



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 **Tuesday, March 5, 2024** in the Board Room of the Authority, 1240 West Sixth Street, Cleveland, OH 44113 for consideration of the listed items and such other items that may properly come before the Board and be acted upon. This meeting will be live streamed on RTA's Board Page www.RideRTA.com/board via the meeting date for staff and members of the public. Members of the public may attend in person.

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.

Nominating Committee Meeting

- Nominating Committee Report – To present the 2024 slate of candidates for the Office of President and Vice President.

Organizational, Services & Performance Monitoring Committee

- RFP Procurement – a presentation of a competitive negotiated procurement for rail landscaping services for a period of three years with two, one-year options for renewal.

Operational Planning & Infrastructure Committee

- RFP Procurement – a presentation of a competitive negotiated procurement for construction inspection services for the Tower City East Portal construction project.
- Change Order – a presentation of a proposed negotiated increase to Contract No. 2023-030 for the Rehabilitation of Track/Platform Bridges over W. 117th Street.
- Spring Service Update – Update on spring service change, major springtime public events, and rail infrastructure work that will affect customers this summer.

Committee of The Whole

- Code Book Update - A request to amend Section 222.04 Community Advisory Committee ("CAC")
- Internal Audit Report - Presentation of 4th Quarter 2023 Internal Audit Report and 2024 Internal Audit Plan.

Special Board of Trustees Meeting – agenda attached



India L. Birdsong Terry
General Manager, Chief Executive Officer

IBT:tab
Attachment

Scan this QR code to access the meeting schedule, live streams and meeting materials.



AGENDA

RTA NOMINATING COMMITTEE

Tuesday, March 5, 2024

Committee Members: Mayor Anthony D. Biasiotta, Chair
Mr. Stephen M. Love
Ms. Calley Mersmann

- I. Roll Call
- II. Nominating Committee Report – To present the 2024 slate of candidates for the Office of President and Vice President.

Presenter: Mayor Anthony D. Biasiotta, Chair, Nominating Committee
- III. Statement from candidates
- IV. Adjourn

AGENDA

RTA ORGANIZATIONAL, SERVICES & PERFORMANCE MONITORING COMMITTEE

Tuesday, March 5, 2024

Committee Members: Mayor Anthony D. Biasiotta, Chair
Mayor Paul A. Koomar, Vice Chair
Ms. Emily Garr Pacetti
Mr. Jeffrey W. Sleasman
Mayor David E. Weiss
Ms. Lauren R. Welch

- I. Roll Call
- II. RFP Procurement – a presentation of a competitive negotiated procurement for rail landscaping services for a period of three years with two, one-year options for renewal.


Presenter(s):
 - Jason Rosenlieb, Manager, Facilities – RTM, Rail District
 - Melinda Dangelo, Director, Procurement
 - Sharon Cottrell Pepper, Procurement Team Manager, Services
- III. Adjourn



Greater Cleveland
Regional Transit Authority

Interoffice Memo

To: Rev. Charles P. Lucas, President
and Members, Board of Trustees

From: India L. Birdsong Terry
General Manager, Chief Executive Officer 

Date: February 29, 2024

Subject: Summary of Proposed Award – Rail Landscaping Services

This is an RFP procurement to select a qualified firm to provide authority-wide landscaping services along the rail lines for a period of three years with two, one-year options for renewal.

At the March 5, 2024, Organizational, Services & Performance Monitoring Committee meeting, we will make a presentation of the procurement process and staff recommendation for contract award. Attached is the summary for this contract award. We will be requesting that the Organizational, Services & Performance Monitoring Committee recommend the award of this contract at the March 19, 2024 meeting of the Board of Trustees.

Please call me if you have any questions or require additional information prior to Tuesday's meeting.

IBT/MD
Attachment

AGENDA

RTA OPERATIONAL PLANNING & INFRASTRUCTURE COMMITTEE

Tuesday, March 5, 2024

Committee Members: Ms. Lauren R. Welch, Chair
Mayor Paul A. Koomar, Vice Chair
Mr. Stephen M. Love
Mr. Jeffrey W. Sleasman

- I. Roll Call
- II. RFP Procurement – a presentation of a competitive negotiated procurement for construction inspection services for the Tower City East Portal construction project.

Presenters:
 - Kirk Dimmick, Engineering Project Manager – Bridges
 - Jonathan Laule, Program Contract Manager – Procurement
- III. Change Order – a presentation of a proposed negotiated increase to Contract No. 2023-030 for the Rehabilitation of Track/Platform Bridges over W. 117th Street.

