

Maryland Transit Update



Summer 2015



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Paul Comfort is New MTA Administrator

On April 24, 2015, Governor Larry Hogan announced that Paul W. Comfort, a 28-year public transit and government official, has been appointed administrator of the Maryland Department of Transportation's Maryland Transit Administration (MTA).

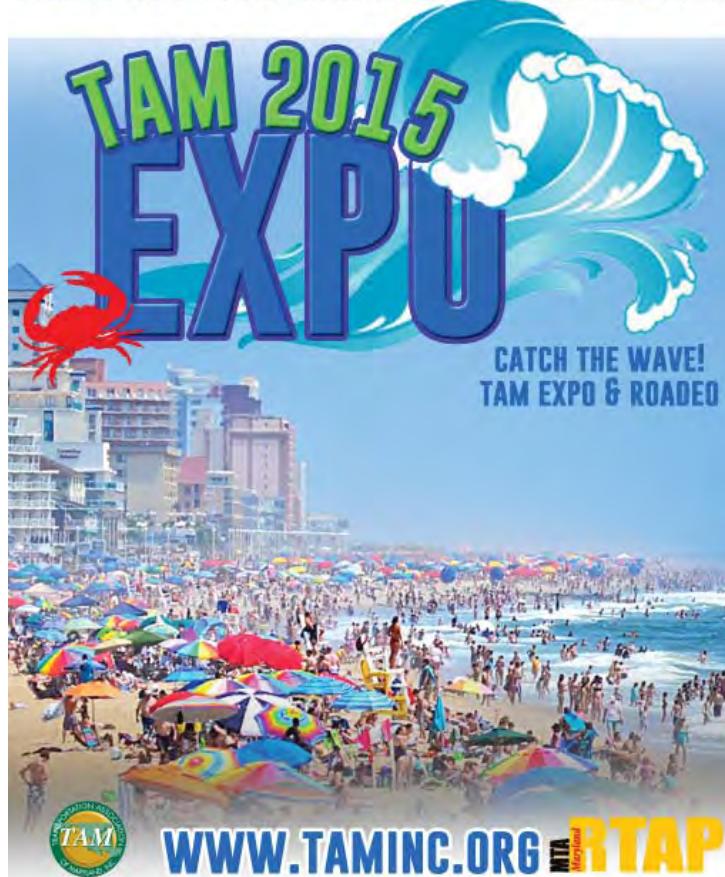
Mr. Comfort previously served as the assistant project manager and director of operations for MV Transportation, where he was responsible for the management and day-to-day operations of the Washington Metropolitan Area Transit Authority's (WMATA) MetroAccess Service. He also has overseen public transit operations both in the private sector and in local government as county administrator for Charles and Queen Anne's Counties.

"Paul will be a great asset to the state by ensuring we deliver an effective transit system that all Marylanders can count on," said Governor Hogan. "I have every confidence that his 28 years of experience have made him exactly the right person for this job."

"Paul has a proven track record in transit operations that will be essential to improving MTA's on-time performance and delivering better customer service to all our transit riders," said Transportation Secretary Pete K. Rahn.

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ROLAND E. POWELL CONVENTION CENTER | SEP 29-OCT 2 | OCEAN CITY, MD



Lenny Howard is New TAM Executive Director

After a search for a new Executive Director, on June 25, the TAM Board of Directors announced the selection of Lenny Howard. Lenny is well known among the TAM membership from his long history at MTA, working with Maryland's Locally Operated Transit Systems in that role, as well as his many years of serving on the TAM Board. Lenny started in the position of TAM Executive Director on July 13.

Welcome back,
Lenny!



**September 29-October 2, 2015
Ocean City, Maryland**

Have You Registered Yet?

Stretching along 10 miles of beautiful beach from the Inlet to the Delaware state line, Ocean City is renowned for its classic wooden boardwalk offers nearly 3 miles of food, games and shopping. **On September 29, 2015, Ocean City will be hosting a new attraction: the first-ever TAM Expo! Join us for our training and trade show extravaganza!**

Don't delay - the limited \$99 hotel rate ends Aug. 15!

Ocean City offers a wide array of attractions to visitors; from its world-famous boardwalk to a smorgasboard of restaurants, OC has something to offer everyone. While attending our Expo, you will be staying at the beautiful Holiday Inn Hotel and Suites, conveniently located oceanfront and next to the boardwalk. You'll attend Expo sessions and vendor exhibits at the Roland E. Powell Convention Center, Maryland's premier convention and conference center. At night, you can stroll along the boardwalk and enjoy our annual partnership dinner at the lovely Harrison's Harbor Watch Restaurant.

This year's event combines a full day of RTAP training on transit asset management, a full day of TAM-associated items, and a full day of vendor/exhibitor showcases. **Also this year, for the first time ever, the TAM Annual Roadeo will be taking place during the conference.** On Friday, watch drivers from Maryland's transit agencies compete in a driver skills competition and enjoy a complimentary carnival-style lunch afterwards at the site.

For more information and to register, visit the TAM website at <http://taminc.org/tameexpo>, and download the conference brochure here: <http://files.ctctcdn.com/c04a3525301/25535cc4-c66a-4aeb-ae9f-deda431c7132.pdf>



Announcing TAM'S 2015 Annual Excellence Awards

TAM's annual Excellence Awards are a great opportunity to provide recognition for your employees, community members, legislators, and organization. This year's awards application and nomination forms can be downloaded from TAM'S website through this web page: <http://www.taminc.org/awards/2015>

Categories include:

- a) Friend of Transportation (person or organization who has done something special to encourage and support transit systems within the State of Maryland);
- b) Driver of the Year;
- c) Outstanding Program of the Year;
- d) Administrator of the Year;
- e) Transit System of the Year (Small, Medium, and Large categories);
- f) Unsung Employee of the Year (open to any employee category, such as administrative assistants, mechanics, dispatchers, etc.); and
- g) Outstanding Business Partner of the Year (open to TAM Associate Members).



**Deadline for
nominations
is August 15,
2015.**

All TAM members are eligible to submit nominations that cover the period of July 1, 2014 to June 30, 2015. Non-members may only be nominated by a TAM member for the following categories: *Unsung Transit Employee of the Year, Friend of Transportation, and Outstanding Program*. You must be a TAM member to be a recipient in all remaining categories.

Awards will be presented at TAM's Annual Awards Luncheon during our 2015 TAM EXPO at the Roland E. Powell Convention Center in Ocean City, MD on Wednesday, September 30, 2015. (Winners will be notified in advance.)

For more information, visit <http://www.taminc.org/awards/2015>.

