



# RTA Board and Committee Meetings

February 15, 2022

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# Organizational, Services & Performance Monitoring Committee

Chair: Mayor Michael P. Byrne

# Quarterly Management Report

February 15, 2022

Board of Trustees

# General Fund – 4<sup>th</sup> Quarter

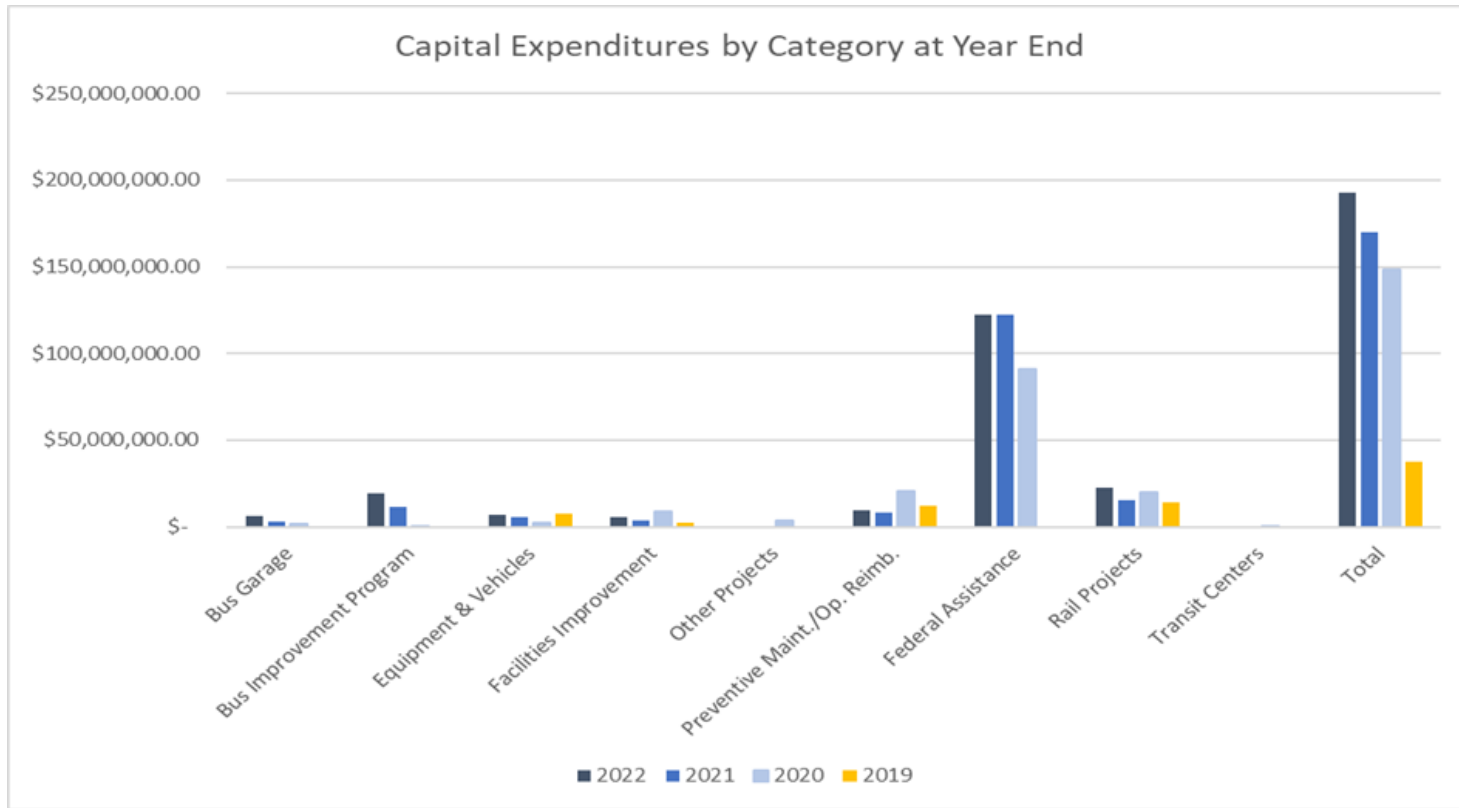
- Routine Revenues: 11.4% higher than budget
  - Passenger Fares – down 10.4%
  - Sales & Use Tax – up 13.9%
- Operating Expenses: 4.3% lower than budget
  - Total personnel costs: 1.6% lower than budget
  - Fuel hedging – continues to help stabilize costs

