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Behind The Wheel



Blaine Rigler
President & CEO of RATP Dev USA

Leading the Way

As the President and CEO of [RATP Dev USA](#), it is my commitment, and that of my team, to interact and partner with each of our General Managers and our corporate staff to ensure we meet the highest standards of excellence. We are proud of the accomplishments achieved as a cohesive team over the past year. In 2019 we will continue to deepen our customer relationships, ensuring that our services align with their vision for the future, as well as the needs of their communities. RATP Dev will continue to honor and support the strong partnerships we have established – some spanning over the course of 45+ years, while looking at new and unique ways to provide service to our current and prospective clients and their passengers.

When I think about the backbone to our organization: our people, I think of honesty and integrity when it comes to work ethic, passion and caring when it comes to the transit industry and the passengers we transport day in and day out. That combination leads to the endless pursuit of improvement, striving to make a difference in the industry.

I have been fortunate to see firsthand all the leaps forward in transit innovation, and our commitment to creating a positive safety culture in every location we operate and am excited to share that with you.

Introducing **BEHIND THE WHEEL**, RATP Dev's new quarterly newsletter - our approach to keeping you informed and a part of our journey every step of the way.

Today, the transit industry is at a point of inflection, where it's necessary to provide transportation to work, the doctor, grocery store, etc. while continuing to push the industry forward, outside of traditional public transit norms. Through innovation and leveraging our global expertise we will research, plan, and implement new mobility opportunities surrounding on-demand services, and autonomous vehicles, tap into Big Data and Artificial Intelligence to optimize performance and communicate with passengers, and so much more, all while remaining true to our core business of moving people.

Hop on board... we're going places!

Blaine Rigler

Each quarter will feature articles, highlighting:



Leading the Way –
Insights from RATP Dev Leaders across the globe



Going for Excellence –
Partners and Influencers that support new initiatives, programs and adjacent transit services



Safety First, Safety Always –
A deep dive into the aspects of a best in class safety first culture



Transforming Transit –
A view into our global expertise through shared ideas and opinions on innovative solutions



Caught in the Headlights –
Superior services and programs provided by our transit agencies



Community Connection –
The positive impact on the lives of our passengers through community engagement



Jess Segovia, Owner of Navigator Mobility Consulting and
Sandy Freeman, SVP Business Development RATP Dev USA

Going for Excellence



Mobility for All

The Spirit of the ADA

Embracing the “Spirit” of the ADA involves identifying opportunities to enhance the services provided to riders with disabilities; providing accessible and fully usable services, not just compliant services.

Every day it becomes increasingly more important to be inclusive of others in all aspects of our lives. This is especially important to RATP Dev in our transport of people with disabilities to and from their destinations; ensuring that riders live independently in our communities. The Americans with Disabilities Act (ADA) passed into law in 1990, increasing accessibility for people with disabilities. In the transit industry, compliance mandates our adherence to this law, but we find it our responsibility to embrace the “Spirit of the ADA” through compassion and a commitment to high quality service.

RATP Dev understands that people experience unique challenges and have specific needs associated with their disability. It is with this understanding that we approach the preparation and delivery of our transit services with patience and empathy.

Understanding that provisions evolve, the right education and partnerships are essential for transit agencies to remain equipped with the power to serve their ADA community in a manner that delights customers. According to Sandy Freeman, Senior Vice President of Business Development for RATP Dev USA, “Utilizing innovative approaches to Operator training and to the services offered, we ensure that ALL passengers are treated with courtesy, respect and that they are provided services reflective of their specific needs.”

RATP Dev’s partnership with Jess Segovia, of [Navigator Mobility Consulting](#), is a result of proactively seeking industry relationships that enhance our ability to accomplish our mission of excellence in transportation. Mr. Segovia is a leading ADA Compliance expert with over two decades of experience working for some of the largest transit operators in the country. Together we published ‘Mobility for All: One Customer at a Time’, a transit focused White Paper emphasizing the importance of navigating mobility to ensure any passenger can reach any destination across the transit ecosystem.

More than just complying with a law, it is absolutely necessary to continuously identify opportunities to enhance the services provided to riders with disabilities. As such, the partnership between RATP Dev and Navigator Mobility sets a unique standard of performance and efficiency levels where every step of the riders’ experience is accommodating and positive. At RATP Dev we don’t rest – we strive to continually measure and refine processes to push for improvement where necessary. Combining partnerships and subject matter experts with our Going for Excellence key performance indicators, we achieve our overarching goal to provide accessible, reliable and fully usable services to support the needs of every passenger.



Patrick Manley
VP Safety & Security RATP Dev USA

Safety First, Safety Always

With new regulations impacting the transit industry, Patrick Manley partners with our clients to navigate a safe path forward. Below, Patrick walks through a step-by-step review of the new regulations.

