

Sample Business Project Statements

Camera system outages across PRTs mobile CCTV system is an issue needing immense attention. Camera failures throughout the system have led to evidence loss for police and claims which can lead to higher crime activity and unnecessary insurance claims. I would like to explore how other agencies approach camera maintenance and failure reporting to be able to implement a better and more systematic procedure for getting these issues resolved. By doing so I hope to enhance the overall safety and security for our passengers and operators. – Corey Briggs, Pittsburgh Rapid Transit (PRT), EnoMAX 2025

This project aims to integrate drone technology into the Charlotte Area Transit System (CATS) portfolio, which presents a transformative opportunity to enhance preventive maintenance across rail, bus, and facility operations. By leveraging drones equipped with high-resolution imaging, thermal sensors, and Light Detection and Ranging (LiDAR), CATS can conduct regular, efficient, and non-invasive inspections of infrastructure, including rail tracks, overhead lines, bus depots, and facility rooftops. This technology enables early detection of wear, corrosion, structural fatigue, and potential safety hazards, allowing for timely interventions that reduce downtime and extend asset lifecycles. - Alfonza Jackson Jr., Charlotte Area Transit System (CATS), EnoMAX 2025

In the high-stakes environment of public transit operations, employees are often the first line of response during crises such as natural disasters, accidents, or security threats. However, there is a growing concern that current training and support systems may not adequately prepare staff to manage these high-pressure situations while also safeguarding their personal well-being. Without a structured framework that balances crisis preparedness with employee mental health and operational continuity, transit agencies risk not only increased disruption to services but also long-term burnout and attrition among essential personnel. There is a pressing need to develop and implement integrated strategies that equip employees with the tools to respond effectively to emergencies, sustain their resilience, and maintain smooth transit operations. – Skyla Pllum, Dallas Area Rapid Transit (DART), EnoMAX 2025

As Sound Transit's operating footprint triples in size and existing infrastructure continues to age, unplanned service disruptions are more frequent and complex across the full system, and no longer isolated events with one-time fixes. Over time, 'lessons learned' cycles to reflect on incident response have become fragmented and varied, across Safety, Engineering, Operations, IT, Passenger Experience, and operating partners. This initiative will gather and apply successful 'lessons learned' practices from peer transit agencies that have had longer operating history. This includes studying not just peer agencies' approach to the routine identification and intake of new 'lessons learned', but also the structured tools, leadership environment, and organizational culture necessary to define scalable solutions and implement durable improvements. As a result, the Sound Transit of the future will have universal practices for 'lessons learned' cycles that are ready to deploy at any moment, for any event, by any team. – Namrata Kothari, Sound Transit, EnoMAX 2025

In support of Metro's strategic plan to achieve a sustainable operating and capital model, this project will focus on developing a procure-to-pay system to track spending in real time. The front-end data entered in the procure-to-pay system will be used to develop a financial dashboard that will readily provide insight into the Authority's monetary assets and trends, allowing managers and executive leadership to make informed decisions about allocating resources. Once successfully implemented, a phased approach would commence for the implementation of this procure-to-pay system and dashboard for all departments. -Danielle North, Washington Metropolitan Area Transit Authority, EnoMAX 2024

One of the strategic priorities in RTD's 5-year Strategic Plan is "Customer Excellence", and the stated goal is to see an increase of 5% in the Customer Net Promoter Score as a result of a focus in this area. This priority touches on every aspect of the customer experience and will require collaboration from every facet of the organization. I believe it is critical to develop a Customer Experience Program Plan to serve as a unifying vision or "playbook" to equip leaders to communicate specific, attainable steps for their teams to employ toward this shared priority. This Plan should also inspire ownership in each employee as they see how their individual tasks contribute to the larger goal of the agency. -Daniel Seifert, Regional Transit District, EnoMAX 2023