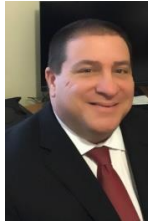


## CV of Howard F. Berkowitz



### **Passenger Transportation Consultant *and Expert Witness***

Contact Information: (561) 719-5541

Website: [www.nemt.consulting](http://www.nemt.consulting)

Email: [consulting@handspcs.com](mailto:consulting@handspcs.com)

Fax: (561) 432-3001

Mr. Berkowitz has extensive experience in the passenger transportation industry. Since 1982, his career for over three decades qualifies him as expert in the public and private passenger transportation sector and provides critical knowledge and expertise in:

- Non-Emergency Medical Transportation (NEMT)
- Wheelchair Securement & Mobility (manual & power)
- Stretcher Securement & Mobility (manual & power)
- Luxury Sedan & Limousine
- Paratransit Operations – County Contract Services
- Expert Witness Testimony/Trial Testimony/Case Reviews
- Mass Transit (Bus & Rail) – Fixed & Flex Routes
- Compliance – Human Capital, Vehicles, Operations
- Taxicab Operations
- Policy & Procedures – Business Operations
- Safety Practices – standard of care, accident, driver, company, rider
- Transportation Network Companies (Ride Sharing)
- ADA Compliance
- Best Practices – for the industry
- Transportation Brokering
- County Ordinance & Regulations
- Software Platform Solutions
- Brokering, Mergers & Acquisitions
- Transportation Expert

**Professional Experience: 1982 to Present**

**Vice President/Managing Partner, H&S Personal Car Service & Consulting, Inc.  
1994 to present**

- Luxury Transportation Service - provided with Lincoln Town Car, Lincoln MKT Town car and Luxury SUV's.
- Non-Emergency Medical Transportation – provided consulting services including business blueprint roadmap, policy & procedures, compliance protocols, ADA compliance, Safety, software, safety programs, vehicles, training, fleet management, on-demand/Ride Sharing (TNC), marketing plans, new business avenues, call centers, network development and operational budgeting.
- Established county/state compliance for licensing and permitting of the company and vehicles
- Development of client safety policies and procedures and their compliance.

**Director of Network Expansion/Director of Transportation Operations, Alivi (EPICNEMT)  
2018 – 2019 (Consulting)**

- Mobility Services included Ambulatory, Wheelchair, Stretcher and ALS/BLS
- Developed transportation broker model for Alivi
- Call Center development, hiring and execution
- Policy & Procedure – wrote and published for Alivi broker policy and procedures for inhouse as well as transportation network provider.
- Credentialing – Developed industry standards with Best Practices for the company
- Training – Developed training standards with Best Practices for companies and drivers.
- Developed the NEMT Broker Roadmap Blueprint which led to hyper grow which put Alivi #300 on the INC. 5000 fastest growing companies in the US with 1496% growth.

**Director of Strategic Business Development, Verifone Transportation Systems (Curb)  
2017 (Consulting)**

- Developed expansion plans to roll out the platform and develop the brand.
- Developed and apply appropriate methodologies for market segmentation
- Bid RFP throughout the US

**Supplier Relations Manager, North America, Karhoo  
2016 (Consulting)**

- Network Development of fleet suppliers and grow supply depth
- Developed and launch new cities and grow the company brand

**Vice President/General Manager, Southeastern Florida Transportation Group  
2010 – 2016**

- Developed service level agreements and benchmarks for service
- Developed and executed training programs - defensive driving, HIPAA, PASS, accident investigation, drug testing, Level 2 Background checks, customer service
- Developed Para-Taxi concept for use with paratransit contract
- Partnered with major healthcare providers providing transportation services
- Created and implemented fleet management and maintenance program
- Created expected “Standards of Care” for transports

**President, Tropical Non-Medical Transportation  
2007 – 2012**

- Developed and implemented policies and procedures for all of safety, fleet, FDOT compliance and FTA as stated in the changes from SAFETEA-LU (now called MAP-21)
- Contracted accounts for HMO's, hospitals, hospice, Medicaid, nursing homes, private clients and worker compensation in Palm Beach County
- Developed company policies, programs and procedures for private and public transportation
- Improved Customer Satisfaction 155% – Shifted service delivery goals to a more quality-focused strategy that improved communications and expectations for all transport customers.
- Credentialing – Developed industry standards with Best Practices for companies and drivers.
- Developed and executed defensive driving, HIPAA, PASS, accident investigation, drug testing, Level 2 Background checks, customer service training

**Vice President of Operations & Planning, MTA New York City Transit  
1982 – 1994**

- Developed, planned and launched new operations for New York City Transit’s Paratransit
- Established Safety Protocols for securement of wheelchairs in paratransit vehicles
- Developed, planned and launched Trapeze for advanced scheduling of paratransit rides
- Created and implemented operating procedures for Labor Relations and Drug/Alcohol Testing
- Ensured acquiescence with compliance standards and regulatory requirements
- Developed successful management strategies for negotiating with Transport Worker Union
- Acted as liaison for the transit President regarding matters involving local city, state and federal government issues, as well as crisis management.

- Identified compliance risks in all operations and managed them by providing training, advice, testing and monitoring
- Directed the development and implementation of compliance-related policies and procedures throughout the organization

### **Professional Affiliations**

Advisory Board Member – Non-Emergency Medical Transportation Accreditation Commission

Member: Palm Beach County Vehicle for Hire Task Force

Member: International Association Transportation Regulators - Accessible Transport Committee

Director: Florida Limousine Association

Member: National Limousine Association

Member: Taxi, Limousine and Paratransit Association

Member: Community Transportation Association of America

Former Member: TLPA Paratransit Steering Committee

Training – NTSB Accident Investigation, Washington DC 1986

### **Grant Award**

**Federal Transit Administration – New Freedom 5317 - \$778,000.00**

### **Formal Education**

SUNY at Farmingdale – Business Administration/Management

### **Advanced Training**

Certified Wheelchair Securement – Instructor - National Training - NEMTAC.ORG

Certified Stretcher Securement – Instructor – National Training – NEMTAC.ORG