Presenters:
 - Kirk Dimmick, Engineering Project Manager – Bridges
 - Jonathan Laule, Program Contract Manager, Procurement
- IV. Spring Service Update - Update on spring change, major springtime public events, and rail infrastructure work that will affect customers this summer.

Presenter:
 - Joel Freilich, Director – Service Management
- V. Adjourn



To: Rev. Charles P. Lucas, President
and Members, Board of Trustees

From: India L. Birdsong Terry
General Manager, Chief Executive Officer 

Date: February 29, 2024

Subject: Construction Inspection Services contract for Tower City East Portal
Rehabilitation Request for Proposal (RFP) 2023-156

At the March 5, 2024, Operational Planning & Infrastructure Committee meeting, staff will present a Summary of the recommendation for award of a construction inspection services contract for the Rehabilitation of the Tower City East Portals. The East Portal project encompasses work above joint territory tracks north of Canal Road, southeast of Ontario Street, underneath Huron Road just east of Tower City Rapid Station in Cleveland.

The rehabilitation construction work includes rebuilding portions of concrete portal walls, ceilings and retaining walls, cleanout of piped drainage systems, sealing of concrete joints to stop water intrusion and all related track, signal, and overhead contact wire work across the five tracks passing through the portals.

Construction Inspection Services under this contract are required for the construction project to assure that the construction activities conform to contract requirements and to document unit price quantities for payment of the work.

The Summary of the Proposed Award is attached.

Staff will request that the Operational Planning and Infrastructure Committee recommend the award of the construction inspection services contract to the full Board for approval at the March 19, 2024, meeting.


Please call me if you have any questions or require additional information prior to Tuesday's meeting.

IBT:kdd

Attachment



To: Rev. Charles P. Lucas, President
and Members, Board of Trustees

From: India L. Birdsong Terry
General Manager, Chief Executive Officer 

Date: February 29, 2024

Subject: Proposed Increase to Contract No. 2023-030 for Track-Platform Bridge
Rehabilitation over W.117th

On May 16, 2023, the Board of Trustees, by Resolution No. 2023-36, authorized the award of a contract with Suburban Maintenance & Construction, Inc. to perform construction services for the rehabilitation of the track/platform bridges over W. 117th Street in an amount of \$7,563,549.00. Change orders to date have totaled \$24,111.93, resulting in a current contract total amount of \$7,587,660.93. Due to a negotiated 254-calendar day delay brought about by Norfolk Southern Railroad's redirection and lack of timely approval, this project requires a change order to compensate the contractor for the delay. NS now appears to be cooperating to meet the new schedule.

At the March 5, 2024, Operational Planning & Infrastructure Committee meeting, a presentation of the procurement change order process, including review and approval by the change order committee will be made. A request will be made that the Operational Planning & Infrastructure Committee recommend this contract increase at the March 19, 2024, meeting of the Board of Trustees.

Please call me if you have any questions or require additional information prior to Tuesday's meeting.


IBT:KDD



Greater Cleveland
Regional Transit Authority

Interoffice Memo

To: Rev. Charles P. Lucas, President,
and Members, Board of Trustees

From: India L. Birdsong Terry 
General Manager/Chief Executive Officer

Subject: Spring Service Update

Date: February 29, 2024

At the March 5, 2024, meeting of the Operational Planning & Infrastructure Committee, staff will provide an update on the spring service change and some major springtime public events. The presentation will also provide an overview of rail infrastructure work that will affect customers this summer.

IBT/jf

AGENDA

RTA COMMITTEE OF THE WHOLE BOARD

Tuesday, March 5, 2024

Committee Members: President Charles P. Lucas, Chair
 Mayor Paul A. Koomar, Vice Chair
 Mayor Anthony D. Biasiotta
 Mr. Stephen M. Love
 Ms. Deidre Y. McPherson
 Ms. Calley Mersmann
 Ms. Emily Garr Pacetti
 Mr. Jeffrey W. Sleasman
 Mayor David E. Weiss
 Ms. Lauren R. Welch

- I. Roll Call
- II. Code Book Update - A request to amend Section 222.04 Community Advisory Committee ("CAC")

 Presenter:
 - Dawn Tarka, Associate Counsel
- III. Internal Audit Report - Presentation of 4th Quarter 2023 Internal Audit Report and 2024 Internal Audit Plan.


