

# Contracted Paratransit Services

Presented to:

Organizational, Services & Performance  
Monitoring Committee

February 3, 2026

# Contracted Paratransit Services

## Agenda

- Overview of Paratransit Service
- Review of current 3<sup>rd</sup> party contracts
- Recommended new 3<sup>rd</sup> party service arrangement
- Procurement overview

# Paratransit Services Overview

## Legal Framework

- Required by the Americans with Disabilities Act (ADA) of 1990
- Requires paratransit service for individuals unable to use fixed-route
- GCRTA is required to provide all ADA-eligible paratransit trips with **no trip denials**
- Paratransit must be equivalent in:
  - Days and hours of service
  - Geographic service area

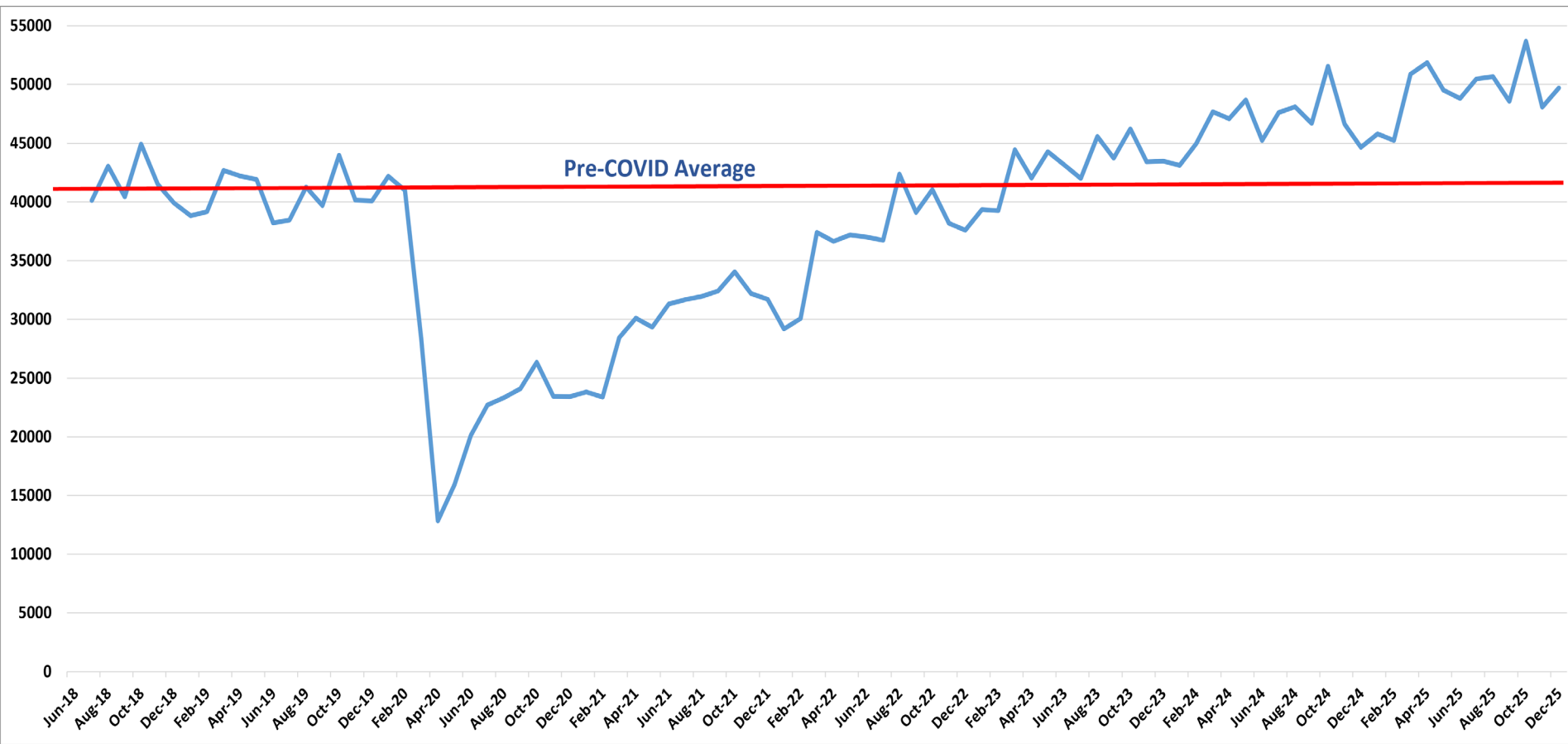
# Paratransit Services Overview

- GCRTA Paratransit Service is currently provided as follows:
  - GCRTA Operated: 46% of total service
