

## Bid Response Summary

**Bid Number** RFP 2025-025  
**Bid Title** ADA Paratransit Eligibility Assessment  
**Due Date** Friday, September 19, 2025 1:00:00 PM [(UTC-06:00) Central Time (US & Canada)]  
**Bid Status** Closed to Bidding  
**Company** adaride.com llc  
**Submitted By** Arthur Hulscher - Wednesday, September 17, 2025 2:24:34 PM [(UTC-06:00) Central Time (US & Canada)]  
 art@adaride.com (310) 436-3570

**Comments**

**Question Responses**

Group	Reference Number	Question	Response
Default Item Group			
	RFP 2025-025	Please upload proposal.	ADARide's Proposal for NORTA 2025 complete.pdf

**Pricing Responses**

Group	Reference Number	Description	Type	Unit Of Measure	Quantity	Unit Price	Ext Base Price	Comment
Default Item Group								
	RFP 2025-025	Total Cost Proposal	Base	Each	1.00	\$165.00	\$165.00	
<b>Total Base Bid</b>	\$165.00							



*Proposal For New Orleans  
Transit Authority RFP 2025-  
025*

*September 18th, 2025*

*ADA Paratransit Eligibility  
Assessment Services*



## ***30 years of Paratransit Eligibility Contracting***

### ***QUALIFICATIONS AND EXPERIENCE***

ADARide.com LLC (ADARide) brings over 30 years of exclusive expertise in ADA paratransit eligibility, having successfully managed close to hundred eligibility contracts nationwide. From early paper-based applications to today's comprehensive in-person mobility management and advanced online systems, ADARide has led every major evolution in this specialized field.

As industry pioneers, ADARide:

- Introduced the first in-person functional assessments in Los Angeles in 1995.
- Designed and implemented the industry's first paratransit eligibility software in 1996.
- Founded and operate a ADA-focused customer service center in 2002, providing centralized and efficient management for numerous transit agencies.
- Launched the nation's only 100% web-accessible eligibility platform in 2007, now serving thousands of daily users.
- Designed the professional eligibility training program that became the foundation for Project ACTION's national ADA eligibility curriculum back in 1995.

ADARide was the first to reach the one million evaluation benchmark, consistently delivering accurate, fair, and FTA-compliant determinations.

For RTA, ADARide will provide:

- A proven FTA complaint, in-person functional assessment.
- Established evaluation team of New Orleans-based licensed evaluators (physical therapists, occupational therapists, PT / OT Assistants and athletic trainers.).
- Two local evaluation offices for convenient access and capacity.
- Direct oversight by the nation's most experienced management group, supported by two program managers (one local, one corporate), and robust software management.

ADARide has been a trusted partner to transit agencies for three decades, valued for our innovation, responsiveness, and proven results (see testimonials that follow) . We are confident that our unparalleled experience, local infrastructure, and cutting-edge tools will provide RTA with an accurate, compliant, and sustainable eligibility program for many years to come.



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“From the beginning, Mr. Hulscher and his staff have been knowledgeable, professional, and responsive to our needs and the needs of our citizens. In the rare event of a problem, Art Hulscher and his staff have been quick to respond, creative in problem solving approaches and diligent with follow through.”

**Debbie Ruggles, Former GM of Tulsa Transit**

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“From start up to the present, I have worked with Mr. Hulscher and his team for the entire contract and I feel that ADAride would be a valuable asset to anyone interested in their services. VVTA has been very satisfied with the working relationship with ADAride.”

**Nancie Goff, GM of Victor Valley Transit Authority**

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“HRT appreciates all the dedication you and your staff have shown in working through the ups and downs we have seen over the past couple years. ADAride’s continued ability to review and process eligibility applications has remained on target and well within ADA guidelines. Also your staff’s responsiveness to any of HRT concerns and/or customer issues are always addressed in a timely manner. Being able to review where an applicant is in the process (with an often-anxious applicant), along with the detailed notes in their history, keeps our conversations with them much more professional. ADAride continues to meet HRT’s needs in this ever-changing environment, and we feel fortunate to have you as a partner for the past ten years.”

**Keith Johnson, HRT Paratransit Service Contract Administrator**

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For detailed information regarding our extensive contract history and past performance, please refer to Tab 1 – Experience and References for a comprehensive overview.



The New Orleans Regional Transit Authority (RTA) is clearly moving away from administrative or phone-based eligibility and requiring a hands-on, clinically structured, in-person functional testing model. Contractors must prove eligibility through direct observation and standardized testing, with full documentation and ADA-compliant determinations. ADAride’s proposal will meet and exceed that goal.

### **ADARIDE’S IN-PERSON PLAN FOR RTA:**

#### **1. Established Local Infrastructure**

ADArise will bring RTA an **immediate and reliable local presence**. We will establish two fully accessible evaluation offices in the New Orleans area, supported by our long-term partner Select Physical Therapy, which operates nearly 1,000 rehabilitation clinics nationwide and has 20+ years of experience supporting ADAride contracts.

Each New Orleans office will provide:

- ADA-accessible parking, bathrooms, and waiting areas.
- Licensed physical/occupational therapists on staff five days per week, with weekend availability as needed.
- Rapid scheduling capacity — assessments within 48 hours of referral.
- Covid-safe protocols and facilities already vetted across hundreds of Select PT sites.

Local leadership will be provided by **Sidney Borne, MPT**, an experienced physical therapist and New Orleans-based Program Manager (see Resumes Tab X ). He will supervise evaluators, oversee QA, attend local meetings, and support appeals. This ensures RTA has daily on-the-ground accountability in addition to ADAride’s national management team.

## 2. Comprehensive In-Person Assessment

Since introducing the nation’s first in-person functional assessment in 1995, ADARide has perfected a methodology that balances compliance, fairness, and dignity. What many agencies now call “Mobility Conferences” originated with ADARide’s work alongside Project ACTION, the Braille Institute, and utilizing elements from the FACTS test, the Tinetti Balance, and other professionals driven evaluations. (see attachment: Sample Forms ).

Our Mobility Conference protocol:

- Evaluates physical, visual, and cognitive skills needed for independent bus use.
- Uses validated tools (FACTS, Tinetti Balance, Mini Mental Status, orientation and mobility tasks incorporated).
- Prioritizes applicant dignity by starting with “Where do you need to go?” — focusing on goals, not limitations.
- Produces clear, trip-by-trip and conditional eligibility determinations rather than blanket approvals or denials.

After 30 years, ADARide’s in-person approach is consistent, defensible, and FTA-compliant, ensuring that every determination is based on functional ability and not a diagnosis alone.

## 3. The Most Experienced Management & Evaluation Team

ADARide offers the deepest bench of paratransit eligibility professionals in the nation (see Tab 2 – Resumes).

- Executive Leadership:
  - *Art Hulscher, CEO*: Nationally recognized for his leadership in ADA eligibility, contributor to Project ACTION’s functional eligibility manual, and direct participant in all of contract launches.
  - *Cynthia Gold, COO*: Former Access Services (Los Angeles) leader with decades of experience managing large in-person evaluation teams.
  - *Sydney Bones MPT, OCS, CSCS*, will serve as the New Orleans–based Program Manager, bringing 24 years of experience working with individuals with disabilities and an active practice in Slidell. He will oversee all in-person operations, staff supervision, quality assurance, statistical reporting, and appeals support to ensure RTA’s local program success.

- *Yasmeen Benitez, Customer Service Supervisor*: Oversees data transfers between ADARide and RTA and she does for all other eligibility partners of ADARide.
- **Nations best Paratransit Evaluation Team:**
  - *Dr. Wilfredo Cerrato, MD*: 20+ years as ADARide’s medical director, functional evaluator, and quality assurance reviewer.
  - *Julia F. Thomas* is a highly experienced physical therapist and healthcare leader located in Slidell, Louisiana, with over three decades of service in hospitals, rehabilitation centers, and outpatient settings.
  - *Dr. Omar Sinno, MD*: Neurology and internal medicine specialist with a decade of ADARide assessment experience.
  - *Matt Zacharias, PT*: Licensed PT specializing in orthopedics and ADA travel training.
  - *Colleen Palat, COMS*: Certified Orientation & Mobility Specialist focusing on visual and cognitive impairments.
  - *Shannon Holmes, OT*: Occupational Therapist with deep expertise in TBI and functional transit skills.

This team represents more than 120 years of combined ADA eligibility experience, directly managing and evaluating applicants nationwide. No competitor can match this level of expertise or stability.

#### 4. Industry-Leading Software – Full Access for RTA Staff

ADARide is the only eligibility contractor offering a fully accessible eligibility management system fully accessible to trained RTA staff. Your customer data is safe and encrypted on *ADARide.com*’s platform serving thousands of daily users.

Key advantages for RTA:

- **Real-Time Transparency**: Authorized RTA staff can log in 24/7 to view applicant files, documentation, and determination status.
- **Flexible Access**: Download entire client files or the full database in XML, Excel, PDF, or delimited formats.
- **Notification Management**: RTA could receive a digital file containing FTA complaint notifications letters for RTA customers, and provided on our platform for authorized

access. ADARide software automates eligibility notifications, expirations, and recertifications.

- **Fraud Prevention:** Automated verification of healthcare licenses, USPS address validation, and audit trails built into every application.
- **Web Accessibility:** Multilingual, WCAG 2.0–compliant interface, ensuring access for all applicants.

Unlike other contractors who treat eligibility systems as internal data gathering tools, ADARide opens our platform to all authorized including RTA staff, ensuring direct oversight and integration with RTA operations. This transparency is unmatched in the industry.

### **The ADARide Advantage**

For 30 years, ADARide has delivered accurate, accessible, and compliant paratransit eligibility for transit agencies nationwide. For RTA, we bring:

1. **Established Local Infrastructure** – Two ADA-compliant New Orleans evaluation centers, staffed with licensed PT/OT professionals and managed locally by Sidney Borne, MPT.
2. **Comprehensive In-Person Assessments** – Mobility Conferences refined over decades, based on functional ability, not diagnosis.
3. **Most Experienced Team** – The largest, most seasoned group of evaluators and managers in the nation, with 120+ years combined experience.
4. **Industry-Leading Software** – A web-based platform with full access for RTA staff, daily updates, integration with scheduling software built-in and unmatched transparency.

With ADARide, RTA gains the nation’s most experienced eligibility partner, delivering local presence, rigorous assessments, proven expertise, and modern technology to serve New Orleans riders with fairness and efficiency.

### ***IN-PERSON ASSESSMENT CENTER(S):***



ADARide and Select Physical Therapy have maintained a trusted twenty-four-year partnership delivering comprehensive paratransit eligibility services nationwide. Together, we ensure that a

highly trained professional evaluator is always available to RTA Monday through Friday, supported by two fully ADA-accessible clinics operating weekdays. Each site provides a licensed physical or occupational therapist, accessible parking, bathrooms, and waiting areas, with COVID protocols and CDC guidelines in place to safeguard RTA patrons. Select PT's centralized toll-free scheduling system guarantees appointments, with multiple time slots available across the greater New Orleans region to exceed demand. While the Metairie office is scheduled to open after November 2025, RTA riders will have full access to the existing office location immediately.

**OUTPATIENT**

Slidell →

[Request an appointment](#)

📍 2132 East Gause Boulevard  
Suite 6  
Slidell, LA 70461

📞 **PHONE**  
(985) 646-2531  
**FAX**  
(985) 649-1391



**HOURS**  
**Monday:** 7:30 AM - 6:00 PM  
**Tuesday:** 7:30 AM - 6:00 PM  
**Wednesday:** 7:30 AM - 6:00 PM  
**Thursday:** 7:30 AM - 6:00 PM  
**Friday:** 7:30 AM - 6:00 PM  
**Saturday:** Closed  
**Sunday:** Closed

**FEATURED SERVICES**  
 Physical Therapy  
 Orthopedic Rehabilitation  
 Hand Therapy  
 Hand Therapy Certified  
 Occupational Therapy  
 Sports Medicine  
 Functional Capacity Evaluations  
 Return-to-Work Program  
 Work Conditioning  
 Upper Extremity Orthotics

**OUTPATIENT**

Metairie →

[Request an appointment](#)

📍 4650 West Esplanade Avenue  
Unit 106  
Metairie, LA 70006

📞 **PHONE**  
(504) 885-0007  
**FAX**  
(504) 455-0605



**HOURS**  
**Monday:** 7:30 AM - 6:00 PM  
**Tuesday:** 7:30 AM - 3:00 PM  
**Wednesday:** 7:30 AM - 6:00 PM  
**Thursday:** 7:30 AM - 5:00 PM  
**Friday:** 7:30 AM - 5:00 PM  
**Saturday:** Closed  
**Sunday:** Closed

**FEATURED SERVICES**  
 Physical Therapy  
 Orthopedic Rehabilitation  
 Hand Therapy  
 Hand Therapy Certified  
 Occupational Therapy  
 Sports Medicine  
 Functional Capacity Evaluations  
 Return-to-Work Program  
 Work Conditioning  
 Pediatric Physical Therapy

**SLIDELL OFFICE PHOTOS**

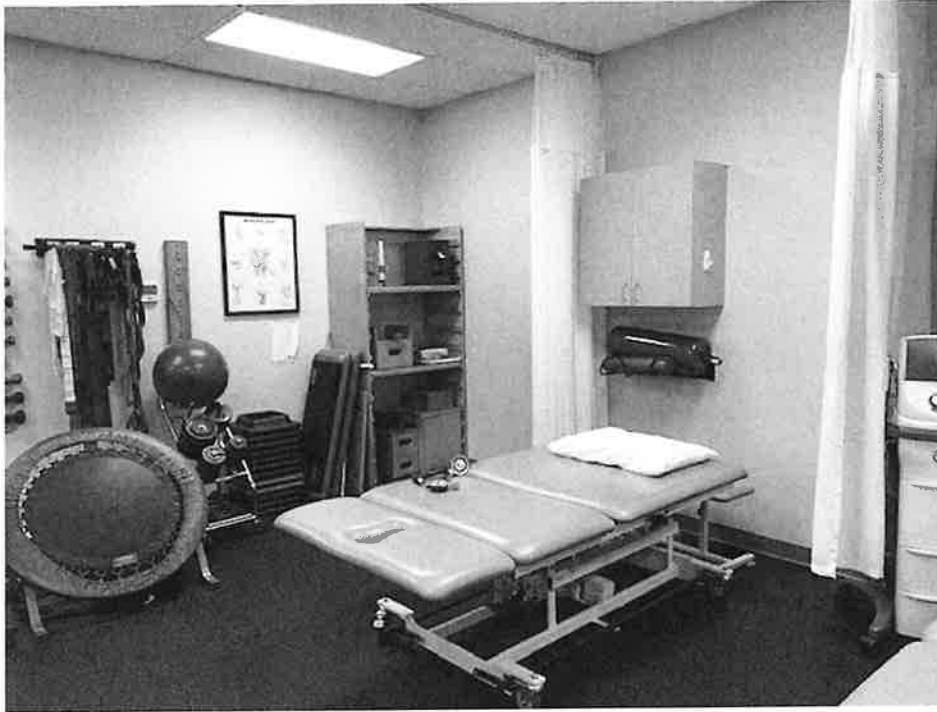
**Perfect Pick Up and Drop Off Location**



