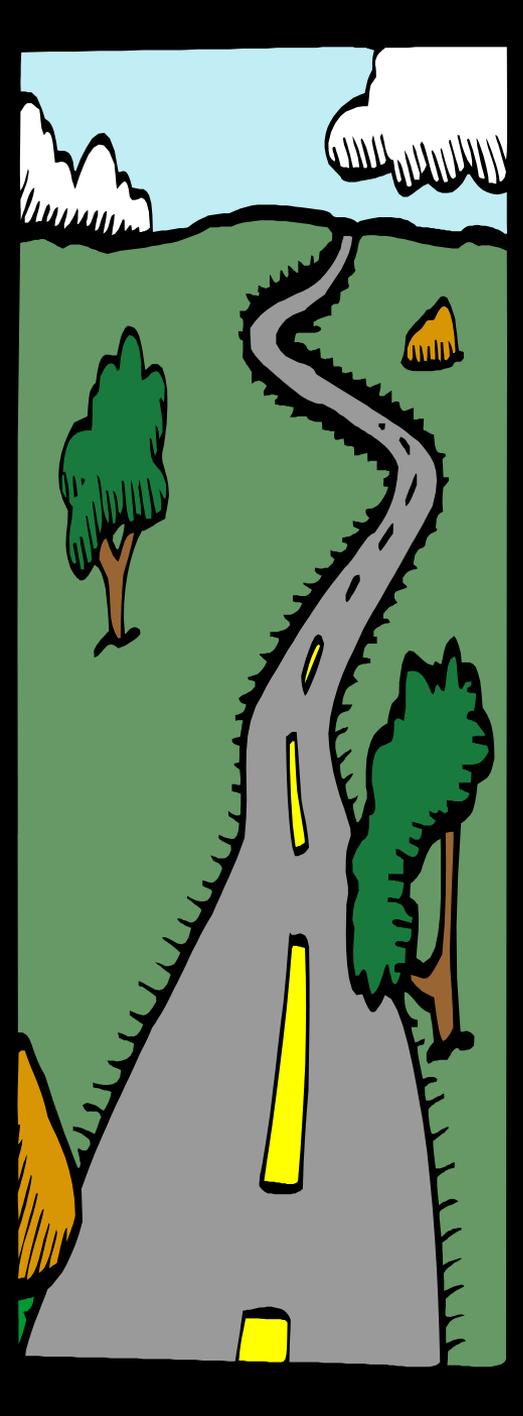


SENIOR TRANSPORTATION CONNECTION





The Road to STC

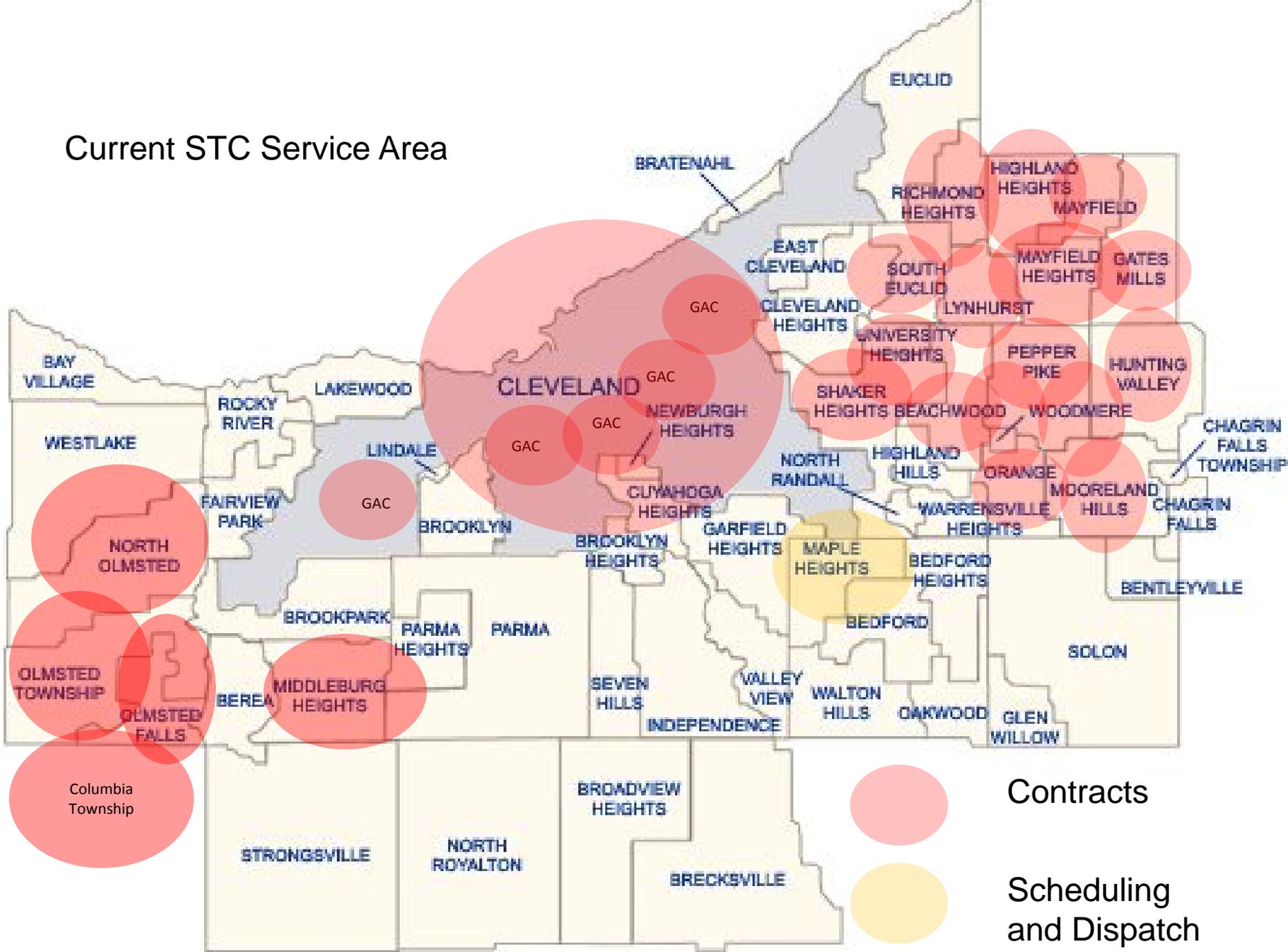
- 1990 ADA Enacted
- 1998 County buys vans for 49 suburbs
- 2001 Mt. Sinai Health Care Foundation funds strategic plan
United Way makes coordinated senior transportation a priority

Findings: Fragmented, limited and restricted services

- 2003 Public/Private Working Group formed to develop implementation blueprint
- 2005 STC established as a non-profit organization
- 2006 Offers call center and scheduling service
- 2014 Serves 22 cities, 10 non-profit organizations, GCRTA

115,000 + trips
38 vehicles
65 employees

Current STC Service Area



Contracts



Scheduling and Dispatch



What we do:

A customer focused organization committed to enhancing the independence of older adults by providing accessible, affordable and quality transportation



