

RESOLUTION NO. 2025-120

AMENDING SECTION 1013.04 AND CHAPTER 1086 OF THE CODIFIED RULES
AND REGULATIONS OF THE GREATER CLEVELAND REGIONAL TRANSIT
AUTHORITY

WHEREAS, pursuant to Resolution No. 1989-176, the Board of Trustees ("Board") of the Greater Cleveland Regional Transit Authority ("Authority") codified the resolutions establishing its policies and procedures; and

WHEREAS, in order to conform the Authority's paratransit policies to current service standards, Section 1013.04 and Chapter 1086 of the Codified Rules and Regulations of the Greater Cleveland Regional Transit Authority ("Code Book") must be revised.

NOW, THEREFORE, BE IT RESOLVED by the Board of Trustees of the Greater Cleveland Regional Transit Authority, Cuyahoga County, Ohio:

Section 1. That Code Book Section 1013.04 is hereby amended to read as specified in Attachment A hereto.

Section 2. That Code Book Chapter 1086 is hereby amended to read as specified in Attachment B hereto.

Section 3. That the Board of Trustees hereby waives the fourteen-day period provided for in Article XI, Section 2 of the Bylaws.

Section 4. That this resolution shall become effective immediately upon its adoption.

Attachments:

- A. Section 1013.04 Service Standards
- B. Chapter 1086 Paratransit Service Policy

Adopted: December 16, 2025



President

Attest: 

Secretary-Treasurer

Attachment A to Resolution

CHAPTER 1013 Service Standards

1013.01 VEHICLE LOAD FOR EACH MODE.

(a) Adherence to the maximum load standards in the table below shall be monitored as follows:

- (1) Passengers are counted at the point on the route where most trips carry the highest load.
- (2) Passenger loads are averaged for thirty-minute intervals during rush hours and sixty-minute intervals during other time periods.
- (3) If one trip has an unusually high load, it shall be excluded from the average.

MAXIMUM LOAD STANDARDS Number of Passengers		
SERVICE TYPE	RUSH HOURS	NON-RUSH HOURS
Park-N-Ride	54-63	49-57
Regular Bus (approx. 40-ft.)	54	44
Trolley (approx.. 30-35 ft.)	36	36
Heavy Rail (per car)	142	117
Light Rail (per car)	132	108
Articulated bus (approx.. 60 ft.)	80	65

(Res. 2017-58. Passed 7-18-17.)

1013.02 VEHICLE HEADWAY FOR EACH MODE.

Service frequency is based on ridership, but, during each time period that a route operates, the minimum number of trips per hour per direction will be as follows:

	<u>5 a.m. - 10 p.m.</u>	<u>Other</u>
Times Rail *	2	1
Bus *	1	1

* = Does not apply to minor branches and special services

To maintain service coverage with limited resources, the Authority may make an exception to the minimums shown above. The Authority will conduct a public hearing before initiating such an exception.

(Res. 2017-58. Passed 7-18-17.)

1013.03 ON-TIME PERFORMANCE.

- (a) The following standard applies to all modes:
 - (1) A trip is deemed "late" if it arrives or departs more than five

minutes after the scheduled time.

- (2) A trip is deemed "early" if it departs before the scheduled time.
- (3) A trip is deemed "on-time" if it is neither "late" nor "early" as defined above.

(b) The long-term goal is 100 percent "on time"; the near-term goal is eighty percent on-time.

(Res. 2017-58. Passed 7-18-17.)

1013.04 SERVICE AVAILABILITY FOR EACH MODE.

(a) Transit service availability is critical for providing access to jobs, education, medical care and other activities and opportunities necessary for quality of life.

(b) Paratransit service availability is governed by Chapter 1086.

(c) Ideally, 365-day bus or rapid transit service should be located near every Cuyahoga County resident. Rapid transit service includes rail and bus rapid transit service.

(d) Resource limitations and low-density settlement patterns currently preclude realization of the ideal.

(e) The Authority will provide 365-day public transit service within 3/4 miles of at least 60 percent of Cuyahoga County residents. Public transit service is any transit service open to the general public, including bus, rail, and bus rapid transit service. (Res. 2017-58. Passed 7-18-17; Res. 2018-31. Passed 3-27-18; Res. 2018-72. Passed 7-24-18.)

Attachment B to Resolution

CHAPTER 1086 Paratransit Service Policy

1086.01 POLICY.

(a) The Authority will provide Paratransit service, which is a "shared ride", origin-to-destination service, to those who, due to a functional disability or condition, are unable to use the fixed-route system. Eligibility for Paratransit service is defined by the Americans with Disabilities Act regulations. Federal regulations define the ADA paratransit service area as being within three-fourths mile of a local fixed route when that route is in operation. (Res. 1991-23. Passed 1-22-91.)

(b) The Authority will provide Paratransit service for trips that are five miles or less in length for individuals who, due to a functional disability or condition, are unable to use the fixed route system and whose trips are not within three-fourths mile of a local fixed route when that route is in operation.

(c) Prior to Paratransit service, the Authority provided Community Responsive Transit ("CRT"). When CRT was eliminated, the Authority sought to extend shared ride services to riders who were born on or before December 31, 1931. The Authority will provide Paratransit service for trips that are five miles or less in length for riders who were born on or before December 31, 1931, in light of the Authority's history of providing Community Responsive Transit service to these riders.

(Res. 2020-89. Passed 11-17-20.)

1086.02 ADMINISTRATION.

(a) The General Manager, CEO is authorized to adopt procedures to implement this policy and shall ensure that a Paratransit Customer Handbook is maintained. The Paratransit Customer Handbook shall reflect the most up-to-date administrative laws, industry best practices, FTA guidance, and Department of Justice guidance.

(b) The Paratransit Customer Handbook shall replace the ADA Complementary Paratransit Plan enacted in Resolution No. 1992-045, and subsequently revised in Resolution Nos. 1995-009, 1997-033 and 2003-140.

(c) Community Participation. Significant proposed changes to administrative procedures should be discussed with an advisory committee

and/or the public before such changes are finalized and implemented.

(Res. 2020-89. Passed 11-17-20)

Commented [MF1]: I'm not sure if you wanted it in the Resolution attachment, but the redline attachment to the Staff Summary also had added a reference for this new resolution here:
Res. 2025- . Passed .