



## RTA Board of Trustees Meeting

May 20, 2025

### MEETING MINUTES

**Board Members:** Ms. Welch (Vice President), Mayor Gallo, Rev. Lucas, Ms. Pacetti, Mr. Sleasman, Mayor Weiss

**Not Present:** Mayor Koomar, Ms. Elder, Mr. Love, Ms. McPherson

**Staff/Other:** Shawn Becker, Nick Biggar, India Birdsong Terry, Janet Burney, Floun'say Caver, Patrick Coffey, Melinda Dangelo, Nick Davidson, George Fields, Bob Fleig, Ida Ford-Marshall, Joel Freilich, Anthony Garofoli, Rajan Gautam, Fiona Gibbons, Carl Kirkland, Sheila Miller, Joshua Miranda, Charles Morgan, Holly Mothes, Mike Schipper, Maria Shurik, Kay Sutula, John Togher, Natoya Walker-Minor

**Public:** Charlene Benci, Kevin Hinklo, Dan Jindra, Stephen Katanovic, Loh, Susan Ott, Jon P. Reiss, Jeanne-Helene Roy, Jaclyn Schiemann, Dr. Joseph Sopko, Darrell Townsend, Elzora Wilson

#### I. Call to Order

- a. Lauren Welch, Vice President called the meeting to order at 9:43 am.

#### II. Roll Call

- a. There were Six (6) Board members present, representing a quorum.

#### III. Certification regarding Notice of Meeting

- a. It was advised that the notice of this meeting had been posted more than twenty-four hours in advance of the meeting, that the usual notification had been given to 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 had been complied with.

#### IV. Approval of Meeting Minutes

- a. The minutes from April 15, 2025, Board Meeting had been previously distributed and reviewed, Ms. Welch asked whether there were any additions and/or corrections. It was moved by Mayor Weiss and seconded by Mr. Sleasman and approved by unanimous vote.

V. Public Comments – Agenda and Non-Agenda Items

The public comment section has been consolidated to include agenda and non-agenda items.

Several members of the public addressed the Board regarding both agenda and non-agenda items.

1. Jaclyn Schiemann – Cleveland, OH (in person) – a Cleveland resident, expressed ongoing concerns with Paratransit services, citing frequent miscommunication regarding pickup locations, incorrect scheduling, and poor customer service. She described repeated issues with being left behind, long wait times due to scheduling errors, and rude treatment by dispatchers. She also shared a safety concern involving a threat made toward her and her son on the public transit, noting that RTA police provided no follow-up. Additionally, she reported a past injury while using RTA services and highlighted the need for more consistent, supportive treatment for riders with disabilities.
2. Kevin Hinkle – Cleveland, OH (in person) - a longtime Cleveland resident and regular RTA commuter, raised concerns regarding the visibility and condition of certain bus stop signs. He specifically identified two problem locations. The first is at East 55th Street and St. Clair Avenue westbound (#1 St. Clair), where the bus stop sign is bent and difficult for both commuters and drivers to see, often causing confusion and delays. He stressed the need for the sign to be replaced to improve visibility and functionality. The second issue is on Ridge Road northbound at Vandalia Avenue (#45), near Ridge Park Square. The sign there is too small to be easily identified, with riders relying on nearby landmarks such as a trash bin or a McDonald's to locate the stop. Mr. Hinkle urged RTA to improve the signage at both locations to reduce commuter-driver misunderstandings and enhance overall service clarity.
3. Susan Ott – Cleveland, OH (in person) – a longtime paratransit rider, addressed the Board with a comment emphasizing the importance of paratransit services. While acknowledging that there are issues within the system, she stressed that the existence of paratransit itself is far more vital than any single complaint. She explained that without this service, many individuals would be unable to attend work or school, shop for groceries, visit friends, or perform daily activities that others take for granted. Ms. Ott voiced concern about anticipated federal funding cuts to paratransit and RTA overall, warning that such reductions would severely impact riders who depend on the service for basic mobility. She urged RTA to improve communications with riders about how they can help ensure the continued operation and stability of paratransit services, noting that guidance in this area has been lacking.

