

# TRANSIT SERVICES

## SCHEDULING & OPERATIONS SUPPORT

# 2020



San Diego MTS Rapid bus

At TMD, we offer a full range of scheduling and operations support services for public transport worldwide. Our workfolio ranges from bus to passenger rail services in the United States, Canada, Australia, Singapore, and the United Kingdom.



San Francisco Municipal Transportation Agency Muni Metro LRT (photo: wsj.com)

TMD'S STRENGTH IN  
TRANSIT SCHEDULING  
AND OPERATIONS  
SUPPORT IS A SENIOR  
TEAM BALANCING  
TRANSIT SYSTEM  
AND CONSULTING  
EXPERIENCE

## SCHEDULING SUPPORT



### Tools of the Trade

TMD schedulers are expert users of Trapeze™, Optibus™, and Hastus™ so you can take advantage of these integrated, modular software solutions for bus and rail transit scheduling, operations, and customer information. All three software packages can be used on-site or through remote access, giving you access to TMD scheduling experts at any time and place. TMD has been providing the transit industry with best practice scheduling services for over 30 years building on our work writing "Transit Scheduling: Basic and Advanced Manuals" (TCRP Report 30).

## What We Offer

### SERVICE SCHEDULING

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

### VEHICLE SCHEDULING

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 SCHEDULING AND LABOR SUPPORT

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

### TRAINING

On-site or remote training in basic and advanced scheduling techniques.

### BEST PRACTICE REVIEW

Performance analytics, technology tool optimization, and best practice review.



RFTA BRT (photo: rfta.com)



San Antonio VIA (photo: VIA)



Des Moines Area Regional Transit Authority

# OPERATIONS SUPPORT

## SCHEDULE ADHERENCE/ON-TIME PERFORMANCE

Strategies that deliver the service quality outcomes needed for success starting with what's most important: who's in the seat and how are they driving, then terminal management and the schedule.

## RIGHT-SIZE WORKFORCE

Optimize and sustain an efficient operations and maintenance workforce, fine-tune the operator extraboard, match maintenance staffing to fleet group requirements and operational facilities.

## ASSURE STAFF AVAILABILITY

Develop and refine recruitment, work structure and quality, and work rule strategies to find and retain high quality operating staff.

## SERVICE DELIVERY MANAGEMENT

Line managers/field supervision/control center role, policy/procedure, technology, and deployment strategies to deliver the desired customer experience every day, every trip.

## TERMINAL OPTIMIZATION

Layover space is expensive and in short supply. What's not to like about best practice strategies that provide more throughput and more reliability while improving service quality, operating efficiency, and the vehicle operator experience.

## OPERATING FACILITY OPTIMIZATION

Are your division assignments or facilities sizing/location optimized to best advantage for service delivery and operating costs? Do all facilities need to have full operations/maintenance capabilities? Can satellite facilities help with operating costs and reliability?

## IMPROVE MAINTENANCE PERFORMANCE

Identify emerging program strategies that involve a paradigm shift in fleet maintenance with improved vehicle group reliability and life cycle costs.

## ZERO EMISSION BUSES/BATTERY ELECTRIC BUSES

Are you making just vehicle and facility engineering decisions in deploying ZEB/BEB equipment? Optimizing TCO including service design and operations is critical for a fully successful rollout and sustainable operating program.

## COLLECTIVE BARGAINING AGREEMENT ASSESSMENT

Support Agency efforts to identify and develop alternative scenarios that improve service quality, reduce operating cost, and the improve the experience of operations/maintenance staff.

Fresno Area Express (photo: City of Fresno)



# EXPERT LEADERSHIP



## ED DORNHEIM | SCHEDULING PRACTICE LEADER

Ed Dornheim's background encompasses 34 years of scheduling and runcutting, service planning, supervision, statistical analysis, and marketing with an impeccable reputation for credibility, professionalism, and dependability. Ed uses both Optibus™ and Trapeze™ Scheduling Software. He can manage and produce efficient schedules and cost-effective runcuts that are "streetable" and consistent with agency and CBA parameters. Ed's work with TMD ranges from rebuilding schedules for SFMTA's Muni Metro LRT, developing San Antonio Fiesta Holiday schedules for VIA, optimizing schedules for Des Moines DART, Fresno Area Express scheduling support, and St. Louis Metro and New Orleans NORTA scheduling reviews.

New Orleans RTA (photo: Veolia Transportation, Inc.)



## NORMAN SILVERMAN, PE | OPERATIONS SUPPORT LEADER

Norm Silverman has spent most of his 40 year career developing, optimizing, and implementing bus and rail service for the New York City MTA, including NYC Transit, MTA Bus, and Long Island Bus. With TMD Norm has served as Project Manager for Denver's US36 Flatiron Flyer BRT, an operations/scheduling rebuild of the SFMTA Muni Metro LRT, BART scheduling technology implementation project, an operations/maintenance review of Nashville WeGo (MTA), NORTA Operations review, and service and operations standards for Sound Transit.

## STAFF RESOURCES



**Al Bolan**  
Principal Scheduler

Al Bolan spent 35 years with CMBC in Vancouver, BC as a Scheduling Supervisor, and the last 5 years as an Application Support Analyst with Trapeze™ Software assisting clients with Trapeze FX and Blockbuster. Al also uses Optibus™ Scheduling Software to produce efficient and effective service, vehicle, and crew schedules.



**Tom Del Sorbo**  
Senior Manager

Tom Del Sorbo focuses on transit operations, labor relations, strategic planning, and financial management at TMD. Tom brings over 30 years of senior management and technical experience at New York City MTA Bus Operations, Subways at New York City Transit, and the New York City Comptroller's Office.



**Gary Ward**  
Senior Scheduler

Gary Ward brings 40 years of scheduling experience at TMD and previously AC Transit. Gary's scheduling work at TMD covers a wide range of public and private sector clients: Golden Gate Ferries, Lane Transit, Samtrans, Fresno FAX, Valley Metro (Phoenix), Culver CityBus, Norwalk Transit, AC Transit, Transdev (San Diego, Denver), and Keolis (Las Vegas). Gary uses Optibus™, Hastus™, and Trapeze™ software in developing efficient, reliable schedules and runcuts.



**Russ Chisholm**  
President

Russ Chisholm has built TMD into one of the premier transit consultancies in North America. Russ brings more than four decades of directing over 150 successful transit service network redesign and operations/scheduling optimization projects across North America, building long-term relationships with transit clients through successful collaborations.

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