Comfortable waiting Room



All the equipment needed to conduct a safe and accurate functional assessment



**METAIRIE OFFICE PHOTOS**

**Plenty of disabled parking**

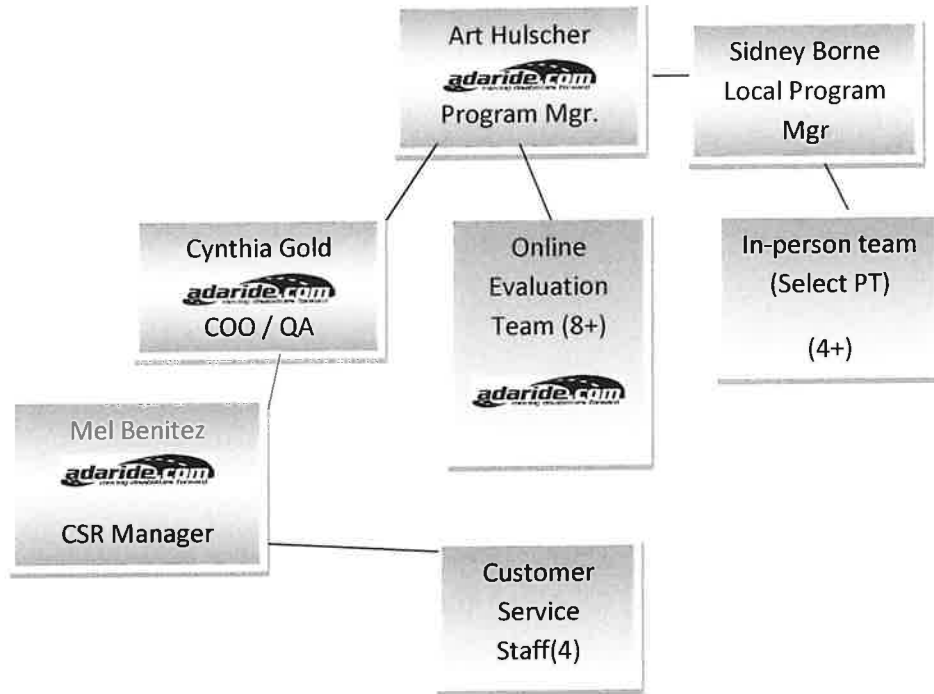


**Great visibility to pick up and drop off area**



**All offices feature accessible restrooms and fully staffed waiting rooms**

**ORGANIZATION CHART FOR RTA:**



**Cost Option – ADARide Online Functional Assessments**

ADARide affirms full compliance with RTA’s requirement to conduct **in-person functional assessments** as the baseline model. Our evaluation team is prepared to administer structured, ADA-compliant in-person assessments utilizing validated tools such as FACTS, Tinetti, MMSE, and visual screenings.

However, in recognition of Addendum #2, which requests other cost options, ADARide respectfully proposes our online functional assessment model as an innovative, lower-cost, and equally accurate option. Unlike models that rely on medical recommendation or physician notes, ADARide’s determinations are never diagnosis-driven; they are based solely on documented functional capacity to independently navigate transit in all forms, starting with fixed route.

Our database, comprising over a million eligibility determinations dating back to 1994, is the most comprehensive paratransit eligibility database ever assembled. Our database is the largest in the country—demonstrating that online functional assessments achieve a 99%+ accuracy rate, with determinations delivered in an average of 48 hours. This is faster than any in-person model and well below the 21-day FTA requirement. Just as important, the cost per evaluation under our

online model is significantly lower, producing substantial annual savings for transit agencies while maintaining compliance, accuracy, and fairness.

By offering this process, ADARide provides RTA with a future-ready solution: the ability to meet today's in-person requirements while simultaneously accessing the most cost-effective, accurate, and rider-friendly assessment model available nationwide.

ADARide is prepared to deliver **in-person assessments** as RTA requires. At the same time, our program gives RTA the opportunity to achieve equal or better accuracy, faster results, and tens of thousands in annual savings—while reducing administrative burden and improving the applicant experience.

### TELEPHONE AND ONLINE FUNCTIONAL EVALUATIONS

RTA can have full confidence that ADARide will ensure thorough and diligent follow-up, making telephonic contact an average of four times before an eligibility determination is made. This commitment to persistent and proactive communication guarantees that all necessary information is obtained, providing a comprehensive and accurate assessment of each application.

The Covid-19 Pandemic had caused ADARide to find use our legacy processes to conduct paratransit eligibility. Our alternative methods included via telephone, tele-health web conferencing, and online assessments. ADARide has conducted tens of thousands of telephone assessments dating back to 1995. Our established procedures have yielded successful results for decades. Our extensive telephone contacts often include outreach to their treating healthcare professionals, advocates, and family members.

The innovations continue with our offer of tele-health evaluations. Seven years ago, ADARide leveraged the available web-based technology and implemented tele-health evaluations. Numerous web conferencing platforms (Zoom / Face Time / M.S. Teams / JoinMe) are used to connect to the applicants and treating healthcare professionals. ADARide has conducted hundreds of tele-health conferences, and the pandemic accelerated the frequency.

A recent example featured an applicant who had "Face Timed" ADARide while in their doctor's office. Together we completed the Professional Verification form online and obtained an extremely accurate picture of their fluctuating condition as it pertained to utilizing a bus. The result was "conditional / trip-by-trip" eligibility and was processed same day. This is one example of the multitude of applicants that have been accurately evaluated during the pandemic. When an appropriate treating professional can articulate their patient's functional abilities, our highly trained team of professionals can clearly determine ADA eligibility on most applications. Due to

the Pandemic most healthcare professionals and customers are online providing the perfect synergy for RTA to deploy ADARide.com technologies. :

Upfront medical verification is crucial to an accurate paratransit eligibility process, saving both time and money while enhancing accuracy through the high-quality information obtained in advance. RTA's wisdom is shown by including a medical verification in the process. ADARide's assessment team, with decades of experience conducting both in-person and online evaluations, ensures that fraudulent claims of disability are effectively identified and prevented. Our experience has shown that healthcare professionals do not document falsehoods regarding their patients' functional abilities, maintaining the integrity of the eligibility process and ensuring that only those who truly qualify receive services.

Back in 1994, the prevailing notion was to screen all applicants in person to curb paratransit trip growth, contrasting with the simpler paper application review. It was believed that extensive in-person evaluations would result in denying at least 35% of applicants, thus moderating paratransit expansion. However, three decades of data reveal that paratransit eligibility minimally impacts trip reduction. The outdated "screen everyone in-person" approach is costly and time-consuming. Modern insights into the paratransit customer base and technology render the 100% in-person process obsolete. ADARide's solution enables RTA to implement an improved process rooted in factual evidence and historical trends rather than outdated methodologies.

ADARide's Hybrid Eligibility Process recommends in-person mobility conferences for those whose ADA eligibility cannot be clearly established with our front-end functional assessment. This online process will be available immediately upon go live.

### ONLINE PROCESS OVERVIEW



**This doesn't imply that we'll establish online eligibility solely based on a medical diagnosis!** Nevertheless, we can all identify at least one medical condition that will inevitably prevent an

individual from using a bus independently, regardless of how accessible RTA's fixed route system is. Consider, for example, individuals with Profound Intellectual Disability, end-stage Alzheimer's, or Autism Level 3. Would they necessitate an in-person assessment to ascertain their functional capacity to utilize a bus even if they are a new applicant? ADARide's technology empowers our professional team to readily infer a client's *functional* abilities from our application and verification forms, eliminating the need for an in-person conference.

RTA will guide ADARide in selecting which applicants to prioritize for in-person mobility conferences, allocating resources effectively. Over three decades, statistics show that most ADA applicants cannot use the bus independently, reflected in the high rate of unrestricted or unconditional eligibility. ADARide's cutting edge process aims to minimize costs per online assessment while maximizing the value of in-person mobility conferences. It's worth remembering that according to FTA regulations, the application process must not impose undue burdens on applicants. When we say "online" we mean an entire eligibility platform with multiple user profiles and functionality, not just an application completion site or a pdf download. We will demonstrate how your customers, their advocates and RTA staff will have access to the same fair and equitable process on ADARide.com 24/7, 365 days a week.

For the first time, RTA customers will have the convenience of completing their application and verification online and **managing the entire process digitally thereafter**. Through ADARide.com, customers can apply, upload ID card photos, expedite verification forms, and track the progress of their application comprehensively. This platform offers complete connectivity to Cert via an import function. Most importantly, ADARide provides transparency, enabling riders to view the outcomes of their mobility conferences, along with both RTA and ADARide.

Additionally, the application process remains accessible through traditional channels such as US Mail via our toll-free customer call center, print, online, and email. Our bilingual Spanish call center staff at ADARide are adept at efficient mailing, conducting outreach calls for missing application information, facilitating relay calls, and providing online assistance. We are committed to supporting your customers throughout the application process and beyond.

**1. Vendors shall submit proposals for notification letters**

The FTA regulations have installed numerous safeguards to make sure that paratransit eligibility is efficient. Monitoring and meeting these timeframes are one of ADARide software's strengths. After 18 years of online service, we have achieved a 48-hour average processing time, the fastest in the country. ADARide manages the notifications of eligibility and expiration for all our clients and RTA staff with be relieved of this part of the process. It is important in FTA audits to show the dates when notification is processed as it must meet the 21-day requirement and capture

accurate eligibility categories and all other pertinent information. ADARide excels at efficient production of notification letters at our central headquarters. ADARide will prepare these letters for RTA and deliver them days after the evaluations for fast processing times. prepared on behalf of RTA at no additional cost.

**QUALITY ASSURANCE PROGRAM:**

ADARide has over 30 years in providing Quality Assurance to our paratransit eligibility outcomes. Every applicant denied eligibility will receive a file review conducted by ADARide experienced management. No RTA customer will have their civil right transportation denied without a minimum of one Quality Assurance (QA) review.

Beyond the QA for ineligible applicants, ADARide also reviews random files of every evaluator and provides ongoing feedback. Routinely scheduled in-service training allow for updates to service, policies, and procedures. RTA can be assured that if their service / policies change, our entire eligibility team will be updated efficiently and quickly.

ADARide is offering RTA numerous turnkey appeal processes for RTA appeals that are all FTA complaint. We offer all types of appeals including administrative reviews, In-person appeals processes, telephone and web conferencing, Omission Reviews, An Appeal Panel consisting of professional and seasoned paratransit evaluators (3), and all of the software tracking to support and upload to Cert.

RTA, like all U.S. transit agencies, are subject to the Code of Federal Regulations (49 CFR 37.125) “The process shall include an opportunity to be heard and to present information and arguments, separation of functions (i.e., a decision by a person not involved with the initial decision to deny eligibility), and written notification of the decision, and the reasons for it.” ADARide skillfully navigates the “separation of function” for many of our transit partners today. By ensuring the evaluator who conducts the appeal is bubbled or removed by hierarchy and consequences, it protects the objectivity for the appellant. For RTA, we recommend utilizing our local evaluation team for in-person appeals. This is the most cost effect, complaint and efficient process.

RTA will maintain the ability to download / print an entire client file or the entire RTA database, 24/7, 365 days a year with an authorized login.

## **ADARide File Retention**

ADARide will securely store all complete application and verification forms for RTA for 10 years, as requested. Our data center is secure, routinely backed-up and Cyber Security insured. Authorized RTA Administrative staff can login into ADARide and download any individual client file or the entire database, past and present.

ADARide staff have entered Rider Profiles into Cert software for the last three years. ADARide Rider Profile downloads were programmed for a direct import into Cert software. With a secure Virtual Private Network maintained by RTA, ADARide can enter Rider Profiles into Cert software with specific training from RTA. Our experience has shown that each Cert software is customized specifically for each transit agency and data entry times can vary. ADARide estimates an average of 10 minutes to enter Rider Profile data into the RTA Cert software remotely. We anticipate entering Rider Profiles Monday through Friday, 8 hours a day. Currently, our profiles are entered into Cert on the same day (- the geocoding). Unlike Cert, ADARide.com has U.S.P.S. address confirmation and validation built-in to eliminate non-existent addresses and the need to geocode.

### ***THE ADARIDE ADVANTAGE:***

ADARide not only meets but exceeds the experience needed to be a success at RTA. For transit agencies seeking reliable and superior paratransit eligibility services, ADARide emerges as the clear choice, delivering unparalleled expertise, support, software, and training unmatched by any competitor. We have the proven technical expertise to launch RTA's platform within 30 days of contract award and our long history of contracting proves our claim.

ADARide has consistently achieved annual revenues exceeding half a million dollars since 2007, demonstrating our robust financial performance. We take pride in being a registered Disadvantaged Business Enterprise in California and if awarded, plan to apply in the state of Louisiana.

RTA will be working directly with CEO, Art Hulscher, RTA program manager and Key Personnel. He will be conducting the implementation personally along with the customization process, importation of data, staff training and program launch. He will be available to RTA daily along with management staff, Customer service staff, and local program manager and Physical Therapist Sidney Borne. RTA will also have the Select PT professional staff in New Orleans ready for in-persons. RTA can rest assured ADARide will professionally and accurately manage the RTA paratransit eligibility process better than any other vendor and for many years to come.

Thank you for your consideration.

**ADA** Ride.com

**RTA**  *Regional Transit Authority*

SAMPLE FORMS  
RFP#2025-025

September 2025



## MOBILITY CONFERENCE / FUNCTIONAL ASSESSMENT

Thank you for reaching out to New Orleans Regional Transit Authority (RTA) for accessible transportation assistance. There are many accessible transit options available to you and we hope to provide all options that meet your specific needs.

