

# TRANSPORTATION DEMAND MANAGEMENT

**CLEVELAND CITY PLANNING COMMISSION**

## PROGRAM STANDARDS



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# PROGRAM STANDARDS

## INTRODUCTION

The City of Cleveland is implementing a 15-Minute City planning framework where people are at the center of urban revitalization. In this model, essential services are available within a 15-minute walk, bike ride, or transit trip. By prioritizing and facilitating travel by these modes, Cleveland creates more opportunities for those who are not able to drive and provides more options for everyone. By organizing city land use and transportation policy around proximity, we begin to reverse harm caused by decades of automobile-centric planning and address racial and economic disparities present in the systems that shape our city and built environment.

The Transportation Demand Management (TDM) Program aims to maximize traveler choice, improve transportation infrastructure and service to support future development, reduce traffic congestion and parking demand, and create an integrated, multimodal transportation system that is accessible to all users. The Program achieves this by making sure new developments are designed to make it easier for residents, tenants, employees, and visitors to get around by sustainable transportation modes such as transit, walking, biking, scooting, and rolling. The Program also contributes to the city's Vision Zero goal of eliminating traffic deaths and serious injuries by facilitating a system of transportation that supports all modes, helping to provide access to safe, healthy, and equitable mobility for all.

TDM Program requirements apply to any development projects within the TOD Zone, ¼ mile from any high-frequency transit stop, that are more than 5,000 square feet. (See Figure 1)

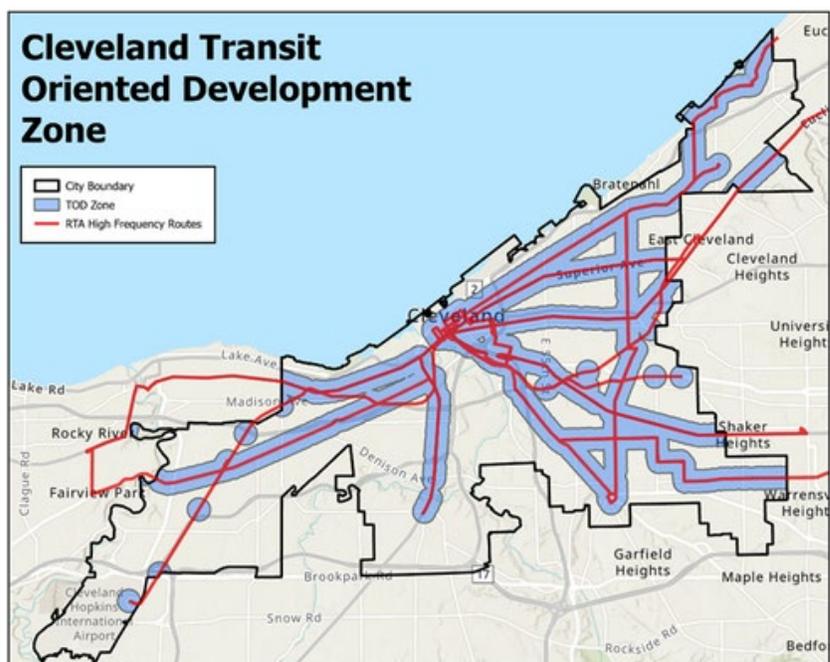


Figure 1: Transit-Oriented Development Zone in Cleveland

# DEFINITIONS

**Director** – Director of the City Planning Commission.

**Headways** – The distance or duration between vehicles in a transit system measured in space or time.

**High Frequency Transit Station** – Any bus or rail stop with service headways of fifteen (15) minutes or less at any given time of day.

**High Occupancy Vehicles (HOV)** – Any non-personal road vehicle used to transport over 2 travelers at a time.

**Single Occupancy Vehicle Trips (SOV)** – A measure of the number of trips from an origin to a destination conducted by a sole occupant of a motor vehicle.

**Transportation Demand Management (TDM)** – Design features, incentives, and tools implemented by a Transit Oriented Development Project to meet the City's goals stated in Chapter § 301.03 of the City of Cleveland's Code of Ordinances.

**TDM Menu** – The specific TDM options available to TOD Projects to comply with the requirements of the TDM Program, as established and maintained in the TDM Program Standards.

