



RTA Committees and Board of Trustees Meeting

Tuesday, August 27, 2024

Organizational, Services & Performance Monitoring Committee

Chair: Mayor Anthony D. Biasiotta

2nd Quarter 2024 Report

August 27, 2024

India L. Birdsong Terry

General Manager, CEO

Greater Cleveland Regional Transit Authority



General Fund – 2nd Quarter 2024

- 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

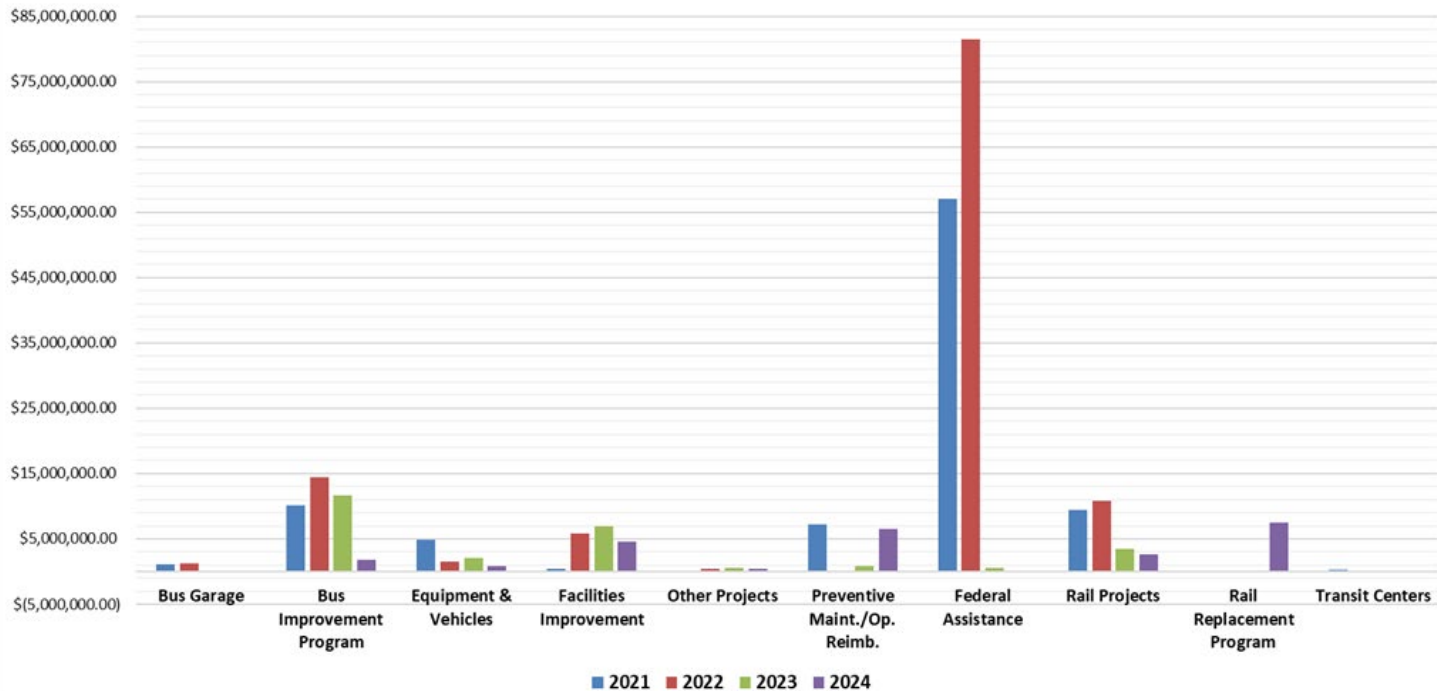


General Fund – 2nd Quarter 2024

- Transfers to Other Funds
 - Reserve Fund:
 - \$10 million in Rolling Stock Reserve
 - \$878,615 in 27th 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



Q2 2024 Capital Expenditures by Category





TRACTION



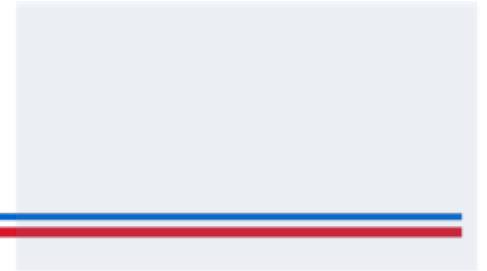
Quarterly Performance Review: **FY24 Q2**

India L. Birdsong Terry, GCRTA *General Manager* and *CEO*

James Rubin, *TransPro Principal*

GCRTA Board Meeting

August 27, 2024



Agenda



1. Performance Management Cadence
2. Success Outcome Status
3. Organizational Scorecard
4. June 2024 Customer Experience Survey Results



Performance Management Cadence

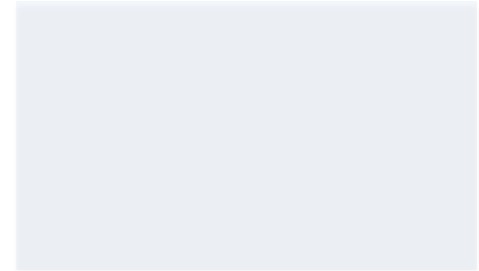
Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024
In-Person Quarterly Performance Review	Virtual Monthly Tactics Review	Virtual Monthly Tactics Review	In-Person Quarterly Performance Review	Virtual Monthly Tactics Review	In-Person Quarterly Performance Review

Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025
Virtual Monthly Tactics Review	Virtual Monthly Tactics Review	In-Person Quarterly Performance Review	Virtual Monthly Tactics Review	Virtual Monthly Tactics Review	Virtual Monthly Tactics Review



Success Outcome Status: **FY24 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	FY24 Q3 Points	FY24 Q4 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		82.5	101.3		

**101.3 / 100.0
points earned**



Organizational Scorecard: **FY24 Q2**

Success Outcome: **Customer Experience**

Metric	Goal	Owner	Goal Points	Q1 Results	Q2 Results	Q3 Results	Q4 Results	Points Earned
Net Promoter Score	21	Terry	14	10	29			18.2
Overall Customer Satisfaction	66%	Terry	8	68%	73%			8.8
Personal Safety/Security - Perception	65%	Caver Biggar	5	62%	70%			5.4
On-Time Performance - Impression	72%	Caver Biggar	5	71%	72%			5.0
On-Time Performance - Actual	85%	Caver Biggar	5	84%	82%			4.8
Vehicle Cleanliness - Perception	56%	Caver Biggar	3	56%	54%			2.9
			Total Goal Points: 40.0		Total Points Earned: 45.1			



Organizational Scorecard: **FY24 Q2**

Success Outcome: **Community Impact**

Metric	Goal	Owner	Goal Points	Q1 Results	Q2 Results	Q3 Results	Q4 Results	Points Earned
Perceived Value - Personal Relevance	54%	Walker-Minor	4	57%	57%			4.2
Perceived Value - Community Relevance	90%	Walker-Minor	3	89%	89%			3.0
Economy: Ratio of Private Sector Investment to Major Capital Investment	7	Schipper	6	5.14	6.02			5.2
Equity: Capital Dollars Invested in Environmental Justice Zones/Communities	77%	Schipper	6	55%	55%			4.3
Environment: Emissions Reduction	8%	Temming	6	18%	11%			7.8

