



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 for Santa Clara Valley Transportation Authority (San Jose), Gold Coast Transit (Oxnard, CA), Los Angeles County Metropolitan Transportation Authority, and San Joaquin RTD (Stockton, CA)
 - 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) and Summit Stage/Mountain Mobility, Breckenridge, Colorado
 - Operational analysis of the Capital Metro ADA paratransit program, Austin, Texas
 - Operational and ADA compliance evaluation of fixed route transit service of the Corpus Christi Regional Transportation Authority (Texas)
 - Operational and needs assessment for City of Emeryville, California senior/paratransit program
 - On-board service monitoring for public transit systems in Sacramento and Orange County, California
 - Facilitation of a study for cost effectiveness and future funding options for San Francisco ADA paratransit program (for San Francisco County Transportation Authority)
 - Facilitation of a statewide strategy meeting by stakeholders to investigate creating wheelchair-accessible taxi services in California (for California Foundation for Independent Living Centers)
- 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; also *Advanced Mobility Device Securement*, National Transit Institute (NTI - Rutgers University)
- Past instructor, *California Transit/Paratransit Management Certificate Program* (University of the Pacific) course entitled *“A Transit Manager’s Guide to Regulations and Funding”*; also have presented the course for the states of Oregon and Washington, through Willamette 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)