**TDM Program** – The requirements that Transit Oriented Development Projects incorporate Transportation Demand Management in the proposed projects.

**TDM Program Standards** – All the rules and requirements as adopted by the City Planning Commission pursuant to Chapter § 301.05 of the City of Cleveland's Code of Ordinances.

**TDM Tier** – The category assigned based on the characteristics of a TOD Project as defined by the TDM Program Standards.

**Transit Oriented Development (TOD) Project** – Any land use development, including new construction, which changes or expands the use(s) on a parcel of land entirely or partially within the TOD Zone.

**TOD Zone** – The area within ¼ mile radius of a High Frequency Transit Station and that is depicted in the TDM Program Standards. This is estimated as a 5-minute walk.

**Vehicle Miles Traveled (VMT)** – A measure of the distance in miles traveled in a personal automobile via expected trips generated by a TOD Project and more fully described in the TDM Program Standards adopted by the City Planning Commission.

# PROGRAM STANDARDS

## APPLICABILITY

Any development project qualified at tier 1 or higher located within the City's TOD Zone is required to submit a TDM Plan and register their plan with Division of Assessments and Licenses.

There are 5 TDM tiers delineated by project characteristics describing the size of your development project. The number of dwelling units, retail square footage, and/or the number of on-site employees should be used to determine your project tier.

TDM Tiers	Applicability		Project Characteristics			TDM Points required
	New Construction	Change of Use/Expansion	Dwelling units	Retail SF	On-site Employees <sup>1</sup>	
Tier 1	X		≥10	≥5,000	≥10	<b>10 points</b>
Tier 2	X	X	>20	>10,000	>20	<b>15 points</b>
Tier 3	X	X	>30	>15,000	>30	<b>20 points</b>
Tier 4	X	X	>40	>20,000	>40	<b>30 points</b>
Tier 5	Gross square footage >50,000 sq. ft.					<b>60 points</b>
The project's tier is determined by any project attribute crossing that tier's threshold.						
<sup>1</sup> "On-site employees" is a total count of all employees physically present at the proposed project location at least 3 days a week.						

# TDM PROCESS

STEP	ACTION	BY WHOM	DESCRIPTION
<b>PHASE ONE – TDM PLAN DEVELOPMENT</b>			
1	Determine Applicability	Property owner or responsible party	Project owner or the project's responsible party (applicant) determines if their project is within the TOD Zone. If so, they must submit a TDM plan along with their building permit application to Building & Housing. Applicants should correspond with the City Planning Commission (CPC) staff prior to assembling their building permit application package.
2	Fill out Application	Property owner or responsible party	Project owner completes a TDM plan and application and submits as part of their building permit application package. Application and plan are routed to the CPC.
<b>PHASE TWO – TDM PLAN REVIEW</b>			
3	TDM Plan Review by City	City Planning Commission	City staff review the application package for completeness and compliance. Other reviews may be required (such as zoning or design review).
<b>PHASE THREE – TDM PROJECT ENTITLEMENT AND APPROVAL</b>			
5	TDM Plan Approved	City Planning Commission	The CPC preliminarily approves the TDM plan and application, and the project proceeds through any remaining city approvals.
<b>PHASE FOUR – TDM PLAN REGISTRATION, MONITORING, AND REPORTING</b>			
6	TDM Plan Registration	Property owner or responsible party	Near the end of or immediately after construction, the property owner must register their TDM Plan with the City's Division of Assessments and Licenses (DAL). This can be done online via Accela. Applicants must complete the online registration and upload their final TDM plan. DAL will collect the registration fee and transmit the final TDM plan to CPC for final approval. Once CPC approves, DAL shall issue the registration.
7	Pre-Occupancy Site Inspection	City Planning Commission TDM Coordinator	City staff and the property owner will conduct a site visit to verify TDM plan elements are included as planned prior to the issuance of a final certificate of occupancy.
8	Registration Renewal, Monitoring, and Reporting	City Planning Commission TDM Coordinator AND property owner or responsible party	Post-occupancy, the property owner will need to renew their registration annually for the first three years, then triennially afterwards. Registration renewals must include a report of programmatic TDM options. City Staff will review the registration application to ensure compliance and projects may be fined up to \$1,000 for non-compliance.
9	Annual Data Reporting Form	Property owner or responsible party	Each year by October 31st, the property owner or responsible party shall submit the Annual Data Reporting form to report requested data about occupant utilization of TDM measures.
10	TDM Plan Update (Optional)	Property owner or responsible party	At any time after registration approval the property owner may voluntarily initiate the approval of Plan revisions by filling out a TDM Plan Update Application.