Overview of the Public Transportation Agency Safety Plan (PTASP), Part 673

The Public Transportation Agency Safety Plan (PTASP) final rule (49 C.F.R. Part 673) requires certain operators of public transportation systems that are recipients or sub-recipients of financial assistance under 49 U.S.C. § 5307 to develop Public Transportation Agency Safety Plans, which include the processes and procedures necessary for implementing Safety Management Systems (SMS).

Applicability

Recipients or sub-recipients of financial assistance under 49 U.S.C. § 5307 that operate a public transportation system are required to submit a plan for certification.

Who does Part 673 NOT apply to?

- Commuter rail service that is regulated by the Federal Railroad Administration.
- A passenger ferry operator that is regulated by the U.S. Coast Guard.
- An operator of a public transportation system that only receives financial assistance under Formula Grants for Enhanced Mobility of Seniors and Individuals with Disabilities and/or Formula Grants for Rural Areas.

Although Part 673 is directed at an “agency” for compliance to the regulation, it is incumbent on contractors to the agency to provide a size and complexity suitable SMS framework of their own and that is compliant or adopt the Agency Safety Plan for said respective agency.



Did you know?

RATP Dev's drive2zero™ Safety Solution is our safety plan and once SMS Level 1 has been reached, an agency is considered compliant.



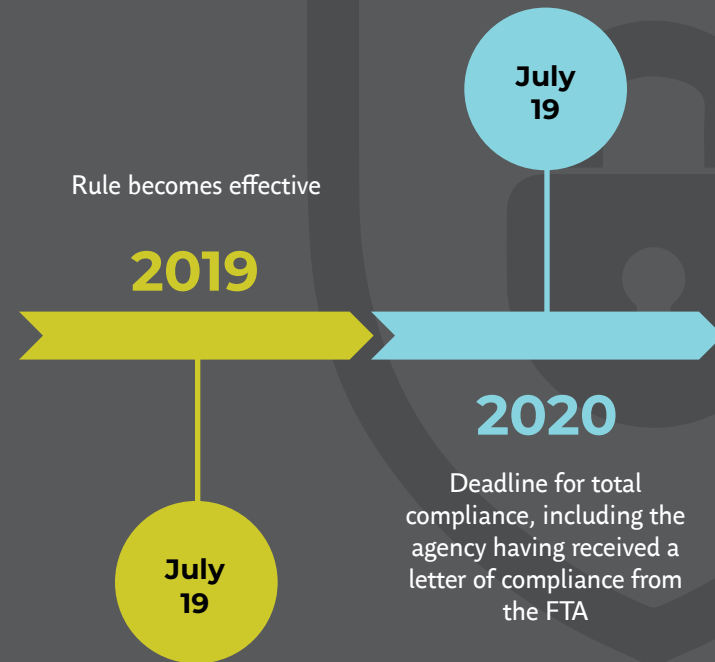
Requirements for Compliance

- A Safety Management System (SMS)
- A Safety Plan for implementing SMS
- Safety Plan Documentation supportive of the SMS

Elements of a Compliant Safety Plan

- 1. Transit Agency Information**
 - Identify the Accountable Executive
 - Identify the Chief Safety Officer
- 2. Plan Development, Approval and Updates**
 - Documentation detailing Who, What, When, Where and How your safety plan should be reviewed and updated
- 3. Safety Performance Targets (SPT's)**
 - Identify targets, goals and objectives for each ensuing year
- 4. Safety Management Policy**
 - Establish organizational accountabilities and responsibilities
 - Develop a written policy outlining clear objectives
- 5. Safety Risk Management**
 - Develop a process for all elements of the transit system that include hazard identification, risk assessment and mitigation
- 6. Safety Assurance**
 - Develop a process for ensuring the Safety Risk Management processes are capable of delivering the desired outcome and continue to do so
- 7. Safety Promotion**
 - Establish and implement a comprehensive safety training program for all affected employees directly responsible for safety in the organization

Dates and Deadlines for Compliance





Matt Booterbaugh

SVP Innovation & Operations RATP Dev USA

Transforming Transit

Evolving the Passenger Journey



The transportation industry has grown in levels of intricacy and complexity towards the development of an increasingly seamless and efficient transit environment. The innovative solutions being introduced and utilized in transportation is a key factor to powerful sociological growth.

What does the evolution of transportation mean to society? Much of the population considers transportation a simple means of getting from one location to another. We believe it is a necessity to enhance the overall quality of life. As transportation evolves with technology, expectations and requirements of the service grow. Riders anticipate key features that entail a fast, safe and convenient journey. For 12% of the U.S. population with disabilities, there has been a similar trend and rise in hope for enhanced transportation opportunities.

Disabilities vary in nature and severity, limiting transportation options for different reasons, such as cognitive/mental, hearing and vision impairment, among others. The Americans with Disabilities Act of

1990, was the first step towards meeting individuals' needs for reliable transportation. With the help of technology, transit agencies are developing solutions that evolve mobility in a manner that ensures the availability of fast, safe and efficient transportation modes for all.

