



Paratransit Operations Update

Organizational, Services & Performance
Monitoring Committee

February 6, 2024

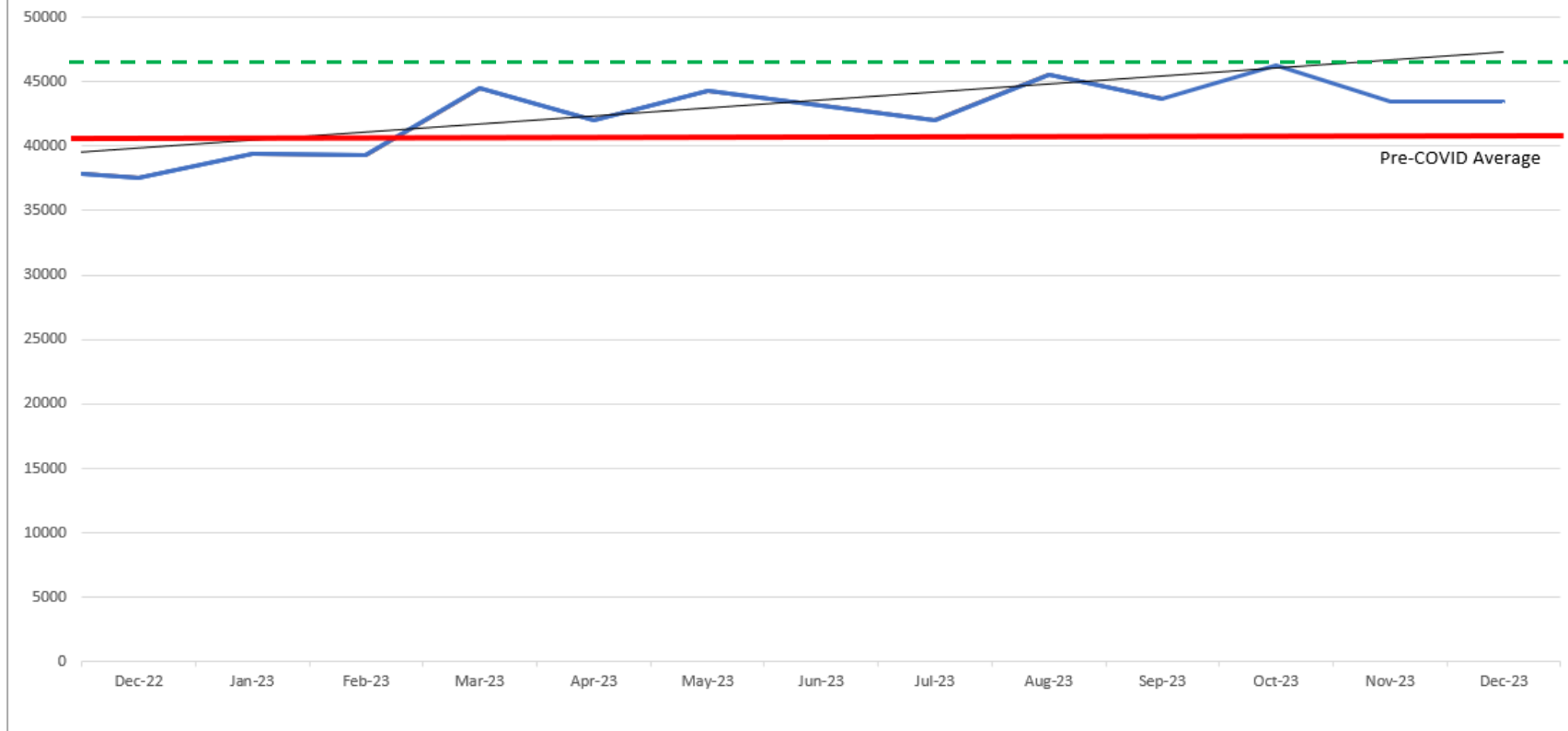


Operational Priorities

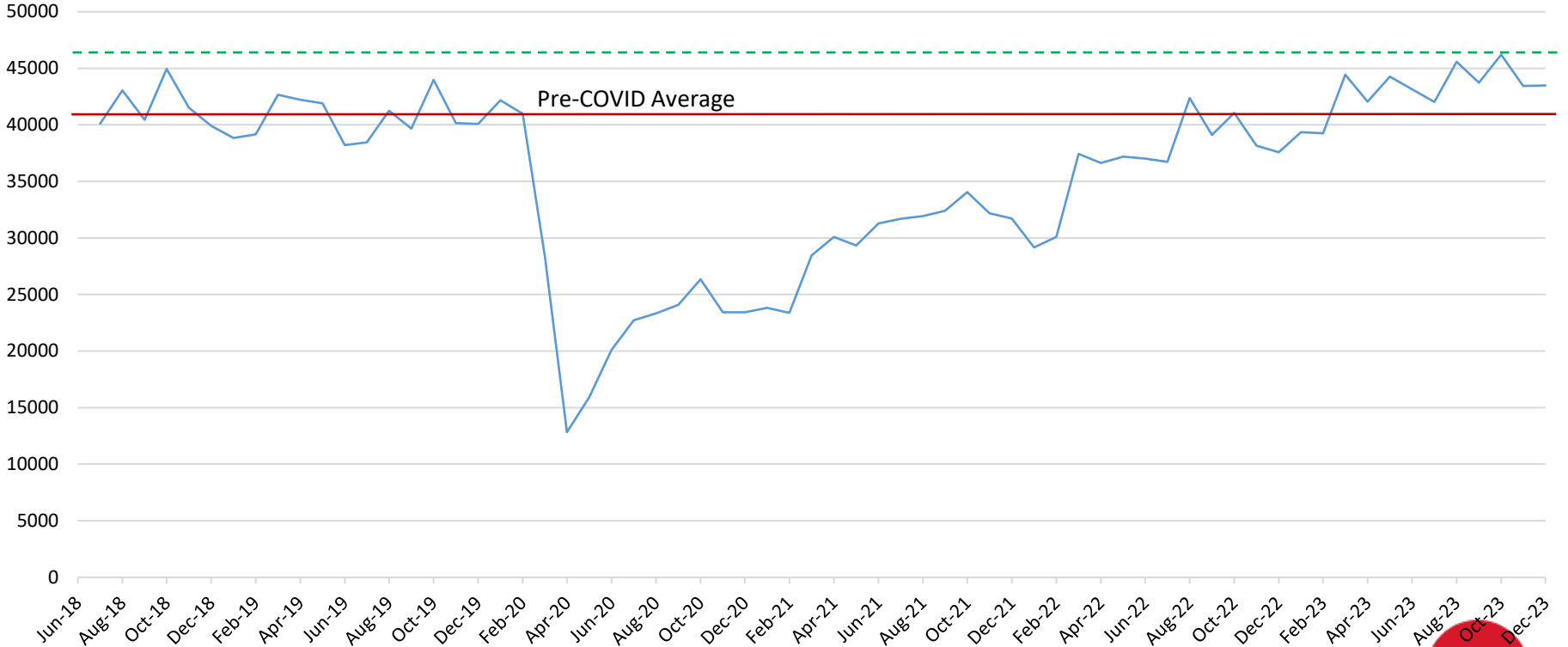
- Leverage Scheduling Technology
- Improve the Customer Service Experience
- Modernize Communication Technology
- Increase on-time performance (OTP)
- Reduce on-board travel times (OBT)



