



EXPERTS | 2017

HNTB expert:
Diana Mendes, AICP
Mid-Atlantic Division President
National Transit/Rail Practice Leader
HNTB Corporation

“Addressing the growing needs of today’s transit agencies is no easy task. Cooperation between the public and private sectors is becoming increasingly important as U.S. cities develop transportation policies and plans while facing a funding dilemma.”

With 31 years of comprehensive experience in transportation and public transit, Diana Mendes, AICP, serves as Mid-Atlantic Division president, national transit/rail market sector leader, and senior vice president. She is responsible for overall growth, operations and client service in Pennsylvania; Virginia; West Virginia; North Carolina; Maryland; Washington, D.C.; Delaware; and South Carolina. In her national transit/rail market sector leader role, she oversees strategic planning and implementation, industry representation, project development, service delivery and client satisfaction.

Prior to joining HNTB, Mendes worked as Americas transit/rail director for another consulting engineering firm. She was responsible for leading the largest transit consulting practice in North America, which encompasses the full spectrum of client services, including planning, design, construction and operations.

Throughout her career, Mendes has been appointed to boards and committee leadership positions for several professional associations, including the Institute of Transportation Engineers, the American Public Transportation Association, the American Planning Association and the non-profit, Rail~Volution.

She has been a lead instructor for transit professional development courses sponsored

by the Federal Transit Administration and the National Transit Institute, including “Project Management for Transit Projects” and “Managing the Environmental Review for Transit Projects.” Mendes’ knowledge of industry issues and trends enables her to speak about a wide array of transportation topics, including:

- **First- and last-mile transit coordination**
First- and last-mile solutions – such as Uber and Lyft – are an emerging option for maximizing existing public transit. They can get riders to and from transit stops to their ultimate destinations and are a potential answer for the first-mile/last-mile challenge that sometimes is a barrier to increasing ridership. Fortunately, the technology exists to get riders from door-to-door ... not a quarter-mile away from the door.
- **Performance-based planning**
As transit agencies strive to operate efficiently and provide riders with the reliability they seek, performance-based measures keep them focused on high-level priorities. These measures include performance data that inform investors and enable decision makers to take the correct operational direction for their agency. The performance-based planning approach creates a balanced and informed agency and public, driving transportation systems toward desired outcomes.

- **Training and professional development**
Investing in employees not only enhances transit agencies and consultancies, it elevates the services they offer to the travelling public. A well-rounded and highly skilled staff pays dividends as an entity uses its staff to drive growth, service offerings and recruit top talent. A staff empowered by top training and professional development is more engaged with its industry and day-to-day work, creating mutual benefit to agency and employees. Providing these benefits to employees creates a catalyst for retention and satisfaction while keeping the entity at the cutting edge of the transit industry.

- **Expedited project delivery**
Although transit agencies certainly want projects completed on time and on budget, the National Environmental Policy Act process often takes time to complete. Mindful of this, President Obama establish the means to accelerate the NEPA process for the most-needed infrastructure projects. With this in mind, agencies that deal with large, complex transportation projects are able to complete this process on a shorter timescale, enabling the project to begin sooner.

Education

Master of City Planning, University of Pennsylvania

Bachelor of Arts in sociology, Mount Holyoke College

Professional affiliations

Institute of Transportation Engineers

American Public Transportation Association

American Planning Association

National Building Museum

Conference of Minority Transportation Officials

Rail~Volution

Select media appearances and awards

2017 Training Professional of the Year Award by the National Transit Institute

Metro, June 12, 2017 - "2017 Consultant Roundtable: Industry Focused on Full Transportation Network Thinking, Finding Funding Solutions"

Passenger Transport, March 10, 2017 - "Broadening the View: Holistic Planning and Partnerships Can Enhance Transit Capacity and Preserve Budgets"

Mass Transit, March 10, 2017 - "Best Practices: Going to Ballot"

The Philadelphia Inquirer, Feb. 15, 2017 - "Select Uber riders test monthlong subscriptions"

ENR, Feb. 8, 2017 - "Ten minutes with HNTB's Diana Mendes"

Newsweek, Jan. 29, 2017 - "Blurred (transit) lines: Apps like Uber are the new public transport"

USA Today, Jan. 22, 2017 - "Mass transit gets boost from ridesharing"

ITS International, Jan./Feb. 2017 - "And the winner is ... public transportation"

The Morning Briefing with Tim Farley, Dec. 15, 2016 - Radio interview about public transit

The Hill, Dec. 9, 2016 - "Why voters said 'yes' to public transportation on Nov. 8"

Mass Transit, Dec. 1, 2016 - "Why voters said yes to public transportation on November 8"

To schedule an interview with Diana Mendes and for more information, contact:

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