Total Goal Points: 25.0

Total Points Earned: 24.5



Organizational Scorecard: **FY24 Q2**

Success Outcome: **Employee Investment**

Metric	Goal	Owner	Goal Points	Q1 Results	Q2 Results	Q3 Results	Q4 Results	Points Earned
Vacancy fill rate : Operators (Bus, Para, Rail), Mechanics, Transit Police	95%	Fields	8	91%	90%			7.6
Cultivate Internal Talent Pipeline	36%	Fields	4	16%	33%			3.7
Agencywide Retention Rate	90%	Fields	3	98%	99%			3.3
Vacancy fill rate : Non-Bargaining	95%	Fields	3	95%	96%			3.0
Supervisor Support	62%	Talley Terry	2	62%	62%			2.0
			Total Goal Points: 20.0					Total Points Earned: 19.6



Organizational Scorecard: **FY24 Q2**

Success Outcome: **Financial Health**

Metric	Goal	Owner	Goal Points	Q1 Results	Q2 Results	Q3 Results	Q4 Results	Points Earned
Competitive Capital Grants	\$35M	Gautam Schipper	5	\$27M	\$44.6M			6.4
Operating Expenses	-5%	Gautam	4	-2.7%	2.3%			0.0
General Fund Transfer to Capital / Rolling Stock Reserve Fund	\$10M	Gautam	3	\$0	\$10M			3.0
Operating Expenses per Revenue Hour	\$165.00	Caver Gautam	3	\$189.04	\$181.76			2.7
Total Goal Points: 15.0						Total Points Earned: 12.1		



June 2024 Customer Experience Survey

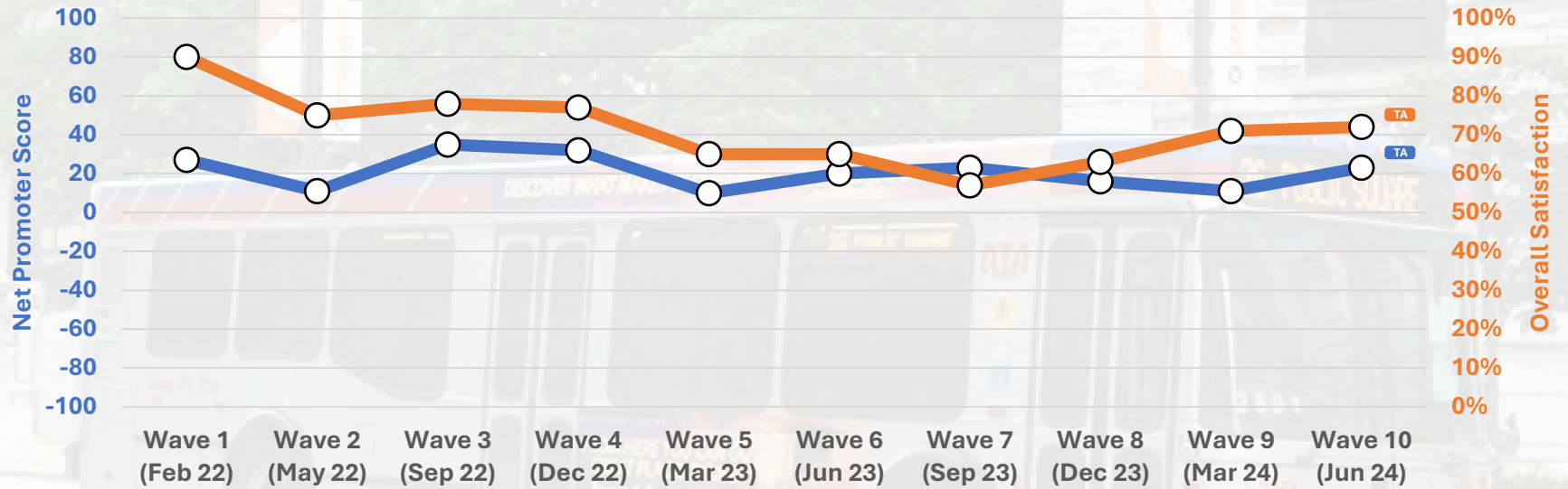
James Rubin

Greater Cleveland Regional Transit Authority



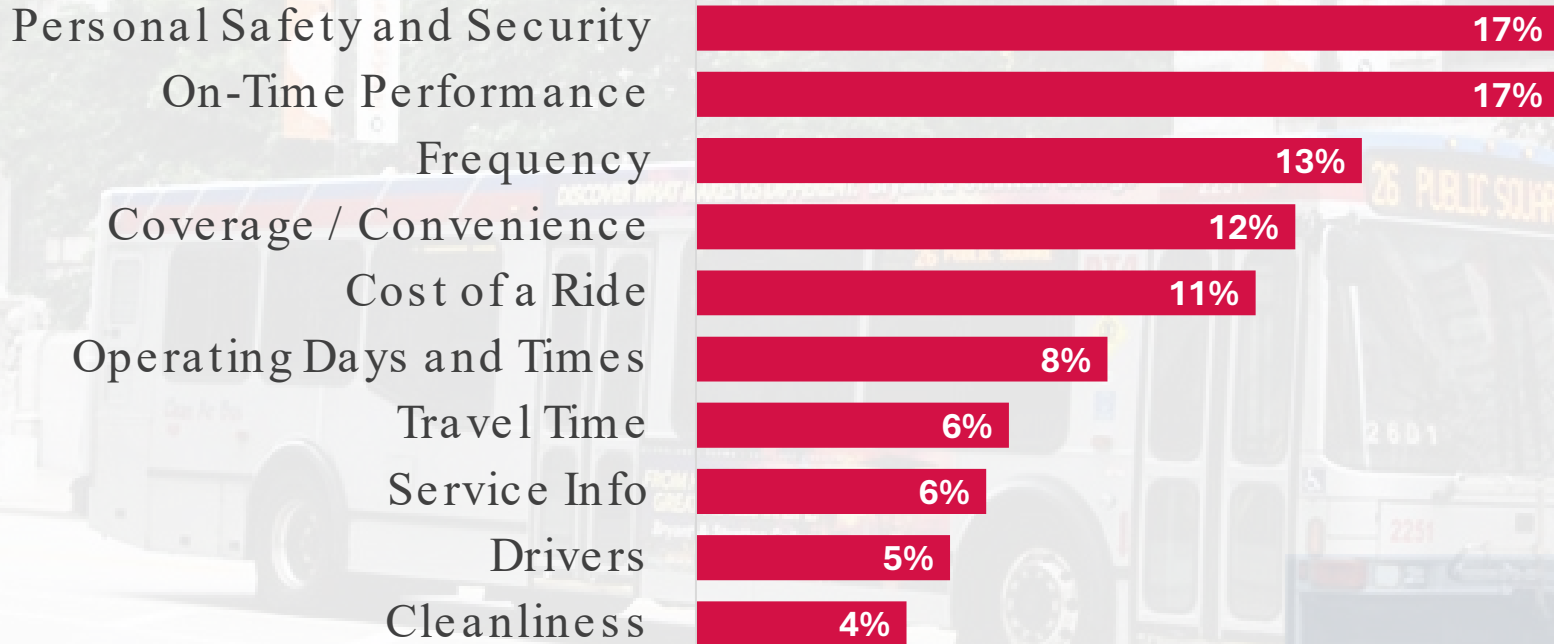
Net Promoter Score & Overall Satisfaction: **Fixed Route Bus**

Time Series with June 2024 TransPro Average (TA)



