



MEETING NOTICE

Notice is hereby given that the following meeting of the Board of Trustees of the Greater Cleveland Regional Transit Authority will take place on Tuesday, February 3, 2026, in the Board Room of the Authority, 1240 West Sixth Street, Cleveland, OH 44113, for consideration of the listed items and such other items that may properly come before the Board and be acted upon. This meeting will be live streamed on RTA's Board Page www.RideRTA.com/board on the meeting date for staff and members of the public. Members of the public may attend in person.

The meeting package will be posted on RTA's website at (www.riderta.com/board), on RTA's Facebook page, and RTA's Twitter page.

9:00 A.M. **Organizational, Services & Performance Monitoring Committee**

- IFB Procurement – a presentation of a recurring competitively negotiated procurement for Contracted Paratransit Services, for a period of three years with two one-year options.

Compensation Committee

- Executive Session -- to consider the employment, evaluation and compensation of a public employee or official.

India L. Birdsong Terry
General Manager, Chief Executive Officer

IBT:bc
Attachment

Scan this QR code to access the meeting schedule, live streams and meeting materials.





AGENDA

Organizational, Services & Performance Monitoring Committee

Tuesday, February 3, 2026

Committee Members: Ms. Emily Garr Pacetti, Chair
Mayor Marie Gallo
Ms. Deidre Y. McPherson
Mr. Jeffrey W. Sleasman

- I. Roll Call
- II. Approval of Minutes – January 6, 2026
- III. Contracted Paratransit Services – This is a recurring competitively negotiated procurement for Contracted Paratransit Services, for a period of three years with two one-year options.

Presenters:

- Nick Davidson, District Director, Paratransit District
- Scott Lawson, Contract Administrator II, Procurement

IV. Adjourn



Organizational, Services & Performance Monitoring Committee

January 6, 2026

MEETING MINUTES

Committee Members: Ms. Pacetti (Chair), Ms. McPherson, Mr. Sleasman

Staff/Other: Shawn Becker, Nick Biggar, India Birdsong Terry, Muriel Bowen, Janet Burney, Floun'say Caver, Brent Charnigo, Nick Davidson, Drew Dimmick, Maribeth Feke, George Fields, Bob Fleig, Joel Freilich, Catherine Galla, Anthony Garofoli, Rajan Gautam, Orlando Hudson, Robert Jefferson, Sharon Jenkins, Chief Deirdre Jones, Lawrence Jupina, Carl Kirkland, Jonathan Laule, Derek Meinke, Sheila Miller, Charles Morgan, Jason Rosenlieb, Mike Schipper, Joe Shaffer, Kay Sutula, Dawn Svancara, Wendy Talley, Brian Temming, Donald Tereba, John Togher, Carolyn Young

Public: Loh, Chris Urban

I. Roll Call

Ms. Pacetti called the meeting to order at 9:02 a.m. with roll call. A quorum was present.

II. Approval of Minutes – November 18, 2025

Mr. Sleasman moved, and Mayor Gallo seconded to approve the minutes; the motion carried.

III. Landscape Maintenance and Parking Lot Snow Removal (Shaker Heights Maintenance Agreement) for Two Years.

James Reed, Property Manager, Programming & Planning, stated that he was presenting a two-year agreement with the City of Shaker Heights for landscaping and snow removal along the Blue and Green lines within the City of Shaker Heights. The location in question are the median areas along Shaker Blvd. and Van Aiken Blvd. The work will be performed by the City's Public Works Department.

Mr. Reed stated that this arises from the 1975 acquisition of the Shaker Rapids System and subsequent 1982 agreement for the provision of landscape services and setting a series of three-year maintenance agreements.

GCRTA reviews these costs diligently and are comparable with landscaping contractors. Shaker Heights has the necessary staff, equipment and management in place. Any complaint calls go to the Shaker Heights Public Works Department, saving the time and expense to respond to. Shaker Heights also bears the risk of contingencies that would increase the cost through this contract. The two-year average under this agreement represents less than a 1% increase.

Staff recommends approval of an agreement with the City of Shaker Heights for the provision of Labor and materials for all landscape maintenance and snow removal for a two-year term at a cost of \$311,520.71 in 2026 and \$283,127.40 in 2027.

Mr. Sleasman moved and Ms. McPherson seconded to advance the item to the Board of Trustees; the motion carried.