APPLICANT NAME \_\_\_\_\_ DOB \_\_\_\_\_ DATE \_\_\_\_\_

### 1) Review Application / Verification

YES NO

- ✓ Orientation to person, place, time and purpose
- ✓ Long Term Memory
- ✓ Ability to communicate
- ✓ Confirm identification and address
- ✓ Confirm disabilities
- ✓ Take photo

NOTES \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Where do you need to go?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Review RTA / FACTS - provide handout and route maps

### 2) Mobility Device ADAAG Compliance

YES NO

- ✓ Device Type \_\_\_\_\_
- ✓ Combined weight of device and rider \_\_\_\_\_
- ✓ **Wheelchair scale measurement** ADA compliant

NOTES \_\_\_\_\_  
\_\_\_\_\_

### 3) Safety Check

YES NO

- ✓ Did they identify any anxiety
- ✓ Pulse Oximeter indicated
- ✓ Gait Belt Indicated

- ✓ Ability to communicate

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- |                                      |     |    |
|--------------------------------------|-----|----|
| <b>4) Able to Follow Directions</b>  | YES | NO |
| ✓ Did the customer follow directions |     |    |
| ✓ Read a map                         |     |    |
| ✓ Ability to communicate             |     |    |
| ✓ Ability to plan a trip             |     |    |

NOTES \_\_\_\_\_  
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- |  |     |    |
|--|-----|----|
| <b>5) Identify the correct time</b>      | YES | NO |
| ✓ Did the customer clearly identify time |     |    |
| ✓ Short Term memory                      |     |    |
| ✓ Time Planning                          |     |    |

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|--|-----|----|
| <b>6) Identify the Head Sign</b>                 | YES | NO |
| ✓ Did the customer clearly identify route number |     |    |
| ✓ Memory   |     |    |
| ✓ Locus of control                               |     |    |
| ✓ Maintain focus despite distractions            |     |    |

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|---|-----|----|
| <b>7) Independently Boarding a Bus</b>  | YES | NO |
| ✓ Lift / Ramp deployed / Navigate Steps |     |    |
| ✓ Balance assessment                    |     |    |
| ✓ Use of handrail                       |     |    |
| ✓ Ability to signal for a stop          |     |    |

NOTES \_\_\_\_\_  
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- |  |     |    |
|--|-----|----|
| <b>8) Independently Navigate Lifts / Steps</b> | YES | NO |
| ✓ Move on and off lift independently           |     |    |
| ✓ Maneuvered into securement area              |     |    |
| ✓ Mobility Device fits into ADAAG footprint    |     |    |

- ✓ Use of handrail

NOTES \_\_\_\_\_  
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- |   |     |    |
|---|-----|----|
| <b>9) Independently Pay Bus Fare</b>        | YES | NO |
| ✓ Place fare into fare box                  |     |    |
| ✓ Calculate the correct amount              |     |    |
| ✓ Mobility Device navigated around Fare Box |     |    |

NOTES \_\_\_\_\_  
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- |   |     |    |
|---|-----|----|
| <b>10) Secure Seating</b>   | YES | NO |
| ✓ Identify Senior and Disabled Seating                              |     |    |
| ✓ Maneuver Mobility Device into Securement Area                     |     |    |
| ✓ Transfers between sitting and standing                            |     |    |
| ✓ Judgement and Safety  |     |    |
| ✓ <b>Optional Tether Strap Installation</b> and securement training |     |    |

NOTES \_\_\_\_\_  
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- |   |     |    |
|---|-----|----|
| <b>11) Independently Disembarking Bus</b> | YES | NO |
| ✓ Lift /Ramp deployed / Navigate Steps    |     |    |
| ✓ Pulled stop indicator                   |     |    |
| ✓ Balance assessment                      |     |    |
| ✓ Use of handrail                         |     |    |

NOTES \_\_\_\_\_  
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- |  |     |    |
|--|-----|----|
| <b>12) Independently Navigate Uneven Surfaces (gravel and grass)</b> | YES | NO |
| ✓ Balance assessed   |     |    |
| ✓ Vision to recognize surface transitions                            |     |    |
| ✓ Ability to follow directions                                       |     |    |
| ✓ Fatigue  |     |    |

NOTES \_\_\_\_\_  
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- |   |     |    |
|---|-----|----|
| <b>13) Independently Cross a Street</b> | YES | NO |
| ✓ Cardinal direction                    |     |    |
| ✓ Proper judgement                      |     |    |

- ✓ Safe street crossing speed
- ✓ Crossed multiple more than 4 lanes
- ✓ Manually pressed street crossing indicator

NOTES \_\_\_\_\_  
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**14) Independently Navigate Curb Cuts** YES NO

- ✓ Navigate a 6" curb
- ✓ Navigated curb cuts
- ✓ Balance on ramp
- ✓ Use of handrail

NOTES \_\_\_\_\_  
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 \_\_\_\_\_

**15) Independently Navigate Slopes** YES NO

- ✓ Use of curb cuts and ramps
- ✓ Risk of falls
- ✓ Gait notes \_\_\_\_\_
- ✓ Document any barriers, both observed and perceived

NOTES \_\_\_\_\_  
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**16) Independently Loaded the FARE card** YES NO

- ✓ Picked correct fare
- ✓ Able to navigate fare menus
- ✓ Document any barriers, both observed and perceived

NOTES \_\_\_\_\_  
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**17) Independently Ambulate and Achieve a distance of ¼ of a mile** YES NO

- ✓ Document Gait and any ambulation challenges e.g. limping
- ✓ Proper use of mobility device
- ✓ Endurance appears normal
- ✓ Distance ambulated from 660 feet to 2,640
- ✓ Endurance

NOTES \_\_\_\_\_  
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**18) Overall Balance Assessment**

YES

NO

- ✓ Sitting balance
- ✓ Transferring sit to stand
- ✓ Turning 180 degrees
- ✓ Step symmetry and continuity
- ✓ Trunk and walking stance

NOTES

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**19) Overall Behavioral Assessment**

YES

NO

- ✓ Locus of control
- ✓ Distractibility
- ✓ Safety and seek appropriate assistance
- ✓ Problem Solving Skills
- ✓ Ability to clearly communicate and get help

NOTES

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**20) Environmental / Weather Barriers Overall Assessment**

- ✓ Observe interaction with rain / heat / cold / snow
- ✓ Impact on vision due to light conditions
- ✓ Unable to walk / wheel  $\frac{1}{4}$  ,  $\frac{1}{2}$ ,  $\frac{3}{4}$  of a mile
- ✓ Travel path issues
- ✓ Bus stop accessibility issues (need for shade and a bench)
- ✓ Hills / Slopes
- ✓ Street Crossing
- ✓ Strength / Endurance / Fatigue
- ✓ Can only travel Familiar or Travel Trained Routes
- ✓ Identified barriers, both observed and perceived

NOTES

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**21) Travel Training Candidacy**

YES

NO

- ✓ Evaluators notations on applicants abilities to use the bus
- ✓ Customer's motivation is registered
- ✓ Assess Learning disabilities

NOTES

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**22) Reduced Bus Fare Applied**

YES

NO

- ✓ Applicant completed application
- ✓ Customer's motivation is registered

NOTES \_\_\_\_\_

FACTS TEST INDICATED \_\_\_\_\_

MINI MENTAL STATUS INDICATED \_\_\_\_\_

### Recommended Eligibility

UNRESTRICTED

TEMPORARY

◇6 MONTHS

◇12 MONTHS

INELIGIBLE


AUTO-RECERT

TRIP-BY-TRIP

- Rain
- Snow
- Heat
- Smog
- Night Blindness
- Hills / Slopes
- Unable to walk further than ¼ mile
- Unable to walk further than ½ mile
- Unable to walk further than ¾ mile
- Inaccessible Bus Stops
- When uneven surfaces are present
- Lack of Sidewalks
- Lack of Curb Cuts
- Street Crossings
- Unable to Transfer
- Hyper Fatigue / Endurance / Good Day / Bad Day
- Unfamiliar Routes



**ADA** Ride.com

**RTA**  *Regional Transit Authority*

RESUMES  
RFP#2025-025

September 2025

## **Arthur D. Hulscher, L.C.S.W.**

19300 S. Hamilton Ave. Suite #120  
Gardena, CA 90248  
(310) 436-3570 / art@adaride.com



### **P R O F E S S I O N A L   E X P E R I E N C E**

#### ***President – CEO , ADARide.com LLC***

***2007 - present***

- Awarded ADA certification contracts for Access Services, Inc 1994 & 1999
- Awarded ADA certification contract with Metropolitan Transit System 1997, 2003, 2013
- Awarded ADA certification contracts with Leisure World Transportation Services 1998 to 2019
- Awarded ADA certification contracts with Riverside Transit Agency 1997 & 2001
- Awarded ADA certification contract with Orange County Transportation Authority 1999
- Awarded ADA certification contract with Santa Cruz Metropolitan Transit District 2002
- Awarded ADA certification contract with Santa Clara Valley Transit Authority 2003
- Awarded ADA certification contract with Victor Valley Transit Authority 2003, 2008, 2015
- Awarded ADA certification contract with San Mateo Transit District 2003
- Awarded ADA certification contract with Long Beach Public Transportation Co. 2003
- Awarded ADA certification contract with North County Transit District 2005 to present
- Awarded ADA certification contract with Butte County Association of Governments 2007
- Awarded ADA certification contract with Mid Ohio Valley Transit Authority 2007 to present
- Awarded ADA eligibility software contract with Riverside Transit Agency 2002
- Awarded ADA eligibility software contract with Santa Cruz Metropolitan Transit District 2002, 2023 to present
- Awarded travel training contract with Regional Center of Orange County 1999
- Awarded ADA certification contract with Metropolitan Tulsa Transit 2010 ,2014, 2020, to present
- Awarded ADA certification contract with LYNX 2010, 2015, 2020, to present
- Awarded ADA certification contract with Sacramento Regional Transit District 2010
- Awarded ADA certification contract with Greater Richmond Transit Commission 2011, 2015, 2020 to present
- Awarded ADA certification contract with Regional Transportation Commission 2012
- Awarded ADA certification contract with San Joaquin Regional Transit District 2013
- Awarded ADA Certification Contract with Merced County Transit 2013, 2014 to 2020
- Awarded ADA certification contract with Lextran 2014, 2019 to present
- Awarded ADA certification contract with Loudoun County Transit 2014 to present
- Awarded ADA certification contract with Hampton Roads Transit 2014, 2018 to present
- Awarded ADA certification contract with Valley Regional Transit 2015 to present
- Awarded ADA certification contract with Hopesource 2017 to present
- Awarded ADA certification contract with OmniRide 2019 to present
- Awarded ADA certification contract with Napa Valley Transportation Authority 2022 to present
- Awarded ADA certification contract with Charlotte Area Transit System 2022 to present
- Awarded ADA eligibility training contracts with Intelitran, San Mateo County Transit District, Sacramento Regional Transit District, CalAct, and Orange County Transportation Authority, etc.
- Designed ADARide.COM website.
- Designed and authored ADARide Professional Eligibility Training Program.
- Designed ADARide Functional Assessment, and Functional Appeals Assessment
- Expert speaker on paratransit eligibility at American Public Transit Association's Paratransit Conference (5/98, 4/99, 5/02. & 5/07)-CalAct Conference (10/99) – Florida Transportation Disadvantaged Conference (7/07) –ADA Roundtable (10/07, 12/08) - (Southwest Transit Association (8/08).

#### ***Administrator Disability and Social Services, Orthopaedic Hospital***

***1998 - 2006***

- Responsible for the daily operations of the Social Work and Disability Services Departments.
- Awarded 13 paratransit eligibility contracts throughout California.

- Hired, Trained and managed a staff of 47 paratransit evaluators and ADA program managers.
- Planned and administer department's fiscal budget of \$7.5 million
- Provided clinical supervision for MSWs.
- Chairman of Bioethics Committee.
- Chairman of Suspected Child Abuse/Neglect Team, and Clinical Case Review Team.
- Member of Administrative Quality Council, Utilization Review Board, and Outpatient Services Committee.
- Designed and implemented Employee Assistance Program.
- Developed Sensitivity Training Program, Stress Management, and Drug Free Workplace Seminars.
- Authored Grants for Individuals Program and was awarded over \$1 million in grant dollars.

***Administrator, Social Services & International Children's Program, Orthopaedic Hospital  
1993 - 1998***

- Awarded first paratransit eligibility contract
- Responsible for supervising staff, administering \$1.3 million budget, and identifying volunteers for medical program that provides treatment to disadvantaged children in Mexico.
- Designed policy and procedure manual.
- Supervised staff of four
- Coordinated the travel budgets to Medical Doctors, Staff and patients in Mexi-Cali

***Clinical Social Worker, Orthopaedic Hospital***

**1990- 1993**

- Providing direct psychotherapeutic therapeutic services to pediatric patients and their families in the following clinics, Spina Bifida, Cerebral Palsy, Muscular Dystrophy, Hemophilia and General pediatrics.
- Providing direct psychotherapeutic services to adult patients and their families in the HIV, Hematology and Oncology Departments.
- Provided & Supervised Suspected Child Abuse and Neglect reviews for the Emergency Room.
- Responsible for discharge planning for adult and pediatric inpatient floors.
- Member of the Orthopaedic Hospital's Foundation fundraising committee.

***Private Practitioner and Owner, Ocean Pacific Counseling  
Hermosa Beach, CA***

**1994 – 1999**

- Founded and managed private mental health counseling center.
- Employed three clinicians.
- Served the California Beach Communities with quality psychotherapeutic services.

**E D U C A T I O N**

Masters of Social Work, Wayne State University  
Bachelor of Arts in Psychology, Michigan State University

**1990**

**1988**

**L I C E N S E S, C E R T I F I C A T E S, & M E M B E R S H I P S**

- Licensed Clinical Social Worker, State of California, 1993, L.C.S.W. #16880.
- Certified Employee Assistance Professional and Substance Abuse Counselor 1992.
- Certified Field Instructor, University of Southern California, School of Social Work
- Certified Sensitivity Trainer
- Certified Aggressive Management Trainer
- Member of the American Public Transit Association / Access Committee
- Member of the ADA Roundtable

***References available upon request***



**OMAR SINNO, M.D.**

500 W. Superior St. #1307

Chicago, IL. 60654

Phone: 312-259-5591 E-mail: osinno@amgen.com

**PROFESSIONAL EXPERIENCE**

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**Amgen**

Chicago, IL

*Senior Regional Medical Liaison, Metabolic Bone Therapy*

*March 2009- Present*

- Interface with nationally recognized medical opinion leaders to discuss Amgen's product pipeline and its impact on the clinical landscape in the specialties of endocrinology, geriatrics, orthopedic surgery and family medicine.
- Provide unbiased clinical information to high-level physicians regarding Amgen's drug pipeline in a strictly scientific, non-commercial and FDA compliant manner.
- Independently strengthen the existing client base and harvest new physician/hospital relationships by collaborative effort efforts between the Amgen epidemiology department, major hospitals and new physician groups.

