

Minutes

RTA Organizational, Services & Performance Monitoring Committee Meeting

9:03 a.m. August 21, 2018

Committee Members: Nardi (Chair), Lucas (Vice Chair), Elkins, Norton, Serrano

Other Board Members: Clough, McCall, Moss, Welo

Not present: None

Also Present: Anderson, Barnett, Benford, Bitto, Bober, Bobich, Boyd, Buford, Calabrese, Castelucci, Catalusci, Caver, Cox, Cranford, Czeck, Dangelo, Davis, Dietrich, Draper, Feliciano, Ferraro, Fields, Ford, Garofoli, Gay, Haer, Harris, Jaszczak, Kirchmeir, Kirkland, Krecic, Lee, Lincoln, Loh, Lozada, Macko, Manus, McCauley, McGrady, Pickett, Pinkney-Butts, Schipper, Schnear, Scott, Solomon, Sutula, Tarka, Tarter, Togher, Vukmanic, Wilson, Young and Zeller

Mr. Nardi called the meeting to order at 9:03 a.m. The secretary called the roll and reported that five (5) committee members were present.

Quarterly Management Report

Joseph A. Calabrese, CEO, General Manager, Secretary-Treasurer, made the presentation. This report is for the second quarter of this year. The pilot program for Lyft began this last quarter to supplement paratransit service and is coming to an end. Cost per ride was reduced from \$40 to \$8.50. This will move the Authority to be more of a mobility manager than a service provider. Other systems in the country are doing similar things. This will shape public transit in the future. Rev. Lucas did a great job as emcee for the St. Luke's Ground Breaking. Construction is ongoing. The 2nd Kids Ride Free Summer program ridership was up by 55%.


Transit Police gave a report that riding RTA is safer for customers and employees. A new app called "See Something Text Something" was launched for customers to speak/live chat with Transit Police. RTA received the APTA Gold Award for bus safety, Ohio Workers' Compensation award for their Group Safety program, Best in Class for Workforce Diversity from the Greater Cleveland Partnership and Government Fleet of the Year by Metro Magazine. The Annual Awards Banquet in April was a highlight for the Authority. The Board established a number of financial goals. All of them are in the positive area. The Operating Ratio was 19.2% higher than the 17.8% contained in the amended budget. Cost Per Hour of service is being held at last year's level. Operating Reserve of 1 month is projecting at 2.2 month reserve by the end of the year. Debt to Coverage Ratio is not the 1.5% minimum, but was 3.79%.

The Board passed a budget last December, then again in March after the MCO sales tax loss information was available. That budget was projected for a \$30 M ending balance for this year. At this point, a \$44 million ending balance is projected. For the last five years, they have averaged \$17.7 M better than budget at years end, attributed to strong financial management. There has been a lot of media coverage speaking of the cash strapped RTA. RTA pays their bills, has an AAA bond rating and manages its budget affectively. The challenge is the public wants more service than what can be provided. The Authority wants to provide more service.

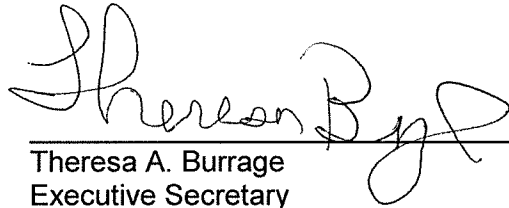
Capital projects project a 12.5% positive ending balance in the reserve account. The target for bus service was 21 customers per hours for every hour the bus is on the street. We're at the 21 level YTD. The target for trains is 62 customers for every hour a train is on the track. We're at 65. Total productivity is 25 customers per hour YTD, a little better than projections. Critical success factors include preventable accidents at 9.3% less than last year. Total collisions are 8.2% less than last year. On-the-job injuries are 25% less than last year. On-time performance is 7% better than last year. Reliability has slipped from projections and last year. Customer Satisfaction is up 5%. Attendance is up by 3.5%. DBE projected goal is 21.3%. Through the last quarter of last year, it is 25.2%. This report is also mailed out to the City of Cleveland, Cuyahoga County, ODOT and other appointing agencies.

Mayor Elkins stated that the report was excellent and would have been a great place to start a levy campaign. Mayor Norton concurred.

Mr. Nardi adjourned the meeting at 9:10 a.m.



Joseph A. Calabrese, CEO
General Manager/
Secretary-Treasurer



Theresa A. Burrage
Executive Secretary