IV. Non-Rail and HealthLine Landscaping – This is a competitive negotiated procurement for Non-Rail and HealthLine Landscaping Services for a period of three years with two one-year options.

Ellisia Turner, Supervisor, Janitorial Services, stated that landscaping supports the Authority's public image and compliance with applicable laws and regulatory requirements. GCRTA does not have the specialized equipment or in-house expertise to maintain the non-rail and HealthLine sites to required standards. A professional contractor is required to deliver consistent performance across a large multi-site footprint.

Dawn Svancara, Contract Administrator II, Procurement, stated that the request for proposal was issued on October 12, 2025, and two firms proposed. Staff recommends awarding the contract to ESK Landscaping, LLC to provide non-rail and Healthline landscaping services for three-year based term in an amount not to exceed \$791,636.40 with two one-year options in amount not to exceed \$272,654.76 and \$280,259.80, respectively, for a total contract amount not to exceed \$1,344,550.96.

Ms. Pacetti stated that this is one of three main landscaping contracts for GCRTA: non-rail, rail and Shaker Heights.

Ms. Elder requested clarification regarding the difference between non-rail and rail landscaping. Ms. Turner explained that the non-rail landscaping refers to land owned by GCRTA that does not have a rail line. Additionally, snow removal does not fall within landscaping services and is performed in-house.

Ms. Whigham appreciated negotiating the contract amount 11% below the independent cost estimate.

Mr. Love stated that other large public property owners have begun to determine whether there are low- or no-mow zones or putting pollinator habitat in as opposed to having the land be a constant maintenance challenge. He inquired whether GCRTA has considered alternatives where it owns large tracks of land from a cost savings or environmental benefit standpoint. Jason Rosenlieb, Manager of Rail Facilities, advised that GCRTA has bioretention basins and green roofs for cost savings and have researched natural alternatives but has not yet implemented a strategy.

Mr. Love recommended talking to other public landowners about their land management strategies.

Mr. Sleasman moved and Ms. McPherson seconded to advance the item to the Board of Trustees; the motion carried.

V. Title VI – 2026 Program Update to the Federal Transit Administration

Robert Jefferson, OEO & ADA Program Administrator, stated that Title VI derives from the Civil Rights Act of 1964 and states that no person in the United States shall on the grounds of race, color, or national origin be excluded from participation in or be denied the benefits of or be subjected to discrimination under any program or activity receiving federal financial assistance. Every three years GCRTA is required to perform a Title VI update to comply with FTA regulations.

Mr. Jefferson explained that GCRTA must ensure that customers receive the benefits and services available and be fair and equitable. This looks like members and customers being able to have an opportunity to participate in planning and decision making. Decision making in terms of where services are located and that these decisions are consistent with the Title VI regulations. A public participation plan ensures that all community members are being heard.

Maribeth Feke, Director, Programming & Planning, stated that the Language Assistant Plan helps equalize languages for people who do not speak English very well and communicates their rights and allows for participation in GCRTA services. All vital documents are translated into Spanish online and on each bus. Census data indicates that Spanish is by a large margin the most common language besides English in the area, followed by Arabic, Ukrainian, Chinese and French.

Joel Freilich, Director of Service Management, stated that GCRTA is required to prepare a report every three years to identify how service is equitably distributed. Each year staff have found that it is equitably distributed. Title VI considerations as a criterion of service development and service planning process.

Title VI compliance is considered with vehicle assignment, distribution of bus shelters, levels of service and when making service or fare changes, as well as vehicle assignment.

Mr. Jefferson stated that GCRTA must follow all Title VI requirements to be in good standing with FTA.

Mr. Sleasman expressed appreciation for the work staff has performed on this matter and that it is very important.

Ms. Elder inquired whether the FTA implemented any changes Title VI update and why this is being presented as an update.

CEO Terry stated that GCRTA is required to provide an update to FTA every three years under Title VI. However, the Authority has consistently exceeded these requirements and holds it to the highest standard. Ms. Terry also stated that she requested taking the position of Civil Rights Officer to hold the CEO accountable for these requirements.

Ms. Elder was interested in looking at the ability to provide interpretive services more readily. Sharon Jenkins, Marketing Director, advised that staff monitors changes over time for translation and interpretive needs.

