Denise Holloway

RAIL OPERATOR

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SUMMARY

Rail operator with 4 years running light rail trains on a 30-mile transit line, after 3 years as a city bus operator and 3 years driving paratransit. Handles pre-trip inspections, signal compliance and radio communication with control, holds 96% on-time performance, and gets every rider, including those needing ADA assistance, on and off safely.

SKILLS

Light Rail Operation • Signal Compliance • Pre-Trip Inspections • Radio Communication • Incident Reports
ADA Assistance • Defensive Driving • Fare System • Passenger Safety • Customer Service

EXPERIENCE

Rail Operator 08/2022 - Present
Chesapeake Regional Transit Baltimore, MD
Public transit agency running light rail, bus and paratransit service across the Baltimore region.

- Operate 2-car light rail trains on a 30-mile line with 33 stations, carrying about **1,500** riders a shift.
- Maintain 96% on-time performance over 3 years through signal compliance and speed limits at every interlocking.
- Complete pre-trip inspections of brakes, doors, horn and lights, reporting 50+ defects to maintenance before service.
- Manage onboard incidents and medical calls through radio communication with control, filing 30+ incident reports to date.

Bus Operator 05/2019 - 07/2022
Patapsco Transit Services Towson, MD
Contracted fixed-route bus service operating 85 buses in Baltimore County.

- Drove 40-foot buses on 6 fixed routes, serving 400+ passengers per shift.
- Logged a 3-year record with zero preventable accidents using defensive driving.
- Deployed wheelchair ramps and securements for about 15 ADA assistance boardings a day.
- Resolved fare system errors and rider questions with calm customer service on every trip.

Paratransit Driver 05/2016 - 04/2019
Mobility Plus Transport Baltimore, MD
Door-to-door paratransit contractor serving riders with disabilities and older adults.

- Drove a lift-equipped van on 18-22 scheduled trips a day across Baltimore City.
- Secured wheelchairs and scooters with 4-point tie-downs and walked riders to the door.
- Completed daily vehicle inspections and held a 99% on-time pickup rate for 3 years.

EDUCATION

High School Diploma 06/2015
Patterson High School Baltimore, MD

CERTIFICATES

Light Rail Vehicle Operator Certification
Chesapeake Regional Transit
11/2022

Commercial Driver's License (CDL) Class B, Passenger Endorsement
Maryland Motor Vehicle Administration
04/2019

First Aid/CPR/AED
American Red Cross
02/2025