

RTA Board and Committee Meetings

November 17, 2020

Greater Cleveland Regional Transit Authority



Operational Planning & Infrastructure Committee

Chair: Terence P. Joyce

2021 Service Management Plan

Presentation to

RTA Board of Trustees

Operational Planning & Infrastructure Committee

November 17, 2020

Greater Cleveland Regional Transit Authority



Overview

- The 2021 Service Management Plan (SMP) is aligned with the recommended 2021 budget
- As required by Board policy, the SMP reports route performance in the first half of 2020 and outlines service plans for 2021
- COVID-19 pandemic affects 2020 route performance and 2021 service plans

Major Service Plans for 2021

- Build back service from 93 percent to 100 percent of pre-COVID level.
- Implement System Redesign: **NEXT GEN RTA**

Routine Changes: Now Through Dec. 2021

- Respond to road and bridge construction projects
- Provide temporary service for rail construction projects and major special events
- Continue to focus on service reliability

Annual Bus Route Performance Analysis

- Bus routes are annually ranked by productivity (riders per bus-hour) within four categories:
 - Radial (regular routes to/from downtown)
 - Crosstown/Feeder (non-downtown routes)
 - Park-N-Ride (via freeway to/from park-n-ride lots)
 - Downtown Trolleys (travel only within downtown)

2020 Bus Route Performance Summary

- Service Management Plan details 50 routes
- 12 perform in lowest quartile of their category
- Ridership and productivity are low due to COVID-19
- All routes will be monitored for productivity in the post-COVID, post-redesign environment

Questions?



Organizational, Services & Performance Monitoring Committee

Chair: Rev. Charles P. Lucas

Audit, Safety Compliance & Real Estate Committee

Chair: Karen Gabriel Moss

RTA Board of Trustees Meeting

November 17, 2020

Greater Cleveland Regional Transit Authority



Stephanie D. Howse – House District 11



Terrence Upchurch – House District 10



Public Comments – Agenda Items

Dial by phone: 440-276-4600

or

Submit by form at www.riderta.com/events by selecting the meeting event:

