

Minutes

RTA Organizational, Services and Performance Monitoring Committee Meeting

9:57 a.m., November 15, 2022

Committee Members: Biasiotta (Chair), Weiss, Welch

Other Board Members: Joyce, Koomar, Lucas, Pellot **Not present:** McCall, Moss

Staff: Biggar, Birdsong Terry, Bowles, Burney, Caver, Crawshaw, Dangelo, Davidson, Dietrich, Fields, Fleig, Freilich, Garlock, Garofoli, Gautam, Ghanem, Hudson, Jones, Keshtkaran, Kirkland, Miller, Mothes, O'Donnell, Schipper, Scott, Sutula, Talley, Walker-Minor, Woodford, Zimmerman

Public: Cobhan, Fowler, Gibbons, Loh, Pinkney-Butts, Sampson, Tarter

The meeting was called to order at 9:57 a.m. Three (3) committee members were present.

Quarterly Management Report – 3rd Quarter

India Birdsong Terry, General Manager, CEO gave the presentation.

- Total Revenues: 4.4% higher than budget
 - Passenger Fares – 15.2% higher
 - Sales & Use Tax – 4.7% higher
 - Routine Revenues – 5.9% higher (Fares, Sales Tax, Other Revenue)
- Operating Expenses: 7.7% lower than budget
 - Total personnel costs: 6.1% lower than budget – due to reduced cost in healthcare and parts inventory.
 - Fuel hedging – continues to help stabilize costs

Ridership will increase over time. Ridership is 18.6% higher than last year with most of the increase in Light Rail, Paratransit and fixed route.

- Transfers to Other Funds
 - Reserve Fund:
 - \$10 million in Rolling Stock Reserve
 - \$50 million in Revenue Stabilization
 - \$878,615 in 27th Pay
 - Capital Improvement Fund:
 - \$44.7 million transferred
- Federal Stimulus Funding drawn down in 2022
 - ARP: \$81.2 million

We have 47 active grants. Twenty-nine are formula grants and 18 are competitive or discretionary. Page 9 breaks down the allocation of funds for the vehicle replacement. We have close to \$900,000 attributed to paratransit vehicles.

RTA is committed to cleanliness with the RTA Cleans program. The Community Connection Line was rolled out this quarter for customers to comment on our service and get their questions answered. The EZfare program was rolled out this year. The fare validators are being installed on all vehicles. A few new hires and workforce programs are in place. The Positive Impact Program provides mentors to incoming operators. ADA upgrades were made to the Southgate Transit Center. The team continues to evaluate our property to increase access for the ADA community. Job Fairs continue

with hiring new team members on the spot. We continue our commitment to safety with the Safety Committee. We received \$11.5 million in grants with \$8 million going to Rail Car Replacement and \$3.5 million for bus improvement. Mayor Weiss asked if the \$81.2 million ARP funds are the final funds. Mr. Gautam said this is the last of the funds that were drawn down in August. No additional stimulus funds are expected.

TransPro Scorecards

India Birdsong Terry, General Manager, CEO and Ehren Bingaman, Managing Principal, TransPro gave the presentation.

Performance Management Cadence

This is the last report of the year. This quarter, customers were surveyed. Quarter four will report out in Jan-Feb.

Path to Success: FY22

The new mission for RTA is Connecting the Community. The new vision is "Leading the Delivery of Safe and Creative Mobility Solutions and Community Connections." We measure metrics, not activities and review our progress and deliver outcomes.

Q3 Organizational Results

The four Organizational Success Outcomes are Customer Experience, Community Value, Financial Sustainability and Employee Engagement. The Net Promoter Score (NPS) is how well we are doing according to our customers. How likely are customers likely to recommend RTA. We want to turn detractors to promoters and get passives on the positive side. Transit Agencies are at 42% NPS. Q3 results include Customer Experience (37%/goal is 26%), Community Value (84%/goal is 89%), Financial Sustainability (on track to deliver / goal is \$0 deficit) and Employee Engagement (-2.5% / goal is -2%). Data for a 2nd round of employee feedback will be available November 21 and will be reported out February 2023.

Community Perception of Value is trending in the positive at 84% compared to the industry standard of 81%. Customer Satisfaction with RTA services is in line with the industry sampled average of 79%. On-time performance is 72% compared to the 70% industry average. Operator Courtesy is 70% compared to a 77% industry average. Vehicle Cleanliness is 50% compared to a 67% industry average.

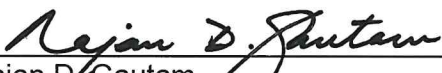
Organizational Tactics

Opportunities to maintain and grow excellence are in the areas of cleanliness and safety and security on the bus and trains and waiting for the bus and trains. The three areas of focus are clean, safety and on-time. RTA has leaned into the work they are committed to do. They hold each other accountable for the work and meet monthly to discuss the work and progress. The Transit Ambassadors Program has been added. There has been increased manpower for bus cleaners and other cleaning initiatives. OTP data continues to be reviewed to address issues. Mr. Biggar said their cleaning challenge approach has been replicated on the Safety side. Operations meets weekly with Transit Police to continually focus on safety and cleanliness. RTA's organizational scorecard is 102 out of 100 points.

Quarterly Reporting Cadence and Schedule

Quarter four results will be reported out in Jan-Feb. 2023. They will look at the current goals to formulate goals for 2023. They want to eventually incorporate the goals into employee evaluations. Mayor Koomar asked about the drops from quarter to quarter on the Industry Benchmarking and Key Performance Driver slide. Mr. Bingaman said it could have been cleanliness challenges due to the weather. As far as safety, we were coming out of COVID and returning to public use. The team leaned in and put strategies in place. Ms. Birdsong Terry added that as you get into the surveys and customers see the validity, they are being more honest with their responses. Mayor Koomar asked about the -2.5 score for employee engagement and what is the scoring range. Mr. Bingaman said the Net Promoter Score is measured from -100 to 100. The goal is -2% which would be a 10% improvement for this category. Hopefully there were improvements made from the last survey. Ms. Welch suggested there be a campaign to promote this data in the community. Ms. Birdsong Terry confirmed that there is a plan to roll out the data.

The meeting adjourned at 10:30 a.m.



Rajan D. Gautam
Secretary/Treasurer



Theresa A. Burrage
Executive Assistant