

# RTA Board and Committee Meetings

January 25, 2022

Greater Cleveland Regional Transit Authority



# Committee of the Whole Executive Session

Chair: Rev. Charles P. Lucas

# RTA Board of Trustees Meeting

Greater Cleveland Regional Transit Authority



# Public Comments – Agenda Items

In person

or

Dial by phone: 440-276-4600

# Committee Reports

## Ad Hoc Committee Reports

Greater Cleveland Regional Transit Authority



# GCRTA

## January 17, 2022, Winter Storm Presentation

January 25, 2022



# OVERVIEW

- Winter Storm Preparation
- Winter Storm January 16-17, 2022
- Winter Storm Timeline
- Routes Restored
- Snow Crews Deployed
- Public Communications
- Municipal Collaborations
- Comments

# Winter Storm Preparation

The specific requirements and parameters of the Snow/Ice plan will be predicated upon the situation; however, the following items are considered:

- Snow Trains
- Overnight Train Storage
- Early Operator Arrivals
- Snow Removal Crews
- Service Communications



Winter Service Management Plan  
2021/22



# Winter Storm January 16-17, 2022



**NWS Cleveland** ✓  
@NWSCLE

More snow reports have come in! Here's a look at some of the highest 12 hour snowfall totals:

- 25.3" Ashtabula
- 20.3" Erie
- 19.2" Novelty
- 19.0" Southington
- 18.0" Perry
- 15.0" Cleveland
- 13.0" Canton
- 12.0" Austintown

For more reports, see here: [weather.gov/cle/pns\\_all](https://weather.gov/cle/pns_all)

11:59 AM · 1/17/22 · Twitter Web App



**City of Cleveland** ✓ @CityofCleveland · 1d

UPDATE: On Monday, 15" of snow came down in the City of Cleveland, the largest snowfall in a single day in some time. Our dedicated crews are continuing to clear the roads with two-thirds of residential streets receiving their second round of plowing (193 out of 292 subsections).

8 16 122



**Greater Cleveland RTA** @GCRTA · 4d

All rail service has been suspended until further notice due to severe weather conditions.

6 2



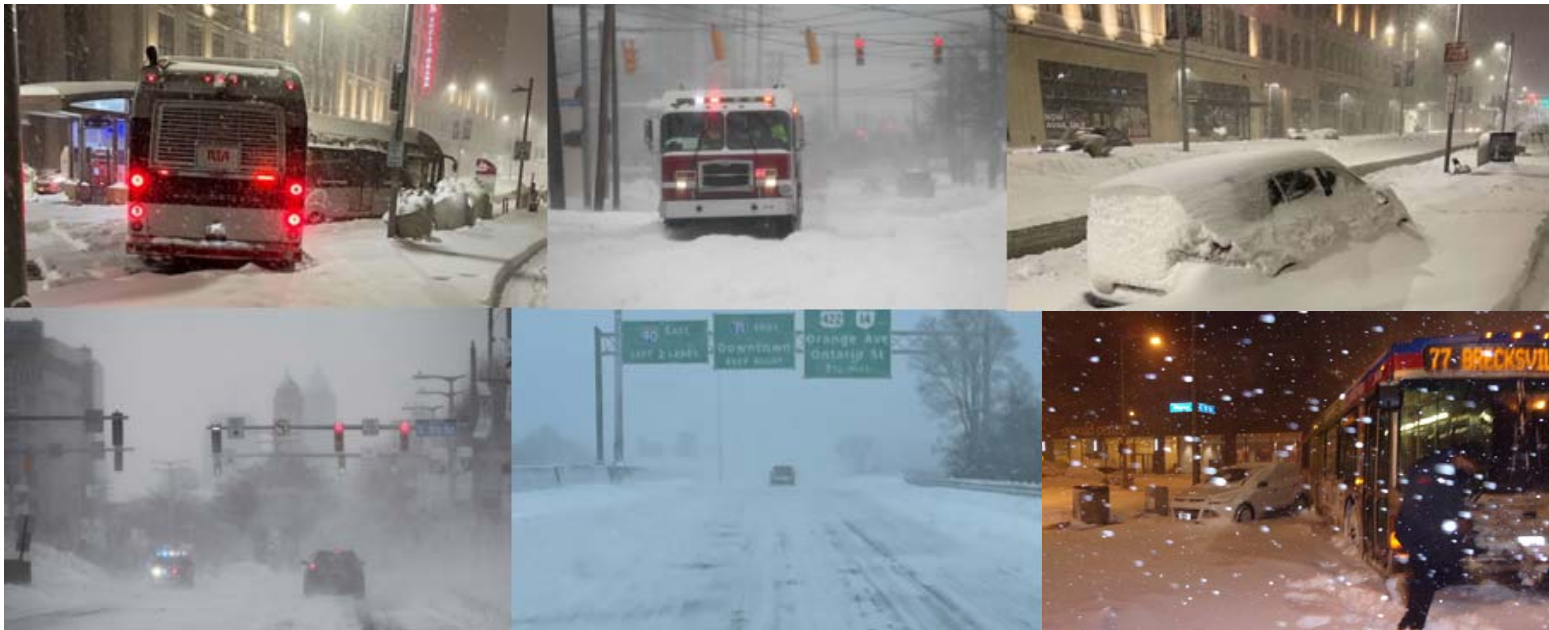
**Greater Cleveland RTA** @GCRTA · 4d

All bus service has been temporarily suspended due to severe weather and driving conditions.