 Presenter:
 - Tony Garofoli, Executive Director, Internal Audit
- IV. Adjourn



Greater Cleveland
Regional Transit Authority

Interoffice Memo

To: Rev. Charles P. Lucas, President
and Members, Board of Trustees

From: India L. Birdsong Terry
General Manager, Chief Executive Officer 

Date: February 29, 2024

Subject: Code Book Update

At the March 5, 2024 Committee of the Whole meeting, staff will present proposed revisions to the Authority's Codified Rules and Regulations.

The proposed revisions to the policies include:

1. Amend Section 222.04 Community Advisory Committee ("CAC")

Please call me if you have any questions or require additional information prior to Tuesday's meeting.

Attachment: A. Redline of Section 222.04

IBT/dmt

CHAPTER 222 Committees, Boards and Task Forces

222.04 COMMUNITY ADVISORY COMMITTEE ("CAC").

(a) Operations.

- (1) Name. The Board of Trustees ("Board") of the Greater Cleveland Regional Transit Authority ("Authority") herein creates the Community Advisory Committee ("CAC").
- (2) Purpose. The purpose of the CAC is to support public transit in Northeast Ohio and to assist the Authority in fulfilling its mission and vision, through:
 - A. Supporting the Authority's provision of services to individuals with disabilities; and
 - B. Advocating and educating the community regarding the Authority's interests.
- (3) Officers. The CAC shall elect a Chair and a Vice Chair. The CAC may, but is not required to, elect a Secretary.
- (4) Meetings.
 - A. The CAC shall hold quarterly meetings. CAC may hold special meetings, as it deems necessary. The Board ~~of Trustees~~ and Authority staff shall have input in setting CAC meeting agendas. Meetings shall be open to the public.
 - B. CAC members are encouraged, but not required, to attend community meetings, public hearings, groundbreakings, grand openings and ~~GCRTA~~ Board meetings.
 - C. All meetings of the CAC, except executive sessions held for purposes required or permitted by law, shall be open to the public, and no person shall be excluded from any meeting except for conduct which unreasonably interferes with the orderly conduct of the meeting.
 - A.D. Notice of CAC meetings shall be provided in the same manner as notice is provided for Board meetings.
- (5) Subcommittees. The CAC will have at least three standing subcommittees:
 - A. The ADA Advisory Subcommittee, which guides the Board ~~of Trustees~~ in adhering to the spirit and requirements of the Americans with Disabilities Act ("ADA").
 - B. The Advocacy and Education Subcommittee, which provides education to the community on the needs of the Authority and its value to the citizens of Northeast Ohio.
 - C. The Rules Subcommittee, which reviews the CAC's Operating Guidelines and makes recommendations for appropriate additions, deletions, or amendments.
 - D. Subcommittees shall meet, discuss, and make recommendations on matters referred to them by the CAC or the Board ~~of Trustees~~ on an as-needed basis.

(6) Administrative support.

- A. ~~GCRTA~~ The Authority shall designate a Staff Liaison to the CAC to serve as the primary point of contact with the Authority.
- B. The Staff Liaison shall be responsible for communications to the CAC, tracking attendance, maintaining a record of meetings, and channeling CAC members' concerns to the appropriate Authority staff member.

(7) Recommendations. The CAC may make recommendations to the Staff Liaison, who shall refer such recommendations to the appropriate Authority staff and the Board Liaison. The CAC shall have no authority to obligate the Board ~~of Trustees.~~

(8) Communications with the Board ~~of Trustees.~~

- A. The Board ~~of Trustees~~ will appoint a Board Liaison to the CAC.
- B. The Board ~~of Trustees~~ will include a standing agenda item on the Board's agenda for communications from CAC.

(b) Membership.

(1) Composition of the CAC.

- A. The CAC is composed of ~~11~~ 15 community representatives.
- B. With the exception of members with emeritus status, terms shall be for two years each with a term limit per member of two (2) consecutive full 2-year terms. To ensure that the terms will be staggered so that no more than ~~five~~ ~~eight~~ (58) members' terms expire in any year, initial appointments may be for less than 2 years. An initial appointment of less than 2 years will not be considered a full term for the purpose of determining whether a member has served the maximum number of terms permitted.
- C. ~~CAC members may continue to serve after the expiration of their terms if not replaced, at the invitation of the Board of Trustees.~~

~~(2)~~ —Emeritus Status.

