

Will Rodman

Senior Research Scientist

Education

- B.A., Art/Architecture, Wesleyan University, 1976
- Completed first year Master of City Planning coursework at University of Pennsylvania, 1976–77

Relevant Experience

Will has 46 years of research, consulting, operations management, technology, and business development experience in the public transportation industry.

Will is nationally recognized as an expert in microtransit and all forms of demand-responsive transportation. This has included planning, designing, evaluating, and improving:

- On-demand microtransit and alternative services
- ADA paratransit services
- Use of adaptive TNCs and taxis for ADA-compliant supplemental service and TNCs and taxis for opt-in programs
- Medicaid NEMT and human service transportation

His expertise also includes coordination strategies for public and human service agency transportation in urban and rural counties/regions counties and on a statewide scale, and the design of mobility management and Mobility as a Service (MaaS) services.

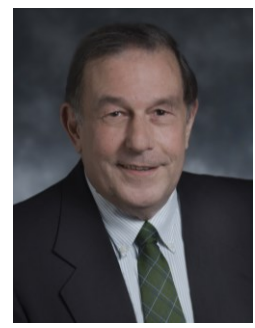
Will has also developed regulations for taxis, livery services, and other private-for-hire services for several large metropolitan areas, including Atlanta, Boston, Chicago, Nashville, Los Angeles, Portland (OR), and San Francisco.

Will led or co-led the successful paratransit practices at Multisystems and Nelson\Nygaard during his tenures there, and now heads the same for TTI's Transit Mobility Program. Over the years, he has directing hundreds of studies for some of the largest paratransit systems in the US as well as many small and midsize systems all across the country. Will has helped several transit agencies procure paratransit operations contractors and call and control center management firms. He has also served an ADA paratransit subject matter expert for FTA compliance reviews, and authored several TCRP reports and syntheses involving paratransit/DRT topics.

For TRB, Will served as the Committee Research Coordinator (CRC) for TRB's AP055 on Standing Committee on Rural, Intercity and Specialized Transportation for roughly 10 years, and recently was appointed CRC for the TRB Passenger Transportation Group of Committees (AP000). He has also served as the Principal Investigator or co-author for a number of ground-breaking TCRP and NCHRP Reports and Syntheses including

- TCRP Synthesis 174, Paratransit Fleet Configurations (2024)
- TCRP Report 239, The Provision of Alternative Services by Transit Agencies: The Intersection of Regulation and Program (2023)

YEARS OF
QUALIFYING
EXPERIENCE **46**



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Scientist,*
Texas A&M
Transportation Institute

- TCRP Synthesis 168, The Impacts of Continuous Dynamic Optimization on ADA Paratransit Services. (2023)
- TCRP Synthesis 161, ADA Paratransit and Other Demand-Responsive Transportation Services in Small to Midsize Transit Agencies (2022)
- TCRP Synthesis 154, Innovative Practices for Transit Planning at Small to Mid-Sized Agencies (2021)
- TCRP Synthesis 135, ADA Paratransit Service Models and Contracting (2017).
- NCHRP Report 832, State DOTs Connecting Specialized Transportation Users and Rides Volumes 1 and 2 (2016)
- TCRP Report 142, Vehicle Operator Recruitment, Retention, and Performance in ADA Complementary Paratransit Operation (2016).
- TCRP Report 121, Toolkit for Integrating Non-Dedicated Vehicles in Paratransit Service (2007).
- Transportation Services for People with Disabilities in Rural and Small Urban Communities (2006).

He also contributed to two soon-to-be published TCRP research efforts: Synthesis SB-42 on consolidating ADA paratransit and microtransit services, and TCRP A-47, Transit Capacity and Quality of Service Manual, Fourth Edition, for which Will authored (and overhauled) the DRT sections. Currently, he is serving as Principal Investigator for NCHRP 08-183 on Volunteer Driver programs, and was just selected as the Principal Investigator for TCRP SB-43, Transit Agency Responses to Serving Individuals with Intellectual and Developmental Disabilities on ADA Paratransit

In the area of paratransit/DRT technology, Will has contributed to the design of three different national paratransit scheduling software systems and provided training and user support for two of those systems. Will has assisted transit agencies in procuring paratransit and microtransit technologies.

Will's operational experience includes implementing, managing, and providing corporate oversight for several paratransit brokerages and assisting with implementing several paratransit operations contracts.