Highlighting one such solution, in March 2018, RATP Dev partnered with Capital Metro and Connecthings to develop and [launch a pilot program](#) to deliver real-time schedule and alert information to riders via the BlindSquare app. Recognized as one of the most popular accessible GPS-apps developed for the blind and visually impaired, BlindSquare works by describing the environment. Utilizing self-voicing features, it announces points of interest and allows for user-defined points through a dedicated speech synthesizer. This solution brought Capital Metro's bus information to customers who are visually impaired, allowing them to travel independently while staying safe and informed.

The foundation of the project was built on Bluetooth® Low Energy (BLE) beacons and intelligent internet of things (IoT) asset tracking solutions, manufactured by BlueCats. A key attribute was the IoT network being open to any mobile application to showcase context-aware, location-based digital services. Sixteen bus stops were connected with Bluetooth-low-energy.

For the visually impaired, the mobile applications ability to detect a beacon signal and alert the rider, introduces a new level of efficiency. Something that may seem trivial to most, like finding the exact location of the bus stop, is a significant challenge that can be overcome with this technological solution.

Innovative practices and actively exploring technological capabilities in the transit environment has paved the way for a more unified promise to the whole community. Each citizen can access the right information, at the right time and place; making distances feel shorter and bringing communities together.





Featuring **Volusia County, FL** and
Hernando County, FL

Caught in the Headlights

RATP Dev USA provides ADA and Paratransit services since our founding in 1972. Twenty of our systems provide ADA Complementary Paratransit Services for persons who, because of physical or mental disability, or age are unable to transport themselves. At these systems over 4,000 trips are scheduled and provided each weekday. Two RATP Dev Florida Operations, in Volusia County and Hernando County, have continued to set the standard of excellence in these services.



Votran in Volusia County, FL



Since 1975, RATP Dev has provided demand response paratransit service, Votran Gold, and commuter assistance ride sharing for the community of Volusia County. These services perform all elements of coordination for the Transportation Disadvantaged program in Volusia County.

According to Rob Stephens, General Manager at Votran, "Our services help the passengers with disabilities commute to work, earn a living, and have access to educational opportunities, dining sites, shopping activities, and recreational sites. It is with a standard of excellence, and a dedication to safety that the Votran Team proudly provides this service."

An innovation in service delivery for the ¾-mile ADA corridor for two fixed routes was adopted as the Flex 43 service area. Flex is curb-to-curb service that requires a reservation two hours in advance of the trip, allows same day trips, and does accommodate passengers who board without a reservation at any connection point if seating is available. Solutions such as this are perfect examples of our focus on continuous improvement.



The Bus in Hernando County, FL



In 2011, RATP Dev began operating The Bus in Hernando County, FL where training is the contributing factor to the highly efficient transit service. At The Bus leaders and employees alike are committed to exceeding the needs of the customers, and that starts with understanding all functions and roles through cross-training.

According to Joe DeGeorge, General Manager at The Bus, "Our ADA services provide our clients with reliable and efficient transportation and provides them the freedom and independence to enhance the quality of their lives."

The ADA service operates at 96% on-time performance which Mr. DeGeorge attributes to the team environment aspect of The Bus operation. The dependability of the service is appreciated by the passengers and as result has increased ridership. These transportation services are making a difference for the people of Hernando County.



Sandy Freeman

SVP Business Development RATP Dev USA

Community Connection

Opportunity Village is a not-for-profit organization serving adults in the Southern Nevada community through vocational training, community employment, day services, advocacy, arts and social recreation, citizens with severe disabilities that are then able to find new friends, realize future career paths, seek independence and community integration and unleash creative passions. RATP Dev launched We Move People, our community outreach program, to provide a connection with charitable organizations such as Opportunity Village and work together to improve the quality of life in their community.

We were thrilled to support this wonderful cause while enjoying a magical evening of dining, dancing, music, great conversation, and a tour the “Magical Forest” of lights, trees, trains, a carousel, amusement rides, and much more! Our team was joined by Kami Dempsey-Goudie, Clark County Commissioner, Marilyn Kirkpatrick, and Nellis Air Force Base Colonel, Cavan Craddock and their guests.

We look forward to supporting and impacting communities, moving people towards a brighter future.



Community engagement and support provides an opportunity to positively impact the people we serve. In November 2018, RATP Dev's charitable program, [We Move People](#), proudly provided a Bronze Sponsorship at the annual Camelot at the Magical Forest Gala hosted by Opportunity Village. This black-tie soiree is dubbed "The Grandest Gala of Them All" by Las Vegas Valley's preeminent society columnist. Camelot raises hundreds of thousands of dollars each year to support critical programs and services for Southern Nevadans with intellectual disabilities.





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