

Jennifer M. Flynn
Senior Research Associate
Center for Urban Transportation Research (CUTR)
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EDUCATION

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| May 2007 | University of South Florida | Tampa, FL |
| M.A., Urban Geography | | |
| ◆ Emphasis on urban and transportation planning | | |
| May 2002 | University of South Florida | Tampa, FL |
| B.A., Urban Geography, Summa cum Laude | | |
| ◆ Sustainable development independent research study in Tlaxcala, Mexico | | |

AWARDS and HONORS

- ◆ National Center for Transit Research, Outstanding Student of the Year, 2005
- ◆ U.S. Department of Transportation, Eisenhower Transportation Fellowship, 2004
- ◆ Provost's Scholar, 2002

PROFESSIONAL EXPERIENCE

Ms. Flynn has more than ten years of experience in public transportation research, with expertise in bus rapid transit (BRT), urban circulator systems, data compilation/analysis for transit reference guides, market research, and geographic information systems (GIS).

April 2006 - Present	National Bus Rapid Transit Institute, Ctr. for Urban Transportation Research	Tampa, FL
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Research Associate

- ◆ Conduct before-and-after evaluations and travel time component analyses of BRT systems.
- ◆ Perform research into the qualitative aspects of mode choice.
- ◆ Design and conduct market research exercises, including focus group moderation.
- ◆ Design and manage survey exercises, including selection of sampling strategies, survey instrument design, and statistical analysis of survey data.
- ◆ Write technical reports and articles on transit strategies and technologies.
- ◆ Compile and analyze data for transit reference guides.

June 2002 – April 2006	Ctr. For Urban Transportation Research	Tampa, FL
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Research Assistant

- ◆ Performed GIS analysis of spatial and statistical data.
- ◆ Designed and created thematic maps for transit development plans.
- ◆ Collected, organized, and maintained transportation-related datasets.

PROFESSIONAL AFFILIATIONS

- ◆ Member, TRB Committee AP040, Major Activity Center Circulation Systems
- ◆ Friend, TRB Committee AP050, Bus Transit Systems
- ◆ Affiliate, TCRP Project Panel D-13, Bus-On-Shoulder (BOS) Systems
- ◆ Member, Gamma Theta Upsilon International Geographic Honor Society, Kappa Kappa Chapter of Florida

PUBLICATIONS

- ◆ Flynn, J., Thole, C., and Perk, V. (2011) *Metro Orange Line BRT Project Evaluation*. Report prepared by the National Bus Rapid Transit Institute, Tampa, FL, for U.S. Department of Transportation, Federal Transit Administration, Washington, D.C.
- ◆ Cain, A., Flynn, J., and Van Nostrand, C. (2010) Impact of Miami Urban Partnership Agreement Phase 1A on Transit User Perceptions of I-95 Express Bus Service, *Transportation Research Record: Journal of the Transportation Research Board*, No. 2144, pp. 44-51.
- ◆ Cain, A., and Flynn, J. (2010) Tangible and Intangible Service Attributes: Quantifying the Importance of Image and Perception to Bus Rapid Transit. Transportation Research Board 89th Annual Meeting Compendium of Papers.
- ◆ Cain, A. and Flynn, J. (2009) Quantifying the Importance of Image and Perception to Bus Rapid Transit, *Public Transport International*, 58(5), pp. 34-7.
- ◆ Cain, A., Flynn, J., Perk, V., and Thole, C. (2009) Industry Voices, *Busride Magazine*, pp. 24-5.
- ◆ Cain, A. and Flynn, J. (2009) *Quantifying the Importance of Image and Perception to Bus Rapid Transit*. Report prepared by the National Bus Rapid Transit Institute, Tampa, FL, for U.S. Department of Transportation, Federal Transit Administration, Washington, D.C.
- ◆ Thole, C., Cain, A., and Flynn, J. (2009) *The EmX Franklin Corridor BRT Project Evaluation*, Report prepared by the National Bus Rapid Transit Institute, Tampa, FL, for U.S. Department of Transportation, Federal Transit Administration, Washington, D.C.
- ◆ Perk, V., Flynn, J., and Volinski, J. (2008) *Transit ridership, reliability and retention*. Report prepared by National Center for Transit Research, Tampa, FL, for Florida Department of Transportation, Tallahassee, FL.
- ◆ Cain, A., Darido, G., Flynn, J., and Thole, C. (2007) BRT Update: An Overview of Bus Rapid Transit in the United States, *Mass Transit Magazine*, pp. 28-41.
- ◆ Perk, V., Flynn, J., and Volinski, J. (2005) *Strategies for an Intra-Urban Circulator System*. Report prepared by National Center for Transit Research, Tampa, FL, for Florida Department of Transportation, Tallahassee, FL.
- ◆ Catala, M., Bezdecny, K., and Flynn, J., *Identification of Markets for Transit Service in Hillsborough County*. Center for Urban Transportation Research, Tampa, FL, for Hillsborough Area Regional Transit Authority (HART).
- ◆ Catala, M., Bezdecny, K., and Flynn, J. (2003) *GIS Applications at Florida Transit Agencies: Scope, Trends and Issues*. Report prepared by the Center for Urban Transportation Research, Tampa, FL, for the Florida Department of Transportation, Tallahassee, FL.