CITY OF CLEVELAND

Mayor Justin M. Bibb

CITY PLANNING

# ENTITLEMENT PROCESS

## Project

Once an applicant has decided to undergo a development project involving new construction, expansion of an existing use, or to change an existing use, applicants need to follow the below steps in order to receive a permit to begin construction.

Applicant's must apply for a permit through the City of Cleveland's Building and Housing Department. Before applying, we recommend applicants discuss their project with a neighborhood planner.

## Apply for Permit with Building & Housing

To apply for a building permit, applicants must apply with the City of Cleveland's Building and Housing Department via online application through Accela or in person at 601 Lakeside Avenue, Room 505, located on the fifth floor.

## City Planning Project Review

Building and Housing will route your application to the City Planning or Landmarks Commission if it is a new construction project, a project within a local design review district, or within the Transit-Oriented Development (TOD) Zone. It will be assigned to a neighborhood planner, who is your point of contact.

## Pre-Occupancy Site Inspection and Close-Out

Prior to the issuance of a final certificate of occupancy, City staff and the property owner will conduct a pre-occupancy site visit to verify TDM plan elements are included as planned.

After City staff verifies that the project is compliant with its TDM plan, the TDM Plan Registration is approved. Registrations must be renewed annually for the first three years, and then every three years afterwards.

## TDM Plan Registration

Projects subject to TDM must register their TDM plan with the Division of Assessments and Licenses (DAL) after approval but prior to completion. DAL collects the registration fee and transmits the application (including a copy of the final TDM plan) to the CPC. CPC staff review the application and final TDM plan, and schedule a Pre-Occupancy Site Inspection.

## Entitlements or Construction

The neighborhood planner will review the package and inform applicants of any necessary reviews.

Projects are subject to Design Review if they are new construction or are located in a Design Review District and consist of significant exterior alterations.

For projects involving areas designated as Landmark Districts or individually designated landmarks, a separate design review process is administered by the Cleveland Landmarks Commission.

In some instances, projects may not be permitted by the zoning code, and require an exception to the code to be permitted. This exception is called a variance. Property owners can request a variance from the Board of Zoning Appeals.

If a project falls within the Transit Oriented Development (TOD) Zone and due its size qualifies as a Tier 1 project or above, the applicant will need to create a Transportation Demand Management (TDM) Plan to submit along with their building permit application to Building & Housing, or as a supplement to the CPC if not initially included in the permit application.

Projects involving the streetscape or public right of way will be processed through the Planning, Engineering, Traffic Engineering, and Bureau of Traffic (PetBOT) prior to construction. New construction and renovation, townhome projects, and large-scale development projects are commonly reviewed at PetBOT.

Tree preservation plans should be included for projects that are situated on 1 or more acres of land, and for apartment, townhome, or condominium projects of 4 or more units situated on any size parcel of land. Tree Preservation Plans shall be submitted as part of the building permit application and will be routed to the Division of Urban Forestry for review.

Following the entitlement processes and final building code review by Building & Housing, construction may begin.

## TDM Strategy Menu

Starred bicycle strategy items may be bundled for additional points. Select 3 of 6 available strategies to earn 10 bonus points for your development project.

TDM Tiers	Applicability		Project Characteristics			TDM Points required
	New Construction	Change of Use/Expansion	Dwelling units	Retail SF	On-site Employees <sup>i</sup>	
Tier 1	X		≥10	≥5,000	≥10	<b>10 points</b>
Tier 2	X	X	>20	>10,000	>20	<b>15 points</b>
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Tier 4	X	X	>40	>20,000	>40	<b>30 points</b>
Tier 5	Gross square footage >50,000 sq. ft.					<b>60 points</b>

The project's tier is determined by any project attribute crossing that tier's threshold.

