Minutes

RTA Organizational, Services and Performance Monitoring Committee Meeting

9:22 a.m., December 3, 2024

Committee Members: Biasiotta (Chair), Welch (Vice Chair), Pacetti, Sleasman

Other Board Members: Elder, Koomar, Love, Weiss   **Not present:** Lucas, McPherson

Staff/Other: Becker, Biggar, Blaze, Case, Catalusci, Caver, Ciesla, Colonna, Dangelo, Davidson, Fields, Fleig, Ford-Marshall, Freilich, Garofoli, Gautam, Gibbons, Jones, Jupina, Kirkland, Milhouse, Miller, Miranda, Moore, Piggery, Robinson, Svancara, Schipper, Schultz, Sulik, Sutula, Togher, Weil, Young

Public: Battle, Deegan, Gibbons, Loh, Nelson, Samuels

The meeting was called to order at 9:22 a.m. Four (4) committee members were present.

<u>Non-Competitive Procurement – Driver Behavior System</u>

Julie Schultz, ITS Manager, Acting Director of Information Technology and Dawn Svancara, contract Administrator II gave the presentation.

Project Overview

Background
- GCRTA has been utilizing the Lytx DriveCam system since 2014.
- Records video during accidents, incidents, and high-risk occurrences.
- This video is critical for incident analysis and operator performance reviews.
- Deployed across 400 vehicles – Bus & Paratransit.

Scope
- The project seeks approval for a five-year renewal period.
- It encompasses hardware, software, licenses, training and ongoing support.

Solutions & Justification
- **DriveCam Software License:** Continued video event recording for incident analysis and behavior review.
- **Driver Safety Program**: Ongoing behavior monitoring and driver coaching to improve compliance with safety standards.
- **Fleet Tracking Service**: GPS tracking
- **Premium Support Package**: Priority access to expert technical support, regular software updates, and comprehensive driver safety training to ensure optimal system performance.

The video recording monitors collisions, speeding, distractions and late responses. It captures the GPS, speed, braking and throttle. When an incident occurs, the camera records 10 seconds before and after the incident. The equipment and software provides safety and accountability for the Authority with insights for accessing operator behavior and safety for customers.

Procurement Overview

R.C 306.43(H)(3) states that competitive procedures are not required when the expenditure is for a renewal or re-negotiation of a lease or license for telecommunications or electronic data processing equipment, services, or systems, or for the upgrade of such equipment, services, or systems, or for the maintenance thereof as supplied by the original source or its successors or assigns.

The driver behavior performance monitoring system ("DriveCam") renewal is authorized under non-competitive procedures due to its nature as a license renewal.

Highlights:
- Lytx specializes in video telematics, offering AI-powered safety solutions that enhance fleet management and driver behavior monitoring.
- Serving over 1.8 million drivers across 70 countries, Lytx is a leader in fleet management technology and video telematics.
- Successfully implemented across public transportation agencies, including GCRTA, showcasing its effectiveness in fleet safety and performance monitoring.
- Founded in 1998 and headquartered in San Diego, CA, Lytx employs nearly 1,000 people globally.

Lytx supports a diverse client base, including government fleets, public transportation agencies and trucking companies. Notable clients include U.S. Department of State, PepsiCo, Waste Management and GCRTA. Pricing is $184,352.00 per year for a total of five years for $921,760.

Recommendation

Staff requests that the Organizational, Services & Performance Monitoring Committee recommend to the Board of Trustees an award to Lytx, Inc. to provide driver behavior performance monitoring system services to the Authority for a period of five-years in an amount not to exceed $921,760.00.

Ms. Elder asked if the GPS tracking feeds into the real-time system. Ms. Schultz said that is separate. That comes from the CAD/AVL system via GTFS feed. This system monitors driver behavior. Mayor Weiss asked for the increase over the prior contract. Ms. Svancara said this contract is lower.

It was moved by Mayor Biasiotta, seconded by Ms. Pacetti and approved to move this to the full Board.

RFP Procurement for Hazardous and Non-hazardous Waste Services

Ryan Milhouse, Environmental Health & Safety Specialist and Rosalind Robinson, Contract Administrator II gave the presentation.

Project Overview

Hazardous and non-hazardous waste has to be disposed of per these requirements. This includes handling, packaging and disposing.