She also questioned the relevance of asking paratransit users whether they would recommend the service to others, stating that for many, it is not a matter of preference but a necessity—they have no other transportation option.

In response, Vice President Welch expressed appreciation for Ms. Ott's comments and confirmed that her concerns were valid. Ms. Terry acknowledged Ms. Ott's request for more information and explained that, while she didn't have exact figures on hand, surveys typically gather between 1,200 to 1,600 responses, with about 400 of those from paratransit users—roughly a quarter of the total. She offered to provide the exact numbers at the next meeting and assigned Mr. Nick Davidson to follow up with Ms. Ott afterward.

Additionally, RTA staff addressed Ms. Ott's concern about federal funding by affirming that advocacy is ongoing at both the state and federal levels. They noted RTA's active involvement

in testimony before legislators in Columbus and Washington, D.C. and assured her that RTA continues to be a strong voice for transit riders across Ohio. The GCRTA staff are committed to providing Ms. Ott and other riders with opportunities to support advocacy efforts, including writing letters or other forms of engagement.

4. Steven Katanovic – Cleveland, OH (in person) - a Cleveland resident and regular RTA rider, returned to follow up on comments he made at a previous meeting two months prior. He reintroduced himself, noting that he had forgotten to state his name during his earlier remarks. Mr. Katanovic described himself as a nostalgic customer who prefers traditional methods of travel and communication. He mentioned that he often carries a cardboard sign to navigate bus routes, avoiding the use of digital tools or computers. He also expressed a strong preference for paying with cash rather than modern fare systems. Additionally, he reiterated a previous suggestion for improving the Park-N-Ride service by offering two-way service in the afternoon. Mr. Katanovic concluded by emphasizing his appreciation for RTA as his main mode of transportation and his fondness for past practices over many aspects of modern life.
5. Loh, Cleveland, OH (in person) – a regular attendee and advocate, spoke on behalf of longtime paratransit rider Larry Rodriguez to raise concerns about air quality on paratransit vehicles. She highlighted that, unlike fixed-route or rapid transit vehicles, paratransit vehicles are much smaller and often serve individuals with a wide range of mobility and health issues, including neurological and sensory sensitivities. Ms. Loh noted that sensory triggers such as strong smells, loud or sudden noises, and chemical-based air fresheners can be particularly distressing or even harmful to some riders. While acknowledging that some drivers use air fresheners to be courteous or maintain cleanliness, she emphasized that the chemical sprays can pose health risks like triggering asthma or other conditions. Ms. Loh pointed out that such issues are often not reflected in traditional surveys, which tend to be designed from an administrative perspective and may overlook the lived experiences of riders. Ms. Loh urged the RTA to incorporate these real experiences into service improvements, stating that this approach would not only enhance the system but also strengthen the agency's position when seeking support or funding in Washington, D.C. or Columbus. Vice President Welch thanked Ms. Loh and Mr. Rodriguez for their continued advocacy.
6. Jon Reiss – Lakewood, OH (in person) – the Executive Director of the Cuyahoga County Veterans Service Commission, requested RTA's support for a new bus stop in front of the Commission's soon-to-open Chester Avenue headquarters and proposed a fare-free or discounted transit program for veterans. He emphasized the county's large veteran population. Ms. Terry thanked him, acknowledged past fare-free days funded by sponsors, and expressed willingness to explore a pilot program. Dr. Natoya Walker Minor was assigned to follow up and continue the conversation. Ms. Terry believes we already have a program for Veteran's that we can partner.
7. Derrick Townsend – Parma, OH (in person) – a first-time attendee of the Board meeting, expressed concerns regarding RTA's Paratransit services. A long-time rider since the neighborhood service days, Mr. Townsend described repeated issues with vehicles that are too small to accommodate his oversized power wheelchair, especially those dispatched to his Parma residence. Despite multiple complaints filed under his ID number. Since April 8<sup>th</sup>, he continues to face problems with vehicle compatibility. He urged that drivers and dispatchers read the rider profile notes, which clearly outline his equipment needs. He questions why this remains an ongoing issue.

