Shaping the New Future of Paratransit
An International Conference on Demand Responsive Transit

October 29-31, 2014
Monterey Plaza Hotel
Monterey, CA

Organized by
Transportation Research Board

Cosponsored by
TRB Paratransit Committee (AP060)
California Association For Coordinated Transportation (CalACT)
### AGENDA AT A GLANCE

#### Wednesday, October 29

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<td>1:00 p.m. - 2:30 p.m.</td>
<td>Federal Transit Administration Community Mobility Programs</td>
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<td>2:00 p.m. - 5:30 p.m.</td>
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<td>3:15 p.m. - 5:30 p.m.</td>
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<td>5:30 p.m. - 7:00 p.m.</td>
<td>Poster Session and Reception</td>
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#### Thursday, October 30

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<td>10:30 a.m. – 12:15 p.m.</td>
<td>Concurrent Workshops 1A, 1B</td>
<td>Carmel 1&amp;2</td>
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<td>1A)</td>
<td>Comparative Perspectives on Policy &amp; Regulation to Deliver Accessible Transport via DRT: Global Experience</td>
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<td>1B)</td>
<td>Seeking a Seamless System</td>
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<td>12:15 p.m. – 1:30 p.m.</td>
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<td>2A)</td>
<td>Service Coordination: Playing Nicely in the Sandbox</td>
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<td>2B)</td>
<td>Contracting and Managing DRT Service</td>
<td>Carmel 1&amp;2</td>
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<td>6:00 p.m. – 7:30 p.m.</td>
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<td>3A) The Intersection of Healthcare and Transportation</td>
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<td>3B) Platforms/Architectures/Standards to Facilitate Open and Integrated DRT</td>
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<td>4A) Structuring and Managing Operations to Work Cost-Effectively</td>
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<td>4B) Using Entrepreneurial Service Providers to Achieve Public Objectives</td>
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SUPPORTERS

PLATINUM
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GOLD
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IT Curves

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This year marks the 40th anniversary of the publication of Paratransit: Neglected Options for Urban Mobility, a book which brought recognition to the virtues of paratransit services. The 1970’s and 1980’s witnessed both substantial conceptual and practical interest in paratransit, as well as widespread implementation of paratransit services and strategies—it was an exciting time for those involved in this field. But over the past two decades, the trajectory of paratransit has waned, to the point where it is frequently relegated to a very narrow niche in the spectrum of urban transportation services.

Yet even as paratransit seemingly diminished in relevance, the seeds for a new generation of useful and productive paratransit services were being sown, in the form of technological advances and best practice understandings that make feasible improved approaches for organizing and delivering local passenger transportation. While practice and research in paratransit is only beginning to be impacted by these developments, it is increasingly clear that a new set of possibilities is emerging. Moreover, as one scans the globe for leading edge uses of paratransit, one finds that some practitioners have forged ahead and implemented services and organizational models that help show the way forward for what is possible, sometimes even without the benefit of advanced technologies.

It is from this combination of possibilities and actualities that the vision for this conference was called forth. The organizers of the conference heeded that vision and took action in response, and what you are about to experience is the product. We are gratified that so many others have also sensed that the time is right to re-invigorate the paratransit field by means of applying both the hard and the soft technologies that practitioners can now avail themselves of to improve service organization and delivery. We thank you, the carriers of this collective knowledge, for joining together to help shape the new future of paratransit and to contribute what you each uniquely have to offer to this endeavor.

--- Roger Teal
Conference Chairperson

Welcome to Shaping the New Future of Paratransit: An International Conference on Demand Responsive Transit. We are glad that you chose to spend these 3 days with your fellow paratransit researchers, practitioners, and product developers. We have put together a wonderful program: presentations on new services; the booming use of technology to provide these services; ways to measure your success; and big ideas about how paratransit fits into the larger picture of transportation and society. Please take the time to get together with old colleagues and to make new acquaintances. We are particularly happy that this conference includes a sizable contingent of paratransit professionals from around the world who are ready to provide their international perspectives.

It has been a while (1997) since we had a similar gathering, so there’s a lot of catching up and looking ahead to squeeze in during our time here. We look forward to your contribution of ideas and opinions, and we believe that you will head back home with much more than you arrived with. Welcome to Monterey. Thanks for joining us!