At the request of the Governor of Massachusetts, Will served on the Massachusetts Paratransit Commission and has been a guest lecturer on Access and Mobility at Northeastern University's Master's Program course on Transportation Policy for the past four years.

Affiliations and Registrations

- Transportation Research Board (2005–Present)
 - Committee Research Coordinator, AP000, Public Transportation Group AP000 (2024)
 - Committee Research Coordinator and Member, AP055, Rural, Intercity Bus and Specialized Transportation (2020-2024)
 - Paratransit Subcommittee (2020-Present)
 - International DRT Conference Subcommittee (2020-2021)
 - Rural & Intercity Bus Transportation Conference Subcommittee (2020-Present)
 - Member, Paratransit Committee (2017–2020)
 - Paratransit Research Subcommittee and Taxi Subcommittee (2008–Present)
 - Member, Rural Public & Intercity Bus Transportation Committee (2005–2016)
 - Co-Chair, Research Subcommittee (2014–2016)
 - Route Coordinator, Conference Planning Subcommittee (2005–2016)
- APTA Access Committee (2005–Present)

Relevant Project Experience (TTI, Nelson\Nygaard, and Multisystems)

Paratransit/Demand Responsive Transportation—Service Planning, Evaluation, and Compliance

Principal Investigator, TCRP SB-43, Transit Agency Responses to Serving Individuals with Intellectual and Developmental Disabilities on ADA Paratransit, in progress

Principal Investigator, NCHRP 08-183, Volunteer Driver Programs, in progress

Task Leader, ADA Paratransit and DRT Implementation Plan, El Paso County Transit, in progress

Project Manager, Mobility as a Service Study for Mountain Line's consolidated ADA Paratransit/Microtransit Service, Flagstaff, AZ

TTI Project Manager, Access Link Brokerage Platform Assessment and Planning Study, NJ TRANSIT, (sub to KFH).

Principal Investigator, Synthesis 174, Paratransit Fleet Configuration

Project Manager, DRT Comprehensive Operations Analysis Study for Jaunt, Charlottesville, VA; Follow-up implementation coordination assistance was also provided.

Project Manager, New Orleans Comprehensive Operations Analysis Paratransit Study for the New Orleans Regional Planning Commission

TTI Project Manager, WeGo Access Improvement Study for WeGo Transit, Nashville, TN (sub to KFH); this also included developing a paratransit overflow/alternative service/microtransit service RFP.

TTI Project Manager, TCRP B-49/NCHRP 08-147, Improving Public Transportation in Rural Areas and Tribal Communities (sub to KFH)

Principal Investigator, TCRP Synthesis 168, The Impact of Continuous Dynamic Optimization on ADA Paratransit Services

TTI Project Manager, TCRP Research Report 239, The Provision of Alternative Services by Transit Agencies: The Intersection of Regulation and Program Objectives (sub to KFH)

Task Leader, Golden Crescent (TX) Rural Transportation Study

Project Manager, A Study on ADA Paratransit On Time Performance and User Side Subsidy Program Subsidy Level Alternatives, and Development of an RFP for TNCs for Harris County (TX) Transit

Task Leader, GoDurham ACCESS Operational Review, Durham, NC

Senior Advisor, METROLift Peer Review, Houston METRO, Houston, TX

Project Manager, Peer Review of Paratransit Facilities, Access Services, Los Angeles, CA

Task Leader, Paratransit Review, Eagle County Transit, Eagle County, CO

Task Leader, Paratransit Review, Green Mountain Transit, Burlington, VT

Project Manager, Comprehensive Operational Review, Access Services, Los Angeles, CA

Project Manager, Jacksonville Transportation Authority, Review of Reasonable Accommodation Efforts

Task Leader, Service Model Report and Contract/Contractor Evaluation, TransLink, Vancouver, BC

Project Manager, Access Link Operations Center Alternatives Study, NJ Transit, Newark, NJ

Paratransit Task Manager, Paratransit Scheduling Review, Lawrence/Douglas County, KS