In response, Trustee Lucas acknowledged the concern, sharing his own experience with large wheelchairs. He confirmed that RTA is working to phase out the smaller vans and replace them with larger vehicles featuring better shock absorption, acknowledging the impact of Cleveland's rough roads. He also addressed the challenges with driver shortages and the necessity of using subcontractors as part of federal contract requirements. While understanding the preference for internal drivers who know riders better, he noted that RTA has already dropped underperforming subcontractors to improve service quality.

Mr. Townsend further raised concerns about the length and complexity of the Paratransit application process, particularly for individuals with permanent disabilities. In response, Mr. Nick Davidson, Director of Paratransit, explained that the application was reduced from 19 to 7 pages in an effort to streamline it. He clarified that RTA's three-year recertification policy aligns with industry standards and is intended to maintain accurate records and engagement with riders. Mr. Davidson also reaffirmed RTA's commitment to improving service delivery, vehicle quality, and training consistency across both internal and contracted operators.

8. Elzora Wilson – Parma, OH (in person) – a Parma resident, spoke candidly about her experiences with Paratransit services. She commended specific dispatchers—Mr. Tony and Mr. Derek—who are widely appreciated in her building for their professionalism and helpfulness. Acknowledging that every system has its strengths and challenges, Ms. Wilson emphasized the general frustration that comes with paperwork and administrative processes, particularly for individuals with disabilities. Drawing from her own background working in offices and as a former driver, as well as being a mother of five, she urged greater public understanding and empathy around these issues.

Following her remarks, [Mr. Dan Gendry] voiced concern over the registration card process. He noted that once a new Paratransit ID card is issued, riders are removed from the scheduling system the same day, which causes delays in service access while they wait for the physical card to arrive—often days later. He suggested implementing a reminder call to inform riders that their card is ready for pickup, similar to the current appointment reminder calls. RTA leadership acknowledged the suggestion and agreed to evaluate the current card issuance process, while reaffirming the importance of maintaining up-to-date rider credentials to ensure proper service eligibility. Ms. Terry encouraged any additional concerns regarding Paratransit to speak with Mr. Davidson after the meeting for further follow-up.

9. Airric Stewart – Cleveland, OH (caller) - voiced concerns about phone access to RTA meetings, stating that callers should be able to stay connected for the entire meeting. He requested that past public comments he submitted be corrected and fully included in official records, as they were misrepresented. Mr. Stewart also urged board members to provide exact numbers behind percentages cited in presentations and questioned survey data supporting public opinion. He raised service concerns related to Ward 1 and requested attention to specific intersections and the promotion of Route 15A. He closed with a comment directed at Mayor Weiss regarding the promotion of Route 15A, just as his allotted time expired. The Board acknowledged his comments and moved on to the next caller.
10. Sumare Davis – Cleveland, OH (webform) – You are dead wrong from letting puke (and other bodily waste) sit on the redline for as long as it was. I got on the train downtown to Fairfax. The puke was there before I got on and it was thereafter. Definitely at the very least could've had someone get on at Tower City to clean it up.
11. Airric Stewart – Cleveland, OH (webform) – The methods that you use to assess your scorecards leads to poorly assessed conclusions. The questions posed to the public should be better detailed. There should be no percentages given without giving the numbers that the