Committee Reports

Ad Hoc Committee Reports

Promotions and New Hires

November 2020

Greater Cleveland Regional Transit Authority



November 2020 New Hires



Shalena Mitchell
Occupational Health Specialist



Wendy Talley
Director of Training and
Employee Development



Jacob Chabowski
Marketing Specialist



Brian Fife
Supervisor – Rail Station Facilities

November 2020 Promotions



Sharon Rudolph
Service Quality Coordinator



David Pfeiffer
Manager of General Accounting

Resolutions



Interim Secretary/Treasurer Report

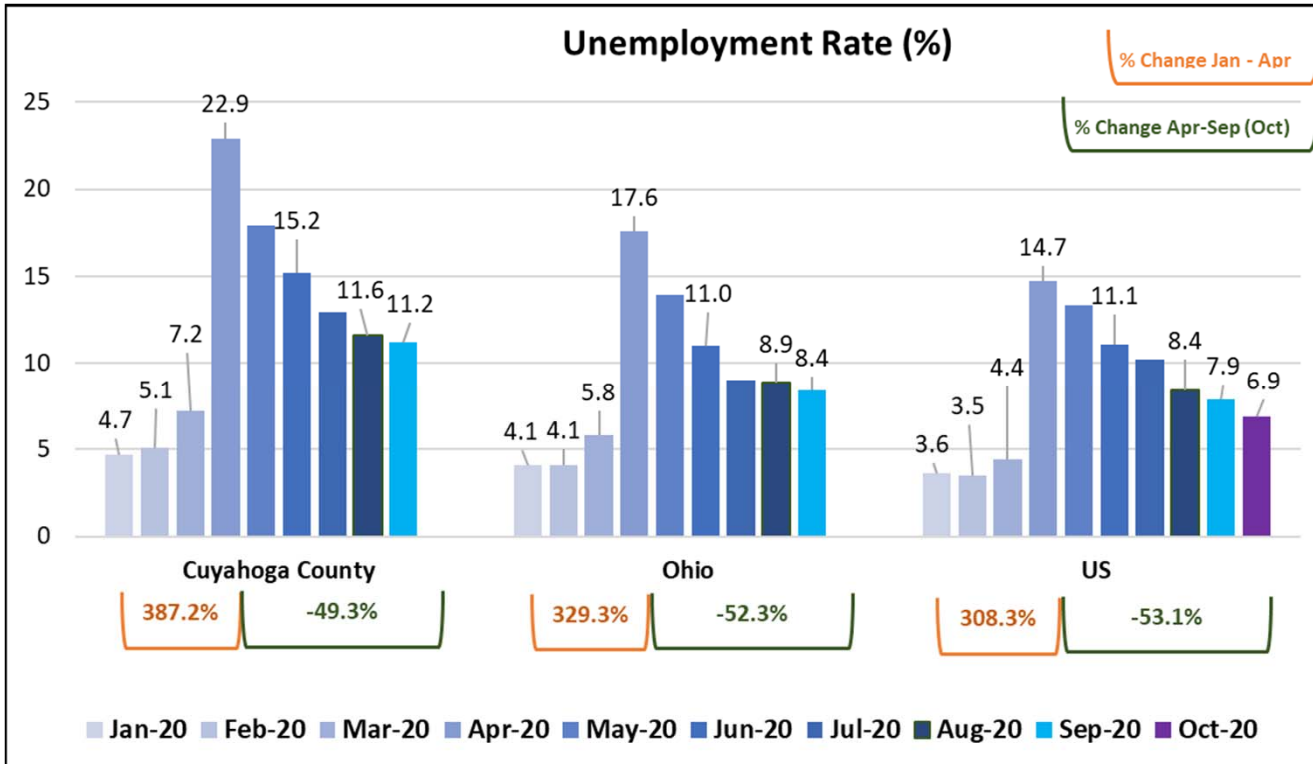
November 17, 2020

Board of Trustees

Greater Cleveland Regional Transit Authority



Economic Conditions



- Largest Gains in:
 - Manufacturing
 - Leisure / Hospitality
 - Professional & Business Services
 - Trade / Transportation
 - Health / Education
 - Local Government

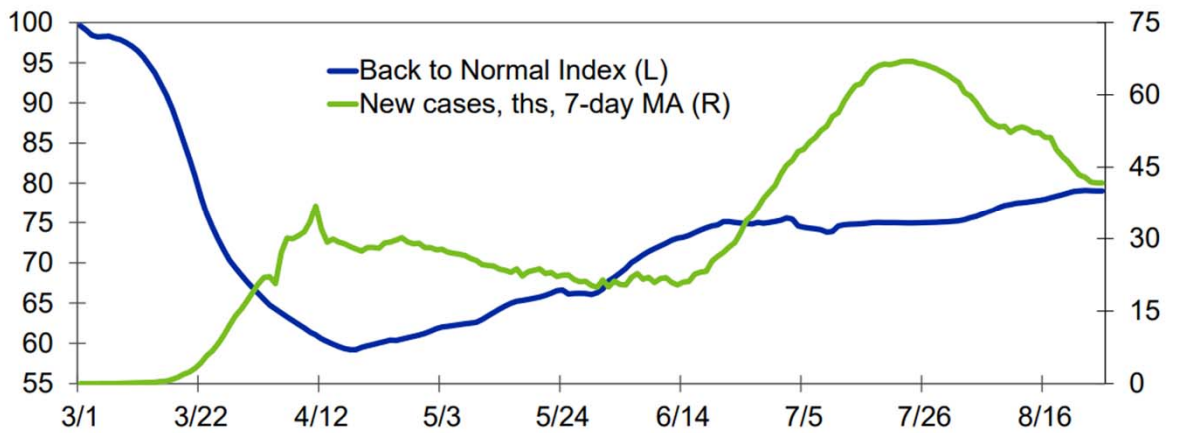


Economic Conditions

Economic Winners & Losers During Recovery

- **Winners:**
 - Mortgage Applications
 - Rail Traffic
 - On-Line retail
 - Stock Prices
- **Losers:**
 - Renters
 - Hit hardest by pandemic
 - Eviction Moratoria coming to a close
 - Future: increases in evictions and rental costs
 - Small Businesses
 - Box Office Sales
 - Travel (Air / Hotels)

More Infections, Weaker Recovery...