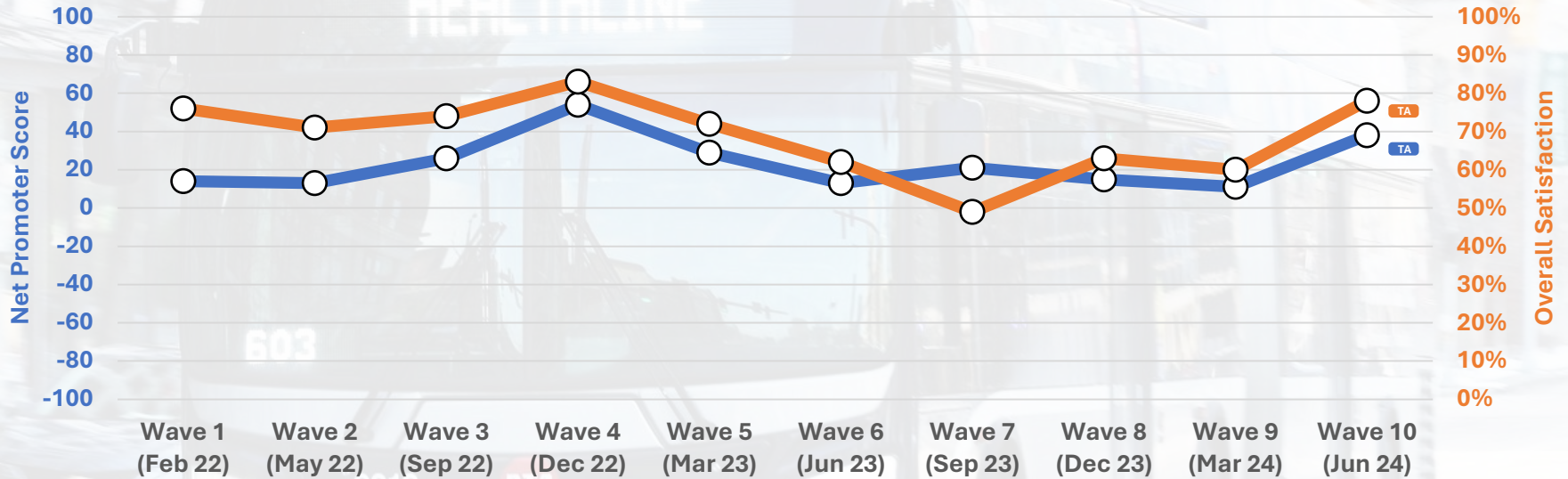
Key Drivers of Customer Experience: **Fixed Route Bus**

Most Important to Customers: Wave 10, June 2024



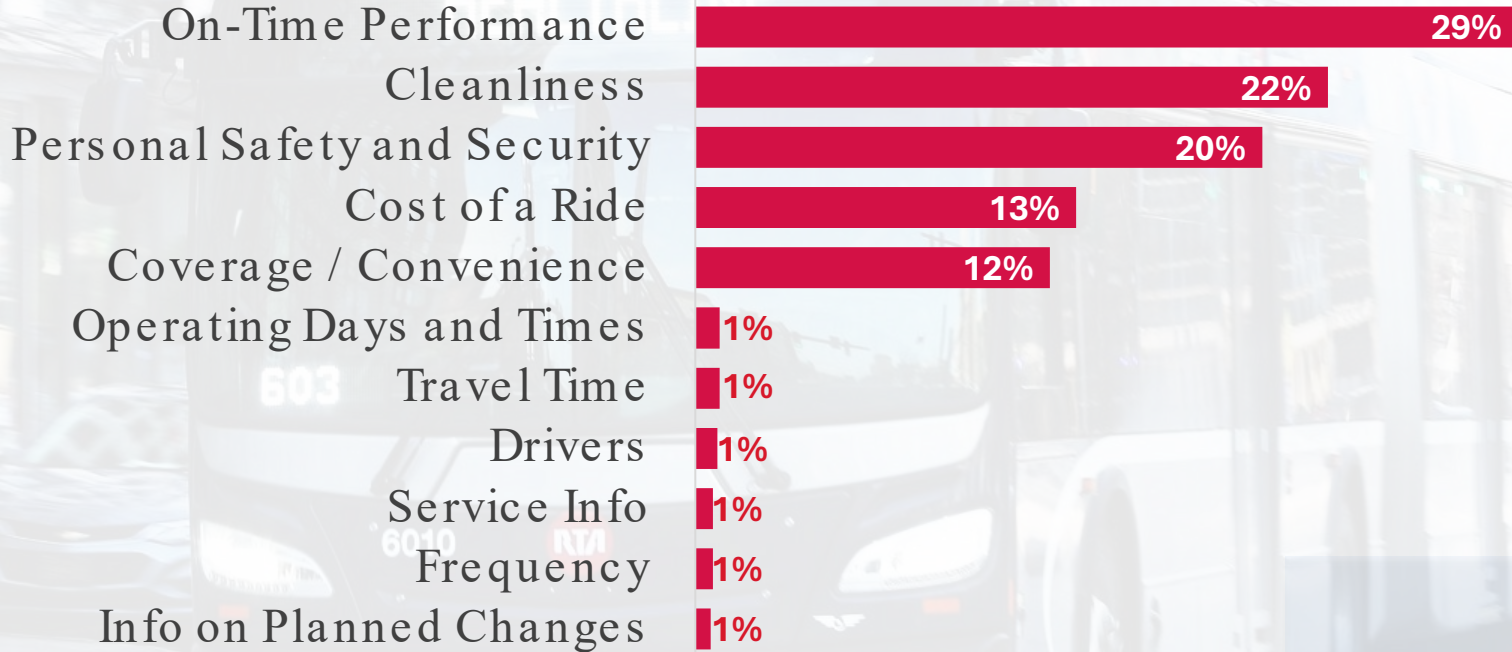
Net Promoter Score & Overall Satisfaction: **Bus Rapid Transit**

Time Series with June 2024 TransPro Average (TA)



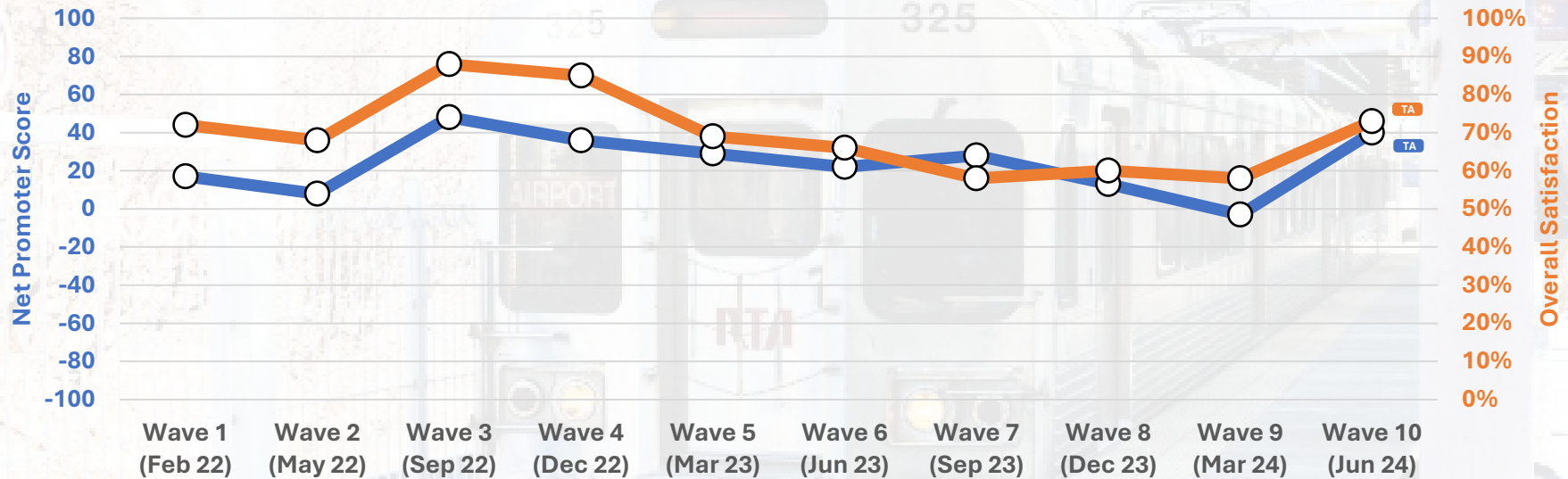
Key Drivers of Customer Experience: **Bus Rapid Transit**