--- David Chia
TRB Paratransit Committee Chairperson
Tribute in Memory of Matt Karlaftis and Ron Kirby

The paratransit community mourns the passing of our colleague and friend, Matt Karlaftis, on June 4th, 2014. Matt gave so much to our community, through his teaching, his research, his writing, and his active participation in many different committees, including the TRB Committee on Paratransit. Matt was secretary of the committee for six years, during which he managed the review of papers, personally reviewing many of the papers himself, and worked closely with the committee chair to plan Annual Meeting sessions and recommend papers for publication.

We remember Matt specifically for his many contributions to our field, his support to his students, his willingness to participate in our TRB committee activities, his warmth and smile, and his friendship. Our heartfelt condolences go to his wife and four children and extended family in Greece.

Matt earned his BSc and MSc degrees from the University of Miami and received his PhD. from Purdue University, all in the areas of transportation engineering. He was a professor in the School of Civil Engineering of the National Technical University of Athens. Matt was co-author of an international bestselling book on transportation econometrics and statistics, two textbooks on transportation planning and public transportation, book chapters, over 90 publications in peer-reviewed journals and many publications in conference proceedings. Among honors he received: ASCE’s Walter L. Huber Civil Engineering Research Prize in 2005; the Fulbright Research Scholar fellowship in 2006-2007; TRB’s ABJ80 Best Paper Award in 2009; ASCE’s State-of-the-Art Award in 2011, and ASCE's Associate Editor of the Year Award in 2013.

Ron Kirby, who died in January, 2013 was one of the pioneers of the paratransit field. He was the lead author of the book Paratransit: Neglected Options for Urban Mobility, published in 1974, which had a major impact in making both the urban transportation field and the larger public aware of paratransit as a set of distinct forms of urban travel. Ron and his colleagues at the Urban Institute who wrote the book were also heavily involved in insuring that paratransit received the appropriate recognition by researchers, policy makers, and public transportation practitioners. Ron’s work on the design and analysis of early and formative paratransit demonstration projects conducted by the federal Urban Mass Transportation Administration (now FTA) helped lay the foundations for subsequent innovation and mainstream integration of paratransit in North America. His work had a significant influence on public policy, including the paratransit provisions of the Americans with Disabilities Act. Ron was an early and active proponent of a federal paratransit policy, leading a gathering of transportation professionals at Williamsburg to develop policy proposals for this purpose. Ron was the chairperson of the Paratransit Committee of TRB from 1980 to 1986. In that capacity, and through many other TRB activities, he was a strong voice for promoting research on paratransit applications and for urging transportation planners to consider paratransit options as part of the toolkit for urban mobility improvements. Ron was appointed Director of Transportation Planning of the Washington Metropolitan Council of Governments, the MPO for the Washington D.C. region in 1986, a position in which he served for the remainder of his professional career. In that role, and throughout his career, Ron championed innovative mobility solutions across the entire urban, suburban and rural landscape, including the development of livable communities through integrated transportation and land-use planning and bold new public policies such as user-side subsidies and high occupancy toll lanes. Among his wide-range of contributions, his special legacy in helping bring paratransit into the mainstream will stand out long into the future.
CONFERECE AGENDA

Wednesday, October 29

Noon - 5:30 p.m., Cypress Pre Function 3

Registration

1:00 p.m - 2:30 p.m., Cypress Ballroom

Federal Transit Administration Community Mobility Programs

The FTA has several programs designed to advance the state of the art and practice in paratransit planning, service delivery, and technology integration. These include the Veterans' Transportation Community Living Initiative (VTCLI), Mobility Services for All Americans (MSAA), research on Common Data for interoperable Human Service Transportation operations, FTA's Rural and Targeted Populations programs, and the Accessible Transportation Technology Research Initiative.

Moderator: Matthew Lesh, Office of Mobility Innovation, FTA

Presenters:
- Jamie Pfister, Federal Transit Administration
- Mary Leary, Federal Transit Administration
- Matthew Lesh, Federal Transit Administration
- Mohammed Yousuf, Federal Highway Administration
- Larry Harman, Bridgewater State University

2:00 p.m - 5:30 p.m., Cypress Ballroom Foyer

Exhibits

3:00 p.m. - 3:15 p.m., Cypress Ballroom

Opening Session: Introduction to the Conference

Roger Teal, Conference Chairperson
David Chia, TRB Paratransit Committee Chairperson

3:15 p.m. - 5:30 p.m., Cypress Ballroom

Plenary Session: Leading Edge DRT Systems: Integrated & Coordinated

What in the world has been happening in the last 15 years?

