

## Minutes

### RTA Board of Trustees Meeting

9:04 a.m. May 24, 2022

**Board Members:** Lucas, (Chair), Biasiotta, Duarte, Joyce, Koomar, McCall, Pellot, Weiss, Welch

**Not present:** Moss

**Staff:** Benford, Birdsong, Burney, Caver, Coffey, Dangelo, Feke, Fields, Freilich, Garofoli, Gautam, Kirkland, Miller, Mothes, Schipper, Talley, Walker-Minor, Young

**Public:** Bingaman, Gibbons, Kisner II (Samuel), Kisner (Kim), Loh, Lowrie, Pinkney-Butts

The meeting was called to order at 9:04 a.m. There were nine (9) board members present.

In accordance with the Ohio Open Meetings Act and House Bill 51, signed into law on February 17, 2022 and effective immediately through June 30, 2022, this meeting will be live-streamed on RTA's Board Page [www.RideRTA.com/board](http://www.RideRTA.com/board) via the meeting date for staff and members of the public. House Bill 51 allows Board members to participate by telephone or video and be considered present as if in person. It also allows Board members to vote and be counted for the purpose of determining a quorum while attending by telephone or video.

It was advised that notice of this meeting have been posted more than twenty-four hours in advance of the meeting, that the usual notification has been given the news media and other interested persons, and that all requirements of the Ohio Revised Code and Rules and Bylaws of this Board regarding notice of meeting have been complied with.

#### Oath of Office

Lauren R. Welch took her oath of office. She was appointed by Mayor Justin M. Bibb, City of Cleveland. Her term runs until March 3, 2025. Ms. Welch is a CMSD alumni and Clevelander. She has ridden transit for a long time. She recognized those who are advocating for transit in the region. She is grateful and hopes that she is making them and the City of Cleveland proud.

#### Transiteers Resolution/Presentation

President Lucas was contacted by Ronald Kisner who informed him of an exhibit at the Western Reserve Historical Society featuring a group of Cleveland Transit System (CTS) operators who performed in a singing group called the Transiteers in the 60's. The Transiteers donated funds to the community. President Lucas attended the opening of the exhibit. The group was active during the time his father was a CTS Board member. He and his family attended performances. The Transiteers sang at a funeral for one of his wife's uncle. Relatives of Ronald Kisner, Kim Kisner, Samuel Kisner and Cleveland Historical Society Director Angie Lowrie were present.

- A. 2022-43 – Expressing congratulations to the family of the a cappella chorus, The Transiteers, in honor of their new exhibit at the Western Reserve Historical Society (WRHS), the adoption of which was moved by Ms. McCall, seconded by Ms. Pellot and approved by unanimous vote.

The family expressed their appreciation for the Transiteers and their grandfather. He encouraged everyone to see the exhibit. Ms. Lowrie gave details about the group and their legacy. The exhibit runs through August 1, 2022.

#### Board Meeting Suspended and Reconvened

9:18 a.m. - President Lucas asked for a motion to suspend the Board meeting to return to the top of the agenda to commence with the committee meetings. It was moved by Mayor Weiss, seconded by Ms. McCall and unanimously approved.

10:10 a.m. - It was moved by Ms. McCall, seconded by Ms. Pellot and unanimously approved to reconvene the Board Meeting.

#### Minutes

President Lucas stated that the minutes from the April 26, 2022 Board Meeting had been previously distributed and reviewed, and asked whether there were any additions and/or corrections. There were no corrections. The minutes were approved.

#### Public Comments – Agenda Items

1. Rev. Pamela M. Pinkney – She is concerned and not complaining. She congratulated the Transiteers. She is waiting for businesses of color to be recognized on vehicles. She asks to partner with RTA on her anti-profanity, pants pull-up and female cover up initiative. This would help with Reso 2022-47 on antibullying. She asks that Juneteenth not be taken lightly. She supports Reso 2022-44.
2. The caller did not identify themselves. The caller asked when the Waterfront Line would be back in service. Mr. Schipper said they will go out for construction later this year. The target is to have it up prior to the 2023 Cleveland Browns season. She asked why the #11 goes from downtown and the #32 is gone and will the 48A be put back on Tarkington and South Miles. Dr. Caver said the #11 was redesigned. The #11 was connected to the old #32 line to provide rides from the city to the suburbs and jobs along that line. Buses who historically had portions of the city now have a longer route with a one seat ride. They have discussed the #48A with the community. This route probably won't come back, but the route is captured by the #50. Rev. Lucas added that work is needed on the bridge for safety reasons.
3. Mr. Rodriguez – He is concerned with the safety at the W. Blvd Cudell Station. There needs to be more security. The #18 needs to run 30 minutes instead of an hour.
4. The caller did not identify themselves. The caller agreed there should be more security at transit stations. Dr. Caver understands the concern. Transit Police visits the stations, and we have a robust camera system.
5. Airric Stewart – Dr. Caver misrepresented the truth to the caller by giving a partial truth and not acknowledging the rest of the route not serving as it should be. The #50 serves 2.4 miles of the previous 48A. After that, it goes in a direction where the 48A didn't go. RTA increased the 48 to run every 30 minutes, which a majority of the route serves north of Miles Avenue, where the 48A was serving. The Board's responsibility is to oversee

management. He showed Eric Johnson hour by hour in a 15-hour period where the #50 and #48 runs and where the #50, #48 and #48A should run.

