

Minutes

RTA Organizational, Services and Performance Monitoring Committee Meeting

9:03 a.m., November 1, 2022

Committee Members: Moss (Vice Chair), Weiss, Welch

Other Board Members: Joyce, Koomar, Lucas **Not present:** Biasiotta, McCall, Pellot (virtual)

Staff: Becker, Birdsong Terry, Burney, Catalusci, Caver, Dangelo, Davidson, Dietrich, Dimmick, Feke, Feliciano, Ferraro, Fesler, Fields, Flannery, Fleig, Freilich, Garofoli, Gautam, Jones, Kirkland, Manning, Miller, Mothes, Rusnov, Schipper, Sulik, Sutula, Swetel, Tarka, Walker-Minor, Woodford

Public: Kraus, Gibbons, Loh, Petrella, Shaker

The meeting was called to order at 9:03 a.m. Three (3) committee members were present.

RFP Procurement for Uniform Items

Scott Ferraro, Sr. Director, Labor & Employee Relations and Maggie Swetel, Contract Administrator, gave the presentation.

The ATU contract requires the RTA to provide uniform allowances to about 1,100 employees. Operators/Supervisors receive a yearly uniform allowance of \$450. Customer Service Representatives receive \$250 yearly. RTA must ensure employees are recognizable, professionally dressed, and project a positive image.

Summary of current program:

- Uniform items are selected and approved by RTA. Uniform items are reviewed with the ATU.
- The current program is administered by Workwear Outfitters, LLC (formerly VF Imagewear). Been working with them for nine years.
- Employees currently use the Schwarz Uniform store, located at 4711 State Road, Cleveland, for ordering, pick-up, and sizing.

The successful proposer will:

- Be responsible for all facets of uniform sales to eligible employees
- Maintain a local store location that can assist in ordering process
- Monitor employee allowance accounts and ensure they are used in accordance with the CBA and GCRTA's policies and procedures
- Maintain accurate and auditable sales, order, and inventory records

Procurement Overview

The RFP was issued July 5, 2022. It was accessed on the GCRTA website by 24 interested parties. One firm proposed. The evaluation panel consisted of various RTA departments using select criteria. The recommended firm is Workwear Outfitters, LLC. They are in Nashville, TN. They will partner with Schwarz Uniforms, Cleveland, OH. The DBE Goal is 0%.

Firm Experience:

- Leading supplier/manufacture of public safety, service, security, industrial, protective, and image uniforms in North America
- Operates company-owned manufacturing facilities located throughout U.S. and internationally

- Strong inventory management and reporting
- Workwear Outfitters, LLC. employs an experienced team specializing in the management of complex uniform programs servicing Federal, State, and Municipal Government agencies and Fortune 500 corporations
- Owns and operates a dedicated distribution facility in Henning, TN, which is ISO 9001 certified and specifically equipped for large, pack-by-man uniform programs
- Worldwide Responsible Apparel Production (WRAP) certified
- Current clients include: GCRTA, Department of Homeland Security, FedEx, Long Island Rail Road, and the NYC Fire Department, among others
- Workwear Outfitters, LLC. commits to maintaining the required amount of inventory in a broad range of standard sizes as well as a non-stock program with pre-made patterns of non-standard sizes to shorten delivery time
- Offers employees secured on-line ordering

Staff requests that the Organizational Services and Performance Monitoring Committee recommend to the Board of Trustees the award to Workwear Outfitters, LLC to provide Operator Uniform Services in an amount NTE \$1,500,000 for the base three-year contract and in amounts NTE \$500,000 for each option year for a total contract amount NTE \$2,500,000 for the five-year period. This total contract amount is the same total amount awarded under the previous five-year contract and is the budgeted amount for this project.

Ms. Moss asked why staff thought they only received one bid and what can be purchased with the contract amount. Ms. Swetel said on the previous contract they received two proposals. The potential bidders said they couldn't provide the required qualifications, or they didn't have time to submit the proposal. Mr. Ferraro said at a recent conference he attended some agencies had to renegotiate their union contract because of Buy America and they could not find a provider in the U.S. The allowance will allow union employees to purchase a few pairs of pants, shirts, jacket, shoes, etc. Staff will provide a price list for each item.

Ms. Welch asked if there were other vendors in Ohio. Mr. Ferraro said there were no uniform manufacturers in Ohio. Workwear Outfitters make some items, but they bid out for the rest of the items. Providers on previous contracts have had to do the same thing. Mr. Garofoli added that at one time the union sold uniforms. Previously they used an outside vendor that was not responsible. They have audited this vendor and tested their ordering systems. He is satisfied that this is a solid vendor. It was moved by Ms. Welch, seconded by Mayor Weiss and approved to move to the full Board.