Most Important to Customers: Wave 10, June 2024



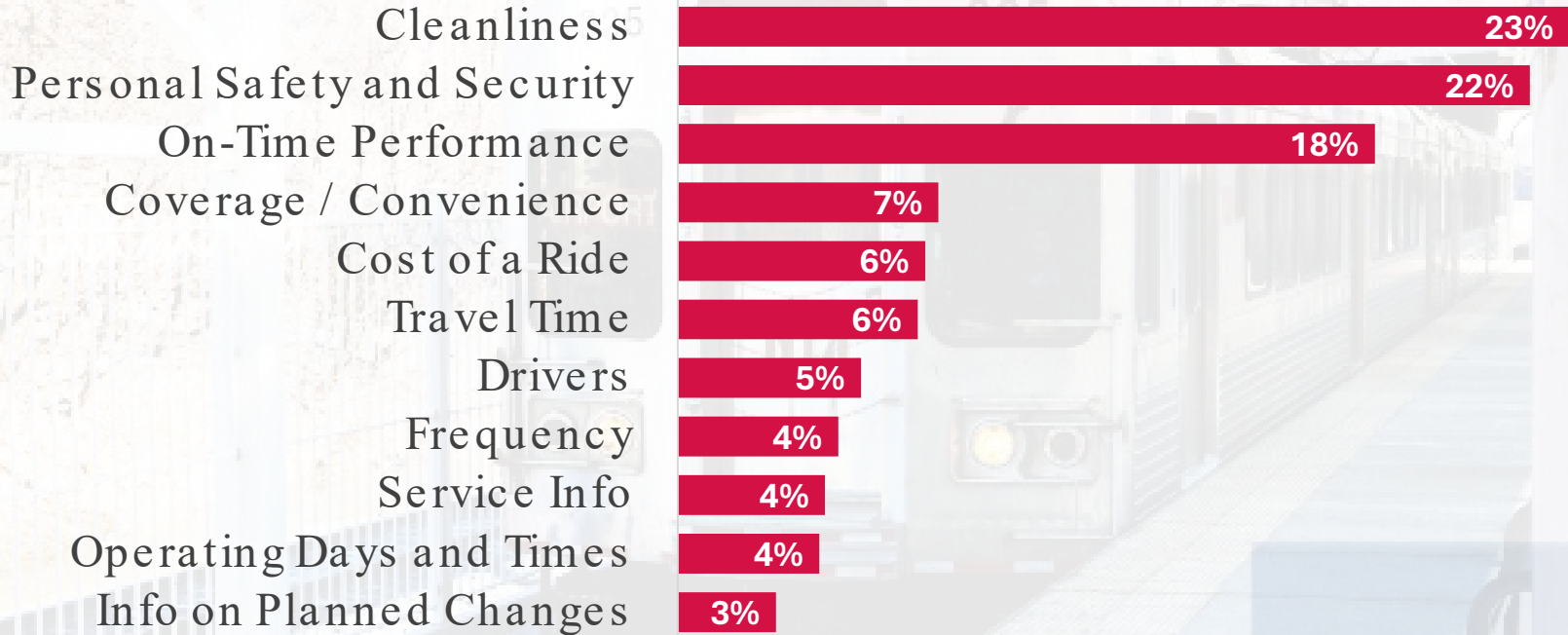
Net Promoter Score & Overall Satisfaction: Rail

Time Series with June 2024 TransPro Average (TA)



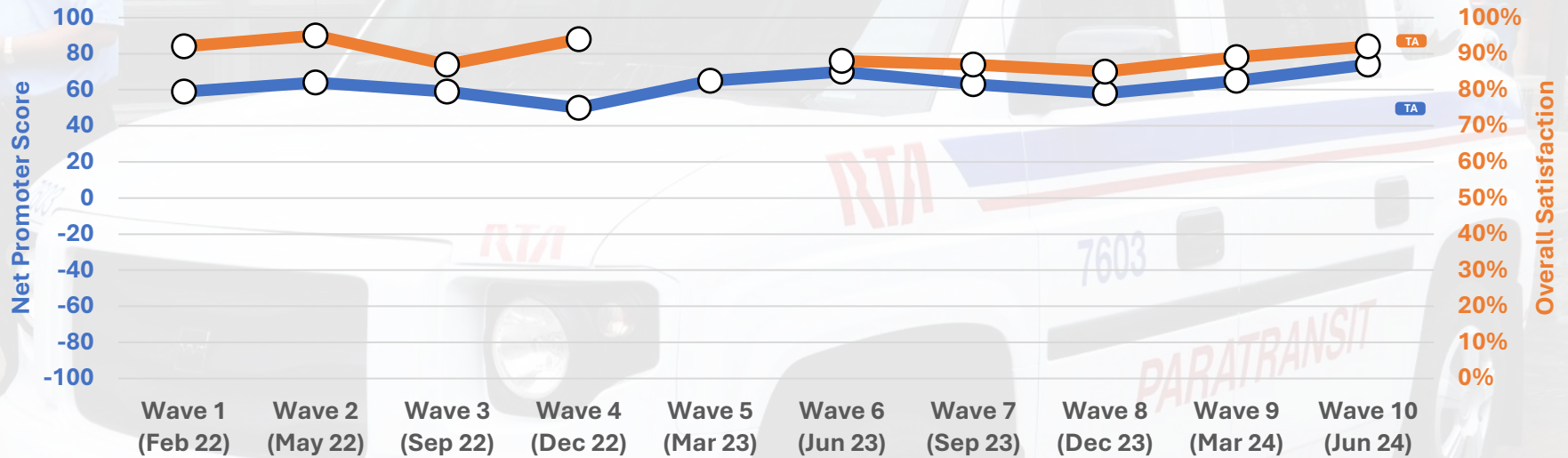
Key Drivers of Customer Experience: Rail

Most Important to Customers: Wave 10, June 2024



Net Promoter Score & Overall Satisfaction: **Paratransit**

Time Series with June 2024 TransPro Average (TA)



