

A HUB Success Story: Hands On LLC Brings Back Old School Service Techniques to Create a New Age Business

Seven years ago, **Patrick Washington** was detailing cars for a living. Driven by a need to succeed and by the influence of his hard working parents, however, he knew he was destined for bigger things.



Patrick Washington

In 2001 he won the bid to service the Montgomery County Maryland RideOn bus fleet. And two years ago, he won the bid to service the Washington Metropolitan Area Transit Authority (WMATA) fleet. He still holds both contracts today... not bad for a 32-year-old running a HUB!

But, Patrick Washington will surprise you with his “old school” business practices. “We believe in hand shakes, face-to-face meetings, and resolving differences to the benefit of all involved. And while we strive to stay on the cutting edge where technology is involved — we’re an innovative ‘green’ company, for example — we pay attention to the human element.”

For example, Hands On LLC prides itself on hiring employees from rehabilitation organizations — people who live in half-way houses or are on work/release programs. “We think every member of society can make a positive contribution, so we hire workers many other companies may pass on, with remarkable results,” Washington says.

It wasn’t always easy, of course. Washington gives most of the credit for his success to his parents, **Theresa and Jenkins Washington**. “Early on in this business, when I couldn’t afford to pay workers but still needed to fulfill my contract obligations, my parents would work with me until 1:00 in the morning to get the work finished. They were my backbone then, and they are my backbone today.”

That parental influence kept everything in focus for Patrick. “I’m a working CEO,” he says. “I often work side-by-side with my crews doing exactly what they do. It keeps me humble and keeps me in touch.”

In addition to the influence from his parents, Washington

has also been influenced by COMTO. “I joined COMTO because of their efforts to level the playing field to incorporate HUBs into the industry. Their program to unify the HUB certification process and to centralize all bids played a

major role in my success. I plan to build on that success by expanding out of the local area. Other transit systems can benefit from contracting out routine servicing of their fleets, and I plan to submit bids when they do!” ■

Members On The Move



Carl Brown

The Washington Metropolitan Area Transit Authority (WMATA) Business Development and DBE Program, under **Carl Brown’s** (Washington DC Chapter President) leadership, was selected to receive the Prince George’s County Small Business Initiative’s (SBI) “Outstanding Public Sector Firm” of the year award. Mr. Brown and employees at WMATA helped SBI firms grow throughout 2008. As strong advocates, they were extremely instrumental in helping county firms become more involved in the procurement process of WMATA and actually obtain contract awards. SBI celebrated their three year anniversary in February at the Camelot of Upper Marlboro. The gala event was hosted by County Executive Jack B. Johnson, who presented Brown with the award and recognized the entire WMATA for its efforts.



Dorval Carter

Dorval R. Carter Jr. has been appointed Acting President of the Chicago Transit Board (CTB). Carter has served as the CTA’s Executive Vice President for Operations Support and has been responsible for directing the planning and operations functions for multiple departments including Human Resources, Purchasing, Public Affairs, Government and Community Relations and Finance. Prior to joining CTA in 2000, Carter spent ten years at the Federal Transit Administration, where he was Assistant Chief Counsel for Legislation and Regulation and managed the office responsible for preparing and directing the federal legislative and regulatory agenda. Before moving to Washington, DC, he was the Regional Counsel of the FTA Region 5 office in Chicago and responsible for all legal issues affecting FTA’s \$650 million annual federal transportation program in a six-state region. ■

Congratulations WMATA on a Job Well Done!

Join COMTO in congratulating the Washington Metropolitan Area Transit Authority (WMATA) for their stellar performance during the recent inauguration.

On inauguration day WMATA moved some 1.5 million people about

the city — an unprecedented volume for the city — and did so with very few reported snafus. The system’s smooth operation from well before dawn until the post-ball hours that night is testament to the quality of the WMATA leadership. ■