



WE ARE THE MASS TRANSIT EXPERTS

Our team helps you to meet the regulatory requirements of the Americans with Disabilities Act (ADA). We provide comprehensive service analyses and analyze each route to ensure maximum operating efficiency. Working with the Federal Transit Administration (FTA), we conduct a review of your operation to examine performance and adherence to current regulatory requirements. Through comprehensive operations planning and analyses, we enhance the efficiencies of your fixed route and paratransit operation. We also develop Requests for Proposal to achieve the results you expect from bidders.

Knowing what to do, when to do it and how are important to a positive experience for both you and your customers. We will train drivers, customer service staff and your operations personnel on how to interact with persons with specific types of disabilities. In addition, we provide travel training to assist you in transitioning paratransit users to your fixed route system. Our team also explore opportunities to integrate taxicab service into operation to reduce the cost of paratransit service delivery. McCloud Transportation takes great pride in its balanced approach to public transportation.

OUR PURPOSE

Our Mission

Our mission is to provide mobility options that exceed your expectations through strategic, long-term partnerships and innovative solutions.

Our Values

Our credibility and commitment to open, honest communication is a key factor to our success. We are committed to high quality, customized solutions that generate the results you expect. We will never compromise your trust or our integrity.

Our Vision

Our vision is to help you build on your record of success, and to advance the renaissance in public transportation in America. As multimodal experts, we are prepared to usher in a new era of public transit that will create a cleaner environment, generate development, and enhance the quality of life for the community.

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Certified Disadvantaged, Minority Woman-Owned Business Enterprise (D/WMBE)



 Mobility Solutions That Exceed Your Expectations

WHO WE ARE



McCloud Transportation & Associates, LLC is a transportation consulting, operations planning and transportation management company. We are recognized leaders in the mass transit industry. Our team is dedicated to providing mobility solutions that exceed your expectations.

McCloud Transportation principals have held leadership positions with some of the largest mass transit systems and transportation management companies in North America. Our team of experts has over 100 years of proven, results-oriented experience that has generated millions of dollars in revenue and savings. The factors that set us apart from others are our experience, in-depth knowledge of the mass transit industry, a customer-first philosophy and our proven track record of success.

McCloud Transportation is your first choice for providing mobility solutions. Through partnership and strategic alliances, our goal is to maximize your operating efficiency and effectiveness through value-added cost saving measures. Our firm was established out of the need to help you meet federal regulations, accommodate increased demand for transportation service and enhance customer satisfaction. Our team is equipped to deliver you the service that meets your needs.

Our expertise is multi-faceted and multimodal with a focus on strategic planning, policy analysis, service reviews, and operational analyses. We are equipped to provide solutions to fixed route transit systems, paratransit operators, rail entities, human service agencies and shuttle service operators. McCloud Transportation believes that the most effective way to address mobility is through a menu of transportation options.

WHAT WE DO

McCloud Transportation specializes in the following services:

- » Americans with Disabilities Act (ADA) Compliance
- » Customer Service Assessment
- » Drug and Alcohol Program Compliance Review
- » Bus
- » Service Performance Management
- » Planning and Operational Analysis
- » Paratransit
- » Rail
- » Microtransit
- » Sensitivity Training
- » Human Resources
- » Safety Oversight and Technical Assistance
- » Bus Rapid Transit (BRT)
- » Transportation Network Companies (TNCs)
- » Additional Comments

Your First Choice For Mobility Solutions

Our goals are to help you provide mobility solutions that meet the needs of all individuals. We are your first choice in developing unique solutions for transportation systems ranging from fixed route, paratransit service, rail and shuttle to innovative mobility alternatives such as the integration of taxicabs into your service options. McCloud Transportation is distinguished by its commitment to solutions that sustain communities and provide a balanced multimodal approach to enhancing accessibility, mobility and the quality of life. Our market consists of public transit agencies throughout the U.S. that operate fixed route bus service, paratransit service and rail. In addition, we serve transportation management companies, the U.S. Department of Transportation, the Federal Railroad Administration, Amtrak, state departments of transportation, planning organizations, and major consulting firms. Our team provides transparent, seamless mobility options that meet the needs of the university community, corporate campuses, medical centers, airports and other county, municipal and private sector entities.



OUR TEAM



Elaine R. McCloud
President+CEO



W. H. Bill McCloud
Vice President+COO

McCloud Transportation was founded by Elaine R. McCloud, President and Chief Executive Officer. Elaine has 30 years of mass transit experience in both the public and private sector and has proven expertise in the areas of paratransit operations, ADA compliance, contract management, service delivery, sensitivity training, eligibility and certification.

Bill McCloud, Vice President and Chief Operating Officer, has over 25 years of mass transit leadership experience at the senior executive level and encapsulates a “customer first” philosophy. Our results-oriented and award-winning team is equipped with all you need to deliver. Our associates are located in Cincinnati, Ohio and Chicago, Illinois.

Our principals are leaders in the mass transit industry. In addition, our team has international knowledge and first-hand experience in Europe, the Middle East and the Far East. Our partnership with you includes a strategic plan that we create and implement together. Our principals are involved with your project each step of the way to ensure that we meet and exceed your expectations.