PRESENTATIONS

- ◆ CUTR Webinar Series, “Overview of Bus Rapid Transit,” with Cheryl Thole, January

- 2012, Tampa, FL.
- ◆ 2011 GIS in Public Transportation Conference, “A Change in Accessibility or Convenience? Implementing BRT and the Impact on Transit Riders,” with Cheryl Thole, September 2011, St. Petersburg, FL.
 - ◆ Annual meeting of TRB’s Transit Research Analysis Committee (TRAC), “Tangible and Intangible Service Attributes: Quantifying the Importance of Image and Perception to Bus Rapid Transit,” June 2010, Washington, D.C.
 - ◆ National Transit Institute webinar, “Quantifying the Importance of Image and Perception to Bus Rapid Transit,” with Alasdair Cain, February 2010.
 - ◆ 89th Annual Meeting of the Transportation Research Board (TRB), “Impact of Miami UPA Phase 1A Implementation on Transit User Perceptions of the 95 Express Bus Service,” (poster) with Alasdair Cain and Caleb Van Nostrand, January 2010, Washington, D.C.
 - ◆ 89th Annual Meeting of the Transportation Research Board (TRB), “Tangible and Intangible Service Attributes: Quantifying the Importance of Image and Perception to Bus Rapid Transit,” with Alasdair Cain (presented by Mr. Cain), January 2010, Washington, D.C.
 - ◆ 2009 American Public Transportation Association (APTA) Multimodal Operations Planning Workshop, “Tangible and Intangible Service Attributes: Assessing Rapid Transit Modes in the Los Angeles Area,” with Alasdair Cain, August 2009, Salt Lake City, UT.
 - ◆ 2009 American Public Transportation Association (APTA) Bus and Paratransit Conference, “Quantifying the Importance of Image and Perception to BRT,” with Alasdair Cain (presented by Mr. Cain), May 2009, Seattle, WA.
 - ◆ 2009 Florida Public Transportation Association/Center for Urban Transportation Research (FPTA/CUTR) Professional Development Workshop, “Quantifying the Importance of Image and Perception to Bus Rapid Transit,” with Alasdair Cain, May 2009, Tampa, FL.
 - ◆ 2008 Transpo Exhibition and Conference, “Bus Rapid Transit: What is it and What’s Happening in the U.S.,” with Victoria Perk, September 2008, Orlando, FL.
 - ◆ 2008 American Public Transportation Association (APTA) Bus and Paratransit Conference, “Factors that Influence Frequency of Transit Use and Rider Retention,” with Victoria Perk, May 2008, Austin, Texas.
 - ◆ Going Green Tampa Bay Expo, “Bus Rapid Transit and Sustainability: A Promising Alternative to Light Rail,” with Cheryl Thole, April 2008, Tampa, FL.
 - ◆ Going Green Tampa Bay Expo, “Bus Rapid Transit and Sustainability: A Promising Alternative to Light Rail,” (poster) with Cheryl Thole, April 2008, Tampa, FL.
 - ◆ 2008 American Public Transportation Association (APTA) Marketing and Communication Conference, “Factors that Influence Frequency of Transit Use and Rider Retention,” with Victoria Perk, February 2008, Orlando, FL.
 - ◆ 2007 Easter Seals Project Action Annual Board Meeting, “BRT in the U.S.,” with Dennis Hinebaugh (presented by Mr. Hinebaugh), September 2007, Washington, D.C.
 - ◆ 2007 American Public Transportation Association (APTA) Bus and Paratransit Conference, “Quantifying the Importance of Image and Perception to BRT,” with Alasdair Cain, May 2007, Nashville, TN.
 - ◆ 2006 American Public Transit Association (APTA) Intermodal Operations Planning Workshop, “Strategies for Successful Intra-Urban Circulator Systems,” July, 2006, Toronto, ON.