



DRAFT  
**Recreation Committee Minutes**  
**Wednesday, December 7, 2022**  
**6 P.M.**  
**Via Teleconference – Zoom**

Members Present:     Ifeolu Claytor, Council Member Chairperson  
                              Earl Williams, Council Member  
                              Alexandria Nichols, Recreation Department Director  
                              Troy Neujahr, Citizen Member  
                              Sean Malone, City Council Member  
                              Jonathan Kraft, Citizen Member  
                              Jeri Chaikin, CAO

Others Present:        Jan Devereaux, League of Women Voters Representative

**CALL TO ORDER**

Ifeolu Claytor, Council Member Chairperson  
The meeting was called to order at 6:03 pm by Council Chairperson, Ifeolu Claytor

**Review and Approval November 2, 2022 Minutes**

Ifeolu Claytor, Council Member, Chairperson  
It was moved by Councilman Malone and seconded by citizen member Jonathan Kraft that the minutes from November 2022 be approved as written.

**Senior Transportation Connection 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 100 and 200 people have been registering for this service in recent years and most use it for medical appointment transportation. Although not all registered people use the service, STC typically transports senior residents on over 2,000 one-way trips per year. Pre-pandemic, ridership was between 3,000 and 4,000 trips per year and ridership hovers around 2,000 trips per year since 2020.

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. Covid vaccine related trips were higher in 2021 than they are in 2022 and future appointments would be considered medical trips.

Riders do share in the cost of trips depending on the type of ride requested. For individual and 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

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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 proposed increased rider fees or donations for residents in 2022. Users of senior transportation are permitted a maximum of two round trips per week.

STC, like most organizations, has seen an increase in expenses related to fuel, labor, insurance, maintenance, and other business related costs. For this reason, STC is proposing changes to the ride fee structure for 2023. Fees for trips are being reconfigured by STC in 2023 to align a fee schedule across all STC service communities. Proposed fee changes are below in Table 3.

**Table 3 - 2023 Proposed Fares**

Trip Type	Base Fee
Group	\$60.00
Individual/Medical	\$36.00
Personal	\$31.00

The new fee structure marks a change in how STC has billed trips from past practice. Group trips were charged per person from \$10.00 per person and now the City will be charged a base of \$60.00 for up to five passengers and additional passengers will incur a \$12.00 fee per person. The charge to the City for group trips up to five people essentially remains unchanged. If a group trip exceeds five passengers, there will be an additional charge of \$12.00 per person.

Individual trip costs are increasing as are personal trips. Individual trips are typically medical trips for doctor’s appointments, dialysis, or therapy and these will be billed at \$36.00 per one way. This cost is increasing \$5.00 per one way trip. Personal trips were previously billed at a lower amount but utilize the same resources as an individual trip so these prices are increasing to match the fees for individual and medical trips at \$36.00. However, the passenger will be responsible for \$5.00 of the cost per one way so the City will only be billed \$31.00. Table 4 shows the four year fee history for STC.

**Table 4 - Four Year Fee History**

Fare Type	2020 Fees	2021 Fees	2022 Fees	2023 Proposed Fees
Group	\$9.50	\$9.75	\$10.00	\$60.00
Medical	\$24.50	\$30.00	\$31.00	\$36.00
Individual	\$24.50	\$30.00	\$31.00	\$36.00
Personal	\$18.00	\$20.00	\$20.00	\$33.00

In 2021 the City budgeted \$100,000 for senior transportation services and this year spending to date is around \$80,000 it is expected that the entire amount will be spent for the year. The recommended budget amount for 2022 is \$120,000 based upon increased ridership and increased fees for service by STC. This service is available to all residents aged 60 and over and the partnership with this regional organization improves the efficiency of our operation because they are able to offer this

service without the City incurring major overhead. The City has had this partnership for well over ten years and the service has been critical for aging residents to remain in 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. This service is critical for those residents who want to age in their homes but do not have transportation services. It is requested that the Recreation Committee recommend to Council the approval of the contract with STC for the period of January 1, 2023 through December 31, 2023 with a cost to not exceed \$120,000. This amount is included in the 2023 proposed budget for senior transportation.

**Questions:**

How much has the City spent to date on the 2022 STC agreement?

**Answer:** Spending through November is \$91,000 and the December invoice is expected to be between \$7,000 and \$8,000. The total amount to be spent on transportation through the end of the calendar year is approximately \$99,000.

How financially stable is STC and what other communities partner with them?

**Answer:** STC has had significant financial issues due to under charging for transportation and not having uniform fees with all partners. The pricing model is changing significantly in 2023 to make fees more uniform for all partners and to ensure costs are covered.

STC partners with over 25 local municipalities including Maple Heights, Solon, Shaker Heights, University Heights, and Cleveland. Brooklyn will soon be joining this consortium.

How is STC addressing the driver shortage and are they looking at other service models.

**Answer:** STC has had trouble finding qualified drivers for many years. Some of the problem is low pay and part-time work and the other issue is people changing professions during the pandemic. Since the pandemic, STC is looking at other models to ensure enough staff to provide transportation. Ride share models, such as Uber and Lift, as well as volunteer models are being considered.

A motion was made by council member Sean Malone and seconded by citizen member Jonathan Kraft for the Recreation Committee to recommend to City Council approve the STC contract based upon the information provided. This item was unanimously approved.

**Adjournment**

There being no further business, the meeting adjourned at 6:20 pm.

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Ifeolu Claytor, Council Member  
Chairperson, Recreation Committee