  - 3<sup>rd</sup> Party Contractors: 54% of total service
- 3<sup>rd</sup> Party Contracted Service (current)
  - Provide-a-Ride: 55% of contracted services
  - GC Logistics: 35% of contracted services
  - STC: 10% of contracted services

# Paratransit Services Overview

- Paratransit ridership continues to grow
- Delivering ~130% of pre-covid level demand in 2025
- GCRTA is growing from 85 to 100 vehicles by December 2027
- GCRTA is not allowed to deny any eligible ride

# Paratransit Ridership

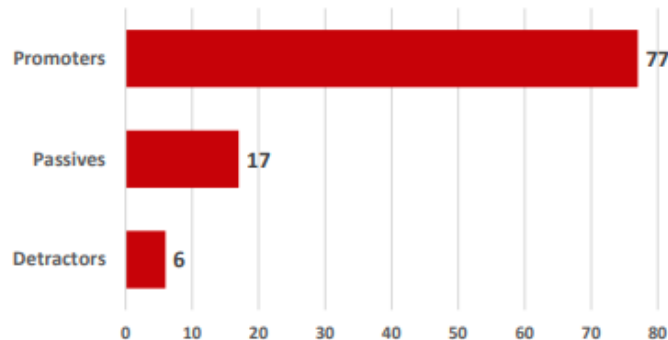




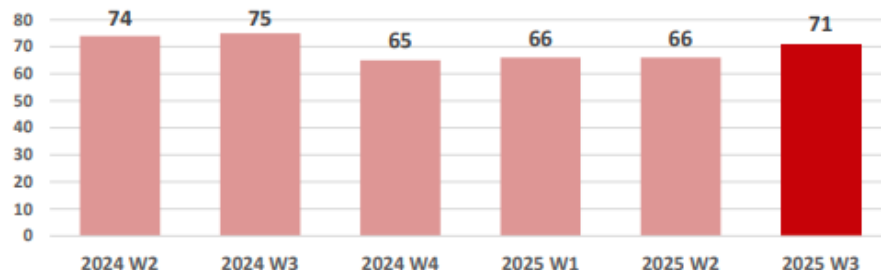
# Net Promoter Score (NPS)

## Paratransit

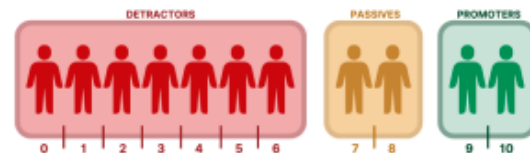
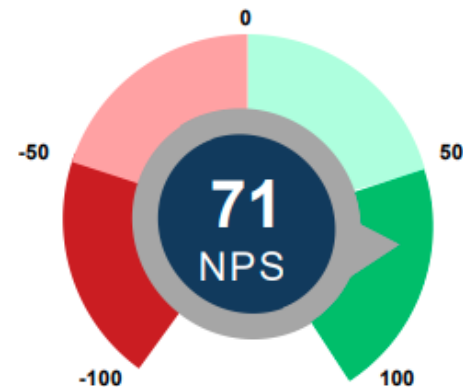
All things considered, how likely would you be to recommend riding RTA paratransit to a friend or neighbor?



Net Promoter Score



RTA's Paratransit NPS went up since Wave 2 from 66 to 71 in Wave 3.



