Operational Planning & Infrastructure Committee

Chair: Ms. Lauren R. Welch
2023 Service Management Plan

Presentation to
RTA Board of Trustees
Operational Planning & Infrastructure Committee
November 15, 2022
Overview

- The 2023 Service Management Plan (SMP) is aligned with the recommended 2023 budget
- The budget provides for the current service level to continue through 2023
- Per Board policy, the SMP reports current bus route performance and outlines plans for the coming year
- Ridership continues to recover from COVID-19
  - See charts on next slides
Weekday Average Daily Fixed-Route Ridership
October 1-30, 2020, 2021, and 2022 compared to Pre-COVID Benchmark Period (1/1/2020 - 3/8/2020)

- Pre-COVID Benchmark: ~96,000 Daily Avg. Passengers
- 48% of Pre-COVID Benchmark
- 61% of Pre-COVID Benchmark
- 71% of Pre-COVID Benchmark

Note(s):
- Values from October 2020, 2021, and 2022 are displayed as a percentage of the Average Daily Fixed-Route Bus and Rail Ridership for Weekdays

Greater Cleveland Regional Transit Authority
Weekend Average Daily Fixed-Route Ridership
October 1-30, 2020, 2021, and 2022 compared to Pre-COVID Benchmark Period (1/1/2020 - 3/8/2020)

Pre-COVID Benchmark:
~40,000 Daily Avg. Passengers

66% of Pre-COVID Benchmark

74% of Pre-COVID Benchmark

91% of Pre-COVID Benchmark

Note(s):
- Values from October 2020, 2021, and 2022 are displayed as a percentage of the Average Daily Fixed-Route Bus and Rail Ridership for Weekend days

Greater Cleveland Regional Transit Authority
Service Plans for 2023

• Continue monitoring NEXT GEN system performance
• Respond to building, road, bridge construction projects
• Provide temporary service for rail construction projects and major special events
• Improve bus stop safety and informational signs
• Improve transit waiting environments on priority corridors
• Continue to focus on service reliability
2022 Bus Route Performance Summary

- Service Management Plan details 41 routes
- 10 perform in lowest quartile of their route category
- Ridership and productivity are still growing
- When designed with community input, some routes will always have lower productivity
Questions?
Proposed FY 2023 Budget

Operational Planning & Infrastructure Committee

November 15, 2022

Office of Management & Budget
Agenda

• Budget Schedule
• Economic Assumptions
• FY 2023 Proposed Budget
• Public Hearing
FY 2023 Budget Schedule

May 2022
- FY 2023 CIP Adopted by Board of Trustees

July 2022
- FY 2023 Tax Budget Adopted by the Board of Trustees

August 2022
- Begin FY 2023 Operating Budget Development

November 2022
- Present Proposed FY 2023 Operating Budget to Board of Trustees
- Public Hearing

December 2022
- Proposed FY 2023 Operating Budget review and recommendation for adoption
- Public Hearing
2023 Economic Assumptions

- Inflation: 3.5% - 7.0%
- Interest Rates: 3.5% - 4.5%
- Federal Assistance (Stimulus): $0 million
- Ridership: modest growth
- Service Levels: modest growth
- Sales Tax: modest growth
- Wage Increases: largely contractual
## Revenues

<table>
<thead>
<tr>
<th></th>
<th>2021 Actual</th>
<th>2022 Estimate</th>
<th>Proposed 2023 Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger Fares</td>
<td>$21.5</td>
<td>$24.2</td>
<td>$24.7</td>
</tr>
<tr>
<td>Sales &amp; Use Tax</td>
<td>239.3</td>
<td>254.4</td>
<td>259.0</td>
</tr>
<tr>
<td>Reimbursed Expenditures</td>
<td>14.8</td>
<td>5.0</td>
<td>5.0</td>
</tr>
<tr>
<td>Advertising, Investment Income, Other</td>
<td>2.3</td>
<td>4.1</td>
<td>4.7</td>
</tr>
<tr>
<td><strong>SubTotal</strong></td>
<td><strong>277.9</strong></td>
<td><strong>287.7</strong></td>
<td><strong>293.4</strong></td>
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<tr>
<td>Federal Stimulus reimbursements</td>
<td>122.2</td>
<td>81.3</td>
<td>0.0</td>
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<tr>
<td>Revenue Stabilization Transfer</td>
<td>0.0</td>
<td>0.0</td>
<td>6.5</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>$400.1</strong></td>
<td><strong>$369.0</strong></td>
<td><strong>$299.9</strong></td>
</tr>
</tbody>
</table>
PROPOSED 2023 BUDGETED POSITIONS
BY DIVISION