<sup>1</sup> "On-site employees" is a total count of all employees physically present at the proposed project location at least 3 days a week.

STRATEGY	STRATEGY SUMMARY	STRATEGY DESCRIPTION	TDM POINTS EARNED
<b>TRANSIT-A</b>	<b>Subsidize transit passes at 100%</b>	Transit passes shall be offered to residential tenants and employees at a 100% subsidy in partnership with RTA.	<b>20</b>
<b>TRANSIT-B</b>	<b>Subsidize transit passes at 75%</b>	Transit passes shall be offered to residential tenants and employees at a 75% subsidy in partnership with RTA.	<b>15</b>
<b>TRANSIT-C</b>	<b>Subsidize transit passes at 50%</b>	Transit passes shall be offered to residential tenants and employees at a 50% subsidy in partnership with RTA.	<b>10</b>
<b>TRANSIT-D</b>	<b>Subsidize transit passes 25%</b>	Transit passes shall be offered to tenants and employees at a 25% subsidy in partnership with RTA.	<b>5</b>
<b>TRANSIT-E</b>	<b>Transit stop investments</b>	Requires transit stop amenity improvements at a transit stop within ¼ mile radius of the development project, approximately a 10-minute walk. Investment must be above and beyond maintenance and cleaning.	<b>10</b>

		Examples of transit stop improvements include benches, shelters, and real-time transit information. This strategy includes long-term maintenance and up-keep of the improved amenities.	
<b>INFORMATION-A</b>	<b>Transportation information kiosk</b>	The property owner shall provide information for relevant alternative transportation options at a transportation kiosk and/or digital display that provides bike maps, trail maps, shared mobility information, car share information, and real-time transportation information tied to RTA's General Transit Feed Specifications (GTFS).	<b>1</b>
<b>INFORMATION-B</b>	<b>Pedestrian and cyclist wayfinding</b>	The property owner shall provide signs, directions, and maps that point residents, tenants, employees, and visitors to nearby alternative transportation routes such as transit, shuttle services, bicycle and pedestrian paths, and nearby areas of interest.	<b>1</b>
<b>ACTIVE-A</b>	<b>Streetscape improvements (minor)</b>	<p>The property owner will implement and fund streetscape improvements connecting the development project to the nearest priority transit station as identified by the Cleveland City Planning Commission. Final scope and budget will be determined in partnership with the city.</p> <p>Minor improvements include but are not limited to: additional trees; improved sidewalk connections resulting in shorter or more direct paths; removal of unnecessary concrete and replacement with landscaping.</p>	<b>5</b>

<b>ACTIVE-B</b>	<b>Streetscape improvements (major)</b>	The property owner will implement and fund streetscape improvements connecting the development project to the nearest priority transit station as identified by the Cleveland City Planning Commission. Final scope and budget will be determined in partnership with the city. Major improvements include but are not limited to: multi-use path connection or separated bicycle facility as a part of the project scope; burying of overhead utilities that otherwise impede pedestrian/bicycle traffic; new pathways/connections through project site.	<b>10</b>
<b>ACTIVE-C*</b>	<b>Bicycle parking</b>	The project should include bicycle parking for residents, visitors, and employees alike. Bicycle parking requirements will be specific to the project and bicycle parking types. Bicycle parking includes short-term visitor parking and long-term storage and facilities for residents to store bikes, equipment, and to access maintenance tools.	<b>5</b>
<b>ACTIVE-D*</b>	<b>Long-term bicycle facilities</b>	Non-residential uses that implement long-term bicycle parking and are greater than or equal to 25,000 sq. ft. in gross floor area shall provide long-term bicycle facilities that support infrastructure and user amenities for active transportation modes such as, but not limited to, parking, shower, and storage facilities.	<b>5</b>
<b>ACTIVE-E</b>	<b>Host shared mobility hub</b>	The property owner shall host a shared mobility hub on site. Multiple hubs are permitted per site, where appropriate. Each hub is worth 1 TDM point.	<b>1</b>

