders aboard fixed route buses. For users of LINK’s “Demand Response” service, the system automatically calls riders to remind them of scheduled trips. The system, known as RouteMatch, also collects information about ridership and performance to improve planning for future bus routes.

Service improvements in progress include larger and enhanced bus stop signs being installed at each of the system’s 150 stops throughout Harford County and into Cecil County. The updated signs identify routes, destinations, and connections to other LINK buses. Cell phone users can also see schedule information and locate buses in real time by scanning the QR code or texting the number posted on each sign.

To improve customer safety and security, Harford Transit LINK is installing bus shelters around the county, the first of which will be unveiled at the Aberdeen MARC Train Station later this month. Prior to this enhancement, LINK’s most vulnerable riders have had to stand, waiting for their buses in all types of weather. Future improvements will include in-vehicle video surveillance equipment for the entire fleet.

Harford LINK’s newest route connects employees to jobs in Perryman and Riverside. This pilot program, called the Silver Line or Route 8 Perryman-Riverside Express, is specially tailored to the work shifts of area employers. Silver Line/Route 8 buses travel into the Riverside Business Park eight times per day, Monday through Friday, beginning at 6:37 a.m. and ending at 8:06 p.m.; and into the Perryman Peninsula 16 times beginning at 5:54 a.m. and ending at 8:25 p.m. Combined with the existing Route 6 bus route, LINK buses provide service into Riverside Business Park 22 times per day and into the Perryman Peninsula 30 times per day.

Harford Transit LINK, a division under the Harford County Office of Economic Development, operates 43 vehicles Monday through Friday with eight routes countywide and into Cecil County. The LINK also connects with MTA/MARC trains, MTA commuter buses, and regional Greyhound, which then connects with main terminals in Baltimore and interstate travel. Key service areas include Harford Community College, the Mary Risteau State Office Building, University of Maryland Upper Chesapeake and Harford Memorial hospitals, Perryman Peninsula and Riverside business communities, Aberdeen Train Station, Harford Mall, the Constant Friendship shopping area, Edgewater Village Shopping Center, and Beards Hill Shopping Plaza.



For more information, please visit <http://www.harfordcountymd.gov/213/Harford-Transit-LINK>.

Scenes from TAM’S 29th Annual 2017 Conference & Expo



Photos: Bittner Photography

TransIT Services of Frederick County

Employee Wins TAM Unsung Transit Employee Award



Sandy Ruark, winner of TAM's Unsung Transit Employee Award

TransIT Services of Frederick County is excited to announce Sandy Ruark, a TransIT employee, is the recipient of the TAM 2017 Unsung Transit Employee Award. TAM's Unsung Transit Employee Award is intended to recognize an employee of a TAM member organization who is not a driver and does not occupy a top management position but is a support employee such as a dispatcher, trainer or administrative personnel.

Ms. Ruark has been an Administrative Assistant for TransIT since 2011 handling a variety of tasks such as complex procurement, human resources, and building management. TransIT Director, Nancy Norris, states, "Sandy is always willing to stop what she is doing to assist a coworker. She is a supreme multi-tasker who easily switches between tasks and juggles many projects at once, while never missing a deadline". In recognition for being selected as TAM's Unsung Transit Employee Award, Ms. Ruark received a commemorative plaque and was celebrated at the TAM Awards Luncheon in Ocean City, Maryland.

TransIT Driver Recognized for 20 Years of Safe Driving



Chris Wilson, Fixed Route TransIT Driver, 20 Years of Safe Driving

TransIT recently recognized Fixed Route Driver Chris Wilson for 20 years of safe driving. Mr. Wilson is the first TransIT Driver to receive this recognition. TransIT identifies safe driving as no incidents, preventable accidents, or traffic violations while operating a TransIT vehicle. Full-time fixed route drivers typically average driving around 100 miles per day.

Mr. Wilson has been a driver for TransIT since September 1992. Mr. Wilson has been nominated for TransIT's and TAM's Driver of the Year awards in 2009, 2011, 2014, 2015, 2016, and 2017. He was the recipient of both organizations' Driver of the Year Award in 2009.

In recognition for his achievements, Mr. Wilson received a commemorative plaque, jacket, and celebration with peers. Mr. Wilson will also be recognized in a bus advertisement.

Montgomery County Launches Ride On extRa

In the latest phase of its multi-year, four tier plan to help make its services more accessible to residents, Montgomery County unveiled the Ride On extRa bus service (Route 101) on October 2, 2017. This pioneer service was designed to help reduce commute time during rush hour along one of the county's most popular service corridors. The service starts at the Lakeforest Transit Center, and then travels down MD Route 355 (Rockville Pike), ending at the Medical Center Metro station. With departures scheduled every ten minutes between 5:30-9:30 a.m. and 3:30-7:30 p.m., riders won't have to wait long to get on the bus.

