

David Rishel is the Principal and Owner of Delta Services Group, Inc. He is responsible for day-to-day management, consulting work and business development for a transportation and management consulting firm in Newtown, Pennsylvania. The firm's expertise includes transit management and systems analysis; privatization; paratransit; demand response transportation; ADA compliance; service planning; and Welfare-to-Work transportation projects. Delta also continues to represent the German firm, TransTec, in the United States.



## SELECT PROJECT EXPERIENCE

### Operations Planning

- Development of an operations and procedures manual for the **Martha's Vineyard Transit Authority**.
- Comprehensive Penn DoT operations review for the **MidMon Valley Transit Authority in Charleroi, PA**.
- Review and redesign of campus shuttle bus system, **Princeton University, Princeton, NJ**.
- Drafted a functional RFP and assisted with procurement management, for a CAD/AVL, automated fare collection and automated passenger counting for **Link Transit in Wenatchee, WA**.

### Mobility as a Service / Paratransit Planning and Modeling / Performance Auditing / Policy Development and Standard Operating Procedures / Employee Training and Development Programs / Organizational Design / Procurement Consulting and Inventory / Third-Party Contract Oversight / Change Management

- For **Access Services, Inc., paratransit provider for greater Los Angeles**:
  - Conducted comprehensive ADA Compliance review.
  - Conducted a comprehensive review of the current state of practice for the reservations and scheduling systems used.
  - Conducted a comprehensive assessment of the reservation process in use at ACCESS paratransit in Los Angeles, redesigning the reservation and working with 4 contracted providers to implement the new process.
  - Conducted a comprehensive review of the ADA passenger eligibility process for Access Services; the ADA paratransit provider in Los Angeles.
  - Developed and wrote the specifications for an expanded paratransit eligibility process for Access Services in Los Angeles and worked with Access through implementation of this new process.
  - Conducted a review of the customer service functions, call center and passenger eligibility Quality Assurance process for Access Services in Los Angeles.
- For the **Massachusetts Bay Transportation Authority (MBTA)**:
  - Provided technical assistance, research and consultation to Greater Boston Legal Services (GBLS), plaintiffs counsel, in a class action ADA compliance lawsuit against the MBTA.
  - Retained as lead consultant by court appointed Special Master overseeing settlement agreement between the MBTA and plaintiffs in the largest ADA compliance lawsuit in US history. Duties involved consultation in matters of policy, organizational efficiency, bus operations compliance and transit infrastructure.

### EDUCATION

Bachelor of Science, Public Service, College of Liberal Arts, Penn State University

Courses completed toward a Masters of Arts in Industrial and Organizational Psychology, LaSalle University, Philadelphia.

LEAN/Six Sigma Green Belt course, Villanova University, Philadelphia

### ADDITIONAL TRAINING

National Transit Institute (NTI) Basic and Advanced ADA Passenger Eligibility Assessment Course

CTAA Certified Transit Manager course and examination

### AFFILIATIONS

**American Public Transportation Association (APTA)** - Past Chair of the Access Committee

**Transportation Research Board** - Current Chair of the Research Subcommittee of the **Paratransit** Committee (APO60).

### PUBLICATIONS/PRESENTATIONS

"ADA Paratransit Assessment: New Jersey's Statewide In-Person system," Project ACTION Conference on Accessibility, June 1997, Denver, CO.

"Managing a Statewide, Coordinated Paratransit System," Transportation Research Board Conference on Accessibility and Mobility, November 1997, Orlando, FL.