Questions can be directed to Sandy Wobbleton at (410) 535-4510 or via email at wubblesv@co.cal.md.us





Transit Asset Management

Sponsored by the
Maryland Transit Administration (MTA)
Rural Transit Assistance Program (RTAP)

Tuesday, Sept. 29, 2015
Presented as part of TAM's first-ever Expo!
Roland E. Powell Convention Center
Ocean City, Maryland

This one day training is intended to provide guidance on new requirements for transit asset management by FTA grantees and subrecipients. The goal of improved transit asset management is to implement a strategic approach for assessing needs and prioritizing investments in order to bring the nation's public transit systems into a state of good repair. The training will include details on:

- ✓ FTA asset management requirements
- ✓ Maryland State asset management requirements
- ✓ Demonstration of easy-to-use asset management software
- ✓ Technical support and resources provided by the MTA

Register through <http://taminc.org/tamexpo>

Federal Updates

FTA Seeks Nominations for Transit Advisory Committee for Safety

FTA is seeking nominations for individuals to serve as members for two-year terms on the Transit Advisory Committee for Safety (TRACS). Nominees should be knowledgeable of trends and issues related to rail or bus transit safety. Applications are due August 31. <http://www.gpo.gov/fdsys/pkg/FR-2015-07-02/pdf/2015-16288.pdf>

USDOT Final Rule for Use of Electronic Chain of Custody and Control Form in DOT-Regulated Drug Testing Programs

On April 13, 2015, USDOT's Final Rule regarding the use of electronic versions of the Federal Drug Testing Custody and Control Form (eCCF) was released. <http://www.gpo.gov/fdsys/pkg/FR-2015-04-13/pdf/2015-08256.pdf>
More information is available here: http://content.govdelivery.com/attachments/USDOT/2015/04/12/file_attachments/380902/Part_40_DOT_eCCF_Note.pdf

Final ADA Rule on Reasonable Accommodations Took Effect July 13, 2015

See page 6 for information.

FTA Releases Final Circular on the Section 5339 Bus and Bus Facilities Formula Program

On April 16, FTA released final circular C 5100.1, *Bus and Bus Facilities Program: Guidance and Application Instructions*. The Bus and Bus Facilities Program (49 U.S.C. 5339) was established by MAP-21, replacing the former Section 5309 program. It makes Federal funding available for capital bus and bus-related projects which will support the continuation and expansion of public transportation services in the U.S. http://www.fta.dot.gov/legislation_law/12349_16071.html

HHS Proposes New Drug Testing Procedures for the Federal Drug Free Workplace Programs

On May 15, 2015, two U.S. Department of Health and Human Services (HHS) *Federal Register* notices were issued that would impact DOT drug testing programs. HHS proposes to 1) establish scientific and technical scientific and technical guidelines for the inclusion of oral fluid specimens in the Mandatory Guidelines for Federal Workplace Drug Testing Programs, and 2) revise the Mandatory Guidelines for Federal Workplace Drug Testing Programs for urine testing. The US DOT recommends that their program participants review the HHS proposals and, if they have views or concerns to express, provide comment to the HHS. The links to both *Federal Register* notices are:

(continued on next page)

Federal Updates (continued)

(from previous page)

- Proposed Mandatory Guidelines for Oral Fluid Testing in the Federal Workplace Drug Testing Programs (<http://www.gpo.gov/fdsys/pkg/FR-2015-05-15/pdf/2015-11523.pdf>)
- Proposed Revised Mandatory Guidelines for Urine Testing in the Federal Workplace Drug Testing Programs (<http://www.gpo.gov/fdsys/pkg/FR-2015-05-15/pdf/2015-11524.pdf>)

FTA Proposes Rule to Improve Bus Safety and Reliability Testing

On June 23, FTA announced a Notice of Proposed Rulemaking that would improve the process for testing the safety and reliability of new transit buses funded with Federal dollars. The proposed rule would establish minimum performance standards, a new pass-fail grading system for bus testing, and a weighted scoring process that would better assist local transit agencies in purchasing an appropriate vehicle. In addition, the proposed rule would clarify and improve verification of Buy America and DBE compliance throughout the supply chain. The proposed rule would require new buses meet minimum thresholds in structural integrity, safety, maintainability, reliability, fuel economy, emissions, noise, and performance. The rule would refine and streamline the existing standardized procedures used by the FTA Bus Testing Facility at Pennsylvania State University's Larson Transportation Institute in Altoona, PA. FTA seeks comments on the proposed rule no later than August 24, 2015: <http://www.gpo.gov/fdsys/pkg/FR-2015-06-23/pdf/2015-14176.pdf>

FTA Proposes Changes to Buy America Handbook

FTA has placed, in the docket and on its Web site, proposed guidance, in the form of a handbook, on complying with FTA's Buy America pre-award and post-delivery audit requirements for rolling stock procurements, from the solicitation phase through final acceptance of the rolling stock. This proposed guidance explains and illustrates how to calculate domestic content of rolling stock, and it is intended for use by recipients of Federal funding, auditors, manufacturers, and suppliers (including subcontractors). Comments are requested by August 17, 2015. The *Federal Register* announcement with instructions for submitting comments can be downloaded here: <http://www.gpo.gov/fdsys/pkg/FR-2015-06-16/pdf/2015-14711.pdf>

The draft handbook can be downloaded here:
http://www.fta.dot.gov/documents/DRAFT_Pre-Award_and_Post-Delivery_Handbook_15-05-01.pdf

DOJ Introduces Online ADA Complaint Form

The U.S. Department of Justice (DOJ), which enforces key mandates of the ADA, recently launched an online form for filing complaints electronically under the law. DOJ regulates and enforces requirements that apply to state and local governments, public accommodations, and commercial entities, including standards for buildings and facilities that are based on guidelines issued by the U.S. Access Board. This would include enforcement of the public right of way, like clear pathways to transit stops and other public amenities.

The new web-based ADA complaint form is available on DOJ's website at www.ada.gov/complaint. People who feel that they are being discriminated against are encouraged to first contact their local authorities and try and work things out before contacting the DOJ. For further information, contact DOJ (800) 514-0301 (v) or (800) 514-0383 (TTY).

5 Reasons To Attend

2015 TAM EXPO

- Industry Awards**
The largest Transportation Awards Ceremony in Maryland takes place during the EXPO. Nominations due mid-July!
- Networking**
Interact with over 100 industry professionals, vendors and transportation thought leaders.
- World-Class Sessions**
Sessions on Employee Engagement, Asset Mgmt., Investment Prioritization, Grant Seeking Resources, New Certification Opportunities & More
- Vendor Showcase**
See new technology, meet resource providers and explore products during the day long vendor showcase
- Oceanfront Venue**
Outdoor Welcome Reception, Partnership Dinner & waterside Conference Center all aside the picturesque Atlantic.

TAM
TRANSPORTATION ASSOCIATION OF MARYLAND INC.

Register by August 15th to enjoy a limited-time \$99 hotel suite rate. Visit TAMInc.org for more info!!