Bus Option

Dan Dietrich, Director of Fleet Management and Glenville Manning, Contract Administrator, gave the presentation. This presentation is on exercising an option under contract no. 2020-071 with Gillig, LLC. for the purchase of up to twenty (20), 40-ft CNG coaches. RTA operates fixed route buses that serve over 75% of our customers. To provide safe, reliable, and cost-effective service, buses must be replaced on a regular cycle. FTA recommends replacement of transit buses at twelve years. Some features include passenger information system, contoured plastic seats, tip-in vented windows, 360 cameras, DriveCam windshield camera, fare validator prewire and factory installed driver shield.

The Board of Trustees approved Resolution No. 2021-022 on March 23, 2021, authorizing Contract No. 2020-071 with Gillig, LLC. for the manufacture and delivery of up to twenty (20), 40 ft. CNG coaches, spare parts, tooling, and training in an amount not to exceed \$11,052,060.00 with options to procure up to eighty (80) additional coaches, spare parts, tooling, and training to be delivered over the five (5) year contract term.

There is a critical need to replace additional coaches that have exceeded their useful life. Funding has been identified to procure up to twenty (20) new coaches under a contract option. Gillig, LLC. will have capacity available to meet GCRTA's production need.

Delivery Schedule:

- Anticipated delivery of these twenty (20), 40-ft CNG coaches are scheduled to be completed in the 3rd quarter of 2023.
- These twenty (20) coaches will be in addition to the base order of twenty (20) coaches and an option order of twenty (20) coaches, bringing the total delivery to sixty (60) coaches by the end of September, 2023.

As required as part of the original negotiated contract, the price for all Option vehicles is calculated using the unit price of the base order vehicles, adjusted by multiplying this price by the following fraction to incorporate inflation:

- Latest Producer Price Index ("PPI") Number Prior to Notice of Exercise of Option / Index Number on Effective Date of the Contract.
- This calculates to a unit price per coach for this Option at \$652,031.56, as compared to the base unit price per coach of \$540,707.00.

Staff requests that the Organizational, Services & Performance Monitoring Committee recommend to the Board of Trustees the award of a contract option with Gillig, LLC for the purchase and delivery of up to an additional twenty (20), 40-ft CNG coaches, in an amount not to exceed \$13,040,631.20. This purchase will be funded from the RTA Development Fund, including multiple Capital Grants.

President Lucas asked if the screen on the front of the coach can be changed. Mr. Dietrich said the screen can be changed. Mayor Weiss asked about the fare validator prewire and if the purchase increase was 20%. Ms. Dietrich said prewire work is in preparation for the new fare validators. Mr. Manning said the start of the inflation rate was effective March 2021. It was moved by Mayor Weiss, seconded by Ms. Welch and approved to go to the full Board.

Microtransit

Maribeth Feke, Director Programming & Planning, Mayor Edward Kraus, City of Solon and Lexi Petrella, Director of Governmental Affairs, Share Mobility gave the presentation. Mayor Kraus and his staff created the Solon Mobility Task Force to brainstorm how to get workers to job hubs in his city. State Senator Matt Dolan came up with the idea. He thanked RTA for their partnership. They have added four bus shelters and worked with RTA to expand the route to SOM Center Road through the retail and industrial areas. They are using data to determine where additional stops and trash containers can be added.

RTA Micro Transit Pilot Program:

- A short-term (18 months) pilot program to connect work sites to RTA service
- Helpful where the first/last mile of a commute trip is not easily navigated
- Must pick-up/drop off at an RTA Facility
- Work Site needs to be within Cuyahoga County
- Route/schedule is flexible
- Cannot duplicate RTA existing service
- RTA awarded contract in April for \$300,000 to Share Mobility (50%)

Share Mobility is a transit software company. They have a dispatching app with a proprietary algorithm for routing. They have a rider web application and driver app. They partner with companies, local governments, and transit agencies to maximize transit and workforce transportation. They can provide vehicles and operators for a full mobility program. Share wants to support equitable and sustainable transportation options and support transit agencies in the State. They created two

zones in Solon and Bedford Heights that are focused on workforce opportunity areas. Solon is the first focus. Four bus lines connect to the Southgate Transit Center. This will be a connector point to funnel workers out to job hubs in Solon. They have six vehicles with one being ADA assessable.

Their marketing efforts to companies include the following:

- Engagement materials
- Employer outreach
 - Emailed information
 - Lunch and learn opportunities
 - Door-to-door flyer drop offs
 - Virtual presentations
- Rider training and engagement
- Surveys for program evaluation

Employer Contribution

Employer Contribution	
Number of Employees	Monthly Contribution
1 - 100	\$500
101 - 250	\$1,250
251 - 500	\$2,500
501 - 1000	\$5,000
1001+	\$7,500

- Unlimited usage during the Pilot Period
 - 1st - those employees already utilizing the RTA
 - 2nd - those that can convert to RTA riders
 - 3rd - using the routes are recruitment corridors to fill open jobs
- Help them keep their talent at a higher rate and fill open jobs
- Creating equitable access to transportation
- Long term goal is to have this funded by the businesses to keep it sustainable for years to come
- This is the pilot pricing

They have six companies that are interested in the program.