Project Manager, Review of The RIDE, MBTA, Boston, MA
Project Manager, Senior Transportation Services Assessment, Fulton County, GA
Paratransit Task Leader, Regional Master Transit Plan, RTA of Southeast Michigan, Detroit, MI
Project Manager, Scheduling and Dispatching Review, Palm Tran Connection, Palm Beach County, FL
FTA SME/ADA Compliance (Brockton and Worcester, MA, Norwalk, CT, Waterbury, CT, Sharon, PA)
Senior Advisor, Paratransit Demand Estimation, MGM, Springfield, MA
Project Manager, Paratransit Analysis, Pioneer Valley Transit Authority, Springfield, MA
Project Manager, Palm Tran Connection Service Design, Palm Beach County, Florida
Project Manager, Service Model Re-Design for The RIDE, MBTA, Boston, MA
Project Manager, Cost Reduction Strategies for The RIDE, MBTA, Boston, MA
Deputy Project Manager, Regional Paratransit Call Center Strategic Plan, Pace, Chicago, IL
Project Manager, WHEELS Service Performance Evaluation, Lexington, KY
Nelson\Nygaard Project Manager, Audit of ADA Paratransit Service Changes, Chicago RTA
Nelson\Nygaard Project Manager, JAUNT (Charlottesville, VA) TDP
Project Manager, ADA Paratransit Funding Plan, Chicago Regional Transportation Authority
Project Manager, Paratransit Service Study for City and County of Honolulu
Nelson\Nygaard Project Manager, Efficiency Evaluation of NJ Transit's Access Link
Sr. Reviewer, Performance Evaluation of Access Services in Los Angeles
Sr. Reviewer, LIFT Performance Improvement Study for North (San Diego) County Transit District

Paratransit Workshop Instruction

Developer/Instructor of CalACT's Workshops on Paratransit Reservations, Scheduling, and Dispatching
Co-instructor, NTI Workshop on Managing the Cost of ADA Paratransit and Flexible Transit

Paratransit/Demand Responsive Transportation—Procurement and Implementation Assistance

Project Manager, Microtransit Technology Procurement Assistance, St. Lucie County, FL
Project Manager, METROLift Minivan Operator Procurement, Independent Cost Estimate, Houston METRO, Houston, TX
Senior Advisor/Task Leader, Brokerage Design/Service Provider Procurement, Council on Aging of Southwest Ohio, Cincinnati, OH
Project Manager, Technical Assistance for Paratransit Procurement, RTC of Southern Nevada
Project Manager, Implementation Oversight/Transition Assistance for TRAC (The RIDE Access Center) Centralized Call and Control Center, MBTA, Boston, MA
Task Leader, RFP and Contract Review, RFP Preparation, TransLink, Vancouver, BC
Project Manager, Senior Transportation Services Provider Procurement, Fulton County, GA
Project Manager, Development of an RFP for a Consolidated Call and Control Center Manager for The RIDE, MBTA, Boston, MA

Project Manager, Paratransit Service Provider Procurement for The RIDE, MBTA, Boston, MA, FY10–FY15 and FY16–FY21

Project Manager, Palm Tran Connection, Operations Contractor RFP Development and Procurement Assistance, Palm Beach County, FL

Project Manager, Technical Assistance—Supplemental Paratransit Operations Contractor Procurement for the WMATA Metro Access Service

Project Manager, Development of LIFT Contractor RFP, North (San Diego) County Transit District

Use of Taxis and Other Non-Dedicated Provider Services for Paratransit

Project Manager, co-designed a taxi subsidy program for the City/County of Honolulu

Principal Investigator, TCRP Report 121, Toolkit for Integrating Non-Dedicated Vehicles in Paratransit

Project Manager, paratransit studies in Chicago, Los Angeles, San Diego, and Washington, all incorporating the use of taxis for ADA paratransit service

Principal-in-Charge, designed and helped implement a taxi subsidy program in DuPage County, IL

Assisted in the data collection and evaluation of a shared-ride taxi/jitney demonstration project in Boston

Moderated a panel on the use of taxis in ADA paratransit at the 1999 Annual TRB Conference

Presented on taxi subsidy programs at the 1998 Paratransit Conference in Phoenix

Microtransit and other On-Demand Services, Alternative Services and Transit-TNC Partnerships

Project Manager, Planning and Implementation of Microtransit/Dial-a-Ride Services, El Paso County (in progress)

Senior Advisor, TCRP SB-42, Operational and Service Factors When Integrating/Consolidating ADA Paratransit and On-Demand Services (in progress)

DRT Task Manager, Project A-47, Transit Capacity and Quality of Service Manual, 4th edition (in progress).