percentages are based on. All webform entries from the public should be posted verbatim from the entry. It is an act of deception to summarize a public comment when the opportunity to be exact is available. Conveying of exact language from the public gives the opportunity for anyone who wants to read what happened to see the accurate assessment of the facts. I have not ever expressed or used the words of a person being frustrated or angry in any of the meeting I've made myself present for. My comments have been intentionally misconstrued and as a consequence been offered as misrepresentations of the truth by RTA. Make the suggestions for the 15A, 15, 50, 48A, and 48 available for the public ridership to make a decision on what best suits their transit needs and wants. Honor your commitment to maximizing the healthy efficiency of speed, easy transfers, and direct routes to work, school, and hospitals as it applies to these routes. Give the CAC more responsibility to engage the public on what the public wants. Stop using imagery and deception in place of substance of good quality work to increase your taxpayer-funded employment pay. RTA has a responsibility to the socioeconomic well-being of the public through the implementation of public transit. 4048690655

12. Jon Reiss – Lakewood, OH (webform) – Veteran's issues and the RTA.

13. Isaac Shimsky-Agosto, Cleveland, OH (webform) – I recently had the unfortunate experience of sharing the Green Line with a senior citizen who needed to be on the blue line, but didn't understand which line sent where, when they got on at Shaker Square., This is not the first time I have encountered people, at Shaker Square who were confused about where the different lines went. It would be helpful if Shaker Square could get a couple of the system maps that are found in repaid station.

VI. Board Governance Committee Report

a. No committee report

VII. Operational Planning & Infrastructure Committee Report

a. No committee report

VIII. Organizational, Services & Performance Monitoring Committee Report

a. No committee report

IX. Audit, Safety Compliance and Real Estate Committee Report

a. No committee report

X. External and Stakeholder Relations and Advocacy Committee Report

a. No committee report

XI. Committee of the Whole

a. No committee report

XII. Civilian Oversight Committee (COC) Report

a. No committee report

XIII. Community Advisory Committee (CAC)

a. No committee report

XIV. Ad Hoc Committee Reports

a. No committee reports.

XV. Introduction of New Employees/Promotions

- a. Ms. Marshall, Senior Manager, Talent Acquisition announced the new employees and promotions including new operators, administrative staff and engineering personnel. The board welcomed and applauded these individuals for joining or advancing with GCRTA.

XVI. Introduction of Resolutions

- A. 2025-53 - Authorizing Contract No. 2025-032 with Lake Erie Electric of Ohio, Inc. for the Purchase of Fiber Optic Cable in an amount not to exceed \$224,625.00 (RTA Development Fund, Engineering & Project Development Department Budget) the adoption of which was moved by Mayor Weiss, seconded by Mr. Sleasman and approved by unanimous vote.
- B. 2025-54 - Authorizing Contract No. 2025-53 With UKG Kronos Systems, LLC to Provide Annual SaaS Subscription & Support Renewal in an Amount Not to Exceed \$156,369.46 (General Fund, Management Information Services Department Budget) the adoption of which was moved by Mr. Sleasman, seconded by Ms. Pacetti and approved by unanimous vote.
- C. 2025-55 - Authorizing Contract No. 2025-1 With Brink's, Inc. To Provide Revenue Collection and Processing Services (Armored Transportation Services) In an Amount Not to Exceed \$983,075.00 For the Base Three Years and in Amounts Not to Exceed \$345,860.00 And \$354,506.00 For Each of the Two Option Years, Respectively, For A Total Contract Amount Not to Exceed \$1,683,441.00 For the Five-Year Period (General Fund, Revenue Department Budget) the adoption of which was moved by Mayor Weiss, seconded by Ms. Pacetti and approved by unanimous vote.
- D. 2025-56 - Authorizing Contract No. 2024-197 with Trinity Door Systems, Inc. to Provide Preventive Maintenance and Repairs of Automated Pedestrian Doors in an Amount Not to Exceed \$279,631.38 for a Period of Three Years and in Amounts Not to Exceed \$109,950.56 and \$122,800.31 for Each Option Year, Respectively, for a Total Five-Year Contract Amount Not to Exceed \$512,382.25 (General Fund, Service Management Department Budget) the adoption of which was moved by Mr. Sleasman, seconded by Ms. Pacetti and approved by unanimous vote.
- E. 2025-57 - Authorizing Contract No. 2025-070 with MNJ Technologies Direct, Inc. for the Purchase of Replacement Laptops, Desktops, and Thin Client Units Through the Ohio Department of Administrative Services, Cooperative Purchasing Program, in an Amount Not to Exceed \$252,105.00 (RTA Capital Fund, Information Technology Department Budget) the adoption of which was moved by Mayor Weiss, seconded by Ms. Pacetti and approved by unanimous vote.
- F. 2025-58 - Authorizing an Increase to Contract No. 2024-195 with RailWorks Track Services, Inc. for Project 66C – Brookpark Yard Tracks Improvements in the Amount of \$261,241.02 for a New Total Contract Amount of \$2,851,067.02, and Reinstating the General Manager, Chief Executive Officer's Change Order Signing Authority in its Entirety (RTA Development Fund, Engineering & Project Development Department Budget) the adoption of which was moved by Ms. Pacetti, seconded by Mr. Sleasman and approved by unanimous vote.

