



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 Santa Clara Valley Transportation Authority (San Jose), Gold Coast Transit (Oxnard, Calif.), Los Angeles County MTA, Access Services (L.A. Co. ADA paratransit agency), San Joaquin RTD (Stockton, 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), and Keolis Transit America
 - 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, 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*
- 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)