Moderator: Rosemary Gerty, Regional Transportation Authority (Chicago)

Overview of European DRT with a Global Perspective

Yngve Westerlund, MobistikUtveckling and John Nelson, University of Aberdeen

DRT in the Netherlands: The Example of Regiotaxi Gelderland

Otto Cazemier, Mobycon

The Roles and Experience of Open/Integrated and Coordinated DRT in Denver

Jeff Becker, Denver Regional Transportation District

DRT in Denmark: Flextra ik and FlexTur

Nicolai B. Sørenson, Nordjyllands Trafikselskab

Paratransit Coordination: A U.S. Perspective

Will Rodman, Nelson\Nygaard Consulting Associates

Discussants:

Roy Lave, Buffy Ellis, David Chia—former/current chairpersons, TRB Paratransit Committee
Poster Session and Reception

Exemplary open, integrated, coordinated, technology-enabled services from around the world

Moderator: David Chia, The Collaborative

- **Service Configuration and Support Technology for Denver’s Open and Integrated DRT**—Jeff Becker, Denver Regional Transportation District & Roger Teal, DemandTrans Solutions
- **DRT in Denmark: FlexTrafik**—Niels Larsen, FlexDenmark
- **Belbus in Belgium**—Griet Similon & Odette Buntinx, De Lijn in Flanders
- **Flexlinjen, Sweden**—Yngve Westerlund, MobistikUtveckling
- **Flexible and Accessible Integration**—Clare Bus, Ireland—Graham Lightfoot, Clare Accessible Transport
- **The Role of Demand Responsive and Accessible Transport in Supporting Public Transport Service Configuration in Greater Manchester**—Stuart Murray, Transport for Greater Manchester
- **Mobility Management at York Region Transit Using Intelligent Technologies**—Sharon Doyle, York (Ontario) Region Transit & Rob Bryans, RouteMatch Software
- **Building Responsive Flexible Integrated Transport Services**—C. David Emele, University of Aberdeen
- **Elevated Short-to-Medium Distance Links in Urban Topologies: Cost-Effective Proximity Transportation Upgrading Informal Mobility**—Arnd Bätzner, University of St. Gallen
- **Creating a Sustainable Coordinated Transportation Network within the Commonwealth of Massachusetts**—Heather M. Hume, Massachusetts Bay Transportation Authority
- **Experiences with Using Volunteer Resources in Public Transport and Paratransit in Germany**—Martin Schiefelbusch, Nahverkehrsgesellschaft Baden-Württemberg mbH
- **New Eligibility Policy for Accessible Transportation Services**—Owen Quinn, City of Hamilton
- **Link for Care: Connecting You to Your Community**—Tyler Means, Mid-America Regional Council
- **Local Policy Development: Where Access Truly Begins**—Carol Wright, Easter Seals Society
- **From Theory to Reality: Leveraging Smart Algorithms for Efficient Rideshare Services**—Imran Siddiqui, IT Curves
Thursday, October 30

7:00 a.m. - 5:00 p.m., Cypress Pre Function 3
Registration

7:30 a.m - 8:30 a.m., Cypress Ballroom Foyer
Continental Breakfast

7:30 a.m - 5:30 p.m., Cypress Ballroom Foyer
Exhibits

8:30 a.m - 10:15 a.m., Cypress Ballroom
Plenary Session: Paratransit Futures: Mobility and Lifestyle
Societal dynamics have a major impact on the demand for and perceived value of paratransit
Moderator: Heather Menninger, AMMA Transit Planning,

Demographic Change, Consumer Preferences, and Demand for Paratransit Services
Jana Lynott, AARP

Paratransit: Is it Within People’s Future Mobility Mind-set?
Laurie Pickup, University of Aberdeen

Making the Case: Manifesting The Values As Well As Costs of Paratransit
Gary McVoy, Parsons Brinckerhoff