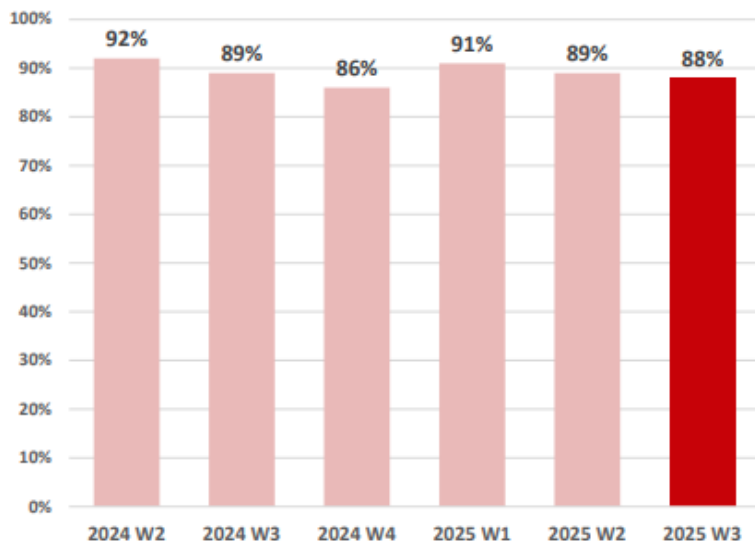
$$\text{Net Promoter Score} = \% \text{Promoters} - \% \text{Detractors}$$



# Perception of Operators

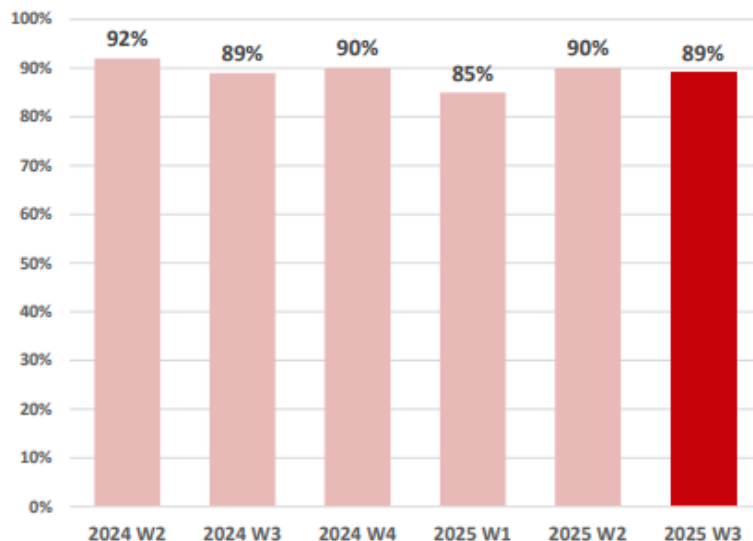
- 88% of respondents say that Paratransit operators drive safely.
- 89% of respondents are satisfied with the overall performance of operators.