15 156 150



# Winter Storm January 16-17, 2022



# Timeline – Sunday Jan 16, 2022

- 07:00 AM NWS Heavy Winter Storm Warning – Snowfall Forecast Increased, 1” of snow per hour possible Sunday into Monday Morning.
- 10:00 AM Bus & Rail District Notifications of Winter Storm Plan Implementation.
- 11:49 AM Rail Operators notified to report 30 minutes early for Monday’s start of service.
- 12:01 PM Rail Shop made available for overnight railcar storage.
- 01:06 PM All GCRTA winter service plans and actions confirmed as executed, or ready for execution.

# Timeline – Monday Jan 17, 2022

- 02:54 AM Notification that snow trains were operating overnight. One HRV snow train for the Red Line and two LRV snow trains for Blue & Green Lines.
- 03:28 AM Hayden District assisted the city of East Cleveland in plowing/salting roads.
- 03:30 AM Multiple buses stuck throughout the county.
- 04:02 AM Suspended remaining pull-out at the E.55<sup>th</sup> Yard due to heavy snowfall *Six (6) of eight (8) Red Line trains & two (2) of five (5) Blue & Green Line trains successfully deployed on the Mainline in service.* Three (3) of the Blue & Green Line trains not scheduled for service till 5:03 am or later.
- 04:51 AM Red Line Train unable to proceed at E.55th – single track established to maintain rail service.

# Timeline – Monday Jan 17, 2022

- 05:58 AM Initial single track concluded upon resolution, second single track initiated at West 30<sup>th</sup> to maintain rail service due to switch obstruction.
- 06:30 AM** Approximately fifty (50) buses are stuck throughout the county. Two (2) Three-Emergency Broadcasts received, where trains slid backwards in the Yard and on the Mainline rail at Kinsman.  
**Rail service suspended for safety reasons.**
- 06:35 AM Rail snow plow & crews mobilized to clear snow from all rail lines.
- 06:54 AM** **Bus service suspended for safety reasons.** (13 accidents, 10 Big Bus/3 Para)
- 07:43 PM Blue & Green Line service was restored.
- 09:53 PM Red Line service between Tower City and Windermere restored.
- 10:47 PM Red Line service between Tower City and the Airport restored.

# Restoration – Monday Jan 17, 2022

- 07:43 PM Blue & Green Line service was restored.
- 08:00 PM Bus restoration begins.
- 09:53 PM Red Line service between Tower City and Windermere restored.
- 10:47 PM Red Line service between Tower City and the Airport restored.

\* In the late evening, Transit Police and Service Quality Supervisors provided courtesy rides home to some customers.

# Bus Routes Restored

## HAYDEN

#1 ST. CLAIR

#3 SUPERIOR

#10 E 105-LAKESHORE (Turney Ella Loop to E 185 Lakeshore)

#14 KINSMAN

#15 UNION-HARVARD

#19 BROADWAY

#28 EUCLID (E.276 St. and Tungsten trips only)

#41 WARRENSVILLE

# Bus Routes Restored

## TRISKETT

#22 LORAIN

#26 DETROIT (Westgate Transit trips only)

#45 RIDGE-FULTON

#51/51A METROHEALTH LINE

#53 BROADVIEW

#78 West 117<sup>th</sup>-PURITAS



# Snow Crews Deployed

<u>Department</u>	<u>Staff</u>
Rail District – West	5
Rail District – East	3
Triskett District	4
Hayden District	2
Paratransit	1
CBM	3
Shelter Repair	2
Shelter Cleaners	20
Power & Way	27



# Snow Crews Deployed-Power & Way

**1-16-2022 Starting at  
10pm**

Track Personnel staffed: 15

Signal Personnel staffed: 6

Line Personnel staffed: 3

Substation Personnel  
staffed: 3

**1-17-2022 Starting at  
7:30am**

Track Personnel staffed: 15

Signal Personnel staffed: 6

Line Personnel staffed: 3

Substation Personnel  
staffed: 3

**1-17-2022 Starting at  
10:00pm**

Track Personnel staffed: 10

Signal Personnel staffed: 6

Line Personnel staffed: 3

Substation Personnel  
staffed: 3

# Public Communications



## Communication Methods

Twitter

Website

TransitApp

Local Media and News

Board of Trustees updates

Media Interviews Provided

- New Channel 5
- Fox 8
- Ideastream



# Municipal Collaborations

## **City of Cleveland: Mayor's Office**

RTA provided list of critical snow removal needs

RTA assisted by plowing some streets, where buses travel

Remained in touch with Snow Bird Dispatch Center

## **City of East Cleveland: Streets Department**

RTA assisted by plowing and salting roads where buses travel

Priority- the hills in East Cleveland (Superior, Taylor, Noble, and Lee)

