



Sara J. Hendricks, AICP

Center for Urban Transportation Research
University of South Florida
4202 E. Fowler Avenue, CUT100
Tampa, FL 33620-5375
Tel. (813) 974-9801
Email Hendricks@cutr.usf.edu
Fax (813) 974-5168

Curriculum Vitae

Professional Preparation

Master of Regional Planning, Land Use and Environmental Planning Emphasis, University of North Carolina at Chapel Hill, 1991

Editor, *Carolina Planning*. Competitively won position with the UNC Chapel Hill Department of City and Regional Planning. During Ms. Hendricks' editorship, this publication was awarded recognition by the 1991 American Planning Association's National Student Projects Awards program.

Bachelor of Arts, Film, Production Emphasis, The Pennsylvania State University, 1983

Professional Employment History

Senior Research Associate, Center for Urban Transportation Research (CUTR), University of South Florida, Tampa, FL, April 1992 to present. Ms. Hendricks has conducted research in a wide range of topics of interest to the State of Florida, nationally and internationally, including growth management, adequate public facilities ordinances ("concurrency" in Florida), intermodal connection between public transit and bicycling, public-private partnerships and other institutional arrangements for the implementation of transportation demand management strategies and the delivery of commuter choice services, telecommunications and alternative work arrangements as trip reduction tools, trip reduction ordinances, transit oriented development, social marketing of bicycle and pedestrian travel for public school students, carbon footprint calculation of transportation activities, funding mechanisms for public transit, performance measurement and cost accounting for transportation demand management programs, public transit climate change adaptation strategies, and transportation options for senior citizens who do not drive.

Planner, Howard Needles Tammen Bergendoff, Raleigh, NC, March 1987 to August 1989, conducted traffic impact studies and site feasibility studies for parkways, hospitals, airports, shopping malls and government complexes, and prepared a traffic analysis for a NEPA Environmental Impact Statement for a replacement bridge across Currituck Sound, North Carolina.

Transportation Planner, Orth-Rodgers & Associates, Inc., Philadelphia, PA, November 1984 to September 1986, conducted traffic impact studies for the Chestnut Street Transitway and for numerous commercial and residential properties; parking studies for the University City Science Center; and speed and delay studies for the Interstate 76 Reconstruction.

Professional Affiliations & Relevant Service

American Institute of Certified Planners, Member #304188, 1993 to present

American Planning Association, Member, 1990 to present, Transportation Planning Division

Institute of Transportation Engineers, Member, 1985 to present

Association for Commuter Transportation, Member, 1994 to present

- Co-Chair, Telework and Alternative Work Hours Council, 2006 to present
- Ms. Hendricks led the effort in the development of the most recent issue of the *TDM Review*, Spring 2010, on the topic of telework, presently accessible at http://data.memberclicks.com/site/asct/TDM_Review_Spring_2010_NEW.pdf
- Associate Editor, *TDM Review*, 2001 to 2006

Ms. Hendricks has served as a peer reviewer for numerous publications, including numerous papers submitted under the sponsorship of the TDM Committee for presentation at the Annual Meetings of the Transportation Research Board of The National Academies, the *Journal of Public Transportation* of the National Center for Transit Research, and the *International Journal of Sustainable Transportation*, published by Taylor & Francis. Ms. Hendricks was a peer reviewer for TCRP Report 95, "Transit Oriented Development: Traveler Response to Transportation System Changes."

M. Hendricks has served as a founding member of the Sustainability Initiatives Steering Committee of the University of South Florida, April 2008 to present. This committee is leading the effort to fulfill obligations of the American College and University Presidents Climate Change Commitment. Ms. Hendricks prepared the USF Tampa Campus 2010 College Sustainability Report Card of the Sustainable Endowments Institute.

- Co-Chair of the interdepartmental Transportation Subcommittee. Ms. Hendricks led the effort to develop the transportation section of the Tampa Campus Climate Action Plan, completed May 14, 2010.
- Steering Committee Member of the 4th Annual Campus and Community Sustainability Conference, held at the University of South Florida, October 2009.
- Steering Committee Member of the Going Green Tampa Bay EXPO 2009, held at the University of South Florida, October 2009.