**CareLogix (division of Rulester LLC.)**

Chicago, IL

*Co-Founder and Medical Advisor*

*January 2009-Present*

- Perform risk stratification analysis of patient data to identify high-risk patients who may need additional medical oversight to prevent costly health incidents during hospital stays.
- Recent client pilot trial showed an estimated \$1.2 in million cost savings as a result of the platform's implementation.
- Develop clinical best practices to mitigate costly hospital errors and litigious risk.
- Led strategic effort to penetrate new market segments, resulting in a 300% increase in scope.
- Spearheaded endorsement effort from the North American Thrombosis Forum for CareLogix integrations into over 4000 U.S. hospitals.
- Completed second pilot at Advocate Good Samaritan Hospital (Top 100 Hospital) with the intention of integration into the entire Advocate Hospital network.

**Loyola University Medical Center**

Maywood, IL

*Medical Clerkships*

*July 2006-June 2008*

- Clinical work in neurology, hematology/oncology, radiology, surgery (general, plastic, vascular), cardiac critical care, emergency medicine, internal medicine, ob/gyn, dermatology, and psychiatry.
- Researched current trends in biotechnology specifically related to metabolic bone disorders, breast and prostate cancer, Alzheimer's, Parkinson's, seizure disorder, depression/mental health, coronary artery disease, and diabetes.
- Ongoing medical education through research and participation in seminars regarding evidence-based medicine, pharmaceuticals, biotechnology, and medical devices.

**Chicago Board of Trade**

Chicago, IL

*Treasuries Trader – Henning-Carey Trading Co.*

*June 2001-July 2004*

- Modeled historical trends and theoretical outcomes of calendar events such as unemployment rate, FOMC, CPI, PPI, existing home sales, and consumer confidence.

- Implemented market analysis using CQG, Bollinger Bands, Strong/Weak Stochastics, and volume/open interest statistics.
- Executed trading strategy derived from correlation and trends in the 10-year treasury market as related to the extended U.S. yield curve, German debt markets, and U.S. equity and currency markets.

## **EDUCATION**

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**Loyola University Chicago, Stritch School of Medicine**  
*Doctor of Medicine*

Maywood, IL  
*July 2004 – June 2008*

- Course work in molecular biology, pharmacology, biostatistics and epidemiology, neuroscience, genetics, immunology, behavioral science, physiology and pathophysiology.

**Loyola University Chicago**  
*Bachelor of Science – Biology*

Chicago, IL  
*August 1997 – May 2001*

## **ADDITIONAL INFORMATION**

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- Languages: Arabic. Interests: South American and Middle-Eastern historical and political landscape, art, chess, photography, world history, exercise (strength, boxing, kali.)



**Wilfredo A. Cerrato MPH**  
5906 Southview Dr.  
San Jose, CA 95138  
Cell (408) 564-1590  
willcerrato@sbcglobal.net

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## **QUALIFICATIONS:**

As a public health professional and a physician graduated in El Salvador, I have the education and experience to contribute significantly to the paratransit field. My experience in the Santa Clara Valley includes; community health centers, hospitals and also in the paratransit eligibility field. My experience also includes a position as medical instructor at a local college. I am reliable and able to complete assigned duties efficiently and enthusiastically.

## **EXPERIENCE**

- 08/2013 – Present    **Director of Clinical Services**  
Indian Health Center of Santa Clara County  
San Jose, CA.
- Clinical operations and management of four Clinic sites
  - Supervise Clinic Managers and provide support in managing clinic areas: Front Desk, Back Office, Medical Records/Referrals, Eligibility & Enrollment, Clinic Support, and Triage Unit
  - Liaison with health plans and health insurances
  - Assist CMO with the schedules of providers and clinical tracking/reports
  - Member of the Clinic's Executive team, Quality Improvement Committee, and PCHH group.
  - Supervise the clinic's Outreach and Enrollment efforts to assist new and established patients
- 02/2008- 07/2013    Ravenswood Family Health Center  
East Palo Alto, CA  
**Family Practice Department Manager (06/12 –07/13)**
- Clinical operations and patient flow
  - Manage schedule of medical providers
  - Supervise, train and evaluate Medical Assistants, Health Coaches, Patient Navigators and Lab Technicians
  - Telemedicine: Coordination of the Diabetic Retinopathy Screening program
  - Member of the Total Quality Management Clinic's committee
- Chronic Disease Management & Health Care for the Homeless Program Manager (02/08 – 07/13)**
- Management of health education, outreach and case management
  - Member of the Healthcare for the Homeless/Migrant Health Community Advisory Board (San Mateo County)
  - Planning, implementing and evaluating various programs:
    - Diabetes prevention/management program
    - Patient Navigation program (awarded by the California State Senate in 2009)
    - Healthcare for the Homeless program
    - Health Care Innovation Project (CMS grant) & Health Promoters program
- 06/2005- current    **ADA Paratransit Eligibility**  
ADARIDE.com (2009-Current)
- Conduct web-based Paratransit eligibility assessments for various counties in the USA

Orthopaedic Hospital/ADARIDE.com (2005 to 2009)

*Paratransit Eligibility Program Manager*

- SamTrans, San Mateo County Paratransit eligibility (2006-2008)
- VTA, Santa Clara County Paratransit eligibility (2005-2006)

11/2004-09/2008

**Medical Instructor**

Medical Assisting Program

**Western Career College, San Jose Campus**

Training medical assisting students in:

- Anatomy and Physiology
- Medical Office Pharmacology and Drug Administration
- Patient Care and Mobility
- Phlebotomy/EKG
- Other Clinical and Medical Office Procedures

2003-2006

**Volunteer**

**San Jose RotaCare Clinic**

San Jose, CA

- Triage duty and screening patients
- Translator and interpreter

Jan-Dec 2001

**Medical Director**

**“Agua Caliente” Health Center**

La Union, El Salvador

Management of the health center

- Project design, implementation and evaluation
- Immunization program for children and pregnant women
- Pre-natal care and well child care
- Education and treatment for patients with diabetes and hypertension
- Educational programs re: sexually transmitted diseases, HIV/AIDS prevention, and Hepatitis B prevention
- Tuberculosis education, testing and treatment
- Early detection and prevention of cervical and breast cancer

Jan-Dec 2000

**Medical Internship**

San Salvador, El Salvador

Clinical areas:

- General Surgery/ Internal Medicine
- Obstetrics and Gynecology
- Pediatrics
- Public Health and Psychiatry

**EDUCATION**

2016

**Healthforce Center at University of California, San Francisco**

Clinic Leadership Institute.-Emerging Leaders program

2011

**San Jose State University**

Master of Public Health

2002

**University of El Salvador**

Doctor of Medicine

(Verified by the Educational Commission for Foreign Medical Graduates, ECFMG)

Cynthia Gold

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### **SUMMARY OF QUALIFICATIONS**

As the Chief Operating Officer of ADARIDE.COM I provide leadership, professionalism and sensitivity. I have demonstrated the ability to work effectively with Paratransit Contractors by phone, fax or email during all hours of the operational day to make decisions or provide any information as necessary. I have a proven track record of developing, maintaining and operating requirements for paratransit certification services with respect to all Americans with Disabilities Act (ADA) mandates. I have 14 years experience supervising certification analysts and 16 years experience conducting ADA paratransit assessments. In all of my time making eligibility determinations and supervising contracts, we have not received any complaints or negative feedback.

### **QUALIFICATIONS**

- Completion of the DS Professional Eligibility Training 2000
- Professional Eligibility Instructor
- Conducted over 35,000 Paratransit Assessments
- Program Manager for Access Services of Los Angeles for 3 years
- Conducted thousands of quality assurance reviews for applicant files
- Competent in evaluating an applicant's physical, visual and mental status.
- Ability to understand applicant's rehabilitation process.
- Ability to professionally document an applicant's condition.
- Excellent interaction skills with applicants and their care providers.
- Knowledge of medical terminology and basic pharmacology

### **EDUCATION**

1995-1996	Certificate of Registered Nursing North Hollywood, CA
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### **EMPLOYMENT**

2007 – Present	ADARIDE.COM Chief Operating Officer
2000 - 2007	Disability Services @ Orthopaedic Hospital, Los Angeles CA Certification Analyst / Certification Supervisor
1997-2000	Healthcare Consulting Group, Rolling Hills CA Certification Analyst



Matthew T. Zacharias  
4128 East 42nd Street  
Tulsa, OK 74135  
(918) 742-1256

[matthew.zacharias@sjmc.org](mailto:matthew.zacharias@sjmc.org)

Education: University of Oklahoma Health Sciences Center  
Oklahoma City, OK  
Bachelor of Science in Physical Therapy, May, 2000

Southeastern Oklahoma State University  
Durant, OK  
Bachelor of Science in Biology, December, 1997

Licensure: Oklahoma License # PT3049; expires Jan. 31, 2021

Certification: Certification in Mechanical Diagnosis and Therapy

Certified ADA Paratransit Eligibility Evaluator

Orthopedic Certified Specialist  
APTA, expires June 2017

Credentialed Clinical Instructor - APTA

Basic Life Support for Healthcare Providers Certification  
American Red Cross, expires June 2016

Employment: 6/2000 – 8/2002 HealthSouth Sports Medicine & Rehabilitation  
221 East Comanche  
McAlester, OK 74501  
(918) 423-1181

8/2002 – 3/2003 Physical Rehabilitation Center of Tulsa  
5577 South Lewis Ave.  
Tulsa, OK 74105  
(918) 749-0003

3/2003 – 1/2011 Select Physical Therapy  
11055 South Memorial Drive  
Tulsa, OK 74133  
(918) 369-3350

1/2011 – present St. John Medical Center  
1923 South Utica Ave.  
Tulsa, OK 74104  
(918) 744-2476

Awards: OU Clinical Instructor of the Year 2005  
Central ACCE Consortium Clinical Instructor of the Year 2006



**COLLEEN PALAT**  
19300 S. HAMILTON AVE #120  
GARDENA, CA 90248  
877-232-7433

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**EDUCATION**

**California State University**, Los Angeles, CA  
Master of Arts in Special Education  
December 1998

**Point Loma Nazarene College**, San Diego, CA  
Bachelor of Arts in Psychology  
May 1996

**CREDENTIALS**

**Clinical Rehabilitative Services Credential:  
Orientation and Mobility**  
January 2015

**Certified Orientation and Mobility Specialist:**  
Academy for Certification of Vision Rehabilitation and  
Education Professionals  
May 2015

**PROFESSIONAL  
ORGANIZATIONS**

**Academy for Certification of Vision Rehabilitation  
and Education Professionals:** Member 2015

**EMPLOYMENT HISTORY**

July 2014 – Present

**ADARide.com LLC**; Online & San Diego, CA  
*ADA Paratransit Evaluator, Travel Trainer, Quality  
Assurance Reviewer*

March 2003 – Present

**Department of Rehabilitation**; San Diego, CA  
*Orientation and Mobility Specialist*

July 1999 - January 2007

**Escondido Union School District**; Escondido, CA  
*Orientation and Mobility Specialist*

May 2001 – March 2003

**San Diego Center for the Blind**; Vista, CA  
*Orientation and Mobility Specialist*

January 1999 – September 1999

**Department of Rehabilitation**; Los Angeles, CA  
*Orientation and Mobility Specialist*

December 1998 – August 1999

**Braille Institute**; Los Angeles, CA  
*Orientation and Mobility Specialist*

February 1997- November 1998

**Covina Unified School District**; Covina, CA  
*Substitute Teacher*

**REFERENCES AVAILABLE UPON REQUEST**

# **Sidney Borne, MPT, OCS, CSCS**

[bornes@selectmedical.com](mailto:bornes@selectmedical.com)

## **EDUCATION:**

**LSUHSC MASTERS OF PHYSICAL THERAPY** **New Orleans, LA**

- May 2000 - August 2002

**UNIVERSITY OF LOUISIANA AT LAFAYETTE** **Lafayette, LA**

- August 1996 – May 2000
- B.S. Biology Minor: Chemistry

## **PROFESSIONAL EXPERIENCE:**

**ADVANTAGE PHYSICAL THERAPY** **Harahan, LA**

- Center Manager: 2002-2005

**SELECT PHYSICAL THERAPY** **Slidell, LA**

- LA Market Manager: 2007-present
- Center Manager: 2005-2007

## **ADVANCED CERTIFICATIONS/TRAINING:**

**CERTIFIED STRENGTH & CONDITIONING SPECIALIST (CSCS): 2004**

**ORTHOPEDIC CLINICAL SPECIALIST (OCS): 2007**

**FUNCTIONAL CAPACITY EVALUATIONS: 2007**

**ASTYM: 2010**

**TRIGGER POINT DRY NEEDLING: 2015**

**IMPAIRMENT RATINGS: 2017**

**MYOFASCIAL DECOMPRESSION: 2018**

## **PRESENTATIONS:**

**CO-MORBIDITIES AFFECTING OUTCOMES: 2019**

**DRY NEEDLING: 2018**

**IMPLICATIONS OF AN AGING WORKFORCE: 2017**

**UNDERSTANDING WORK CONDITIONING AND WORK  
HARDENING: 2017**

**SOFT TISSUE INJURIES: 2016**

**SHOULDER INJURIES: CONSERVATIVE AND SURGICAL  
TREATMENT OPTIONS: 2016**

**INTERPRETING PHYSICAL THERAPY NOTES: 2009**

**APPLICATION OF PLYOMETRICS IN REHABILITATION: 2002**

**COMPARISON OF QUADRICEPS MUSCLE ACTIVITY DURING A  
TRADITIONAL AND MODIFIED SQUAT TECHNIQUE: 2003**

# Paul Wheeler

Vista, CA 92081



## Professional Summary

To understand and address the psychological processes affecting human behavior,  
Availability Immediately

Authorized to work in the US for any employer

## Work Experience

### **NCTD Paratransit Eligibility Progroject Manager**

ADARide-Escondido, CA

July 2024 to Present

- Lead daily operations and supervise a multidisciplinary team conducting 100% in-person ADA paratransit eligibility assessments, interviews, and functional evaluations.
- Partner with NCTD to design, implement, and continuously refine policies, procedures, and materials for eligibility determinations in alignment with ADA regulatory requirements.
- Oversee end-to-end applicant journey including application intake, functional/cognitive evaluations, eligibility documentation, and final determination letters.
- Ensure compliance with federal ADA paratransit standards and uphold procedural integrity in conditional, temporary, and unconditional eligibility classifications.
- Coordinate directly with NCTD on quality control, training program approval, appeals support, and continuous process improvement initiatives.
- Interface with transportation providers and support resolution of performance issues, delays, or applicant safety concerns during scheduled assessment transports.
- Deliver regular reports on assessment volumes, applicant outcomes, and system performance; respond to media requests and prepare board updates when needed.
- Maintain applicant confidentiality, oversee client file security, and ensure complete and accurate use of Trapeze Certification software for tracking, scheduling, and document storage.
- Support multilingual communication accommodations, including sign language and non-English interpreter services.
- Attend ongoing review meetings with NCTD leadership and manage secure contract close-out procedures, ensuring all property and records are returned in compliance with agreement terms.