Sources: U.S. Center for Disease Control & Prevention, CNN Business, Moody's Analytics

MOODY'S ANALYTICS

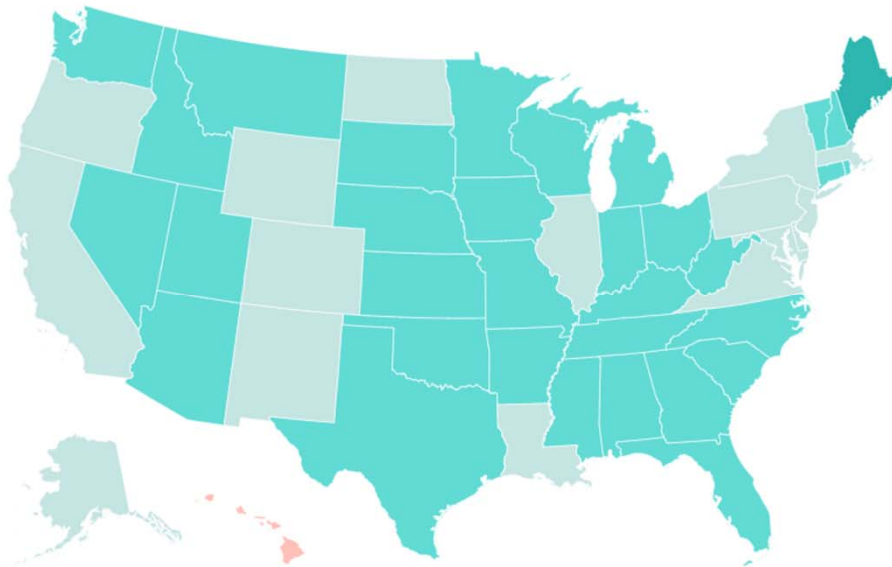
September 2020



Economic Conditions

Percent of the way back to normal (100%=normal):

- Less than 60%
- 60% to 69%
- 70% to 79%
- 80% to 89%
- 90% to 99%
- 100% or more



This is a snapshot in time (as of 11/6) and is subject to change

Back to Normal Index:

- U.S.: 80%
- ME: 90%
- ID: 87%
- SD: 87%
- **Ohio: 86%**
- KY: 86%
- IN: 84%
- MI: 84%
- PA: 79%
- NY: 72%
- IL: 71%

RI
NJ
DE
MD

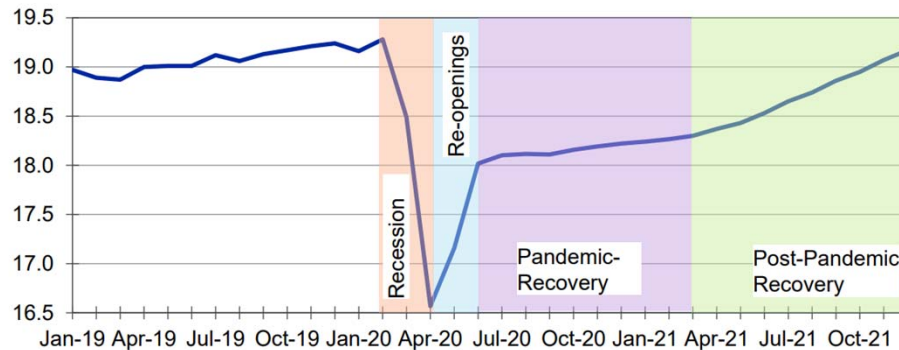
Data as of November 06, 2020



Economic Conditions

Getting Back to Normal...