Project Manager, TCRP B-48, The Provision of Alternative Services by Transit Agencies (sub to KFH)

Project Manager, Mobility On Demand Case Studies, VIA, San Antonio, TX

Senior Advisor, Microtransit Study for Harris County (TX) Transit

Senior Advisor, Paratransit/Microtransit Service Expansion, Houston METRO, Houston, TX

Project Manager, Microtransit Technology Procurement Assistance, St. Lucie County, FL

Senior Advisor, Microtransit Performance Framework, Capital Metro, Austin, TX

Project Manager, TNC-based Alternative Service Program Design, RTCSNV, Las Vegas, NV

Principal-in-Charge, TCRP J-11, Transit TNC Partnerships

Presenter, SWTA Summer University, Workshop on Transit-TNC Partnerships, Dallas, TX

Workshop Contributor, On-Demand Service Options, Santa Clara County VTA

Human Service Agency Transportation Coordination and Mobility Management Studies

TTI Project Manager, Public Transit–Human Services Transportation Coordination Plan Update, Northeast Ohio Areawide Coordinating Agency, in progress (sub to RLS and Associates)

Task Leader, Use of Public Transit Services for Non-Emergency Medical Transportation, for National Center for Mobility Management, in progress

Project Manager, Coordination Program Review and Guidebook, TxDOT/PTN, in progress

Project Manager, 5310/Mobility Management Peer Review, TxDOT/PTN, in progress

Project Manager, Mobility Management Study, Transportation Collaborative, Chicago, IL

Senior Advisor, Coastal Bend (TX) Regional Coordinated Transportation Plan, TxDOT/PTN

Deputy Project Manager and TTI Principal Investigator, Coordinated Public Transit Human Services Transportation Plan Update, Chicago RTA (sub to RLS & Associates)

Principal-in-Charge, accessDC plan, District of Columbia Department of Transportation, Washington, DC

Project Manager, New York State Human Service Agency Mobility Management Plan (sub to Public Consulting Group)

Principal-in-Charge, Stable Funding for Coordinated Paratransit Systems Study, Chicago RTA

Senior Advisor, Ride-In-Kane Program Assessment, Kane County, IL

Senior Advisor, 1-Click and Mobility Management Plan, Jacksonville Transit Authority

Project Manager, Regional 1-Click and Mobility Management Plan, Atlanta Regional Commission

Nelson\Nygaard Senior Advisor, Idaho Statewide Mobility Management Systems Analysis & Implementation Plan, Idaho Transportation Department (sub to TTI)

Project Manager, Georgia Rural and Human Services Transportation, Georgia DOT

Project Manager, 2012 and 2013/14 RHST Reporting Services, Georgia RTA

Project Manager, Utah Mobility Management Workshops and Technical Assistance, UDOT

Project Manager, DART (Dallas) Mobility Management Demonstration Project Design & Implementation

Principal-in-Charge/Senior Advisor, Denver Regional Mobility & Access Council—Technical Assistance

Nelson\Nygaard Project Manager, Ohio Mobility Improvement

Principal-in-Charge, Human Service Transportation Coordination and Organization, Bear River Association of Governments, Logan, UT

Project Manager, Development and implementation of Coordinated Human Services Transportation in Western Tidewater Region, Senior Services of Southeastern Virginia

Project Manager/Mobility Manager, New Hampshire State Coordinating Council

Project Manager, Mobility Management Project, Wasatch Front Regional Council, Salt Lake City, UT

Nelson\Nygaard Project Manager, Georgia Statewide Coordination Project, Georgia DOT

Coordination of Community Transportation and Human Services and Mobility Management Studies

Project Manager, Coordinated Paratransit Study, Will County, IL

Task Manager, Technical Assistance to Federal Opportunities Workgroup (FOW), Olympia, WA

Project Manager, Coordinated Public Transit–Human Services Transportation Plan, NYMTC, New York

Project Manager, Coordinated Public Transit–Human Services Transportation Plan, Hudson County, NJ

Task Leader, State of Washington Study on Coordination of Special Needs, Washington State Joint Legislative Transportation Committee

Project Manager, Coordinated Public Transit–Human Services Transportation Plan, Tehama County, CA

Project Director, Wisconsin Human Services Transportation Coordination Plan, Wisconsin DOT

