



## Experience:

### Douglas J. Cross Transportation Consulting

Oakland, California

2004 to Present: Principal

- Independent consultant specializing in transit accessibility and paratransit. Projects have included:
  - Assistance regarding bus system wheelchair securement policy, procedures, training, and marking/tether strap programs and/or ADA and passenger assistance for: Sacramento Regional Transit, Santa Clara Valley Transportation Authority (San Jose), Gold Coast Transit (Oxnard, Calif.), Los Angeles County MTA, Access Services (L.A. County ADA paratransit agency), San Joaquin RTD (Stockton, Calif.), SamTrans (San Carlos, Calif.), California Transit Insurance Pool (CalTIP), Whistlestop (Marin Co., Calif.), Outreach & Escort (San Jose ADA paratransit), City of Pleasant Hill, Calif., Maui Bus (Hawai'i), SilverRide, and Keolis Transit America, as well as non-emergency medical transp. (NEMT) firms
  - Research and co-authoring of a national study on wheelchair access in transportation sponsored by Easter Seals Project ACTION: *"Status Report on the Use of Wheelchairs in Transportation"*
  - Evaluation and recommendations for ADA paratransit eligibility certification process of San Joaquin Regional Transit District (SJRTD), Stockton, California
  - Expert witness evaluation/testimony in litigation involving wheelchair securement and lift/ramp access, passenger assistance, and paratransit service performance
  - Operational and ADA compliance evaluations of ADA paratransit programs at Baltimore, Maryland (operated by Maryland MTA), Capital Metro (Austin, Texas), and Summit Stage (Breckenridge, Colorado)
  - Operational and ADA compliance evaluation of fixed route transit service of the Corpus Christi Regional Transportation Authority (Texas)
  - Operational and needs assessments for Cities of Emeryville and San Pablo, California senior/paratransit programs
  - On-board service monitoring for transit systems in Sacramento, San Jose, Antioch, & Orange Co., Calif.
  - ADA configuration audit of 2 new transit coaches by New Flyer of America, Inc., for New York City Transit
- Certified Trainer, **Passenger Service and Safety (PASS)**, Community Transportation Association of America (CTAA); a program for training drivers in proper assistance techniques for serving persons with disabilities; **Passenger Assistance: Certification for Trainers**, University of Wisconsin-Milwaukee; and **Advanced Mobility Device Securement**, National Transit Institute (NTI - Rutgers University)

### Alameda-Contra Costa Transit District

Oakland, California

1996; 1998 - 2003: Accessible Services Manager

1997: Acting Transportation Superintendent

- Coordinated implementation and management of a new, brokered ADA paratransit service (**East Bay Paratransit Consortium**), which began in 1996 as a joint venture between AC Transit and BART; annual budget of \$25 million. Managed study of alternative service delivery structure improvements; developed operating and rider policies; coordinated RFP process for continued broker/service provider contracts; and managed procurement and implementation of new scheduling software/hardware.
- Directed establishment of a new operating division to provide a portion of the East Bay's ADA paratransit service under contract to a broker, including fleet of 35 vehicles, 50 drivers, and 6 dispatchers; budget of \$3 million. Provided start-up procedures and training/supervision of all staff.
- Planned and coordinated all aspects of senior and disabled accessibility to the East Bay area's 800-bus fixed route transit service, including policies, procedures, equipment, and programs. Provided staff support to consumer-based Accessibility Advisory Committee.

- Developed and implemented a wheelchair marking/tether strap program for customers. Coordinated AC Transit participation in demonstrations of prototype wheelchair securement systems, as well as implementation of the first rear-facing padded barrier wheelchair stations in US transit buses.

**Sacramento Regional Transit District**

**Sacramento, California**

1992 - 1996: Accessible Services Administrator

- Planned and coordinated all functions related to accessibility of bus (200 vehicles), light rail (40 vehicles, 28 stations), and paratransit services (70 vehicles)
- Performed contract management and oversight of private, non-profit provider of ADA paratransit

**Door To Door Transportation Services, Inc.**

**Cincinnati, Ohio**

1991: General Manager

- Chief operating officer for firm providing paratransit service to the SW Ohio Regional Transit Authority's county-wide ACCESS program, as well as airport limousine, charter, and Medicaid service.

**LAKETRAN (Lake County Regional Transit Authority)**

**Grand River, Ohio**

1990: Operations Manager

- Chief operating officer for countywide fixed route and paratransit system serving suburban population of 225,000. Directed growth of revenue fleet from 40 to 60 vehicles and increase of driver complement from 30 to 80, as well as relocation of operating facility.