Operator Driving



Paratransit operators drive safely

Overall Operator Performance



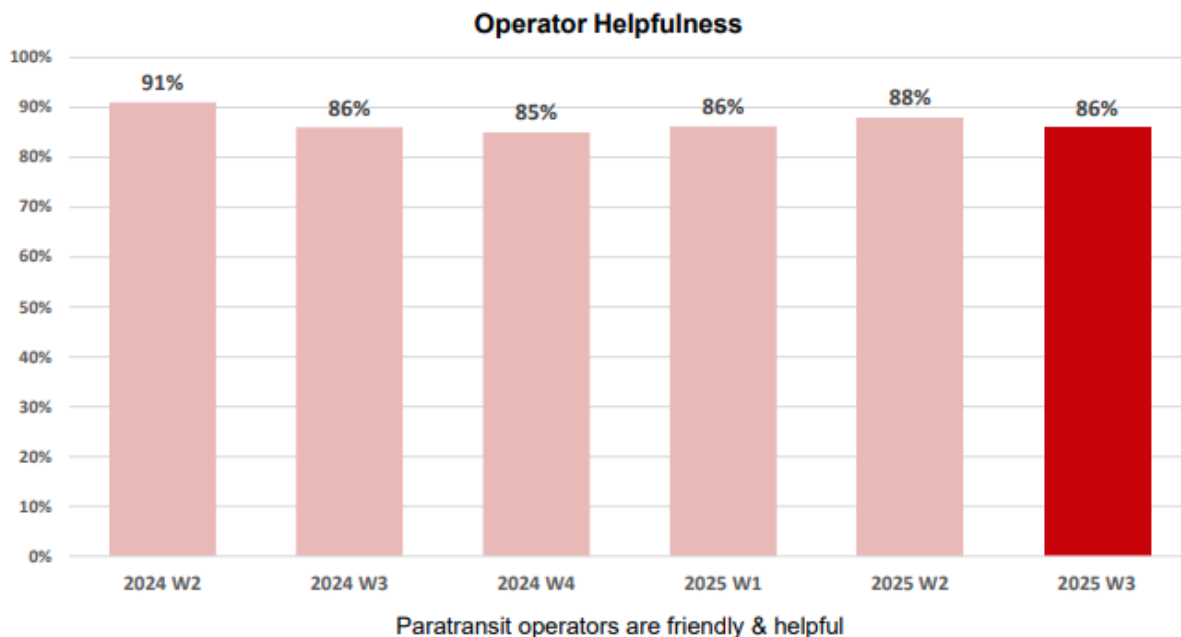
How satisfied are you with the overall performance of RTA Paratransit operators





# Perception of Operators

- 86% of respondents are say that Paratransit operators are friendly & helpful.

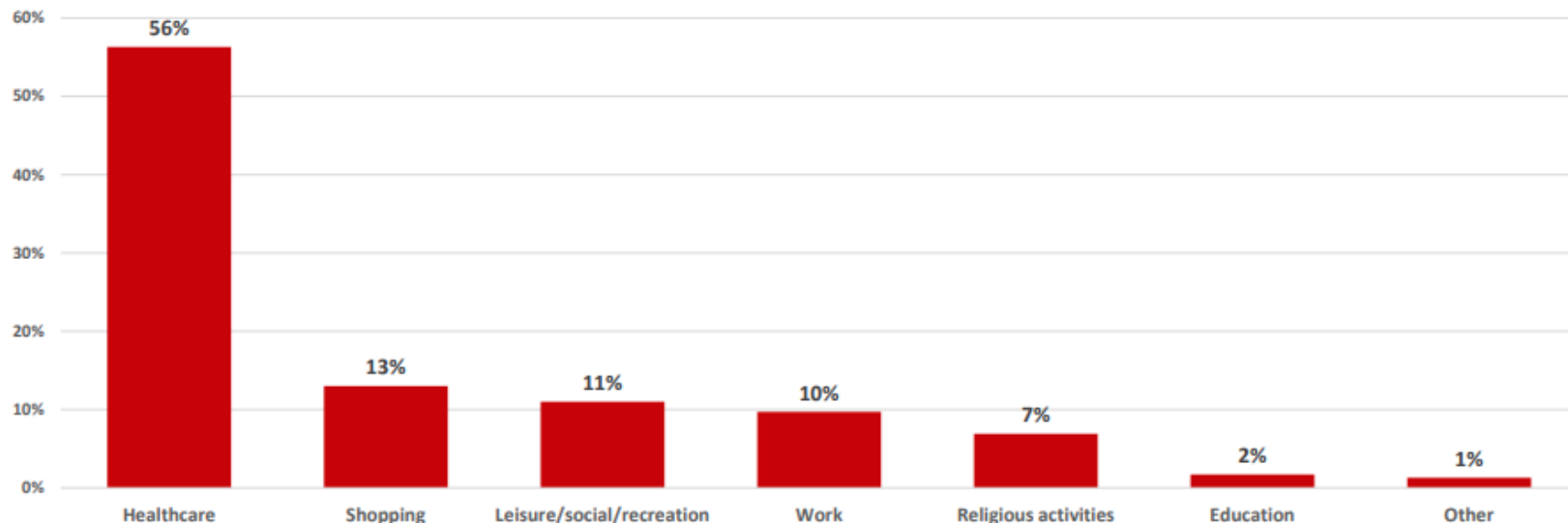




# Trip Purpose

- 56% of Paratransit customers use Paratransit most often for healthcare.