Operations 87.4%
Finance 3.5%
Engineering & Project Management 1.3%
Legal Affairs 1.7%
Human Resources 2.5%
Innovation & Technology 1.4%
Admin & External Affairs 0.9%
Executive 1.3%

Budgeted Full-Time Equivalent (FTE) Positions 2,396.5

Greater Cleveland Regional Transit Authority
## Expenditures

<table>
<thead>
<tr>
<th>(in Millions)</th>
<th>2021 Actual</th>
<th>2022 Estimate</th>
<th>Proposed 2023 Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payroll (Salaries, Overtime, Taxes, Fringes)</td>
<td>$197.6</td>
<td>$204.9</td>
<td>$213.7</td>
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<tr>
<td>Fuel &amp; Utilities</td>
<td>12.8</td>
<td>13.3</td>
<td>14.9</td>
</tr>
<tr>
<td>Inventory</td>
<td>12.8</td>
<td>10.2</td>
<td>12.5</td>
</tr>
<tr>
<td>Services, Materials, Supplies</td>
<td>18.8</td>
<td>20.8</td>
<td>24.6</td>
</tr>
<tr>
<td>Purchased Transportation</td>
<td>9.3</td>
<td>8.1</td>
<td>9.2</td>
</tr>
<tr>
<td>Other Expenditures</td>
<td>6.0</td>
<td>5.5</td>
<td>7.5</td>
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<tr>
<td>Transfers</td>
<td>213.0</td>
<td>119.6</td>
<td>41.9</td>
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<td><strong>Total Expenditures</strong></td>
<td><strong>$470.3</strong></td>
<td><strong>$382.4</strong></td>
<td><strong>$324.3</strong></td>
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</table>
# General Fund Overview

<table>
<thead>
<tr>
<th></th>
<th>2022 Estimate</th>
<th>Proposed 2023 Budget</th>
<th>2024 Plan</th>
<th>2025 Plan</th>
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</thead>
<tbody>
<tr>
<td>Total Revenues</td>
<td>$369.0</td>
<td>$293.4</td>
<td>$299.0</td>
<td>$304.8</td>
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<tr>
<td>Operating Expenditures</td>
<td>262.8</td>
<td>282.4</td>
<td>289.8</td>
<td>301.4</td>
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<tr>
<td>Revenues over/(under) Expenditures</td>
<td>106.2</td>
<td>11.0</td>
<td>9.2</td>
<td>3.4</td>
</tr>
<tr>
<td>Transfers to Other Funds</td>
<td>119.6</td>
<td>41.9</td>
<td>40.3</td>
<td>35.3</td>
</tr>
<tr>
<td>Total Revenues over/(under) Total Expenditures</td>
<td>(13.4)</td>
<td>(30.9)</td>
<td>(31.1)</td>
<td>(31.9)</td>
</tr>
<tr>
<td>Revenue Stabilization Sub-Fund</td>
<td>0.0</td>
<td>6.5</td>
<td>30.0</td>
<td>34.0</td>
</tr>
<tr>
<td>Beginning Balance</td>
<td>62.4</td>
<td>49.0</td>
<td>24.6</td>
<td>23.5</td>
</tr>
<tr>
<td>Available Ending Balance</td>
<td>$49.0</td>
<td>$24.6</td>
<td>$23.5</td>
<td>$25.6</td>
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</table>
## FY 2023-2027 Capital Improvement Plan