- Steering Committee Member of the First Annual Going Green Tampa Bay EXPO 2008, at the USF Sun Dome, April 2008.

Advisory Board Member, Kiran C. Patel Center for Global Solutions, July 2007 through June 2009.

Ms. Hendricks provided expertise on the topic of transportation management associations at a conference of European transportation professionals. Her participation was sponsored by the European Commission, which funded the multi-year study, New and Innovative Concepts for Helping European Transport Sustainability (NICHES). Brussels, Belgium, March 2006.

Teaching and Mentoring

Ms. Hendricks has employed, supervised and mentored 23 graduate student assistants in the course of conducting 12 studies for the National Center for Transit Research since 2001.

Ms. Hendricks serves as an Instructor for the Florida Commuter Choice Certificate Program (FCCCP), through the Florida Transportation Demand Management (TDM) Clearinghouse. This program provides in-depth training to transportation professionals in the field of TDM. Modules she teaches have included Institutional Arrangements for the Delivery of Commuter Choice Programs, Elements of Successful TMAs, Senior Ridesharing, Telecommunications and Alternative Work Arrangements, and Incorporating TDM into the Land Development Process. Ms. Hendricks has also taught these modules in North Carolina under the National TDM and Telework Clearinghouse.

Prior to the establishment of the FCCCP, Ms. Hendricks taught, “The Role of Bicycle and Pedestrian Transportation in Reducing Demand for Roadway Capacity,” presented as a module as part of the 40-hour professional workshop, “Managing Our Way Through Congestion,” June 18, 1996, Orlando, Florida and in April 2005 in Tampa, Florida. Ms. Hendricks also taught a module on Transit Oriented Development as part of “Managing Our Way Through Congestion,” March, 1994, Tampa, Florida. She has guest lectured on bicycle and pedestrian issues for graduate level courses offered in the USF College of Engineering.

Present and Past Research

For over 17 years at CUTR, Ms. Hendricks has served as principal investigator and author of numerous technical reports for a professional transportation planning audience. Clients have included the Florida Department of Transportation, Central Office and District 7, Contemporary Transport of London, UK, Sprinkle Consulting, Inc., Tri-Rail, and the Miami-Dade Metropolitan Planning Organization. Technical reports for these clients have presented the results of research with practical application to urban and suburban transportation issues nationwide.

National Center for Transit Research

Since 2001, Ms. Hendricks has developed research products representing over \$560,000 in research awards funded through the National Center for Transit Research (NCTR) in partnership with the Florida Department of Transportation. These projects have included the following.

- “Transit Agency Adaptation to Extreme Weather Events: Cataloguing and Modeling,

Costs, Decisions and Behaviors.” Co-Principal Investigator with Eric, Welch, Ph.D of the University of Illinois, Chicago. Project ongoing.