How we do it

- Provide comprehensive transportation services
- High tech – high touch approach
- Manage call center (1-800 number) for scheduling rides
- Maintenance of fleet
- Manage reporting to all funders
- Data to improve operations



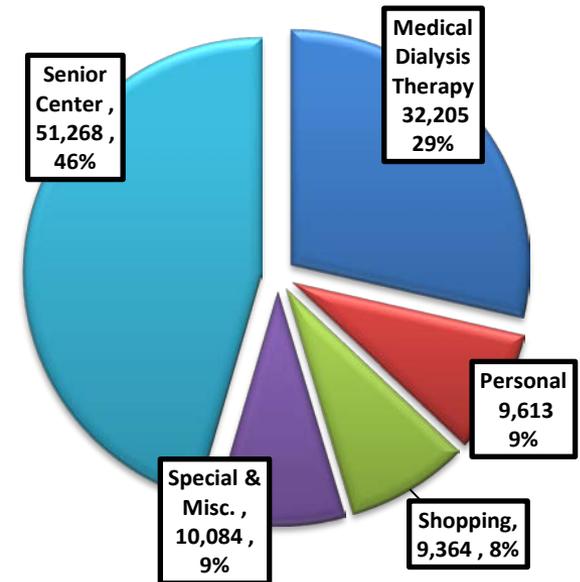


2013 Dashboard

- 9,253 registered riders
- 5,089 active riders
- 112,534 delivered trips
- 800,000 miles

- 82% of our riders are women
- 30% of our riders are between the ages of 65-74
- 52% are 75+
- 45% of our riders are minorities
- 34% are extremely low income
- 25% of our riders use a mobility aid

Trip Purpose



The Road Ahead



- Continue to work to integrate with interested communities and organizations in Cuyahoga County
- Technology enhancements to improve operations
- 2015 – Celebrating 10 years and our 1 millionth ride

The Future STC



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