

## Minutes

### RTA Organizational, Services and Performance Monitoring Committee Meeting

9:06 a.m., May 11, 2021

**Committee Members:** Byrne (Chair), Moss (Vice Chair), Duarte, Serrano, Weiss

**Other members:** Joyce, Koomar, Lucas, McCall, Pelot

**Not present:** None

**Also Present:** Becker, Benford, Burney, Capek, Catalusci, Caver, Coffey, Corven, Cox, Dangelo, Davidson, Dimmick, Farmer, Fields, Freilich, Garofoli, Gautam, Johnson, Kirkland, Laule, Miller, Mothes, Orlando, Petit, Rusnov, Schipper, Shaffer, Sutula, Swanson, Talley, Walker-Minor

Roberta Duarte took her oath of office as a new Board member. Chief Deirdre Jones took her oath as the new Chief of Transit Police. Ms. Duarte expressed excitement about serving on the Board as an avid public transit rider. The Chief said she is honored to serve. Her goal is for Transit Police to give a gold standard of service. They will serve with dignity and respect.

Mayor Byrne called the meeting to order 9:06 a.m. Five (5) committee members were present. This meeting was conducted by teleconference for members of the Board in accordance with Sub. H.B. 404 of the 133<sup>rd</sup> General Assembly, passed on November 19, 2020, House Bill 197 of the 133<sup>rd</sup> General Assembly, signed by the Governor of the State of Ohio on March 27, 2020 and the March 9, 2020 order of the Governor of the State of Ohio declaring a public health emergency. The meeting was live-streamed on RTA's Facebook page ([www.facebook.com/rideRTA](http://www.facebook.com/rideRTA)) for staff and members of the public.

#### Mobile Ticketing Contract Option

Mark Petit, Deputy General Manager, Innovation and Technology and Shawn Becker, Contract Administrator, gave the presentation. This is the renewal of a software service for mobile device ticketing solution (RTACLE app). We adopted this in 2017 (Resolution No. 2017-008 authorized Contract No. 2017-140 with Passport Parking, Inc.) for fare purchases for mobile phone and visual validation to the operator. This is a three-year base term contract with two one-year options. We're seeking to exercise option year two of two. This is the solution for mobile ticketing. The customer adoption rate has increased, year after year. It's being used substantially. Credit card use on the app is 70% as of 2021.

This was a three-year contract with two one-year options. The base period is NTE \$294,000. Additional features are NTE \$119,500. We exercised option year 1 NTE \$96,000. We're asking to exercise option year 2 NTE \$96,000. Every month there is a fixed portion that is \$5,000 per month (\$60k annually). A variable portion is 1.25% of the mobile ticketing revenue. They negotiated the variable piece NTE \$3,000 per month (\$36k Annually). For that negotiated amount, they anticipated the mobile ticketing revenue would go up over time with this being new technology. They anticipated not having to reach that NTE amount until the end of the contract. However, they reached that amount around year 1. The capped amount helped to not pay extra amount.

Staff requests that the Organizational, Services & Performance Monitoring Committee recommend to the Board of Trustees the approval to exercise option year two of two of the mobile ticketing solution contract with Passport Labs, Inc. in an amount NTE \$96,000.00.

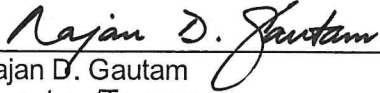
Ms. Moss asked what percentage of payers are using the mobile app and what percentage of fare is collected. Mark said in 2021, fare YTD is \$400,000. Pre-COVID in 2019, it was \$10 million through

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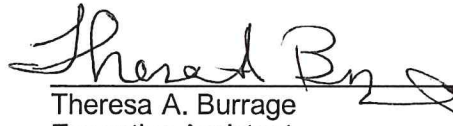
credit card and \$5 million went through the app. Doc said a little over 10% of fares is collected. Customers find it more convenient to purchase fares.

It was moved by Ms. Moss, seconded by Mr. Serrano to move this to the full Board.

The meeting was adjourned at 9:13 a.m.



Rajan D. Gautam  
Secretary/Treasurer



Theresa A. Burrage  
Executive Assistant