CAC members who have served on the CAC with distinction for more than 15 years will be eligible for emeritus status for the purpose of providing input in the CAC's discussions. Emeritus status may be granted by the Board of Trustees. Members with emeritus status will not be counted among the maximum 15 members. Emeritus status does not confer the right to vote, hold office or be counted towards a quorum. A list of the individuals with emeritus status will be maintained by the Authority's Administration & External Affairs Division.

~~(2)~~(3) Qualifications.

- A. A CAC member must be familiar with public transportation and, preferably, use it occasionally, if not frequently. Transit dependency is not a requirement for CAC membership.
- B. CAC members must be able to communicate knowledgeably about the Authority in particular and public transit in general. Members should have the ability to advocate on behalf of public transit and

promote service.

- C. CAC membership should reflect the Authority's customer base and have diverse representation in regard to age, sex, race, color, religion, national origin, disability, genetic information, sexual orientation, military status, transit dependence, availability to participate in CAC activities, and geography.
- D. CAC members must be ambassadors for the Authority, attending as many public events as possible to promote public transit, policies friendly to public transit, and the needs of the region and GCRTA-Authority customers.

~~(3)~~(4) Each CAC member will receive an GCRTA-Authority ID to be used for unlimited transit privileges during their service.

(c) Selection Process for New Members.

- (1) All members of the CAC shall be nominated by the Board ~~of Trustees.~~
 - (2) All individuals interested in becoming a CAC member must submit an application.
 - (3) An ad hoc Screening Committee, consisting of two or more GCRTA staff members and one or more members of the Board ~~of Trustees~~ shall review the applications based on the criteria set out in subsection (b) hereof and recommend a slate of candidates to the External & Stakeholder Relations & Advocacy Committee for consideration and referral to the Board ~~of Trustees.~~
 - (4) Authority staff shall confer with the Board and the CAC for additional CAC members to be presented to the Board for consideration when vacancies arise.
 - (5) Appointment of members shall be made in March. Appointments become effective in April. Interim appointments may be made at other times of the year to fill vacancies. An interim appointment will not be considered a full term for the purpose of determining whether a member has served the maximum number of terms permitted.
- (d) Removal. All members of the CAC shall serve at the pleasure of the Board and shall be subject to removal by the Board at any time.
- (e) Operating Guidelines. The CAC shall adopt, and may revise, such operating guidelines as it from time-to-time elects, which are not in conflict with this section. The operating guidelines will address the following topics:
- (1) Terms and responsibilities of officers;
 - (2) Procedures for conducting regular and special meetings;
 - (3) Committee assignments and operations;
 - (4) Attendance; and
 - (5) Other matters pertinent to the CAC's operations.
- (f) The CAC's operating guidelines will be subject to approval and adoption by the Board ~~of Trustees.~~

AGENDA

Special RTA Board of Trustees Meeting

Tuesday, March 5, 2024

- I. Call to order
- II. Roll Call
- III. Certification regarding notice of meeting
- IV. 2024-18 - Approving the 2024 Internal Audit Plan
- VI. Adjournment



TITLE/DESCRIPTION: APPROVING THE 2024 INTERNAL AUDIT PLAN	Resolution No.: 2024-18
	Date: February 29, 2024
	Initiator: Internal Audit
ACTION REQUEST: X Approval <input type="checkbox"/> Review/Comment <input type="checkbox"/> Information Only <input type="checkbox"/> Other _____	

1.0 PURPOSE/SCOPE: This action will approve the Greater Cleveland Regional Transit Authority's ("Authority") 2024 Internal Audit Plan, as required by Article IX, Section 5 of the Bylaws of the Greater Cleveland Regional Transit Authority ("Bylaws") and Sections 262.07(a) and (d) of the Codified Rules and Regulations of the Greater Cleveland Regional Transit Authority ("Code Book").

2.0 DESCRIPTION/JUSTIFICATION: The Institute of Internal Auditors' ("IIA") International Professional Practices Framework ("IPPF"), Standard 2010: Planning, provides that, "[t]he chief audit executive must establish a risk-based plan to determine the priorities of the internal audit activity, consistent with the organization's goals." The IIA's interpretation of that standard states that, "[t]o develop the risk-based plan, the chief audit executive consults with senior management and the board and obtains an understanding of the organization's strategies, key business objectives, associated risks, and risk management processes. The chief audit executive must review and adjust the plan, as necessary, in response to changes in the organization's business, risks, operations, programs, systems, and controls."