### **Health Care Coordinator - Healthy Connect (Healthy Homes Program)**

Community Research Foundation-San Diego, CA

March 2020 to Present

- Assess Health Action Plans and Health Risk Assessments to determine members for Blue Shield Promise Health Plan as it relates to their physical, mental, and social needs.
- Coordinate services for accessing services such as scheduling appointments, completing referrals for medications/services, establishing translation services, arranging for transportation to and from appointments.
- Developing tools for wellness while reducing hospitalizations or complications from chronic conditions.
- Partnering with other service providers to ensure that services are accessible.

- Reducing barriers toward accessing care, advocating for members' needs, ensuring completion of treatment planning.

### **ARF Program Administrator**

Merakey-Escondido, CA

December 2023 to July 2024

- Serve as a liaison to day programs, job sites, and adjunct services for individuals of assigned homes, ensuring seamless coordination and support.
- Assist the Program Director with the management of individual funds, handling requests, expenditures, receipts, reconciliation, and meticulous record-keeping.
- Collaborate in planning and scheduling activities for individuals in the home and the community, actively participating in and facilitating planned activities.
- Ensure the implementation and documentation of individual goals and behavior programs as per established guidelines.
- Attend all required individual-related meetings, providing valuable insights and updates to support individual progress.
- Directly supervise all Lead Direct Support Professionals and Direct Support Professionals, providing guidance and support for optimal performance.
- Coordinate staff schedules with assigned Lead Direct Support Professional, fostering efficient teamwork and coverage.
- Conduct and document monthly house meetings with Direct Support Professionals, fostering open communication and addressing pertinent issues.
- Pursue continued professional growth through engagement with current literature, professional meetings, institutes, and workshops, fulfilling State Regulations requirements of a minimum of 24 hours/year.
- Direct and oversee ongoing daily activities for the home, ensuring a nurturing and supportive environment.
- Ensure the availability of all prescribed medications, remain vigilant to behavioral or medical changes in residents, and monitor staff adherence to medication administration protocols, promptly notifying appropriate personnel of any concerns.
- Maintain the physical site as per regulations, coordinating necessary repairs or purchases through the Program Director and arranging emergency repairs as needed.
- Inspect, operate, and ensure appropriate maintenance of vehicles assigned to the sites, overseeing routine maintenance and ensuring staff compliance with vehicle-related policies.
- Uphold Individual rights/privacy, prioritizing dignity and respect in all interactions and decisions.
- Facilitate individuals' enjoyment of leisure and community activities tailored to their abilities, needs, and desires, arranging transportation as necessary.
- Maintain cleanliness and orderliness of the home, updating cleaning routines as needed and ensuring compliance with standards.
- Report all health concerns promptly to the appropriate authority, recording details in logs for accurate documentation.
- Immediately report any unusual incidents, accidents, problems, or changes in individual programs to the Program Director, taking decisive steps to ensure the safety and well-being of all individuals.
- Foster continued development and growth of family relationships/bonds through regular communication and visits, promoting a sense of belonging and connection.
- Assume/Perform the role of the Lead Direct Support Professional or Direct Support Professional in emergency situations or when coverage is needed, ensuring continuity of care.
- Ensure adequate provision of food and household items in the houses, conducting weekly reconciliation of all Petty Cash with the Program Director.
- Ensure completion of monthly Fire Drills at each house within the required guidelines, prioritizing safety protocols and preparedness.
- Perform other related duties as assigned or required, demonstrating flexibility and dedication to the team's success.

## **Program and Human Resource Manager, ARF Administrator Licensed**

Changing Options SD Inc.-Romana California

January 2023 to October 2023

- **ARF Administrator:** Successfully managed all facets of an Adult Residential Treatment Facility (ARF), leveraging a current ARF license to oversee client admissions, individualized treatment plans, and medication management while upholding client rights and dignity.
- **Quality Assurance & Crisis Resolution:** Implemented robust quality assurance procedures and demonstrated crisis resolution expertise, ensuring the safety and well-being of clients and staff during emergencies while maintaining high service standards.
- **Financial Management:** Skillfully managed the facility's budget, optimizing resource allocation to meet client needs within budgetary constraints, demonstrating financial acumen and responsibility.
- **Community Engagement & Advocacy:** Proactively engaged with the local community, established positive relationships with stakeholders, and advocated for the facility's mission, furthering its reputation and impact.
- **Regulatory Compliance:** Ensured strict adherence to state regulations, continually maintaining compliance with ARF licensing standards and streamlining operational processes to meet regulatory requirements effectively.

## **Psychosocial Rehabilitation Specialist**

Community Research Foundation

July 2014 to March 2020

Funded through the county of San Diego worked as a mental health clinician and part of an intensive mobile psychiatric assertive community treatment (IMPACT) team. Provided intensive case management needs to individuals with co-occurring disorders such as: clinical assessments and interventions, evidence based therapeutic interventions, Cognitive Behavioral Therapy, Dialectical Behavioral Therapy, Motivational Interviewing, development of treatment plans, implementation of treatment plans, coordination of most types of services in San Diego County (i.e. hospitals, ILF's, Board and Care, SNF's, SSI, housing through san Diego housing commission, SNAP benefits, continuing education, rehabilitation, and treatment facilities). Part of a multidisciplinary treatment team of: psychiatrists, psychologists, nurses, social workers, substance abuse specialists, housing specialists, and peer specialists. 8,000 + hours of face-to-face direct client care.

- Conducted initial psychological assessments for clients, utilizing a psychosocial rehabilitation focus and dynamic team-based approach.
- Conducted individual and group counseling/psychotherapy sessions.
- Developed and updated individual treatment service plans for clients.
- Created discharge plans and provided linkage to other support services within the community.
- Participated in interdisciplinary treatment planning.

## **Graduate Research Investigator**

Healthy Aging and Alzheimer's Disease, Life Span and Human Senses at San Diego State University-San Diego, CA

August 2016 to May 2018

Studying The Effects of Odor Memory in Healthy Aging and Alzheimer's Disease, Life Span and Human Senses at San Diego State University, San Diego CA, August 2016 - May 2018. Responsibilities: Research in younger, middle, and older adults, scoring and inputting of data, and running advanced statistical analysis in SPSS and Excel, developing and testing research hypothesis in laboratory experiments and archival data sets. Topics included: olfaction, taste, gestation, mood, and executive functioning. Supervisor: Dr. Claire Murphy

## **Teaching Assistant**

Advanced Research Methods in Psychology at San Diego State University  
2016 to 2018

Lead discussions, grade papers, cloud data input and management. Supervisor 2016 - 2018). Run experiments; conduct analysis; lead discussions, grade papers, cloud data input and management. Supervisor: Dr. Claire Murphy

### **Staffing Manager, Scott Lowther (HR Executive)**

Alpine Special Treatment Center Inc-Alpine, CA

October 2013 to July 2014

Promoted to run treatment facility staffing needs for over 100 employees across all departments (i.e. clinical, nursing, transitional aged youth program etc.). Worked in an administrative and HR role. Responsibilities included: Staffing the facility, hiring, scheduling, payroll, trainings, CARF accreditation, ensuring coverage 24/7, adjusting staffing needs as required by treatment professionals.

- Executed administrative functions for a long-term psychiatric facility.
- Managed staff to ensure they have the skills necessary to succeed with a bio-psycho-social model of training and interventions.
- Tracked staff costs to the administration and found the most effective model for best client outcomes.
- Ensured that the facility met proper ratio requirements of staffing for Healthcare positions per regulation (Title IX, State, and CARF).
- On-Call 24/7 to handle staffing-related concerns.

### **Mental Health Worker**

Dr. Kauffman

May 2012 to October 2013

Part of a multi-disciplinary treatment team of professionals in a locked psychiatric treatment setting. Disciplines include: psychologists, psychiatrists, nurses, social workers, and substance abuse counselors. 2,400 hours of direct client care.

- Assisting Clients with daily needs, routine functioning, medication, groups, and rehabilitation
- Clinical documentation of their behaviours and tracking progress for community reintegration
- Helping in stabilization from admission and crisis communication when necessary.
- Psycho-social Rehabilitation for co-occurring disorders

### **Research Assistant**

Dr. Paul Gilbert

August 2011 to June 2012

- Administer clinical batteries to patients assessing psychiatric histories and executive function
- Gaining trust with participants to get accurate responses to personal questions
- Developing research hypothesis into affective and neurological disorders related to cognitive fluency
- Advanced statistical research, hypothesis testing, and reporting

### **Undergraduate Research Assistant**

San Diego State University-San Diego, CA

August 2011 to June 2012

Responsibilities: Administer batteries to undergraduate participants assessing psychiatric histories and executive function, enter data and running advanced statistical analysis in Excel and SPSS, developing research hypothesis into affective and neurological disorders related to cognitive fluency. Supervisor: Dr. Paul Gilbert

### **Undergraduate Research Assistant**

Aggression Study, California State University-Los Angeles, CA

March 2009 to June 2009

Responsibilities: Literary review, assisting in research design, data analysis, writing procedures, and aiding in paper transcription. Supervisor: Dr. Douglas Strongroom.

## Education

### **Masters Degree in Psychology**

San Diego State University - San Diego, CA  
2016 to 2018

### **Bachelors Degree in Psychology**

San Diego State University - San Diego, CA  
2009 to 2012

California State University Los Angeles  
June 2009

### **IGETC in Intersegmental General Education Transfer Curriculum**

Palomar Community College - San Marcos, CA  
2003 to 2008

### **High School Diploma**

Orange Glen High School - Escondido, CA  
1999 to 2003

## Skills

- Statistical analysis
- Word
- Microsoft Access
- SharePoint
- Microsoft powerpoint
- Microsoft excel
- Spss
- Documentation review
- Microsoft word
- Cerner
- Excel
- Powerpoint
- Statistics
- Customer service

## Languages

- English - Fluent



## **Shannon Fryer Holmes, MA, OTR/L**

4535 Soquel Wharf Road  
Soquel, California 95073  
831.477.2984

[shannonholmes@comcast.net](mailto:shannonholmes@comcast.net)  
California OT License # 7736  
NBCOT Certification # 1027724

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### **EDUCATION**

University of Southern California Los Angeles, California  
*Master of Arts in Occupational Therapy* 1998  
George Washington University Washington DC  
*Bachelor of Arts in Psychology* 1993

### **SUMMARY OF QUALIFICATIONS**

- Nineteen years of experience in health care settings with progressively increasing responsibilities in the implementation of direct client care, program development, staff and student supervision, and administrative duties.
- Ten years of practice as a Registered Occupational Therapist providing accurate and efficient assessment, treatment and documentation with varied populations in inpatient, outpatient, and community based settings for individuals with psychiatric and physical disabilities.
- Effectively put into operation a turnkey paratransit certification eligibility program from start-up through ongoing management and maintenance of contract.
- Designed, developed and implemented a comprehensive program of Occupational Therapy services focused on community re-entry and life skills with clearly defined goals and progress indicators.
- Ability to manage complex projects with multiple deadlines while maintaining a high level of communication and flexibility in problem solving.
- Committed to serving the community in a caring, professional, respectful, and well-organized manner with sensitivity to issues of diversity.
- Adept at listening; able to network tactfully with a wide variety of organizations and individuals.

### **WORK EXPERIENCE AND PROFESSIONAL SKILLS**

Dominican Hospital, Behavioral Health Unit and El Dorado Partial Hospitalization & Day Program Santa Cruz, California

Hospital and community based acute and subacute psychiatric care units serving adults with major psychiatric disorders.

#### ***Occupational Therapist*** 07/04-Present

- Evaluation, planning and treatment for individual and group Occupational Therapy (OT) services focused on life skills and community re-entry.
- Documentation of therapy plans and progress; preparation of various reports and logs; use of formal and informal assessments including: ACL, KELS.
- Coordination of OT services as a part of an interdisciplinary team; collaboration and consultation with doctors and unit personnel on progress and programming.
- Recommendation and maintenance of equipment and supplies for OT and unit functions.
- Participation in education and orientation of staff, student interns and the public regarding OT services and community resources.

- Demonstrated ability to meet annual performance expectations and goals.

Orthopaedic Hospital, ParaCruz Eligibility Office Santa Cruz, California

A branch of Disability Services committed to upholding paratransit eligibility standards as mandated by the Americans with Disabilities Act through the provision of fair, thorough and sensitive certification evaluations.

***Program Manager/Senior Analyst*** 06/02-10/04

- Execution and administration of all aspects of the paratransit eligibility screening program under contract with the Santa Cruz Metropolitan Transit District.
- Ongoing development, maintenance and implementation of paratransit certification evaluation services in compliance with the Americans with Disabilities Act.
- Conduct and oversee applicant interviews in a professional and empathetic manner.
- Ensure accuracy, consistency and timeliness with eligibility determinations.
- Participation in continuing contract development, correspondence and negotiation.
- Public speaking, community outreach and education, training and in-service presentations, and ongoing communication with local agencies.
- Maintenance and submission of statistical reports and documentation as requested and required by contractor and employer.
- Responsibility for recruiting, hiring, and training as well as clinical and technical supervision of certification and clerical staff.

Central Coast Center for Independent Living Capitola, California

A private not for profit organization whose purpose is to advance the civil rights and independent living opportunities of people with disabilities.

***Interim New Options Traumatic Brain Injury Project Director*** 11/01-5/02

- Supervision of New Options Traumatic Brain Injury Project staff, Team Leader.
- Completion of monthly statistics for submission to funding sources.
- Maintained communication with community agencies regarding New Options.

***New Options Occupational Therapist*** 11/98-5/02

- Researched, developed and implemented the Personal, Vocational, Social Adjustment (PVSA) program to assist individuals with traumatic brain injuries and mental health diagnoses learn life skills and overcome barriers to employment.
- Management of a caseload of up to 15 Department of Rehabilitation clients: evaluation and assessment of physical and cognitive personal, social and vocational strengths, abilities, interests and barriers; provision of training in individual and/or group settings to assist clients maximize their independent living skills; participation in plans for ongoing services following completion of PVSA program; and creation and utilization of systems for detailed documentation and reporting within the agency and to Department of Rehabilitation.
- Created and facilitated various life skills training courses and workshops.
- Planned and presented information and technical assistance to community agencies.