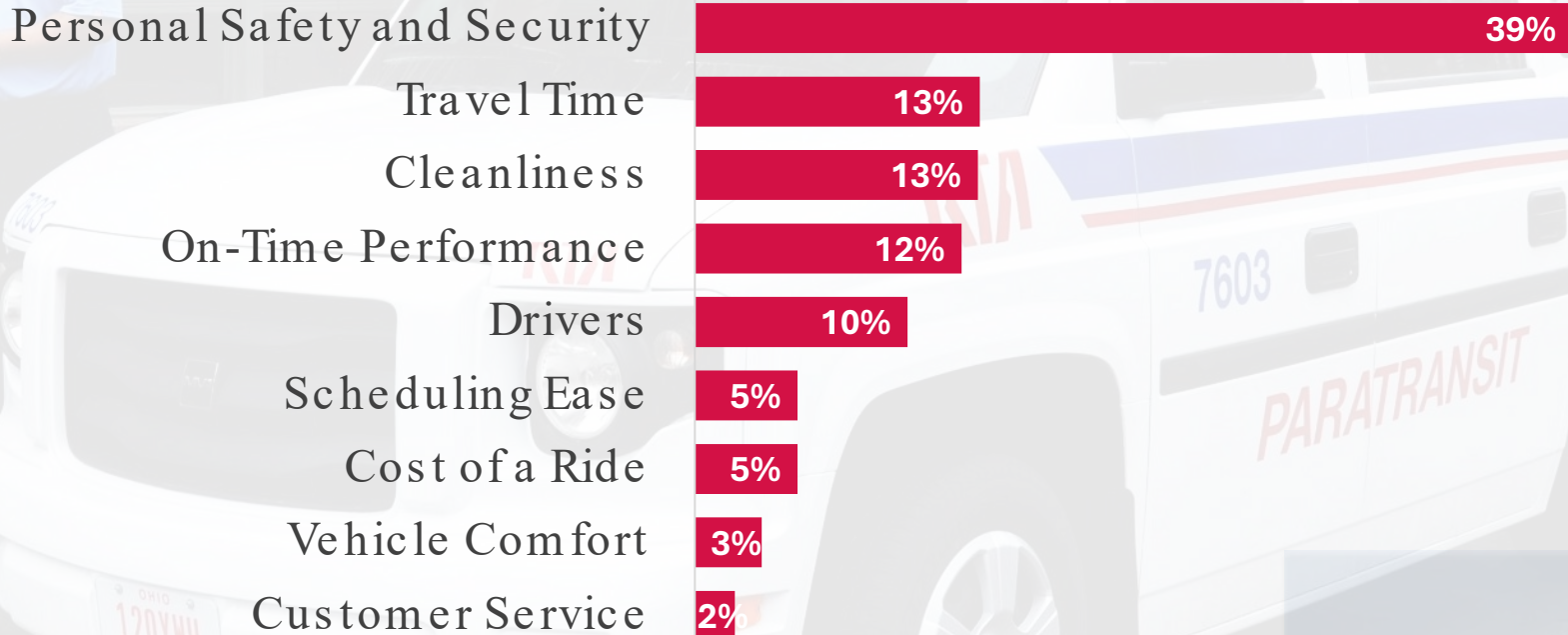
Greater Cleveland Regional Transit Authority



Due to a survey instrument mistake, Overall Satisfaction was not collected in Wave 5.

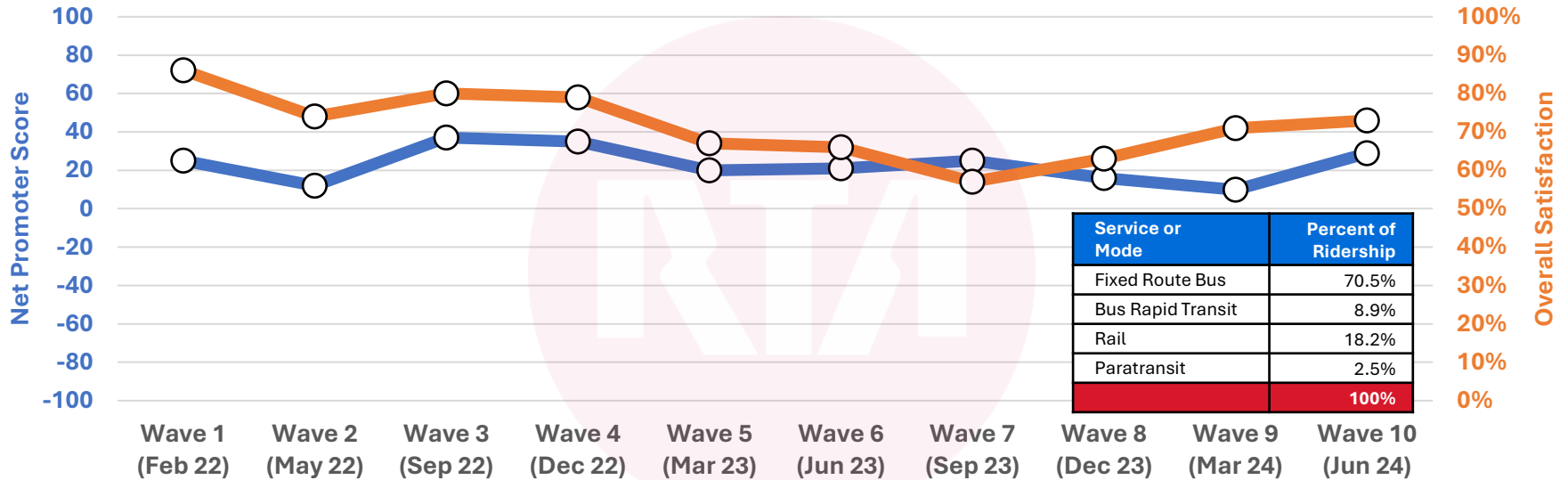
Key Drivers of Customer Experience: **Paratransit**

Most Important to Customers: Wave 10, June 2024



Net Promoter Score & Overall Satisfaction: Agency

Time Series



Questions



Committee of the Whole

Chair: Mayor Paul A. Koomar

Internal Audit Report

2nd Quarter 2024



Board Meeting

Tuesday, August 27, 2024

Public Comments – Agenda Items

- In person
- Phone: 440-276-4600
- Web form at www.riderta.com/events
 - Click/Select meeting event
 - Scroll to bottom to fill out form
 - Comments will be sent to Board and staff