- G. 2025-59 - Authorizing Contract No. 2025-039 With Integrated Power Services LLC for the Furnishing of Traction Motor Armature Rewind Services, as Specified and as Required, for a Period of Two (2) Years in an Amount Not to Exceed \$222,768.00 (General Fund, Rail District Department Budget) the adoption of which was moved by Mr. Sleasman, seconded by Ms. Pacetti and approved by unanimous vote.
- H. 2025-60 - Authorizing Contract No. 2025-072 with the Braun Corporation for the Purchase and Delivery of Two (2) 2025 Chrysler Voyager LX W/Braun WAV Conversion ADA Vans for a Total Amount Not to Exceed \$134,140.00 (RTA Capital Fund, Fleet Management Department Budget) the adoption of which was moved by Mayor Weiss, seconded by Ms. Pacetti and approved by unanimous vote.
- I. 2025-61 - Authorizing Contract No. 2025-073 with American Bus & Accessories, Inc. for the Purchase and Delivery of Two (2) Paratransit Vehicles, as Specified, for a Total Contract Amount Not to Exceed \$300,416.00 (RTA Development Fund, Fleet Management Department Budget) the adoption of which was moved by Mayor Weiss, seconded by Ms. Pacetti and approved by unanimous vote.
- J. 2025-62 - Authorizing an Increase to Contract No. 2022-121 with Northeast Ohio Trenching Services, Inc. for Project 12D(a)-Bungalow Foundations for the Trunk Line Resignaling in the Amount of \$124,540.43, for a New Total Contract Amount of \$471,540.43, and Reinstating the General Manager, Chief Executive Officer's Change Order Signing Authority in its Entirety (RTA Development Fund, Engineering & Project Development Department Budget) the adoption of which was moved by Mr. Sleasman, seconded by Ms. Pacetti and approved by unanimous vote.
- K. 2025-63 – Authorizing Contract No. 2025-75 with Computer Sciences Corporation, a Wholly Owned Subsidiary of DXC Technology Company, to Provide Assure Claims Software Licensing, Maintenance and support services for a five-year period in a total amount not to exceed \$343,984.00 (General Fund Management Information Services Department Budget) the adoption of which was moved by Mayor Weiss, seconded by Mr. Sleasman and approved by unanimous vote.
- L. 2025-64 – Amending Budget Appropriations for the Fiscal Year (“FY”) 2025 Capital Improvement Fund to Provide for an Increase of \$72,000,000 the adoption of which was moved by Mr. Sleasman, seconded by Mayor Weiss and approved by unanimous vote.
- M. 2025-65 – Appropriating the Greater Cleveland Regional Transit Authority's Expenditures or Outlays for the Fiscal Year (“FY”) 2026 Capital Improvement Budget the adoption of which was moved by Mayor Weiss, seconded by Mr. Sleasman and approved by unanimous vote.
- N. 2025-66 – Authorizing the Greater Cleveland Regional Transit Authority to enter into a Temporary Right of Entry Agreement for the Construction of Sewer Infrastructure on Authority Property (Kingsbury Run Consolidation Sewer Project) the adoption of which was moved by Mr. Sleasman, seconded by Mayor Weiss and approved by unanimous vote.
- O. 2025-67 – Authorizing the Donation of Non-Revenue Vehicle Numbers 24601, 33401, 25401, 28408 and 28407 to the Cuyahoga Community College General Automotive

Program the adoption of which was moved by Ms. Welch, seconded by Mr. Sleasman and approved by unanimous vote.

