

## Minutes

### RTA Organizational, Services and Performance Monitoring Committee Meeting

9:00 a.m., August 27, 2024

**Committee Members:** Biasiotta (Chair), Welch (Vice Chair), McPherson, Sleasman

**Other Board Members:** Elder, Koomar, Love, Weiss

**Not present:** Lucas, Pacetti

**Staff:** Birdsong Terry, Burney, Caver, Cottrell, Dangelo, Davidson, Ferraro, Fesler, Fields, Flannery, Fleig, Ford-Marshall, Freilich, Garofoli, Hlavacs, Jones, Jupina, Kirkland, Miller, Myers, Prebish, Rusnov, Schipper, Sutula, Talley, Togher, Walker-Minor, Young

**Public:** Butler, Gibbons, Hinton, Lewis, Loh, Lumpkin, Rubin, Sopko, Taxwell, Thomas, White

The meeting was called to order at 9:00 a.m. Four (4) committee members were present.

#### Quarterly Management Report – 2<sup>nd</sup> Quarter 2024

India Birdsong Terry, General Manager, CEO gave the presentation.

- Total Revenues: 3.7% higher than budget
  - Passenger Fares – 15.8% higher
  - Sales & Use Tax – 2.5% lower
  - Reimbursed Expenditures – 353.3% higher
    - Received refunds for Fuel, PM, Labor, and other miscellaneous receipts
  - \$30 million transfer from Revenue Stabilization Fund - determined at year-end
    - \$10 million transferred
- Operating Expenses: 2.3% higher than budget
  - Total personnel costs: 3% higher than budget
    - Payroll taxes & fringes: 4.2% higher than budget
  - Fuel hedging & utility contracts – continue to help stabilize expenses
  - Purchased Transportation: 41.4% higher than budget
- Transfers to Other Funds
  - Reserve Fund:
    - \$10 million in Rolling Stock Reserve
    - \$878,615 in 27<sup>th</sup> Pay
  - Insurance Fund: \$2.5 million
  - Total Transfer to Capital:
    - Bond Retirement Fund: \$5.7 million transferred
    - Capital Improvement Fund: transfers will occur later in the year

#### TRACTION Results Reporting

India Birdsong Terry, General Manager, CEO and Dr. James Rubin, Principal, Transpro, gave the presentation.

**Success Outcome Status: FY 24 Q2**

Success Outcome	Points	Success Definition	Status
Customer Experience	40	21 Net Promoter Score	29 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	90% Vacancy Fill Rate: Operators, Mechanics, Transit Police
Financial Health	15	\$35m Competitive Capital Grants	\$44.6m Competitive Capital Grants

**Organizational Scorecard – FY24 Q2**

Success Outcome	Goal Points	FY 24 Q1 Points	FY24 Q2 Points
Customer Experience	40	32.3	45.1
Community Impact	25	23.7	24.5
Employee Investment	20	17.8	19.6
Financial Health	15	8.7	12.1
		100	101.3

RTA scored 101.3 / 100.0 (A+) for the quarter.

*JuNE 2024 Customer Experience Survey*

Fixed route bus overall satisfaction was flat from Q1 to Q2 at 70%. NPS improved by 12 points from 11 to 23. Personal Safety and Security and On-Time Performance were most important to fixed route customers. Personal Safety and Security improved from last quarter. Last quarter Personal Security satisfaction on the bus was 65% and safe at bus stops was 60%. For Q2, 74% feel safe on the bus and 65% feel safe at the bus stop. For BRT, NPS improved from 11 to 37 from the 1<sup>st</sup> quarter to 2<sup>nd</sup> quarter. Overall satisfaction is up from 60% last quarter to 78% this quarter. Personal Safety and Security is now 3rd on the list. On-time and Cleanliness is most important. Last quarter 68% felt safe on the bus and 60% felt safe at the bus stop. Now 71% feel safe on the bus and 65% feel safe at the bus stop.

NPS for Rail improved from -3 to 40 and overall satisfaction improved from 58% to 73%. Cleanliness and Personal Safety and Security are most important to rail customers. First quarter, 56% felt safe on the train and 51% felt safe in the station. This quarter, 69% feel safe on the train and 65% feel safe in

the station. NPS for Paratransit continues to improve from quarter to quarter above 70. It's up to 93% for overall satisfaction. Paratransit customers are organized, vocal and tend to be more satisfied than fixed route customers. Personal Safety and Security are most important to them. They define this category as getting to the destination safely and being secure in the vehicle. NPS is up to 29 for the agency and there is a slight improvement in overall satisfaction for the agency.

#### Questions

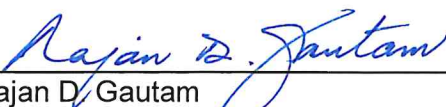
Mr. Love asked if baseline goals are fixed or do they change over time. Dr. Rubin said the goals are set annually. Mayor Weiss asked for the survey pool size, if there is fluctuation and if we are touching the entire RTA service area. Dr. Rubin said the entire service area is sampled. There is consistency in the sample size (400-500 samples across each service). It gives a margin of error of +/- 4% or 5%. Once it goes beyond 5%, there is significant change. For 3%, 1,200 samples would be needed. Mayor Koomar asked if Daylight Savings Time impacts safety and security. He's never seen NPS fluctuate quickly in a short period of time. Dr. Rubin said personal security has been the most important thing for customers so that may account for the dramatic shift. They will look over the data to see if Summer impacts the numbers. Ms. Terry said that as we improve in those top three areas, NPS improves. Community exposure helps as well. More events are held in the Summer.

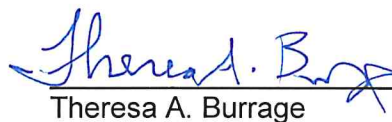
Chief Jones added that Transit Police (TP) is more visible in the public and around the system. Transit Ambassadors (TA) have expanded their coverage from the HealthLine to all three transit lines. They are expanding the crisis intervention co-response teams into the community. They assist TP and other police departments. They have started a new virtual test for officers. Ms. Ford Marshall added that they have hired 394 people. Of that, 20 are for TP. RTA recently hosted an Open House for Transit Police. Fifty people were in attendance. Seventeen individuals are in the pipeline for Transit Police and 65 in the pipeline for TAs. Ms. Terry added that they support lateral transfers from other police departments. Retention is 70% for these type of transfers.

Ms. Elder asked if the improvement in safety is due to the Transit Ambassador program or Transit Police and if we have a breakdown of customer satisfaction as it relates to security across each mode and if they vary. Ms. Terry said safety is perceived as the operation of the vehicle. Security is a piece of the outcome. We have 13-14 TAs. They work with TP. Dr. Rubin said the data is consistent. Data for all three transit lines are combined. Mayor Koomar asked if the data could be broken out by rail lines. Dr. Caver added that we can break out the safety data by bus routes. TP does random bus, rail and transit station checks.

Mr. Sleasman asked if safety and security are distinguished in the survey. Dr. Rubin will double check. He believes it is just security. Ms. Welch asked for qualitative data. She is concerned about student safety. Dr. Rubin said there is no room on the survey and time on the trip to get qualitative data. He suggested they look at customer support. Mr. Sleasman suggested looking at patterns from the quantitative data. Ms. Terry said she wants to ensure anonymity but will look at ways to bring back more data. Ms. Elder asked for a copy of the survey questions. Ms. Terry said the survey can be explained at a future Board session.

The meeting was adjourned at 9:47 a.m.

  
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Rajan D. Gautam  
Secretary/Treasurer

  
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Theresa A. Burrage  
Executive Assistant