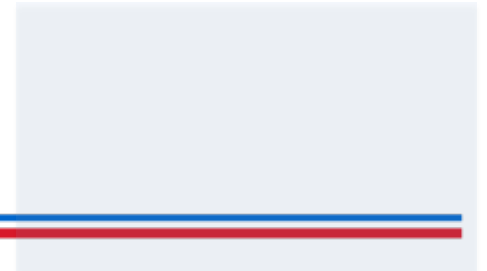
Committee Reports

Ad Hoc Committee Reports

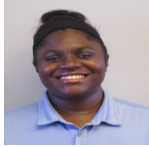


New Hires and Promotions

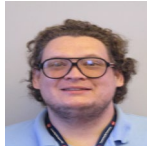
August 2024



August New Hires



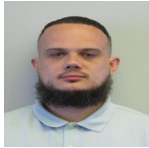
Jazmiene Hart
Operator



Jonor McGree
Operator



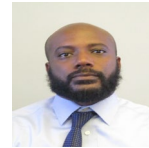
Felicia Rogers
Operator



Henry Sanders
Operator



David Tibbitts
Operator



Phillip Swoope
Operator



Darnell Wright
Operator



Keith Terrell
Operator



Chanel Lattimore
Operator



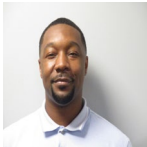
August New Hires



Shainna Belcher
Operator



Julio Santiago
Operator



Tahj Dudley
Operator



Robbi Collier
Operator



Raymell Hill
Operator



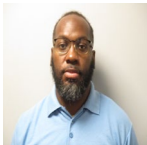
Michael Simmons
Operator



Shardey Roberts
Operator



Donte Smith
Operator



Gilbert Evans
Operator



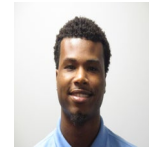
August New Hires



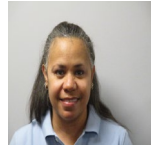
Eric Maxwell
Operator



Jeffery Washington
Operator



Jeremiah Spikes
Operator



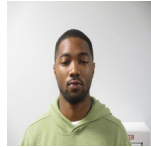
Dawn Pinkney
Operator



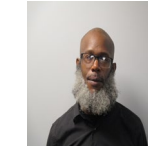
Patrick Grissett
Operator



Kailynn Tinsley
Operator



Damien Brown
Laborer



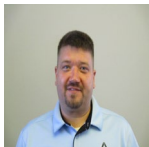
Jeramie Marshall
Laborer



Davhon James
Laborer



August New Hires



David Rapp
Equipment Servicer



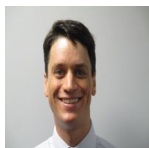
John Colston
Equipment Servicer



Edward Green
Line Maintainer



Andrae Kincaid
Hostler



Chadwick Schmitt
Associate Counsel II



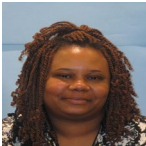
August Promotions



Ida Ford Marshall
Sr. Manager of Talent
Acquisition



Fiona D. Gibbons
Talent Acquisition
Manager



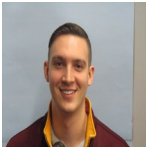
Shawnee Hubbard
Manager Service
Quality



Avery Rogers
Manager Service
Quality



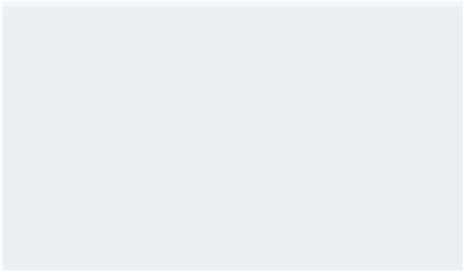
Kimberly Wright
Manager - Transportation



Jeffrey Macko
Manager – Service
Planning



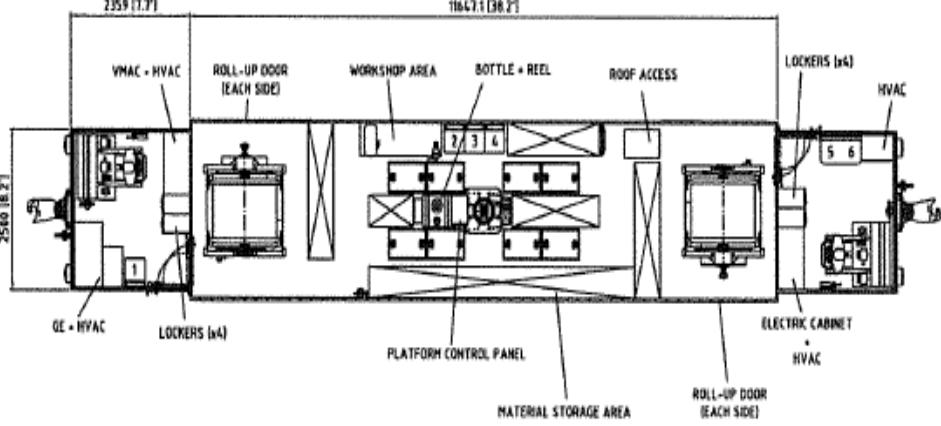
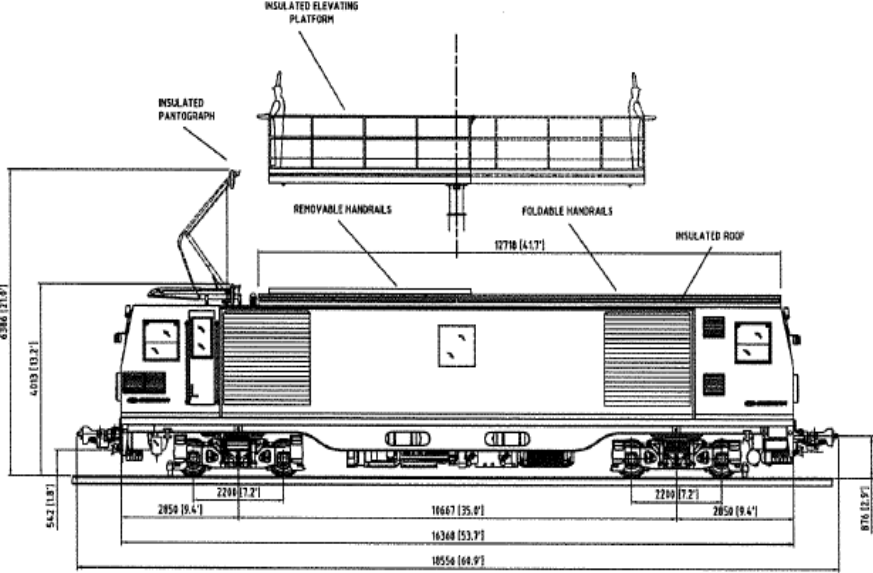
Donald Tereba
Engineering Project
Mgr. - Facilities