Paul Comfort is New MTA Administrator (continued)

(from page 1) Mr. Comfort served as vice president of the Queen Anne's County Commissioners before leaving this position to focus his energies full time on MTA. Mr. Comfort began his career in Queen Anne's County, where he served as the County's first transportation coordinator and started the County Ride public transportation system. Other private-sector transit companies he has worked for include Yellow Transportation and Laidlaw Transit Services. In these positions, he was responsible for overseeing management of Howard Transit, Howard Transit Ride, Connect-A-Ride in Laurel, numerous commuter bus routes in Maryland and Virginia, various human service transportation operations, and city and corporate shuttle services. He also has served as the president of the Transportation Association of Maryland for several terms.

Mr. Comfort received his Bachelor of Arts in history from University of Maryland Baltimore County and his Juris Doctor from the University of Maryland School of Law in Baltimore City. He resides in Queen Anne's County with his wife and their six children. His first day as MTA administrator was May 11.

5 Reasons To Compete in TAM's 2015 Roadeo!

Free Trip to Portland, OR

TAM Roadeo winner receives an all-expense trip to Portland, OR to compete for the National Roadeo Title!

Statewide Recognition

The largest Transportation Competition in Maryland recognizing driving skills & maintenance disciplines.

Oceanfront Venue

Course with boardwalk-style cookout & close proximity to the beach. Stay oceanside while competing for the title!

5



Networking

Connect with other distinguished Maryland drivers, transportation professionals and industry leaders.

4

Professional Experience

Develop new talents, harness capabilities and showcase skills in this once-a-year event.

3



Learn more about the TAM Roadeo at www.TAMInc.org

2

1

Spotlight on Safety: Pre-Trip Treasure Hunt



If you've been in the passenger transportation industry for any length of time, then doubtless you are aware of the importance of pre-trip inspections as part of preventive maintenance and safety programs. But how do you ensure that your drivers are actually conducting them thoroughly?

One idea to reward thorough inspections is a pre-trip "treasure hunt." Consider periodically hiding a small reward (such as a gift certificate to a favorite fast food restaurant, a \$5 bill, or a voucher for another prize such as a t-shirt, plus agency recognition) somewhere that can only be found by conducting a thorough pre-trip inspection. It could be taped on the oil dipstick (though secured so that it will not be a hazard to the engine compartment), on the wheelchair lift (on a spot only to be found by cycling the lift, secured so as not to be a mechanical hazard), inside the accident/incident packet or first aid kit, or in another location in which drivers may be cutting corners during pre-trip inspections. Once drivers know they may find a prize during a thorough pre-trip, they are less likely to cut those corners. For maximum results:

- ✓ Reinforce each reward with training provided to all drivers on why it is important to check each specific item on the pre-trip inspection form.
- ✓ Rotate vehicles and prize locations, and hide prizes at random intervals so that drivers cannot guess when or where they are likely to find a "buried treasure" (and thus will be more vigilant in their searching on an ongoing basis).

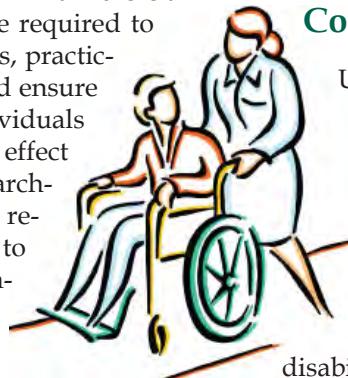
FTA Substance Abuse Seminar

August 18, 2015
Salisbury, Maryland

FTA will host one of its free Substance Abuse seminars in Salisbury on Tuesday, August 18. Designed for transit employers, substance abuse program managers, human resource managers, safety managers, and vendors for transit substance abuse programs, this one-day seminar provides essential facts and information to facilitate employers' compliance with DOT's 49 CFR Part 40 and FTA's 49 CFR Part 655. While a high-level overview of the regulations will be discussed, this seminar will focus more on the operational side of a transit agency's functions. Register, through this webpage: <http://transit-safety.fta.dot.gov/Training/new/CourseDetails.aspx?csid=50>

Reminder: Final Rule on Making Reasonable Accommodations Took Effect July 13

On March 13, 2015, the USDOT issued a new final rule clarifying that public transportation providers are required to make reasonable modifications to their policies, practices and procedures to avoid discrimination and ensure programs and services are accessible to individuals with disabilities. This rule, which went into effect on Monday, July 13, 2015, reinforces an overarching requirement of the ADA, and establishes requirements to designate a responsible party to respond to complaints related to ADA discrimination as well as to establish a process for considering requests for reasonable modifications. The requirement to provide reasonable modifications to policies and practices is not new—entities receiving Federal financial assistance have historically been subject to the requirement under Section 504 (49 CFR Part 27). The new USDOT rule clarifies what constitutes “reasonable” and “unreasonable” and provides specific examples. It brings clarity to the issue of origin-to-destination policy which has had varied interpretations and was unevenly applied throughout the nation. The new rule requires paratransit providers that primarily operate curb-to-curb service to make reasonable modifications for those passengers who need assistance beyond the curb so that they can use the service. Most paratransit operators already follow such an origin-to-destination policy.



Designated Person Responsible for Coordinating the Complaint Process

Under 49 CFR Part 37, Section 37.17, each public (and private) agency must adopt complaint procedures incorporating appropriate due process standards for 49 CFR Part 37 as well as Parts 27, 38 and 39, and must designate one or more employees to be responsible for coordinating efforts for complying with this process. The complaint process must be sufficiently advertised to the public (such as on the entity's website) and be accessible to and usable by people with disabilities. Complaints must be responded to promptly and documented.

Process for Considering Requests for Reasonable Modifications

Under 49 CFR Part 37, Section 37.169, public entities providing designated public transportation, including fixed route, demand-responsive, and complementary paratransit service must establish their own processes for making decisions on and providing reasonable modifications to their policies and practices. If you are a public entity (or are under contract to a public entity or receive FTA funds to provide (*continued on next page*)

Examples of Requests that Need to Be Granted

Appendix E to 49 CFR Part 37 details numerous possible examples of the types of modifications which would be reasonable. Here are just a few

On Paratransit

Snow and Ice - Walking a paratransit passenger over a pathway that has not been fully cleared of snow and ice — except in extreme conditions that pose a direct threat to the driver or others.

Pick up and Drop Off Locations - Picking up or dropping off a paratransit passenger at the entrance requested by the passenger, rather than meet them at a location predetermined by the transportation agency, unless the requested location would pose a direct threat. If the requested location is on private property, the paratransit operator should make every reasonable effort to gain permission to access the area.

Opening Building Doors - Unless it would pose a direct threat or would leave the vehicle unattended for a lengthy period of time. Door-through-door service is generally not required.

On Fixed Route

Snow and Ice - Moving the bus to a cleared area for boarding if snow or icy conditions at a bus stop make it difficult or impossible for a fixed route passenger with a disability to board with the lift.

