

David Koffman

Principal



David Koffman's professional experience spans over 30 years in transportation planning, focusing on innovative transportation services, transportation for older people and people with disabilities, policy analysis and transit planning, survey and sampling design, and theory.

EDUCATION

Master of City Planning, Harvard University
Bachelor of Science, Massachusetts Institute of Technology

EXPERIENCE

Nelson\Nygaard Consulting Associates Inc.

Principal, 2001–Present

Americans with Disabilities Act (ADA) Paratransit

- Leading the paratransit element of a Transit Sustainability Plan for the San Francisco Bay Area.
- Leading an evaluation of restructuring the ADA paratransit services in the Chicago region using a call center structure (for Pace Suburban Bus).
- Analyzed opportunities for productivity improvement and staff efficiencies for King County Metro's ADA paratransit program.
- Principal Investigator for Transit Cooperative Research Program project B-28, "Improving ADA Complementary Paratransit Demand Estimation" (TCRP Report 119) and follow-up project to develop a paratransit demand model for use in regional transportation planning.
- "Service Expert" chosen jointly by one of the biggest ADA paratransit programs and plaintiffs as part of a legal settlement to monitor compliance with required service improvements over a three year period.
- Determined how ADA paratransit services in the Chicago region compare to legal requirements and forecasting the cost of providing service that corresponds as exactly as possible to the requirements.
- Forecasted ridership impacts of changing to "ADA-style" eligibility process in Hamilton, Ontario, and developing strategies for serving additional demand.
- Assisted San Francisco Bay Area paratransit operators plan and prepare for major disasters.
- Conducted an ADA Paratransit Plan for Sacramento Regional Transit.
- Analyzed and recommended paratransit reservations and scheduling methods for TransLink Custom Transit, the paratransit program in Vancouver, British Columbia.
- Conducted three annual comprehensive evaluations of ADA paratransit provided by Access Services Inc. in Los Angeles, meeting requirements of a legal settlement.
- Senior investigator for a paratransit transition plan for transferring ADA paratransit in the City of Chicago to the suburban operator Pace. Conducted detailed analyses of paratransit operations, forecasted demand for service and future revenue requirements, and analyzed usage and costs of taxi-based services to determine whether they substitute for or add to the cost of ADA paratransit.
- As part of a comprehensive review of paratransit service in Honolulu, analyzed ridership patterns, analyzed the impact of alternative fare structures, and forecast future ridership and fleet requirements.

- Prepared a plan for improving ADA paratransit in northern San Diego County. Adopted recommendations include shorting the advance reservation period, increasing use of taxicabs, and modifying on-time performance policies.
- Evaluated the brokerage model used by the Santa Clara Valley Transportation Authority to deliver ADA paratransit and provided recommendations to reduce cost through dispatch changes, expanded use of taxicabs, and contracting changes.
- Conducted a compliance assessment of ADA paratransit services of the Chicago Transit Authority (for FTA).
- Developed a strategic plan for the paratransit services of the Whatcom Transit Authority in Bellingham, Washington, including changes to scheduling, dispatching, eligibility, and rural service methods.
- Created a two-day class on “Managing the Cost of ADA Paratransit” for the National Transit Institute. Taught the class at numerous locations throughout the U.S. Earlier, developed a one-day version of the same class and conducted it at locations throughout the U.S.
- Provided professional staffing for a local transportation advocacy organization of seniors and people with disabilities.
- Directed an evaluation of areawide paratransit services in Reno, Nevada, resulting in recommendations for fare changes, a new eligibility process, enhanced no-show policy and other changes. Conducted a public participation process that resulted in all these recommendations being adopted with overwhelming public support.
- Conducted comprehensive paratransit plans for San Francisco; San Mateo County, California; Lane County (Eugene), Oregon; Alameda County, California; and Pierce Transit (Tacoma), Washington.
- Developed a plan for a Paratransit Technical Assistance Program to assist San Francisco Bay Area paratransit systems with training and with implementing new technology and innovative service (for the Metropolitan Transportation Commission). Currently managing delivery of training under this program.
- Directed a review of the Orange County Transportation Authority’s paratransit service model and developed recommendations for a new division of responsibilities between the transit agency and contractors.
- Conducted an assessment of ADA paratransit provided by Whistlestop Wheels in Marin County, California. Assessed technology needs and determined funding needs for service improvements.
- Led a study to estimate the demand for ADA and non-ADA paratransit in the Seattle area using surveys, census information, econometric analysis, and comparison to other systems (for King County (Seattle) Metro).
- Prepared a Seven-Year Financial Plan for paratransit services of the San Francisco Municipal Railway, including an analysis of changes to the fare structure and service delivery methods.
- Directed the review of approximately 60 ADA paratransit plans submitted to the Federal Transit Administration Regions II, VI, and VII.
- Conducted an analysis of how paratransit services in the San Diego region, including a taxi discount program operated by the City of San Diego, should be modified to provide ADA complementary paratransit (for the San Diego Association of Governments).
- Prepared the complementary paratransit plan for compliance with the Americans with Disabilities Act for four operators including AC Transit, BART, the Livermore Amador Valley Transit Authority, and Union City. The plan resulted in a new consortium of the major operators to deliver ADA paratransit through a brokerage for a service area of 1.4 million people.
- Prepared the ADA Paratransit Plan for the San Mateo County Transit District, the ADA Key Station Accessibility Plan for the Peninsula Commute Service (Caltrain) and contributed to ADA plans for Santa Clara County Transit and Lane Transit District.