- “Project UCARE: Uniform Cost Accounting and Reporting Elements for Transportation Demand Management Programs.” Co-Principal Investigator with Lead Investigator Phil Winters, and Co-Principal Investigator Edward Hillsman, Ph.D. Project ongoing.
- “A Summary of Design, Policies and Operational Characteristics for Shared Bicycle/Bus Lanes.” Co-Principal Investigator with Lead Investigator Edward Hillsman, Ph.D. July 2012. <http://www.nctr.usf.edu/wp-content/uploads/2012/07/77937.pdf>
- “Developing a Framework for a Toolkit for Carbon Footprint that Integrates Transit (C-FIT).” Co-Principal Investigators include Edward Hillsman, Ph.D. of CUTR and Amy Stuart, Ph.D. of the USF College of Public Health. <http://www.nctr.usf.edu/pdf/77909.pdf>
- “Programs that Match Seniors with Volunteer Drivers, Practical Recommendations for Organizations and Policy Makers”, October 2008. This project specifically investigated liability and insurance issues. <http://www.nctr.usf.edu/pdf/77717.pdf>
- “Performance Measures and Best Practices for Incorporating Transit into the Florida Department of Transportation Development of Regional Impact Review Process”, co-authored with Karen Seggerman and Ann Joslin, July, 2008. <http://www.nctr.usf.edu/pdf/77703.pdf>
- “National Smart Transportation Archive Researcher”, an online Help Desk co-developed with Nevine L. Georggi and Sean Barbeau. 2006. <http://www.nctr.usf.edu/clearinghouse/>
- “Impacts of Transit Oriented Development on Public Transportation Ridership”, August 2005. <http://www.nctr.usf.edu/pdf/576-10.pdf>
- “Incorporating Transportation Demand Management into the Land Development Process”, co-authored with Karen Seggerman, October 2005. <http://www.nctr.usf.edu/pdf/576-11.pdf>
- “Commuter Choice Program Case Study Development and Analysis”, August 2004. <http://www.nctr.usf.edu/pdf/527-06.pdf>
- “2003 Transportation Management Association Survey”, a study of operational characteristics of TMAs in the United States and Canada, April 2004. <http://www.nctr.usf.edu/clearinghouse/pdf/526-101.pdf>
- “Quantifying the Business Benefits of TDM”, co-authored with Philip L. Winters, June 2003. <http://www3.cutr.usf.edu/tdm/pdf/Quantify%20Benefits%20of%20TDM.pdf>
- “Building Transit Oriented Development in Established Communities”, co-authored with Julie Goodwill, November 2002. <http://www.nctr.usf.edu/pdf/473-135.pdf>
- “Land Developer Participation in Providing for Bus Transit Facilities/Operations”, March 2002. <http://www.nctr.usf.edu/pdf/Land%20Developer.pdf>
- “Telecommunications and Its Future Role in the Transportation Planning Arena”, February 2002. <http://www.nctr.usf.edu/pdf/416-01.pdf>
- “2001 TMA Handbook”, principal editor of the guidebook on operating successful TMAs, which is distributed nationally by the Association for Commuter Transportation, 2001.

New North Transportation Alliance

Since December, 2008, Ms. Hendricks has provided technical support in the capacity of Interim Director of a local public-private partnership, the New North Transportation Alliance (NNTA).

This organization is also known as a transportation management association (TMA), which jointly identifies and addresses local transportation issues relating to traffic congestion and air quality. In the past two years, the NNTA has been active, not only in providing public outreach and education about available alternative transportation programs and services to employers and the commuting public, but also particularly active in numerous local government and regional transportation planning initiatives, including the Florida High Speed Rail initiative, the Hillsborough Area Regional Transit (HART) Authority Light Rail Alternatives Analysis, HART's Bus Rapid Transit North/South Corridor, a TIGER grant application endorsement for Bruce B. Downs Blvd. facility improvements, 22nd Street Main Street Corridor improvements, the proposed Hillsborough County, Florida 1 cent sales tax referendum, the proposed USF Area Multi-Modal Transportation District, the Pedestrian Action Safety Team, and the regional update of the Hillsborough Metropolitan Planning Organization's 2035 Long Range Transportation Plan. In spring 2010, Ms. Hendricks organized the conduct of a parking and transportation use and preference survey at the University of South Florida Tampa Campus. Ms. Hendricks also organized the USF Transportation EXPO of vendors and exhibitors, held in September 2010.

Prior to 1999, Ms. Hendricks served as the founding director of the University North Transportation Initiative (UNTI), from January 1994 to December 1998. UNTI represents the first five years of what would become a continuously operating transportation management association, which changed its name to NNTA in 2001. As part of this program, Ms. Hendricks established the organizational framework for implementation and evaluation of travel demand management strategies in the University North area of Tampa. This public-private partnership is composed of representatives of city, county and state agencies, the University of South Florida, the largest Veterans Hospital in the United States, University Mall, the Busch Gardens theme park, representatives of the New Tampa Community Council and other neighborhood associations. NNTA is a program that exemplifies USF President Judy Genshaft's priority that USF provide leadership and service to its host community.