#### Secretary-Treasurer's Report

Rajan D. Gautam, Deputy General Manager of Finance and Secretary-Treasurer, presented the financial and operational update for April 2025. The report began with a review of current economic conditions, noting a decline in the annual inflation rate from 9.1% in June 2022 to 2.3% in April 2025. The Federal Open Market Committee has maintained interest rates at 4.5%, with a review scheduled for June 17–18. Consumer sentiment, as reported by the University of Michigan, has declined for five consecutive months across all demographics, with concerns over worsening personal finances, inflation, and unemployment.

April 2025 ridership was 0.3% higher than the same period in 2024 but remained 24% below pre-COVID 2019 levels (approximately 2.5 million fewer rides). A new slide comparing ridership among 12 peer transit agencies revealed that GCRTA ranked 4th closest to pre-COVID ridership levels in FY22 and FY23. Fare revenue for April 2025 was 8.9% below April 2024 due to timing issues, but 1.6% above budget year-to-date. Compared to pre-pandemic fare levels, revenue was down by \$2.5 million or 20.5%. However, among the same peer group, GCRTA ranked 3rd closest in fare revenue recovery.

The farebox recovery ratio, representing passenger fare revenue as a percentage of the operating budget, improved from 15.1% (4th lowest) in FY2019 to the 3rd highest in FY2023 among peers. The broader internal operating ratio, which includes other revenue sources such as investments and advertising, targets approximately 25%.

Sales and use tax revenue for May 2025 came in 6.5% higher than May 2024, and 2.9% higher year-to-date—surpassing the budgeted increase of 1.8%. Positive gains were seen in 15 of 22 sales categories, including online sales (+5.7%) and motor vehicles (+2.4%).

The long-term debt remains at \$22.3 million, with principal payments due in December and interest payments in June and December. Total cash and investments stood at \$365.1 million, including \$339.9 million in restricted funds and \$25.2 million in the General Fund. The average investment yield year-to-date was 4.06%. The presentation concluded with appreciation from Vice President Welch and board members for the comparative peer agency data, and a request for a future breakdown of ridership by mode (bus vs. rail).

#### General Manager, CEO Report

India L. Birdsong Terry, General Manager, CEO provided a broad overview of recent activities, recognitions, and initiatives within the Greater Cleveland RTA.

Ms. Terry began her report by honoring the late Allan C. Krulak, a former RTA Board Trustee who served from 2000 to 2006. Though she did not know him personally, Ms. Terry acknowledged his substantial influence in Greater Cleveland through his service on multiple community boards. His passing was recently marked by memorial services in Cleveland Heights, attended by RTA staff. His legacy of civic engagement was celebrated and deeply appreciated.

She then highlighted the success of a recent semiannual internal Town Hall, with over 270 participants attending either in person or via streaming. The effort was made possible by a significant collaboration between RTA's IT, facilities, and administrative teams. Ms. Terry noted that the event helped engage the broader staff who work remotely or in the field. A key feature was the use of



“fireside chats” among staff members, allowing for departments that are usually behind-the-scenes to showcase their contributions, enhancing internal transparency and morale.

