

TRANSIT SERVICES

SCHEDULING SERVICES

2018



San Diego MTS Trolley

At TMD, we offer a full range of scheduling services for public transport worldwide. Our workfolio ranges from bus to passenger rail services in the United States, Australia, Singapore, and the United Kingdom, using a variety of scheduling software systems, including Hastus™ and Trapeze™.



Yarra Trams – Melbourne, Australia

TMD'S STRENGTH IN
TRANSIT SCHEDULING
IS TO **FIT THE RIGHT**
TEAM AND APPROACH
TO EACH CLIENT'S
UNIQUE TRANSIT
NEEDS

LET'S GET STARTED

01

Choose your options. In-house scheduling in which we assist you remotely or on-site, or fully outsourced to our turnkey service bureau, you have a choice. We work with you to design a program to fit your **specific scheduling needs**.

02

Get to work. Our senior scheduling staff will train, assist, and guide your organization while offering a variety of support options that meet your specifically-designed scheduling services plan.

03

Implement solutions. We can use your scheduling software, or our Hastus™ system. Our solutions are customized for each system's unique needs and practices, and hosted by TMD in a secure terminal server environment.

04

Get results. Complete metrics and reports, as well as interfaces for peripheral systems, such as AVL, APC, Stop Announcement, Google Transit™, Payroll, and Customer Information, with data managed in one system.

WHAT WE OFFER

SCHEDULING BEST PRACTICES

Schedule building, capacity and running time calibration, timed transfer coordination, and schedule optimization

SERVICE OPTIMIZATION

Software rule/parameter configuration, vehicle blocking (trip linking/hooks), block interlining optimization, depot assignment, non-revenue service (pull/deadhead) analysis (including new depot locations), and crew relief requirements

CREW AND LABOR SUPPORT

Crew scheduling (runcutting), rostering, bid preparation, collective bargaining agreement review, labor negotiation support, and "what if" scenario testing

EDUCATION

On-site or remote training in basic and advanced techniques, technology services such as report and interface development, Google Transit™, AVL, APC, and payroll



Riverside Transit Authority



Golden Gate Ferry



San Francisco Municipal Transportation Agency Muni Metro LRT

EXPERT LEADERSHIP

NORMAN SILVERMAN, PE | SENIOR MANAGER

Norm Silverman has spent most of his 40 year career developing, optimizing, and implementing bus and rail service in Greater New York City. With TMD he has served as Project Manager for Denver's US36 Flatiron Flyer BRT, an operations and scheduling rebuild of the SFMTA Muni Metro LRT, a BART scheduling technology implementation project, and ongoing scheduling support in Des Moines and Fresno. Mr. Silverman is a certified Professional Engineer in New York, New Jersey, Connecticut, Pennsylvania, Maryland, and Delaware.

RON KILCOYNE | SENIOR MANAGER

Ron Kilcoyne brings nearly 40 years of public transit experience as both a system general manager and leading service planning and scheduling. His hands-on expertise comes from a wide range of transit systems across the country, where he built a strong track record of growing ridership and achieving cost efficiencies through scheduling and operational improvements, sound fiscal management, and effective labor negotiations. He has planned and implemented complex projects involving service redesign, fare restructuring, new facilities construction and operations, and advanced technology system improvements.

TIM BAKER | SENIOR SCHEDULER / DATA SYSTEMS MANAGER

Tim Baker brings 30 years of experience in scheduling urban transit services and in developing transit related information support systems. Having joined TMD in 2001, following his role as a leading scheduler with Yarra Trams (Melbourne, Australia), Mr. Baker brings extensive experience in transit scheduling (bus and rail), developing optimal vehicle schedules, crew schedules, and rosters, in both manual and computerized (Hastus™) environments. He also manages and directs the acquisition, structure, and analysis of transit performance data sets, collected either manually or electronically through Automatic Vehicle Location (AVL) and/or Automatic Passenger Counting (APC) systems. He has developed a number of information systems and in-house TMD applications to support the scheduling and service optimization functions.

RUSSELL CHISHOLM | PRESIDENT / PRINCIPAL

TMD founder, Russ Chisholm, has spent 30 years building TMD into one of the premier transit-system redevelopment companies in North America. He brings more than 40 years of experience in developing operationally efficient bus and rail transit systems that meet the demands of the market, and the needs of consumers. He has managed and directed more than 100 successful transit-service network redesign and implementation projects across the country, building long-term relationships with transit clients through ongoing successful collaborations. Mr. Chisholm's dedication to the practice of transit scheduling is evidenced by his lead role in suggesting and preparing TCRP's Report 30 Basic and Advanced Transit Bus and Rail Scheduling Manual.

EXPERIENCED STAFF

GARY WARD | SENIOR SCHEDULER

Mr. Ward joined TMD as a senior scheduler in April 2008, following an extensive career at AC Transit in Oakland where he managed the day-to-day operations of the agency's Traffic and Schedules Department. His tenure at AC Transit involved years of hands-on scheduling practice, as well as project and staff management experience. The agency converted from Trapeze™ to Hastus™ software during this period, giving him a comprehensive understanding of both systems. Over the past decade at TMD he has managed many short- and long-term scheduling projects, and in designing and implementing training seminars for scheduling and non-scheduling personnel. Gary also brings labor contract negotiation experience, providing direction on work rule matters and related issues.