Originally established as a laboratory for investigating innovative institutional arrangements, UNTI provided the sponsorship of a pilot circulator study that resulted in a new transit service to the main campus of the University of South Florida, now known as the Bull Runner Shuttle. UNTI successfully advocated for bicycle and pedestrian safety improvements along 42nd Street and near the Paul Mort Elementary School and transportation system management strategies to reduce localized congestion on Bearss Avenue. Ms. Hendricks was also actively involved in the Tampa Bay Regional Transportation Management Organization Coordination Group (TMOCG). She co-authored a Memorandum of Understanding that serves as a model for establishing inter-organizational cooperation. Ms. Hendricks also served as co-host for the 15th Annual Conference of the Southeast Chapter of the Association for Commuter Transportation (SEACT), April 1998. She served as Sponsor/Vendor Committee Chair and the Conference earned more in sponsorships than was spent. Excess funds went to support future SEACT organization activities. Ms. Hendricks also served as Awards Committee Chair.

Today, as Co-Director with Julie Bond, Ms. Hendricks, provides NNTA continued support in its community outreach and leadership role to promote Best Workplaces for CommutersSM to New North employers, support Tampa BayCycle, advance USF's sustainability goal to reduce its campus carbon footprint, provide technical support in the update and implementation of the USF

Tampa Campus Master Plan, support the County's USF Area Multi-Modal Transportation District and promote the Dynamically Priced Carsharing Program (WeCar).

Safe Routes to School

Ms. Hendricks provided project management support to the first three years of the Safe Routes to School Program of FDOT District 7, an initiative that encourages safe bicycling and walking at nine public schools in the Hillsborough School District of Florida.

Florida TDM Clearinghouse

Ms. Hendricks has provided ongoing short-term technical assistance to local governments, regional commuter assistance programs and transportation management associations nationwide through CUTR's Clearinghouse projects, 1994 to present. For example, in 2006, she developed a review tool to enable the inclusion of transportation demand management strategies into the land development process within the Downtown Special Taxing District in Tampa, Florida. Research was conducted on behalf of the Tampa Downtown Partnership. In 2000, Ms. Hendricks assisted in planning and administering a statewide parking management workshop in coordination with the Florida Department of Transportation and the Florida Redevelopment Association. In 1996, she authored portions of the "Commute Alternatives System Handbook" for FDOT.

Bicycling as a Mode of Transportation

Ms. Hendricks has had an abiding interest in bicycling as a mode of transportation. Ms. Hendricks organized CUTR sponsorship and participation in the 1st Fun Ride for Science, organized by Sprinkle Consulting Engineers, Inc. in the summer of 1996 in Tampa, Florida. The purpose of the Fun Ride was to collect data to calibrate a bicycle travel simulation model called the Interaction Hazard Score Bicycle Level of Service Model. This model has been applied in several urban areas in the United States. Ms. Hendricks evaluated the feasibility of bicycles-on-bus service for Metropolitan Dade County through the development of a demonstration program in 1995. She also quantified bicycle and pedestrian activity, and conducted crash mapping and analysis for the St. Lucie MPO Bicycle and Pedestrian Plan, also in 1995. In the mid-1990's, Ms. Hendricks also served on the Technical Subcommittee for the development of the Comprehensive Bicycle Plan for the Hillsborough MPO. She also served on the technical committee for the establishment of the Florida Bicycle Year 2000 programmatic goals and recommendations, presented to the Governor and the Secretary of the Florida Department of Transportation. She was one of the original organizers of the First Annual Bike Across Florida event in 1995. She served on the Florida Pedestrian Safety Advisory Team for the review and update of the State Pedestrian Program. She has volunteered as an instructor at numerous bicycle safety "rodeos" in the community, such as the USF Children's Festival, the City of Clearwater Officer Friendly Bicycle Jamboree and Safety Village.

Florida Growth Management

Ms. Hendricks served on the CUTR team that evaluated the local government comprehensive planning process for the Florida State Transportation Policy Initiative, 1992, concentrating her

research on issues relating to transportation concurrency, sea ports and aviation, coastal development and hurricane evacuation. Ms. Hendricks also evaluated local government transportation concurrency management systems as they affect the development of public transit systems, in 1993, for the Tri-County Commuter Rail Authority (Tri-Rail). The results of this project laid the groundwork for state legislative changes exempting public transit facilities from transportation concurrency. In March 1998, Ms. Hendricks met, by invitation, with the Florida Dept. of Community Affairs, Growth Management Advisory Committee to discuss her recommendations for amending Florida Statutes regarding transportation concurrency as they affect transit-supportive land development. These recommendations were originally generated from the earlier report, "Development Incentives That Support Transit" for Tri-Rail and were later included as recommendations in the State Transportation Policy Initiative report, "Transportation and Growth Management: a Planning and Policy Agenda." These recommendations also were incorporated as Recommendations #7 and #8 regarding Public Transit and Concurrency in the January 15, 1999 Final Report of the Transportation and Land Use Study Committee, convened by the Governor.