<b>ACTIVE-F*</b>	<b>Bicycle repair station</b>	The property owner shall provide a bicycle repair station that is accessible to all residents/employees and includes bicycle repair tools, air pumps, bike repair stands, and adequate space to maintenance a bicycle. The repair station should be in a secure area within the building, such as near bike storage facilities or in the garage. For retail and commercial projects, the bicycle repair station should be in a safe and protected designated area that is easily accessible to employees and customers.	<b>5</b>
<b>ACTIVE-G*</b>	<b>Bicycle maintenance services</b>	The property owner shall provide bicycle maintenance services to each dwelling unit and/or employee, at least once annually and for the life of the project. This can be fulfilled by the property owner by hiring an on-call bike mechanic for the development, or through vouchers to nearby bicycle shops.	<b>5</b>
<b>ACTIVE-H*</b>	<b>Bicycle fleet</b>	The development project shall provide a supply of bicycles for residents, employees, and visitors to borrow and return in encouraging active transportation to and from the project site. There shall be 1 bike for every 10 dwelling units and/or 1 bike for every 2,500 square feet of occupied floor area. There shall be a minimum of 5 bikes provided in the fleet.	<b>5</b>
<b>ACTIVE-I*</b>	<b>Bicycle valet</b>	For projects that will have events with an anticipated number of attendees that exceed 1,000 people, the property owner shall have a designated area for monitored bicycle parking that will accommodate at least 20% of the attendees of an event.	<b>5</b>

<b>PARKING-A</b>	<b>Parking supply reduction</b>	<p>The developer shall reduce the parking supply below the previously established mandatory off-street parking minimums as defined in Chapter §349.04 of the City of Cleveland Code of Ordinances. Points for this strategy are determined by the ratio of reduction multiplied by the total possible points (10).</p> <p>For example, if the code otherwise required 100 off-street parking spaces, and a project provides 10, the project may receive 9 points <math>((1-(10/100)) * 10)</math>.</p>	<b>10</b>
<b>PARKING-B</b>	<b>Unbundle parking</b>	All parking spaces shall be leased or sold separately from rental and purchase fees for residential, office, and retail uses.	<b>5</b>
<b>PARKING-C</b>	<b>Parking cash out: non-residential</b>	This allows non-residential tenants/employees who would otherwise receive free parking the option to “cash out” the value of their space instead of parking.	<b>8</b>
<b>PARKING-D</b>	<b>Short-term parking provision</b>	The development shall only provide short-term daily and/or hourly parking. Weekly, monthly, and annual parking passes will be prohibited. The daily and hourly rates for parking should not be less than the current market value for the area.	<b>5</b>
<b>PARKING-E</b>	<b>Shared parking</b>	Shared parking among different land uses or tenants within a mixed-use development. 2 points for every 20% of parking spots available to occupants during effective shared parking hours.	<b>10</b>
<b>PARKING-F</b>	<b>Parking removal</b>	The developer shall remove some combination of the site’s existing parking, road space, and driveways to improve walkability, bikeability and activation of land use. Points for this strategy are determined by the ratio of reduction multiplied by the total possible points (10).	<b>10</b>

		For example, if a project site has 100 off-street parking spaces, and a project removes 90, the project may receive 9 points $((90/100) * 10)$ .	
<b>CAR-A</b>	<b>Car-share</b>	The project manager shall either provide parking spaces for an identified certified car-share organization or provide their own certified car-share organization and program.	<b>3</b>
<b>CAR-B</b>	<b>Car-share membership</b>	Provide parking spaces and subsidized memberships for each dwelling unit and employee at the project site.	<b>5</b>
<b>HOV-A</b>	<b>Enrollment in NOACA's Gohio Commute Program</b>	For Office/Retail projects with at least 25 employees, the property owner will connect with NOACA to participate in the Gohio Commute program. Companies can utilize Gohio Commute to form vanpools, coordinate carpooling between employees, provide guaranteed ride home benefits, and communicate active transportation options for commuting. To contact NOACA for enrollment, email <a href="mailto:gohiocommute@mpo.noaca.org">gohiocommute@mpo.noaca.org</a> .	<b>2</b>
<b>HOV-B</b>	<b>Shuttle services</b>	A frequent and reliable shuttle bus service shall be made available to residents/workers that transports them to high-frequency transit nodes and to relevant job hubs	<b>6</b>
<b>HOUSING-A</b>	<b>10% low-income units or 5% very low-income units</b>	Projects that provide affordable housing are eligible to use this strategy. Property owners must provide 10% low-income units (>80% AMI) or 5% very low-income units (>50% AMI).	<b>15</b>
<b>HOUSING-B</b>	<b>20% low-income units or 10% very low-income units</b>	Projects that provide affordable housing are eligible to use this strategy. Property owners must provide 20% low-income units (>80% AMI) or 10% very low-income units (>50% AMI).	<b>20</b>

