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 TransPro Age Demographics

- 15 to 24 years: 1%
- 25 to 34 years: 1%
- 35 to 44 years: 6%
- 45 to 54 years: 5%
- 55 to 64 years: 21%
- 65+ years: 67%

Greater Cleveland Regional Transit Authority
Cuyahoga County's Aging Population

Greater Cleveland Regional Transit Authority
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)
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