**Northeast Ohio Areawide Coordinating Agency**

**Cleveland, Ohio**

1984 - 1990: Senior Transportation Planner

- Planned and administered 5-county paratransit coordination project. Established non-profit umbrella vehicle leasing corporation, and developed lease agreements and service brokerage contracts.
- Planned and implemented routes, operating procedures, service RFP and contracts, and maintenance program for new community bus service for the City of Brunswick, Ohio.
- Authored *Lake County Paratransit Study*. Developed vehicle specifications and bid packages; prepared federal and state operating and capital assistance grant applications.

**Previous Positions:**

- **Indiana Department of Transportation, Indianapolis, Indiana;** 1981 - 1984: Project Manager
- **City Of Norwood/Norwood Transit System, Norwood, Ohio;** 1980 - 1981: Transit Consultant
- **SW Ohio Regional Transit Authority/Queen City Metro, Cincinnati, Ohio;** 1979 - 1980: Transit Analyst

**Education:**

- Bachelor of Urban Planning, *University of Cincinnati, School of Planning*, 1981
- Additional courses in transit, paratransit, and general management; wheelchair securement and passenger assistance techniques; ADA paratransit eligibility; microcomputers; and procurement

**Professional Affiliations:**

- Member, *Access Committee of the American Public Transportation Association (APTA)*, including *Universal Accessibility Standards Program/Technical Resources Group*, *Stop Announcement Standards Subcommittee*; and past chair, *Wheelchair User Issues Subcommittee*
- Past Advisory Board Member, *Rehabilitation Engineering Research Center for Wheelchair Transportation Safety (RERC-WTS)*; Universities of Michigan, Pittsburgh, and Louisville
- Member, *ANSI/RESNA Committee on Wheelchairs and Transportation (COWHAT)*, *American National Standards Institute / Rehabilitation Engineering Society of North America*
- Member, *International Standardisation Organisation, Technical Committee 173: "Assistive Products for Persons with Disability"*, Sub-Committee 1: "Wheelchairs", WG6 - Working Group 6: "*Wheelchair Restraint Systems*" (ISO/TC173/SC1/WG6)





## Publications & Presentations:

### KEY for titles:

*Italics* and "quotes" - Conference or teleconference presentation; or article in periodical

*Italics*, "quotes", and underline - Conference presentation and formal paper

Underline - Report or study

- *Transporting Seniors and Passengers with Disabilities: Safety, Liability, and Training*, Bus & Paratransit Conference of the American Public Transportation Association (APTA), Reno, Nevada, May 2017
- *Update of ADA Accessibility Guidelines for Non-rail Vehicles*, Spring Conference of the California Association for Coordinated Transportation (CalACT), Squaw Valley, California, April 2017
- *Transporting Seniors and Passengers with Disabilities: Safety, Liability, and Training*, 2016 National Aging Services Risk Management (NASRM) Conference, Chicago, November 2016
- *"New Regulations and Standards for Disabled Accessibility"*, Bus & Paratransit Conference of the American Public Transportation Association (APTA), Charlotte, NC, May 2016
- *"Wheelchair and Vehicle Accessibility Changes Are Coming"*, Spring Conference of the California Association for Coordinated Transportation (CalACT), Tenaya Lodge, Calif. (Yosemite), April 2015
- *"Recommendations on Future Requirements for Mobility Devices"*, Spring Conference of the California Association for Coordinated Transportation (CalACT), San Diego, May 2014
- *"Developing Effective Rider Conduct Policies"*, Spring Conference of the California Association for Coordinated Transportation (CalACT), San Diego, May 2014
- *"Ask the Expert: 30 Questions Submitted by Conference Attendees"*, Putting the Pieces Together XVII - ADA Workshop, Leavenworth, Washington, April 22, 2013
- *"Roundtable Discussion: Coping with the Elimination of the Common Wheelchair Definition"*, Fall Conference of the California Association for Coordinated Transportation (CalACT), Monterey, California, September 2012
- *"ADA Policy Guidelines"*, Fall Conference of the California Association for Coordinated Transportation (CalACT), Monterey, California, September 2012
- *"Wheeled Mobility Device Transportation Safety in Fixed Route and Demand-Responsive Public Transit Vehicles within the United States"* (with Karen L. Frost, Ph.D., MBA; Linda van Roosmalen; and Gina Bertocci, Ph.D., PE), *Assistive Technology* (official journal of RESNA, the Rehabilitation Engineering and Assistive Technology Society of North America), June 2012
- *"The End of the Common Wheelchair: Service & Policy Implications of the New USDOT ADA Regulations"*, Bus & Paratransit Conference of the American Public Transportation Association (APTA), Long Beach, California, May 2012