Daniel Freeman Memorial Hospital Inglewood, California

***Occupational Therapy Intern*** Summer 1998

- Worked on the inpatient and outpatient chronic pain team, the comprehensive rehabilitation unit and the home health department. Incorporated both individual and group treatments. Evaluations utilized included the Functional Independence Measure, the Canadian Occupational Performance Measure, as well as several in house assessments specific to various diagnoses.

Veteran's Administration, Vet's Garden Project Los Angeles, California

***Occupational Therapy Intern*** Summer 1997

- Provided therapy to psychiatric populations with diagnoses of post-traumatic stress, bipolar, depression, antisocial, anxiety, manic and schizophrenic disorders. Conducted intake interviews, evaluations, treatment planning, individual and group treatments, and discharge recommendations.

RoseHill Soquel, California

A residential facility for adults with traumatic brain injuries.

***Residential Supervisor, Administrative Assistant and Lead Occupational Therapy Aid*** 1993-1996

- Evaluated, supervised and monitored individuals with traumatic brain injuries for their safety and behavior, helped clients with their therapy objectives, facilitated groups, assisted clients in their activities of daily living, helped them to spend their leisure time productively and documented their daily progress.
- Coordinated and supervised a staff of seven which included interviewing, training, delegating responsibilities, staff scheduling and organizing and leading meetings.
- Primary responsibility for all aspects of ordering and monitoring medications.
- Attended to various office and administrative duties.

Community Rehabilitation Services Annapolis, Maryland

A community re-entry rehabilitation program for individuals with all types of neurological dysfunctions.

***Life Skills Tutor*** 1991-1993

- Implemented and documented functional therapy objectives as directed by occupational, physical and speech therapists. Assisted clients in their daily activities including: self-care, scheduling, meal planning and preparation, budgeting, education, vocation and leisure skills.

**PROFESSIONAL AFFILIATIONS**

- American Occupational Therapy Association
- Occupational Therapy Association of California
- Pi Theta Epsilon, Alpha Eta Chapter, OT Honor Society

2025

EXPERIENCE AND REFERENCES










**ADA** *Ride*.com
















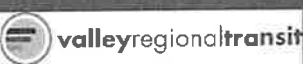




## **REFERENCE CONTACTS**

<b>Greater Richmond Transit Company</b> <i>Angela Allah, Eligibility Coordinator</i> Email: <a href="mailto:AAllah@RideGRTC.com">AAllah@RideGRTC.com</a>	<b>2011 - Present</b> (804) 358-3871 ext. 434
<b>Charlotte Area Transit System</b> <i>Brandon Williams, Eligibility Coordinator</i> Email: <a href="mailto:brandon.williams@charlottenc.gov">brandon.williams@charlottenc.gov</a>	<b>2022 - Present</b> (704) 336-5055
<b>Hampton Roads Transit</b> <i>Keith Johnson, Retired Manager of Paratransit Operations</i> Email: <a href="mailto:kdajohnson@aol.com">kdajohnson@aol.com</a>	<b>2013 - Present</b> (757) 483- 6981
<b>Tulsa Transit Authority</b> <i>Debbie Ruggles, Former General Manager</i> Email: <a href="mailto:debbrqgl@gmail.com">debbrqgl@gmail.com</a>	<b>2009 - Present</b> (918) 403-9803
<b>Merced County Association of Governments</b> <i>Navneet Mattu, Senior Transit Analyst</i> Email: <a href="mailto:navneet.mattu@mcaaggov">navneet.mattu@mcaaggov</a>	<b>2012 - Present</b> (209) 723-3100 ext 501
<b>Santa Cruz Metro</b> <i>Rina Solorio, Customer Services Manager</i> Email: <a href="mailto:rsolorio@scmttd.com">rsolorio@scmttd.com</a>	<b>2023 - Present</b> (831) 420-5101
<b>Valley Regional Transit</b> <i>Jeannette Ezell Transit Services Manager</i> Email: <a href="mailto:jezell@ridevrt.org">jezell@ridevrt.org</a>	<b>2015 - Present</b> (208) 258-27110
<b>OmniRide</b> <i>Markesha Smithen, Senior Transportatin Associate</i> Email: <a href="mailto:msmithen@omniride.com">msmithen@omniride.com</a>	<b>2019 – Present</b> (703) 580-6177
<b>Mid-Ohio Valley Transit Authority</b> <i>Linda Cannon, Manager</i> Email: <a href="mailto:lindac@easyriderbus.com">lindac@easyriderbus.com</a>	<b>2007 - Present</b> (304) 422-4100

MANY MORE AVAILABLE UPON REQUEST

AGENCY	Assessment Type	Software	Call Center/ Mailing	Travel Training	Eligibility Training	Appeals	Mobile Evaluations
	ONLINE	X	X		X	X	X
	TELEPHONE						
	PAPER						
	100% INPERSON	X	X	Referral	X	X	
	100% INPERSON	X	X		X		X
	100% INPERSON	X	X	Referral	X	X	X
	100% ONLINE	X	X	Referral	X	X	
	PAPER TELEPHONE INPERSON	X	X		X		
	ONLINE	X	X	Staffed Travel Trainings	X		
	TELEPHONE						
	INPERSON						
	ONLINE	X		Referral	X	X	X
	TELEPHONE						
	INPERSON						
	ONLINE	X	X	O&M Travel Training	X		

AGENCY	Assessment Type	Software	Call Center / Mailing	Travel Training	Eligibility Training	Appeals	Mobile Evaluations
	100% INPERSON				X	X	
	ONLINE TELEPHONE INPERSON	X	X	Referral	X		
	ONLINE PAPER	X	X	Referral			
	TELEPHONE INPERSON				X		
	ONLINE & INPERSON	X	X	N/A	X	X	
	INPERSON & TRAVEL TRAINING	X		Staffed Travel Training		X	X
	ONLINE	X	X		X		
	ONLINE	X	X	Referral			
	ONLINE	X	X	Referral	X		

AGENCY	Assessment Type	Software	Call Center / Mailing	Travel Training	Eligibility Training	Appeals	Mobile Evaluations
	ONLINE	X	X	Referral			
	ONLINE	X	X	Referral			
	ONLINE & IN-PERSON	X	X	Referral			
	ONLINE	X	X	Referral	x		
	ONLINE	X	X	Referral	x		
	ONLINE	X	X	Referral	x		
	ONLINE	X	X	Referral	x		
	ONLINE	X	X	Referral			
	ONLINE IN-PERSON	X	X	Referral	x	x	



**Arthur Hulscher  
President/CEO  
ADAride.com LLC**

**Re: Letter of Support**

**June 16, 2016**

**To Whom It May Concern:**

***ADAride has been providing paratransit certification service for Lextran since March of 2014. Their management and staff are consistently professional and dependable. Without a doubt, the efficient online functionality of their service makes our paratransit eligibility process much more manageable. We are also extremely pleased with their secure online platform.***

***During the past two years, we have been very satisfied with the service ADAride provides and feel they would be an asset to other transit agencies with similar needs. ADAride has improved our eligibility process and they continually work with us to insure future mutual success.***

***Sincerely,***

***David T. Goodpaster***

***Compliance Officer  
Lextran***



**Transit Services**

100 16th Street  
PO. Box 122511  
San Diego, CA 92112-2511  
(619) 238-0100 • FAX (619) 696-8159

April 7, 2014

Arthur Hulscher  
President, ADARIDE.com  
6151 West Century Blvd., Suite #304  
Los Angeles, CA 90045-5307

SUBJECT: Letter of Recommendation

To Whom It May Concern,

ADARide.com has been providing ADA Paratransit eligibility certification services for the San Diego Metropolitan Transit System (MTS) since "eligibility determination" programs were a regulatory requirement.

ADARide.com staff has consistently provided innovative, efficient and effective management in the design and application of our online eligibility program. In balancing full compliance and awareness within the context of the ADA regulation, excellent customer service, and fiscally responsible program design ADARide.com has proved not just a satisfactory contractual service provider, but a system asset.

In 2013, MTS renewed our contractual relationship with ADARide.com with an award of a 10-year contract (5 base years with 5 option years). This renewal award is a measure of the confidence we have in Art Hulscher and the qualifications of his eligibility team. Please feel free to contact me for a more thorough discussion or additional information. I can be reached at 619-238-0100.

Sincerely,

A handwritten signature in black ink, appearing to read "D. McCaslin".

Daniel McCaslin  
Contract Administrator - Paratransit



March 18, 2014

Arthur Hulscher  
President, ADARIDE  
6151 W. Century Blvd., Ste 304  
Los Angeles, CA 90045

RE: Letter of Recommendation

To Whom It May Concern:

Since March 2010 Tulsa Transit has contracted with ADARIDE to make ADA complementary paratransit eligibility certification determinations. ADARIDE handles our entire process including application intake via website and paper copies, customer service support for applicants, application review and ADA paratransit eligibility determinations, written notifications regarding eligibility, in-person assessments in the event of appeal, post-appeal determinations, and reminder letters regarding upcoming recertifications.

From the beginning, Mr. Hulscher and his staff have been knowledgeable, professional, and responsive to our needs and the needs of our citizens. In the rare event of problems, the ADARIDE staff has been quick to respond, creative in problem-solving approaches, and diligent with follow-through.

It is my pleasure to recommend ADARIDE to any agency considering contracting out ADA complementary paratransit eligibility certification determinations. Having them deal with the challenges associated with certification relieves us to do what public transit agencies do best: provide outstanding transportation services to persons with disabilities.

Sincerely,

A handwritten signature in cursive script that reads "Debbie Ruggles".

Debbie Ruggles  
Assistant General Manager



## San Diego Regional Center

*Serving Individuals with Developmental Disabilities in San Diego and Imperial Counties*  
4355 Ruffin Road, San Diego, California 92123 • (858) 576-2996 • [www.sdrc.org](http://www.sdrc.org)

1 August, 2012

ADA Ride  
Attn: Art Hulscher, President  
6151 W. Century Blvd. Suite #304  
Los Angeles, CA 90045

Art:

I just wanted to take a couple minutes and say thanks for all the support and cooperation that not only I receive, but my coworkers, and more importantly, the families that we serve too.

It continues to be a pleasure working with your organization, as it has been over the last 5 years.

One of the more dramatic changes is the turnaround times for applications. What used to take weeks can now be done within the week, in some case 2-3 days. This is great for families who need a service right away.

I also get many comments from many of my co-workers relating to how nice and helpful that Cindy, Maria, and Tanasha are. I always tell my co-workers before I give them the phone number for ADA Ride, and they come back saying nice things about these folks.

Sincerely,

Todd Lordson, B. A.  
Assistant Transportation Coordinator  
San Diego Regional Center



March 1, 2010

**Riverside Transit Agency**  
1825 Third Street  
P.O. Box 59968  
Riverside, CA 92517-1968  
Phone: (951) 565-5000  
Fax: (951) 565-5001

Mr. Art Hulscher  
President  
ADARide, Inc.  
6151 W. Century Boulevard, Ste 304  
Los Angeles, CA 90045

To Whom It May Concern:

In October 1997 the Riverside Transit Agency (RTA) began using the services of Orthopedic Hospital, with Art Hulscher as director, for in-person ADA certification processing. In June 2008, RTA moved to the online ADA certification process through ADARide.com. The transition from the in-person process to the online process was seamless and we continued to receive excellent service until October 2009 when RTA made a business decision to bring ADA certification in-house. This eliminated the need for any outside vendor to assist us with the program.

RTA enjoyed a wonderful 12 year relationship with Art and his staff. The decision to conduct in-house ADA certifications had nothing to do with poor service or performance by ADARide. In fact, I found Art and his staff to be professional, courteous and a real asset to our needs. Art's understanding of ADA law and how it applies to ADA paratransit certification is second to none.

Regards,

A handwritten signature in cursive script, appearing to read "Kneepkens", is written in black ink.

James G. Kneepkens  
Director of Marketing



# BUTTE COUNTY ASSOCIATION OF GOVERNMENTS

250 SHERMAN STREET, SUITE 100, CHICO, CALIFORNIA 95926-6144 • (530) 879-2468 • FAX: (530) 879-2311 • www.bcag.org

February 4, 2008

Arthur Hulscher  
President, ADARIDE  
6151 W. Century Blvd., Ste 304  
Los Angeles, CA 90045

SUBJECT: Letter of Recommendation

Dear Mr. Hulscher:

ADARIDE has been providing ADA Paratransit eligibility certification services for the Butte County Association of Governments (BCAG) since August of 2007. BCAG has been very satisfied with the services, professionalism and prompt services with you and your entire organization.

As you know, a big concern for BCAG was to pursue a new approach in meeting our Americans with Disabilities Act requirements. These concerns included ensuring meeting the needs of the disabled community in Butte County in an efficient manner, communicating with Trapeze software hosted by our contractor and support for our own limited staff, all at a reasonable cost. To be quite honest, during the interview process of selecting a contractor to provide ADA eligibility certifications for BCAG, we had our reservations regarding the expectations of the services from ADARIDE due to the departure of the industry standard process and your innovative approach in meeting FTA and ADA requirements. However, we are proud to say you have delivered above and beyond BCAG's expectations.

With limited financial and staff resources ADARIDE has proven to be instrumental in meeting BCAG's ADA eligibility certification requirements. Staff has always been professional and dedicated. They have proved knowledgeable and consistent in their understanding of the Americans with Disabilities Act (ADA). BCAG appreciates the flexibility of the web based system, including the easy access to pertinent details of the application process and the reduction of paperwork.

You and your team at ADARIDE would be a valuable asset to anyone interested in your services. As the federally designated Metropolitan Planning Organization (MPO) and state designated Regional Transportation Planning Agency (RTPA) for Butte County, BCAG would be happy to speak to anyone directly concerning our experience with ADARIDE and meeting their respective paratransit requirements.

Sincerely,

Jon Clark  
Executive Director



1255 Imperial Avenue, Suite 1000  
San Diego, CA 92101-7490  
619.231.1466, FAX: 619.234.3407

June 19, 2008

Arthur Hulscher  
President, ADARIDE  
6151 W. Century Blvd., Ste 304  
Los Angeles, CA 90045

To Whom It May Concern,

SUBJECT: Letter of Recommendation

Staff with ADA Ride has been providing ADA Paratransit eligibility certification services for the San Diego Metropolitan Transit System (MTS) since "eligibility determination" programs were a regulatory requirement and when the services they perform were managed within Orthopaedic Hospital. MTS seamlessly transitioned through the organizational changes that resulted in ADA Ride, the organization, overseen by Art Hulscher. ADA Ride staff has consistently provided innovative, efficient and effective management in the design and application of our eligibility program. In balancing full compliance and awareness within the context of ADA regulation, excellent customer service and fiscally responsible program design ADA Ride has proved not just a satisfactory contractual service provider, but a system asset.