# General Fund – 4<sup>th</sup> Quarter

- Transfers to Other Funds
  - Reserve Fund:
    - \$10 million in Rolling Stock Reserve
    - \$85 million in Revenue Stabilization
  - Capital Improvement Fund:
    - \$43.4 million transferred
  - Bond Retirement Fund:
    - Bond Defeasance: \$57.7 million
    - Reduced debt payouts by 9 years

# General Fund – 4<sup>th</sup> Quarter

- Federal Stimulus Funding drawn down in 2021
  - CRRSAA: \$67.4 million
  - ARP: 54.8 million
  
- Federal Stimulus Funding to be drawn down in 2022
  - ARP: \$81.2 million



Federal Assistance: Cares Act, CRRSAA, and ARP – drawn down in Capital Program and transferred to General Fund as revenue

# Questions



# RTA Board of Trustees Meeting

February 15, 2022

# Public Comments – Agenda Items

In person

or

Dial by phone: 440-276-4600

# Committee Reports

## Ad Hoc Committee Reports



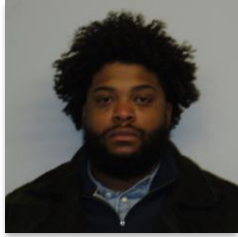
# Promotions and New Hires

February 2022

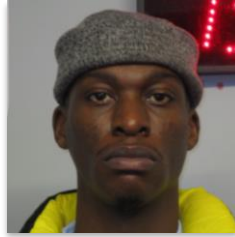
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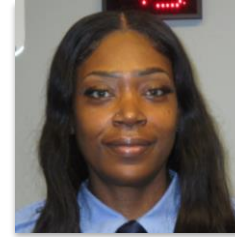
# February 2022 New Hires