## **Other Municipalities**

Communicated with streets departments

# Questions





# Promotions and New Hires

January 2022



# January 2022 New Hires



Lynnette Adams  
Operator



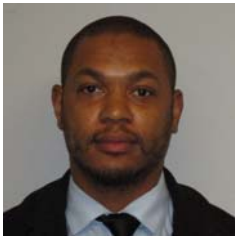
Masario Atkins  
Laborer



Victor Day  
Equipment Servicer



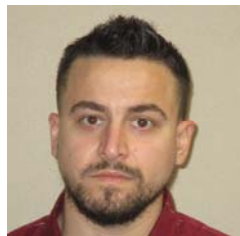
James Deloach  
Operator



Ryan Foxx  
Operator



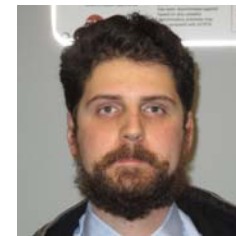
Sheila Gales  
Operator



Michael Gomez  
Equipment Servicer



Grant Kersh  
Engineering Co-Op



Samuel Littlejohn  
Operator



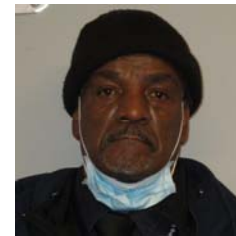
# January 2022 New Hires



**Eric Marks**  
Operator



**Grace Murphy**  
Intern



**Gregory Neal**  
Operator



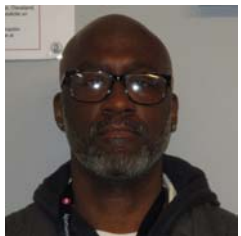
**Hector Olmeda**  
Operator



**Shontai O'Neal**  
Operator



**Alice Pearson**  
Operator



**Jassen Peterson**  
Operator



**Jasmine Richardson**  
Operator



**Aaron Russo Jr.**  
Operator





# January 2022 New Hires



John Sulik  
Associate Counsel I



Tommy Tidwell  
Laborer



Tramel Tucker  
Operator



# January 2022 Promotions



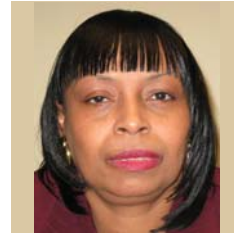
**Truceilla Besses**  
Service Quality  
Coordinator



**Parasram Bisesar**  
Assistant Supervisor -  
Equipment



**Nicauya Ware**  
Dispatcher



**Larhonda Johnson**  
HRIS Specialist

# Resolutions





# 2021 Fourth Quarter Retirees

January 25, 2022



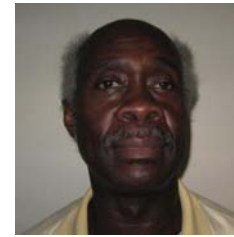
# 2021 Fourth Quarter Retirees



**Stephen Bitto**  
Director – Marketing  
and Communications



**Helena Cherry**  
Vehicle Service



**James Davis Jr.**  
Station Attendant



**Kenneth Delgado**  
Equipment Maintainer



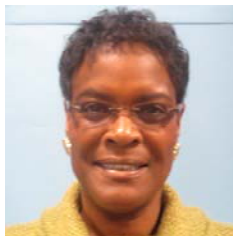
**Darryl Donofrio**  
Equipment Maintainer



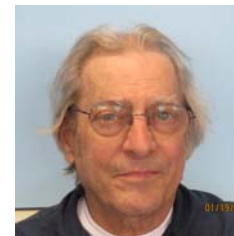
**Edward Easley**  
Operator



**Charles Eggleston**  
Material Handler Leader



**Sheila Ferguson**  
Revenue Control Analyst



**Damian Gammalo**  
Equipment Maintainer

# 2021 Fourth Quarter Retirees



**Lawrence Greer**  
Equipment Maintainer



**Everett Hall**  
Operator



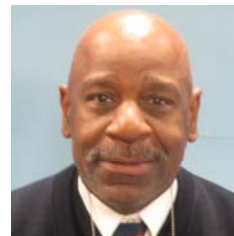
**Anthony Harris**  
Service Quality  
Supervisor - Rail



