RTA Board and Committee Meetings

January 25, 2022
Committee of the Whole
Executive Session
Chair: Rev. Charles P. Lucas
RTA Board of Trustees Meeting
Public Comments – Agenda Items

In person

or

Dial by phone: 440-276-4600
Committee Reports

Ad Hoc Committee Reports
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
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

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).

Greater Cleveland RTA @GCRTA · 4d
All rail service has been suspended until further notice due to severe weather conditions.

Greater Cleveland RTA @GCRTA · 4d
All bus service has been temporarily suspended due to severe weather and driving conditions.
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.55th 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 30th to maintain rail service due to switch obstruction.

06:30 AM  Approximately fifty (50) buses are stuck throughout the county.

06:35 AM  Two (2) Three-Emergency Broadcasts received, where trains slid backwards in the Yard and on the Mainline rail at Kinsman.

06:35 AM  Rail service suspended for safety reasons.

06:54 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

Greater Cleveland Regional Transit Authority
Bus Routes Restored

**TRISKETT**

#22 LORAIN

#26 DETROIT (Westgate Transit trips only)

#45 RIDGE-FULTON

#51/51A METROHEALTH LINE

#53 BROADVIEW

#78 West 117th-PURITAS
## Snow Crews Deployed

<table>
<thead>
<tr>
<th>Department</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rail District – West</td>
<td>5</td>
</tr>
<tr>
<td>Rail District – East</td>
<td>3</td>
</tr>
<tr>
<td>Triskett District</td>
<td>4</td>
</tr>
<tr>
<td>Hayden District</td>
<td>2</td>
</tr>
<tr>
<td>Paratransit</td>
<td>1</td>
</tr>
<tr>
<td>CBM</td>
<td>3</td>
</tr>
<tr>
<td>Shelter Repair</td>
<td>2</td>
</tr>
<tr>
<td>Shelter Cleaners</td>
<td>20</td>
</tr>
<tr>
<td>Power &amp; Way</td>
<td>27</td>
</tr>
</tbody>
</table>
## Snow Crews Deployed-Power & Way

<table>
<thead>
<tr>
<th>Date</th>
<th>Start Time</th>
<th>Track Personnel</th>
<th>Signal Personnel</th>
<th>Line Personnel</th>
<th>Substation Personnel</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-16-2022</td>
<td>Starting at 10pm</td>
<td>15</td>
<td>6</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>1-17-2022</td>
<td>Starting at 7:30am</td>
<td>15</td>
<td>6</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>1-17-2022</td>
<td>Starting at 10:00pm</td>
<td>10</td>
<td>6</td>
<td>3</td>
<td>3</td>
</tr>
</tbody>
</table>
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
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

Greater Cleveland Regional Transit Authority
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

Greater Cleveland Regional Transit Authority
January 2022 Promotions

Truceilla Besses  
Service Quality Coordinator

Parasram Bisesar  
Assistant Supervisor - Equipment

Nicauya Ware  
Dispatcher

Larhonda Johnson  
HRIS Specialist

Greater Cleveland Regional Transit Authority
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

Greater Cleveland Regional Transit Authority
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

Greater Cleveland Regional Transit Authority
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

Greater Cleveland Regional Transit Authority
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

Greater Cleveland Regional Transit Authority
Resolutions
Secretary/Treasurer Update

January 25, 2022
Board of Trustees
Economic Conditions

Unemployment Rate (%)

- Cuyahoga County
- Ohio
- US

Greater Cleveland Regional Transit Authority
Ridership

Ridership by Month
2019 vs. 2020 vs. 2021
(in Millions)

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%

Greater Cleveland Regional Transit Authority
Passenger Fares

Passenger Fares
2019, 2020, and 2021

YTD Variance
(2021 v. 2020)
-10.4%

Greater Cleveland Regional Transit Authority
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
Winter Storm
January 16-17, 2022
Winter Storm, January 16-17, 2022
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
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

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

*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
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. 9th; 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
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
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.
Dr. Megarian, CEO, University Hospital

University Hospital Employees

Greater Cleveland Regional Transit Authority
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
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