<b>HOUSING-C</b>	<b>30% low-income units or 15% very low-income units</b>	Projects that provide affordable housing are eligible to use this strategy. Property owners must provide 30% low-income units (>80% AMI) or 15% very low-income units (>50% AMI).	<b>30</b>
<b>HOUSING-D</b>	<b>100% of units are affordable</b>	To fulfill this strategy, property owners must offer 100% affordable units.	<b>40</b>
<b>HOUSING-E</b>	<b>Senior housing</b>	All housing units in the project are reserved for residents over 55 years of age.	<b>40</b>
<b>FAMILY-A</b>	<b>On-site child-care</b>	The property owner shall provide an on-site child care facility, or provide transportation to a childcare facility, to reduce commute distances for residents in their child care needs. The daycare facility must be certified through the Ohio Child Licensing and Quality System.	<b>5</b>
<b>FAMILY-B</b>	<b>Childcare-adjacent site location</b>	The site location is within a 10-minute walk of an existing childcare facility. This is estimated at ¼ mile. The daycare facility must be certified through the Ohio Child Licensing and Quality System.	<b>2</b>
<b>FAMILY-C</b>	<b>Family amenities and storage</b>	The property manager shall provide secure storage for shared family amenities near off-street car-share parking spaces, and also provide such amenities for use by tenants. Amenities include, but are not limited to: personal car seats, strollers, and collapsible shopping carts. These shared amenities should be available to use by any resident by advanced reservation (paper or digital sign-up system).	<b>5</b>
<b>FAMILY-D</b>	<b>Public outdoor play area</b>	The property owner shall incorporate a designated public outdoor play area that meets the standards of Ohio revised code Section 5104.032(B) on site.	<b>5</b>
<b>DELIVERY-A</b>	<b>Delivery area</b>	A designated area and delivery hub should be identified, planned, and incorporated into the site plans. The delivery area should accommodate one of the following: temporary storage for package deliveries, laundry deliveries, etc., or temporary	<b>8</b>

		temperature-controlled storage for grocery and food deliveries. The property owner may identify a delivery service to partner with to use their infrastructure.	
<b>BUILDING-A</b>	<b>Parking location</b>	Unless otherwise required by the zoning code, the site design shall locate parking behind building structures, hiding parking from the street, and creating continuous street fronts that invite pedestrian use.	<b>2</b>
<b>BUILDING-B</b>	<b>Underground parking</b>	The site design shall locate parking under buildings and structures, preserving valuable surface space for activation and human use.	<b>10</b>
<b>BUILDING-C</b>	<b>Entrance and sidewalk orientation</b>	The design shall orient the entrance and sidewalk network towards an existing sidewalk, to create ease of use for transit-users.	<b>2</b>