Project Manager, Coordinated Public Transit–Human Services Transportation Plan, Chicago RTA

Project Manager/Task Leader, Coordination Task, Honolulu Paratransit Study

Project Manager, United We Ride Coordination Study for Mid-Region Council of Governments, NM

Project Manager, United We Ride Statewide Coordination of Human Service Transportation, NH DOT

Project Manager, Technical Assistance to New Hampshire DHHS

Project Manager, Technical/Facilitation Assistance to Denver Regional Mobility and Access Council (DRMAC) and Colorado Inter-Agency Coordination Council for Transportation, Access, and Mobility

Coordination Task Leader, Analysis of Colorado Human Service Transportation and Public Transit Systems, for the Rose Community Foundation/HealthONE Alliance Getting There Collaborative

Nelson\Nygaard Project Manager, Minnesota Coordination Study for MnDOT (sub to RLS and Associates)

Coordination/Mobility Management Training

Moderator/Presenter, SWTA Summer University: Workshop on Coordination and Mobility Management, Dallas, TX

Co-Instructor, Illinois Mobility Manager Training Workshop, Springfield, IL (for Illinois DOT)

Co-Instructor, Utah Mobility Manager Training Workshop, Salt Lake City, UT (for Utah DOT)

Co-Instructor, Georgia Mobility Manager Training Workshop, Macon, GA (for Georgia DOT)

Municipal Regulations for Taxis and Private, For-Hire Services

Project Manager, Chicago Taxi Rate Study, City of Chicago Department of Business Affairs and Consumer Protection, Public Vehicle Operations

Project Manager, Boston Taxi Study, City of Boston

Project Manager, Atlanta Taxicab Industry Analysis, Central Atlanta Progress and City of Atlanta

Project Manager, Nashville Taxi and Passenger Vehicles for Hire Study, City of Nashville

Project Manager, San Francisco Taxi Study on Credit Card Fees, Back-Seat Monitors and Electronic Waybills, San Francisco Municipal Transportation Agency

Project Manager, Taxi Study and follow-up facilitation and technical assistance, Arlington County DOT

Project Manager, Development of 2010 Taxicab Re-Franchising Plan, City of Los Angeles Department of Transportation

Project Manager, Private for Hire Transportation Rate and Fee Study, City of Portland

Led Taxi Re-Franchising study for the City of Los Angeles

Co-authored a taxi study for the City of Lawrence, MA

Project Manager, needs assessment studies of taxi service in northwest Miami and in Denver

Publications

Rodman, Will, Edrington, Suzie, Blume, Kelly, Etminani, Roya, and Tung, Li-Wei, TCRP Synthesis 174, Paratransit Fleet Configurations (2024)

Ellis, Buffy and **Rodman, Will**, TCRP Report 239, The Provision of Alternative Services by Transit Agencies: The Intersection of Regulation and Program (2023)

Rodman, Will, TCRP Synthesis 168, The Impacts of Continuous Dynamic Optimization on ADA Paratransit Services. (2023)

Rodman, Will, TCRP Synthesis 161, ADA Paratransit and Other Demand-Responsive Transportation Services in Small to Midsize Transit Agencies (2022)

Blume, Kelly, **Rodman, Will**, and others, TCRP Synthesis 154, Innovative Practices for Transit Planning at Small to Mid-Sized Agencies (2021)

Rodman, Will and High, William, TCRP Synthesis 135, ADA Paratransit Service Models and Contracting (2017).

Rodman, Will and Berez, Daniel, NCHRP Report 832, State DOTs Connecting Specialized Transportation Users and Rides Volumes 1 and 2 (2016).

Thatcher, Russell, **Rodman, Will** and others, TCRP Report 142, Vehicle Operator Recruitment, Retention, and Performance in ADA Complementary Paratransit Operation (2016).

Rodman, Will and Hume, Heather, Massachusetts Executive Order 530 Community, Social Service, and Paratransit Transportation Commission (2012)

Rodman, Will, Koffmann, David, Teal, Roger, Garrity, Richard, and Sarles, Robbie, TCRP Report 121, Toolkit for Integrating Non-Dedicated Vehicles in Paratransit Service (2007).

Thatcher, Russell, **Rodman, Will** and others, Easter Seals Project ACTION, Transportation Services for People with Disabilities in Rural and Small Urban Communities (2006).