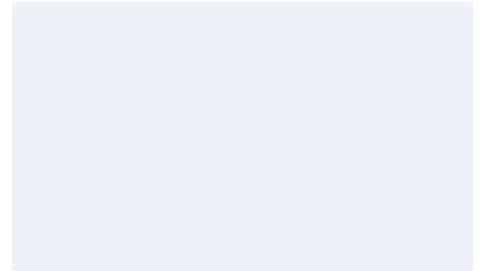
Resolutions



Proposed Design – Future State



Sample Rail Line Car

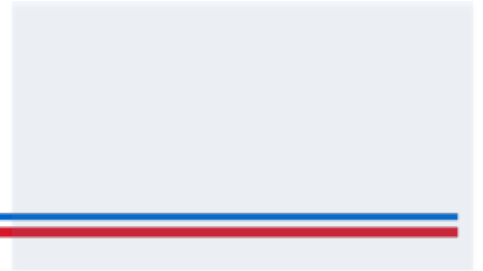




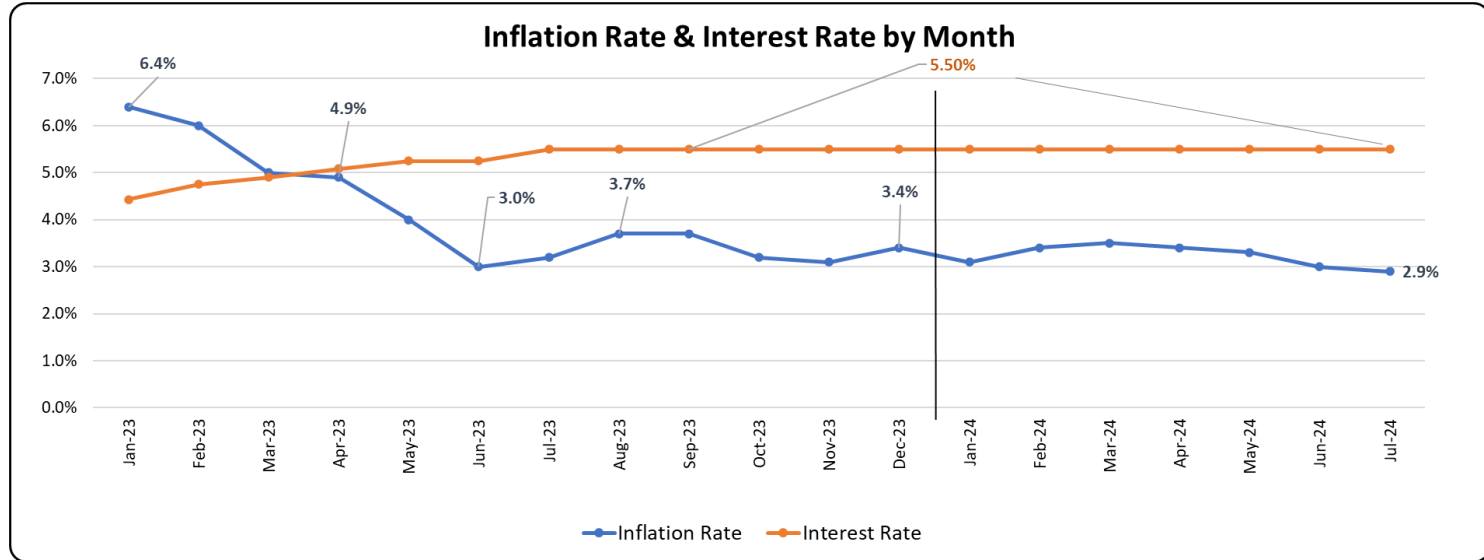
Secretary/Treasurer Update

Board of Trustees

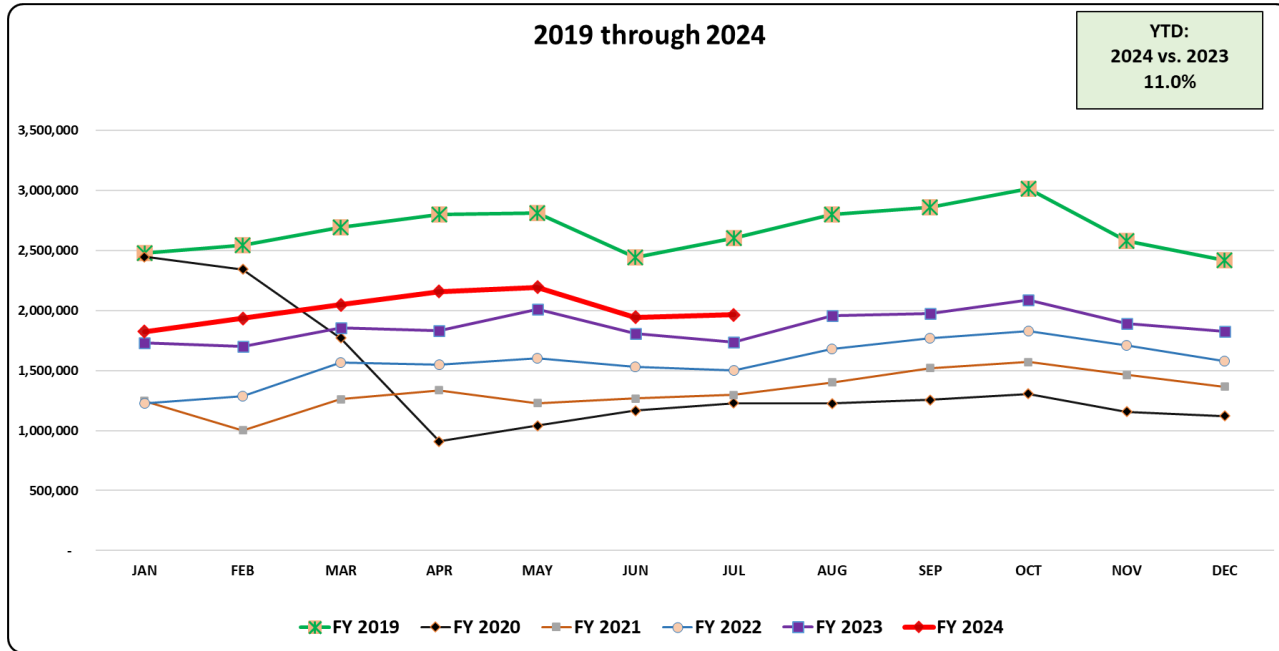
August 27, 2024



Economic Conditions



Ridership

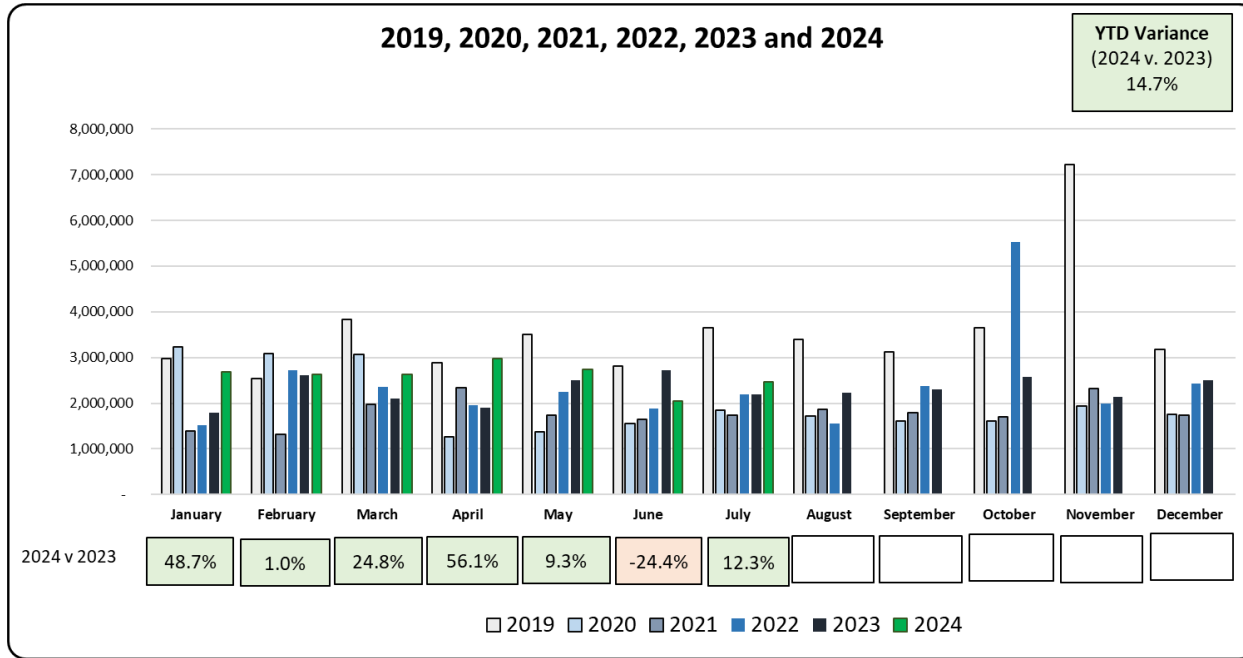


YTD Ridership (in millions)

2019:	18.4	
2020:	10.9	(40.7%)
2021:	8.6	(20.8%)
2022:	10.3	18.8%
2023:	12.7	23.6%
2024:	14.1	11.0%