### 2023 - 2027 COMBINED CAPITAL IMPROVEMENT PLAN

**Combined Budget Authority**

<table>
<thead>
<tr>
<th>PROJECT CATEGORY</th>
<th>2023 Budget</th>
<th>2024 Plan</th>
<th>2025 Plan</th>
<th>2026 Plan</th>
<th>2027 Plan</th>
<th>2023-2027</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus Garages</td>
<td>$3.5</td>
<td>$3.9</td>
<td>$0.0</td>
<td>$2.2</td>
<td>$0.5</td>
<td>$10.1</td>
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<tr>
<td>Bus Improvement Program</td>
<td>$37.1</td>
<td>$23.1</td>
<td>$23.1</td>
<td>$23.1</td>
<td>$23.1</td>
<td>$129.5</td>
</tr>
<tr>
<td>Equipment &amp; Vehicles</td>
<td>$9.1</td>
<td>$5.2</td>
<td>$15.1</td>
<td>$16.0</td>
<td>$13.5</td>
<td>$58.9</td>
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<td>Facilities Improvements</td>
<td>$22.0</td>
<td>$24.4</td>
<td>$13.6</td>
<td>$15.7</td>
<td>$12.4</td>
<td>$88.1</td>
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<tr>
<td>Other Projects</td>
<td>$2.6</td>
<td>$4.6</td>
<td>$23.1</td>
<td>$26.1</td>
<td>$2.6</td>
<td>$59.0</td>
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<tr>
<td>Preventive Maint./Oper. Reimb.</td>
<td>$2.1</td>
<td>$1.8</td>
<td>$1.1</td>
<td>$8.5</td>
<td>$12.1</td>
<td>$25.6</td>
</tr>
<tr>
<td>Rail Car Program</td>
<td>$30.6</td>
<td>$39.4</td>
<td>$34.0</td>
<td>$21.7</td>
<td>$11.5</td>
<td>$137.2</td>
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<tr>
<td>Rail Projects</td>
<td>$25.0</td>
<td>$44.2</td>
<td>$34.6</td>
<td>$31.9</td>
<td>$19.6</td>
<td>$155.3</td>
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<tr>
<td>Transit Centers</td>
<td>$1.3</td>
<td>$0.3</td>
<td>$0.3</td>
<td>$0.3</td>
<td>$0.3</td>
<td>$2.5</td>
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<tr>
<td><strong>TOTALS</strong></td>
<td><strong>$133.3</strong></td>
<td><strong>$146.9</strong></td>
<td><strong>$144.9</strong></td>
<td><strong>$145.5</strong></td>
<td><strong>$95.6</strong></td>
<td><strong>$666.2</strong></td>
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</tbody>
</table>
Public Hearing

• In person

• Phone: 440-276-4600

• Email: Public-Comment@gcrta.org
Organizational, Services & Performance Monitoring Committee

Chair: Mayor Anthony D. Biasiotta
Quarterly Management Report
3rd Quarter

November 15, 2022
Presented to: Organizational, Services & Performance Monitoring Committee
General Fund – 3rd Quarter

- 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
  - Fuel hedging – continues to help stabilize costs
General Fund – 3rd Quarter

- 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
General Fund – 3rd Quarter

- Federal Stimulus Funding drawn down in 2022
  - ARP: $81.2 million
Questions
Agenda

Performance Management Cadence

Path to Success: FY22

Q3 Organizational Results

Organizational Tactics

Quarterly Reporting Cadence and Schedule
Performance Management Cadence

<table>
<thead>
<tr>
<th>RESULTS</th>
<th>ACTIVITIES</th>
<th>RESULTS</th>
<th>ACTIVITIES</th>
<th>RESULTS</th>
<th>ACTIVITIES</th>
<th>RESULTS</th>
<th>ACTIVITIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td></td>
<td>Feb</td>
<td></td>
<td>Mar</td>
<td></td>
<td>Apr</td>
<td></td>
</tr>
<tr>
<td>Q4 Quarterly Metrics Review</td>
<td>Customer Survey Complete / In Progress</td>
<td>Q1 Quarterly Metrics Review</td>
<td>Community Survey Proposed</td>
<td>Q2 Quarterly Metrics Review</td>
<td>Information Systems (Surveys) Key</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jun</td>
<td></td>
<td>Jul</td>
<td></td>
<td>Aug</td>
<td></td>
<td>Sep</td>
<td></td>
</tr>
<tr>
<td>Q3 Quarterly Metrics Review</td>
<td>Customer Survey Complete / In Progress</td>
<td>Community Survey Proposed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

We are here
Path to Success: FY22
MISSION  WHY WE EXIST

Connecting the Community.

