

HEATHER MENNINGER, Principal
A-M-M-A Transit Planning

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EDUCATION

California State Polytechnic University at Pomona, California

College of Environmental Science - Master's in Urban and Regional Planning, June 2002

Brandeis University, Waltham, Massachusetts

Florence Heller School of Social Welfare - Master's Management of Human Services, 1981

Hampshire College, Amherst, Massachusetts

American Studies Major (Literature and Philosophy) - Bachelor of Arts, 1977

PROFESSIONAL EXPERIENCE

A-M-M-A Transit Planning [A Menninger Mayeda Alternative] Claremont, CA (1987 - present) *Principal*. Partnership and now sole-proprietorship formed to bring professional evaluation and problem solving resources, skills and expertise to analysis and evaluation of human services, including public transit programs. Lead responsibilities, project management and project support in the following projects.

Performance assessment, management and comprehensive operations evaluation – Orange County Transportation Authority; Omnitrans; Cities of Montebello, Claremont, Santa Monica, Downey, Pasadena, Glendale, Whittier, Rancho Mirage, Barstow, Morongo Basin Transit.

Fixed-route transit and paratransit planning – OCTA Go Local Planning for City of Mission Viejo, Dana Point-San Juan Capistrano-San Clemente, City of Irvine; Orange County Transportation Authority; Antelope Valley Transit Authority; Placer County Transportation Planning Agency; SCAG Southeast Gateway Cities, Los Angeles DOT/Los Angeles County MTA, Phoenix, AZ., Riverside Transit Agency, Riverside County Transportation Commission, Cities of Downey, Torrance, Huntington Beach, Pasadena, Santa Monica, Needles, La Canada Flintridge, La Crescenta.

Transit performance measures, monitoring, reporting and contracting -- San Bernardino Associated Governments, Orange County Transportation Authority, Southern California Association of Governments, County of Los Angeles, cities of Downey, Glendale, Barstow.

Bus stop amenities study – Omnitrans; Mountain Area Regional Transit (MBTA).

Coordinated transportation plan development – San Luis Obispo County – SLCOG: Butte County- BCAG; Los Angeles County-ASI; Ventura County Transportation Commission; North San Diego County; Maricopa County, AZ-Phoenix Valley Metro; County of San Bernardino; Riverside County Transportation Commission; San Bernardino Associated Governments; Riverside County's SunLine Transit, Los Angeles County Transportation Authority [INFOLINE].

Rural and small urban transit innovation – Transportation Research Board's *Transit Cooperative Research Program* [A-21]. Team leader responsible for research in Western United States.

Senior transportation/ non-emergency medical transportation planning studies – San Bernardino/ Riverside Counties 5313 Non-Emergency Medical Study; County of Orange; San Diego County Aging Services; San Diego Association of Governments; City of Huntington Beach.

Human service evaluation studies – Western Riverside County Measure A Specialized Transit Evaluation; Blindness Support Services/ The California Endowment; Los Angeles County Early Infant Intervention Program; San Bernardino County Home Delivered Meals Program.

Americans with Disabilities Act trip modeling, planning and service monitoring – Orange County Transportation Authority, Omnitrans, Victor Valley Transit Authority, Mountains Area Regional Transit Authority, Cities of Downey, Barstow, Rancho Mirage; Ventura County's SCAT.

Staffing coordination councils -- San Bernardino County's Public and Specialized Transportation Advisory Council (1990 to present); City of Downey Citizens' Ad Hoc Transportation; others.

Frank D. Lanterman Regional Center, Los Angeles, CA ('83 – '87)

Transportation Project Director, Independent Contractor. Multi-regional center project to manage the client transportation services of eight L.A. region agencies, serving persons with developmental disabilities.

Planning & Evaluation Div., California Dept. of Developmental Services, Sacramento, CA (81-82)

Project Director. Caltrans planning grant to increase the cost effectiveness and efficiency of transportation purchased by the 21 Regional Centers serving persons with developmental disabilities across California.

Health Care Financing Administration, Federal Dept. of Health and Human Services, Region I, Boston, MA (9/80-7/81); Headquarters, Baltimore, MD. (1980)

Special Assistant to the Bureau Chief. Preparation of decertification packages to terminate two State Medicare/ Medicaid institutions; certification analyses and application of statutory authority.

Massachusetts Department of Mental Health, Boston, MA ('79 – '80)

Management Consultant. Cost and program evaluation of the community residential care systems.

New England Rehabilitation Hospital, Woburn, MA ('77 – '80)

Program Coordinator. Grant to provide rehabilitation training to long-term care providers.

PROFESSIONAL and VOLUNTARY AFFILIATIONS

American Planning Association (since '98). California Association for Coordinated Transportation [CALACT] (since '91). Community Transportation Association of America (since '95). Transportation Research Board (since 2000). California Transit Association (since 1994). Foothill Philharmonic Committee/ Affiliate of the Los Angeles Philharmonic (since '93). Crippled Children's Society of Southern California, Board of Directors ('92-'98). Casa Colina Rehabilitation Hospital, Adult Day Health Care Board ('92-'94). Los Angeles County Metropolitan Transportation Authority, Local Transit Systems Subcommittee ('94-'98). Los Angeles County Transportation Commission, Paratransit Operations Subcommittee ('84-'93). Women's Transportation Seminar ('89-95).

PUBLICATIONS AND PRESENTATIONS

"Measuring Demand Management Impacts in a Sustainable Compliance Environment for the Americans With Disabilities Act. H. Menninger-Mayeda, E. Rogers, D. Wiemiller, P. Sampson, G. Davis. *Transportation Research Record # 2034*, National Research Council, Washington DC, 2007, pp. 123-133.

"**ADA Demand Forecasting for Orange County Transportation Authority's ACCESS Program**" H. Menninger-Mayeda, P. Berger, D. Berger, B. McCormick, D. Boyle. *Transportation Research Record #1884*, TRB, National Research Council, Washington DC, 2004, pp. 55-64.

Evaluation of Six San Diego County Senior Transportation Programs: Transit Planning for the Graying of America, Master's Degree Thesis, Urban and Regional Planning Dept., Cal Poly Pomona, June 2002.

TCRP Report 70: Guidebook for Change and Innovation at Rural and Small Urban Transit Systems. KFH Group and A-M-M-A. Transportation Research Board, National Academy Press, Washington DC, 2001.

Presentation at the 14th *National Rural Public and Intercity Bus Transportation Conference*, "**Status Report on TCRP A-21 – Innovation in Rural and Small Urban Transit**", Lake Tahoe, CA. 11/14/02.

Presentation at the *Aging Summit – Senior Issues into the Next Century*: Sponsored by the County of San Diego, Aging and Independence Services. "**Senior Mobility and Senior Transit Issues in San Diego County**", San Diego, CA. February 24, 2000.

Workshop Proceedings on Transportation and the Elderly: San Bernardino and Riverside Counties, Ontario, CA, February 14, 1995, 15 pages.

Heather Menninger cont'd

Presentation at the *American Association of Homes for the Aging*: "**Transportation Services to the Rural Elderly**," San Diego, CA, October 22, 1993.

Presentation at the *Transportation Research Board Conference*: "**Transit Professionals and Consumers Jointly Developing Service Guidelines**", Phoenix, AZ, May 1993.

"**Transportation Implications of Supported Employment Programs**", Menninger, H., Mayeda T. California Regional Centers Journal, 23 pages, July 1988.