

Minutes

RTA Organizational, Services and Performance Monitoring Committee Meeting

9:01 a.m., May 21, 2024

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

Other Board Members: Koomar, Love, Mersmann, Weiss **Not present:** Biasiotta, Lucas

Staff: Bennett, Birdsong Terry, Burney, Caver, Coffey, Dangelo, Davidson, Fesler, Fleig, Ford-Marshall, Garofoli, Gautam, Jones (Diana), Jones (Chief), Kirkland, Lincoln, Miller, Miranda, Mothes, Rusnov, Schipper, Talley, Togher, Walker-Minor, Young

Public: Bingaman, Gibbons, Katanovic, Loh, Rubin, Sopko

Vice Chair Welch presided over the meeting in Mayor Biasiotta's absence. The meeting was called to order at 9:01 a.m. Four (4) committee members were present.

Quarterly Management Report – 1st Quarter 2024

India L. Birdsong Terry, General Manager, Chief Executive Officer, gave the presentation.

General Fund – 1st Quarter 2024

- Total Revenues: 4.8% higher than budget
 - Passenger Fares – 17.1% higher
 - Sales & Use Tax – 2.2% higher
 - Reimbursed Expenditures – 138.1% higher
 - Received refunds for Fuel, PM, Labor, and other miscellaneous receipts
 - \$30 million transfer from Revenue Stabilization Fund - determined at year-end
- Operating Expenses: 2.7% lower than budget
 - Total personnel costs: 4.6% lower than budget or \$2.5 million
 - Payroll taxes & fringes: 10.2% below budget
 - Fuel hedging & utility contracts – continue to help stabilize expenses
 - Purchased Transportation – Three paratransit sub-contractors have seen an uptick due to contracts beginning in mid-2023. We're operating at a 50/50 split compared to inhouse service
- Transfers to Other Funds
 - Reserve Fund:
 - \$10 million in Rolling Stock Reserve
 - Fund continuation TBD after new rail cars are received. We still need \$30 million to reach the rail car replacement goal.
 - \$878,615 in 27th Pay
 - Total Transfer to Capital:
 - Bond Retirement Fund: \$3.1 million transferred
 - Capital Improvement Fund: Transfers will occur later in the year

This quarter Transit Police was recognized by the Ohio Association of Chiefs of Police and Law Enforcement Foundation for their community policing efforts. RTA was recognized for being a healthy business worksite by the Healthy Business Council of Ohio. The Positive Impact Program is becoming a national model and will be highlighted at the upcoming APTA Rail Conference in

Cleveland, OH. Mr. Kenneth Yontz celebrated 49 years of service to the RTA as a body mechanic. We received several grant awards this quarter. We welcomed Emily Garr Pacetti to the RTA Board.

TRACTION Results Reporting

India L. Birdsong Terry, General Manager, Chief Executive Officer, Dr. James Rubin, Principal, Transpro and Ehren Bingaman, Principal, Transpro, gave the presentation.

Success Outcome Status: FY24 Q1

Success Outcome	Points	Success Definition	Status
Customer Experience	40	21 Net Promoter Score	10 Net Promoter Score
Community Impact	25	54% Community Perception of Personal Relevance 90% Community Perception of Community Relevance	57% Community Perception of Personal Relevance 89% Community Perception of Community Relevance
Employee Investment	20	95% Vacancy Fill Rate: Operators, Mechanics, Transit Police	91% Vacancy Fill Rate: Operators, Mechanics, Transit Police
Financial Health	15	\$35m Competitive Capital Grants	\$27m Competitive Capital Grants

The first quarter results (points) are listed below. Our grade is B- or 81.1/100.0 points earned. The sub score cards for the success outcomes are available for review.

Organizational Scorecard: FY24 Q1

Success Outcome	Goal Points	FY 24 Q1 Points
Customer Experience	40	32.3
Community Impact	25	23.7
Employee Investment	20	17.8
Financial Health	15	7.3
100		81.1

March 2024 Customer Experience Survey

This survey is completed quarterly. Some key takeaways include that fixed route bus customers are more satisfied compared to the previous quarter. Results for rail and BRT are still flat based on perception of safety and security.

Fixed route bus satisfaction is at 70%. On-time performance and cleanliness improved from last quarter. BRT satisfaction is 60%, which was flat compared to last quarter. There have been some delays on the service due to construction. Rail satisfaction is just under 60%. This also remained flat. Safety and security, on-time performance and cleanliness are the key drivers for fixed route, BRT and

rail. Paratransit satisfaction improved over the last quarter from the high 80's to 90%. Safety and security and cleanliness are the key drivers. Agency satisfaction ticked up just above 60% to 70%. Seventy percent (70%) of ridership is on fixed route.

March 2024 Community Impact Survey

This survey is completed twice a year. These responses are from the community, but not necessarily RTA riders. Just over 20% of survey respondents use the service. Just below 60% of survey respondents find value in the service. This could be future customers or people who know someone who uses the service. Ninety percent (90%) of respondents said that RTA provides value to the region. The top key drivers are impact on special mobility needs and low income (27%), employment impact (26%), and access to medical, recreation and education (22%).

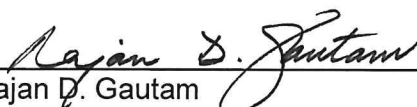
Conclusion

Ms. Terry added that the organizational score of B- says that there is room for improvement. First quarter will always be lower because it is cumulative over the entire year. There is room for improvement in Net Promotor Score for customer experience. Overall customer satisfaction is outperforming the goal. Community impact is 23.7 with a goal of 25. These responses are a result of capital projects. We're getting the word out through the Annual Report. We need to work on private sector investment to major capital investment, capital dollars invested in Environmental Justice Zones which is based on projects closing out. We're outperforming in emissions reduction. For employee investment we are at 17.8 with a goal of 20. Financial Health is 7.3 with a goal of 15. Transfer of funds to Capital is down due to money not being transferred yet.

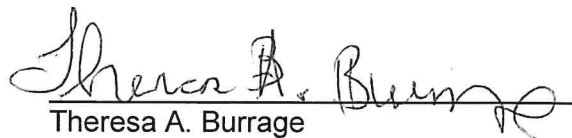
Ms. Mersmann asked about NPS and if follow-up questions are asked to drill down further. Dr. Rubin said they ask a series of questions along with ranking of importance. NPS is more volatile than overall satisfaction. Mayor Weiss asked if the NPS stays constant compared to other transit agencies. Dr. Rubin said the NPS is applied uniformly across the board. But RTA's quarterly survey methodology is a good way to get a true unbiased perception of what customers think. Other agencies tend to do large scale online surveys. The average NPS for other agencies is 25. Mr. Sleasman asked if BRT includes the CSU Line. Staff responded that the CSU Line is not a BRT. Mr. Sleasman said that customers may feel safer while waiting for a bus/vehicle if there were more riders. He asked if the question about customers preference for fare inspectors versus security officers be separated.

Mr. Love asked what defines emissions reduction and how the goal for grants is determined. Mr. Gautam said the grant metric is the amount of grants awarded. Mr. Love asked if the goal discourages seeking out more grant awards. Mr. Gautam said we track applications and receipt of awards. Ms. Terry said we track that internally. That information can be shared with the Board. Mr. Schipper said we use passenger miles and ridership to determine the emissions goal. Ms. Pacetti asked for more detail on the Community Impact line items. Ms. Terry suggested a deeper dive could be held during a Board Retreat.

The meeting was adjourned at 9:49 a.m.



Rajan D. Gautam
Secretary/Treasurer



Theresa A. Burrage
Executive Assistant