Obstructions - Positioning the vehicle to avoid obstructions such as parked cars, snow banks, and contructions that would be barriers to a passenger's boarding or deboarding, so long as the requested location is in close proximity to the fixed bus stop and would not pose a direct threat.

On All Service Modes

Eating and Drinking - Allowing a passenger with diabetes or another medical condition to eat on board the vehicle in order to avoid adverse health consequences.

Fare Handling - Assisting a passenger with handling fare media in situations where a passenger with a disability is unable to pay the fare (although transit personnel are not required to reach into pockets or backpacks to extract the fare media).

Reminder: Final Rule on Making Reasonable Accommodations Took Effect July 13 *(continued)*



(from previous page) public transportation services), you must provide a means, accessible to and usable by people with disabilities, to request a modification in your policies and practices, and this process must now be in place.

Information about how to request reasonable modifications must be made available to the public through the same means the public entity uses to inform the public about its policies and practices (for example, on your website or in your printed ride guide).

Individuals requesting the modifications need to describe what they need in order to use your service. They are not required to use the term "reasonable modification" when making this request. Whenever feasible, they should make the request in advance; however, your process should allow for considering requests at the time of the request.

Requests for reasonable modifications may be denied only on one or more of the following grounds:

- (1) making the modification would fundamentally alter the nature of the entity's services, programs, or activities,
- (2) making the modification would result in a direct threat to the health or safety of others, or
- (3) without the requested modification, the individual with a disability is able to fully use the entity's services, programs, or activities for their intended purpose.

In any case where the request is denied, the public entity is still required to take other actions--to the maximum extent feasible without resulting in a direct threat or fundamental alteration--to ensure that the individual with a disability is able to use the service.

Compliance with this Rule

Entities will need to review their existing procedures and conform them to the new rule as needed. The shape of the process is up to the transportation provider, but it must meet the basic criteria. The USDOT can review an entity's process as part of normal program oversight, including compliance reviews and complaint investigations, and MTA grantees can expect that MTA will be reviewing their process for requesting reasonable accommodations as part of MTA compliance reviews.

For More Information

The final rule can be downloaded through <http://www.fta.dot.gov/civilrights/12325.html>. Appendix E, containing examples of what would constitute "reasonable" and what would constitute a "fundamental alteration" or "direct threat" begins on page 13261.

Examples of Requests that May be Denied

Appendix E also indicates examples of modifications which transit agencies do not have to make. Here are a few:

Fundamental Alterations of Service

- Providing dedicated vehicles or special equipment in a vehicle (unless specifically required by the ADA or USDOT rules)
- Assigning the passenger to a specific driver
- Providing an exclusive or reduced capacity paratransit trip (since paratransit is shared-ride), or avoiding other passengers
- Operating outside of the established service area or operating hours
- Providing personal care attendant services (such as remaining with a passenger who cannot be left alone without an attendant or assisting with luggage or packages)
- Hand-carrying a passenger except in emergency situations
- Caring for a service animal
- Providing service to a passenger who cannot or refuses to pay the fare (though note that if assistance is needed in handling fare media, this would constitute a reasonable modification)

Direct Threats to the Driver or Others

- Exposing the vehicle to hazards
- Leaving a vehicle with passengers on board unattended for a lengthy period of time

MTA Leads Coordinated Transportation Planning Update

By Dan Dalton, Senior Transportation Planner, KFH Group

The *Moving Ahead for Progress in the 21st Century* (MAP-21) legislation continued the coordinated transportation planning requirements established in previous law. Specifically, the legislation notes that the projects selected for funding through the Federal Section 5310 program must be "included in a locally developed, coordinated public transit-human services transportation plan."

Federal Transit Administration (FTA) guidance defines a coordinated public transit-human service transportation plan as one that identifies the transportation needs of individuals with disabilities, seniors, and people with low incomes, provides strategies for meeting those local needs, and prioritizes transportation services and projects for funding and implementation. There are four required plan elements:

- (1) An assessment of available services that identifies current transportation providers (public, private, and nonprofit);
- (2) An assessment of transportation needs for individuals with disabilities and seniors. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service;
- (3) Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and
- (4) Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.

To respond to the MAP-21 legislation, MTA's Office of Local Transit Support (OLTS) is leading the update of previous regional Coordinated Transportation Plans. In conjunction with regional coordinating bodies and with assistance from the KFH Group, the MTA has conducted regional workshops and follow-up meetings across Maryland to gain input from a wide range of stakeholders on transportation needs and strategies to improve mobility.

The coordinated transportation planning effort is not solely limited to the Section 5310 program. While the plan is only required in communities seeking funding under the Section 5310 program, Maryland's regional Coordinated Transportation Plans incorporate activities offered under other programs sponsored by Federal, state, and local agencies to greatly strengthen its impact. The updated plans will also include strategies and potential projects beyond those eligible for funding through the Section 5310 program. Therefore, each plan will be designed to serve as a blueprint for future discussions and efforts in the region to improve mobility, especially for older adults, people with disabilities, veterans, and people with lower incomes.

More information on the coordinated transportation planning process is available at <http://www.kfhgroup.com/mdcoordinationplans.htm>. Draft versions of the regional plans will be available on this website in the near future. Your review and comments are encouraged and welcomed!

Scenes from Maryland RTAP Technology Training & TAM'S Annual General Meeting, May 12-14, 2015 in Solomons, MD



Local Public & Specialized Transportation News

CATS Launches METRO Connector Service



On June 1, Carroll Area Transit System (CATS) launched its new METRO Connector service. This daily shuttle from Westminster to the Owings Mills Metro Station makes

two morning and two afternoon/evening trips per day. The fare for this service is \$20 per round trip or \$75 for five round trips. Service must be reserved in advance by calling CATS at 410-857-0080.

Tri-County Council for Southern Maryland Hosts Bike to Work Day



Indian Head Mayor Brandon Paulin, right, presents TCCSM Rideshare Coordinator George Clark with an Official Citation from the Southern Maryland General Assembly

portation. George Clark and Nicky Pires would like to thank all who helped put this together.

CMRT's Transportation Resource Information Point (TRIP) Project Expands Statewide

Central Maryland Region Transit (CMRT) is excited to present the Transportation Resource Information Point's (TRIP) statewide expansion project. TRIP will be creating and updating all public transportation information in Google Maps' Transit option in order to make life easier for commuters all across Maryland.

TRIP is a one-click, one-call transit information source that provides information for transit agencies in the Central Maryland region. The TRIP program received a VTCLI (Veterans Transportation and Community Living Initiative) grant that will allow this program to go a step further by making all of Maryland's transit information accessible through Google's interactive trip planning tool, as well as other providers who choose to display



Pictured above is the CMRT TRIP statewide expansion team, known as the "Map Squad"

this information (such as Bing and HopStop). With the help of this grant, TRIP is able to expand its focus to veterans. The goal is to make this information more readily available to them by developing travel information kiosks that will be displayed in U.S. Department of Veterans Affairs (VA) facilities, as well as on military bases, and in other areas with high veteran populations.