What type of trip do you take most often on RTA Paratransit



# Contracted Paratransit Services Project Overview

- Current contract:
  - Began June 1, 2023
  - Expires May 31, 2026
  - Has two 1-year options
    - June 1, 2026 – May 31, 2027
    - June 1, 2027 – May 31, 2028
- Three (3) Contractors
  - PAR, GC Logistics, STC

# Contracted Paratransit Services Project Overview

- In August 2025, staff informed the Board that it would go out to the market prior to the end of the current contract.
- Staff aimed to reduce the cost of purchased transportation while maintaining quality
- Request for Proposal (RFP) procurement format was utilized to account for growth and market demand
- Re-aligned insurance requirements
- Improved vehicle age and accessibility

# Contracted Paratransit Services Project Overview

- Recommend a new 3<sup>rd</sup> Party service arrangement
- Award Provide A Ride (3-year contract with two (2) 1-year options)
- Allow the GC Logistics contract to expire on May 31, 2026
- Exercise option year 1 on current contract with STC

# Contracted Paratransit Services

## Project Overview

### 3<sup>rd</sup> Party Contracted Service (current)

- Provide A Ride: 55% of contracted services
- GC Logistics: 35% of contracted services
- STC: 10% of contracted services

### 3<sup>rd</sup> Party Contracted Service (new)

- Provide A Ride: 90% of contracted services
- \*STC: 10% of contracted services
- Year 2 of contract, PAR to perform 90-100%

\*Management will exercise a one-year option with STC

# Contracted Paratransit Services Project Overview

## GCRTA's Contractual Savings with new structure

Vendor	Option Year 1	New Structure Year 1	Annual Savings
Provide A Ride	\$66.93	\$63.33	
GC Logistics	\$72.42		
STC	\$80.89	*negotiating	
Blended Rate	\$70.25	\$64.17	
Estimated Hours	248,362	248,362	
Annual Cost	\$17,447,431	\$15,937,390	\$1,510,041

# Procurement Overview

- RFP issued on October 19, 2025
- RFP was accessed by 50 interested parties via the GCRTA website
- Proposals were due November 18, 2025
- Eight (8) firms proposed



# Procurement Overview

## Evaluation Panel

- Service Management
- Claims
- Customer Experience and Performance Management
- Grants Management and Treasury
- Paratransit
- Procurement

# Procurement Overview

## Evaluation Criteria

- Objectively measured results achieved on similar contracts
- Qualifications and relevant experience
- People Strategy, scalability
- Capital Resources, infrastructure
- Cost

# Procurement Overview

## Recommended Company

- Future Age, Inc. dba Provide A Ride
  - Cleveland, Ohio

# Procurement Overview

## Company Experience:

- Provide A Ride has been in business since 1989
- GCRTA contracted paratransit service provider since 2008
  - 100+ specialized vehicles deployed strategically throughout Northeast Ohio
  - Broker of the Year for operational excellence and leadership in quality standards

# Procurement Overview

## Clients Include:

- Greater Cleveland Regional Transit Authority (GCRTA), CareSource, UnitedHealthcare, The Transportation Alliance, Non-Emergency Medical Transportation Accreditation Commission (NEMTAC), Medical Transportation Access Coalition (MTAC), among others

# Procurement Overview

## Recommendation:

Staff requests that the Organizational, Services, and Performance Monitoring Committee recommend to the Board of Trustees the award of a three-year contract to Future Age Inc. dba Provide A Ride, in an amount NTE \$52,300,000, with two one-year options, in an amount NTE \$20,900,000 for option year one, and in an amount NTE \$22,800,000 for option year two, for a total contract amount NTE \$96,000,000 for the five-year period.

Questions?