After the MTS Accessible Services Advisory Committee recommended a web based eligibility system, ADA Ride subsequently solicited the eventual selected proposal to begin July 1, 2008. Disabled representatives on the committee were especially motivated to implement the ability to apply for eligibility on line.

Please feel free to contact me for a more thorough discussion or additional information. I can be reached directly at 619-595-7037.

Sincerely,

A handwritten signature in black ink, appearing to read "Max Calder". The signature is fluid and cursive.

Max Calder  
Senior Transit Operations Specialist





February 4, 2008

Arthur Hulscher  
President, ADARIDE  
6151 W. Century Blvd., Ste. 304  
Los Angeles, CA 90045

SUBJECT: Letter of Recommendation

To Whom It May Concern:

Disabled Services at LA Orthopaedic Hospital has been providing ADA Paratransit eligibility certification services for North County Transit District (NCTD) since 2006. The transition to ADARIDE the organization, took place last year. I am very pleased with the professional, courteous and helpful staff. They are always willing to work with NCTD staff to ensure that our needs are met, and have provided innovative solutions to unique situations that have arisen with our historical database and operational requirements. Even more importantly, I can rest assured knowing that our customers are receiving high-quality, impartial evaluations and assessments in a sensitive, caring environment.

NCTD has not yet converted to the web-based certification program. However, our internal ADA Compliance Committee and external ADA Review Group were both in favor of transitioning to this version. Staff will be bringing a recommendation to convert to ADARIDE's web-based program to the NCTD Board before the end of this fiscal year. I believe that this program will provide a more exact eligibility determination, while being more cost-effective.

Please feel free to contact me if you need additional information. My telephone number is (760) 966-6607.

Sincerely,

A handwritten signature in cursive script that reads "Alane Haynes".

Alane Haynes  
Accessible Services Administrator



# VICTOR VALLEY TRANSIT AUTHORITY

Representing the Communities of Adelanto, Apple Valley, Hesperia,  
Victorville and San Bernardino County

January 29, 2008

Arthur Hulscher  
President, ADARIDE  
6151 W. Century Blvd., Ste 304  
Los Angeles, CA 90045

To Whom It May Concern,

SUBJECT: Letter of Recommendation

Disabled Services at LA Orthopaedic Hospital has been providing ADA Paratransit eligibility certification services for VVTA since 2003. VVTA was happy to continue our association with Mr. Hulscher through the change to ADARIDE.COM last year. The eligibility certification staff has always been professional and dedicated. They have proved knowledgeable and consistent in their understanding of the Americans with Disabilities Act (ADA).

The new web based version of ADARIDE.COM is very effective and useful. VVTA staff appreciates the flexibility of the web based system including the easy access to pertinent details of the application process and the reduction of paperwork. In this past year ADARIDE has also added value to the contract by concluding an electronic transfer of ADARIDE data to our Trapeze reservation system. This has greatly streamlined the process of entering eligibility records into the reservations system.


From start up to the present, I have worked with Mr. Hulscher and his team for the entire contract and I feel that ADARIDE would be a valuable asset to anyone interested in their services. VVTA has been very satisfied with the working relationship with ADARIDE.COM.

Sincerely,

A handwritten signature in black ink, appearing to read "Nancie Goff". The signature is fluid and cursive.

Nancie Goff,  
Assistant General Manager

**ADA** Ride.com

**RTA**  *Regional Transit Authority*

REQUIRED FORMS  
RFP#2025-025

September 2025

September 17, 2025

To: New Orleans Regional Transit Authority (RTA)

Re: **Letter of Interest for RFP #2025-025**

Dear Evaluation Committee,

Please accept ADARide.com's bid for ADA Paratransit Eligibility Certification Program, RFP #2025-025. ADARide is the nation's only dedicated vendor exclusively managing paratransit eligibility services. ADARide stands ready to implement a complete turnkey paratransit eligibility process immediately upon award. ADARide.com is more than capable of managing the nearly 1500 annual evaluations with our current infrastructure.

RTA customers will be in the expert hands of the nation's largest and most experienced professional evaluation team. Our proposal offers an established team located in New Orleans, as well as on ADARide.com. ADARide's professional evaluation team represents over 120 years of experience conducting ADA paratransit eligibility assessments in every known format; in-person, telephone, online and web conferencing.

RTA will also have the benefit ADARide's president and CEO being identified as the project manager. He will be in New Orleans during the implementation and well beyond. ADARide's bid not only meets the RFP's requirements but exceeds them in experience, processes, accessibility and expertise. No other vendor can offer so much experience and expertise at our competitive pricing.

By signing this Letter of Interest, it is recognized that Mr. Arthur Hulscher, project manager, is authorized to bind ADARide.com LLC to the terms of this proposal. All the information contained in this bid, including the price schedule, is accurate, true and correct to the best of my knowledge.

Sincerely,



Arthur Hulscher,  
President and CEO  
ADARide.com LLC

**1.15 ADDENDA**

Proposers shall acknowledge receipt of all addenda to this Request for Proposals. Acknowledged receipt of each addendum shall be clearly established and included with each proposal. The undersigned acknowledges receipt of the following addenda.

Addendum No. 1, dated 8 /18 /25  
Addendum No. 2, dated 8 /22 /25  
Addendum No. 3, dated 9/02/25

**ADARIDE.COM, LLC**

Company Name

**ARTHUR HULSCHER, PRESIDENT / CEO**

Company Representative



RFP 2025-025

# FORM CQ - 2012

**Instructions:** The prime, each subconsultant, and any other tier subconsultant must submit a fully completed CQ-2012 form. All items requested on the form are required, if an item is not applicable, respondents are instructed to enter N/A. Each prime firm participating as a joint venture should complete a separate CQ-2012 form and indicate on the form in item 10 that the response is a joint venture.

<p><b>Regional Transit Authority</b> Contractor/Consultant Questionnaire CQ-2012</p>	<p>1. Project name, project number and date of submittal: <b>ADARIDE.COM, LLC RFP 2025-025 AUGUST 2025</b></p>	<p>2. Official name of firm, indicate if prime or subconsultant: <b>ADARIDE.COM, LLC PRIME CONTRACTOR</b></p>	<p>3. Address of office to perform work: <b>950 EAST DOVLEN PLACE #D CARSON, CA 90746</b></p>																											
<p>4. Name of parent company, if any: <b>N.A</b></p>	<p>5. Location of headquarters (city): <b>CARSON CALIFORNIA</b></p>	<p>6. Name, title, and telephone number of principal contact: <b>ARTHUR HULSCHER PRESIDENT/ CEO 213-840-9800</b></p>	<p>7. Name, title, and telephone number of project manager: <b>SIDNEY BORNE PROGRAM MANAGER, MPT (877)232-7433</b></p>																											
<p>8. Specify Type of Business Entity:   <input type="radio"/> Corporation  <input type="radio"/> Proprietorship  <input type="radio"/> Partnership  <input checked="" type="radio"/> Limited Liability Corporation (LLC)  <input type="radio"/> Other</p>	<p>9. Indicate Special Status:   <input checked="" type="checkbox"/> Small business  <input checked="" type="checkbox"/> Minority-owned business  <input type="checkbox"/> Woman-owned business</p>	<p>10. Indicate certifications held regarding special status:   <input type="checkbox"/> SBE certified  <input type="checkbox"/> SLDBE certified  <input type="checkbox"/> LAUCP certified  <input checked="" type="checkbox"/> <b>DBE CERTIFIED</b></p>	<p>11. Is this submittal a joint venture (JV)?   <input type="radio"/> Yes <input checked="" type="radio"/> No                   If so, has the JV worked together before?  <input type="radio"/> Yes <input checked="" type="radio"/> No                   Indicate the legal name of the JV:                  N/A</p>																											
<p>12. List full-time personnel by primary function. Count each only once.                  # Function (e.g., civil engineer)</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%; text-align: center;">1</td> <td>PROGRAM MANAGER</td> <td style="width: 5%;"></td> </tr> <tr> <td style="text-align: center;">1</td> <td>CHIEF OPERATIONS OFFICER</td> <td></td> </tr> <tr> <td style="text-align: center;">1</td> <td>MANAGER OF CUSTOMER SERVICE</td> <td></td> </tr> <tr> <td style="text-align: center;">1</td> <td>LOCAL PROGRAM MANAGER</td> <td></td> </tr> <tr> <td style="text-align: center;">3</td> <td>LOCAL EVALUATORS</td> <td></td> </tr> <tr> <td style="text-align: center;">7</td> <td>ONLINE EVALUATORS</td> <td></td> </tr> <tr> <td style="text-align: center;">4</td> <td>CUSTOMER SERVICE REPS</td> <td></td> </tr> <tr> <td style="text-align: center;">4</td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">14</td> <td></td> <td></td> </tr> </table> <p style="text-align: right; margin-top: 10px;"> <b>Total Personnel Domiciled in LA</b>                  4  <b>Total Personnel</b>                  14             </p>				1	PROGRAM MANAGER		1	CHIEF OPERATIONS OFFICER		1	MANAGER OF CUSTOMER SERVICE		1	LOCAL PROGRAM MANAGER		3	LOCAL EVALUATORS		7	ONLINE EVALUATORS		4	CUSTOMER SERVICE REPS		4			14		
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7	ONLINE EVALUATORS																													
4	CUSTOMER SERVICE REPS																													
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14																														

13. List all outside subcontractors or subconsultants you intend to employ for this project.

a. Name and address of subcontractor or sub-contractor	b. Specific work to be performed on this project	c. Worked with prime firm before?
<p>SELECT PHYSICAL THERAPY                      4650 WEST ESPLANDE AVE #106                      METAIRIE, LA 70006</p>	<p>IN-PERSON PARATRANSIT FUNCTIONAL                      EVALUATIONS</p>	<p>YES, 16 YEARS SINCE 2009</p>

14. Brief resumes of key persons anticipated for this project (clearly identify if alternate office location if different than listed in item 3).

<p>a. Name and title: <b>ARTHUR HULSCER, PRESIDENT /CEO</b></p> <p>b. Position or assignment for this project: <b>PROJECT MANAGER</b></p> <p>c. Years of professional experience with this firm: 17      With other firms: 12</p> <p>d. Education: College or University/ Degree / Year / Specialization <b>MICHIGAN STATE; BA 1990 PSYCH MAJOR WAYNE STATE UNIVERSITY; MSW 1990</b></p>	<p>a. Name and title: <b>SIDNEY BORNE, MPT, OCS, CSCS</b></p> <p>b. Position or assignment for this project: <b>PROGRAM MANAGER</b></p> <p>c. Years of professional experience with this firm:      With other firms:</p> <p>d. Education: College or University/ Degree / Year / Specialization <b>UNIVERSITY OF LOUISIANA AT LAFAYETTE-2000 B.S. BIOLOGY LSUHSC MASTERS OF PHYSICAL THERAPY 2002</b></p>
<p>e. Active registration or applicable certifications: State / Discipline/ License number / First year registered <b>LCSW CALIFORNIA LICENSE NUMBER 16880, RECEIVED IN 1994</b></p> <p>f. Experience and qualifications relevant to this project: <b>ADA PARATRANSIT MANAGEMENT CONTRACT ADMIN 1994 ADA PARATRANSIT INSTRUCTOR 1994 LISCENSED CLINICAL SOCIAL WORKER (LCSW) 1994 DISABLED SERVICE ADMINISTRATOR 1997 ENVIROMENTAL ANALYSIS FOR PARATRANSIT 1997 FUNCTIONAL APPEALS ASSESSMENTS 1997 EXPERT SPEAKER ON PARATRANSIT ELIGIBILITY 1998 PRESIDENT/ CEO OF ADARIDE.COM 2007</b></p>	<p>e. Active registration or applicable certifications: State / Discipline/ License number / First year registered <b>PHYSICAL THERAPIST LICENSE NUMBER 1255448734 FUNCTIONAL MOBILITY EVALUATIONS 2002 CERTIFIED STRENGTH CONDITIONING SPECIALIST 2004 ORTHOPEDIC CLINICAL SPECIALIST (OCS) 2007 FUNCTIONAL CAPACITY EVALUATIONS 2007</b></p> <p>f. Experience and qualifications relevant to this project: <b>FUNCTIONAL EVALUATIONS MANAGEMENT POSITION EVALUATING DISABILITIES FUNCTIONAL CAPACITY EVALUATIONS ORTHOPEDIC CLINICAL SPECIALIST SOFT TISSUE INJURIES SHOULDER INJURIES AND SURGICAL TREATMENT INTERPRETING THERAPY NOTES</b></p>

15. List work by firm and the firm's personnel to be assigned to this project which best illustrates current qualifications relevant to this project (limit 15 projects).

a. Project name, location, and owner's name	b. Reference contact name, telephone number, and e-mail	c. Project description	d. Nature of firm's responsibilities	e. Completion date (actual or estimate)	f. Estimated fees (000's)	
					Entire project	Firm's work
VICTOR VALLEY TRANSIT AUTHORITY	NANCIE GOFF, GENERAL MANAGER 760-948-2362 NGOFF@VTA.ORG	ADA PARATRANSIT ELIGIBILITY CERTIFICATION	PRIME COMPLETE TURNKEY ADA ELIGIBILITY	2026	VARIES	SAME
HAMPTON ROADS TRANSIT	BERRY BLAND MANAGER OF PARATRANSIT OPERATIONS	ADA PARATRANSIT ELIGIBILITY CERTIFICATION	PRIME COMPLETE TURNKEY ADA ELIGIBILITY	2029	VARIES	SAME
CHARLOTTE AREA TRANSIT SYSTEM	BRANDON WILLIAMS ADA CERTIFICATION MANAGER	ADA PARATRANSIT ELIGIBILITY CERTIFICATION	PRIME ADA UNCTIONAL ASSESSMENTS AND CUSTOMER SUPPORT	2029	\$1.2 MILL	
GREATER RICHMOND TRANSIT COMPANY	ANGELA ALLAH ELIGIBILITY COORDINATOR	ADA PARATRANSIT ELIGIBILITY CERTIFICATION	PRIME COMPLETE TURNKEY ADA ELIGIBILITY	2028	\$47,231	
TULSA TRANSIT	DEBBIE RUGGLES, FORMER GENERAL MANAGER	ADA PARATRANSIT ELIGIBILITY CERTIFICATION	PRIME COMPLETE TURNKEY ADA ELIGIBILITY	2025	93K	
VALLEY REGIONAL TRANSIT	JEANNETTE EZELL TRANSIT SERVICE MANAGER	ADA PARATRANSIT ELIGIBILITY CERTIFICATION	PRIME COMPLETE TURNKEY ADA ELIGIBILITY	2026	Varies	