Because transit agencies will change their services on occasion, TRIP plans to train the various transit providers on how to keep their information updated and current in the system. CMRT and the TRIP team are very excited about this project and how it can better serve transit users in Maryland. We look forward to receiving feedback from the transit community on this exciting initiative.

For more information please contact Chris Firehock, Project Manager, at chris.firehock@cmrtransit.org or (240) 581-5800.

Commuter of the Year Cycles 65 Miles to Accept Regional Award

On May 13, Alyssa Boxhill, Frederick County Commuter of the Year, bicycled 65 miles from Frederick, MD to Alexandria, VA to accept the Clean Air Partner's Annual Champion Award. The award recognizes one individual in the Metropolitan DC and Baltimore regions for her significant contribution with lasting impact on the region's air quality through community outreach, implementing hands-on environmental awareness activities, and demonstrating true leadership initiative.

Boxhill was selected by TransIT as the Frederick County Commuter of the Year in early 2015 for her continuous use of alternative transportation, outstanding commitment and leadership efforts through numerous committees, including the Green Team at her employer and the Bicycle and Pedestrian Advisory Committee. After being selected as Commuter of the Year, TransIT nominated Ms. Boxhill for the regional award, which had similar qualifications. Boxhill was selected and was presented the award by Lon Anderson, Clean Air Part- (continued on next page)

Local Public & Specialized Transportation News

(from previous page) ners, after she cycled over 60 miles on the C&O canal and Mt. Vernon Trail. The trip took her over six hours.

Ms. Boxhill's commitment was awarded with thundering applause and many congratulations at the event, which took place at the Torpedo Factory in the City of Alexandria. Clean Air Partners' Managing Director, Jen Desimone, said about Boxhill, "Alyssa's leadership and commitment to alternative transportation made her an excellent recipient of our Champion award. Her efforts have helped protect and improve the air we breathe and is an inspiration for all." When asked why Boxhill chose to make the trip by way of bicycle, she commented, "Not long after I found out about the venue and its close proximity to bicycling facilities, like the Mount Vernon Trail and C&O Canal Trail, I knew it was entirely feasible to get there by bicycle. Watching car traffic back up along Canal Road during my ride reinforced just how fortunate I feel to live in a region that supports alternative forms of transportation with the existence of these facilities. We'd all be lucky to be able to not have to rely on driving ourselves to get everywhere we need to go."

Frederick Pit Stop Sets Record: 45% Increase in Bike to Work Day Registrations

Frederick's pit stop, sponsored by TransIT, increased 2015 Bike to Work Day registrations by 45% with over 400 total registrants and saw nearly 200 participants at the event which took place at the Transit Center in downtown Frederick on Friday, May 15. Bike to Work Day is a free regional event promoting alternative transportation, co-sponsored by Commuter Connections and the Washington Area Bicyclists Association (WABA), which hosts 79 pit stops with over 17,000 regional participants.

Frederick's pit stop included numerous activities for cyclists. The event was emceed by John Fieseler, Executive Director of the Tourism Council of Frederick County, and was kicked off with the National Anthem sung by Angela Spencer. Proclamations were presented to the City of Frederick (Frederick City Mayor Randy McClement) and to TransIT (Frederick County Council-



ThermoCyclers bike club at ThermoFisher Scientific LSG pose with the Frederick Keys mascot

woman Jessica Fitzwater) along with a certificate from Maryland Representative John Delaney, D-MD. Other speakers included Maryland Delegate Carol Krimm and Bike MS Representative Michael Tomlin. Music was provided by Key103, and food was provided by Dunkin Donuts, Wegman's, Gravel & Grind, The Common Market and Glory Doughnuts. Vendors included State Farm, Bike MS, The Common Market, Gravel & Grind, TransIT, Key 103 and the Bicycle Escape. Raffle prizes were awarded to various recipients and a ThermoFisher Scientific employee won the bicycle raffle, presented by the Bicycle Escape. All participants received a reflector and a t-shirt. TransIT and the Bicycle Escape hosted a pre-registration party a week before the event.

TransIT supports bicycling as an alternative to driving alone by offering bicycle racks on the front of all TransIT Connector and shuttle buses. Bicycles can be loaded in only 20 seconds and assistance is available from TransIT drivers.

TransIT's Expands Summer Freedom Pass to Youth Ages 13-22

This summer, TransIT Services of Frederick County expanded the age range for its annual Summer Freedom Pass to include collegiate aged students. The annual Summer Freedom Pass allows youth ages 13-22 to ride all TransIT Connector and shuttle routes from June 1-August 31 for \$15.00 (a savings of \$75.00). Summer Freedom Pass holders are also eligible for discounts at several retail locations in Frederick County. With the launch of TransIT ezFARE, the mobile ticketing app, eligible youth can download the pass onto their smart phone by downloading the app from the Apple or Google Play stores. The app will remain valid for the entire summer with only visual validation of the pass and a valid ID required to board. Paper passes can also be purchased through several county offices.



"Extending the age for the Summer Freedom Pass to include college students is a huge benefit that will enable them to save more money and get to summer jobs and activities for a minimum cost," said Nancy Norris, TransIT Director.

Ride On Celebrates 40th Anniversary Milestone

The Montgomery County Department of Transportation's (MDOT) Ride On bus system marked 40 years of service in May with a celebratory outdoor luncheon in Rockville that kicked off a week of special events. At the celebration, County Executive

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Local Public & Specialized Transportation News

(from previous page) Isiah Leggett proclaimed May 11, 2015 to be "Ride On Day" and praised the system for four decades of high-quality customer service. Special guests included U.S. Senator Ben Cardin, State Delegates Charles Barkley and Jim Gilchrist, Montgomery County Council President George Leventhal, and Councilmembers Hans Riemer and Sidney Katz. A group of "Trailblazers" – people who joined the Ride On staff in the 1970s and are still with the system today – were honored at the event. They are Carla Rivera, Bill Oliver, Steve Wilkinson and Bill Gbolokai. Original rider Susanne Brunhart-Wiggins and Ed Daniel, the very first Transit Services Division Chief, were also recognized.

"From its humble beginnings 40 years ago, Ride On has become an integral part of the region's balanced transportation network, providing 26.5 million trips a year," said MCDOT Acting Director Al Roshdieh. "Further expanding transit and other travel options is critical to relieving traffic congestion. If Ride On was not available to our residents, each year there would be 96.5 million additional vehicle miles of car traffic on our already clogged Montgomery County roads. Ride On is a green and sustainable alternative to single passenger vehicles and our use of alternative fuels significantly reduces air pollution."