Published Journal Articles

"What Does Greenhouse Gas Emissions Estimation Mean for TDM?" paper accepted for publication in *TDM Review*, publication of the Association for Commuter Transportation, Summer Issue, 2012.

"Liability Issues of Volunteer Driving Programs" paper accepted for publication in the Compendium of Papers, at the Transportation Research Board Annual Meeting and publication in the *Transportation Research Record No. 2265*, Transportation Research Board of The National Academies, 2011.

"Four Challenges to Incorporating TDM into the Land Development Process" paper accepted for publication in the Compendium of Papers, at the Transportation Research Board Annual Meeting and publication in the *Transportation Research Record No. 2046*, Transportation Research Board of The National Academies, 2008.

"Documented Impact of Transportation Demand Management Programs through the Case Study Method," co-authored with Nevine Georggi, *Journal of Public Transportation*, published by the National Center for Transit Research, Vol. 10, No. 4, 2007.

"Successful Employer-Based TDM Programs and the Role of the ETC" co-authored with Nevine Georggi, *TDM Review*, published by the Association for Commuter Transportation, Issue 1, 2007.

"Incorporating TDM into the Land Development Process," Compendium of Technical Papers, Institute of Transportation Engineers Annual Meeting, 2006.

"Effectiveness of Programs for Work Site Trip Reduction: The Influence of Organizational Culture," *Transportation Research Record No. 1924*, Journal of the Transportation Research Board, Management and Public Policy, 2005, pp. 207-214.

“Results of the 2003 Transportation Management Association Survey: Analysis of Evolving Characteristics of Transportation Management Associations,” *Transportation Research Record No. 1864*, Journal of the Transportation Research Board, Transportation Finance, Economics, and Economic Development, 2004, pp. 129-134.

“Parking Management: Access, Access, Access,” *Quality Cities*, published by the Florida League of Cities, May/June 2002.

“Rethinking Public Transportation: Its Definition & Role,” *TDM Review*, published by Association for Commuter Transportation, Issue 2, 2002.

“Business Benefits of Employer Trip Reduction Programs,” co-authored with Phil Winters, 1999 Compendium for the 6th Annual Environmental Essentials Workshop, Metro-Dade Environmental Resources Management Office.

“TMA of the Future: Brokering Partnerships,” 1999 TMA Summit Compendium.

“Translating TMO Board Interests into Responsive Work Plans,” 1997 ACT International Conference Proceedings.

“Developing Intermodal Transportation Linkages: The Bicycle/Transit Connection,” 1996 ITE Compendium of Technical Papers.

“Estimation of Bicycle Transportation Demand from Limited Data,” co-authored with Bruce Epperson and Mitchell York, included in the 1995 ITE Compendium of Technical Papers.

Presentations and Workshops

“Shared Bicycle/Bus Lanes,” Professional Development Workshop held jointly by the Florida Department of Public Transportation, Florida Public Transportation Association and the Center for Urban Transportation Research, Session of the Florida Transit Planning Network, Tampa, FL, June 5, 2012.

“Going to School on TDM: Meeting the Challenge of the Large Suburban Campus,” Association for Commuter Transportation, Best Workplaces for CommutersSM, and the National Center for Transit Research, netconference, March 27, 2012.

“Changing Travel Behavior One Trip at a Time; Meeting the Challenge of the Large Suburban University Campus,” Association for the Advancement of Sustainability in Higher Education, Annual Conference, Pittsburgh, PA, October 10, 2011.

“Volunteer Driving Programs for Seniors,” Association for Commuter Transportation, Annual Conference Chicago, August 30, 2011.

“Climate Change Planning Implications to TDM,” Association for Commuter Transportation, Annual Conference Chicago, August 30, 2011.