DALE SOMERS | SENIOR SCHEDULER

Mr. Somers is a transit scheduling professional with over 40 years of experience supporting the Washington Metropolitan Area Transit Authority's scheduling department. Most recently, he served as Assistant Manager of Scheduling, where he oversaw the development of bus operations scheduling to ensure efficient daily operations. In this role, he worked closely with both schedulers and planners to implement new systems and translate scheduling needs into achievable specifications. As a senior member of TMD's scheduling team, Mr. Somers draws from his deep knowledge of systems analysis and data management techniques to help clients develop cost-effective schedules and achieve greater service and operational efficiencies. His mastery of Trapeze™ scheduling software and firsthand experience designing and implementing large-scale transit information system projects ensure the integration of industry best practices into each of his scheduling.

RICHARD SUMPTION | SENIOR SCHEDULER

Mr. Sumption is a transit scheduling professional with over 40 years of experience leading complex public transportation planning and scheduling projects as both a consultant and transit system manager. Prior

to joining TMD, he developed and implemented schedules and trained scheduling staff as a consultant, drawing from his 37-year tenure with the Washington Metropolitan Area Transit Authority (WMATA). Mr. Sumption previously served in every position within WMATA's scheduling department, from his initial role as traffic clerk through his eventual position as manager of scheduling, where he oversaw the development and implementation of bus and rail schedules. His demonstrated success in managing employees, assisting in negotiating labor agreements, and achieving operational efficiencies and cost reductions reflects his unique combination of project management, team leadership, software proficiency, and budgeting skills.

SAGUNA PARIKH | SENIOR SCHEDULER

Ms. Parikh brings over 30 years of professional experience working in the scheduling department at the Washington Metropolitan Area Transit Authority. During her tenure, she specialized in creating, troubleshooting and revising fixed-route schedules and assignments for the agency. Her skill set includes in-depth knowledge and experience with the implementation of Trapeze™ scheduling software, including FX (fixed-route scheduling and rostering), BlockBuster (driver run assignment for bus and rail), and PLAN (ridership data collection and analysis). As a senior member of TMD's scheduling team, Ms. Parikh provides comprehensive technical support to our clients, including data analysis, problem solving, and training to increase efficiencies and build internal scheduling capacity.

COLIN GROAT | SENIOR SCHEDULER

Mr. Groat maintains TMD's global reach as a senior member of our Scheduling team operating from his native Australia. For over 40 years, he has dedicated his career to advancing public transportation in New South Wales, most recently as a Senior Regional Scheduler for Keolis Downer (formerly State Transit Authority) – Australia's largest multimodal public transportation provider. Colin brings broad knowledge of bus operations to his scheduling work, with early roles as a professional bus driver and over 15 years in finance administration, payroll management, and staff training. Since 2001, he has specialized in building, implementing, and evaluating bus schedules to support regional service delivery, achieve operational efficiencies, and improve customer service. He played a key role in the comprehensive restructuring of Newcastle's Bus Network, upgrading routes and timetables for more efficient and effective service delivery on key corridors. As an expert in Hastus™, he understands complex scheduling principles and how to use operational data to evaluate the potential impacts of proposed service and scheduling changes on system performance and resource optimization.

Yarra Trams – Melbourne, AUS



HOW IT WORKS

Industry Standards

Our schedulers use Hastus™ and Trapeze™, so you can take advantage of these integrated and modular software solutions for transit scheduling, operations, and customer information. Both Hastus™ and Trapeze™ can be used on-site or through remote access, affording TMD the opportunity to work with clients anywhere in the world. Whether hosted locally or on-site, our schedulers are highly skilled in using these technologies to your best advantage.

We'll Train You

Services provided by TMD include basic and advanced training and coaching in all facets of transit service, vehicle, and operator scheduling. TMD also provides training and coaching in Hastus™, Trapeze™, and other scheduling systems.

YOU HAVE CONTROL

Whether consultant-assisted in-house or fully outsourced, TMD's scheduling services are customizable to virtually any scheduling scenario.

you build and manage

Your staff can access and modify your schedules in Hastus™ at will. All bid materials, paddles, reports, and interfaces are produced by them. TMD provides Hastus™ training and support in scheduling, and in the use of the software. The software licensing agreement between your agency and GIRO, Inc. (Hastus™ vendor) is arranged by us. In addition, TMD provides scheduling staff as additional "horsepower" for major schedule or work rule changes, either on-site or through remote access.

we build and manage

TMD performs full scheduling services that include calibrating running times, writing schedules, vehicle blocking, runcutting, and building rosters. We utilize advanced Hastus™ optimization algorithms, in addition to standardized scheduling features. Bid materials, paddles, reports, and interfaces are provided by TMD; you simply provide a service plan, available peak vehicles, and an operating budget. The only thing you manage is the bidding process.

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CONTACT US



1902 Wright Pl.
Ste. 180
Carlsbad, CA
92008



Telephone:
(760) 476-9600



Email:
info@tmdinc.net