"Designing an Effective Model

- Retained to conduct 3 additional undercover bus compliance studies.
- Designed and implemented a four-month, statistically valid, undercover ADA compliance assessment of the MBTA, yielding statistically significant compliance data which was instrumental in efforts to negotiate an agreement with the MBTA to settle a major ADA compliance class action lawsuit.
- Conducted a detailed analysis of the ADA complaint processing and response system in use at the MBTA.
- Produced, filmed and edited a series of eight ADA training videos for the MBTA.
- For the **Santa Clara Valley Transit Authority (VTA), San Jose, CA:**
  - Paratransit operations analysis and pricing impact analysis, OUTREACH Paratransit.
  - Conducted a full operational and financial review of the OUTREACH and Access ADA paratransit system, making recommendations for financial changes that saved the system \$14 million the following year.
- For the **Washington Metropolitan Area Transit Authority (WMATA), Washington, D.C.:**
  - Led effort to redesign the business and operating models, assisted with development of RFP documents, provided key advisement during procurement and helped manage the implementation of new contract services for the MetroAccess ADA paratransit system.
  - Designed and lead the development of a continuous improvement LEAN/Six Sigma program for the MetroAccess ADA paratransit system.
- National Accessibility Database project; regional system coordinator, **Project ACTION, Washington, DC.**
- ADA Compliance Review for **East Bay Paratransit Consortium, Oakland, CA.**
- Comprehensive ADA Compliance assessment and development of an overall compliance plan, **Central Ohio Transit Authority, Columbus, OH.**
- Comprehensive fixed route and paratransit ADA Compliance review and mitigation plan supporting negotiated lawsuit settlement, **Regional Transit Authority, Columbia SC**
- Provide technical assistance, draft functional requirements and assist with vendor selection for **Kansas City Area Transit Authority (KCATA)** paratransit and fixed route software procurement.
- Expert advisor on paratransit and ADA compliance issues, US Department of Justice, Disability ADA Paratransit Eligibility Process structure and cost review for the **Regional Transportation Authority (RTA), Chicago, IL.**
- Operations, compliance and management review of the C-Tran paratransit system for the **Georgia Regional Transportation Authority (GRTA), Atlanta, GA.**
- Multiple onboard assessments of the accessibility and ADA compliance of the ABQ Ride transit system (both fixed route and paratransit) in **Albuquerque, NM.**
- Drafted the ADA Paratransit Eligibility Scope of Work for a contract to hire an eligibility provider for **Valley Metro in Phoenix, AZ.**
- Served as General Manager of a 78 vehicle pre-ADA paratransit system for the **Southeastern Pennsylvania Transportation Authority (SEPTA) in Philadelphia** (Mayflower Contract Services).
- Served as Regional Manager, Mayflower Contract Services, overseeing two **Pace Suburban Bus (Chicago, IL)** paratransit operations and one paratransit system paralleling **METRA** commuter rail lines.
- Served as Area Manager and managed the start-up and operation of rural

for Contracted Paratransit Service,” American Public Transit Association Paratransit Conference, May 1998, Phoenix, AZ.

“In-Person ADA Paratransit Eligibility Assessment,” American Public Transportation Association Bus and Paratransit Conference, May 2000, Houston, TX.

“What is your ADA IQ?” American Public Transportation Association Bus and Paratransit Conference (Calgary, May 2001) and General Managers and Board Members Seminar (Denver, July 2002).

“Paratransit Contracting, a Systems Approach,” American Public Transportation Association Bus and Paratransit Conference (Minneapolis, MN May 2002)

“Interpreting Customer Feedback in Paratransit,” American Public Transportation Association Bus and Paratransit Conference (Minneapolis, MN May 2002)

“Senior Mobility in Somerset County, NJ: Preparing for the Future” American Public Transportation Association Bus and Paratransit Conference (Milwaukee, WI May 2003).

“How to Conduct Effective Public Participation” North Carolina Public Transportation Association, Wilmington, NC, June 2003

“One Accessible System: Are you Really Ready?” American Public Transportation Association Bus and Paratransit Conference (Denver, CO, May 2004) and Commuter Rail Conference (Miami, FL, June 2004).

Feature presenter for “Ask the Expert” session at the “ADA: Putting the Pieces Together”

and suburban transit system in **Burlington County, NJ** (Mayflower Contract Services).

- Completed a driver cost utilization analysis in a project to restructure the **Indianapolis Public Transit Corporation** (Mayflower Contract Services).
- Designed and executed a two-month, undercover assessment of the passenger elevators in the New York City Subway system in support of an ADA compliance lawsuit against the **New York City Transit Authority** (Mayflower Contract Services).