6. Dontez Taylor – He asked why restrooms are not available at stations. Dr. Caver said the janitorial staff cleans the elevators. Transit systems do not recommend restrooms because of safety reasons like drug use, etc. RTA would not be able to ensure safety for the bathrooms.
7. Robert Winn – (webform) This comment relates to the Quarterly Management Report as well as the performance management presentation. According to the 1Q 2022 Quarterly Management report, breakdowns resulting in delays of 5 minutes or more have increases vs Q4 2021 and Q1 2021. Furthermore, customer satisfaction as measured by the number of complaints has declined. How are these measures captured in the scorecard? Also, how is the number of complaints measured now that "Ride Happy" cards haven't been on vehicles for months?
8. Chris Stocking – (webform) RTA needs to look into text alerts for service outages. RTA had a Commuter Alerts text message service but was discontinued in Fall of 2017. With all due respect to RTA operators and employees. RTA service, including rail service was not operational on MLK Day, January 17th and February 18th, when the NBA All-Star game was in town. That is unacceptable. Snowstorms happen, rail service needs to be running. You left hundreds of riders trying to get to work, medical appointments, or to buy groceries stranded without service or notice of the outage. The fact that the board has had no public discussion about the causes of these service outages and how to prevent them in the future is a major issue. You need a plan to reach riders when service disruptions happen. The minimum you can do is send a text message letting people know service is down. Also installing more displays and real-time countdown clocks with current service information will help those without text messages at bus shelters and stations. Not everyone has a smartphone and data plan to access Transit App. And even if they did many times alerts are not consistently posted on the app. It is hard to remove gloves during a snowstorm to use a smart phone when it is 20 degrees outside even if you have a data plan. Add real-time screens at bus stops and text message communication. Work with staff to develop a plan to not leave riders stranded. Show us that you care about the riders.

Transit Police Chief Jones said the promotion ceremony was held last week. It was the first time it was held at RTA. The exemplary officer for 2021 was awarded. She asked if all board members could attend the next ceremony. She thanked the staff for their support. TP also participated in the Police Memorial parade.

#### Committee Reports

There were no committee reports.

#### Community Advisory Committee (CAC)

There were no reports from the CAC.

#### Ad Hoc Committee Reports

There were no reports.

Introduction of New Employees/Promotions

New Hires:

1. Christopher Anderson, Operator
2. Samuel Davis, Operator
3. Gail Fisher, HRIS Manager
4. Pamela Black, Operator
5. Al Edwards, Operator
6. Horrace Foster, Operator
7. Margaret Colon-Ramos, Talent Acquisition Business Partner
8. Lynda Evans, Talent Acquisition Business Partner
9. Zamir Gardner, Operator
10. Ronald Geis, Operator
11. Bonita Kimbrough, Operator
12. Donald Sims, Laborer
13. Zharia Horn, Operator
14. Jonathan Miller, Electrical Equipment Maintainer
15. Walter Small, Operator
16. Sharon Jenkins, Director of Marketing & Communications
17. Calvin Myers, Operator
18. Timothy Smith, Operator
19. Shawn Stamper, Operator
20. Robert Walker, Operator

Promotions:

1. Chris Anderson, Sergeant
2. Timothy Hassing, Sergeant
3. Robert Cummings, Sergeant
4. Khisa Hudson, Lieutenant
5. Robert Fleig, Public Information Officer
6. Grant Kersh, Construction Engineer
7. Richard Kopp, Lieutenant
8. George Schrieiner, Lieutenant
9. Charles Wilson, Lieutenant

Introduction of Resolutions:

- A. 2022-43 was presented earlier in the agenda.
- B. 2022-44 – Authorizing Contract No. 2022-053 with Statewide Ford Lincoln, for the purchase and delivery of two (2) 2022 Ford F-150 First Responder vehicles and one (1) Police Interceptor Utility Unmarked vehicle for a total price not to exceed \$162,735.00 (RTA Capital Fund, Fleet Management Department budget), the adoption of which was moved by Ms. McCall, seconded by Ms. Pellot and approved by unanimous vote.
- C. 2022-45 – Authorizing an extension and increase to Contract 2016-140 with Passport Labs, Inc., fka Passport Parking, Inc. for the purchase of additional

Mobile Ticketing Solution Services in an amount not to exceed \$56,420.00 (General Fund, Innovation & Technology Department budget), the adoption of which was moved by Mayor Weiss, seconded by Mayor Koomar and approved by unanimous vote.