Ms. Pacetti inquired whether GCRTA receives feedback from its Title VI update. CEO Terry explained that no response is a good response. Staff meets quarterly with FTA Region 5 to go through topics that include capital projects and operations, and DBE is a component of it.

Mr. Sleasman moved and Ms. McPherson seconded to advance the item to the Board of Trustees; the motion carried.

VI. Adjournment

There being no further business to bring before this Committee, Mr. Sleasman moved to adjourn the meeting and seconded by Ms. McPherson. The meeting was adjourned at 9:44 a.m.

Rajan D. Gautam
Secretary/Treasurer

Brent Charnigo
Board Administrator



To: Mayor Paul A. Koomar, President
and Members, Board of Trustees

From: India L. Birdsong Terry
General Manager, Chief Executive Officer 

Date: January 29, 2026

Subject: Contracted Paratransit Services – RFP Procurement, 2025-142

This is a Request for Proposal procurement to award a contract to a qualified firm to provide the Authority with Contracted (3rd party) Paratransit Services for a period of three years with two one-year options.

The Authority currently contracts with three (3) vendors for its 3rd party contracted paratransit service: (1) GC Logistics, (2) Senior Transportation Connection, and (3) Future Age Inc. dba Provide A Ride. Each of those contracts commenced June 1, 2023 and have a base contract term expiring May 31, 2026, as well as two one-year options.

In order to meet the Authority's current operational and budgetary needs, the Authority intends to:

- (1) Request approval for a new contract with one vendor for a period of three years with two one-year options;
- (2) Allow the contract with GC Logistics to terminate when the base contract term concludes on May 31, 2026; and
- (3) Exercise a one-year option with Senior Transportation Connection for approximately 10% of contracted paratransit service.

At the February 3, 2026 Organizational, Services & Performance Monitoring Committee meeting, staff will make a presentation on the scope of work, background, procurement process and recommendation for contract award of the Contracted Paratransit Services. Attached is the summary for this contract award. Staff will be requesting that the Organizational, Services & Performance Monitoring Committee recommend the award of this contract at the February 17, 2026 meeting of the Board of Trustees.

Please call me if you have any questions or require additional information prior to Tuesday's meeting.

SUMMARY OF PROPOSED AWARD

Contracted Paratransit Services

PROJECT OVERVIEW:

The Americans with Disabilities Act (ADA) of 1990 requires the Authority to provide complementary Paratransit services to eligible clients who, because of physical or cognitive reasons, are not able to use traditional fixed route bus or train service. Additionally, the Federal Transit Administration (FTA) requires the Authority's Paratransit District to execute every eligible trip request. The Authority has elevated this directive by establishing a "No Denial" policy for eligible trip requests, which fluctuate on a daily basis. All Paratransit services are door-to-door and are provided twenty-four hours per day, seven days per week, and 365 days per year.

The Authority sought proposals from qualified transportation providers to provide Contracted Paratransit Services for a period of three years, with the Authority retaining two, one-year options. The successful proposer(s) must have the capability to successfully schedule trips, dispatch drivers, contact customers, monitor and manage service on a daily basis, have access to a fleet of vehicles which are utilized to provide passenger transportation for various groups or organizations, and maintain a roster of trained drivers. Selected firms will be required to provide safe, reliable, clean, and courteous transportation. Vehicles will be required to be clean, well-maintained, and be no more than five (5) years old. There will be direct in-vehicle communication with the GCRTA dispatch center, along with a comprehensive training and complaint resolution program.

PROCUREMENT OVERVIEW:

The Request for Proposal (RFP) for Contracted Paratransit Services was issued on October 19, 2025. The necessary legal notice was published in the Plain Dealer and Call & Post newspapers. The Request for Proposal was also published on the GCRTA website.