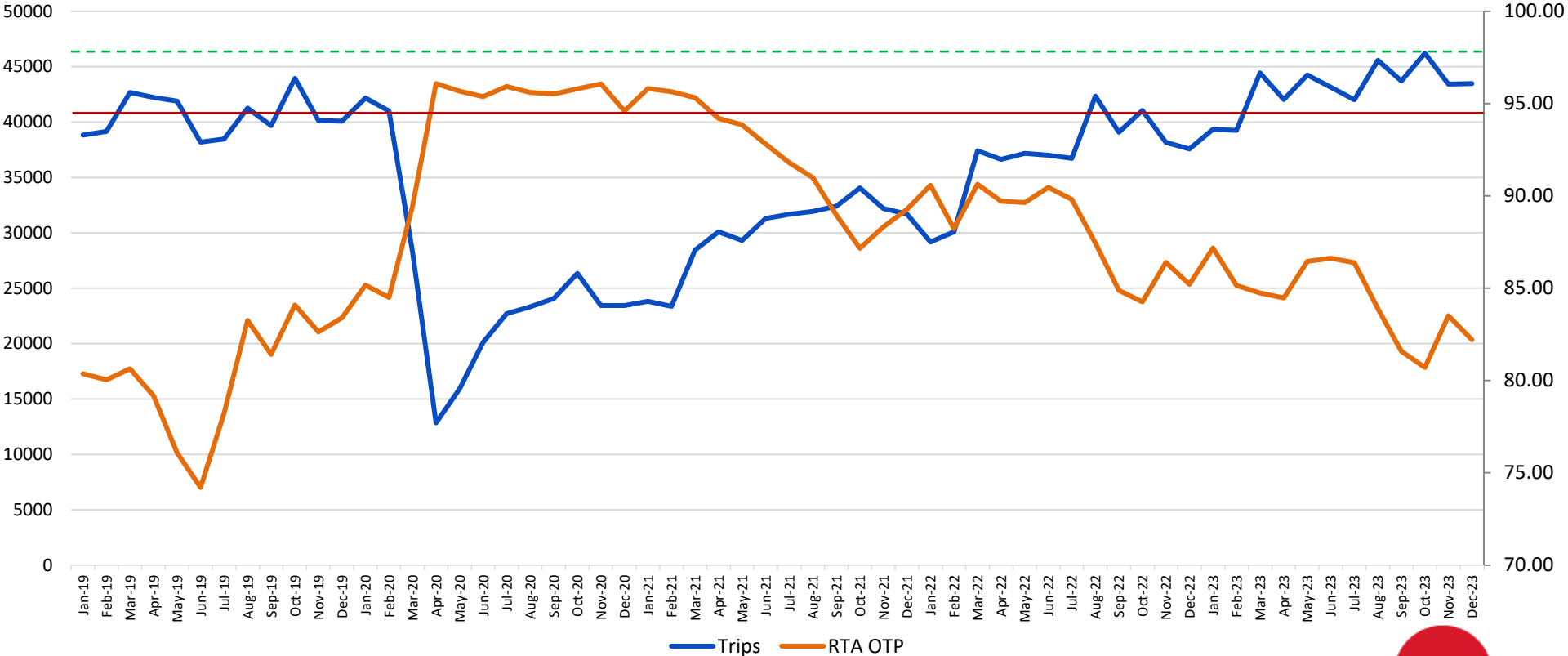
Paratransit Ridership - Last 13 months



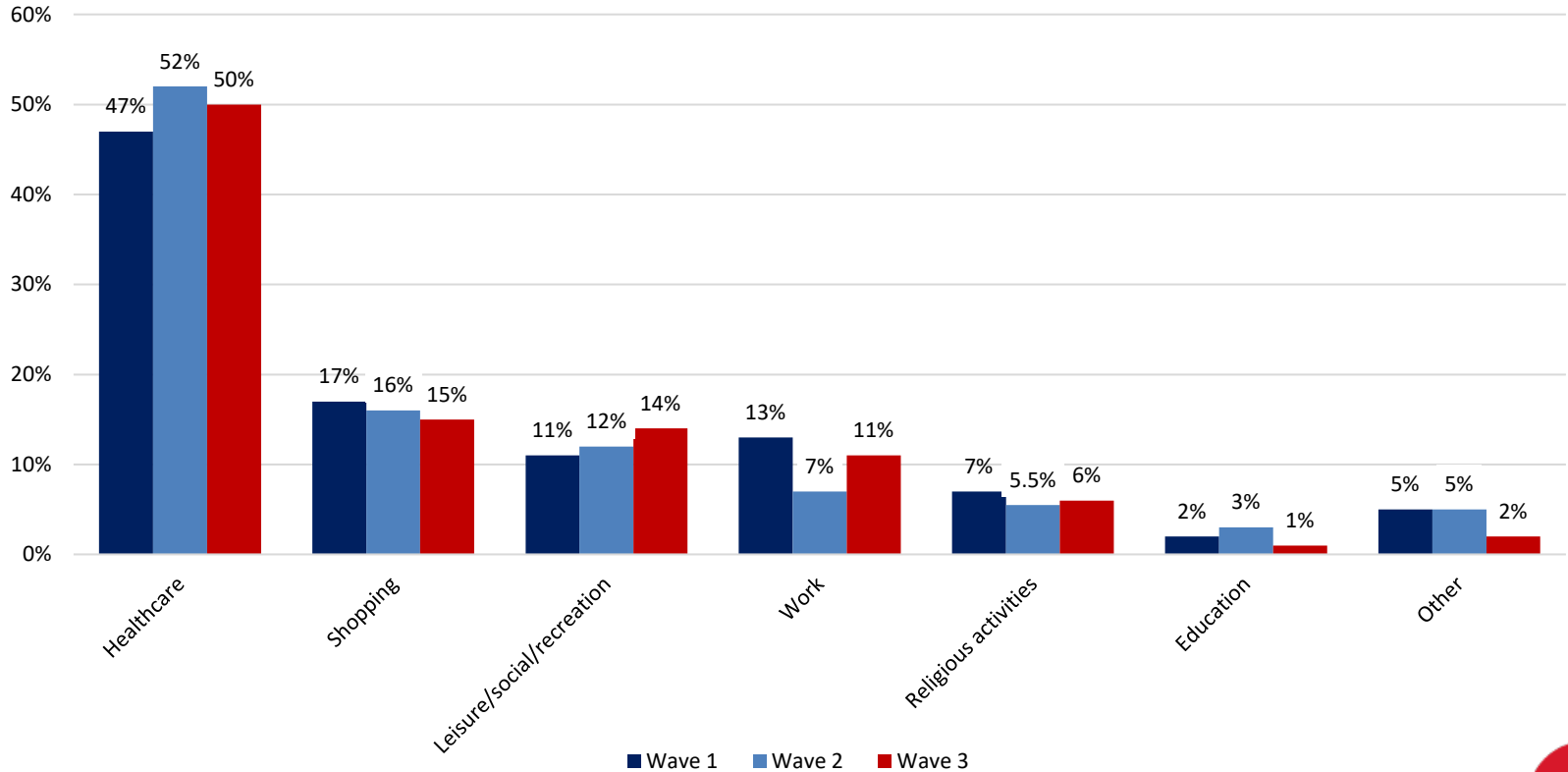
Paratransit Ridership - Last 5 years



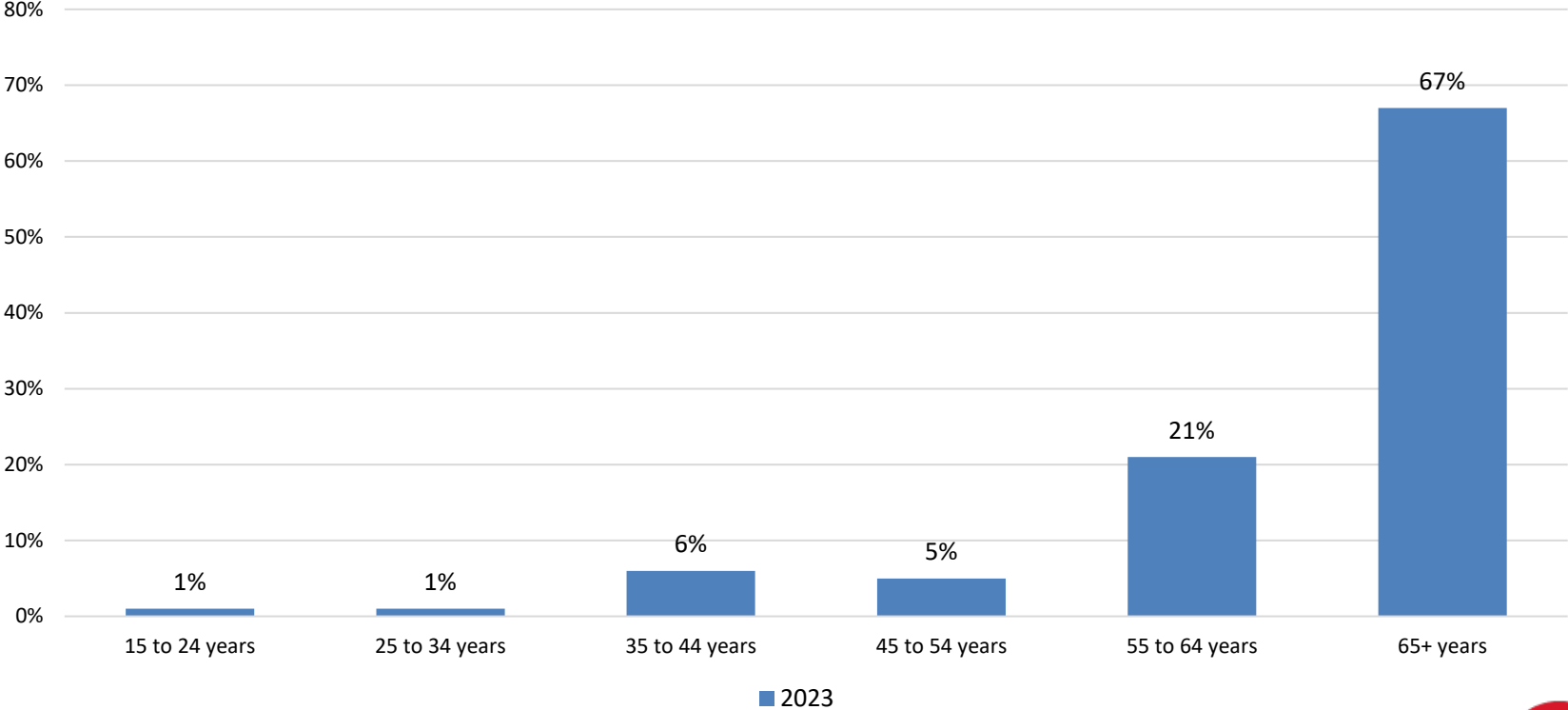
Paratransit Ridership - Last 5 years



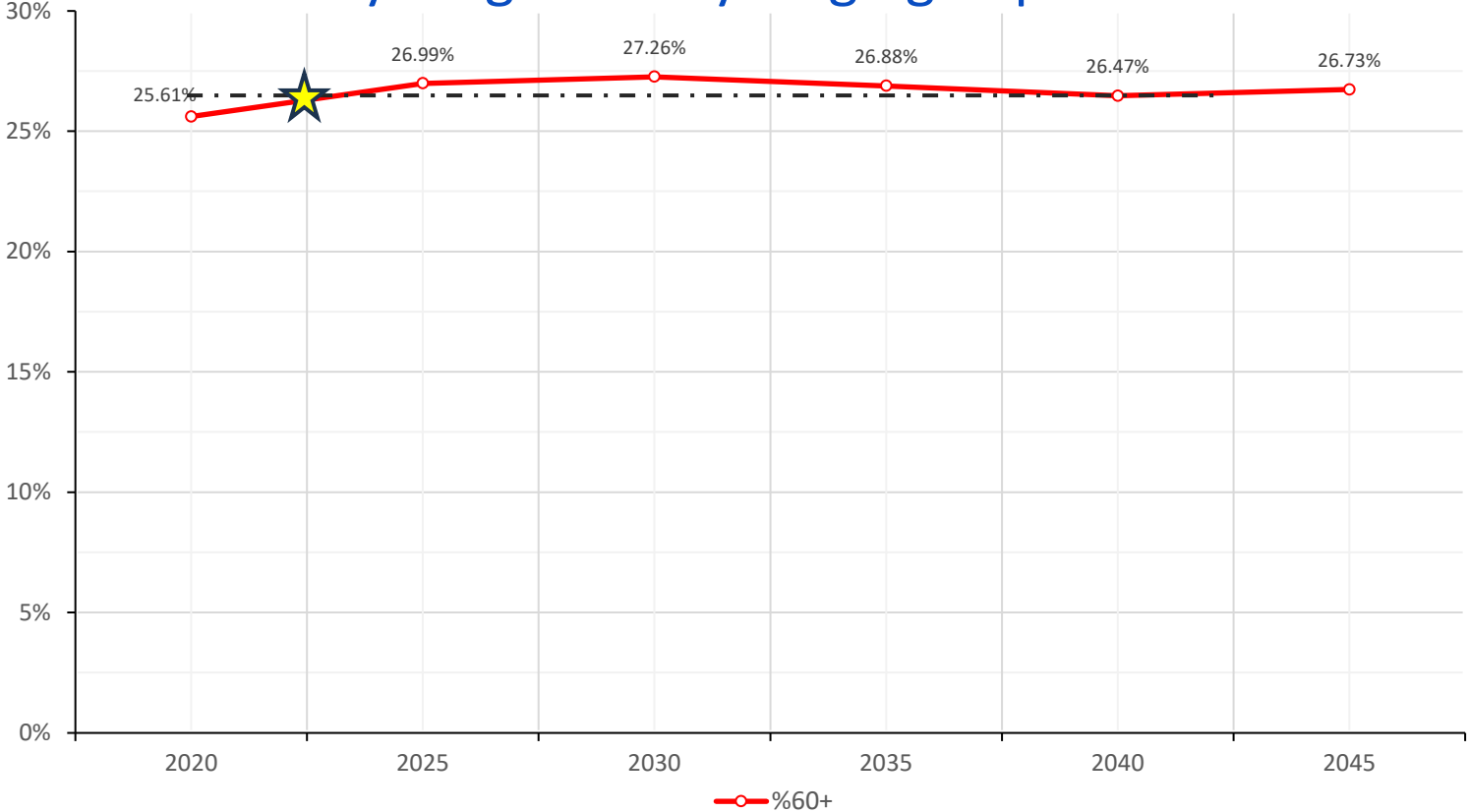
Customer Experience Surveys - Trip Purpose



Paratransit TransPro Age Demographics



Cuyahoga County's Aging Population



Future proofing Paratransit

- Positive Customer Experience (CX) with ADA service
- Leveraged scheduling technology to increase efficiency
- Leveraged communication technology to promote efficiency
- Purchased Transportation RFP (Completed Spring 2023)
- Introducing 20 new 2023 Cutaways (7900 fleet)



7901

7901



6358



PARATRANSIT

WATER
ELECTRIC
VALVE



Greater



Strategic Roadmap

- Web scheduling upgrade project (estimated Summer 2024)
- Paratransit App feasibility evaluation
- Vehicle market & need evaluation
- Expand Paratransit internally (vehicles & operators)
 - Become our own 4th provider similar in size to STC



Key Strategic Initiatives

- Improve Where and When Buses Travel
- Improve How Customers Pay
- Improve Passenger Safety and Comfort
- Engage with Emerging Tech, Data, and New Mobility
- Address Funding Challenges
- Support Vibrant Communities and Access to Jobs

Questions