Ms. Terry celebrated several individual and departmental achievements. Chief Jones received the Department of Defense's Patriot Award, recognizing her support for team members serving in the military. Transit Ambassador Alicia Miller was featured in *Cleveland Magazine* for her community engagement, underscoring the success of the relatively new Transit Ambassador program. Additionally, three RTA leaders—Teresa Moody, Mary Beth Bethal, and Natoya Walker Minor—represented the agency at the Women's Transportation Seminar (WTS) international conference in Toronto focused on advancing mobility and women in transportation.

Ms. Terry also discussed recent advocacy efforts, noting that Dr. Caver (Deputy General Manager of Operations) and Commander Darden (Transit Police) traveled to Columbus to oppose legislation that would negatively impact student mobility. She emphasized the unique needs of Cleveland's transit system, especially in contrast to other Ohio regions.

She went on to mention her participation in a panel on empowering women, held at the Union Club of Cleveland, which provided a platform to insert public transit into broader conversations about gender equity. RTA also recently hosted a visiting Armenian delegation, thanks to a connection via former board member Karen Moss, fostering international dialogue on transit systems.

Lastly, Ms. Terry applauded the marketing team for producing a well-received educational video on how to use bike racks on buses, launched during Bike to Work Day. This initiative was praised for being both innovative and responsive to public concerns about using multi-modal transit.

The final presentation of the day, the Board received a detailed report on the results of the 2025 Employee Survey Results. Nick Biggar, Senior Director of Customer Experience and Performance Management, shared a success story highlighting recent employee development efforts. Two graduation ceremonies were held—one on Monday morning and another on Friday evening—to celebrate approximately 50 operators who completed their first year through the Positive Impact Mentoring Program. This initiative, which began in August 2022, has thrived due to strong collaboration between RTA leadership, the union, all four districts, and mentoring relationships among operators. The program has gained national recognition, with a delegate from the Amalgamated Transit Union (ATU) International attending the ceremonies.

Following this, Maria Shurik, Manager of Employee Development, presented the results of the 2025 Employee Survey. Conducted by the ETC Institute for the second consecutive year, the survey was distributed in December via individualized email links and followed by in-person outreach at various sites across the system in early January. The survey closed at the end of January with 1,002 employees responding out of a base of 2,276, achieving a 44% response rate—comparable to the 47% response rate in 2024.

Survey findings revealed that 84% of respondents expressed satisfaction with their current roles and would recommend employment at GCRTA to others. In addition to approximately 30 Likert-scale questions, the survey included four open-ended questions, yielding 2,154 narrative responses. Common themes among responses to what employees liked least included concerns with communication and management, work-life balance and scheduling, and compensation. Conversely, the most frequently cited positives were pay and benefits, relationships with co-workers, and the sense of contributing to the community through public service. Ms. Shurik noted that the variety in responses—where some employees cited the same factors as both positive and negative highlighted the subjective nature of individual experiences. She expressed particular satisfaction that many

employees valued the agency's role in serving the public, reflecting a shared commitment to public service. The presentation concluded with an opportunity for board members to ask questions, during which further clarification was given on the structure and length of the survey and insights from the open-ended responses.

#### President's Report

No President's report at this time.

#### Executive Session

Ms. Welch indicated that an Executive Session is needed to enable the Board to conference with GCRTA attorneys for information gathering, fact-finding and to receive legal advice. Upon unanimous roll call vote, the Board went into an Executive Session to discuss such matters at 11:07 am.

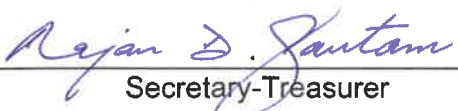
Following Executive Session, the meeting was reconvened in open session motioned by Ms. Welch and seconded by Mayor Weiss by roll call and unanimous vote at 11:47 am.

#### Upcoming Meetings

The next regular Board meeting is scheduled for **Tuesday, June 17, 2025** 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.

There being no further business to bring before this Board, a motion to adjourn the meeting by Mayor Weiss and seconded by Ms. Pacetti was approved by unanimous vote. The meeting was adjourned at 11:47 am.

  
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President

Attest:   
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Secretary-Treasurer