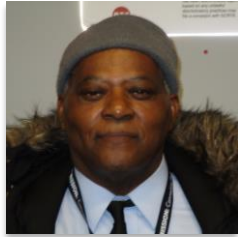
Ricardo Benson  
Operator



Chaz Derrico  
Operator



Yolanda Eggleton  
Operator



James Johnson  
Operator



Phillip Johnson  
Operator



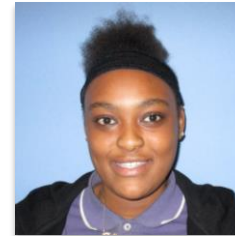
Julius McCorkle  
Operator



Ian Ramsay  
Operator



Deneshia Robinson  
Operator

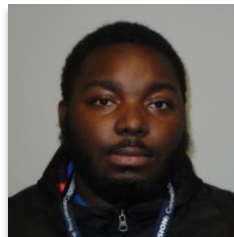


Chrishael Thompson  
Operator

# February 2022 New Hires



Ronald Timberlake Jr.  
Operator



Jeffrey Tyler  
Operator

# February 2022 Promotions



Bryan Dembkowski  
Assistant Equipment  
Manager



Gerald Waite  
Service Quality  
Supervisor, Rail

# Resolutions

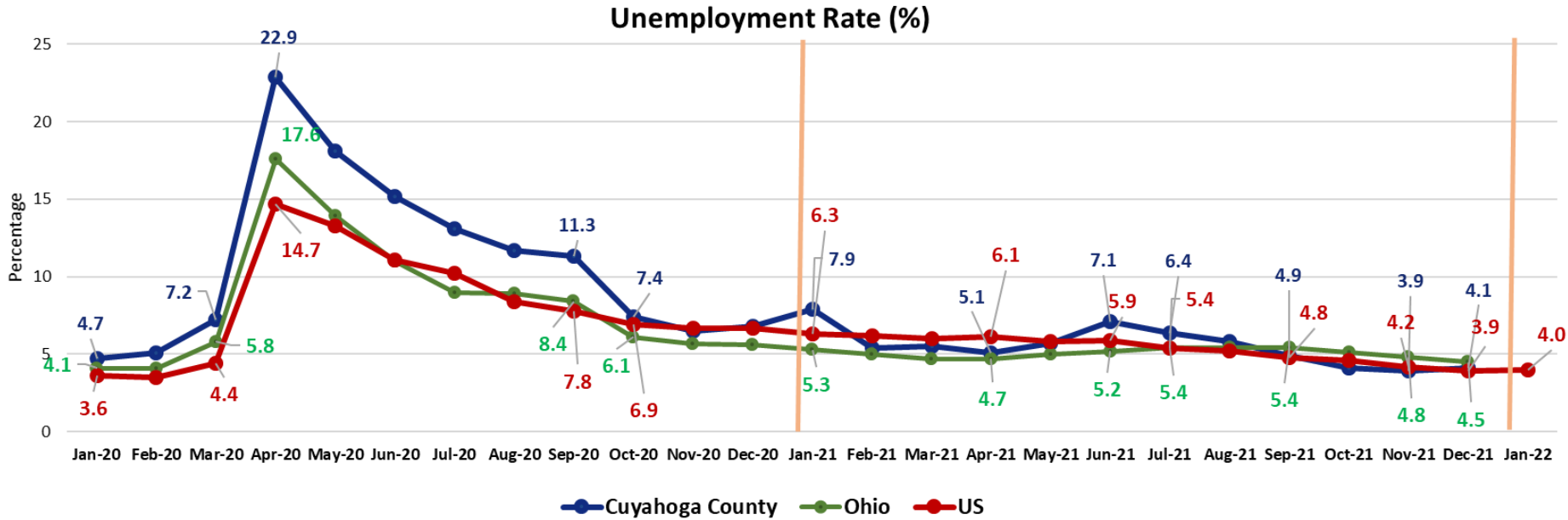
# Secretary/Treasurer Update

February 15, 2022

Board of Trustees



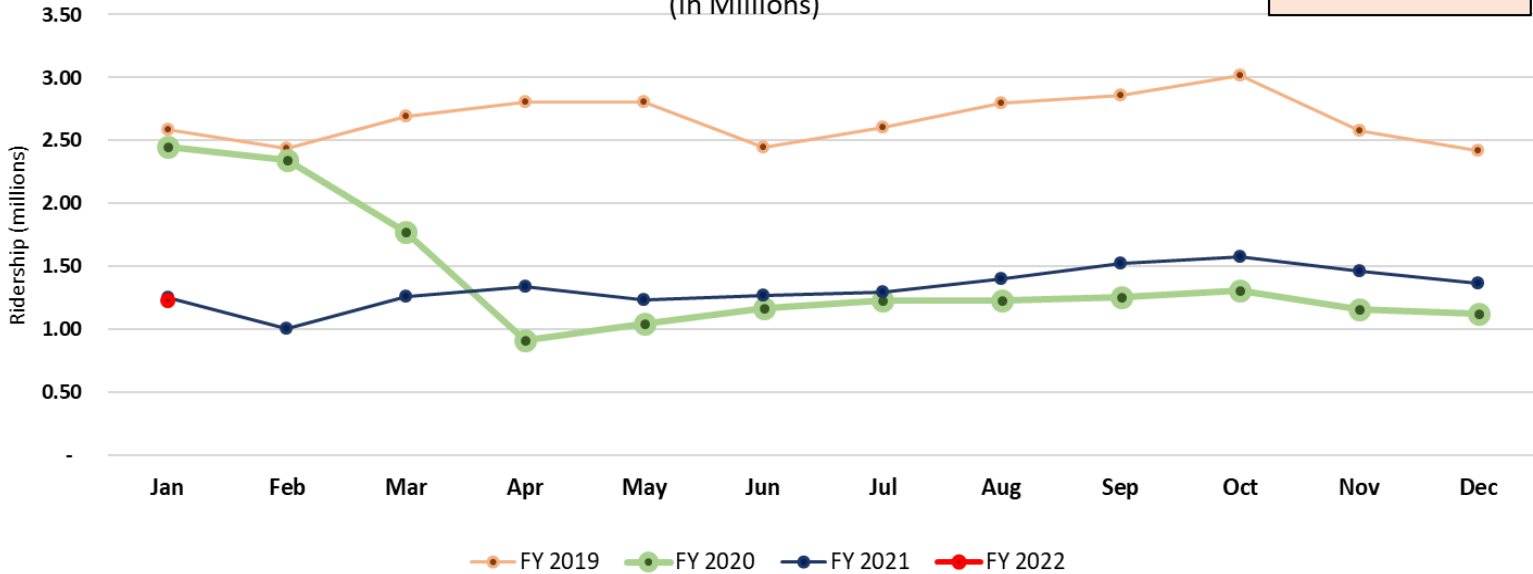
# Economic Conditions



# Ridership

Ridership by Month  
2019 through 2022  
(in Millions)

