

Greater Cleveland Regional Transit Authority

Paratransit Contracted Services

Presented to:

**THE OPERATIONAL PLANNING &
INFRASTRUCTURE COMMITTEE**

September 11, 2018



Greater Cleveland Regional Transit Authority



What Service Is Provided?

- Transport ADA clients with certified disabilities
- Supplemental to fixed route service (FTA)
- Additional service - 5 miles
- Services provided on a 24/7 basis within Cuyahoga County.
- In-house and contracted personnel.



Provision of Paratransit Services

- RTA books on average 2,381 daily trips
- Paratransit currently completes 1,581 trips per day
 - RTA – 700 (44.3%)
 - Provide-A-Ride – 448 (28.3%)
 - Lakefront – 339 (21.4%)
 - Senior Transportation Connection – 94 (5.9%)
- RTA (44.3%) Contractors (55.7%)



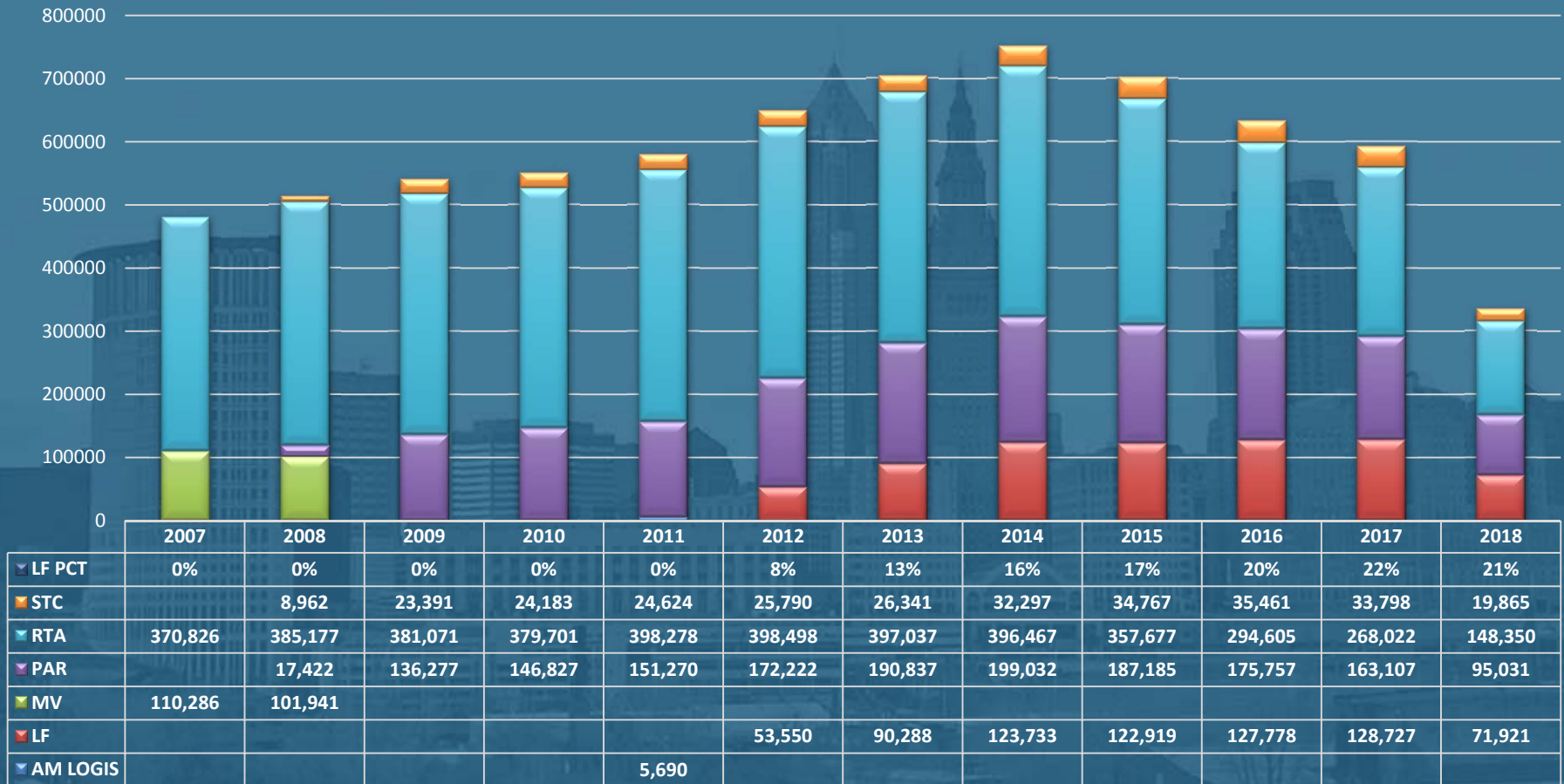
Service Provision Challenges

- “No Denial” Policy. 7,101,484 requests
- Paratransit capacity constraint (400,000 trips).
- Significant cancellation rate (26%).
- Substantial increase in trips over the years
- Fiduciary responsibility to be cost effective.