During the middle of the week, Ride On hosted three Customer Appreciation Days at three different transportation hubs across the county to thank its loyal customers. Riders were given free t-shirts, water bottles, transit bags, badge holders, stylus pens and reflector lights. To cap off the festive week and celebrate Bike to Work Day, Ride On offered free trips to all passengers who rode on the bus with their bicycles. Acting Director Roshdieh and Transit Services Division Chief Carolyn Biggins were at the Bike to Work Day pit stop in Rockville, MD to demonstrate how to load a bicycle onto a Ride On bus. One of Ride On's buses with the new turn warning system was on site for a demonstration of how the vehicles help alert pedestrians and bicyclists.



From left to right: George Leventhal, Montgomery County Council President, Al Roshdieh, Acting Director, Montgomery County Department of Transportation, Isiah Leggett, County Executive, Montgomery County, MD, Carolyn Biggins, Transit Services Division Chief, and Hans Riemer, Montgomery County Council

Ride On began operations in 1975 with 20 buses in Gaithersburg, MD and Silver Spring, MD. Today, Ride On operates a fleet of 343 buses and provides award-winning transit service countywide, 365-days-per-year. On a typical weekday, people take more than 86,000 trips on 78 weekday Ride On routes. More than 75 percent of Ride On buses are hybrid-electric diesel, clean diesel, or run on compressed natural gas, all of which reduce harmful air emissions. This proportion will rise as older buses are replaced with new, more energy-efficient vehicles in the next few years. Ride On's most recent service upgrade in January added service on 19 routes, increased hours of operation on 18 routes, and improved the accuracy of schedule times on 14 routes. Ride On provides customer service training for each bus operator. Ride On buses are 100 percent ADA compliant and a program to upgrade Ride On's 5,300 bus stops for accessibility and pedestrian safety is regarded as the national model.

Ride On Food Drive Collects Nearly 8,800 Pounds of Food During Give and Ride Week

Montgomery County's Ride On bus system collected 8,767 pounds of food this year during its annual "Give and Ride" food drive that took place the week of April 19. Bus passengers received free rides by donating canned or nonperishable food for Montgomery County school students.

"Ride On is more than a bus service – it's a family of caring bus drivers and riders who reach out to make a difference in the lives of others," said Montgomery County Executive Isiah Leggett. "We appreciate the efforts of our passengers and employees who donated generously to support elementary school students who need access to food over the weekend." All food donations were sent to the Manna Food Center, a Gaithersburg-based nonprofit organization that distributes food to the County's neediest families. In addition to providing food for 3,600 families each month, Manna also provides weekly "Smart Sacks" of nutritious food to 2,300 elementary school students in need.

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From left to right: Howard Benn, Chief, Customer & Operations Support Section, Montgomery County Transit, Jackie DeCarlo, Executive Director, Manna Food Center, Al Roshdieh, Acting Director, Montgomery County Department of Transportation, Isiah Leggett, County Executive, Montgomery County, MD

Local Public & Specialized Transportation News

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Associate Member Corner

The Importance of a Proactive Approach to Transit Safety

By Lori Jetha, Marketing Manager, Seon

A transit operator once told me: "When people board our buses they come with different expectations for the quality of our service, but everyone expects their ride to be safe." So how do you make sure you are delivering on that most basic of expectations? The answer: a proactive approach to transit safety.

A Recipe for Success

Being proactive means first dedicating the time and resources to anticipate common safety issues and accurately assess your needs and risks. A little up-front planning can identify areas of concern and help minimize, or even avoid, future risk. On the flip side, being reactive and waiting for an incident to occur can lead to longer resolution times, customer and employee dissatisfaction, and greater long term costs.

The perfect recipe for a proactive approach to transit safety requires three essential ingredients: policies, education, and technology. Blended together, they result in a comprehensive security plan that can help you prevent security situations or respond to emergencies more quickly.

Essential Ingredients for Transit Safety

Let's take an operator assault example to illustrate how proactively implementing policies, education, and technology produces the best long term results. Policies might include a code of conduct to address safety issues or fare collection rules to guide passenger-driver interactions to minimize the risk of volatile situations. Doug Mosher, Halifax Metro's Manager of Transit Security, recommends operators act as Fare Informers, instead of Fare Enforcers, as a way to ensure that conflicts over fare payment don't lead to operator assaults.

Driver training is another important ingredient of transit safety. Conflict resolution and de-escalation techniques combined with customer service skills can be especially useful to defuse emotionally charged situations so that assaults are prevented.

The third ingredient - technology - helps prevent crimes on board, reduce law enforcement and investigation costs, and improve emergency response times. Having operators point to the surveillance cameras, and remind unruly passengers that they are being recorded, can actually help prevent an attack. When an assault is happening, a driver-triggered panic alarm in conjunction with live vehicle tracking, can alert security staff, help them quickly locate the vehicle, and dispatch emergency services and engage law enforcement. Security staff can even tap into installed bus cameras to monitor the situation using live video

streaming. Recorded video of an assault can provide clear, indisputable evidence of the events leading up to the attack and can help apprehend and prosecute the perpetrator.

Operator assault is just one important transit safety issue that can be addressed with a proactive approach. Take a moment to consider your pressing safety issues, whether you are being proactive or reactive, and what blend of policy, education and technology will ensure you meet customer expectations. To learn about other transit safety strategies visit blog.seon.com or join the Stop Violence Against Drivers group on LinkedIn.

KFH Group Celebrates 20 Years, Welcomes New Staff



Latisha Johnson



Matthew Dennison



Lucinda Shannon



Laurie Schwartz

In May, KFH Group celebrated its 20th anniversary. KFH Group was founded in 1995 with a primary goal of providing high-quality and responsive consulting assistance. Named after the firm's three Principals (Sue Knapp, Fred Fravel, and

Ken Hosen), the company has grown to a staff of more than 20 transportation professionals plus support staff with offices located in Maryland, Texas, and Washington State.

KFH Group also recently welcomed several new staff members to the Bethesda, Maryland office. Transportation Analyst **Latisha Johnson** brings experience in data analysis, GIS, and community outreach. Ms. Johnson serves on the Bus Rapid Transit Advisory Committee for the Montgomery County Rapid Transit Study, and is currently a Master's candidate in City and Regional Planning at Morgan State University. Transportation Analyst **Matthew Dennison** brings a wealth of technical skills in GIS and project management to KFH. Mr. Dennison recently earned a Master's in GIS Management from Salisbury University. Transportation Planner **Lucinda Shannon** has 11 years of experience providing technical assistance and developing resource materials for transit agencies, human service providers, policy makers, and planners on accessible transportation. Ms. Shannon holds a Master's degree in Public Policy and Administration from the University of Massachusetts. **Laurie Schwartz** is KFH Group's new Office Manager. In addition to her 15 years of office management experience and 12 years of teaching physics to non-science majors, Ms.

Schwartz holds a Bachelor of Science in Mechanical Engineering from Lehigh University.