“Liability Issues of Volunteer Driving Programs,” poster presentation, Transportation Research Board Annual Meeting, Transportation Research Board of The National Academies, Washington, D.C., January 24, 2011.

“Integrating Climate Considerations into Transportation Planning,” 2010 Florida Section, Institute of Transportation Engineers 50th Anniversary Celebration, Orlando, FL, October 26, 2010.

“Programs that Match Seniors with Volunteer Drivers,” Florida Public Transportation Association 35th Annual Conference, Jacksonville, FL, October 26, 2009.

“Telework: Solutions for Traffic Congestion Reduction and Life-Work Balance,” Women in Government 10th Annual Southern Regional Conference, National Harbor, MD, May 8, 2009.

“Transportation Sustainability at the USF Tampa Campus,” Florida Commuter Choice Summit, St. Petersburg, FL, December 4, 2008.

“How to ‘Sell’ TDM to Elected Officials,” Southwest Florida Regional Planning Council, Ft. Myers, FL, December 1, 2008.

“Greening Your Campus through Targeted Transportation Initiatives,” 3rd Annual Campus and Community Sustainability Conference, University of Central Florida, October 20, 2008.

“Integrating TDM into Land Development: Challenges and Opportunities,” Florida Netconference Series, Lunch and Learn, sponsored by the Florida TDM Clearinghouse, February 2008.

“Four Challenges to Incorporating TDM into the Land Development Process,” Transportation Research Board Annual Meeting, Washington, D.C. January 2008.

“Emergency Response and Recovery: What is the Role of TDM?” 2007 ACT International Conference, Seattle, Washington, September, 2007.

“TDM Case Studies,” 3-hour Commuter Choice Program Certificate Module, Professional Development Workshop, ACT Southeastern Chapter, Pensacola, FL, May 2007.

“Incorporating TDM into the Land Development Process,” 3-hour workshop, Florida Commuter Choice Summit, Tampa, FL, December 7, 2006.

“National Smart Transportation Archive Researcher,” presentation, Association for Commuter Transportation International Conference, Boston, MA, August 29, 2006.

“Incorporating TDM into the Land Development Process,” presentation and compendium paper, Institute of Transportation Engineers Annual Meeting, Milwaukee, WI, August, 2006.

“Incorporating TDM into the Land Development Process,” NCTR webcast, January 2006.

“Impacts of Transit Oriented Development on Public Transit Ridership,” NCTR webcast, January 2006.

“Incorporating TDM into the Land Development Process,” Florida Commuter Choice Summit, Jacksonville, FL, December 8, 2005.

“Transit-Oriented Development: An Overview,” Netconference for the Florida Public Transit Network, September 28, 2005.

“Evaluating the Influence of Marketing and Transportation Coordinators on the Use of Alternative Modes,” Transportation Research Board Annual Meeting, Washington, D.C., January 2005.

“Advanced Marketing Techniques: Influencing Trip Reduction Program Success,” Association for Commuter Transportation International Conference, New Orleans, September 21, 2004.

“The Status of Transportation Management Associations Today: What Survey Results Show,” Western Regional Association for Commuter Transportation Conference, San Francisco, April 23, 2004.

“Results of the 2003 Transportation Management Association Survey,” Transportation Research Board 83rd Annual Meeting, Washington, D.C., January 2004.

“Smart Travel Choices and Community Planning: Trip Reduction Ordinances,” Smart Choices Symposium, Franklin TN, December 2003.

“How Florida TMAs Measure Up: Comparisons with National Averages,” Florida TMA Summit, Ft. Lauderdale, FL, December 2003.

“How TMAs have Changed: Results of the 2003 TMA Survey,” Association for Commuter Transportation International Conference, Salt Lake City, UT, September 2003.

“TDM and Land Use Planning: Site Specific Congestion Mitigation,” Association for Commuter Transportation International Conference, Salt Lake City, UT, September 2003.

“Applying Transit Oriented Development Concepts to the Suburbs,” Association for Commuter Transportation International Conference, Salt Lake City, UT, September 2003.

“Roles of Transportation Management Associations in the United States,” International TMA Summit des idées en mouvement, Montréal, Canada, May 2003.