YTD: 2022 vs. 2021  
-1.7%



## Ridership

Jan 2020: 2.45

Jan 2021: 1.25

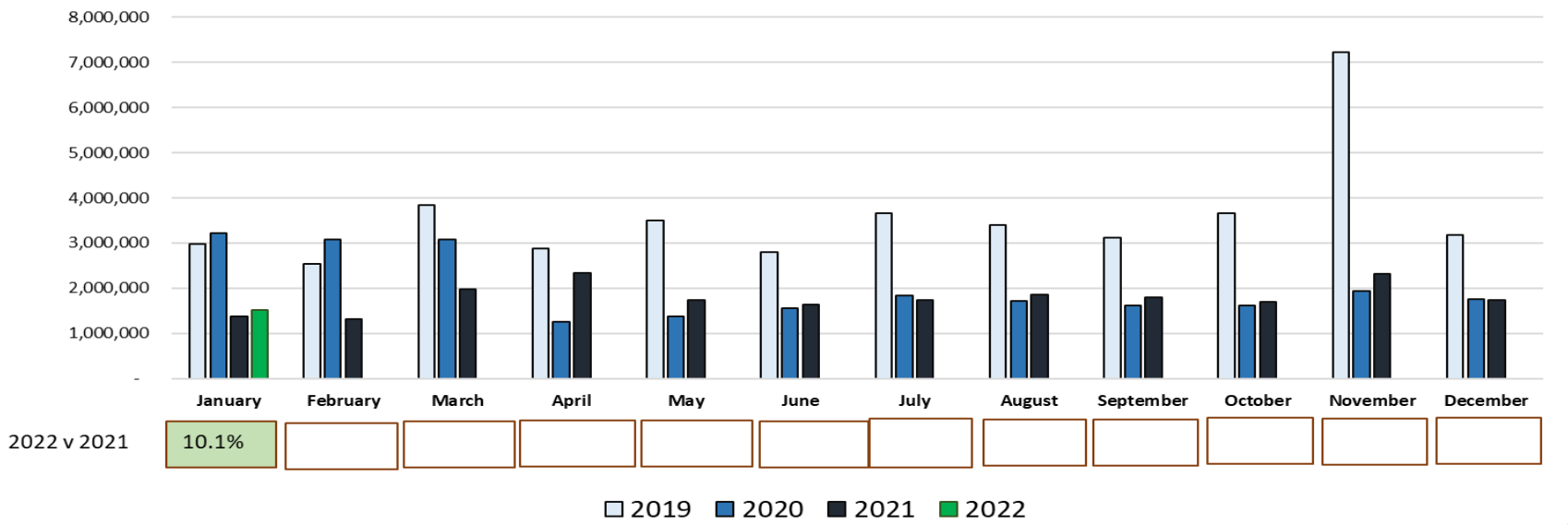
Jan 2022: 1.22



# Passenger Fares

Passenger Fares  
2019, 2020, 2021, and 2022

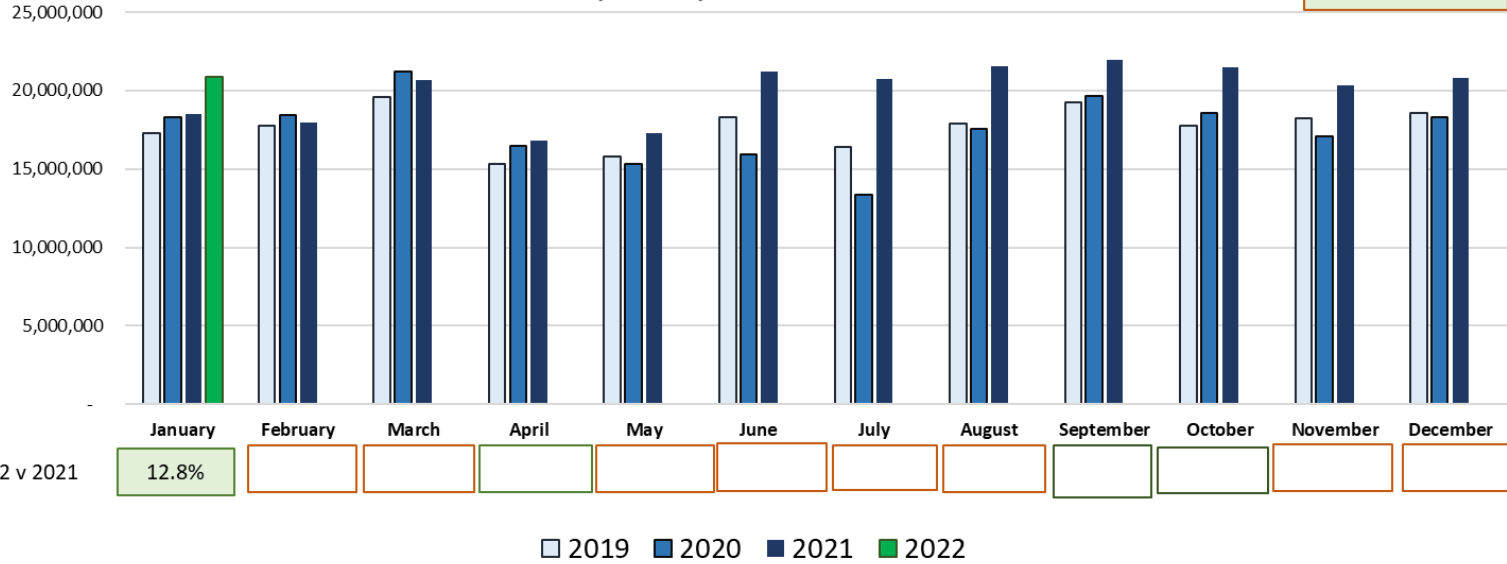
YTD Variance  
(2022 v. 2021)  
10.1%



# Sales Tax

**Sales & Use Tax  
2019, 2020, 2021 and 2022**

**YTD Variance  
(2022 vs. 2021)  
12.8%**



**YE 2021 vs. YE 2020  
2020  
13.9%  
increase**

**Motor vehicles/  
watercraft  
+20.3%**

**On-Line sales  
+43.0%**

**Regular/Statewide  
sales  
+11.2%**

# Questions



# General Manager, CEO Report

February 15, 2022

Board of Trustees



# FFY 2022 Formula Grant Funding

- FTA announced FFY 2022 partial funding
  - Section 5307      \$ 8,902,999
  - Section 5337      \$11,462,982
  - Section 5339                        0
  - Total                \$20,365,981
- Will fund some of 2023 CIP projects

# 31<sup>st</sup> Annual Homeless Stand Down



- Saturday, April 23, 2022
- At First Energy Stadium
- One-Day Event for individuals and families experiencing homelessness

## Sponsors & Partners include:

- Greater Cleveland RTA
- Community West Foundation
- United HealthCare Community Plan
- Cuyahoga County Board of Developmental Disabilities
- Cuyahoga County Public Library
- CareSource
- Cleveland Health Department
- Cuyahoga Community College
- Cuyahoga Jobs & Family Services
- Greater Cleveland Food Bank
- Legal Aid Society of Cleveland
- Centers for Families & Children
- Many others





# TRACTION: “RTA Action on Track”

From a foundation of performance management, TransitStat to performance measurement, TRACTION.