U.S. real GDP, 2012\$ tril



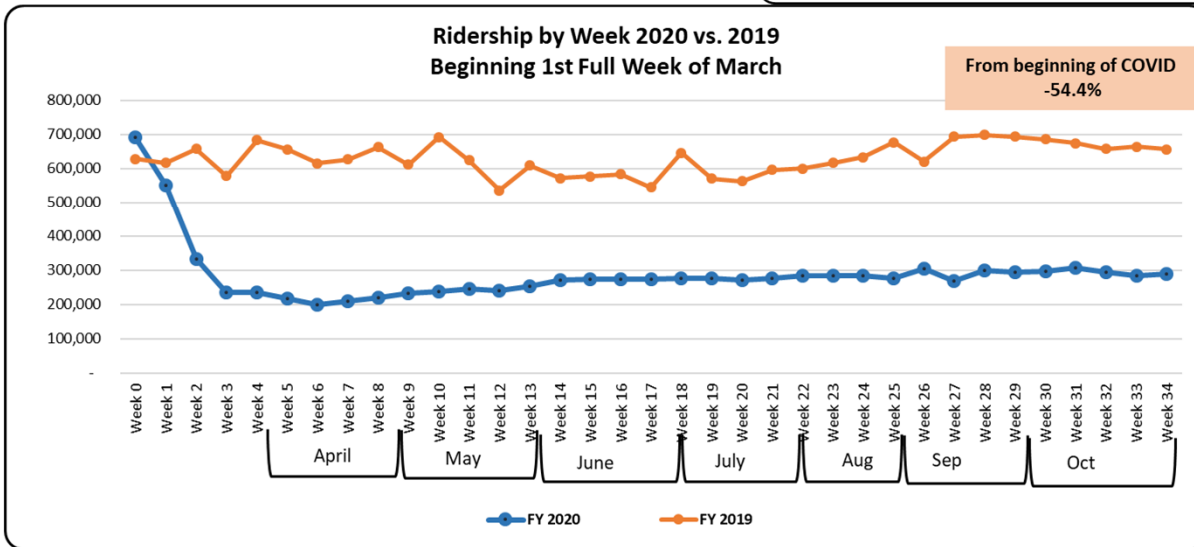
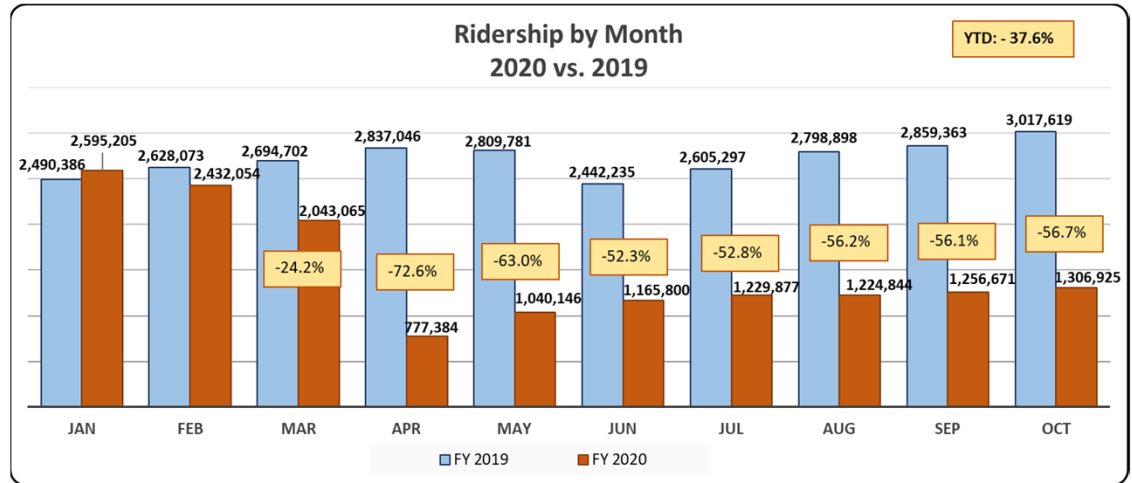
Sources: BEA, Moody's Analytics

