

## Minutes

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

9:06 a.m., September 14, 2021

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

**Other members:** Koomar, Lucas, Pellot      **Not present:** Duarte, Joyce, McCall (virtual)

**Staff:** Benford, Birdsong, Burney, Catalusci, Caver, Coffey, Cottrell, Dangelo, Davidson, Dimmick, Fields, Gautam, Gettings, Ghanem, Johnson, Lively, Miller, Mothes, Muti, Petit, Sutula, Talley, Tarka, Togher, Walker-Minor

**Public:** Gibbons, Loh

The meeting was called to order at 9:06 a.m. There were four (4) committee members present. Chief McCall will be out for the next few meetings for medical reasons.

This meeting was live-streamed on RTA's Facebook page ([www.facebook.com/rideRTA](https://www.facebook.com/rideRTA)) for staff and members of the public. Members of the public were allowed to attend in-person. Based on Centers for Disease Control (CDC) guidance to continue to avoid large events and gatherings and Ohio Department of Public Health advice that businesses and other entities may continue to require mitigation measures, as well as RTA's interest in protecting community and employee health and safety, several measures were put in place for in-person attendance, which are spelled out in the meeting notice.

#### IT Update

Mark Petit, Deputy General Manager of Innovation and Technology gave the presentation. Today's discussion will be on the following:

- Future of fare collection
- Innovation & Technology organization
- Innovation

There have been many efforts over the years in fare collection. Recently RTA executives and staff met to figure out the future of fare collection. Goals were defined on how to improve the system:

- Simplified trip planning and fare purchase - mobile technology
- Modern technology platform
- Account based system
- Fare capping
- Implement in measured incremental improvements

The timeline includes:

- Published RFI July 2021 – received 8 responses
- Review RFI September 2021
- Evaluate responses and determine next steps
  - RFP Q4 2021
- Select partner Q1 2022
- Implement initial enhancements in 2022

The objectives of the RFI are gaining understanding of the current state of fare collection, identify opportunities for integration of new, emerging tech in our platforms to support fare collection and to develop some of the performance metrics for the RFP.



Mayor Weiss asked will this replace the existing system. Mark said there are a variety of pathways to go. We have a solid deployment of GenFare hardware. Our app and trip planning could be improved. We can create partnerships with exiting partners or consider changing everything. They are measuring what makes sense.

IT Organization:

- Reorganization
  - Add Director of Service Strategy & Delivery
    - Responsible for delivering a customer focused support organization
  - Add Director of Enterprise Architecture & Applications
    - Responsible for interfacing major business systems & delivering business intelligence (BI)
- Cross-training opportunities – to eliminate silos in knowledge and to improve services internally and externally

The new positions were posted in September.

IT Goals and Priorities:

We've engaged with TransPro. We're taking the Community Value, Customer Experience, Financial Sustainability and Employee Growth and aligning our tactics with our goals.

- Align strategy to GCRTA goals and objectives
- Improve internal customer service
- Increase cybersecurity posture
- Improve disaster recovery
- Engage in a service oriented focus

IT Major Initiatives:

- Move key business systems to cloud platforms
- Service delivery software – helpdesk, PM, transparency
- Microsoft 365 platform
- Core infrastructure enhancements

We're in a hybrid environment. We have a data center and key business systems in the Cloud like Kronos timekeeping. We're leveraging the Cloud because it gives us better disaster recovery, eliminating silos in the IT group and creates a robust system. We recently moved to M365. The new platform is very robust. There are lots of applications and business processes that can be leveraged.

Innovation:

- Continue to leverage cloud
- Implement automation, workflow and digitization – electronic signatures, etc.
- Evaluate digital signage opportunities
- Build partnerships "connecting the community"

There is a multifunctional group working on digital signage. He is forging to build or extend existing partnerships to leverage our infrastructure, potentially our fiber to minimize the digital divide. Mayor Koomar asked what kind of redundancies will be built in terms of data security, storage and backup in the cloud. Mark said the redundancy and security is improving as we move to the cloud such as with Kronos. Within each of our moves to the cloud, there are redundancy data centers being duplicated. From a security standpoint, those sites are securing encrypted log-in from the traffic between here and there. In almost every instance of adopting cloud we are improving our security footprint.



### RFP Procurement for Rail Heater Equipment and Services

Teresa Muti, Director of Power & Way and Sharon Cottrell, contract administrator (for Vanessa Penning), gave the presentation. Her team handle the entire rail infrastructure maintenance including track, signal, line, substation and fiber optics. This project will consist of an update on our switch heaters on our light rail system. Switch heaters are elements that are attached to the gauge side of our switch machines. This component allows the switches not to freeze in the winter. The current switches are out dated and less reliable. They will be monitoring the system with the SCADA system that monitors our substation. This will be a proprietary procurement provided by Kapsch.

#### Project Overview:

- Pilot program performed 2020
  - Moreland Pocket – it was successful
- 50 remaining switches on Light Rail to update
- Manually turning on and off heaters
- Grant funded

#### Project Benefits:

- Remote on and off access
- Monitor voltage & amperage
- Reduction in utility cost
- Cameras – verification – eliminating repair crews on scene and unnecessary trouble calls
- Status check from remote location

This is a sole source procurement with Kapsch Trafficcom USA Inc.

- Procurement received proposal on May 18, 2021
- 0% DBE Goal

Section 306.43 (H)(6) of the Ohio Revised Code states that a sole source procurement is authorized when "the purchase substantially involves the 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, advertising 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."

Sole source with Kapsch Trafficcom USA Inc.

- Proprietary components and software compatible with the existing system
- Ensures operation of the system, so that it can operate as designed

#### Company Strengths and Experience:

- Extensive work with public transit agencies
- Thorough understanding of transit operations and systems engineering
- Prior experience with GCRTA and successful performance of contracts
- Understanding of the Authority's needs and expectations

#### Company Experience:

- Clients include:
  - Greater Cleveland Regional Transit Authority (GCRTA)
  - Metropolitan Atlanta Rapid Transit Authority (MARTA)
  - New York City Transit (NYCT)
  - Bay Area Rapid Transit (BART)
  - New York Power Authority (NYPA)
  - Jacksonville Transportation Authority (JTA)



Organizational, Services and Performance Monitoring Committee

September 14, 2021

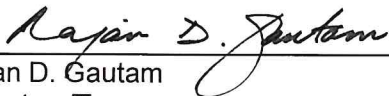
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Staff requests that the Organizational, Services & Performance Monitoring Committee recommend an award to Kapsch Trafficcom USA Inc. for Rail Heater Equipment and Services in an amount not to exceed \$1,442,351.00.

Ms. Pellot asked if this a one to one swap or if due to new technology will they all have to be replaced. Teresa said they all have to be replaced. There will be a box for each switch area on the light rail. Ms. Birdsong asked Teresa to speak on the efficiency of the new equipment. Teresa said they would not have to stop one priority to check the switch heater status. It can be done remotely from a phone, computer, etc. They will be able to provide a better service time. Mayor Weiss asked if this was fully budgeted. Teresa said yes it will be grant funded.

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

The meeting was adjourned at 9:22 a.m.



Rajan D. Gautam  
Secretary/Treasurer



Theresa A. Burrage  
Executive Assistant