# APPLICATION

## SUPPORTING DOCUMENTATION

Strategy Summary	Description	Acceptable Documentation
<b>Subsidize transit passes</b>	<p>Subsidize transit passes at 100%;            Subsidize transit passes at 75%;            Subsidize transit passes at 50%;            Subsidize transit passes 25%-49%.</p> <p>For residential projects, tenants must be offered the opportunity to opt-in to monthly passes as a part of their lease. We recommend property owners/managers require tenants to opt-in for their entire 12-month lease. We recommend owners/managers purchase passes monthly or annually based on usage or preference.</p>	Contract with RTA; RTA bulk purchase form and receipt
<b>Transit stop investments</b>	Requires transit stop amenity improvements at a transit stop within a 10-minute walk of the project. Examples of transit stop improvements include benches, shelters, and real-time transit information. This strategy includes long-term maintenance and up-keep of the improved amenities.	Site plan with written RTA approval
<b>Host shared mobility</b>	The property owner shall host a shared mobility hub on site. Multiple hubs are permitted per site, where appropriate. Each hub is worth 1 TDM point.	Site plan
<b>Bicycle maintenance services</b>	The property owner shall provide bicycle maintenance services to each dwelling unit and/or employee, at least once annually and for the life of the project. This can be fulfilled by the property owner by hiring an on-call bike mechanic for the development, or through vouchers to nearby bicycle shops.	Proof of purchase of services
<b>Bicycle fleet</b>	The development project shall provide a supply of bicycles for residents, employees, and visitors to borrow and return in encouraging active transportation to and from the project site. There shall be 1 bike for every 10 dwelling units and/or 1 bike for every 2,500 square feet of occupied floor area. There shall be a minimum of 5 bikes provided in the fleet.	A receipt of maintenance or replacement for damaged or aging bicycles
<b>Bicycle valet</b>	For projects that will have events with an anticipated number of attendees that exceed 1,000 people, the property owner shall have a designated area for monitored bicycle parking that will accommodate at least 20% of the attendees of an event.	Contract with valet
<b>Unbundle parking</b>	All off-street parking spaces shall be leased or sold separately, and at market rates, from rental and purchase fees for residential, office, and retail uses. The City Planning Commission shall maintain a table of market rates for off-street parking.	Copy of lease
<b>Parking cash out: non-residential</b>	This allows non-residential tenants/employees who would otherwise receive free parking the option to "cash out" the value of their space instead of parking.	Copy of contract with employees; Copy of employee benefits package

Strategy Summary	Description	Acceptable Documentation
<b>Shared parking</b>	Shared parking among different land uses or tenants within a mixed-use development. 2 points for every 25% of parking spots available to occupants during effective shared parking hours. This must be demonstrated via the leases provided by the developer to tenants.	Contract with all companies sharing a parking lot; Copy of lease
<b>Car share</b>	The project manager shall either provide parking spaces for an identified certified car-share organization or provide their own certified car-share organization and program.	Contract with car share provider
<b>Car share membership</b>	Provide parking spaces and subsidized memberships for each dwelling unit and employee at the project site.	Contract with car share provider or their own certified car-share membership program
<b>Enrollment in NOACA's Gohio Commute Program</b>	<p>For Office/Retail projects with at least 25 employees, the property owner will connect with NOACA to participate in the Gohio Commute program.</p> <p>Companies can utilize Gohio Commute to form vanpools, coordinate carpooling between employees, provide guaranteed ride home benefits, and communicate active transportation options for commuting.</p> <p>To contact NOACA for enrollment, email <a href="mailto:gohiocommute@mpo.noaca.org">gohiocommute@mpo.noaca.org</a>.</p>	Confirmation from NOACA of membership and participation
<b>Shuttle services</b>	A frequent and reliable shuttle bus service shall be made available to residents/workers that transports them to high-frequency transit nodes and to relevant job hubs	Contract with Shuttle provider lease; Purchase agreement for Shuttle
<b>Low- and very low-income units</b>	Projects that provide affordable housing are eligible to use this strategy. Property owners must provide a percentage of low-income or very low-income units.	Copy of lease
<b>Senior housing</b>	Housing tailored to support or be leased to senior residents with assistive programs.	Copy of lease
<b>On-site child-care</b>	The property owner shall provide an on-site childcare facility, or provide transportation to a childcare facility, to reduce commute distances for residents in their childcare needs.	Contract for employment with daycare employees; Contract with transportation provider; Copy of lease
<b>Family amenities and storage</b>	The property manager shall provide personal car seats, strollers, and collapsible shopping carts as well as secure storage for the shared family amenities near off-street car-share parking spaces.	Upon TDM plan renewal, a process for advanced reservation of storage must be included. Equipment provided must be in good working order and unexpired.
<b>Delivery services</b>	The property manager shall provide delivery services for the projects tenants/employees with the goal of reducing the need for individual delivery trips. The provided service may include deliveries by any mode of transport, with the exception that vehicle deliveries be intended to make multiple stops.	Copy of contract with delivery provider; Copy of contract with employee(s)/contractor responsible for delivery services