MOODY'S ANALYTICS

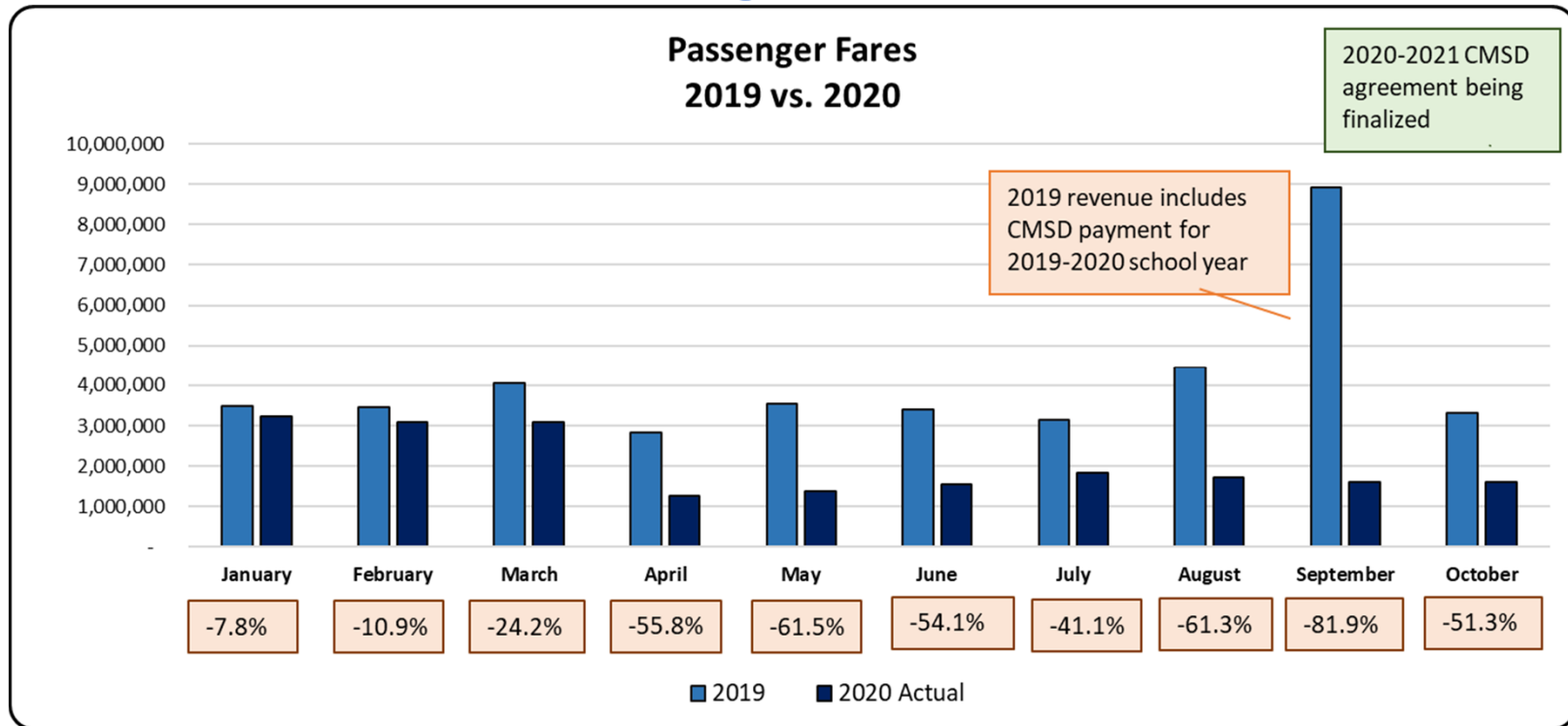
September 2020

- Households still dependent upon stimulus funding; finances strained
- Nearly 12 million households can not make mortgage payments
- Significant differences across income groups and those with young children (lower income faring worse)
- About 1/3 of workers concerned over losing money, losing job or being laid off