**Cheryl Johnson**  
Operator



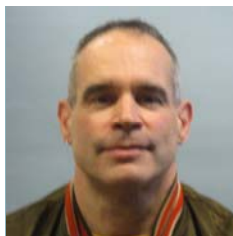
**Denoval Joiner**  
Operator



**Jerry Jones**  
Operating Instructor



**Kelly King**  
Lieutenant – Transit  
Police



**David Kojancic**  
Assistant Supervisor –  
Rail Shop



**Robin Kruter**  
Assistant Supervisor -  
Equipment

# 2021 Fourth Quarter Retirees



**Donald Lemmer**  
Service Quality  
Supervisor I



**Michael Loftin**  
Operator



**Kim Mason**  
Operator



**Richard Maurer**  
Equipment Maintainer



**Sharon Moore**  
Operator



**Neeley O'Dell**  
Operator



**Theresa Pollard**  
Hostler



**Kevin Register**  
Material Handler  
Leader



**Gerhard Reschke**  
Paratransit Group  
Leader



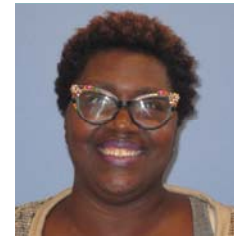
# 2021 Fourth Quarter Retirees



**Richard Sadowski**  
Equipment Mechanic