16. List all projects currently under contract or under contract negotiations that are being (or will be) performed by the firm's office as listed in item 3.

a. Project name, location, and owner's name	b. Nature of firm's responsibility	c. Indicate whether work completed as prime, subconsultant or joint venture	d. Percent complete	e. Estimated fees (000's)	
				Total fee	Fee remaining
LYNX	MARIA NUMPE PARATRANIST ELIGIBILITY & COMPLIANCE REPORTING SUPERVISOR	PRIME ADA FUNCTIONAL ASSESSMENT	75%	Jarvis	TBD
NAPA VALLEY TRANSPORTATION AUTHORITY (NAPA)	LIBBY PAYAN SENIOR PROGRAM PLANNER / ADMINISTRATOR	PRIME ADA FUNCTIONAL ASSESSMENT	15%	"	"
CHARLOTTE AREA TRANSIT SYSTEM (CATS)	EDWIN JOHNSON SR. MANAGER OF BUS & PARATRANIST OPERATIONS	PRIME ADA FUNCTIONAL ASSESSMENTS	20%	"	"
SANTA CRUZ METRO	RINA SOLORIO ASSISTANT OPERATIONS MANAGER, PARACRUZ	PRIME ADA FUNCTIONAL ASSESSMENTS	10%	"	"
OMNIRIDE	MARKESHA SMITHEN SCHEDULING TECHNICIAN/SR TRANSPORTATION ASSOCIATE	PRIME ADA FUNCTIONAL ASSESSMENTS	75%	"	"
TRANSIT JOINT POWERS AUTHORITY FOR MERCED COUNTY	NAVNETT MATTU STAFF SERVICES ANALYST II	PRIME ADA FUNCTIONAL ASSESSMENTS	75%	"	"
MID OHIO VALLEY TRANSIT AUTHORITY (MOVTA)	LINDA CANNON GRANT MANAGER/ACCOUNTS PAYABLE	PRIME ADA FUNCTIONAL ASSESSMENTS	50%	"	"

\* MORE AVAILABLE UPON REQUEST \*

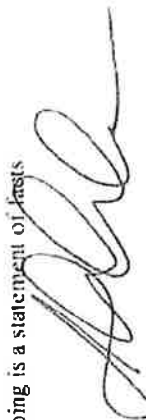
17. Use this space to provide any additional information or description of resources supporting your firm's qualifications for the proposed project.

ADARide is the only dedicated vender exclusively for ADA paratransit eligibility. ADARide is offering the largest and most experienced eveluation team in New Orleans and beyond. Our accurate online and in-person processes, led by the nation's top project manager, with our advanced online platform ensure the most accessible and accurate evaluations. Our bid exceeds RFP requirements and is by far the most cost-effective. We understand RTA's need for a reliable ADA eligibility process that enhances customer connectivity and efficiency. Thank you for considering ADARide for RTA's Paratransit Eligibility Service.

18. Ethics Questionnaire: If any owner, officer, or employee of respondent or any of the respondent's subcontractors (whether identified in the submittal or not) is currently an officer, employee, or board member of the City of New Orleans or of any of its departments, boards, or commissions, committees, authorities, agencies, public trusts, or public benefit corporations, please state the name or names of said owner, officer or employee, the relationship to respondent and/or respondent's subcontractor(s), the relationship with City board, agency, department, commission, authority, public trust, or public benefit corporation; if respondent or person(s) identified believe that the relationship is not or would not be a violation of applicable ethics laws, fully explain why not. If applicable, please complete ethics questionnaire on company letterhead attached to the back of this form. By signing below, you have completed the ethics questionnaire or you have not identified any ethical conflict at this time.

19. Pursuant to Louisiana Revised Statute 42:6.1, I hereby authorize the Regional Transit Authority to discuss the character and professional competence of this firm in Executive Session.

20. The forgoing is a statement of facts



Signature:

ARTHUR HULSCHER

Date: 9/17/2025

Date:

Title: PRESIDENT / CEO

Title:

# RTA Regional Transit Authority

## DBE FORM 4 --DBE PARTICIPATION PLAN (For RFPs and RFQs)

**RESPONDENTS TO RFPs AND RFQs:** This completed form must be furnished with your proposal. You must complete every section of the form or your proposal will be deemed non-responsive. If a section is not applicable to your proposal, you must explain why it is not applicable or your proposal will be deemed non-responsive. You must submit your response on the DBE Responsiveness Form 4 or your proposal will be deemed non-responsive. You may use additional pages as warranted.

RF/RFP/Solicitation # RFP 2025-025 Date: 09/17/2025

Description ADA PARATRANSIT ELIGIBILITY PROGRAM

Name of Respondent: ARTHUR HULSCER, PRESIDENT / CEO

Please check the appropriate space:

- The proposer is committed to the contract goal of      % DBE utilization on this contract. (If selected, you must complete and submit DBE Compliance Form 1 and 2 in order to be awarded a contract.)
- The proposer is unable to meet the DBE contract goal, however is committed to a minimum of      % DBE utilization on this contract and will submit documentation demonstrating good faith efforts. (If selected, you must complete and submit DBE Compliance Forms 1 and 3 and DBE Compliance Form-2 if applicable along with all required supporting documentation in order to be awarded a contract.)

**SECTION I - DBE COMMITMENT TO CONTRACT GOAL:** You must list all DBE firms that you have identified to participate on the contract. PLEASE NOTE: Every DBE firm listed MUST be utilized on the project. To remove and/or replace a DBE firm you must submit a request for removal and substitution and you must receive approval from the DBELO to remove and/or replace the firm.

DBE FIRM & NAME of DBE	PHONE	SOURCE OF CERTIFICATION (SLDBE or LAUCP)	SCOPE OF WORK TO BE PERFORMED BY THE DBE	VALUE of PROPOSED CONTRACT with DBE (If Known)	ESTIMATED % OF TOTAL CONTRACT
1. ADARIDE.COM, LLC	877-232-7433	ELIGIBILITY CERTI	PARATRANSIT CERTIFICATION	\$ TBD	%
2.				\$	%
3.				\$	%
4.				\$	%
5.				\$	%
6.				\$	%
7.				\$	%
8.				\$	%
<b>TOTALS</b>				\$	%

**RTA**  *Regional Transit Authority*  
**DBE FORM 4 --DBE PARTICIPATION PLAN (For RFPs and RFQs)**

**SECTION II - DBE AFFIRMATIONS:** For the DBE firms listed above, please provide the name and signature of the firm's authorized representative.

NAME OF DBE FIRM	PRINT NAME OF DBE FIRM'S AUTHORIZED REPRESENTATIVE	SIGNATURE OF DBE FIRM'S AUTHORIZED REPRESENTATIVE	DATE
ADARIDE.COM, LLC	ARTHUR HULSCHER		9/17/2025

**SECTION III - SPECIFIC PORTIONS OF WORK IDENTIFIED FOR DBE SUBCONTRACTOR:** If you have not identified DBE firms for attainment of the DBE goal and have not listed a commitment to specific DBE firms for participation in Section I that equals the total contract goal for this project, you must list all selected scopes or portions of work that you identified to be performed by DBE(s) and the estimated percentage value of each scope of work identified in order to increase the likelihood of meeting the contract goal for this project.

SCOPE OR PORTIONS OF WORK IDENTIFIED FOR DBE PARTICIPATION	ESTIMATED % OF CONTRACT VALUE
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
<b>TOTAL</b>	



**CERTIFICATION REGARDING DEBARMENT  
SUSPENSION, INELIGIBILITY AND VOLUNTARY  
EXCLUSION - LOWER TIER COVERED TRANSACTION**

- 1. The prospective lower tier participant certifies, by submission of this offer, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.**
- 2. Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participants shall attach an explanation to this offer.**
- 3. The Lower-Tier participant (Potential Contractor under a major Third Party Contract), certifies or affirms the truthfulness and accuracy of the contents of the statements submitted on or with this certification and understands that the provisions of 31 U.S.C., 3801 ET SEQ are applicable thereto.**

**COMPANY** ADARIDE.COM, LLC

**ADDRESS** 19300 SOUTH HAMILTON AVE #120 GARDENA CA 90248

**DATE** 9/17/25

  
\_\_\_\_\_

**Signature of Offeror's Authorized Representative**

**PARTICIPANT INFORMATION FORM**

All offerors are required to submit the information contained on this form. This information is a condition of submitting an offer to the RTA. Offerors must insure that **ALL** sub-contractors, sub-contractors or others at all tiers, which are proposed to be used or used under any agreement issued by RTA have submitted an executed copy of this form. RTA is required to maintain this information by the Federal Transit Administration and it is not subject to waiver.

Firm Name ADARIDE.COM, LLC

Firm Address 950 EAST DOVLEN PLACE #D CARSON CA 90746

Telephone Number (877) 232-7433

Fax Number (310) 410-0239

E-Mail Address ART@ADARIDE.COM

Firm's status as Disadvantaged Business Enterprise (DBE) or Non- DBE YES- DBE

I certify to the best of my knowledge that the above information is true and correct:

Signature 

Title PRESIDENT/ CEO

Date 9/17/2025

**FAILURE TO PROVIDE AN EXECUTED COPY OF THIS FORM AS STIPULATED HEREIN MAY PRECLUDE YOUR OFFER FROM CONSIDERATION FOR AWARD.**

Age of the firm **19 YEARS**


**CERTIFICATION REGARDING DEBARMENT  
SUSPENSION, INELIGIBILITY AND VOLUNTARY  
EXCLUSION - LOWER TIER COVERED TRANSACTION**

- 1. The prospective lower tier participant certifies, by submission of this offer, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.**
- 2. Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participants shall attach an explanation to this offer.**
- 3. The Lower-Tier participant (Potential Contractor under a major Third Party Contract), certifies or affirms the truthfulness and accuracy of the contents of the statements submitted on or with this certification and understands that the provisions of 31 U.S.C., 3801 ET SEQ are applicable thereto.**

ADArider.com LLC

950 E. Dohlen Place #D

Carson, CA 90746

 9/17/25

Signature of Offeror's Authorized Representative

**CERTIFICATION ON PRIMARY PARTICIPANT  
REGARDING DEBARMENT, SUSPENSION, AND  
OTHER RESPONSIBILITY MATTERS**

The Primary Participant (Potential Contractor for a major third party contract), certifies to the best of its knowledge and belief, that it and its principles:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal Department or agency;
2. Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, State, or local) transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
3. Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (2) of this certification; and
4. Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

(If the primary participant is unable to certify to any of the statements in this certification, the participants shall attach an explanation to this certification.)

THE PRIMARY PARTICIPANT, (POTENTIAL CONTRACTOR FOR A MAJOR THIRD PARTY CONTRACT, CERTIFIES OR AFFIRMS THAT TRUTHFULNESS AND ACCURACY OF THE CONTENTS OF THE STATEMENTS SUBMITTED ON OR WITH THIS CERTIFICATION AND UNDERSTANDS THAT THE PROVISIONS OF 31 U.S.C. SECTION 3801 ET SEQ ARE APPLICABLE HERETO.

adaride.com llc

950 E. Dovlen Place, #D

Carson, CA 90746

  
\_\_\_\_\_  
Signature of Offeror's Authorized Representative

9/17/25

NON-COLLUSION AFFIDAVIT

STATE OF California

PARISH OF City of Los Angeles

Arthur Hulscher, being first duly sworn, deposes and says that:

- (1) He is (Owner) (Partner) (Officer) (Representative) or (Agent), of ADARide.com LLC, the Contractor that has submitted the attached bid;
- (2) Such Bid is genuine and is not a collusive or sham Bid.
- (3) The attached bid is not made in the interest of or on behalf of any undisclosed person, partnership, company association, organization or corporation; that such bid is genuine and not collusive or sham; that said bidder has not, directly or indirectly, induced or solicited any other bidder to put in a false or sham bid, and has not, directly or indirectly colluded, conspired connived or agreed with any bidder or anyone else to put on a sham bid, or refrain from bidding; that said bidder has not in any manner, directly or indirectly, sought by agreement, communication or conference with anyone to fix the bid price of said bidder or any other bidder, or to fix any overhead, profit, or cost element of such bid price or that of any other bidder, or to secure any advantage against RTA or anyone interested in the proposed contract; that all statements contained in such bid are true; that said bidder has not, directly or indirectly, submitted his bid price or any breakdown thereof or the contents thereof, or divulged information or data relative thereto, or paid or agreed to pay, directly or indirectly, any money or other valuable consideration for assistance or aid rendered or to be rendered in procuring or attempting to procure the contract above referred to, to any corporation, partnership, company, association, organization or to any member or agent thereof, or to any other individual; and further that said bidder will not pay or agree to pay directly or indirectly, any money or other valuable consideration to any corporation, partnership, company, association, organization or to any member or agent thereof, or to any individual, for aid or assistance in securing contract above referred to in the event the same is awarded to said bidder.

Signed: [Signature]

Title: Chief Executive Officer

Sworn to me and subscribed in my presence this 25 day of June, A.D.,

[Signature]  
NOTARY PUBLIC



CERTIFICATION OF RESTRICTIONS ON LOBBYING

I, Arthur Hulscher hereby certify on  
(Name and Title of Offeror Official)  
behalf of ADAride.com LLC that  
(Name of Offeror)

- (1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation renewal, amendment, or modification of any Federal contract, grant, loan or cooperative agreement.
- (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit standard Form-LIL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance is placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Executed this Tuesday day June 25th, 2024

BY Arthur Hulscher

Witnesses: [Signature]  
(Signature of Authorized Official)

Chief Executive Officer  
(Title of Authorized Official)

Sworn to and subscribed before me on this 25 day of June, 2024

Notary Public In and For Hesley Santos, Los Angeles County Parish/County

State of California

**ACKNOWLEDGMENT**

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California  
County of Los Angeles

On June 25, 2024 before me, Heidy Santos, Notary Public  
(insert name and title of the officer)

personally appeared Arthur Daniel Holscher  
who proved to me on the basis of satisfactory evidence to be the person~~(s)~~ whose name~~(s)~~ is/~~are~~ subscribed to the within instrument and acknowledged to me that he/~~she~~/~~they~~ executed the same in his/~~her~~/~~their~~ authorized capacity~~(ies)~~; and that by his/~~her~~/~~their~~ signature~~(s)~~ on the instrument the person~~(s)~~ or the entity upon behalf of which the person~~(s)~~ acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature Heidy Santos (Seal)

