

Service Evaluation & Design

CLEVELAND CLINIC SHUTTLE SERVICES

THE CLEVELAND CLINIC TRANSPORTATION SERVICES DEPARTMENT

RLS & Associates, Inc. conducted an analysis of the efficiency and effectiveness of the Cleveland Clinic Foundation shuttle service which is operated on the grounds of the Cleveland Clinic campus, Cleveland, Ohio. The project will identify ways to improve the safety of the system and assist CCF implement AVL and wayside signage technology and include a complete evaluation of the CCF shuttle services. This will include a review of on/off passenger count data that is routinely collected by drivers, and a compilation of running time/on-time performance data collected using the GPS equipment that is currently on some the CCF vehicles. Route performance indicators will be generated from the collected data. These data will be used to conduct an evaluation of the CCF shuttle service that will result in a series of recommendations to improve it. In addition, a system safety review will be conducted, including one-on-one interviews with CCF drivers and dispatchers. Finally, an assessment of current GPS technology will be made, and an action plan created to acquire and implement desired AVL and Wayside signage technology.

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