VISION  WHAT WE STRIVE FOR

Leading the delivery of safe and creative mobility solutions and community connections.
We are focused on OUTCOMES.

We don’t measure activity...

...we measure and monitor METRICS that MATTER.

We track our progress to deliver the OUTCOMES.
<table>
<thead>
<tr>
<th>Success Outcomes</th>
<th>Metric</th>
<th>Information System</th>
<th>Success Definition</th>
<th>Performance Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Experience</td>
<td>Net Promoter Score</td>
<td>Customer Survey</td>
<td>5% improvement in Net Promoter Score over baseline</td>
<td>26% NPS (-100 to 100 scale)</td>
</tr>
<tr>
<td>Community Value</td>
<td>Community Value Score</td>
<td>Community Survey &amp; Data</td>
<td>10% improvement in community value score over baseline</td>
<td>100</td>
</tr>
<tr>
<td>Financial Sustainability</td>
<td>Operating &amp; Capital</td>
<td>Financial Reporting</td>
<td>$0 deficit for the Available Ending Balances shown on three-year budget projections while reducing the amount of Unfunded Capital Projects by $10 million each year ($10 million INCLUDES the transfer to the Rail Car Reserve Fund)</td>
<td>$0 deficit</td>
</tr>
<tr>
<td>Employee Engagement</td>
<td>Employee Engagement</td>
<td>Employee Engagement Survey</td>
<td>10% improvement over baseline</td>
<td>-2% eNPS (-100 to 100 scale)</td>
</tr>
<tr>
<td>OVERALL TOTAL</td>
<td></td>
<td></td>
<td></td>
<td>100</td>
</tr>
</tbody>
</table>
**Net Promoter Score (NPS)**

**Definition**

NPS poses the ultimate question:

“How likely would you be to recommend using RTA services to a friend or family member?”

NPS values can range from -100 to +100. The higher the value of NPS, the more likely customer are to recommend RTA.

<table>
<thead>
<tr>
<th>Organization</th>
<th>NPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Costco</td>
<td>79%</td>
</tr>
<tr>
<td>Disney</td>
<td>50%</td>
</tr>
<tr>
<td>Transit Agencies</td>
<td>42%</td>
</tr>
<tr>
<td>Car Rental Agencies</td>
<td>18%</td>
</tr>
<tr>
<td>Internet Service Providers</td>
<td>5%</td>
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</table>
Q3 Organizational Results
## Organizational Success Outcomes

*Bringing the Information Systems to Life*

<table>
<thead>
<tr>
<th>Success Outcomes</th>
<th>FY22 Outcome Definition</th>
<th>Performance Goal</th>
<th>Q3 Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Experience</td>
<td>5% improvement in Net Promoter Score over baseline</td>
<td>26%</td>
<td>37%</td>
</tr>
<tr>
<td>Community Value</td>
<td>10% improvement in community value score over baseline</td>
<td>89%</td>
<td>84</td>
</tr>
<tr>
<td>Financial Sustainability</td>
<td>$0 deficit for the Available Ending Balances shown on three-year budget projections while reducing the amount of Unfunded Capital Projects by $10 million each year ($10 million INCLUDES the transfer to the Rail Car Reserve Fund)</td>
<td>$0 deficit</td>
<td>On track to deliver.</td>
</tr>
<tr>
<td>Employee Engagement</td>
<td>10% improvement over baseline</td>
<td>-2%</td>
<td>-2.5%</td>
</tr>
</tbody>
</table>
Organizational Performance

Peer Benchmarking*

Criteria used to identify peer agencies:
- Service area type (urban/rural)
- Service Modes (bus/rail/DR)
- Urban area population
- Operating Budget
- Other demographics

Benchmarking Success Measures

- Customer NPS: 25%, 37%, 42%
- Community Perception of Value: 81.2%, 84%, 81%
- eNPS: 22%