The extRa route only has 12 stops. Comparatively, the entirety of the route it travels has a total of 80 stops. The extRa bus also connects to 44 different bus routes, as well as the MARC rail, Metrorail, MTA buses, and several Metrobus routes. This totals over 50 percent of the transit service network for the county. This means faster connections to more places for thousands of county residents. The entire trip takes slightly under an hour, which is considerably more expedient than even the most direct non-express bus routes. The extRa service hopes to alleviate overcrowding for the more saturated bus routes.

The 17 brand new extRa buses also offer "extRa" perks to make the ride more enjoyable, including USB charging ports, free wifi, and "infotainment" monitors. The seats have more padding than the normal Ride On buses and low-floor boarding. Additionally, extRa buses have traffic signal priority capability to help facilitate a faster trip. The goal is to provide riders an opportunity to get work done, and stay in touch with loved ones, so the riders ultimately have a better trip experience.

The extRa bus service was fare-free during its first month. Starting November 1, the fare is \$2.00 each way, discounted to \$1.50 with Metrorail transfer, and free with local bus transfer.

A total of 15 bus stops were customized for the project to help promote bus stop visibility. New bus stop flag signs were also added in efforts to help draw attention to the new, speedier service. Bus shelters for the extRa will feature real time information displays. Ride On also partnered with Arts on the Block, a nonprofit organization that provides opportunities to teens to obtain real-world experience in the art/design business, to create unique mosaic medallions for each of the extRa stops.



Tri-County Council for Southern Maryland



George Clark
Clean Air Partners for the Metro DC region. In October, the Association of Commuter Transportation featured an interview with Mr. Clark on its website at <http://actweb.org/spotlight-on-public-policy-committee-member-george-clark/>.

On September 12, 2017, Tri-County Council for Southern Maryland's Transportation Demand Management Specialist George Clark was elected Vice Chair of the Commuter Connections Board of the Metropolitan Washington Council of Governments. He will also serve as the Commuter Connections Board representative for



Nicky Pires
Clean Air Partners for the Metro DC region. In October, the Association of Commuter Transportation featured an interview with Mr. Clark on its website at <http://actweb.org/spotlight-on-public-policy-committee-member-george-clark/>.

Tri-County Council for Southern Maryland's Regional Transit Coordinator, Nicky Pires, conducted Wheelchair Securement Training for Tri-County area agencies providing transportation on September 15, 2017. Agencies taking part in the free training include Calvert County Public Transportation, Charlotte Hall Veterans Home, Calvert Adult Medical Day Care, Spring Dell, St. Mary's Nursing Center, St. Mary's Adult Medical Day Care, and First Response Staffing.

Does your organization have news related to community transportation in Maryland? *How about...*

- new services, vehicles, facilities, and technologies?
- staff achievements and milestones?
- innovative programs?
- funding opportunities?
- problem-solving successes?
- noteworthy events?

Submissions are always welcome for the *Maryland Transit Update*, particularly from MTA grantees and TAM members. Submissions are requested by **April 23, 2018** for the next issue, and can be sent to TAM or to bhamby@kfhgroup.com.

More Scenes from the Conference & Expo



Transit Research at the Urban Mobility & Equity Center

Moving people and goods in an equitable, sustainable manner is the focus of a new federally funded research, education and outreach center in Baltimore, and the first round of its research is underway. The Urban Mobility & Equity Center (UMEC), a Tier 1 US DOT University Transportation Center, is led by and housed at Morgan State University; research partners are Virginia Tech and the University of Maryland. A \$1.4 million grant awarded in late fall 2016 established the center, which is supported by a five-year grant at \$1.5 million per year.

"Many urban residents in the United States experience spatial mismatch and immobility between affordable housing and jobs; they contend daily with poor and unreliable access to economic opportunity," Dr. Andrew Farkas, director of UMEC, said. "In the future, being able to hail a driverless vehicle and share rides could transform public transit and commuting patterns, but demand-responsive, car-sharing or shared-ride services using autonomous and electric vehicles should be accessible to everyone. Our research and community outreach are addressing these issues."

Currently six core research projects are underway, and four competitively awarded projects are in the final stages of approval. The research topics include access to grocery stores in food deserts, the optimization of small-sized automated transit operations, the development of multimodal traffic signal controls that integrate with connected vehicles, the optimized development of urban transportation networks, and developing algorithms to improve vehicle routing. Another round of research projects will be approved for 2018.