- D. 2022-46 – Amending Chapter 242 General Manager/Secretary-Treasurer of the Codified Rules and Regulations of the Greater Cleveland Regional Transit Authority, the adoption of which was moved by Mr. Joyce, seconded by Mayor Weiss and approved by unanimous vote.
- E. 2022-47 – Adopting Sections 200.05 “Anti-Bullying and Prevention of Abusive Conduct” and 600.12 “Lactation Policy” of the Personnel Policies of the Greater Cleveland Regional Transit Authority, the adoption of which was moved by Ms. McCall, seconded by Ms. Pellot and approved by unanimous vote.
- F. 2022-48 – Appropriating the Greater Cleveland Regional Transit Authority's expenditures or outlays for the Fiscal Year (“FY”) 2023 Capital Improvement Budget, the adoption of which was moved by Mayor Weiss, seconded by Ms. Pellot and approved by unanimous vote.
- G. 2022-49 – Approving an addendum to the Collective Bargaining Agreement covering conditions of employment with the Fraternal Order of Police/Ohio Labor Council, Inc., the adoption of which was moved by Mr. Joyce, seconded by Mayor Weiss and approved by unanimous vote.
- H. 2022-50 – Memorializing the occasion of the Authority adopting and observing the Juneteenth National Holiday, the adoption of which was moved by Ms. McCall, seconded by Ms. Pellot and approved by unanimous vote.
- I. 2022-51 - Authorizing Contract No. 2022-016 with MP2 Energy NE LLC to provide electricity supply requirements, for a period of three years in a projected amount not to exceed \$7,308,000.00 (General Fund, Rail District Department budget) and in a projected amount not to exceed \$2,967,000.00 (General Fund, Office of Management and Budget Department budget) for a total projected contract amount not to exceed \$10,275,000.00, the adoption of which was moved by Ms. McCall, seconded by Mayor Weiss and approved by unanimous vote.

#### Secretary-Treasurer's Report

Rajan Gautam, Deputy General Manager of Finance and Secretary-Treasurer gave the report. He showed data from the five largest metropolitan statistical areas (MSA) in Ohio which include Cuyahoga, Lorain, Medina, Lake and Geauga counties. Columbus, Cincinnati and Dayton is also shown. Over the last three years, the height of the labor force was February 2020. After the Pandemic, we are inching up to those levels. Columbus MSA has surpassed that level. In February 2020, 1.087 million people were employed. March 2022, 1.092 million people were employed.

YTD ridership through 2022 is about 5.6 million. April ridership was 16% above the April 2021 levels. Passenger fares for April 2022 was nearly \$2 million which is 16.1% lower than April 2021. These numbers are being presented on a cash basis, so the difference is a timing issue.

Revenue is 18.9% lower than budget. YTD passenger fares is 22% higher than the same period in 2021. Mobile ticketing totaled nearly \$449,000 or 34.3% higher than April 2021. Sales Tax has been the greatest source of unrestricted revenue for the general fund. May 2022 receipts which is based on the February 2022 activity is 5.3% higher compared to the previous May and 3.2% higher than budget. Fifteen of the 23 categories were positive in May.

Motor Vehicles & Watercraft is 1.2% higher. On-Line Sales is 19.1% higher. Regular & Statewide Sales is 11.0% higher. The \$81.3 million that remain to be drawn down which was budgeted for 2022 in ARP funds have been fully drawn down in April.

### General Manager/CEO Report

Dr. Caver, Chief Operator Officer, presented on behalf of the General Manager, CEO. The team has been busy advocating for transit investment in the community. On May 5, GM/CEO India Birdsong met with U.S. Secretary of Transportation Pete Buttigieg and U.S. Congresswomen Shontel Brown in conjunction with Tri-C. The meeting highlighted the nexus between transportation and education and new strategies organizations can use for workforce development. They discussed the IJA funding, which is the largest infusion of public funds. Ms. Birdsong facilitated a townhall meeting with the speakers. Board member Valarie McCall and President Lucas were in attendance.