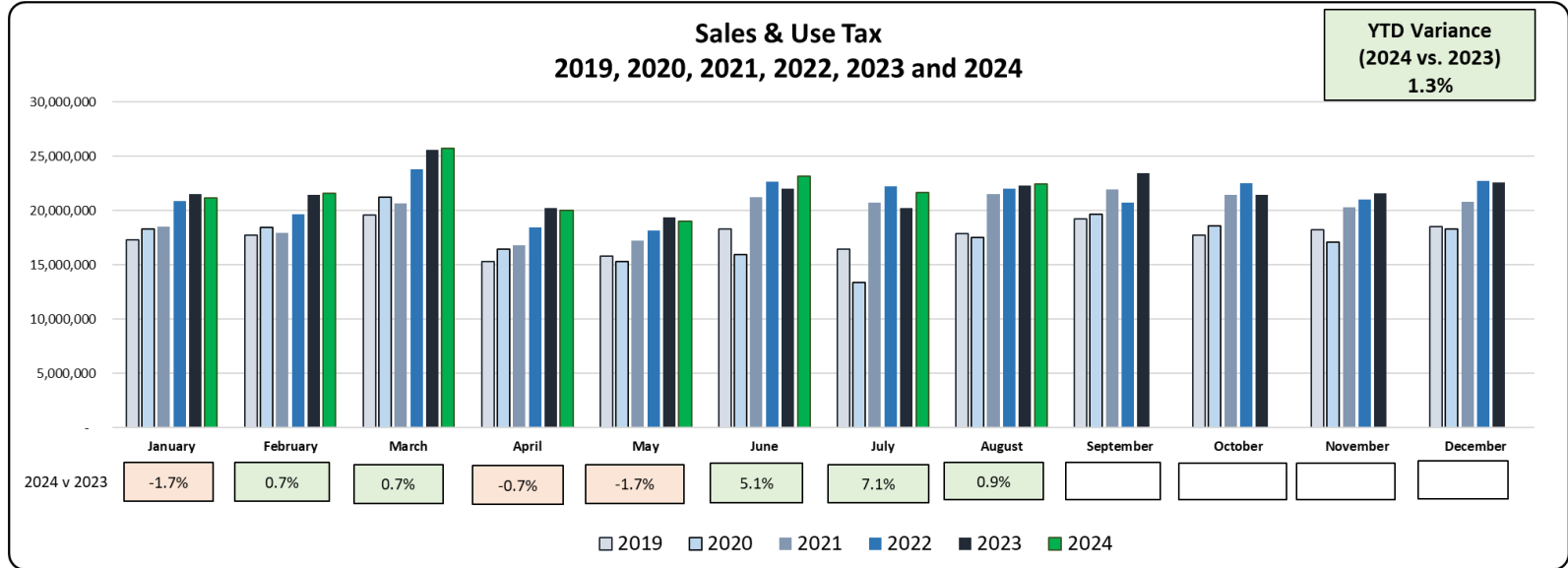
Passenger Fares



YTD Passenger Fares (in millions)

2019:	\$22.2	
2020:	15.4	(30.7%)
2021:	12.1	(21.3%)
2022:	14.9	22.7%
2023:	15.8	6.4%
2024:	18.2	14.7%

Sales Tax



Selected Data

Total Long-Term Debt – 12/31/2023	\$ 30.3 million
Average Investment Yield – YTD	4.47%
Cash and Investments	
Unrestricted (General Fund)	\$ 32.4 million
Restricted	<u>347.2 million</u>
TOTAL CASH AND INVESTMENTS	<u>\$379.6 million</u>



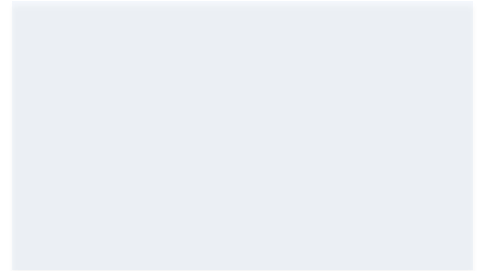
Questions



General Manager, CEO Report

India L. Birdsong Terry

August 27, 2024



Congresswoman Shontel Brown Visit



August 6, 2024 | Hayden District

Congratulations visit on FTA Grant Award of \$10.6 Million to GCRTA for Electric Vehicle Pilot Program

- Congresswoman Brown also toured the Hayden District's Compressed Natural Gas (CNG) tank farm



Cleveland Puerto Rican Day Parade



August 4th, Cleveland Ohio

Staff (a broad cross section of business units, including our ERG Latinos Unidos), GCRTA Board members, and family's members marched this year.



Greater Cleveland Regional Transit Authority



Cuyahoga County Family Fun Day



August 6, 2024 | Cleveland Public Square

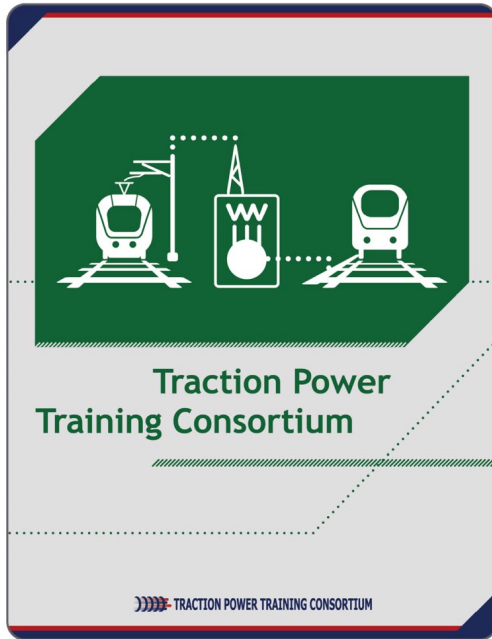
- Community Resource fair with games and activities for children, school supply giveaway and free entertainment.
- RTA was one of many participants with our Community Bus, Transit Ambassadors, and Transit Police's Operation Community Watch Team.

National Traction Power Training Consortium

August 20-22, 2024 | Cleveland, OH

Hosted by GCRTA

- The Consortium develops introductory and advanced instruction-ready and interactive courses on traction power maintenance that are built on American Public Transportation Association approved and industry recognized training standards.
- Course topics include power distribution, worker safety, grounding, utility power management, industry trends, emergency power, and test equipment.



Greater Cleveland Regional Transit Authority



American Public Transportation Association Workforce Summit



August 21-23, 2024 | Washington, DC

Plenary Session – CEO Roundtable: A Leader’s Role in Recruitment, Retention & Reskilling

- Impact of positive energy & color theory
- Advocacy & audience education
- Listen first, speak last
- Transparency and multi-dimensional leadership

TED Talk emphasizing the importance of executive leadership, was moderated by India Birdsong Terry, for GCRTA.

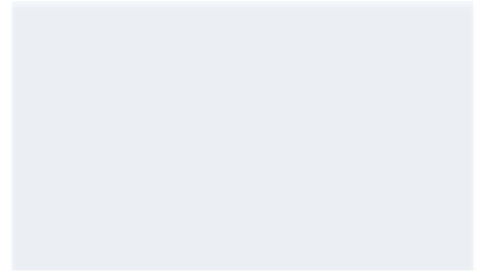


GCRTA RAIL RODEO

August 24, 2024 | Rail District

Our Rail District and Transit Police hosted the annual local rail rodeo to determine the best of the best when it comes to:

- Rail Transportation
- Rail Equipment
- Rail Vehicle
- Rail Facilities & Janitorial
- Transit Officers and Ambassadors



Questions



Public Comments

- In person
- Phone: 440-276-4600
- Web form at www.riderta.com/events
 - Click/Select meeting event
 - Scroll to bottom to fill out form
 - Comments will be sent to Board and staff

Executive Session