Legislative Update

By Christopher B. Costello, Public Sector Consulting Group

The 2015 Maryland General Assembly legislative session ended (sine die) on Monday, April 13. The Maryland Transit Administration's (MTA) budget for Fiscal Year 2016 is currently scheduled to increase 3.3% from \$729.4 to \$753.7 Million. A summary of transportation related legislation is available at: <http://mga-leg.maryland.gov/Pubs/legislegal/2015rs-90-day-report.pdf>

While the legislation that passed would not be likely to directly concern Maryland's Local Operating Transit Systems (LOTS), there was budget language (J00H01.01 Transit Administration - FY 2015 Operating Budget) that included a requirement for a review of public transportation:

Transit Performance: The Committees are concerned about the performance measures reported by the Maryland Transit Administration (MTA) with the fiscal 2016 budget that shows a decline in ridership in fiscal 2014, core bus on-time performance not meeting the established goal for the past three years, and farebox recovery rates below the level mandated in State law. By July 1, 2015, MTA should post in its website a transit performance improvement plan indicating how these issues are to be remedied. Further, MTA should post on its website quarterly updates beginning October 1, 2015, indicating the specific actions taken and progress made in implementing the improvement plan.

MTA created the MTA Stakeholder Work Group, which held its first meeting on June 24, 2015. Details of that and future meetings of the Work Group are included below. The first meeting was a roundtable discussion of the Work Group member's concerns and suggestions for improving public transportation. Interestingly, much of the concerns indicated a need for increased services that could be provided by TAM members.

On June 25, the Governor announced his intention to allocate \$2 billion dollars for highways and bridges. Also included in Governor Hogan's June 25th press conference was his decision to go forward with a reduced-cost version of the Purple Line, light rail that will connect Bethesda in Montgomery County to New Carrollton in Prince George's County, and to discontinue plans to build the Red Line in Baltimore and Baltimore County. Governor Hogan's press statement addressed future investment in public transportation.

"I have always said this decision was never about whether public transit was worthwhile, but whether it is affordable and makes sense," said Governor Hogan. "In reducing costs here, hundreds of millions of dollars will become available for other important projects. Our administration promised to chart a new course for

Maryland – one where economic development and jobs are our top priority. The Purple Line is a long-term investment that will be an important economic driver for our state."

MTA Stakeholder Work Group

Ensuring that Maryland's transit system is safe, efficient, and sustainable is a top priority for the Maryland Department of Transportation (MDOT). During the 2015 Session of the General Assembly, various committees discussed opportunities to improve the services offered by the MTA. In addition to legislative proposals, budget language was included as part of the FY 2015 operating budget that directed the MTA to develop a Transit Performance Improvement Plan. To develop that plan and to ensure that the concerns and recommendations of MTA's stakeholders are heard, understood, and implemented where appropriate, MDOT convened an MTA Stakeholder Work Group to hear from business and organizational interests as well as from transit users.

Invited stakeholders include local and state elected officials from Anne Arundel County, Baltimore City, Baltimore County, and Howard County, as well as representatives from Baltimore Metropolitan Council, Baltimore City Department of Transportation, Central Maryland Transit Alliance, Transit Choices, and major employers and business development organizations in Central Maryland.

Over the course of the summer and early fall, this group will make recommendations to improve MTA services, which will inform the Transit Performance Improvement Plan. The first meeting, held on June 24, 2015 at the offices of the Baltimore Metropolitan Council, was chaired by MDOT Deputy Secretary Jim Ports and moderated by Sam Minnitt from Parsons Brinkerhoff Engineering. A copy of the Agenda and presentation can be found at: http://www.mdot.maryland.gov/Office_of_Planning_and_Capital_Programming/MTA_Stakeholder_Group/Index.html.

TAM will participate in the work group at future meetings. All interested citizens are welcome to attend and be part of this work group. RSVPs are requested for the next meeting, which is scheduled for 2:00 pm on Monday, August 3, at the offices of the Baltimore Metropolitan Council, 500 Whetstone Way, Baltimore, MD 21230. For more information, visit http://www.mdot.maryland.gov/Office_of_Planning_and_Capital_Programming/MTA_Stakeholder_Group/Index.html#Meeting or contact Philip Dacey, MDOT's Director of Governmental Affairs at pdacey@mdot.state.md.us or 410-865-1090.

Does your organization have news related to community transportation in Maryland? Submissions about new services and facilities, achievements, milestones, new resources, and more are always welcome for the *Maryland Transit Update*, particularly from MTA grantees and TAM members. Articles of approximately 250 to 800 words are ideal. Photos and other visuals to accompany articles are also encouraged. Submissions are due August 28 for the next issue, and can be sent to TAM or to bhamby@kfhgroup.com.

Transit Bookshelf & Toolbox

New & Interesting Free Resources



FTA

- **Drug & Alcohol Resources** - FTA has added some new tools to the Drug and Alcohol Program website, including a Policy Builder to help you develop a customized FTA-compliant anti-drug and alcohol misuse policy, sample forms and checklists for all aspects of the program, and an Excel tool to help track your random testing schedule
<http://transit-safety.fta.dot.gov/DrugAndAlcohol/Tools>.
- **New Safety Website** - The FTA Office of Safety & Oversight has launched a new training and resource website. Take online courses, sign up for in-person courses, and find resources and templates for all aspects of transit safety. <https://safety.fta.dot.gov/cms/welcome>
- **DBE Training for FTA Recipients and Transit Vehicle Manufacturers** - FTA's new DBE recorded training, Implementing a Successful Disadvantaged Business Enterprise (DBE) Program: 2014 DBE Rule Synopsis, is now available on the FTA Civil Rights Training web page at <http://www.fta.dot.gov/civilrights/12885.html>.

National RTAP

National RTAP recently released several new products, each of which can be accessed through www.nationalrtap.org:

- **101 Webinar on Rides to Wellness**
- **101 Webinar on Ethics in Transit Decision-Making**
- **Spotlight Article on Best Practices: Travel Training**

CTAA

- **PASS Basic Online Training** - The online alternative to CTAA's passenger assistance training
<http://training.ctaa.org>
- **CTAA EXPO Workshop Presentations** - CTAA has collected many of the presentations from EXPO Workshops.
<http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=4069&z=136>
- **Volunteer Driver Program Review** - This review from the National Volunteer Transportation Center is intended to support volunteer driver programs
[http://web1.ctaa.org/webmodules/webarticles/articlefiles/NVTC Program Review.pdf](http://web1.ctaa.org/webmodules/webarticles/articlefiles/NVTC%20Program%20Review.pdf)

TCRP

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

- **TCRP Report 176: Quantifying Transit's Impact on GHG Emissions and Energy Use-the Land Use Component**
- **TCRP Report 178: A National Transit Certification Program for Vehicle Maintenance Instructors**
- **TCRP Report 179: Use of Web-Based Rider Feedback**
- **TCRP Synthesis 116: Practices for Establishing ADA Paratransit Eligibility Determination Facilities**
- **TCRP Synthesis 117: Better On-Street Bus Stops**