Transit Police held a promotion ceremony last week. President Lucas, Ms. Birdsong and Dr. Caver gave remarks. Mayor Weiss was also in attendance. On April 25, Ms. Birdsong spoke at Cleveland.com's Mentoring Monday. She presented to hundreds of women about balancing personal obligations and career. RTA held a job fair at Graffiti HeArt art complex. Board Member Luz Pellot works there. Ms. Pellot was excited about hosting the event and said it was a great turnout. She looks forward to future events. Dr. Caver welcomed Lauren Welch to the Board. She was appointed by Mayor Justin Bibb, City of Cleveland. The Transiteers CTS performance group was honored today. Their exhibit is on display at the Western Reserve Historical Society. The executive team held a retreat last week at Tri-C. The team took personality assessments and worked on problem solving, team building, communication brainstorming. The group partnered with Tri-C and Boys and Girls Club to build bikes.

WTS recognized RTA as the Employer of the Year at their Annual Conference in Seattle, Washington. Maribeth Feke, Director of Programming and Planning received the award on behalf of RTA. A brief thank you video from RTA was played. Ms. Birdsong added that RTA has been involved in the community and country in a major way.

### President's Report

Rev. Lucas thanked the leadership at RTA. He welcomed Ms. Welch to the Board.

### Public Comments

1. Rev. Pamela M. Pinkney – A light rail operator is concerned about the homeless. The homeless need assistance. They don't need to be incarcerated or put in the hospital. The Superior Rapid Station still needs work. The adopted shelters need to be maintained. She is concerned about fare not being collected on the Red Line. She requested another meeting with Ms. Birdsong. She wants to attend the next Mentoring Monday event. She asked about people of color working in Media and Communications and working in

administration and leadership. She also asked about people of color involved in Mentoring Mondays.

2. Chris Martin – In the quarterly management report, RTA said that breakdowns resulting in 5 minutes or more delays are increasing. Also, customer satisfaction measured by complaints is declining. He asked how these are measured on the scorecards since Ride Happy Ride Free cards are not on the vehicle anymore. He asked how the capital improvements funded under the Infrastructure Bill will increase access to transit and if Transit Police will sign a MOU with the City of Cleveland police. And is RTA will agree to only cite under the amended Cleveland ordinance as it moves through the legislative process and decline to cite under the State of Ohio statute.

Dr. Caver said the customer service survey gives us a barometer on the aggregate customer satisfaction. We still have a customer complaint system. We measure boardings per complaints and measure the timing of how we get back to customers. The Ride Happy Ride Free program does not exist anymore. RTA Transit Police must police the entire county and will do that under the State code. The elevator at Superior Station is operating. TP is working with the homeless. We partner with organizations like the Homeless Coalition and the County to provide services.

3. Loh – In the past, a lot of things were sacrificed because of a tight budget. A lot of things have become hit or miss due to a lack of miscommunication. The retreat will give the board a chance to balance the situation and not let the budget control the service. RTA should serve the entire community no matter their economic situation.
4. Evangelist Anderson – She asked why certain buses don't run on weekends. Dr. Caver said with the NextGen redesign, we increased Saturday and Sunday service for better connectivity. She said the #40 needs to run every 20-30 minutes on the weekend.
5. Airric Stewart – He repeated his comments from earlier about the 48A. He said his recommendations provide more efficient service to work, school and healthcare facilities.
6. Dontez Taylor – He asked why the #8 runs hourly when the #11 ran every 15 minutes.

#### Executive Session Requested

11:11 a.m. - Rev. Lucas asked for a motion to consider the appointment, employment, dismissal, discipline, promotion, demotion, or compensation of a public employee or official. It was moved by Mayor Koomar, seconded by Ms. McCall. There were nine (9) ayes, and none opposed. President Lucas said there may be some business after the executive session.

12:09 p.m. – Mayor Koomar made the motion to come out of executive session, seconded by Ms. Pellet. There were nine (9) ayes, and none opposed.


President Lucas said General Manager, CEO India Birdsong recommended the hiring of Janet Burney as the new General Counsel for the Greater Cleveland Regional Transit Authority. President Lucas asked for a motion to approve the hiring of Janet Burney. It was moved by Mayor Weiss, seconded by Mayor Koomar. There were nine (9) ayes for approval, and none opposed. Ms. Burney thanked the Board for their approval and President Lucas for his support and encouragement. She thanked Ms. Birdsong for selecting her and for her confidence in the

Legal Division. This continues her commitment to public service. She understands the importance of RTA to the community and region. She thanked Sheryl King Benford for her 20+ years of excellent service. She acknowledged the hard work of the Legal team. Ms. Birdsong congratulated Janet and thanked the Board and staff for their support.

Upcoming Meetings

The next regular Board meeting is scheduled for **Tuesday, June 28, 2022**, in the Board Room of the Authority, Root-McBride Building, 1240 West Sixth Street, Cleveland, Ohio 44113. This meeting will be live streamed on RTA's Board page ([www.RideRTA.com/board](http://www.RideRTA.com/board)) by selecting the meeting date. The public is welcome to attend in person.

The meeting was adjourned at 12:15 p.m.



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President

Attest:



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Secretary-Treasurer