**Gerald Sanders**  
Operator



**Maranda Sylvertooth**  
Operator



**David Thomason**  
Equipment Maintainer



**Joseph Vukmanic**  
Assistant Equipment  
Manager



**Daniel Waken**  
Assistant Supervisor -  
Section



**Wanda Ware**  
Manager Service  
Quality



**Lynn Williams**  
Janitor



**Martin Wisnieski**  
Assistant Equipment  
Manager





# Resolutions



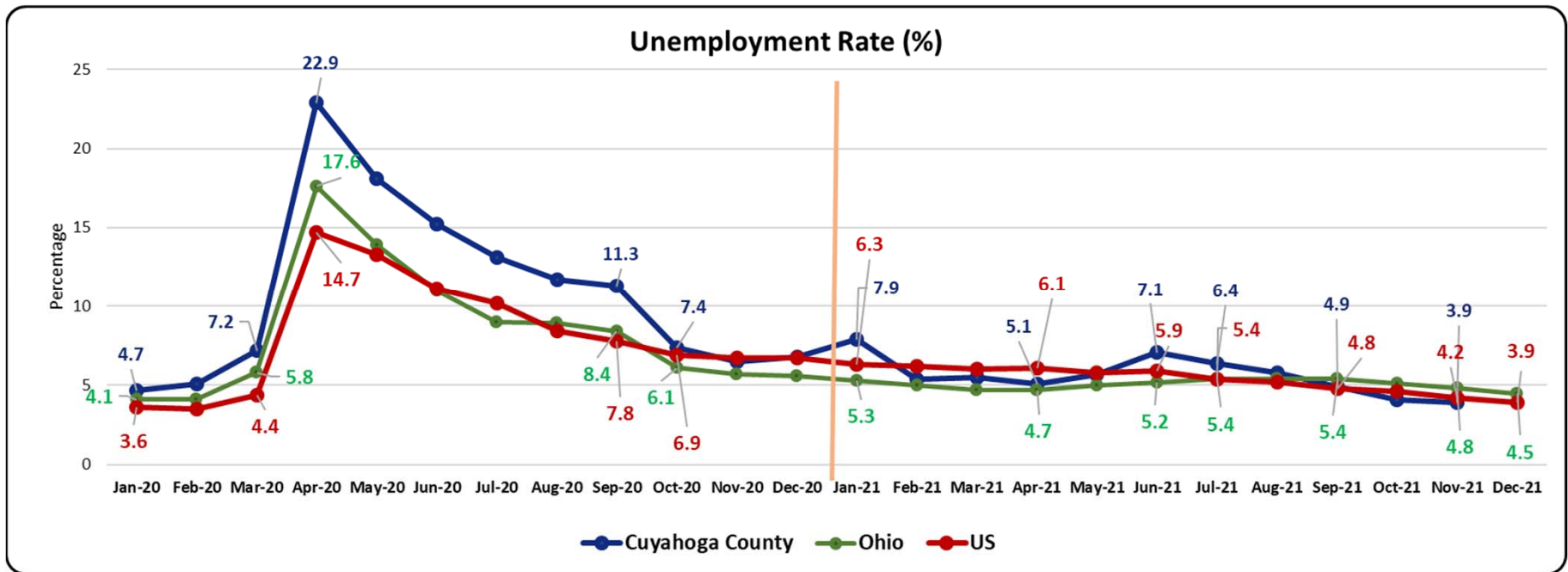
# Secretary/Treasurer Update

January 25, 2022

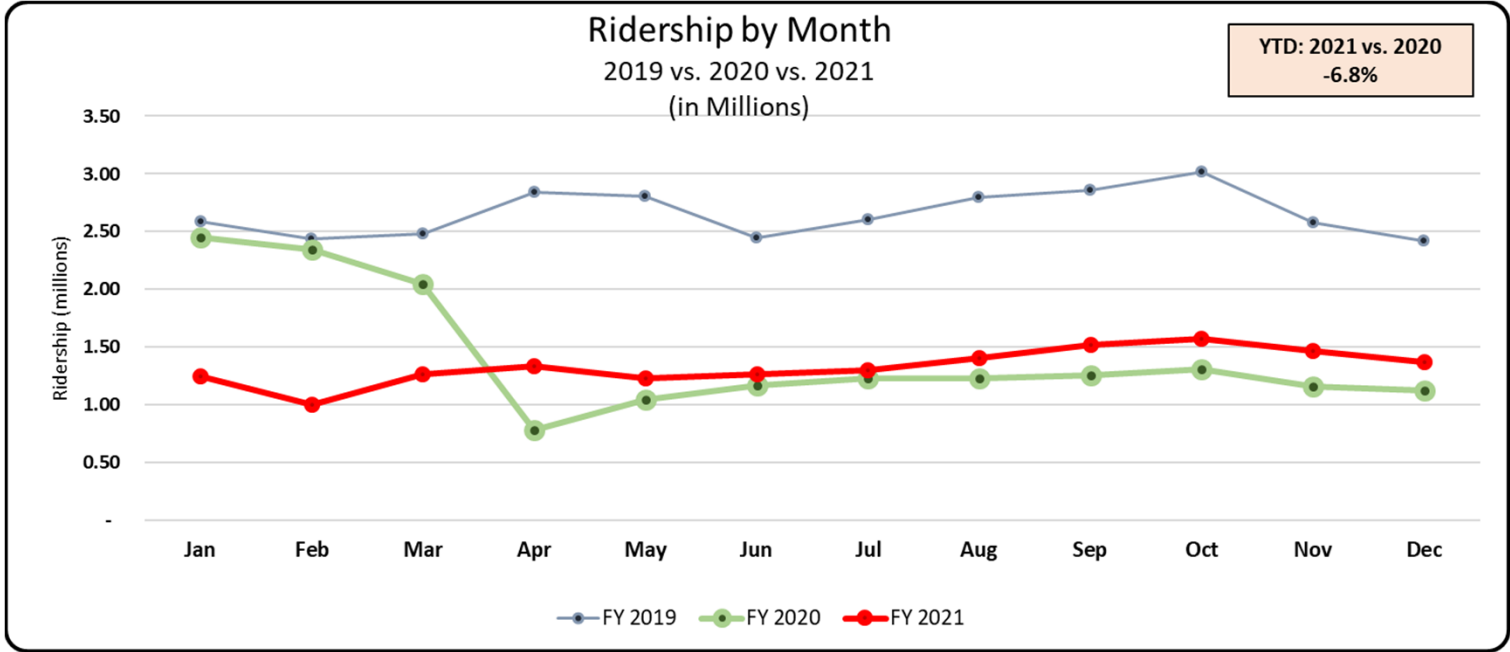
Board of Trustees



# Economic Conditions



# Ridership

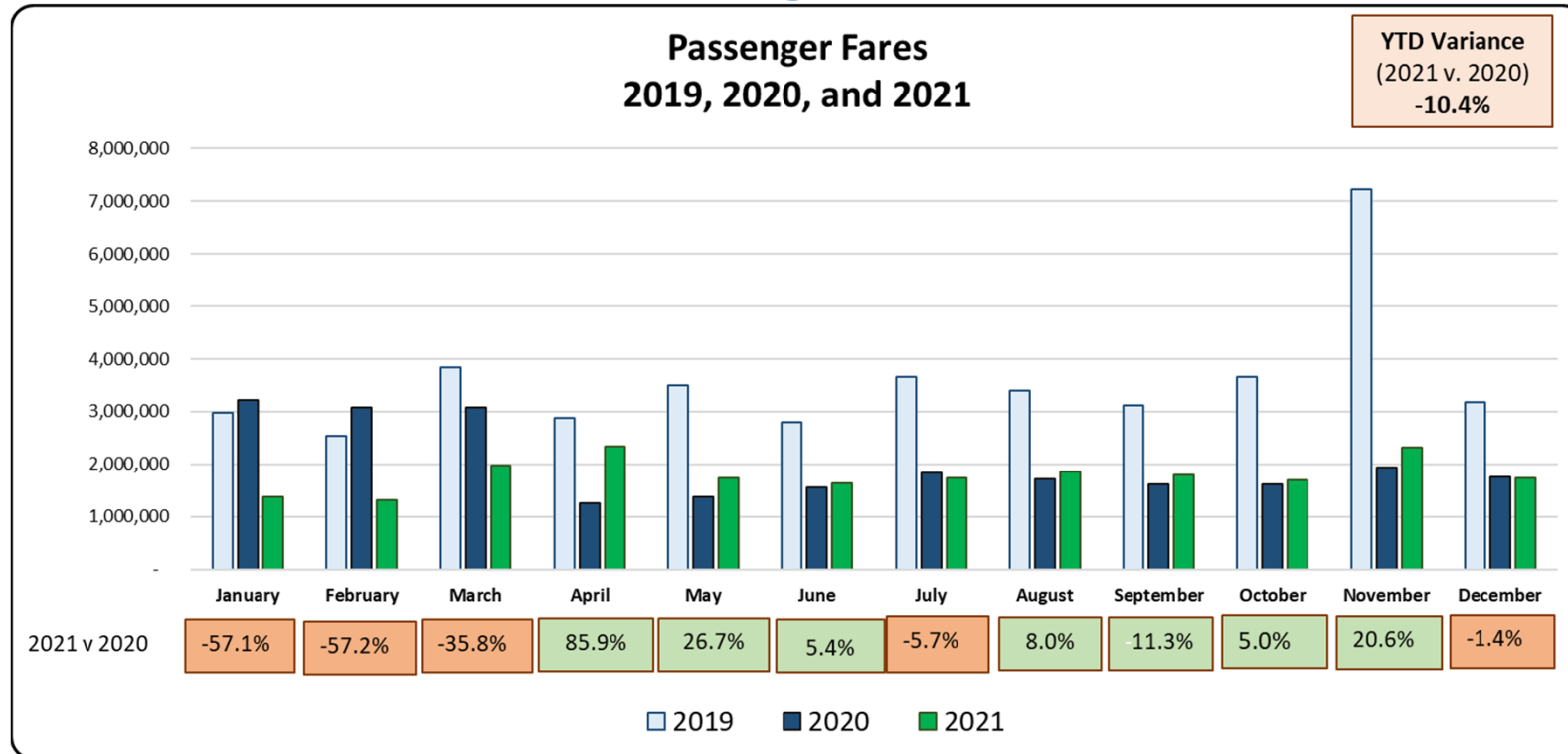


Compared to 2020

- MAY: 18.1%
- JUN: 8.6%
- JUL: 5.4%
- AUG: 14.5%
- SEP: 20.9%
- OCT: 20.2%
- NOV: 26.4%
- **Dec: 21.8%**
- **YTD: -6.8%**