Rodman, Will, O'Neill, Suzanne, Martin, Kyle, and Wilks, Steven, TCRP Report 56, Integrating School Bus and Public Transportation (1994).

Presentations/Workshop

“Use of Public Transit Services for Non-Emergency Medical Transportation” at South West Transit Association Summer University, Ft. Worth, July 30, 2024

“CMS’s NEMT Transportation Guidance: Updates and Challenges,” at State and Tribal Public Transportation Partnerships Conference, Ft. Worth, TX, July 30, 2024 (with Robbie Sarles)

“Use of Public Transit Services for Non-Emergency Medical Transportation” at TxDOT Semi-Annual Operators Meeting, Austin, TX, July 17, 2024

“Preliminary Findings for NCMM’s Survey on How Public Transportation is Being Used for NEMT in Different States” at CTAA, West Palm Beach, June 11, 2024

“Maximizing Service and Cost Efficiency of Paratransit with On-Demand Services and Technology” at CTAA Expo, West Palm Beach, June 10, 2024

“Fleet Configurations for Paratransit and Other DRT Services” at the 2024 Texas Transit Association Annual Conference, San Antonio, TX, March 19, 2024

- “Transitioning to Modern Paratransit: Lessons Learned from Transitioning Agencies” at the 2024 Texas Transit Association Annual Conference, San Antonio, TX, March 18, 2024
- “Microtransit and Other On-Demand General Public Services,” a workshop conducted at the 2024 Texas Transit Association Annual Conference, San Antonio, TX, March 17, 2024
- “The Impact of Continuous Dynamic Optimization on ADA Paratransit,” at the South West Transit Association Conference, Tulsa, OK, February 6, 2024.
- “Microtransit: What, Why, Where, When and How: An Update,” a workshop conducted at the 2024 TRB Annual Conference, Washington, DC, January 7, 2024 (Co-led with Todd Hanson)
- “The Impacts of Continuous Dynamic Optimization on ADA Paratransit” and “Microtransit and Other On-Demand General Public Services” at the CalACT 2023 Fall Conference, Indian Wells, November 1-2, 2023.
- “ADA – ADA Paratransit Questions and Answers” at the CTAA’s Mobility Management Forum, May 22, 2023, Oklahoma City, OK. An expanded set of questions and answers will soon be posted by CTAA.
- “Microtransit and Other On-Demand General Public Services: An Update,” “Findings from TRCP Synthesis SB-36 (Synthesis 168): The Impacts of Continuous Dynamic Optimization of ADA Paratransit Services” and “Findings from TRCP Project B-48 (Report 239): Provision of Alternative Services by Transit Agencies: Intersection of Regulation and Program” presented at Community Transportation Association of the Northwest Summit, Leavenworth, WA, March 15-17, 2023.
- “Findings from Synthesis 161, Service Models for ADA Paratransit and Other DRT Services as provided by Small and Mid-Size Transit Agencies” presented at TRANSED, Virtual, September 15, 2022..
- “Microtransit: What, Why, Where, When and How!” presents at the joint Southwestern Transit Association/Texas Transit Agency Conference in Austin, TX, February 23, 2022, and at the Community Transportation Association of the Northwest, Virtual, March 9, 2022.
- “One-Stop Mobility Management: The Convergence of One-Click Systems, Paratransit Booking/Scheduling Software, and Mobile Technologies,” presented at the CalACT Spring Conference, Olympic Valley, CA, April 26, 2017; also presented at The International Conference on Demand Responsive Transportation: Paratransit from Dial-a-Ride to Technology-Enabled Services, Breckenridge, CO, September 21, 2016.
- “When and Where Centralized Call and Control Centers Make Sense,” presented at the APTA Bus and Paratransit Conference, Reno, NV, May 10, 2017.
- “Transit-TNC Partnerships: How Transit Agencies are Using Emerging Mobility Services to Improve Access and Mobility and Solve Problem,” presented at APTA 2017 Bus and Paratransit Conference, Reno, NV, May 9, 2017; and at the CalACT Spring Conference, Olympic Valley, CA, April 28, 2017.
- “Mobility Management Strategies for the Atlanta Region,” presented at the APTA Bus and Paratransit Conference, Ft. Worth, TX, May 5, 2015.
- “The Art of Paratransit Contracting,” presented at the Intercity Bus Transportation Conference, Asheville, NC, October 4, 2016, as a training workshop; at the APTA Bus and Paratransit Conference, Ft. Worth, TX, May 4, 2015; and at the International Paratransit Conference, Monterey, CA, October 24, 2014.
- “How the MBTA in Boston Is Using TNCs to Provide Alternative On-Demand Service to Its ADA Paratransit Customers,” presented at the SWTA Summer University, July 25, 2017.
- “What’s the Difference between Coordination and Mobility Management...and Thanks for Asking!” presented at the SWTA Summer University, July 25, 2017.