- Federal Code Requirements located in 40 CFR 261-265.
- State Requirements located in Ohio Administrative Code, OAC 3745.

Code and good Environmental Stewardship require generation of hazardous waste streams to manage the waste from "cradle to grave."

The contract will continue to ensure that licensed professionals:
- Apply the correct labeling to containers
- Inspect containers, repackage if necessary
- Safe transport of waste
- Store and dispose of waste
- Provide manifests documentation that meets or exceeds requirements to protect GCRTA – Safety is responsible for these documents with a retention of 25 years

Examples of waste streams:
- Waste solvents from painting operations
- Sludge from bus washing operations – 2nd most produced waste
- Solids and semi-solids from oil water separators
- Mercury containing fluorescent light bulbs
- Nickel cadmium, lead acid, and lithium batteries

In 2023, over 300,000 lbs. of sludge was produced from Hayden and Triskett Bus districts

Project Overview

The contractor also performs analytical testing to determine disposal methods for Lead Content, Corrosiveness, Flammability, Toxicity and Reactivity. The contractor will also provide professional emergency response and clean-up services for releases/spills of both hazardous and non-hazardous materials that may occur.

Procurement Overview

The RFP was issued on August 11, 2024. It was accessed on the GCRTA website by five interested parties. Proposals were due on September 11, 2024. One proposal was received. The evaluation panel consisted of several RTA departments using select criteria. The recommended company is Reworld Tron Corporation. - formerly known as Chemtron Corporation, located in Avon, OH. The DBE Goal of 11% was established for this procurement. The DBE Partner is Moody Environmental located in Cleveland, OH.

Experience includes:
- Fully permitted RCRA (Resource Conservation Recovery Act) Part-B firm that serves to regulate disposal of land-based waste
- Specialize in hazardous waste removal, industrial cleaning, site restoration, asbestos, lead and mold abatement and pharmaceutical waste management
- Been GCRTA contractor since 2009

Other Clients Include:
- Cleveland Airport System Department of Port Control
- City of Cleveland Public Utilities
- Ohio EPA – Groveport, OH
- Case Western Reserve University

Recommendation

Staff requests that the Organizational, Services & Performance Monitoring Committee recommended to the Board of Trustees the award of hazardous and non-hazardous waste services to Reworld Tron Corp. fka Chemtron Corporation in an amount NTE $746,640.00 for the base three years, and in an amount NTE $264,940.00 for option year one, and NTE $279,920.00 for option year two, for a total contract amount NTE $1,291,500.00.

Mayor Biasiotta asked for the current cost. Ms. Dangelo said there was a 9% increase. The last contract was for 5 years NTE $928,700. Mayor Biasiotta asked for an explanation of how this will be funded since the 2025 Budget has not been approved. Ms. Dangelo said a budget memo from OMB explains the budget approval. Procurement must have the money encumbered or have an OMB memo when the contract is executed in January 2025. The money will go into the system once the Budget is approved. Mayor Koomar asked for the definition of sludge. Mr. Milhouse said sludge is created when buses get washed. It is a semi solid. The contractor pumps out the sludge. This is a non-hazardous material.

Mr. Sleasman asked about the cost basis and if there are plans to reduce waste. Mr. Milhouse said it depends on the item being disposed of. The sludge is per pound. Other items are a full pallet removed for a cost. Mr. Milhouse said there is nothing currently in place. Ms. Pacetti asked if there are preventative measures for reducing waste such as the mercury in light bulbs. Mr. Milhouse added that we are switching to LED so that is one of the initiatives.

It was moved by Mayor Biasiotta, seconded by Mr. Sleasman and approved to move this to the full Board.

<u>RFP Procurement for Robotic Process Automation Software</u>

Jonathan Ciesla, Project Resource Manager and Shawn Becker, Program Contract Manager gave the presentation.

GCRTA has relied solely on functional users to record, maintain, and perform functional testing of business process (scripts) added to their regular duties. The window for testing patches and updates before vendor implementation has shortened over the years.