The internal audit plan is intended to ensure that internal audit coverage adequately examines areas with the greatest exposure to the key risks that could affect the Authority's ability to achieve its objectives. The preparation of the plan consists of a five-step process, including the identification of audit areas, establishment of risk-based audit priorities, allocation of resources, development of audit schedules, and formulation of the annual plan. Per the IPPF, Internal Audit considered feedback from the Board of Trustees, the General Manager, Chief Executive Officer, executive management and others. After Internal Audit met with the General Manager, Chief Executive Officer and each member of executive management to review their business objectives and organizational goals, Internal Audit aligned the plan with the Authority's Strategic Plan and Success Outcomes.

- 3.0 PROCUREMENT BACKGROUND: Does not apply.
- 4.0 DBE/AFFIRMATIVE ACTION BACKGROUND: Does not apply.
- 5.0 POLICY IMPACT: Adoption of the resolution will result in the Authority having a 2024 Internal Audit Plan approved in accordance with the Authority's Bylaws, Code Book and the IPPF's Planning standard.
- 6.0 ECONOMIC IMPACT: Does not apply.

- 7.0 ALTERNATIVES: Not adopting the resolution would leave the Authority without an approved Internal Audit Plan for 2024.
- 8.0 RECOMMENDATION: On February 21, 2024, the Audit, Safety Compliance and Real Estate Committee reviewed and discussed the 2024 Internal Audit Plan and referred it to the full Board. It is recommended that the resolution be adopted, approving the 2024 Internal Audit Plan.

Recommended and certified as appropriate to the availability of funds, legal form and conformance with the Procurement requirements.



General Manager, Chief Executive Officer

RESOLUTION NO. 2024-18

APPROVING THE 2024 INTERNAL AUDIT PLAN

WHEREAS, the Board of Trustees has been granted the power and authority, pursuant to Chapter 306 of the Ohio Revised Code, to manage and conduct the affairs of the Greater Cleveland Regional Transit Authority ("Authority"); and

WHEREAS, Article IX, Section 5 of the Authority's Bylaws provides that the Board of Trustees shall review and approve the internal audit plan; and

WHEREAS, Section 262.07(a) of the Authority's Codified Rules and Regulations ("Code Book") requires the Executive Director of Internal Audit to submit, at least annually, to the General Manager, Chief Executive Officer, executive management and the Board of Trustees a risk-based internal audit plan for review and approval; and

WHEREAS, Section 262.07(d) of the Code Book requires the Executive Director of Internal Audit to communicate to the General Manager, Chief Executive Officer, executive management and the Board of Trustees any significant interim changes to the internal audit plan; and

WHEREAS, the Executive Director of Internal Audit prepared an audit plan for 2024, consulted with and considered feedback from the Board of Trustees, the General Manager, Chief Executive Officer and executive management, in accordance with the professional standards of the Institute of Internal Auditors; and

WHEREAS, the Executive Director of Internal Audit has submitted the 2024 Internal Audit Plan to the General Manager, Chief Executive Officer and executive management; and

WHEREAS, the Executive Director of Internal Audit hereby submits the 2024 Internal Audit Plan for approval by the Board of Trustees.

NOW, THEREFORE, BE IT RESOLVED by the Board of Trustees of the Greater Cleveland Regional Transit Authority, Cuyahoga County, Ohio:

Section 1. That the 2024 Internal Audit Plan, which is substantially in the form of the attachment hereto, has been reviewed and approved, and the Executive Director of Internal Audit is hereby directed to inform the Board of Trustees, General Manager, Chief Executive Officer and executive management of any significant interim changes to the 2024 Internal Audit Plan.

Section 2. That this resolution shall become effective immediately upon its adoption.

Attachment: 2024 Internal Audit Plan

Adopted: March 5, 2024

President

Attest: _____
Secretary-Treasurer

ATTACHMENT
Greater Cleveland Regional Transit Authority
Internal Audit Department
2024 Internal Audit Plan

