



MEETING MINUTES

Organizational, Services & Performance Monitoring Committee

May 5, 2026

- Committee Members:** Ms. Pacetti (Chair), Mayor Gallo, Mr. Sleasman
- Also Present:** Mayor Koomar, Ms. Elder, Mr. Love, Mayor Weiss, Ms. Whigham
- Staff/Other:** Dave Basso, Shawn Becker, Nick Biggar, India Birdsong Terry, Janet Burney, Louis Catalusci, Floun'say Caver, Brent Charnigo, Nick Davidson, Shashelia Degraffinried, Dan Dietrich, Drew Dimmick, Traci Ext, George Fields, Mary Flannery, Bob Fleig, Joel Freilich, Catherine Galla, Lawrence Jupina, Dan Kerg, Carl Kirkland, Andrew Korman, Jonathan Laule, Jeffrey Macko, Glenville Manning, Matt Marotta, Jennifer Martin, Kathleen McGervey, Sheila Miller, Josh Miranda, Charles Morgan, Allen Polly, Mike Schipper, Spencer Smith, Kay Sutula, Wendy Talley, John Togher, Eric Vukmanic, Carolyn Young
- Public:** 7

I. Roll Call

Ms. Pacetti called the meeting to order at 10:16 a.m. with roll call. A quorum was present.

II. Approval of Minutes – March 3, 2026

Mayor Gallo moved, and Mr. Sleasman seconded to approve the minutes; the motion carried.

III. Elevator & Escalator Maintenance & Repair – a presentation of a competitive negotiated procurement for the maintenance and repair of the Authority's vertical transportation equipment for a period of three years with two, one-year options.

Dave Basso, Director, Central Facilities, stated that RTA currently has 33 elevators, 12 escalators and three platform lifts. equipment is located in 24 different locations and maintained for public use through a monthly preventive maintenance and all equipment per manufacturer specifications will have two dedicated route mechanics.

Equipment is heavily used in adverse conditions, and this contract will ensure meeting ADA compliance at bus and rail stations and minimizes downtime. The contract includes one-hour response times; failure to respond allows RTA to bill the vendor for outside repairs.

Jenn Martin, Program Contract Manager, stated that three firms submitted a proposal. Staff requests that the Committee recommend a contract for elevator and escalator maintenance and repair services to TK Elevator in an amount not to exceed \$3,120,000 for the three-year base period, with two, one-year options not to exceed \$1,100,000 and \$1,120,000 respectively, for a total contract amount not to exceed \$5,340,000.

Mayor Koomar inquired regarding elevators or escalators that were out of service. Dr. Caver stated that a few escalators at Triskett and West Park are out of service. Staff will make sure to have an updated evaluation of all escalators and elevators.

Mr. Sleasman moved and Mayor Gallo seconded to advance the item to the Board of Trustees; the motion carried.

IV. Paratransit Cutaway Vehicles (26) – a presentation of a competitive procurement off of the State of Ohio Cooperative Purchasing Program for twenty-six (26) replacement Paratransit coaches.

Dan Kerg, Fleet Planning & Engineering, stated that GCRT operates 82 paratransit demand response vehicles servicing Cuyahoga County. Approximately ten (10) replacements per year are required to provide reliable service. This procurement includes replacements and expansion to ninety (90) buses.

Glenville Manning, Contract Administrator II, stated that staff requests that Committee recommend to the Board to award a contract to American Bus & Accessories, Inc. for twenty-six (26) paratransit coaches at a unit price of \$153,453.50, resulting in a total contract amount not to exceed \$3,989,791.

Ms. Pacetti moved and Mr. Sleasman seconded to advance the item to the Board of Trustees; the motion carried.

V. EZFare Renewal – a presentation of a renewal of services to continue providing a comprehensive mobile fare collection solution.

Josh Miranda, Director of Management Information Services, explained the EZFare and transit apps appear to be a double service, but one allows scheduling trips and things beyond purchasing tickets. EZFare is purely tickets. Performance is monitored via a NEORIDE subcommittee and direct vendor engagement. Account-based ticketing will launch on June 1.

Drew Dimmick, Contract Administrator II, stated that staff requests that the Committee recommend to award a contract to Masabi, LLC to provide EZFare mobile ticketing solution services in a total contract amount not to exceed \$3,342,740 for a two-year and 10-month Term.