<u>Two goals identified by MIS's Business Process group:</u>
1) Software to create, test, and automate processes (scripts) for patches, upgrades, and new application implementation
2) Standardize business processes recording & location

Robotic Process Automation
- Automates repetitive, rule-based processes where 'robots' are programmed to follow pre-determined rules and decision trees.
- Task outputs more reliable and efficient through automation

AI vs. Automation

- <u>Artificial Intelligence ("AI")</u> makes predictions, recommendations, or decisions influencing real or virtual environments*.
- <u>Robotic Process Automation ("RPA")</u> automates repetitive, rule-based scripts where 'robots' are programmed to follow pre-determined rules and decision trees.
- AI are cognitive tasks that require intelligence;

- RPA are automating routine, manual tasks

Scope of Work

- Provide a Robotic Process Automation (RPA) solution with on-site training including:
    - Setup, familiarization, hands-on activities to maximize utilization of the RPA tool.
    - Workshops to introduce RPA and automation to various business units.
    - 3-6 week onsite training
- Vendor to host the RPA solution in software provider's cloud
- Provide ongoing RPA solution support

Procurement Overview

The RFP was issued on June 30, 2024. It was accessed on the GCRTA website by thirty (30) interested parties. Proposals were due July 31, 2024. Four (4) firms proposed. The evaluation panel consisted of various departments using selection criteria. The recommended firm is Computer Aid Inc. They are a global professional services firm established in 1981. They are headquartered in Allentown, PA and have 8,700 employees. They provide a full range of services including systems implementation, integration and maintenance for custom and commercial software. They have an Elite UiPath Services Network (USN) certification which means they are one of the top tier implementors of the UiPath software and 89% of their business is with public sector entities including 388 agencies across 24 states.

Computer Aid has experience with several firms which include Chicago Transit Authority (CTA), Washington Metropolitan Area Transit Authority (WMATA), Pace Suburban Bus, among many others.

Each year is NTE a 10% increase.

Year	Amount
Implementation / Training	$55,589.76
Year 1	$70,861.08
Year 2	$77,947.16
Year 3	$85,741.87
Total	$290,139.87

Recommendation:

Staff requests that the Organizational, Services & Performance Monitoring Committee recommend to the Board of Trustees the award for Robotic Process Automation Software to Computer Aid Inc. in a total negotiated contract amount NTE $290,139.87 for a period of three years.

Ms. Welch asked what business processes will use the software. Mr. Ciesla said Accounting, Procurement and Human Resources could use the software. Dr. Caver added that currently staff must stop working to test software. This will automate the process to safe time and resources. Mr. Becker said this will size down a team of 12 to 5 team who will handle the task. Ms. Welch asked about a timeline. Mr. Ciesla said the MIS department has been gathering information in preparation for the software.
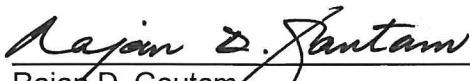
Ms. Elder asked about security safeguards and the cost compared to the other proposals. Mr. Ciesla said the Infrastructure Manager who is responsible for cyber security was on the selection team. Mr. Becker said they developed a independent cost estimate. A lot of software doesn't have published pricing, but they reached out to other companies for comparison purposes to determine it is fair and

reasonable. Since this is new for the Authority, they right sized the proposal and the final offer process. Down the road they may enter into a separate agreement for additional training.
Ms. Pacetti asked if the benefits out way the cost. Mr. Ciesla added that the benefits could be huge; having standard operating practices, patching and testing all together would be worth it. Mr. Garofoli added that Internal Audit has been using robotic process automation for 6-7 years. They use it for revenue collection, P-card transactions, etc. He added that the Authority has IT governance policies and procedures and security protocols. Third party vendors are required to provide a special report that provides for all security issues for standard regulations.

Ms. Pacetti asked if there are termination clauses and if there is a staff retention plan for this department. Mr. Becker said their contracts all have termination clauses. Mr. Miranda said this group includes subject matter experts from different divisions so they could train them in the technology. The initial vendor they looked at said the cost just for Oracle would be more than this contract and would only support a single system. This product can be used across multiple systems. Mayor Biasiotta asked for more information about Internal Audit's software. Mr. Garofoli said their product is called Idea and is Internal Audit specific. It's an annual license of $8-$9K a year.

It was moved by Biasiotta, seconded by Mr. Sleasman and approved to move this to the full Board.

The meeting was adjourned at 10:08 a.m.

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Rajan D. Gautam
Secretary/Treasurer

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Theresa A. Burrage
Executive Assistant