National Transit Institute

The following webinars have been added to National Transit Institute's (NTI's) YouTube channel:

- **TCRP Synthesis 112: Maintaining Transit Effectiveness Under Major Financial Constraints** - <https://youtu.be/0cs2YsLqb7E>
- **TCRP Report 164: Community Tools to Improve Transportation for Veterans, Military Service Members, and Their Families** - https://youtu.be/IYEZu_25Ufc

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Featured Resources

By Lucinda Shannon, Transportation Planner, KFH Group

New Resource for Determining Paratransit Eligibility

Eligibility for complementary paratransit is complex, and can be challenging for both transit administrators and customers with disabilities. Often the process must determine not only if applicants are eligible, but the specific travel abilities and conditions under which they can and cannot use fixed-route transit services. A growing number of transit agencies have incorporated in-person interviews and functional assessments into the process used to determine eligibility for ADA paratransit services. TCRP Synthesis 116, *Practices for Establishing ADA Paratransit Eligibility Determination Facilities*, reports that as of 2012, 48% of transit agencies conduct in-person interviews and 37% requested that some applicants participate in functional assessments. TCRP Synthesis 116 examines the state of the practice in implementing and conducting determinations of ADA paratransit eligibility. Through a literature review, survey, and case examples, the research identified the various, processes, facilities, equipment, and tools used by transit agencies to conduct in-person interviews and functional assessments. The survey found that indoor and outdoor assessment facilities have many common elements, and that the thoroughness of determination outcomes likely depends as much, if not more, on the skills of the staff conducting the assessments. The full report can be downloaded here. http://www.tcrponline.org/PDFDocuments/tcrp_syn_116.pdf

Help on Setting Priorities and Evaluating Success in Transportation

Measuring What We Value, a Transportation 4 America report, covers innovative practices in performance measurement with the goal of fostering public support using data. One of the key reforms of MAP-21 is transitioning to a more performance-based system of transportation investment representing a change in how funding decisions are made and our transportation systems perform. This report and recommended framework looks at the innovative DOTs and MPOs experiencing early successes in measuring the performance of their transportation system and making investments based on getting the best bang for the buck, and also lays out smart recommended goals and measures from T4America for making this transition. <http://t4america.org/maps-tools/performance-measures-report/>

Calendar of Transit Learning Opportunities and Events

July 21-22: Procurement for Small and Medium Transit Systems, New Brunswick, NJ - <http://www.njcttp.org/courses/courseinfo.php?id=42>

July 27-30: Effectively Managing Transit Emergencies, Norfolk, VA - <http://transit-safety.volpe.dot.gov/Training/new/CourseDetails.aspx?csid=4>

Aug. 11-13: Community Transportation Association of Virginia EXPO & Conference, Roanoke, VA - <http://www.ctav.org/news/237756/2015-CTAV-EXPO-Conference.htm>

Aug. 12-14: CTAA's Small Urban Network Conference, Denver, CO - <http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=4307&z=139>

Aug. 18: FTA Substance Abuse Training, Salisbury, MD - <http://transit-safety.fta.dot.gov/Training/new/CourseDetails.aspx?csid=50>

Aug. 18 : NTD Safety and Security Reporting - Basic Setup/Non-Major Event Reporting, webinar - <http://www.notionline.com/courses/courseinfo.php?id=198>

Aug. 19: National RTAP Peer Call - www.nationalrtap.org

Aug. 31-Sep. 4: Transit Bus System Safety, Newark, NJ - <http://transit-safety.volpe.dot.gov/Training/new/CourseDetails.aspx?csid=64>

Sep. 14-18: Transit System Security, Alexandria, VA - <http://transit-safety.volpe.dot.gov/Training/new/CourseDetails.aspx?csid=1>

Sep. 15-17: Introduction to Travel Training Workshop, Washington, DC - <http://www.projectaction.com/courses-and-schedule/>

Sep. 16: National RTAP Peer Call - www.nationalrtap.org

Sept. 29: Transit Asset Management Training, Ocean City, MD - <http://taminc.org/tamexpo/rtap>

Sep. 29-Oct. 2: TAM Expo, & Roadeo, Ocean City, MD - <http://taminc.org/tamexpo>

Oct. 2: Annual Statewide Roadeo, Ocean City, MD - <http://taminc.org/Events/Annual-Roadeo/2015-Anual-Roadeo>

Oct. 23: Understanding ADA, Charlottesville, VA - <http://www.notionline.com/courses/courseinfo.php?id=13>

Oct. 26-29: NTI Procurement Series - I - Orientation to Transit Procurement, Washington, DC - <http://www.notionline.com/courses/courseinfo.php?id=21>

Oct. 27-30: Reaching New Heights in Rural and Tribal Transit (National RTAP's 2nd Biennial Technical Assistance Conference), Denver, CO - <http://webbuilder.nationalrtap.org/conference2015/>

Oct. 26-30: Taxicab, Limousine & Paratransit Association's 97th Annual Convention & Trade Show, Las Vegas, NV - http://www.tlpa.org/meetings/15annual_convention.cfm

Dec. 8-11: Procurement Series - II - Risk Assessment and Basic Cost or Price Analysis - <http://www.notionline.com/courses/courseinfo.php?id=18>

May 31-June 5, 2016: CTAA EXPO, Tampa, FL - <http://web1.ctaa.org/webmodules/webarticles/articlefiles/EXPO15Program.pdf>

More New Resources (from previous page)

- **2015 Rural Transit Fact Book** - The Small Urban and Rural Transit Center (SURTC) publishes this national resource for statistics and information on rural transit in America, including agency level data from the Rural National Transit Database (NTD) and rural demographic and travel data from the American Community Survey and the National Household Travel Survey. <http://www.surtc.org/transitfactbook/>
- **Transportation Update: Where We've Gone and What We've Learned** - Published in May by the National Council on Disability (NCD), an independent federal agency that advises the President, Congress and other federal agencies on disability policy, this document update's NCD's 2005 report, "The Current State of Transportation for People with Disabilities in the United States", which led, in part, to major improvements in accessible transportation. <http://www.ncd.gov/publications/2015/05042015/>
- **USDOT's Bureau of Transportation Statistics (BTS) Transportation Statistics Annual Report** http://www.rita.dot.gov/bts/sites/rita.dot.gov.bts/files/TSAR_2013.pdf

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, Program Manager, at jfazio1@mta.maryland.gov or 410-767-3781. For more information about the Maryland RTAP library, contact TAM at 866-TAM-0700.

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. 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, visit the website at www.taminc.org or call 866-TAM-0700. TAM is conveniently located in Central Maryland at 11735 Homewood Road, Ellicott City, MD 21042.