Ms. Walker Minor stated that a caricature named Smartie Artie will be featured in a campaign that clarifies the difference between the two apps and explains the community benefit of the account-based ticketing for the equity component.

Ms. Pacetti moved and Mayor Gallo seconded to advance the item to the Board of Trustees; the motion carried.

VI. Ticket Vending Machines – a presentation of a competitive negotiated procurement for new Ticket Vending Machines.

Jonathan Ciesla, Project Resource Manager, stated that GCRTA has one hundred thirty (130) ticket vending machines throughout the system. As digital means are more utilized the purchase and use of physical fare media at the current ticket vending machine locations has decreased.

This procurement includes the purchase of seventy-five (75), of which sixty-four (64) will be deployed with eleven (11) for testing and spares. The current machines have been utilized for 17 years. They cannot dispense new fare media such as smart cards and have reached the end of their useful life.

Account-based ticketing enables fare capping, and smart cards will launch on June 1. Previously, the public was only able to purchase smart cards online and Tower City customer service. Customers will

be able to add funds with cash or card with the new machines. All machines will be deployed by Spring 2028.

Drew Dimmick, Contract Administrator II, stated that staff requests that the Committee recommend to the Board to award a contract to Sigma USA Corp. to provide ticket vending machines for a total contract amount not to exceed \$6,589,767.

Mr. Sleasman was pleased to replace the current ticket vending machines and noted that GCRTA is the vendor's first client in the United States. He inquired what would happen if the vendor ceased operations in the country. Mr. Ciesla explained that many of the components are swappable or could be obtained through other means. The life of the new machines should be a minimum of 12 years.

Ms. Pacetti moved and Mayor Gallo seconded to advance the item to the Board of Trustees; the motion carried.

VII. Swiftly Transit Data System – a presentation of a non-competitive negotiated procurement for a new transit data system, for a period up to five years

Nick Biggar, Sr. Director, Customer Experience, stated that Swiftly is a cloud-based transit data system that has the ability to integrate with existing infrastructure. They are widely regarded as an industry leader in offering technical solutions to improve customer experience. Since August 2025, the Customer Experience Department has engaged to consider partnership with Swiftly which included a free trial pilot period.

On-time performance is consistently cited as the most important factor for GCRTA's fixed route customers. The main hypotheses staff wanted to validate through the pilot were to make sure the improved data ecosystem would improve the rider experience, it was easy to use and verify that the Swiftly data system was able to communicate real-time data.

Mr. Biggar explained that the pilot program showed a 34% improvement in total prediction accuracy and a 75% reduction in missed bus predictions, which improves customer experience. No action is required by customers. This leads to better customer experience and better perception of on-time performance.

Partnering with Swiftly would mean more accurate and consistent vehicle prediction data leading to improved customer journeys from trip planning to waiting for vehicles to anticipating arrival times at destinations.

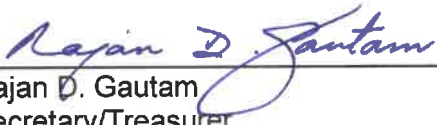
Drew Dimmick, Contract Administrator II, stated that staff requests that the Committee recommend awarding a contract to Swiftly, Inc. to provide a transit data system in an amount not to exceed \$1,330,259.66 for the base three-year period with. A1 year option and an amount not to exceed \$469,821.71 and an 81-day option in an amount not to exceed \$109,474.89. For a total contract price not to exceed \$1,909,556.26.

Mr. Sleasman stated that he was very appreciative of this, and it will mean a lot to customers. He questioned whether the prediction analytics would make it more feasible to speed up scheduling without risking on-time performance. Mr. Freilich stated that the customer experience will improve but he cannot promise improvement in terms of scheduling.

Ms. Pacetti moved and Mr. Sleasman seconded to advance the item to the Board of Trustees; the motion carried.

VIII. Adjournment

There being no further business to bring before this Committee, Ms. Pacetti moved to adjourn the meeting and seconded by Mr. Sleasman. The meeting was adjourned at 11:11 a.m.



Rajan D. Gautam
Secretary/Treasurer



Brent Charnigo
Board Administrator