# TRACTION: RTA Action on Track

Success Outcome	Information System(s)
Customer Experience	Customer Survey / Performance Data
Community Value	Community Survey / Performance Data
Financial Sustainability	Financial Data / Performance Data
Employee Engagement	Employee Survey / Performance Data

# Customer Survey

- What:** Quarterly surveys executed to determine the Voice of the Customer
- Who:** TransPro and RTA staff – initial joint effort with Train-the-Trainer for future RTA staff execution
- When:** Beginning February 8, 2022 – 1Q 2022 Customer Survey Period
- Target:** 1,500 customers
- How:** Surveyors will board bus and rail vehicles, and Paratransit customers will be surveyed via subcontracted call center operations

# Data, Now What?

- Survey data will provide insights into:
  - customer satisfaction
  - customer priorities
  - Focus areas for RTA staff
- RTA staff will utilize insights to identify improvement opportunities

# RTA Community Immunity Bus at Asia Plaza

- Asian Services in Action (ASIA) partnered with the Cleveland Department of Public Health and the Greater Cleveland Regional Transit Authority (GCRTA) to make COVID vaccines available at Asia Town's Lunar New Year celebration on Saturday, February 5th
- The specially wrapped bus has been retrofitted to serve as a mobile vaccine clinic, and helped to promote the availability of vaccines at the event



Pictured in the center is Elaine Tso, CEO of ASIA, along with RTA staff members

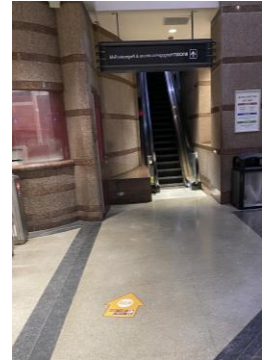
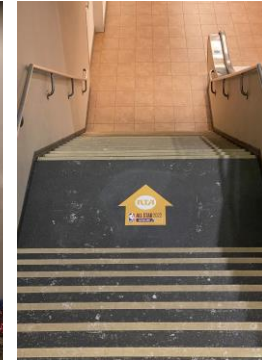
# RTA Community Immunity Bus at Asia Plaza

- 36 adults received a vaccination shot that day
- Mayor Bibb's goal is to raise the city's vaccination rate from 46% to 60% by year end
- Pictured is ASIA's CEO Elaine Tso, and Mayor Bibb talking about the courageous COVID Vaccine Champions who wear masks and get vaccinated



# 2022 NBA ALL-STAR EVENT

## Tower City & Airport



- Floor graphics providing
  - wayfinding to events
- Display cases
- Banners welcoming visitors
- System maps
- Coach RTA mascot welcoming visitors

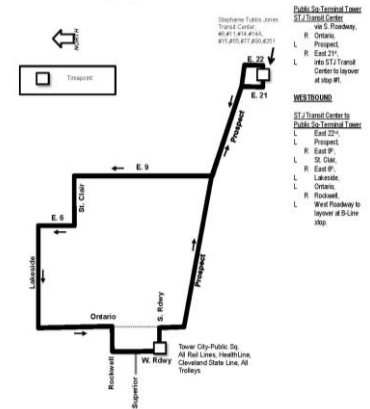


# All-Star Line Trolley

- All-Star Line Trolley
  - Received Federal Transit Administration approval to create
  - Will operate a special route transporting between Public Square to Rocket Mortgage FieldHouse, Public Auditorium and the Wolstein Center
- All-Star Line Trolley Signs
  - Advises riders of Trolley pickup locations and service hours
  - 15-minute frequency



All-Star Line (65)





# Public Comments

In person

or

Dial by phone: 440-276-4600