- Performed an analysis of the need for paratransit services and an analysis of service options as part of a ten-year plan for Pierce Transit, Tacoma, Washington. Prepared a scope of services to procure contract paratransit services.
- Directed the 1991 San Francisco Bay Area Regional Paratransit Plan, including estimates of unserved paratransit demand, recommendations for service coordination, a financial plan, and recommendations for the proper role of Metropolitan Transportation Commission. In 1994, updated the estimates of demand for ADA paratransit for MTC.

Transportation and Mobility for Older Adults

- Conducted research to determine the national cost of providing public transportation for older people over the next 20 years. Published as "Funding the Public Transportation Needs of an Aging Population." For the American Public Transportation Association.
- Providing on-going assistance for the San Mateo County Senior Mobility Action Plan and Initiative, a multi-modal, collaborative effort by cities, the transit district, and community organizations. Now beginning the seventh year of this process, including implementation of New Freedom grants to implement mobility management services. (See Web Resources)
- Organized and facilitated Mobility Matters: A Regional Summit on Older Drivers for the Metropolitan Transportation Commission.
- Directed an Older Adults Transportation Planning Study for the Metropolitan Transportation Commission. The project developed strategies to improve transportation for older adults in the San Francisco Bay Area. Created a "Senior Mobility Toolkit" to assist local agencies. (See Web Resources)
- Prepared findings and recommendations for the California Commission on Aging for a long range strategic plan on aging. (See Web Resources)
- For AARP conducted a review of how federal programs have affected the mobility of seniors. (See Web Resources)
- For the Mineta Transportation Institute, conducted research on how transit service should be modified to respond to concerns of older adults. Published as MTI Report 01-04. (See Web Resources)

Taxicabs Regulation and Coordination

- Principal Investigator for national research on "partnerships" between public agencies and taxicab companies for public transportation, for the National Cooperative Highway Research Program
- Led a comprehensive review of taxicab regulation in Santa Monica, California, resulting in a plan to implement a system of flexible franchises.
- Senior advisor for a project to create a multi-city taxicab regulatory agency for the Monterey Peninsula in central California.
- Senior investigator for Transit Cooperative Research Program Project B-30 on the optimal use of taxicabs in paratransit. Conducted case studies in the Pomona Valley of Southern California and in Wenatchee, Washington. Participated in developing a spreadsheet-based optimization tool.
- Principal-in-charge for a redesign of taxi regulations for the City of Sacramento.

