



Performance Management Services

A Continuation of Presentation

Material to:

Organizational, Services &

Performance Monitoring Committee

July 13, 2021

GM/CEO Strategy

Strategic Performance Management & Engagement Services

- Redefined GCRTA mission and vision statements
- Developed performance metrics, success outcomes and divisional scorecards with executive leadership

Continuum of Work Engagement

- Integrate scorecards into performance management process for project oversight and continuous improvement
- Develop framework for measuring short vs. long-term success
- Develop a community focused organization

Redefining Mission and Vision

Why We Exist

The Why – New Mission & Vision

Mission: *Connecting the Community.*

Vision: *Leading the delivery of safe and creative mobility solutions and community connections.*



Success Outcomes & Scorecard Development

Primary Strategic Focus Areas:

- Customer Experience
- Community Value
- Financial Sustainability
- Employee Growth/Engagement



Assess Performance & Continuous Improvement

- Set continuous improvement culture for performance management and monitoring of metrics and initiatives
- Oversight of survey data to sustain measurement of outcomes
- Development of reporting templates/systems and reporting frequencies
- Integration of data and metrics into the performance evaluation process

Why TransPro Consulting?



Public sector-focus management consulting firm that specializes in the public transportation industry.

- **Mission:** To TRANSform leaders and organizations to PROduce breakthrough results.

TransPro Consulting

Comparison studies at sister public transit agencies is a benefit of this program. Recent clients include:

- Bay Area Transportation Authority (BATA, San Francisco, CA)
- Capital Metropolitan Transportation Authority (Austin CapMetro, Austin, TX)
- Charlotte Area Transit System (CATS)
- Jacksonville Transit Authority (JTA)
- Kansas City Area Transportation Authority (KCATA)
- Memphis Area Transit Authority (MATA)
- South Florida Regional Transportation Authority (SFRTA)

RTA Base Projects

Organization Scorecard Format

Understanding the Scorecard

Metric	FY2020 Performance Goals	Objective	Goal Points	Definition	Information System	Owner
<p>Agreed upon metric of success, by GCRTA executive management, by division.</p> <p>All metrics work to achieve with four (4) agency success outcomes:</p> <ul style="list-style-type: none"> - Customer experience - Community value - Financial Sustainability - Employee growth/engagement 	% change	↑	As assigned	<p>FORMULA: % Promoters minus % Detractors</p> <p>On a 0-10 scale, of how likely to recommend GCRTA?</p> <p>Promoters are 9-10 Detractors are 0-6</p>	<p>Selected method of data tracking</p> <p>(i.e. community survey, performance data, financial data)</p>	<p>Identified goal owner/metric lead by GCRTA department</p> <p>(i.e. CEO/Deputy General Manager)</p>
TOTAL POINTS			As assigned			

Program Outlook

Value-Add

Benefit of 3rd party expertise to implement and integrate data management and overall performance management framework, so staff can sustain it from 1st to 2nd year, and subsequent future years

The Expectation (sustained continuous improvement)

- Quarterly performance reporting
- Annual metric/goal calibration
- Industry comparison studies and best practice insights from transit agencies
- Train-the-Trainer concept; transition to in-house oversight

Procurement Overview

Sole source with TransPro Consulting

- Procurement requested a proposal on March 2, 2021
- Proposal was received on March 9, 2021
- 0% DBE Goal

Procurement Overview

Section 306.43 (H)(6) of the Ohio Revised Code states that a sole source procurement is authorized when a “purchase substantially involves services of a personal, professional, highly technical, or scientific nature, including but not limited to the services of an attorney, physician, surveyor, appraiser, investigator, court reporter, adjuster, consultant, or licensed broker or involves the special skills or proprietary knowledge required for the servicing of specialized equipment owned by the regional transit authority”.

Procurement Overview

Sole source with TransPro Consulting

- Specialized engagement, which needs to build a continuum of work from the mission and vision and strategic performance management engagement completed in 2020
- Need for familiarity and continuity with GCRTA executive leadership, staff, mission and vision, and overall business

Procurement Overview

Evaluation Panel Members:

- General Manager, Chief Executive Officer
- Deputy General Manager of Operations
- Deputy General Manager of Human Resources
- Deputy General Manager of Finance
- Procurement

Procurement Overview

Total Negotiated Contract Amount: \$199,004.00

- Data/Quarterly Reporting Mechanics and Implementation: \$78,092.00
- Integration of Data/Metrics and Surveys: \$109,806.00
- Incorporation into GCRTA Performance Evaluations: \$11,106.00

Procurement Overview

Staff requests that the Organizational, Services & Performance Monitoring Committee recommend an award to TransPro Consulting for Performance Management Services in an amount not to exceed \$199,004.00.

Questions?