Using Volunteer Resources in Paratransit in Germany
Martin Schiefelbusch, Nahverkehrsgesellschaft Baden-Württemberg mbH

Paratransit in Developing Countries
Tom Rickert, Access Exchange International

10:15 a.m - 10:30 a.m., Cypress Ballroom Foyer
Break

10:30 a.m. - 12:15 p.m., Carmel 1&2
Workshop Session 1A: Comparative Perspectives on Policy & Regulation to Deliver Accessible Transport via DRT: Global Experience
The policy and regulatory environment shapes the way DRT services are organized and delivered in different countries
Moderator: Corinne Mulley, University of Sydney

Supplementing Traditional Paratransit Programs with Taxis/Transit Responsibility for Oversight
Beth McCormick, Orange County Transportation Authority

International Perspectives on Policies & Approaches to Deliver Accessible Transportation: Comparison of DRT Experiences
Eliane Wilson, San Luis Obispo Council of Governments
The Impact of an Inaccessible Built Environment and Lack of Regulations in the Implementation of Effective Paratransit Services in Mexico City
Andres Balcazar, Global Alliance on Accessible Technology and Environments

Integrated Approach to Transport in the Netherlands: Local and Regional Cooperation within a New Legal Framework and Social Paradigm
Guy Hermans, Kennisplatform Verkeer en Vervoer (Knowledge Platform for Traffic and Transport)

Decision Making in Flexible Transit: The Importance and Application of the “Golden Rule”
Corinne Mulley, University of Sydney

Discussants:
Heather Menninger, AMMA Transit Planning; John Nelson, University of Aberdeen

10:30 a.m - 12:15 p.m., Cypress Ballroom

**Workshop Session 1B: Seeking a Seamless System**

The building blocks—and stumbling blocks—of open and integrated DRT

Moderator: Otto Cazemier, Mobycon

Flexible and Accessible Integration—Clare Bus, Ireland
Graham Lightfoot, Clare Accessible Transport

The Role of Accessible Transportation in Supporting Public Transport Service Configuration in Greater Manchester
Stuart Murray, Transport for Greater Manchester

Lessons Learned from Flexlinjen in Gothenberg: Open DRT Taking Over Local Special Needs Services
Yngve Westerlund, Mobistik Utveckling

Building Responsive Flexible Integrated Transport Services
Chukwumeke David Emele, University of Aberdeen

Belbus in Belgium
Griet Similon & Odette Buntinx, De Lijn in Flanders

Discussants:
Jeff Becker, Denver Regional Transportation District; Linda Cherrington, Texas A&M Transportation Institute; Nicolai B. Sørenson, FlexDenmark

12:30 p.m. - 1:30 p.m., Dolphins Ballroom

**Lunch with Speaker**

Vincent Valdes, Federal Transit Administration
Carl Sedoryk, Monterey-Salinas Transit
1:45 p.m. - 3:30 p.m., Cypress Ballroom

Plenary Session: Technology Enabling Innovative Service Concepts
Information and communication technologies are making it possible to implement innovative services that can improve the cost-effectiveness of DRT systems

Moderator: Giorgio Ambrosino, MemEx Srl

Technologies to Support VTCLI Mobility Management Services
Don Willis, Wake County (North Carolina) & Daisy Wall, RouteMatch Software

Real Time Information and Technology for the Benefit of Paratransit
Sylvain Yelle, Société de Transport de Laval

The Effective Use of Technology to Support Coordination: The ACCESS Experience
Karen Hoesch & Jeff Joll, ACCESS Transportation Services (Pittsburgh)

Scheduling Approaches to Support Innovative Service Configuration for Flexible Transit for Low-Density Communities
Charlotte Frei, Northwestern University

Navigating Capacity Constraints
Sarah Boden, StrataGen

Discussants:
Jeff Becker, Regional Transportation District; Niels Larsen, FlexDenmark; Roger Teal, DemandTrans Solutions

3:30 p.m. - 3:45 p.m., Cypress Ballroom Foyer

Break

3:45 p.m. - 5:30 p.m., Cypress Ballroom

Workshop Session 2A: Service Coordination: Playing Nicely in the Sandbox
How do we manage a diverse community of service organizers and service providers?