Coordination of Specialized Transportation

- Created a spreadsheet-based cost allocation model for a consolidated call center performing one-call reservations and trip brokering for ADA paratransit, Medicaid transportation, and other programs. The model is designed to meet Medicaid audit requirements. Builds on earlier work, as published in Transportation Research Record 1463. For Lane Transit District, Eugene, Oregon.
- Led or played a key role in plans to coordinate public transportation and human service transportation, meeting requirements of Federal funding legislation, for the San Francisco Bay Area and two rural California counties.

- For the Transit Cooperative Research Program prepared detailed case studies of Medicaid brokerage in Portland, Oregon; waived non-medical transportation provided by transit operators with Medicaid funding in Oregon; and coordinated volunteer transportation. Published in TCRP Report 91.
- For the Transit Cooperative Research Program prepared portions of handbook for rural coordination covering needs assessment, monitoring and evaluation, finance and accounting, and Americans with Disabilities Act compliance. Published in TCRP Report 101.
- For Access Services, Inc. in Los Angeles, analyzed how transportation provided by Medicaid overlaps with ASI paratransit services, and what opportunities exist to coordinate these services. Also identified areas of overlap between ASI's services and transportation provided by municipal operators and the Regional Centers that serve people with developmental disabilities.
- Created a comprehensive inventory of specialized transportation services provided by transit agencies and human service agencies in the San Francisco Bay Area.
- Developed a plan for demonstrating coordinated Medicaid transportation and ADA paratransit in San Francisco for the Metropolitan Transportation Commission.

Accessible Transportation

- Led an evaluation of detectable warning surfaces for visually impaired light rail passengers for the Sacramento Regional Transit District.
- Evaluated methods to integrate paratransit and accessible fixed-route service for people with disabilities. Conducted detailed case studies of low-floor buses in two cities, for the Transit Cooperative Research Program, Project B-1. Published in TCRP Report 9 and TCRP Web Document 2 (See Web Resources).
- Evaluated a Project ACTION demonstration of mobility training to use accessible fixed-routes buses for the Regional Transportation Commission in Reno, Nevada.
- Directed an evaluation of handicapped accessibility methods for use on the San Francisco-to-San Jose commuter rail service, resulting in recommendations for the best method to use (for Caltrans).
- Evaluated fixed-route accessible bus service in Seattle, Washington, to determine why the service experienced higher levels of usage than other fixed-route accessible services. The evaluation included user perceptions, cost analysis, and mechanical reliability (for Volpe National Transportation Systems Center).
- Developed projections of nationwide demand for handicapped-accessible commuter rail and streetcar operations, designed key elements of a costing methodology for making the systems accessible, and estimated the cost per trip on such accessible services over a 50-year period (for Urban Mass Transportation Administration).
- Conducted a national inventory of over 100 user-side subsidy programs, including applications to fixed-route transit and provision of general urban transit on taxicabs (for Volpe Center).

Innovative Service Design and Evaluation

- Wrote a synthesis of current transit operator experiences using flexible transit services for the Transit Cooperative Research Program. Published as TCRP Synthesis 53.
- Developed a course on Flexible Community Transit Services for the National Transit Institute. Lead instructor for course deliveries throughout the U.S.
- Project Manager for research on strategies to assist transportation agencies to become mobility managers. Assisted Seattle Metro in developing new performance measures for innovative services. Transit Cooperative Research Program, Project B-7. Published as TCRP Report 21.
- For AC Transit, analyzed methods, such as deviation service and service routes, to determine where these services would improve productivity and/or reduce ADA paratransit obligations.
- Principal advisor on non-traditional options for low-density service areas and custom commute options for Santa Rosa City Bus.

