



SHAKER HEIGHTS

Recreation Committee Agenda Via Zoom Meeting Wednesday, February 3, 2021 at 6 PM

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1. Approval of November 2020 Minutes

Documents:

[NOVEMBER 2020 MINUTES DRAFT .PDF](#)

2. Discussion on Camp Consolidation Plan
3. Discussion on Summer Thornton Pool Operations

To request an accommodation for a person with a disability, call the City's ADA Coordinator at 216-491-1440, or Ohio Relay Service at 711 for TTY users.



DRAFT
Recreation Committee Minutes
Wednesday, November 4, 2020
6 P.M.
Via Teleconference – Zoom

Members Present: Earl Williams, Council Member, Chairperson
Carmella Williams, Council Member
David E. Weiss, Mayor

Anne Williams, Council Member
Sharyn Lowenkamp, Citizen Member
Alexandria Nichols, Recreation Department Director
Jonathan Kraft, Citizen Member
Troy Neujahr, Citizen Member
Kathleen Hayes, Citizen Member
Lisa Cremer, School Board Representative
Tim Richards, School Representative

Others Present: Jan Devereaux, League of Women Voters Observer
Claire Brinkley

CALL TO ORDER

Earl Williams, Council Member, Chairperson

The meeting was called to order at 6:00 pm by Council Chairperson, Earl Williams

Review and Approval of July 1, 2020 Minutes

Earl Williams, Council Member, Chairperson

Minutes from July 2020 were reviewed and approved as written.

Senior Transportation Connections (STC) Contract Proposal

Since 2009 the City of Shaker Heights has been contracting with Senior Transportation Connections (STC) for the provision of senior transportation services. Between 150 and 250 people register for this service annually and most use it for medical appointment transportation. STC typically transports senior residents on over 4,000 one-way trips per year. 2020 was significantly different with reduced transportation used during the pandemic and trips were down by about half.

The majority of the trips are for medical appointments, dialysis, and group shopping. The service area for senior transportation medical appointments includes including Cleveland Clinic Main Campus, University Hospitals Main Campus, and other medical facilities located in Solon, Willoughby Hills, Euclid, and Warrensville. Personal trips and group trips go to most surrounding communities with consideration for other locations when applicable.

CITY OF SHAKER HEIGHTS

3400 Lee Road Shaker Heights, Ohio 44120 P 216.491.1400 F 216.491.1465 Ohio Relay Service 711
shakeronline.com www.shaker.life

Riders do share in the cost of trips depending on the type of ride requested. For medical trips there is a recommended \$1.00 donation which helps offset the cost of the service to the City. For group rides, there is also a \$1.00 recommended donation. Personal rides have a \$5.00 fare that all riders are required to pay. The donations and fares are for each one way of a round trip for transportation so a personal ride has a \$10.00 fee per round trip. The City has not proposing increased rider fees or donations for residents in 2021. Users of senior transportation are permitted a maximum of two round trips per week.

STC has been undercharging for trips and incrementally they are proposing a 3% fee increase for the contract period. This 3% increase is aligned with increases in the past years. The proposed fares for individual and medical trips is increasing to \$31.00, per one way, while group trips is increasing to \$9.75 and personal trips increasing to \$20.00. In 2020 the City budgeted \$110,000 for senior transportation services and this year spending to dates is around \$65,000 the community.

One of the senior service goals is to provide transportation services for senior Shaker residents that are financially or physically unable to do so on their own. It was requested that the Recreation Committee recommend to Council the approval of the contract with STC for the period of January 1, 2021 through December 31, 2021 with a cost to not exceed \$100,000. This amount is included in the 2021 proposed budget for senior transportation.

Questions:

With relation to the cost for service and fees for the riders in Table 3, are the fees to STC offset by rider donations and fees?

Answer: The fees in Table 3 are the costs per ride to the City for each round trip and the money collected by STC from riders is in addition to these fees. The City is paying the majority of the fees to STC and residents have minimal costs for rides.

Did the need for these rides increase after the City discontinued their Health Department?

Answer: No, the City did not see an impact on the loss of the Health Department. The Cuyahoga County Health Department has offices at South Pointe that provides flu shots and other services. The City also agreed to make trips to the main Health Department in Parma, however no requests were made for that location.

How is this transportation service marketed to the City's residents?

Answer: The information is located on three different pages on the City's website. Most frequently members of the senior's family that are trying to help them have located the information and made contact that way. Throughout the pandemic the Recreation Department has been contacting seniors on a regular basis and helping them get their rides set up, as well as regularly sending out print mailings.

Are there alternatives to STC for residents?

Answer: RTA Paratransit would be the most similar service and residents prefer STC due to ride wait times. The STC window for rides is 15 minutes compared to the RTA 45 minute window. Uber and Lift are potential, yet unlikely, ride services seniors could use if they have full mobility but are unable to drive.

Does STC provide tracking data on how often Shaker Heights residents are using the service?

Answer: Yes, each ride is tracked on a per person basis. The City is able to see who is using the service frequently as well as those who seldom use it.

Are there any increased precautions that are being taken by STC due to the pandemic?

Answer: Yes, STC immediately implemented cleaning protocols in between riders as well as decreasing the maximum group size allows for group rides.

Noting the recurring 3% increase in fees, is the City comfortable with this increase for 2021.

Answer: During the negotiation, STC originally recommended a 10% increase in fees and the City responded that this was too much of a change and suggested a more modest fee change. They returned a modified contract with the 3% increase which aligns with recent fee changes and is acceptable.

Further discussion from the committee included conversation about the upcoming winter months and whether the Recreation Department would be able to offer any type of programs. The department has been trying to offer classes and services as they are able. COVID restrictions and protocols have impacted all aspects of the department. While the sledding hill located at Thornton Park is expected to open, all other programs and services are done on an as feasible basis. The department is focused on offering as many programs as safely as possible.

There was a motion to recommend that the request for the approval of the STC Contract be approved by the Recreation Committee and taken to the Finance and Administration Committee. All were in favor.

ADJOURNMENT

There being no further business, the meeting adjourned at 6:28 pm.

Earl Williams, Council Member
Chairperson, Recreation Committee