



<p>TITLE/DESCRIPTION: CONTRACT: CONTRACTED PARATRANSIT SERVICES</p> <p>VENDOR: FUTURE AGE, INC. DBA PROVIDE A RIDE</p> <p>AMOUNT: NTE \$52,300,000 FOR A PERIOD OF THREE YEARS, WITH TWO ONE-YEAR OPTIONS IN AMOUNTS NTE \$20,900,000 AND \$22,800,000, RESPECTIVELY, FOR A TOTAL CONTRACT AMOUNT NTE \$96,000,000 FOR A FIVE-YEAR PERIOD</p>	<p>Resolution No.: 2026-13</p> <p>Date: February 12, 2026</p> <p>Initiator: Paratransit District</p>
<p>ACTION REQUEST: <input checked="" type="checkbox"/> Approval <input type="checkbox"/> Review/Comment <input type="checkbox"/> Information Only <input type="checkbox"/> Other _____</p>	

- 1.0 **PURPOSE/SCOPE:** This action will allow the Greater Cleveland Regional Transit Authority ("Authority") to enter into a contract to provide contracted paratransit services for a period of three years, with two one-year renewal options.

- 2.0 **DESCRIPTION/JUSTIFICATION:** The Authority has a need for contracted paratransit services. The Americans with Disabilities Act ("Act") of 1990 protects the rights of all people, without regard to physical and/or cognitive disabilities, and dictates that all persons have a right to use available public transportation. The Act requires that those unable to independently ride public transportation due to physical and/or cognitive disabilities be provided with an equivalent, corresponding service for their transportation needs. Passengers may be ambulatory or may require the use of mobility devices such as a wheelchair, walker, or cane. The Federal Transit Administration("FTA") requires the Authority to execute every paratransit eligible trip request. The Authority has elevated this directive by establishing a "No Denial" policy for eligible trip requests, which fluctuate daily. These requirements make it difficult to effectively schedule all daily trip requests with dedicated Authority paratransit vehicles and operators. Because the Authority cannot meet the demand for this service with its own resources, contracted transportation providers are necessary to supplement the Authority's current paratransit operations.

- 3.0 **PROCUREMENT BACKGROUND:** The Request for Proposals ("RFP") was posted on the Authority's Procurement Department website and advertised in local newspapers. Fifty (50) interested parties downloaded the solicitation, and eight (8) proposals were received on November 18, 2025. After evaluation by a panel of Authority employees in accordance with established Procurement Department policies and procedures, and subsequent negotiations, the proposal from Future Age, Inc. dba Provide A Ride to provide contracted paratransit services in an amount not to exceed \$52,300,000 for a period of three years, and in amounts not to exceed \$20,900,000 and \$22,800,000 for two one-year options, respectively, for a total amount not to exceed \$96,000,000 for a five-year period, was determined to be the most advantageous to the Authority with price and all other factors considered.

A cost analysis was performed, and the Procurement Department has determined the negotiated amounts to be fair and reasonable to the Authority.

- 4.0 **DBE BACKGROUND:** As a result of the USDOT Interim Final Rule published in the Federal Register and made effective October 3, 2025, DBE goal setting has been suspended on the Authority's projects until further notice.

- 5.0 **POLICY IMPACT:** Does not apply.
- 6.0 **ECONOMIC IMPACT:** This contract will be funded through the General Fund, Paratransit Department budget, in an amount not to exceed \$52,300,000 for a period of three years, and in amounts not to exceed \$20,900,000 and \$22,800,000 for two one-year options, respectively, for a total contract amount not to exceed \$96,000,000 for a five-year period.
- 7.0 **ALTERNATIVES:** Reject this offer. Rejection of this offer would hinder the Authority's ability to provide federally required paratransit service, resulting in non-compliance with the Act.
- 8.0 **RECOMMENDATION:** This procurement was discussed by the Board of Trustees at the February 3, 2026, Organizational, Services & Performance Monitoring Committee meeting. It is recommended that the proposal from Future Age, Inc. dba Provide A Ride be accepted and the resolution adopted, authorizing the General Manager, Chief Executive Officer to enter into a contract.
- 9.0 **ATTACHMENTS:** None

Recommended and certified as appropriate to the availability of funds, legal form and conformance with the Procurement requirements.



General Manager, Chief Executive Officer

RESOLUTION NO. 2026-13

AUTHORIZING CONTRACT NO. 2025-142 WITH FUTURE AGE, INC. DBA PROVIDE A RIDE TO PROVIDE CONTRACTED PARATRANSIT SERVICES IN AN AMOUNT NOT TO EXCEED \$52,300,000 FOR A PERIOD OF THREE YEARS, AND IN AMOUNTS NOT TO EXCEED \$20,900,000 AND \$22,800,000 FOR TWO ONE-YEAR OPTIONS, RESPECTIVELY, FOR A TOTAL CONTRACT AMOUNT NOT TO EXCEED \$96,000,000 FOR A FIVE-YEAR PERIOD (GENERAL FUND, PARATRANSIT DEPARTMENT BUDGET)

WHEREAS, the Americans with Disabilities Act of 1990 requires the Greater Cleveland Regional Transit Authority ("Authority") to provide paratransit service to all disabled persons unable to use fixed-route bus or train service; and

WHEREAS, the proposal from Future Age, Inc., dba Provide A Ride, located at 4299 Cranwood Parkway, Warrensville Heights, Ohio 44128, to provide contracted paratransit services for a period of three years with two one-year options was received on November 18, 2025; and

WHEREAS, after negotiations, Future Age, Inc. dba Provide A Ride has offered to provide contracted paratransit services in an amount not to exceed \$52,300,000 for a period of three years, and amounts not to exceed \$20,900,000 and \$22,800,000 for two one-year options, respectively, for a total contract amount not to exceed \$96,000,000 for a five-year period; and

WHEREAS, the General Manager, Chief Executive Officer deems the offer from Future Age, Inc. dba Provide A Ride to be in the best interest of the Authority, price and other factors considered, and recommends acceptance thereof by the Board of Trustees.

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

Section 1. That the offer from Future Age, Inc. dba Provide A Ride, as negotiated, to provide contracted paratransit services for a period of three years with two one-year options be and the same is hereby accepted.

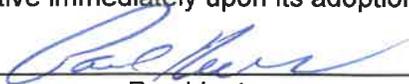
Section 2. That the General Manager, Chief Executive Officer be and she is hereby authorized to enter into a contract with Future Age, Inc. dba Provide A Ride to provide contracted paratransit services for a three-year period, with the authority to exercise two one-year renewal options.

Section 3. That said contract shall be funded through the General Fund, Paratransit Department Budget, in an amount not to exceed \$52,300,000 for a period of three years, and in amounts not to exceed \$20,900,000 and \$22,800,000 for two one-year options, respectively, for a total contract amount not to exceed \$96,000,000 for a five-year period.

Section 4. That said contract shall be binding upon and an obligation of the Authority contingent upon future funding, compliance by the contractor with the specifications and addenda, if any; bonding and insurance requirements and all applicable laws relating to contractual obligations of the Authority.

Section 6. That this resolution shall become effective immediately upon its adoption.

Adopted: FEBRUARY 17, 2026



President

Attest: Rajan D. Jantam

Secretary-Treasurer