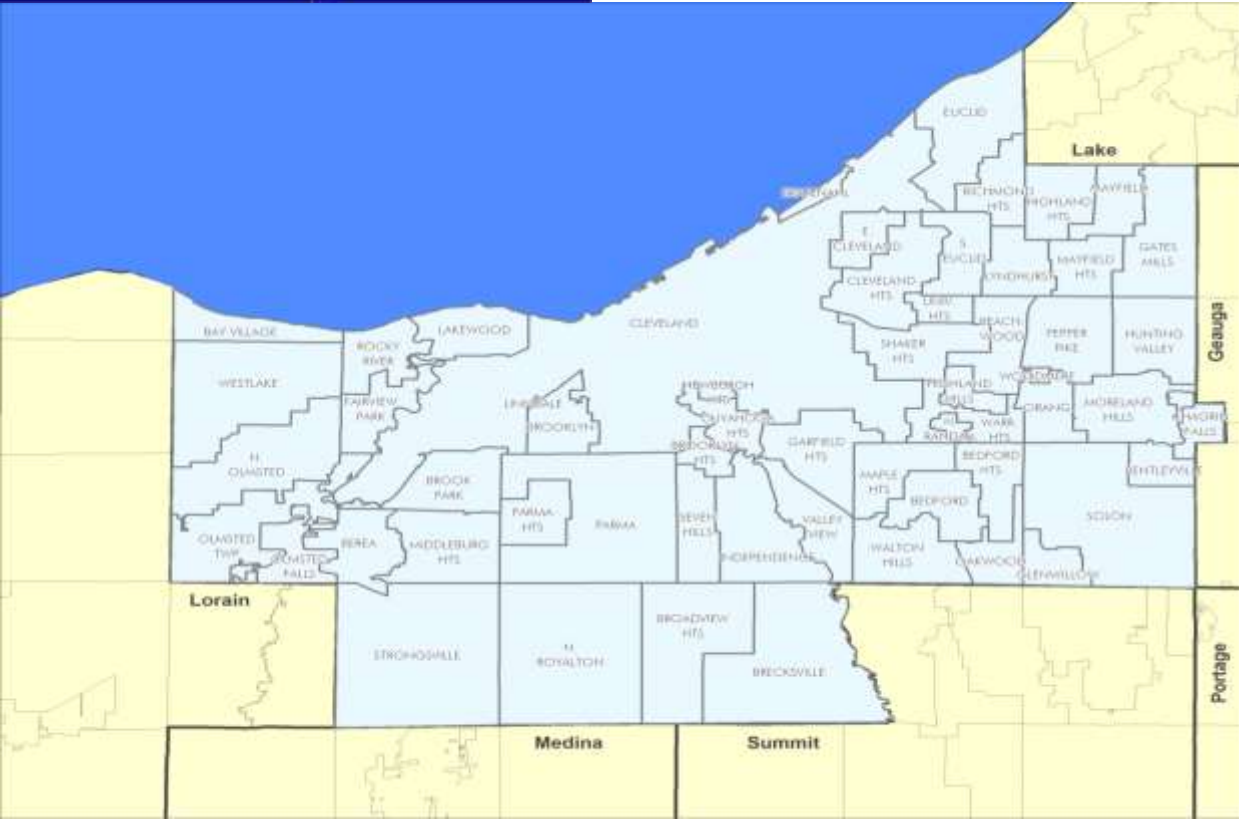


Cuyahoga County, Ohio



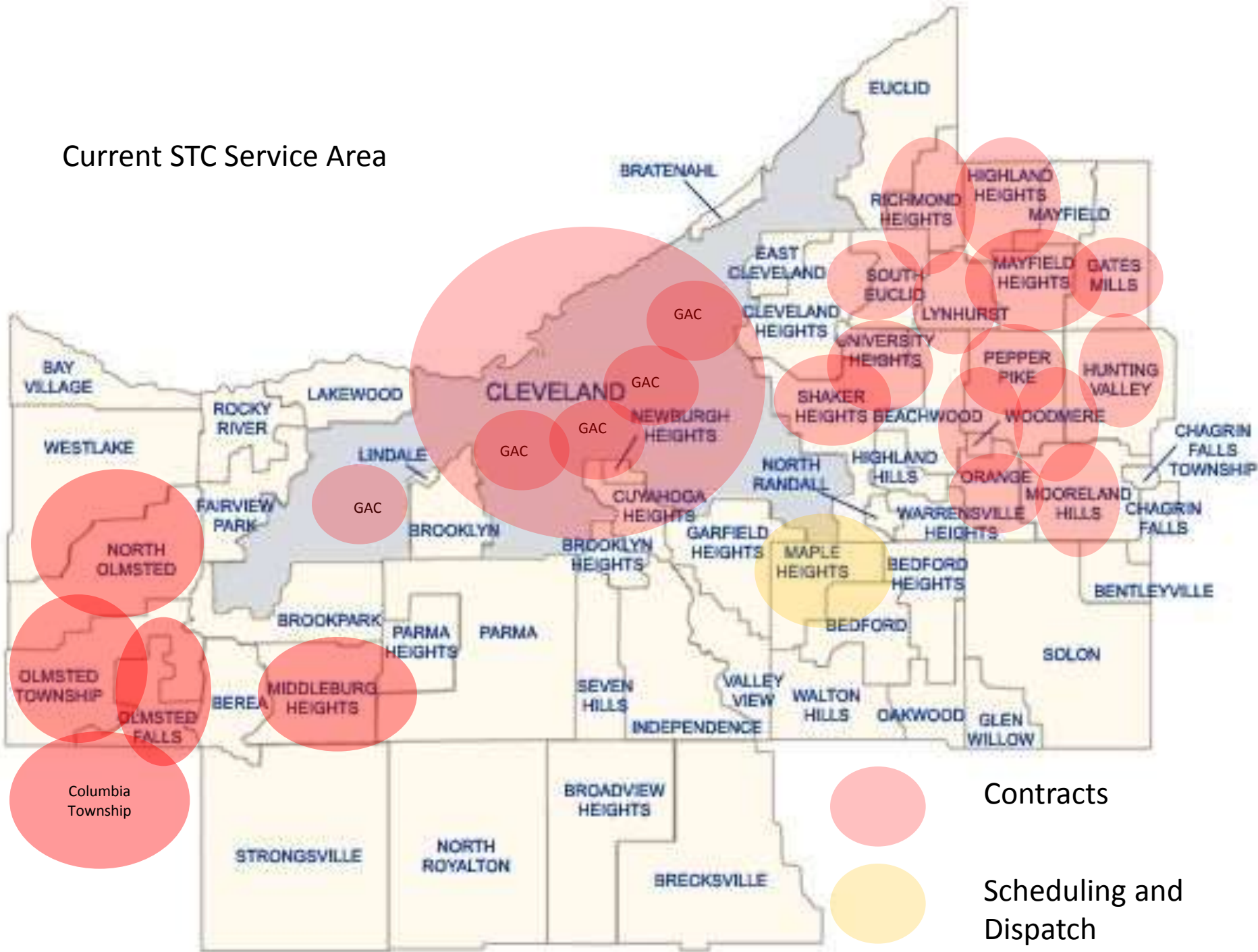
- 458 Square Miles
- Ohio's Most Populous County (1.3 million)
- Cleveland and 58 suburbs
- 15.6% senior adults (65+)
- Fragmented services



What we do:

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

Current STC Service Area



Contracts



Scheduling and Dispatch

Phases and Types of Inclusion in STC's experience

Planning (2002-2005)

- Steering Committee Membership
- Encouraged “big thinking” to achieve broad community impact
- Effective public/private partnership

Implementation (2005-

- Community Organizing
- Building credibility
- Serving 71% of zip codes in County
- Significant expansion in Cleveland
- Consumer involvement/input

Board Composition

- Eight different appointing authorities
- Ten at large members
- Consumer membership requirement

Recruitment/Training

- Initial hiring of community employees
- Strategic recruitment to be representative and diverse

STC Activity Summary 2012

Metric	Total
Registered Riders	7,042
Active Riders	2,583
Trips Scheduled	136,015
Trips Provided	115,088
Canceled Trips	12,944
"No Show" Trips	7,983
Trip Purpose	
Medical, Dialysis/Therapy	24,122
Personal	11,916
Shopping	10,856
Special/Education/Volunteering	10,421
Senior Center	57,773
Total Trips	115,088