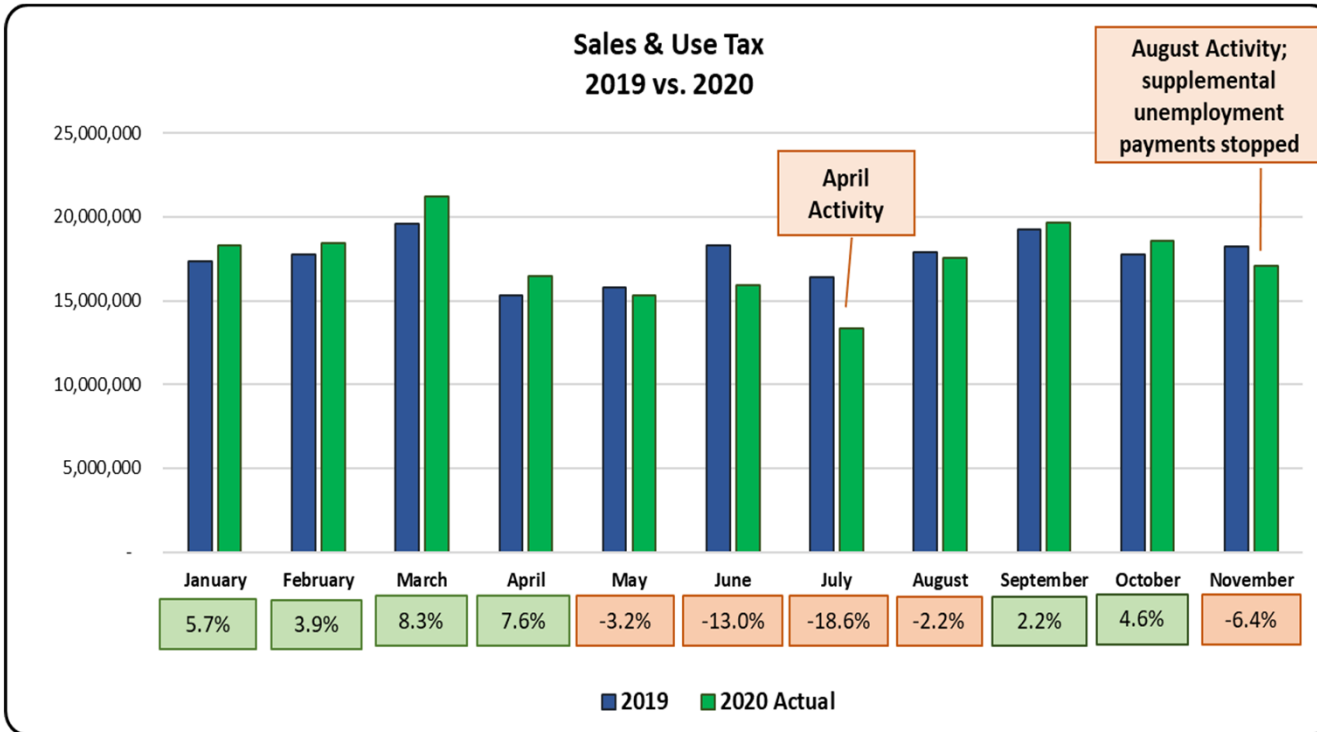
Ridership



Passenger Fares



Sales Tax



Compared to 2019:
October: Down \$1.2 million

Year-to-Date
compared to 2019: - 0.91%

3rd Quarter Revenues – through September 2020

General Fund Quarterly Schedule						
	2019 Actual	2020 Budget	2020 Q3 Budget	2020 Q3 Actual	Q2 Variance	Q2 % Variance
Revenue						
Passenger Fares	42,785,750	41,446,822	32,965,435	18,746,496	(14,218,939)	-43.1%
Advertising & Concessions	2,069,726	2,400,863	1,848,412	1,907,157	58,745	3.2%
Sales & Use Tax	212,192,079	215,396,173	160,006,565	156,203,790	(3,802,775)	-2.4%
State Aid for MCO Loss	-	-	-	-	-	0.0%
Investment Income	910,634	779,858	608,491	648,051	39,560	6.5%
Other Revenue	2,747,874	2,100,000	1,733,431	279,523	(1,453,908)	-83.9%
Reimbursed Expenditures	25,289,403	21,520,000	13,311,352	26,442,522	13,131,170	98.6%
CARES Act Funding	-	-	-	107,777,768	107,777,768	100.0%
Total Revenue	285,995,466	283,643,716	210,473,687	312,005,307	101,531,621	48.2%



