

press release

MV Transportation selects McCloud Transportation to conduct ADA paratransit compliance review

The quarterly reviews are a key part of MV's Quality Assurance program for the management and operation of Santa Clara Valley Transportation Authority's (VTA) Access paratransit service

Odessa, FL. (October 2017) –McCloud Transportation + Associates, LLC was awarded a multi-year contract by MV Transportation, Inc. to provide third-party quarterly auditing of Santa Clara Valley Transportation Authority (VTA) Access paratransit service. MV Transportation manages operates and maintains the Access service, which provide transportation to persons whose disabilities prevent the use of VTA's fixed-route bus and rail system.

As the external auditor, McCloud Transportation conducts quarterly contract compliance reviews and quality assurance assessments of MV Transportation and its supplemental service subcontractors to promote compliance with the requirements of the VTA Access service contract, the Americans with Disabilities Act (ADA) and the Federal Transit Administration (FTA).

Key focal areas of the quarterly audit included operator selection, training, achievement of performance standards, reporting requirements, invoicing and billing, policies and procedures, drug and alcohol testing, safety, vehicle maintenance and customer service.

"We are excited about the opportunity to partner with MV Transportation to maintain an optimal level of service, and to promote full compliance with the requirements of the ADA and the contract," said Elaine R. McCloud, President and Chief Operating Officer of McCloud Transportation. Our team brings to MV Transportation over 50 years of combined experience in conducting comprehensive ADA paratransit compliance assessments for numerous clients throughout the North America."

MV Transportation is the largest private provider of paratransit services and the largest privately owned transportation contracting firm in the United States.

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.