- For the City of Pasadena, developed and evaluated 16 candidate service concepts for funding under a regional funding program. Developed and cost alternatives for circulator transit service, including use of innovative vehicles.
- Analyzed institutional issues for privately sponsored shuttle service to light rail stations and directed an analysis of service options for the Santa Clara County Transit District.
- Developed a proposal for a historic trolley shuttle service in downtown Los Angeles for Miracle on Broadway.
- Evaluated low-productivity services and recommended innovative replacement services for Pierce Transit, Tacoma, Washington.
- Principal investigator for a strategic plan to develop a long-range mix of services and financing methods for the Central Contra Costa Transit Authority.
- Project Manager for the Public Transportation Network (PTN), an FTA technical assistance program emphasizing peer-to-peer interaction to achieve adoption of improved practices in public transportation.
- Administered a six-year, \$2.6 million effort to evaluate demonstrations of innovative transportation services and techniques for the Volpe National Transportation Systems Center.
- Conducted evaluations of taxi deregulation in Oakland and Berkeley; computerized passenger information (Pittsburgh); an exclusive busway (Pittsburgh); comprehensive downtown bus rerouting (St. Louis); self-service fare collection on the San Diego Trolley; user-side subsidies for support of fixed-route transit (Danville, Illinois); a taxi subsidy program and accessible fixed-route bus service (Seattle); and transit malls in five cities (for Volpe Center).

Policy Analysis and General Transit Planning

- Facilitated a year-long process leading to San Francisco Bay Area transit operators agreeing to a new division of costs for processing applications for a regional discount ID card (for the Metropolitan Transportation Commission).
- Project leader for a Long Range Transit Plan (to year 2025) for the City of Modesto.
- For the Stanislaus Area Association of Governments, conducted an analysis of unmet transit needs including the process for determining what needs are reasonable to meet, alternatives for meeting needs, and the requirements of the ADA.
- Directed for Caltrans a legislatively-mandated review of the farebox recovery requirements for claimants of California Transportation Development Act funds. Made recommendations for changes to the law, most of which have been enacted by the legislature.
- For the Metropolitan Transportation Commission, developed policies for distribution and administration of new sales tax funds and Transportation Development Act funds to support paratransit services in Alameda County.
- Conducted performance audits of transit operators and planning agencies throughout California. Transit agencies audited include San Diego Transit, the San Diego Trolley, the San Joaquin Regional Transit District; the Central Contra Costa County Transit Authority, Fairfield, Napa, the Santa Barbara Metropolitan Transit District, Monterey-Salinas Transit, Placer County Transit, Roseville Transit, and Auburn Transit. Planning agencies audited include the San Diego Association of Governments, the Transportation Agency for Monterey County, and the Stanislaus Area Association of Governments. Contributed to or managed performance audits of numerous other systems.

PREVIOUS EXPERIENCE

Crain & Associates, Inc.

Senior Planner, 1976–1992; President, 1992–2000

PROFESSIONAL MEMBERSHIP AND AFFILIATIONS

- Member of the Committee on Paratransit of the Transportation Research Board.
- Author of 30 published reports, distributed by FTA, the Transportation Research Board, the California Department of Transportation, AARP, the Metropolitan Transportation Commission, the Mineta Transportation Institute, and others.
- Numerous presentations at professional meetings including the Transportation Research Board, the American Passenger Transit Association, the Southwest Transit Association, the California Transit Association, the California Association for Coordinated Transportation, the Washington State Transit Association, the North Carolina Public Transportation Association, the Indiana Transit Association, and the Symposium for Emergent Commuter Rail Services

WEB RESOURCES

- Funding the Public Transportation Needs of an Aging Population:
<http://www.apta.com/resources/reportsandpublications>
- The San Mateo County Senior Mobility Action Plan and Initiative: <http://www.seniormobility.org>
- The Impact of Federal Programs on Transportation for Older Adults: http://assets.aarp.org/rgcenter/post-import/2004_17_transport.pdf
- Older Adults Transportation Study and the Senior Mobility Toolkit: <http://www.mtc.ca.gov/library/oats>
- Evaluating Transit Operations for Individuals with Disabilities (TCRP Web Document No. 2):
<http://www.nap.edu/catalog/6348.html>
- How Best to Serve Seniors on Existing Transit Services (MTI Report 01-04):
<http://transweb.sjsu.edu/mtiportal/research/publications/summary/0104.html>
- All TCRP reports are available on-line at <http://www.tcrponline.org> or at <http://www.trb.org/TCRP/Public/TCRP.aspx>