3rd Quarter Expenses – through September 2020

General Fund Quarterly Schedule						
	2019 Actual	2020 Budget	2020 Q3 Budget	2020 Q3 Actual	Q2 Variance	Q2 % Variance
Operating Expenditures						
Salaries & Overtime	134,891,188	143,667,173	105,384,560	102,837,984	(2,546,576)	-2.4%
Payroll Taxes & Fringes	49,579,426	53,391,398	39,124,089	35,911,560	(3,212,528)	-8.2%
Fuel (Diesel, CNG, Prop. Pwr., Propane, Gas)	8,950,522	9,443,600	8,693,976	6,432,219	(2,261,757)	-26.0%
Utilities	5,155,284	5,655,857	3,155,893	2,844,540	(311,353)	-9.9%
Inventory	11,226,105	13,711,000	10,283,250	9,548,093	(735,157)	-7.1%
Services & Materials & Supplies	18,522,788	19,430,753	14,573,065	13,816,138	(756,927)	-5.2%
Purchased Transportation	9,177,877	10,345,000	7,921,250	5,520,181	(2,401,069)	-30.3%
Other Expenditures	4,815,590	6,569,092	5,261,502	2,411,779	(2,849,723)	-54.2%
Total Operating Expenditures	242,318,780	262,213,873	194,397,585	179,322,496	(15,075,089)	-7.8%
Transfers to Other Funds						
Transfer to/from Insurance Fund	2,700,000	2,000,000	2,000,000	-	(2,000,000)	-100.0%
Transfer to/from Pension Fund	50,000	50,000	50,000	50,000	-	0.0%
Transfer to Reserve Fund	12,965,059	5,878,615	5,878,615	100,000	(5,778,615)	-98.3%
Transfer from Reserve Fund	-	(1,450,000)	-	-	-	0.0%
Transfers to Capital						
Transfer to/from Bond Retirement Fund	13,339,003	13,714,842	13,714,842	11,876,141	(1,838,701)	-13.4%
Transfer to/from Capital Improvement Fund	12,005,224	13,397,525	13,397,525	1,605,000	(11,792,525)	-88.0%
Total Transfer to Capital	25,344,227	27,112,367	27,112,367	13,481,141	(13,631,226)	-50.3%
Total Transfers to Other Funds	41,059,286	33,590,982	35,040,982	13,631,141	(21,409,841)	-61.1%
Total Expenditures	283,378,066	295,804,855	229,438,567	192,953,637	(36,484,930)	-15.9%



3rd Quarter Goals – through September 2020

Financial Goals					
KPI	Definition	Goal	Q1	Q2	Q3
General Fund Revenues	Increase of General Fund Revenues compared to prior year	≥ 1%	1.6%	44.4%	122.5%
Passenger Fare Ratio	Passenger Fares divided by operating expenses	≥ 20%	17.1%	12.8%	11.7%
General Fund: Expenses vs. Revenues	General Fund Expenses are less than General Fund Revenues	≤ 1%	-16.9%	-34.8%	-38.2%
Personnel Cost vs. Budget	Actual Personnel Costs are less than Budget	≤ -2%	2.7%	-2.5%	-2.5%