“Bringing the TMA Handbook to Life,” 4-hour Professional Development Workshop co-taught with Christopher Park, International TMA Summit des idées en mouvement, Montréal, Canada, May 2003.

“Telework Opportunities,” TDM Strategies Session 4a, TRANSP0 2002 (Florida Chapter, Institute of Transportation Engineers/Intelligent Transportation Systems Conference, Orlando, FL, December 2002.

“Private Sector Funding Sources for Public Transit,” Florida Public Transportation Association Annual Conference, Tampa, FL, October 2002.

“Alternative Funding Sources for Public Transit,” Institute of Transportation Engineers Annual Meeting, Philadelphia, PA, August 2002.

“Land Developer’s Role in Funding Transit,” Florida Department of Transportation Site Impact Development Workshop, Orlando, FL, March 25, 2002.

“Transportation Management Associations as Advocates for Smart Growth,” Association for Commuter Transportation International Conference, Portland, OR, August 2001.

“TDM Planning for James A. Haley Veterans Hospital,” presentation at the 15th Annual Conference of the Southeast Chapter of the Association for Commuter Transportation, April 23, 1998, Tampa, Florida.

“Beyond the End of the Trail—Linking Trails with Transit,” First International Trails and Greenways Conference, Rails-to-Trails Conservancy, San Diego, CA, January 1998.

“Translating TMO Board Interests Into Responsive Work Plans,” presented at the Association for Commuter Transportation 1997 International Conference, September 7-10, 1997, Chicago, Illinois.

“Developing Intermodal Transportation Linkages: the Bicycle/Transit Connection,” Institute of Transportation Engineers Annual Meeting, Minneapolis, MN, September 1996.

“Improving Pedestrian, Bicycle and Transit Effectiveness,” session organizer and moderator, American Planning Association National Conference, Orlando, FL, June 1996. Ms. Hendricks succeeded in securing a panel of nationally known speakers and it was a “standing-room-only” session.

“Bikes-on-Buses,” 21st Annual Conference, Florida Transit Association, Tarpon Springs, FL, December, 1995.

“Trails Are Transportation,” session speaker on transportation demand management at the 5th National Rails-to-Trails Conference, Clearwater, FL, November 1995.

Personal

Ms. Hendricks has participated in numerous continuing education opportunities to strengthen her professional skills. In addition to her current focus upon continuing education opportunities to earn Certification Maintenance credits to maintain membership in the American Institute of Certified Planners, she has also participated in the following.

- A six-session class, “The Changing Face of Not-For-Profit Organization Management,” offered by USF Continuing Education
- A six-session class, “Creating Successful Special Events,” offered by USF Continuing Education
- 40 instructional hours of the Florida TDM Clearinghouse’s “Managing Our Way through Congestion,” the precursor to the Florida Commuter Choice Certificate Program
- A 36-hour class in dispute resolution techniques with the Lombard Peace Dispute Resolution Center.
- A six-session class, “Dynamic Presentations,” offered by USF Continuing Education
- Ms. Hendricks has earned the Competent Toastmasters designation from Toastmasters International.

Ms. Hendricks took maternity leave from CUTR, June through December 1999.

Ms. Hendricks was honored to be included in the *Kaleidoscope of Women at the University of South Florida*. This was a magazine commissioned by USF President Castor to highlight the contributions of women to scholastic achievement at USF, October 1996.

Ms. Hendricks has also been active in community service as a volunteer for the past two years for Cat Crusaders, Inc. She supports the Gulf Coast Youth Choirs, Inc. She has served as a member of Hillsborough Organization for Progress and Equality (HOPE), a multidominational council of churches, synagogues and mosques that work together in Hillsborough County regarding literacy, youth at risk, drug abuse and issues of social justice. She has participated in the SHARE food cooperative, served as Team Captain for the Bowl for Kids Sake Annual Fundraiser for Big Brothers Big Sisters of Tampa Bay, Inc., served as a pledge drive volunteer for WUSF-TV 16, and a Team Captain for the American Heart Walk. She has volunteered for the Great American Teach-In, served as a Brownie Scout leader and a coach for Odyssey of the Mind. Ms. Hendricks enjoys organic gardening and is a registered bee keeper with the State of Florida.