Greater Cleveland Regional Transit Authority
Organizational Scorecard Q3

Industry Benchmarking and Key Performance Drivers

Industry Comparison: Customer Impression

- Customer NPS: 25% (GCRTA - W1), 12% (GCRTA - W2), 42% (GCRTA - W3), 37% (Sampled Average)
- Customer Satisfaction with RTA Services: 85% (GCRTA - W1), 74% (GCRTA - W2), 79% (GCRTA - W3), 79% (Sampled Average)
- OTP - Impression: 77% (GCRTA - W1), 69% (GCRTA - W2), 72% (GCRTA - W3), 70% (Sampled Average)
- Operator Courtesy - Impression: 73% (GCRTA - W1), 60% (GCRTA - W2), 70% (GCRTA - W3), 77% (Sampled Average)
- Vehicle Cleanliness - Impression: 57% (GCRTA - W1), 41% (GCRTA - W2), 50% (GCRTA - W3), 67% (Sampled Average)
Q3 Organizational Tactics
### Organizational Tactics 2022

Making data-driven decisions …

<table>
<thead>
<tr>
<th>Fixed Route Bus</th>
<th>Bus Rapid Transit</th>
<th>Rail</th>
<th>Paratransit</th>
<th>Community</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-Time Performance</td>
<td>Safety on the bus</td>
<td>Safety on the Train</td>
<td>On-Time Performance</td>
<td>Providing mobility to low-income families and individuals who cannot afford the costs of owning a car</td>
</tr>
<tr>
<td>Travel Time</td>
<td>On-Time Performance</td>
<td>On-Time Performance</td>
<td>Operators being friendly</td>
<td></td>
</tr>
<tr>
<td>Safety on the Bus</td>
<td>Bus Cleanliness</td>
<td>Train Cleanliness</td>
<td>Scheduling a trip ease</td>
<td></td>
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<tr>
<td>Safety waiting for bus</td>
<td>Fare Price</td>
<td>Fare Price</td>
<td>Travel Time</td>
<td></td>
</tr>
<tr>
<td>Fare Price</td>
<td>Travel Time</td>
<td>Travel Time</td>
<td>Fare Price</td>
<td></td>
</tr>
<tr>
<td>Bus Cleanliness</td>
<td>Safety waiting for bus</td>
<td>Safety Waiting for the Train</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequency</td>
<td>Frequency</td>
<td>Frequency</td>
<td>Operators being helpful and courteous</td>
<td></td>
</tr>
<tr>
<td>Operators being helpful and courteous</td>
<td></td>
<td>Operators being helpful and courteous</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Focus shifts to safety waiting for and riding vehicles.

Greater Cleveland Regional Transit Authority
Organizational Tactics 2022

Three areas of Focus

- **Clean**
  - Rail cars intraday cleanings at Windemere Station
  - Increasing manpower for bus cleaners
  - Decreasing days between interior cleans
  - Quality Assurance program implemented

- **Safety**
  - Transit Ambassadors Program
  - Increased police visibility at hot spots (using GIS data)
    - Continued use of camera technology

- **On-Time**
  - Current actual OTP is 84%
    - Continue to review route data to address issues
    - Working to improve perception of OTP (68%) with actual results

Greater Cleveland Regional Transit Authority
Organizational Scorecard 2022

RTA earned **102** out of **100** points in Q2 FY22.
# Quarterly Reporting Cadence and Schedule

<table>
<thead>
<tr>
<th>Quarter Begins</th>
<th>Quarter Ends</th>
<th>Leadership Reporting</th>
<th>Leadership Reports Performance Results to Board*</th>
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<tbody>
<tr>
<td>Q1 2022</td>
<td>Jan 1</td>
<td>Mar 31</td>
<td>Apr 28</td>
</tr>
<tr>
<td>Q2 2022</td>
<td>Apr 1</td>
<td>Jun 30</td>
<td>July 28</td>
</tr>
<tr>
<td>Q3 2022</td>
<td>Jul 1</td>
<td>Sep 30</td>
<td>Oct 21</td>
</tr>
<tr>
<td>Q4 2022</td>
<td>Oct 1</td>
<td>Dec 31</td>
<td>Jan 27</td>
</tr>
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</table>

*These are proposed dates based on current Tuesday Board Meeting cadence. No Board Q4 results presentation due to incomplete information systems.

