

# press release

## McCloud Transportation is chosen by NCTD to conduct audit and develop procedures manual

McCloud Transportation will conduct North County Transit District's paratransit audit and will develop a standard operating procedures manual for fixed route, bus and rail operations.

**Tampa, FL. (May 2012)** – McCloud Transportation & Associates, LLC has been awarded a contract by North County Transit District (NCTD) of Oceanside, California to conduct an audit of NCTD's contracted paratransit service, and to create an Americans with Disabilities Act (ADA) Policy and Paratransit Standard Operating Procedures Manual. The paratransit audit will determine the quality of ADA paratransit service being delivered by NCTD's paratransit contractor, and will assess the paratransit contractor's compliance with contract provisions, relevant ADA laws and regulations. The audit will include a peer review and review of best practices to shed light on how NCTD's paratransit operation compares with other systems of similar size and attributes. McCloud Transportation will also develop a comprehensive ADA Policy and Paratransit Standard Operating Procedures Manual that will outline NCTD's administrative and operational responsibilities and will include written guidance for compliance with the ADA law.

"We are very excited about this contract award" said Elaine McCloud, McCloud Transportation's president and chief executive officer. "We will assess all aspects of the paratransit contract, performance and compliance with all laws and regulations pertaining to the contract" McCloud added. The manual will include ADA compliance guidelines for NCTD's BREEZE bus system, the COASTER commuter rail service, the SPRINTER light rail system and NCTD's facilities.

NCTD geographical area encompasses 1,020 square miles of north San Diego County extending from Del Mar in the South, northeasterly to Escondido, north to the Riverside County line and west to the Orange County line. The service area includes the unincorporated communities of Fallbrook and Ramona as well as the Camp Pendleton Marine Corp Base. Other cities in the service area include Solana Beach, Encinitas, Carlsbad, Oceanside, Vista and San Marcos. The total population of the NCTD service area is more than 800,000. NCTD moves more than 12 million passengers annually. The family of transit services includes the BREEZE bus system, LIFT paratransit, the SPRINTER light rail, and the COASTER commuter rail service.

### **About McCloud Transportation & Associates, LLC**

McCloud Transportation is a leader in conducting operational audits for fixed-route, paratransit and rail operations, and creating standard operating procedures manuals that provide written guidance for contract and regulatory compliance.

For more information, please visit [www.McCloudTrans.com](http://www.McCloudTrans.com) or call (813) 920-8683.