Moderator: Buffy Ellis, KFH Group

On The Road Again: Community-Based Solutions to Aging and Mobility
Amy St. Peter, Maricopa Association of Governments

San Francisco’s Network of Services in Response to Multiple Community Needs
Kate Toran, San Francisco Municipal Transportation Authority

Human Service Agency Solutions for ADA Paratransit
Phil McGuire, Paratransit Inc.

Paratransit and Mobility Management: Implementing Successful Strategies
Tom Hicks, Monterey-Salinas Transit & Richard Weiner, Nelson\Nygaard Consulting Associates

Coordination and Integration Service Delivery Models and the Role of Cost Allocation
Kris Lyon, Lane Transit District
Discussants:
Karen Hoesch, Access Transportation Services; Rob Andresen, Colorado DOT

3:45 p.m - 5:30 p.m., Carmel 1&2

Workshop Session 2B: Contracting and Managing DRT Service
Appropriate contracting and service management approaches can make a big difference in outcomes
Moderator: Linda Cherrington, Texas A&M Transportation Institute

Assessment of Potential Paratransit Service Delivery Models: A Case Study
Roy Glauthier, Transportation Planning and Policy

The Art of Procuring Paratransit Contractors
Will Rodman, Nelson\Nygaard Consulting Associates

Paratransit Cost-Allocation Model for Agency Ridesharing and Vehicle Timesharing
Steve Yaffe, Arlington County

Contract Monitoring
Chad Ballentine, Capital Metropolitan Transportation Authority

Successful Strategies for Contractor Transitions: Applying Lessons Learned
Erin Rogers, Orange County Transportation Authority

6:00 p.m - 7:30 p.m., Dolphins Ballroom
Dinner

8:00 p.m. - 10:00 p.m., Cypress Ballroom
Plenary Session: Smart Connectivity Changes Everything: Paratransit Visions Becoming Reality
Ubiquitous smartphones, mobile apps, big data, and cloud computing change the possibilities for paratransit
Moderator: David Koffman, Nelson\Nygaard Consulting Associates

How Technology Changes the Market Feasibility Map for Paratransit: 2014 vs. 1974
Roger Teal, DemandTrans Solutions

Optimized Travel Options with a Flexible Mobility on Demand System
Bilge Atasoy, Massachusetts Institute of Technology

Roadside Ridesharing as a Rural and Small City Mobility Option
Jenny O’Brien, CarmaHop

The Next Generation of On-Demand Senior Transportation
Paul Supawanich, Nelson\Nygaard Consulting Associates & Emily Castor, Lyft

On-Demand Shared Rides as a Solution for Future Sustainable Urban Transport
Teemu Sihvola, Ajelo Oy
**Discussants:**
Arnd Bätzner, Mobility Carsharing (Switzerland); Larry Harmon, Bridgewater State University; Nigel Wilson, Massachusetts Institute of Technology

**Friday, October 31**

7:00 a.m. - Noon, Cypress Pre Function 3

**Registration**

7:00 a.m - 8:00 a.m., Cypress Ballroom Foyer

**Continental Breakfast**

7:00 a.m - 11:30 a.m., Cypress Ballroom Foyer

**Exhibits**

8:00 a.m. - 9:30 a.m., Cypress Ballroom

**Workshop Session 3A: The Intersection of Healthcare and Transportation**

Paratransit is emerging as a key facilitator of access to health care for some population groups

*Moderator:* Charles Dickson, CTAA

**The Intersection of ADA Paratransit and Medicaid NEMT**
Rich Garrity, RLS & Associates

**When Separate is Better**
Rob Andresen, Colorado Department of Transportation

**Removing Barriers and Containing Costs**
Alaina Macia, MTM

**Healthcare-Related Transportation as a Building Block for a Comprehensive DRT Program**
Nicolai B. Sorensen, FlexDenmark

**Discussant:**
Kris Lyon, Lane Transit District

8:00 a.m - 9:30 a.m., Carmel 1&2

**Workshop Session 3B: Platforms/Architectures/Standards to Facilitate Open and Integrated DRT**

Common data standards and robust technology-based service operations platforms and architectures are needed for technology’s benefits to proliferate rapidly in the DRT sector