Program Benefits

Riders

- Expanded employment opportunities
- Decreased financial burden in transportation cost

RTA

- Increased ridership
- Providing better access to jobs across NEO

Employers

- Expanded recruitment opportunity
- Improved employee retention
- ROI based on Jobs filled

Community

- Equitable mobility innovation
- Climate impact through SOV reduction
- Payroll tax increase

Ms. Welch asked if the shuttle runs during late shifts. Ms. Petrella said the shuttle service is in line with the RTA lines that access the Southgate Transit Center. She added that this is not an on-demand service. Riders must schedule 18 hours in advance. In cases where a bus is running late, their team will have extra vehicles if needed. Mayor Weiss asked how the scheduling is done. Ms.

Petrella said they have a smartphone app which can be used on the computer. Mr. Joyce asked what the employers are saying. She said they have a lot of interest, but no one signed up yet. Ms. Moss asked about the launch date and how the program is marketed to potential employees. She said the goal is to launch mid-November. They work with nonprofits to highlight their work. RTA will share their workforce development network with Share. Ms. Birdsong Terry thanked the mayor and staff for their work.

Ms. Pellet asked if this model is compatible with hospitality and retail areas. Ms. Petrella said this can benefit those areas. This program is for Solon and Bedford Heights. Other partnerships can be added to different areas. Data from this pilot will be used to determine needs in other areas. This update was informational and doesn't require any action.

Paratransit Service Committee

Nick Davidson, Paratransit District Director, gave the presentation. Today's focus is on the voice of the customer provided by two surveys conducted by TransPro and NOBLE. Today's discussion will center around two of the five Operational Priorities: Improving the Customer Service Experience and Increasing On Time Performance (OTP).

NOBLE Survey:

- Northern Ohioans for Budget Legislation Equality
 - Survey February 2020 – March 2021
 - Met with NOBLE via CAC (ADA) & Conference call
- 55 Survey Responses
- Included Demographics (results mirrored Traction)
- Overall Customer Experience (application & use)
- Top concerns of customers

Top Concerns

- Application is difficult
- Reapplication is undesirable
- OTP
- Safer pick-up and drop-off locations
- Customer Service

NOBLE Survey Results

- Overall User Experience 3.4 out of 5
- On time performance 3.4 out of 5
- Operators' customer service 3.8 out of 5
- Dispatch communications 3.3 out of 5
- Reservations communication 3.7 out of 5
- Younger riders rated their experience lower

RTA was working on some of these items to address these same concerns. RTA Improvements include:

Application Experience

- Application reduced from 17 to 7 pages (Feb 2021)
 - Reduced Flesch-Kincaid score to improve readability
- Reapplication reduced from 7 to 3 pages (Mar 2021)
- Cross-trained staff to reduce processing time

Reservation Experience

- Staffing restructured during COVID
- Staffing shortages (Late Spring – Summer 2022)
- Expanded staffing to accommodate growth
- Back to normal (October 2022)

Ridership & On-time Performance

- Four (4) days at or above pre-COVID ridership
- Record ridership on Saturdays (120%)
- Reduced no-shows, cancel-at-the-door and late cancellations

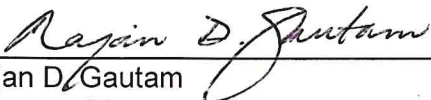
On-Time performance during COVID was 90%. They have sustained that. The last few months it dipped due to record ridership and shortage of operators. But ridership is still in the mid 80% range. Service infractions training was started to educate customers with high levels of cancellations and no-shows. They have reduced those by 40% from 8% to 4%.

TransPro Customer Survey

Through a random survey of customers taking paratransit in the last 6 months they received 355 responses. Looking at customer satisfaction, 9.5 out of 10 customers are most satisfied with vehicle cleanliness, safety, and operator helpfulness. Items for improvement include staff scheduling availability, easy scheduling, and on-time performance. But these items are still within the 83%-90% customer satisfaction level. Looking at the Net Promoter Score (64%), customer satisfaction is looked at in terms of Promoters, Passives and Detractors. RTA is 25% above their paratransit industry peers which is 51%. They will continue to listen to the voice of the customers and make improvements.

President Lucas is happy with the improvements that have been made. Ms. Birdsong Terry added that she has met with staff and members with NOBLE. Going forward, this data will flow through the CAC. RTA will inherit the TransPro survey methodology and will take NOBLE surveys into consideration. Survey questions will be refined and represented of all paratransit users.

The meeting adjourned at 10:05 a.m.



Rajan D. Gautam
Secretary/Treasurer



Theresa A. Burrage
Executive Assistant