### **As Director, ADA Unit, NJ TRANSIT Corporation (NJT), Department of Special Services, Newark, NJ:**

- Responsible for the design, implementation and operation of the “Access Link,” Americans with Disabilities Act (ADA) paratransit system. This centrally coordinated system used six contractors to provide service within an 18 county, 6,000 square-mile service area that included New York City and Philadelphia.
- Drafted consultant RFP and managed statewide county-based transportation planning and coordination project for New Jersey’s Jobs Access welfare reform project.
- Developed and implemented the first statewide, 100% in-person ADA passenger eligibility assessment process in the U.S. using community agencies.
- Developed station and site plans for the accessible Key Stations within the NJT commuter network, inclusive of station design, accessible path of travel, elevators and station amenities.
- Responsible for overall ADA compliance for the third largest transit system in the US.
- Designed and managed ongoing public involvement processes for statewide service.
- Responsible for managing and resolving all federal compliance issues relating to the ADA.
- Managed a statewide computer support system, providing 24-hour user support for an NJT designed paratransit software package.
- Designed a central brokerage model for non-emergency Medicaid transportation.
- Served on the Governor’s Welfare to Work task force, developing state JARC regulations and developing the initial 13 project Federal JARC application package for New Jersey.
- Responsible for oversight of the allocation of capital funds to improve accessibility of NJT’s 2,000 buses, rail rolling stock, and passenger facilities.

### **Capital Planning**

(See NJ Transit, last bullet above)

### **Public Engagement and Marketing**

- Transit Success stories project; profiles of people with disabilities using public transit, Project ACTION, **Washington, DC**.

statewide transportation conference in WA state, Leavenworth, WA, May 2006, 2007, 2008, 2009, 2102, 2014 and 2016.

“Are you prepared for an ADA Compliance review?” Keynote Speaker at New York State Transportation Association conference, Utica, NY June 2008.

“How to Avoid (or Survive) an ADA Lawsuit and Consent Decree”, APTA General Manager’s Conference, and Seminar, San Diego, CA, January 2012.

“Buying and Implementing Better Service,” Transportation Research Board International Paratransit Conference, Monterey, CA October 2014..

## Research and Development for Specialized Plans or Programs

### As President, TransTec Inc., Newtown, PA and Chicago, IL:

- Responsible for management of a US subsidiary of a German owned transportation consulting firm. The firm's projects include transit management and systems analysis, privatization, demand response transportation, ADA compliance, service planning and Welfare to Work transportation projects.
- Regional Transportation Authority (RTA), "Alternative Service Feasibility Study"
- Southeastern Pennsylvania Transportation Authority (SEPTA), "Paratransit Contractor Operational Management Review"
- Triangle Transit Authority, Durham, NC, Paratransit Coordination Plan for Phase I Regional Rail Project, Research Triangle Park, NC
- Washington Area Metropolitan Transit Authority (WMATA), Washington, DC, revision of bus operator Americans with Disabilities Act (ADA) training course.
- City of Tel Aviv, Israel, Light rail platform design study for passengers with disabilities.
- Kansas City Area Transit Authority (KCATA) analysis and restructuring of regional Share-a-Fare paratransit program.
- Triangle Transit Authority, Durham, NC, system-wide operations and administrative audit of compliance with Federal Americans with Disabilities Act regulations
- ATC Transit Services, East Bay Paratransit Consortium, Oakland, CA, "Evaluation of StrataGen Software Implementation."
- Triangle Transit Authority, Durham, NC, conceptual and graphic design of bus system timetables
- Somerset County, NJ, "Taking Action on Elderly Mobility Needs," countywide analysis of mobility issues and development of service and physical site improvements [Study received 2003 NJ Planning Association excellence award].
- Southeastern Pennsylvania Transportation Authority (SEPTA), "Redesign and Simplification of Contract Service Provider Procurement Process."
- Lake County, Ohio Transit Authority (Laketran), "Comprehensive Operations Analysis"