



/ Opportunities

Charlotte Area Transit System / General Services

CATS Paratransit ADA Overflow

The Charlotte Area Transit System (CATS) is seeking a Company to perform Americans with Disability Act (ADA) required complementary paratransit passenger service to augment the existing Special Transportation Service (STS). The Company will meet all Department of Transportation (DOT) Federal Transit Administration (FTA) and ADA requirements in the safe and efficient service of the assigned passengers. In accordance with the ADA, CATS offers complementary paratransit services to individuals who, because of a disability (physical, cognitive, or visual), cannot access fixed routes buses. The ADA defines eligibility for complementary Paratransit service in 49 CFR Section 37.123 of the federal regulations. CATS operates the paratransit system, which is a pre-scheduled, shared-ride, origin to destination service. This is a nonexclusive agreement. CATS reserves the right to certify other eligible private transportation service companies that apply to participate in the Program. The term "customer" shall refer to CATS applicants and/or existing CATS clients and their companions or Personal Care Attendants (PCA). The term "CATS Transit System" shall refer to both CATS' accessible fixed route bus and CATS' accessible light rail. The Company shall be responsible for transporting CATS paratransit eligible customers in accordance with the ADA. Disability alone does not determine paratransit eligibility; the decision is based on the customer's functional ability to use the fixed-route bus and is not a medical decision. CATS service area is 741 sq. miles and paratransit service consists of over 5,000 eligible passengers and 2,500 active passengers with at least one ride in past 12 months. With currently 700+ scheduled rides per weekday and 200+ on weekends. 25% of trips scheduled involve a customer with a mobility device. As the COVID-19 pandemic ridership is returning to pre-pandemic levels While the City is flexible with respect to certain elements of the Special Transportation Services (STS) ADA Paratransit Services, the City has specific requirements and preferences for the Service delivery method. PSR #1510

Details

Posting Number	2026-Q2(Apr-Jun)-CATS-11290
Anticipated Posting Date	2026-04-01
Commodity Code(s):	55600, 95294

Requirements

Last Updated: 02/24/26

Insurance Requirements

The City requires the awarded vendor(s) to obtain and maintain the following insurance coverage types:

- Automobile-For automobile operations liability
- General Liability-For bodily injury or property damage, arising from products, premises, completed work, personal & advertising injury
- Workers Compensation-For lost wages and medical expenses of injured workers

Estimated Total Value

The total project value is anticipated to be:

- \$500,000 - 999,999

Utilization

The City anticipates setting goals for the following types of subcontractor utilization:

- MBE-Minority Business Enterprise
- WBE-Women Owned Business Enterprise

Contract Term

The term of the project is anticipated to be:

- Multi-Year

For Questions, Contact:

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