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**Define Success Outcomes for FY23**

**Greater Cleveland Regional Transit Authority**
Questions?
Audit, Safety Compliance & Real Estate Committee

Chair: Mayor Paul A. Koomar
3rd Quarter Internal Audit work

Executive Session
RTA Board of Trustees Meeting

November 15, 2022
Public Comments – Agenda Items

• In person

• Phone: 440-276-4600

• Web form at www.riderta.com/events
  • Click/Select meeting event
  • Scroll to bottom to fill out form
  • Comments will be sent to Board and staff
New Hires and Promotions

November 2022
November 2022 New Hires

Felicia Howard
Paratransit Operator

Oina Friedman
Janitor

Jheryl Jones
Laborer

Evelyn Lee
Bus Operator

Lareka Lee
Bus Operator

Jose Rosado
Equipment Servicer

Peter Comings
Communications Specialist

Damon Hawkins
Office Manager

Ida Ford
Talent Acquisition Manager
Resolutions
Secretary/Treasurer Update

November 15, 2022

Board of Trustees
Economic Conditions

Unemployment Rate (%)

Cuyahoga County | Ohio | US

Greater Cleveland Regional Transit Authority
Economic Conditions

Ohio MSA Unemployment Rate (%)

Greater Cleveland Regional Transit Authority
Ridership

Ridership by Month
2019 through 2022
(in Millions)

YTD: 2022 vs. 2021
18.4%

YTD Ridership
Through October
(in millions)
2019: 27.1
2020: 14.7
2021: 13.1
2022: 15.5
Passenger Fares

Passenger Fares
2019, 2020, 2021, and 2022

YTD Variance (2022 v. 2021) 39.3%

Greater Cleveland Regional Transit Authority
Sales Tax

YTD through October:

- Motor vehicles/water craft: +8.9%
- On-Line sales: +24.5%
- Regular/State wide sales: +10.5%

Greater Cleveland Regional Transit Authority
Questions
General Manager, CEO Report

GCRTA Board of Trustees Meeting
November 15, 2022
City of Cleveland Transportation & Mobility Committee

GCRTA Presentation - "State of Transportation"

GCRTA invited to the 11/2/22 committee meeting. Highlights included:

• Revised agency mission and vision
• Overview of strategic plan action items and agency goals
• Key initiatives, including:
  • Rail car replacement
  • Capital projects and infrastructure updates
  • Transit Oriented Development
  • Workforce and hiring strategy
  • Technology advancements and customer impact
Community Programs & Advertisements

Cleveland Reads
(literacy programming)
In partnership with the Cleveland Public Library, the City of Cleveland, and other literacy partners, four (4) GCRTA buses will be wrapped for Cleveland Reads.

Baby on Board
(infant mortality support)
In partnership with the Cuyahoga County Department of Health and the Ohio Equity Institute, four (4) GCRTA buses will be wrapped for Baby on Board.
October 20, 2022 | Welcome to Cleveland!

- Event co-hosted by Conference of Minority Transportation Officials (COMTO), Elevating Women Together (EWT) & Latinos in Transit (LIT)
- Reception attended by industry professionals across the state, including Cleveland State University, Tri-C Corporate College, Cleveland Cavaliers, Ohio Means Jobs, NAACP, NEORSD, City of Cleveland, and more.
General Manager Town Hall Visits

- December 2022 Visit Schedule:
  - Thursday, 12/1/22 - Paratransit
  - Friday, 12/2/22 - Hayden
  - Wednesday, 12/7/22 - Triskett
  - Thursday, 12/8/22 - CBM/Woodhill
  - Friday, 12/16/22 - Rail, Power & Way and Transit Police
  - Monday, 12/19/22 - Main Office
Cuyahoga County Mayors & City Managers Association
13th Annual Award Ceremony & Fundraiser

GCRTA Board of Trustees and senior leadership team congratulates both awardees in their continued journey of public service excellence. **Congratulations!**

November 2, 2022 | George V. Voinovich Municipal Service Awards were bestowed upon:

• Senator Matt Dolan
• County Executive Armond Budish
Recognition & Thank you to our Veterans

Today and everyday – we remain grateful for our military personnel, past and present, and the families who support them. We also continue to send a special thanks to the veterans among our GCRTA family.

Please know that your commitment to our country's safety is appreciated every day of the year. Leadership and courage like yours takes many forms, with serving our country being chief among them.

Thank you for your service.
Questions
Public Comments

• In person

• Phone: 440-276-4600

• Web form at [www.riderta.com/events](www.riderta.com/events)
  • Click/Select meeting event
  • Scroll to bottom to fill out form
  • Comments will be sent to Board and staff