Project	Budgeted Hours	Success Outcome(s)
<u>Advisory Projects</u>		
Assurance Map - External Assurance Providers	80	III
Change Order Committee	40	I, II, III
Data Analytics	20	II, III
Engineering Workforce Advisory	100	II, IV
Fraud Risk Assessment	80	III
Insurance Application Support	40	III
Internal Audit - Global Audit Standards - Implementation	80	IV
Self-Insurance Casualty Program Assessment	40	III, IV
<u>Internal Audits</u>		
Accident and Incident Training and Discipline Outcomes	120	III, IV
Accounts Payable	200	III
ADA Certification Process	200	I, II, III
Applicant Tracking System Implementation	200	I, IV
Capital Planning Funding Process Development	200	III
Configuration Management Follow-up	80	I, II, III, IV
CSU U-Pass Closeout	80	II, III
Customer Complaints Process	200	I, II, III
Customer Service Center - Tower City	80	III, IV
Dependent Eligibility - Follow-up	80	III, IV
Electronic Funds Transfer Approval Process	100	III
FTA Triennial Taskforce	100	III, IV
Fuel Expense	100	III
Healthcare Claims Expense	200	III, IV
Maintenance-Management System Upgrade	200	I, II, III, IV
On-Time Performance	300	I, II
Petty Cash	80	III
Physical Inventory	250	III
PTASP - Emergency Operations Plan	200	I, IV
PTASP - Maintenance Management SOPs/Documentation	200	I, III, IV
Service Quality Bus Field Supervision	120	I, II, IV
Third-Party Risk Assessment	100	III
Transit Ambassador/Fare Enforcement	300	I, II, III, IV
Transit Police Overtime and Compensated Time	50	III, IV
Travel Reimbursement	120	III, IV
Work Order Management	400	III, IV

**Greater Cleveland Regional Transit Authority
Internal Audit Department
2024 Internal Audit Plan**

Project	Budgeted Hours	Success Outcome(s)
<u>Railcar Replacement</u>		
Brookpark Track Construction	200	I, II, III
Railcar Infrastructure Modification Designs	200	I, II, III
- Brookpark Maintenance Facility Design	-	-
- Central Rail Maintenance Facility Design	-	-
- Rail Station Platform Design	-	-
Railcar Port Connection Construction	200	I, II, III
Railcar Replacement Contract	300	I, II, III, IV
Railcar Workforce Development	100	IV
<u>Information Technology Audits</u>		
Accrued Leave	240	III, IV
Change and Patch Management	200	III
Consolidated Train Dispatch System Replacement	200	I, II, IV
Cybersecurity Assessment	100	III, IV
Disaster Recovery	200	III
Firewall Replacement	100	III
Hastus Operator Performance Module	40	IV
Identity and Access Management	160	III, IV
IT Governance	40	III, IV
IT Project Management Process	300	III, IV
On-Route System Upgrade	40	I, II, IV
Riskmaster Upgrade/Interface	40	III
Trapeze PASS Upgrade	40	I, II, IV
<u>Continuous Audit</u>		
Accounts Payable	120	III
Nepotism	50	IV
Paratransit Eligibility/Certification	50	I, II, III
Payroll	50	III, IV
Purchasing Card Expense	50	III
Revenue Collection	50	III
Script Development	900	I, II, III, IV
<u>External Audits</u>		
Financial Audit Support	100	III
FTA Project Management Oversight	40	III
State Safety Oversight Triennial	40	II, III
System Security Plan	80	I, II

**Greater Cleveland Regional Transit Authority
Internal Audit Department
2024 Internal Audit Plan**

Project	Budgeted Hours	Success Outcome(s)
<u>Contract Audits</u>		
City of Shaker Heights Maintenance Expense	100	II, III
Hayden Roof Replacement	100	III, IV
Locomotive Replacement	60	II, IV
Paratransit Vehicle Replacement	40	I, II, III, IV
Supply Chain Contract Management	180	I, II, III
Tower City Portals Construction	300	I, II, III
Tower City Station - Common Area Maintenance	80	I, II, III
Vehicle Buy America	80	I, II, III, IV
Warrensville-Van Aken Rapid Station Construction	200	I, II, III
Waterfront Line Bridge Rehabilitation	80	I, II, III
West 25th Street Corridor BRT	100	I, II
Special Requests & Emerging Issues	2000	

Success Outcomes:

GCRTA management developed four success outcomes with performance metrics to achieve the long-term strategic vision and action plan to guide everyday decision-making.

- I. Customer Experience***
- II. Community Impact***
- III. Financial Health***
- IV. Employee Investment***

The GCRTA Internal Audit Plan is designed to support management to achieve the business objectives through risk-based assurance audits and advisory engagements.

“The chief audit executive must create an internal audit plan that supports the achievement of the organization’s objectives” – Global Internal Audit Standards – Section 9.4 Internal Audit Plan