UMEC also supports workforce development activities aimed at high school and middle school students, internships for university students, and community outreach events, such as a Bike Equity Forum held at Morgan earlier this year.

To learn more about UMEC's activities and research, visit the website www.morgan.edu/umec.



Morgan State University is home to two state-of-the-art driving simulators that allow researchers to create scenarios and replicate conditions to study drivers' behavior.

Transit Bookshelf & Toolbox

New & Interesting Free Resources



National RTAP

The National Rural Transit Assistance Program (RTAP) recently released several new products, all of which can be accessed through www.nationalrtap.org:

- *National RTAP Resource Catalog* (updated August 2017)
- *Understanding the US DOT'S Disadvantaged Business Enterprise (DBE) Program Brief* (updated July 2017)

Recorded webinars (<http://nationalrtap.org/Webinars>):

- *Grant Writing 101*, presented August 30, 2017
- *Procurement for Contracted Services*, presented July 20, 2017

Recently recorded peer calls (<http://www.nationalrtap.org/Peer-Program/Peer-Calls>):

- *Tribal Transit Manager Overview*, held July 13, 2017

National RTAP Launches New Resource Library

The National RTAP has launched a new and improved Resource Library interface for you to search for, access and order National RTAP and related resources. Now you can more easily browse our collection by format and topic, filter your searches and save favorite resources. <http://www.nationalrtap.org/Resource-Library>

Want to learn more about National RTAP's new Resource Share system? Register for an introductory webinar on November 9. <http://nationalrtap.org/Webinars>

FTA

- *Manual on Pedestrian and Bicycle Connections to Transit* - <https://www.transit.dot.gov/research-innovation/manual-pedestrian-and-bicycle-connections-transit>

NADTC

Resources recently posted to the National Aging and Disability Transportation Center (NADTC) website at <http://www.nadtc.org/resources-publications/> include:

- *Rural Best Practice: Transportation for Individuals with Chronic Care Conditions. Brief*

NCMM

National Center for Mobility Management (NCMM)

Looking for a Place to Follow New Ideas, Emerging Practices and Goings-On in the Community Transportation Industry?

NCMM maintains an active blog with interesting articles on topics as diverse as technology in rural transit, mobility in natural disasters, and tips for safer services.

<http://nationalcenterformobilitymanagement.org/blog/>

NTI

Recorded National Transit Institute (NTI) webinars available through NTI's YouTube site (<https://www.youtube.com/user/RutgersNTI/videos>) include:

- *TAM Plan Template for Tier II Providers and Sponsors* (published October 12, 2017)
- *TCRP Synthesis 123: On Board Camera Applications for Buses* (published September 27, 2017)
- *TCRP Synthesis 126: Successful Training to Reduce Bus Accidents* (published August 10, 2017)
- *TCRP Synthesis 121: Transit Agency Practices in Interacting with People who Are Homeless* (published June 26, 2017)

SURTC

Recent releases from the Small Urban and Rural Transit Center (SURTC), downloadable through <http://www.surtc.org/>:

- *2017 Rural Transit Fact Book*
- *Aging in Place in Small Urban and Rural Communities*
- *Innovative Approach to Estimating Demand for Intercity Bus Services in a Rural Environment*

Wanted: Your Photos!

SURTC is looking for rural or small urban transit pictures to use in upcoming publications. <http://blog.surtc.org/?p=1766>

TCRP

Recent releases from the Transit Cooperative Research Program (TCRP), downloadable through www.tcrponline.org:

- *TCRP Report 191: Public Transportation Guidebook for Small- and Medium-Sized Public-Private Partnerships (P3s)*
- *TCRP Report 192: Decision-Making Toolbox to Plan and Manage Park-and-Ride Facilities for Public Transportation: Guidebook on Planning and Managing Park-and-Ride*
- *TCRP Synthesis 129: Managing Extreme Weather at Bus Stops*
- *TCRP Legal Research Digest 51: Technology Contracting for Transit Projects*

From Other National Organizations

- *Transit Plans for, Responds to and Recovers From Disasters*, Community Transportation Association of America (CTAA) - http://web1.ctaa.org/webmodules/webarticles/articlefiles/Special_Report_Transit_Disasters.pdf
- *Public Transportation's Impact on Rural and Small Towns*, American Public Transportation Association (APTA) - <http://www.apta.com/resources/reportsandpublications/Documents/APTA-Rural-Transit-2017.pdf>
- *Rural Transportation Toolkit*, developed by the NORC Walsh Center for Rural Health Analysis in collaboration with the Rural Health Information Hub - <https://www.ruralhealthinfo.org/community-health/transportation>