*Moderator:* Roger Teal, DemandTrans Solutions

**Data Standards for Mobility Management**
Suzanne O'Neill, TransitPlus

**Paratransit Information That is Easy to Understand**
Aaron Antrim, Trillium Solutions
Presenters Bios

Workshop Session 4A: Structuring and Managing Operations to Work Cost-Effectively
Forward thinking DRT service operators are pursuing strategies and using tools that enable their services to be structured to deliver more cost-effective results
Moderator: George Sparks, Pomona Valley Transit Authority

Cost-Effectiveness of the Danish DRT Business Model
Morten Pedersen, Deloitte Consulting

Using Data and Active Management to Procure, Implement and Manage a Large Multi-Modal Urban Paratransit System
Dave Rishel, Delta Services Group

Managing the Productivity Cycle
Dave Daley, First Transit

Coordinating/Managing Trips Between Two Agencies: Operations and Technology
Rich Burns, Via Mobility Services

Workshop Session 4B: Using Entrepreneurial Service Providers to Achieve Public Objectives
Private entrepreneurial services offer important opportunities to public sector service organizers
Moderator: Steve Yaffe, Arlington County

How to Supplement Traditional Paratransit Programs with Taxis: A Case Study
Annette Williams, San Francisco Municipal Transportation Authority

Motorcycle Taxis Providing Access to BRT in Mexico City
Janett Jimenez-Santos, Can Lah SC

Paratransit in Sub-Saharan African Cities—Improving and Integrating “Informal” Services
Eric Bruun, Aalto University

TNCs and Paratransit: Opportunities and Potential Problems
David Koffman, Nelson\Nygaard Consulting Associates

Discussants:
Arnd Bätzner, Mobility Carsharing (Switzerland); Roger Teal, DemandTrans Solutions
Plenary Session: Conference Summary: Closing Session

Moderator: Roger Teal, DemandTrans Solutions

What Have We Learned?
John Nelson, University of Aberdeen

Panel Discussion with Participation of Entire Group
• Jeff Becker, Regional Transportation District
• Buffy Ellis, KFH Group
• David Koffman, Nelson\Nygaard Consulting Associates
• Corinne Mulley, University of Sydney
• John Nelson, University of Aberdeen
• Yngve Westerlund, Mobistik Utveckling
• Nigel Wilson, Massachusetts Institute of Technology
• Steve Yaffe, Arlington County
Conference Planning Committee

Roger Teal, DemandTrans Solutions, **Conference Chairperson**
David Chia, The Collaborative, Inc., **TRB Paratransit Committee Chairperson**

Jeff Becker, Denver Regional Transportation District
Betsy Buxer, MV Transportation, Inc
Otto Cazemier, Mobycon, Concordis Group
Linda Cherrington, Texas A&M Transportation Institute
Barry Connor, Independent Transport Consultant
Suzie Edrington, Texas A&M Transportation Institute
Buffy Ellis, KFH Group
Rosemary Gerty, Regional Transportation Authority
David Koffman, Nelson\Nygaard Planning Associates
Niels Tvilling Larsen, FlexDanmark
David Lewis, HDR, Inc.
Heather Menninger, AMMA Transit Planning
Jackie Montgomery, California Association for Coordinated Transportation, Inc.
Corrine Mulley, University of Sydney Business School
Stuart Murray, Transport for Greater Manchester
John Nelson, University of Aberdeen
Luca Quadrifoglio, Texas A&M University
George Sparks, Pomona Valley Transportation Authority
Yngve Westerlund, MobistikDevelopment Inc.
Nigel Wilson, Massachusetts Institute of Technology
Steven Yaffe, Arlington County Dept. of Environmental Services

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Kate Debelack
Bruce Millar

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The Transportation Research Board is one of six major divisions of the National Research Council, which serves as an independent adviser to the federal government and others on scientific and technical questions of national importance. The National Research Council is jointly administered by the National Academy of Sciences, the National Academy of Engineering, and the Institute of Medicine. The mission of the Transportation Research Board is to provide leadership in transportation innovation and progress through research and information exchange, conducted within a setting that is objective, interdisciplinary, and multimodal. The Board’s varied activities annually engage about 7,000 engineers, scientists, and other transportation researchers and practitioners from the public and private sectors and academia, all of whom contribute their expertise in the public interest. The program is supported by state transportation departments, federal agencies including the component administrations of the U.S. Department of Transportation, and other organizations and individuals interested in the development of transportation.

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