Requests for Proposals were accessed and/or downloaded from the website by fifty (50) interested parties. Eight (8) proposals were received on November 18, 2025, as shown below:

PROPOSERS: (8)

HBSS Connect Corp. (On Behalf of the Fitchburg Consortium)
MyCity Transportation, Inc.*
Kings Transportation Services, LLC
QTS of Mississippi, LLC (GC Transports)*
MV Transportation*
Resource Management Systems, Inc.
Future Age, Inc. dba Provide A Ride*
Senior Transportation Connection*

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*Denotes shortlisted firm

A panel of Authority employees, including representatives from the following departments: Service Management, Customer Experience & Performance Management, Grants Management & Treasury, Claims, Paratransit and Procurement, performed an evaluation of the proposals using the following Evaluation Criteria:

- Objectively measured results achieved on similar contracts
- Qualifications and relevant experience
- People Strategy, Scalability
- Capital Resources, Infrastructure
- Cost effectiveness

This process is in accordance with established Procurement Department Policies and Procedures. The evaluation team reviewed the proposals and invited five proposers to participate in the interview process to clarify various aspects of their proposals. Best and Final Offers (BAFOs) were requested from each of the short listed proposers. After negotiations, an award to Future Age Inc., dba Provide A Ride, was deemed to be in the best interest of the Authority, all factors considered.

RECOMMENDATION:

Future Age Inc. dba Provide A Ride ("PAR"), with an address at 4299 Cranwood Pkwy, Cleveland, Ohio 44128 has been in business since 1989. PAR has been providing contracted Paratransit Services since 2008. PAR has presented strategies to improve operations and demonstrated a comprehensive vehicle maintenance plan, as well as a commitment to purchasing new vehicles. PAR will increase driver wage rates from the current contract to attract and retain a competent, high-quality workforce. Additionally, PAR has demonstrated an extensive complaint resolution process and a commitment to improving customer service through training and technology.

As a result of the USDOT Interim Final Rule published in the Federal Register and made effective October 3, 2025, DBE goal setting on GCRTA projects has been suspended until further notice.

The strengths of Future Age Inc. dba Provide A Ride include:

- 100+ specialized vehicles deployed strategically throughout Northeast Ohio
- Broker of the Year for operational excellence and leadership in quality standards
- Recognized as the largest non-emergency medical transportation (NEMT) broker in Ohio

CLIENT BASE:

Provide A Ride serves a diverse client base that includes the Greater Cleveland Regional Transit Authority (GCRTA), CareSource, UnitedHealthcare, The Transportation Alliance, the Non-Emergency Medical Transportation Accreditation Commission (NEMTAC), and the Medical Transportation Access Coalition (MTAC), among numerous other public and private healthcare and transportation organizations.

A resolution will request authorization to issue a contract to Future Age, Inc. dba Provide A Ride, in an amount NTE \$52,316,364.28, with two one-year options, in an amount NTE \$20,854,209.22 for option year-one, and in an amount NTE \$22,738,481.62 for option year two, for a total contract amount NTE \$95,909,055.12 for the five-year period.



AGENDA

AD-HOC COMPENSATION COMMITTEE

Tuesday, February 3, 2026

Committee Members: Mayor David E. Weiss, Chair
Emily Garr Pacetti
Anastasia A. Elder

- I. Roll Call
- II. Approval of Minutes – January 6, 2026
- III. Executive Session Requested - to consider the employment, evaluation and compensation of a public employee or official.
- IV. Adjourn



Compensation Committee Meeting

January 6, 2026

MEETING MINUTES

Committee Members: Mayor Weiss, Ms. Elder, Ms. Pacetti

Staff/Other: India Birdsong Terry, George Fields, Anthony Garofoli

Public: None

Mayor Weiss called the meeting to order at 9:58 a.m.

I. Roll Call

There were three (3) Committee members present, representing a quorum.

II. Approval of Meeting Minutes

Ms. Pacetti moved, and Ms. Elder seconded to approve the minutes of the October 21, 2025, Ad-Hoc Compensation Committee Meeting. The motion was unanimously approved.

Ms. Pacetti moved, and Ms. Elder seconded to approve the minutes of the December 2, 2025, Ad-Hoc Compensation Committee Meeting. The motion was unanimously approved.

III. Executive Session

Mayor Weiss moved, and Ms. Pacetti seconded to go into Executive Session to consider the employment, evaluation and compensation of a public employee or official. The motion was unanimously approved.

The Committee was in Executive Session from 10:00 a.m. to 10:55 a.m.

Mayor Weiss moved, and Ms. Pacetti seconded to resume the meeting. The motion was unanimously approved.

IV. Adjournment

There being no further business, Mayor Weiss moved to adjourn the meeting and was seconded by Ms. Elder. The motion was unanimously approved. The meeting was adjourned at 10:55 a.m.

Rajan D. Gautam
Secretary/Treasurer

Brent Charnigo
Board Administrator