



Greater Cleveland
Regional Transit Authority

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MEETING NOTICE

Notice is hereby given that the following meeting of the Board of Trustees of the Greater Cleveland Regional Transit Authority will take place on **Thursday, December 10, 2020** at Corporate College, 4400 Richmond Road, Warrensville Heights, OH 44128 for consideration of the listed items and such other items that may properly come before the Board and be acted upon.

In accordance with Sub. H.B. 404 of the 133rd General Assembly, passed on November 19, 2020, House Bill 197 of the 133rd General Assembly, signed by the Governor of the State of Ohio on March 27, 2020 and the March 9, 2020 order of the Governor of the State of Ohio declaring a public health emergency, this meeting will be live-streamed on RTA's Facebook page (www.facebook.com/rideRTA) for staff and members of the public. **Only facilitators and required RTA staff will be allowed in the Meeting Room.** The meeting package will be posted on RTA's website at (www.riderta.com/board), on RTA's Facebook page, and RTA's Twitter page.

9:00 A.M. – 4:00 P.M.

RTA Board of Trustees Retreat – agenda attached.

A handwritten signature in blue ink, appearing to read "India L. Birdsong".

India L. Birdsong
General Manager, Chief Executive Officer

ILB:tab
Attachment

**AGENDA
RTA BOARD RETREAT
DECEMBER 10, 2020**



9:00 a.m.	Welcome and Introductions <ul style="list-style-type: none">• During introductions, Board members may share what connects them to RTA	<i>CEO India Birdsong RTA Board Chair Mayor Dennis Clough</i>
9:15 a.m.	Introduction of the Agenda	<i>TransPro Consulting</i>

Why are we invested in our work at RTA?

9:25 a.m.	Organizational Excellence Constructing an Organization Focused on Outcomes	<i>TransPro Consulting</i>
9:50 a.m.	BREAK	
10:00 a.m.	Actionalizing our Strategic Plan and Integrating our Pillar Studies <i>Actionable – Prioritized – Measurable – Ownership</i> <ul style="list-style-type: none">• Preview of RTA Mission: Who We Are• Preview of RTA Vision: Where We're Going	<i>CEO India Birdsong</i>
10:10 a.m.	Aligning Around Results	<i>TransPro Consulting</i>
10:30 a.m.	REFLECTIVE QUESTIONS <ul style="list-style-type: none">• When you think about a high-functioning organization — one that's committed to excellence — what characteristics are present?• What organizations come to mind?	<i>TransPro Consulting</i>
10:50 a.m.	BREAK	



**What do success outcomes look like in this year's pursuit
of excellence at RTA?**

11:00 a.m.	Presentation of RTA Draft Success Outcomes 2021	<i>CEO India Birdsong</i>
11:15 a.m.	Best Practices Presentation <i>How I try to think about results instead of activity</i>	<i>John Lewis CEO, Charlotte Area Transit System</i>
11:45 a.m.	Making the Outcomes Come Alive <ul style="list-style-type: none">• How we will deliver success• Who is responsible for it• Monitoring our progress toward these outcomes	<i>TransPro Consulting</i>
12:00 p.m.	Presentation of RTA Performance Scorecard	<i>CEO India Birdsong TransPro Consulting</i>
12:15 p.m.	WORKING LUNCH <i>15-minute break, then Board can continue eating during afternoon Deputy GM presentations</i>	

**How will the management team work with purpose this coming year
to achieve those success outcomes?**

12:30 p.m.	Review of Activities and Scorecards <ol style="list-style-type: none">1. HR – George Fields2. Marketing & Communications – Steve Bitto3. Engineering & Project Management – Michael Schipper4. Finance & Administration – Rajan Gautam	<i>RTA Leadership Team</i>
1:30 p.m.	BREAK	



- 1:40 p.m.
- 5. Operations – Floun’say Caver
 - 6. Legal Affairs – Sheryl King Benford
 - 7. Audit – Anthony Garofoli

Who is responsible for the delivery of those work actions and the corresponding metrics that put us on the pathway to success?

2:25 p.m. **Discussion of Organizational Structure** *CEO India Birdsong*
How have we constructed our team to achieve success?

2:40 p.m. **REFLECTIVE QUESTIONS** *TransPro Consulting*

- What obstacles exist within the way we operate today that will limit our ability to deliver the outcomes we’re invested in?
- What adjustments can we make to increase our likelihood of overcoming those obstacles?
- How can we, the Board (individually & collectively), best “show up” for these senior executives to execute their work activities while we stay focused on today’s outcomes?

3:00 p.m. **Adjourn for Executive Session**
Executive Session Requested to consider the appointment, employment, dismissal, discipline, promotion, demotion, or compensation of a public employee or official.

3:50 p.m. **Final Adjourn**