- *"Accommodating the Growing Diversity of Wheelchairs/Mobility Devices (Oversize/weight, Non-secureable, Rollators, etc.): Policy, Procedure, and Customer Service Approaches"* - Annual Meeting /EXPO of the American Public Transportation Association (APTA), New Orleans, October 2011
- *"Wheelchair Securement Procedures, Strategies, Policies, & Solutions"*, North Carolina Public Transportation Association - 2011 Conference & Expo, Wilmington, NC, May 2011
- *"Wheelchair Access on Transit and Paratransit Vehicles: Evolving Research and Best Practices - Transit System Policies and Customer Information, Emerging Trends, and New Technologies"*, Bus & Paratransit Conference of the American Public Transportation Association (APTA), Memphis, May 2011
- *"Mobility Device Securement: Standards and Wheelchair Marking & Tether Strap Programs"*, Bus & Paratransit Conference of the American Public Transportation Association (APTA), Cleveland, Ohio, May 2010; and Spring Conference of the California Association for Coordinated Transportation (CalACT), San Francisco, June 2010
- *"Boarding Issues on Fixed Route and Paratransit"*, Easter Seals Project ACTION Distance Learning Audio Conference, March 24, 2010 (Co-presenter)
- *"Developing a Wheelchair Marking and Tether Strap Program"*, Transit Trainers' Workshop, National Transit Institute, Cleveland, Ohio, October 2009; and article in *CalACTION*, newsletter of the California Association for Coordinated Transportation (CalACT), Fall 2009; and Bus & Paratransit Conference of the American Public Transportation Association (APTA), Austin, Texas, May 2008
- *"Wheelchair Securement on Buses and Paratransit Vehicles"*, Easter Seals Project ACTION Distance Learning audio conference, April 14, 2009 (Presenter)
- Status Report on the Use of Wheelchairs and Mobility Devices on Public and Private Transportation, Easter Seals Project ACTION, 2008 (Principal Investigator/Author, with Nelson/Nygaard Consulting Associates)
- *"ADA Paratransit Eligibility Models: Comparing the Options"*, Bus & Paratransit Conference of the American Public Transportation Association (APTA), Nashville, Tennessee, May 2007
- *"Wheelchair Access: Improvements, Standards, and Challenges"*, Bus & Paratransit Conference of the American Public Transportation Association (APTA), Anaheim, California, May 2006
- *"Wheelchair Access: Issues and Options for the 2000's"*, Bus & Paratransit/Bus Rapid Transit Conference of the American Public Transportation Association (APTA), Denver, May 2004
- *"Wheelchair Securement: Where Art Meets Science"*, article published in the newsletters of Easter Seals Project ACTION and the California Association for Coordinated Transportation (CalACT), 2004
- *"Securing Wheelchairs: Recent Developments, Future Challenges"*, Bus & Paratransit Conference of the American Public Transportation Association (APTA), Milwaukee, May 2003

- “*AC Transit Offers Wheelchair Securement Aids*”, article in *Passenger Transport*, American Public Transportation Association (APTA), May 2002
- “*Developing Paratransit Rider Policies*”, Bus & Paratransit Conference of the American Public Transportation Association (APTA), Minneapolis, May 2002; and National Transit Institute (NTI) Training Conference, Portland, Oregon, 2000
- “*Making an Accessible Light Rail System More Accessible Under the Americans with Disabilities Act*”, Light Rail Conference sponsored by the Transportation Research Board and American Public Transportation Association (APTA), Baltimore, 1995
- “*Sacramento Upgrades Accessibility of Light Rail Stations*”, article in *Passenger Transport*, American Public Transportation Association (APTA), November 13, 1995
- “*Developing Property Assessment Funding for Paratransit Service: County Service Areas in California*”, Transportation Research Board conference “Solving ADA Paratransit Problems”, Phoenix, May 1993
- NOACA's Coordinated Paratransit Development Program, Northeast Ohio Areawide Coordinating Agency (Report # TR-89-16), Cleveland, July 1989
- Lake County Paratransit Study, Northeast Ohio Areawide Coordinating Agency, Cleveland, Ohio and LAKETRAN, Grand River, Ohio, October 1987
- “*Options for Accessible Paratransit Vehicles*”, National Workshop on Bus Wheelchair Accessibility, US DOT, Seattle, May 1986
- Specification Guide for Small Transit Vehicles, Indiana Dept. of Transportation, Indianapolis (and reprinted by US DOT Technology Sharing Program, report # DOT-I-84-26), February 1984