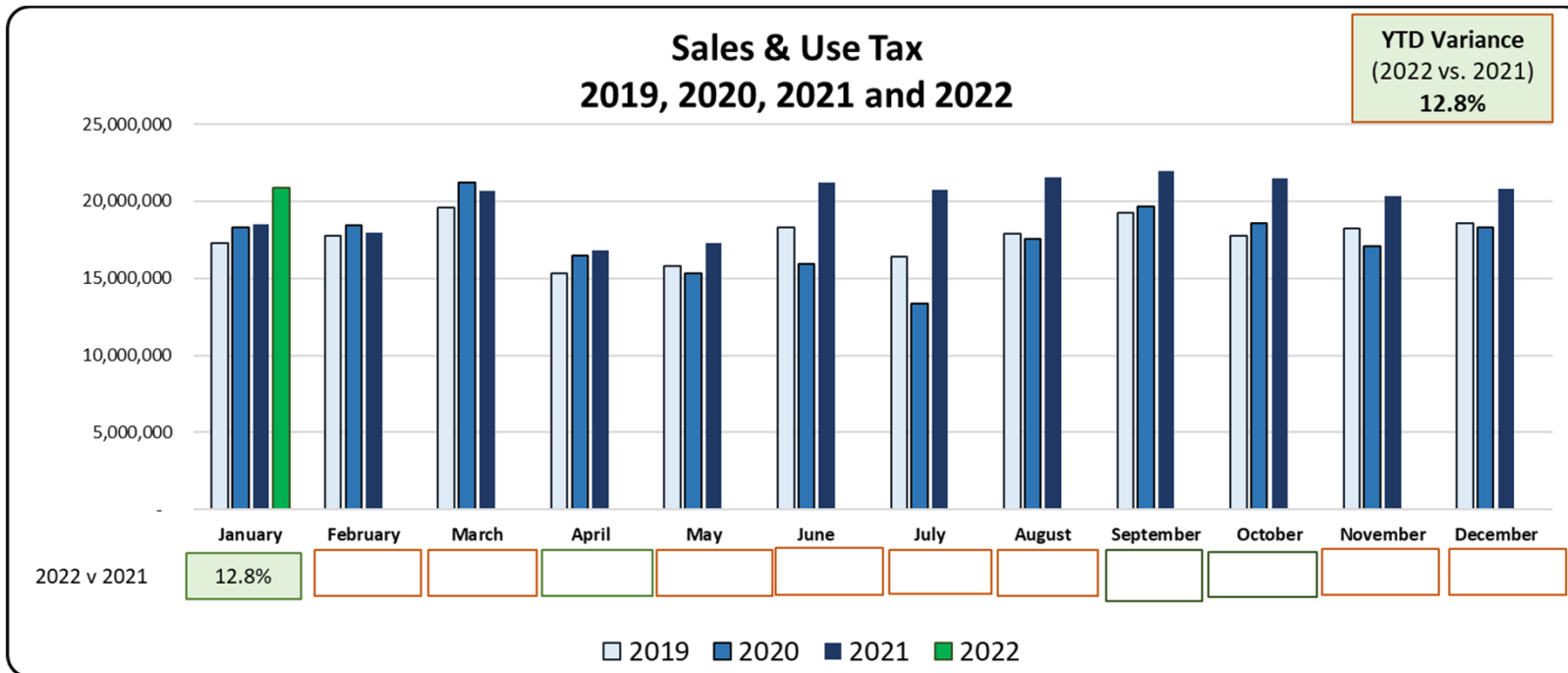
# Passenger Fares



# Sales Tax

YE 2021 vs. YE 2020

13.9%  
increase



Motor vehicles/  
water craft  
+20.3%

On-Line sales  
+43.0%

Regular/State  
wide sales  
+11.2%



# Questions



# General Manager, CEO Report

January 25, 2022

Greater Cleveland Regional Transit Authority





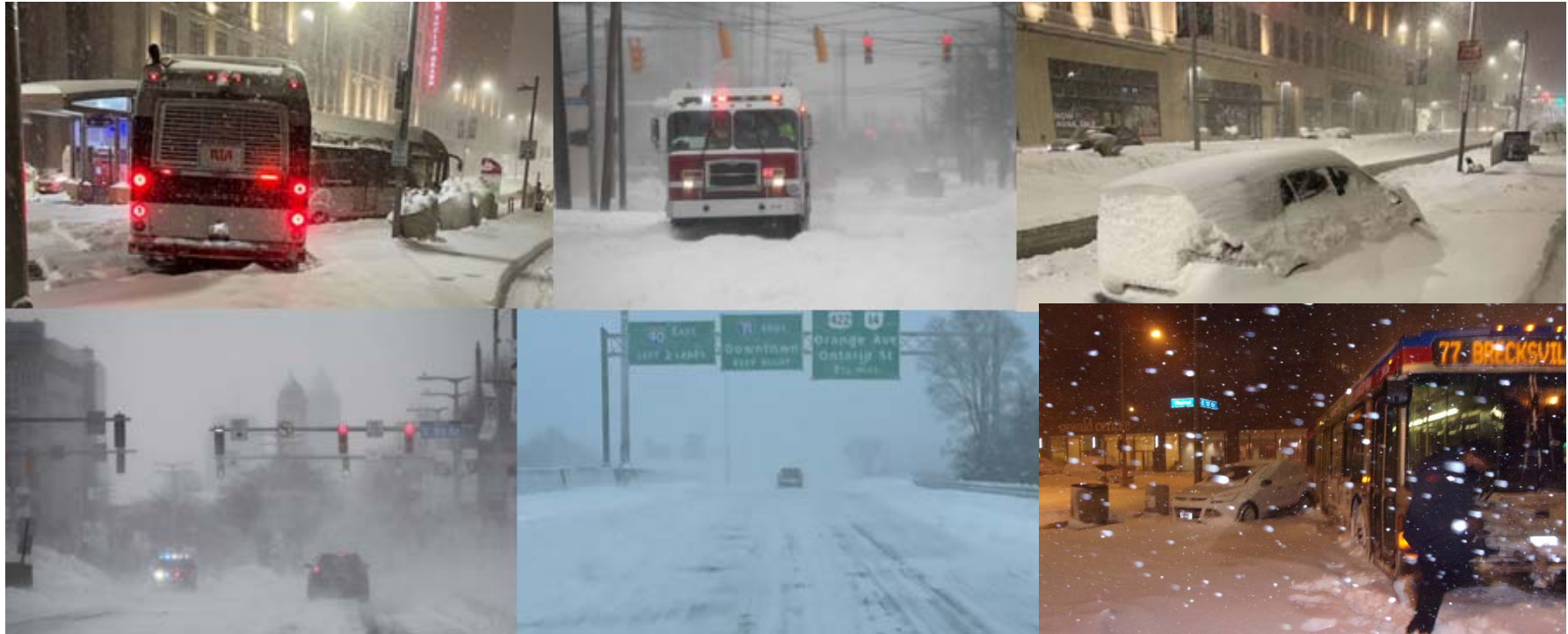
Greater Cleveland Regional Transit Authority



# Winter Storm January 16-17, 2022



# Winter Storm, January 16-17, 2022



Greater Cleveland Regional Transit Authority



# Overview

- Approximately fifty (50) buses were stuck throughout the county
- Two (2) Three-Emergency Broadcasts received, where trains slid backwards in the Yard and on the Mainline rail at Kinsman
- Vehicle Accidents: 13 accidents, 10 Big Bus/3 Paratransit
- Prioritized returning to service:
  - Blue & Green Line service was restored 7:43PM
  - Red Line service between Tower City and Windermere restored 9:53 PM
  - Red Line service between Tower City and the Airport restored 10:47 PM
  - Bus routes returned to service starting at 8:00PM, as streets cleared
  - RTA Police and Field Supervisors provided rides to customers who needed a way home

# FTA COVID-19 Drawdown Review

- In September 2021, FTA initiated review of COVID-19 drawdowns:
  - To provide assessment of compliance with Federal requirements
  - Procedures included:
    - Examination of expenses charged to the relief funding
    - Review of appropriate documentation
    - Performance of limited examination of RTA financial systems
  - Not intended to be an audit
  - “Clean” FTA report received January 19, 2022, indicates no issues or findings