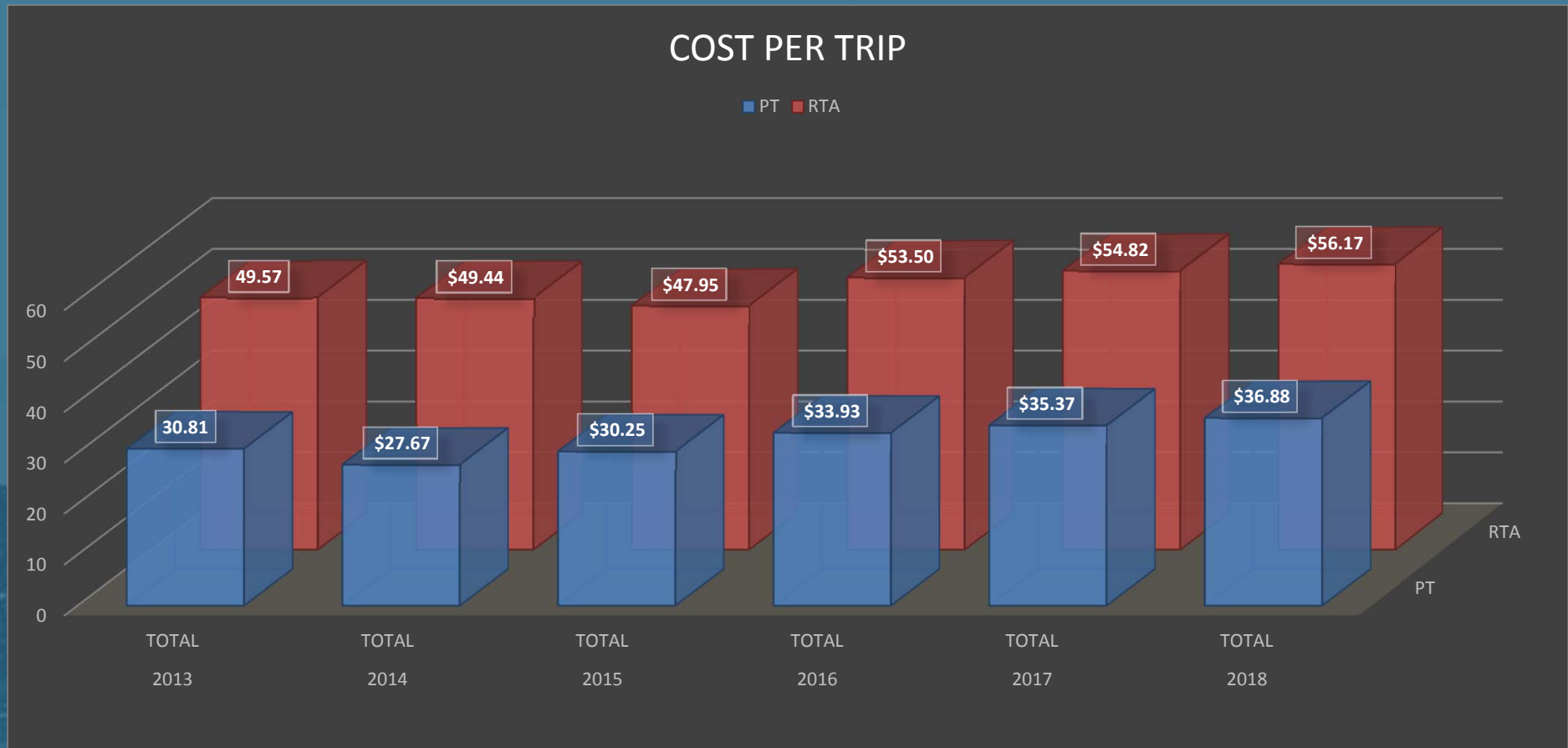


Service By Provider

Completed Trips by Year



Responsibility to be Cost Effective Contractors Cost 37% Lower



Contract Extension

- A four month extension will:
 - Allow all Paratransit purchased transportation contracts to end simultaneously with the goal of attracting a larger and national pool of potential proposers on new RFP which was issued and is due September 27, 2018
 - Allow the Lakefront Lines, Inc. provided service to continue without interruption and continue to meet the daily demands of customers

Recommendation

- Staff requests that the Operational, Planning & Infrastructure Committee recommend to the Board of Trustees a four month extension to the current contract , at the same negotiated rates, with Lakefront Lines, Inc. in an amount not to exceed \$1,050,055.00.

o Questions / Comments

TransitStat



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