

press release

Lee County Transit selects McCloud Transportation to conduct paratransit assessment

The assessment identifies ways to optimize existing paratransit functions and processes

Odessa, FL. (February 2018) – Lee County Transit (Leetran) located in Fort Myers, Florida selected McCloud Transportation + Associates, LLC to conduct a comprehensive operational assessment of its paratransit “Passport” service, which provides transportation to persons with disabilities who are unable to use the regular fixed-route service.

In 2017, Leetran underwent an organizational re-alignment that resulted in the re-structuring of some paratransit positions and functions. The goal of the realignment was to improve the delivery of the paratransit Passport service to Leetran customers.

Focal areas of the assessment included a review of the paratransit fare reconciliation and driver payroll processes, National Transit Database (NTD) reporting requirements, methods to reduce cost per trip, fiscal functions, scheduling and dispatch system, methods in which vehicle miles and revenue miles are tracked, and the ADA-paratransit eligibility process.

The manner in which Leetran aligns mobility management with customer service, reservations and eligibility was examined. The feasibility of using alternative transportation such as Transportation Network Companies (TNCs) for excess daily demand, and premiums trips was examined, as well functions that could be out-sourced or re-aligned for enhanced efficiency and effectiveness. The use of microtransit options were also examined.

“The demand for paratransit continues to increase, therefore it is critical that Leetran utilizes its resources wisely” said Elaine R. McCloud, President and Chief Executive Officer for McCloud Transportation. Leetran is a department of the Lee County, Florida government, which is responsible for operating the public transit system that serves Lee County.

McCloud Transportation is a multimodal transportation consulting firm that specializes in ADA paratransit operations reviews, fixed-route bus and rail operational analyses, performance audits, safety reviews, and service quality monitoring.

For more information, visit www.McCloudTrans.com or call (813) 920-8683.