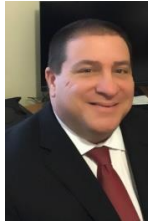# CV of Howard F. Berkowitz

Passenger Transportation Consultant *and Expert Witness*

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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)
- Luxury Sedan & Limousine
- Certified Nationally Wheelchair, Stretcher, Scooter movement and securement
- 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 – accident, driver, company, rider
- Transportation Network Companies
- ADA Compliance
- Best Practices – for the industry
- Transportation Brokering
- County Ordinance & Regulations
- Software Platform Solutions
- Brokering, Mergers & Acquisitions

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

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 – 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 – 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 – 2010

- 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
Director – Florida Limousine Association
Member – National Limousine Association
Former Member – TLPA Paratransit Steering Committee
Member – Taxi, Limousine and Paratransit Association
Training – NTSB Accident Investigation, Washington DC 1986

Certified Training Instructor
Wheelchair Securement operations and securement – NEMTAC.ORG
Stretcher operations and securement – NEMTAC.ORG

Grant Award
Federal Transit Administration – New Freedom 5317 - $778,000.00

Formal Education
SUNY at Farmingdale – Business Administration/Management

Billing Rates

Expert Witness Fee: Except as outlined herein, the client-attorney shall compensate Howard F. Berkowitz at the rate of **$225.00** per hour for all tasks performed under this agreement, including but not limited to analysis, calculations, conclusions, preparation of reports, and necessary travel time.

Expert Witness Fee: For testimony at deposition or trial, the client shall compensate Howard F. Berkowitz at the rate of **$325.00** per hour. This rate for testimony shall apply both while the Consultant is waiting to give testimony, whether at an office or court and for time taken for breaks or meals, as well as for time spent giving testimony.

Expenses: Expenses incurred by Consultant shall be reimbursed by the client as follows:

- Travel by Car: 58 cents per mile;
- Travel by Air: The actual cost of the round-trip ticket.
- Expenses associated with photography, reproduction of documents and photographs, preparation of exhibits, storage of materials or evidence, and other reasonable expenditures shall be reimbursed at market rates.
- Lodging: For any travel requiring an overnight's stay, Consultant shall be reimbursed for the cost of meals and lodging.
- Car Rental: Consultant shall be reimbursed for the cost of a mid-sized rental car and any associated expenses.
- Unless otherwise instructed by the client, or unless refundable tickets are not available, Consultant will purchase refundable tickets for any necessary travel. Should the client request that Consultant purchase non-refundable tickets in order to travel at a lower cost, or if refundable tickets are not available, the client attorney shall reimburse Consultant for the cost of any non-refundable ticket at the rate outlined herein, whether or not the ticket is used.

Preferred: The client may arrange to directly purchase round-trip travel tickets on behalf of the expert, and by arranging for the direct payment of any car rental expense, lodging, and meal expenses by the client.