# Performance Management Process

# Background and Context

## Phase 1: Success Definition



- Mission Statement
- Vision Statement
- Clear Success Outcomes

## Phase 2: Scorecards & Tactics



- Organizational and Division Scorecards
- Work plan of tactics
- Alignment of organizational units around success measures
- Tools for transparent communication with staff, the Board, and the public

## Phase 3: Performance Management



- Structure to manage the results of what RTA is measuring
- Culture of continuous improvement
- Culture of ownership

# Quarterly Reporting Cadence and Schedule

	Quarter Begins	Quarter Ends	Leadership to Populate Metrics	Leadership Reporting	Leadership Reports Performance Results to Board*
<b>Q4 2021</b>	Oct 1	Dec 31	Jan 15	Jan 31	
<b>Q1 2022</b>	Jan 1	Mar 31	Apr 15	Apr 22	May 17 - 24
<b>Q2 2022</b>	Apr 1	Jun 30	Jul 15	July 22	Aug 16 - 23
<b>Q3 2022</b>	Jul 1	Sep 30	Oct 15	Oct 21	Nov 7 - 18

Full Results Reporting

\*These are proposed dates based on current Tuesday Board Meeting cadence.  
No Board Q4 results presentation due to incomplete information systems



# Populate Information Systems



## Customer Experience Surveys

- Fixed Route
- Paratransit
- Bus Rapid Transit
- Rail

February 2022



## Community Value Survey

February -March 2022



## Employee Engagement Survey

October 2021



Greater Cleveland Regional Transit Authority



# Service Plan for NBA All Star Weekend February 18-20, 2022



# Major Event Locations

- Rocket Mortgage Fieldhouse
- Wolstein Center
- Cleveland Public Auditorium

# Customer Assistance

- Service Quality Management
- Field Supervisors
- Transit Police
- Ambassadors/Street Teamers

# Service Related

- Trolley – modified hours – extended until 11 pm (*Request into FTA*)
- Added Trolley service Saturday-Sunday from 9 am to 12 midnight
- All-Star Route: From Tower City Center, via Prospect Ave. to Rocket Mortgage and Wolstein; via Euclid Ave. from CSU to E. 9<sup>th</sup>; via Lakeside to Cleveland Public Auditorium
- Will create All-Star Trolley map with venues and hotels
- Train Service: Will operate a minimum of 60 minutes after Rocket Mortgage Fieldhouse events

# Co-Branded Logo



Greater Cleveland Regional Transit Authority



# Customer Experience Related

- Tower City Station: February 17 (Thursday) – Ambassadors/Street Team on location from 5-11 pm (*partnership with City Year in development*)
  - Assisting with wayfinding, information and general customer/fan experience
- Service Quality Supervisor available until end of service
- February 18 (Friday): Customer Service Kiosk hours extended to 11 pm
  - Ambassadors/Street Team on location from 8 am to midnight
- February 19-20 (Saturday-Sunday): Customer Service Kiosk open from 9 am to midnight

# Customer Experience Related

- Airport Train Station
  - Tower City and Airport as Welcoming (display cases)
  - February 17 (Thursday):
    - Ambassadors/Street Team on location from 9 am to 6 pm
  - February 18 (Friday):
    - Ambassadors/Street Team on location from 9 am to 6 pm

# Marketing, Signage, & Visuals

- Walkway to Gateway – Cavs will provide all signage in the Walkway
- Tower City Station – RTA Marketing will provide signage, wayfinding and visuals
- Airport Train Station – RTA Marketing will provide signage, wayfinding and visuals; collaborate with the Airport to provide presence/material at the Airport's welcome center
- Trolley Destination Signs; Car cards; Paladin TV's; On-Board Bus, Trolley and Train messages



Greater Cleveland Regional Transit Authority



# HealthLine Reveal





# HealthLine



*Celebrating 13 years  
of Partnership with  
Cleveland Clinic and  
University Hospitals.*



# Health Line Reveal to Healthcare Partners

13-year partnership with:

- Cleveland Clinic
- University Hospitals

Bus, Rapid, Train:

- First Bus, Rapid Transit in Ohio

Purpose:

- Access, connectivity, and the link between healthcare and transit as essential elements for quality of life.



Bill Peacock, COO, Cleveland Clinic



Cleveland Clinic Leadership





Dr. Megarian, CEO, University Hospital



University Hospital Employees





# UH Rainbow Babies & Children



# Reaction from Partners

- The partners indicated they appreciated the reveal
- As the older vehicles passed by, the partners could see the improvements
- Several comments on the amenities of the vehicles:
  - Hand sanitation stations
  - Stroller rack
  - Improved safety features



- First of its kind national pledge started by the Hispanic Star network to hire, promote, retain and celebrate Hispanics in the workplace
- More than 190 companies have signed
- GCRTA is the first transit agency to sign the pledge
- Joining the call to action to create a more inclusive work environment for Hispanics



# Public Comments – Non-Agenda Items

In person

or

Dial by phone: 440-276-4600