Calendar of Transit Learning Opportunities and Events

Nov. 14-17: Effectively Managing Transit Emergencies, Landover, MD - <https://tsi-dot.csod.com>

Nov. 29-30: Passenger Assistance Sensitivity and Safety (PASS) Train-theTrainer, Philadelphia, PA - <http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=5131&z=58>

Nov. 29-Dec. 1: SMS Principles for Transit, Philadelphia, PA - <https://tsi-dot.csod.com>

Dec. 4-8: Procurement Series III - RFPs and Competitive Contract Negotiations, Alexandria, VA - <http://www.ntionline.com/courses/>

Dec. 5-6: Quality Assurance and Quality Control in Transit, Fairfax, VA- <http://www.ntionline.com/courses/>

Dec. 5-7: SMS Principles for Transit, State College, PA - <https://tsi-dot.csod.com>

Dec. 6: Travel Training Assessments: Determining Student Competency, webinar - <http://www.projectaction.com/courses-and-schedule/>

Dec. 11-15: Transit Bus System Safety, Landover, MD - <https://tsi-dot.csod.com>

Dec. 12: National Transit Database: Safety & Security Non-Rail Mode Reporting, webinar - <http://www.ntionline.com/webinars/>

Jan. 16, 2018: TAM Legislative Reception, Annapolis, MD - <http://taminc.org/> 

Jan. 17-19, 2018: Passenger Assistance Sensitivity and Safety (PASS) Train-theTrainer, King of Prussia, PA - <http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=5097&z=58>


Jan. 22-Mar. 2, 2018: Taking ADA Complementary Paratransit Service to the Next Level, online course - <http://www.projectaction.com/courses-and-schedule/>

Feb. 12-16: Transit Bus System Safety, Philadelphia, PA - <https://tsi-dot.csod.com>

Mar. 5, 2018: Procurement Series IV - Contract Administration, Richmond, VA - <http://www.ntionline.com/courses/>

Apr. 3-5: Substance Abuse Management and Program, Charlottesville, VA - <https://tsi-dot.csod.com>

Apr. 6: Reasonable Suspicion and Post-Accident Testing Determination Seminar, Charlottesville, VA - <https://tsi-dot.csod.com>

Apr. 21, 2018: TAM Roadeo, MD location to be announced - <http://taminc.org/> 

Apr. 30-May 4: Transit Bus System Safety, Charlottesville, VA - <https://tsi-dot.csod.com>

Apr. 30-May 4: Fundamentals of Bus Collision Investigation, Fairfax, VA - <https://tsi-dot.csod.com>

June 5-7, 2018: Disadvantaged Business Enterprise, Pittsburgh, PA - <http://www.ntionline.com/courses/>

June 10-14, 2018: CTAA EXPO & National Roadeo, Pittsburgh, PA - <http://ctaa.org>

June 26-28: Substance Abuse Management and Program, Largo, MD - <https://tsi-dot.csod.com>

June 29: Reasonable Suspicion and Post-Accident Testing Determination Seminar, Largo, MD - <https://tsi-dot.csod.com>

Sep. 24-28, 2018: TAM's 30th Annual Conference & Expo with RTAP Training, Ocean City, MD - <http://taminc.org/>  

 Md RTAP Event

 TAM Event

About Maryland RTAP and TAM



The Maryland Rural Transit Assistance Program (RTAP) is a program of the Maryland Transit Administration (MTA) Office of Local Transit Support. Maryland RTAP provides the following types of assistance targeted at Maryland rural and small urban public transit providers: training classes and materials, scholarships to assist with costs of attending training away from home, a lending library of training and resource materials, and dissemination of information on training opportunities and other issues of interest to community transit providers in Maryland. For more information about Maryland RTAP, contact Jeannie Fazio at jfazio1@mta.maryland.gov or 410-767-3781.



The Transportation Association of Maryland, Inc. (TAM) is a statewide professional organization committed to improving mobility and economic opportunity for all of Maryland's citizens. TAM's mission is to strengthen community transportation in Maryland through advocacy and professional development. Transportation services provided by TAM members link people to community resources and promote business, tourism, and economic development. For more information about TAM's member services and RTAP library, visit the website at www.taminc.org, or call 866-TAM-0700 or 410-553-4245. TAM is located at 939 Elkridge Landing Road, Suite 195, Linthicum, MD 21090.