Passenger Fares only

Board Policy Goals						
	KPI	Definition	Goal	Q1	Q2	Q3
Operating Efficiency	Operating Ratio	% of Operating Expenses (less Force Account Labor) are covered by Operating Revenues (Passenger Fares, Advertising, Investment Income)	≥ 25%	18.3%	13.2%	12.0%
	Cost/Hour of Service	Dividing total operating expenses by total service hours				
	Growth per Year	Cost of delivering a unit of service compared to prior year	≤ rate of inflation (2.1%)			
	Operating Reserve (months)	Available ending balance is equal to cash equivalent of one month's operating expenses	≥ 1 month (1.0)	1.7	9.3	10.0
Capital Efficiency	Debt Service Coverage	Authority's ability to meet annual interest and principal payments on debt	≥ 1.5	3.6	7.4	10.6
	Sales Tax Contribution to Capital	Transfers to fund the Authority's bond retirement payments and local funding for capital projects	≥ 10%	8.6%	9.0%	8.6%
	Capital Maintenance to Expansion	Ratio of focus between State of Good Repair (SOGR) vs. service expansion	75 - 90%	100%	100%	100%

Includes Passenger Fares, Advertising, and Investments

Calculated at year-end



Questions



General Manager, CEO Report

November 17, 2020

Greater Cleveland Regional Transit Authority



American Public Transportation Association (APTA) Health and Safety Commitment Pledge (GCRTA signed on 9/15/2020)

- Developed from feedback APTA was provided of what passengers want & expect.
 - Following official public health guidelines
 - Cleaning and disinfecting vehicles and facilities
 - Require employees to stay home if they're sick or have been exposed to COVID-19; we ask riders to do the same.
- Customizable graphics that can modify and use for:
 - Social & webpages, Digital & print content
 - Health & Safety Seal instills confidence with passengers
- GCRTA engaging on social media, digital screens at Transit Centers, and placed the APTA Health & Safety Seal at facilities and on all shelters



Return to Office Process

- Employees who have been working remotely have been phasing back into the office.
 - In each phase, employees increase their time in the office vs. working remotely based on department and agency goals and objectives.
 - Employees are currently in Phase II of the four phase process
- Ohio Public Health Advisory placed Cuyahoga County in a Red Status on 10/15/2020.
 - Red means, “Emergency very high exposure and spread. Limit activities as much as possible”.
 - Due to status, the move from Phase II to Phase III was delayed.
 - Evaluating weekly to determine when to resume the Return to Office process.



Waterfront Line Construction

- Waterfront Line rail service is temporarily suspended until spring 2021 due to a new phase in the ongoing track rehabilitation project in the Tower City Station area.
- Due to low ridership on the Waterfront Line, no replacement bus service will be operated during this service suspension.

Free-Fare Election Day Ridership

- Election Day and the Free-Fare promotion combined to boost RTA ridership to 55,900 on November 3.
- Ridership was 10.7 percent higher than we would otherwise expect on the first Tuesday of the month during the COVID-19 pandemic.
- The increases by mode were: Paratransit: +0.7%. Rail: +3.8 percent. Bus: +11.4%. HealthLine: +24.1%

Free RTA Fare Day Media Coverage (Sponsored by the Cleveland Foundation)

- TV-3
- TV-5
- TV-8
- TV-19
- Cleveland.com
- Cleveland Scene Magazine
- Ideastream
- Mass Transit
- Q104 Radio
- Spectrum News
- WTAM
- WCPN



Next Gen RTA - Greater frequency, Greater connectivity, for Greater Cleveland

- Public engagement meetings for the proposed System Redesign continue with Facebook Live meetings.
- If you can't make a live meeting, the information will be available to view 24 hours a day, 7 days a week from the website - <http://www.riderta.com/nextgen>
- You can view the proposed system redesign and give your feedback, by either completing a comment form or posting comments during a Facebook Live event.

Next Gen RTA Timeline

October 14 - November 24, 2020: Public Involvement Period

December 1, 2020: Present Final System Plan to BOT

December through early March 2021: Finalization of System Redesign content

March 15 - June 12, 2021: Outreach & Education Program

June 13, 2021: Go Live

Public Comments – Non-Agenda Items

Dial by phone: 440-276-4600

or

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Questions