“NCHRP 20-65 Task 60, The National Mobility Management Initiative: State DOTs Connecting Specialized Transportation Users and Rides,” presented at the Rural and Intercity Bus Transportation Conference, Asheville, NC, October 6, 2016.

“Coordination and Mobility Management Strategies,” presented at the Rural and Intercity Bus Transportation Conference, Asheville, NC, October 5, 2016.

“The Future of Mobility Is Now,” presented at The International Conference on Demand Responsive Transportation: Paratransit from Dial-a-Ride to Technology-Enabled Services, Breckenridge, CO, September 22, 2016.

“Expanding Access and Mobility to the Aging Community and Person with Disabilities: Strategies and Innovations,” presented at the Annual Conference of Medicaid Home and Community-Based Services, Washington, DC, September 13, 2016.

“Mobility Management Strategies for Urban, Suburban, and Rural Areas,” presented at the Annual Conference of Medicaid Home and Community-Based Services, Washington, DC, September 13, 2016.

“Paratransit Coordination: A US Perspective,” presented in the plenary session at the International Paratransit Conference, Monterey, October 23, 2014.

“Use of Taxis in Paratransit,” presented at TRB Annual Meeting, Taxi Workshop, January 2013, January 2012, and January 2008.

“Innovative Dedicated Funding Sources and Leveraging,” presented at the Rural and Intercity Bus Transportation Conference, Salt Lake City, UT, October 16, 2012.

“Mobility Management Trends in Rural Areas,” presented at the Rural and Intercity Bus Transportation Conference, Salt Lake City, UT, October 15, 2012.

“Mobility Management Strategies for Rural Areas” presented at the Annual Conference and Expo of the Community Transportation Association of America (CTAA), Baltimore, MD, May 25, 2012.

“A Model for Determining Optimal Use of Non-Dedicated Service Providers and Optimizing Run Structures, TCRP Project B-30,” presented at the APTA Bus and Paratransit Conference, Nashville, TN, May 7, 2007.

“A National Perspective on Coordination of Community Transportation,” presented at the Annual Conference of the New England Public Transit Association, Providence, RI, March 29, 2007.

“Transit Agency Use of Taxis and Other Non-Dedicated Service Providers,” presented at the APTA Annual Bus and Paratransit Conference, Anaheim, MD, May 1, 2006.

“Performance Measures and Measuring Results—Best Practices Today and Tomorrow,” presented at the New York State Public Transit Training Program, Albany, NY, November 18, 2005.

“Why Transit Agencies Use Taxi and Other Non-Dedicated Service for Paratransit,” presented at the Taxi, Limousine, and Paratransit Association, Annual Conference, Boston, MA, November 10, 2005.

Past Work Experience

Dates	Position(s)	Organization
2023-Present	Senior Research Scientist	Texas A&M Transportation Institute
2020–2023	Research Scientist	Texas A&M Transportation Institute
2018–2019	Vice President, Business Development	TSS Paratransit
2004–2017	Principal & Head of Boston Office	Nelson\Nygaard Consulting Associates
2000–2003	Vice President, Business Development	National Express/ATC
2000	Vice President, Brokerage Management	National Express/ATC
1998–1999	Director, Brokerage Management	Multisystems/TMSI
1996–1999	Principal	Multisystems
1995–1996	Senior Associate	Multisystems
1991–1995	Manager, Paratransit/Community Transit	Multisystems
1986–1991	Senior Transportation Analyst	Multisystems
1985–1986	Transportation Analyst	Multisystems
1983–1985	Executive Director, Island Rides	Multisystems/TMSI
1980–1983	Transportation Analyst	Multisystems
1978–1980	Research Assistant	Multisystems
Summer 1978	Intern	Southwestern Bell—Vanpool Program
Spring 1978	Intern	SW Pennsylvania Regional Planning