



## MEETING NOTICE

Notice is hereby given that the following meeting of the Board of Trustees of the Greater Cleveland Regional Transit Authority (GCRTA) will take place on **Tuesday, June 2, 2026**, in the Board Room of the Authority, 1240 West Sixth Street, Cleveland, OH 44113, for consideration of the listed items and such other items that may properly come before the Board and be acted upon. This meeting will be live streamed on GCRTA's Board Page [www.RideRTA.com/board](http://www.RideRTA.com/board) on the meeting date for staff and members of the public. Members of the public may attend in person.

The meeting package will be posted on GCRTA's website at ([www.riderta.com/board](http://www.riderta.com/board)), on GCRTA's Facebook page and GCRTA's Twitter page.

9:00 a.m.      **Committee of the Whole**

- Agenda attached.

**Organizational, Services & Performance Monitoring Committee**

- Agenda attached.

**Operational Planning & Infrastructure Committee**

- Agenda attached.

A handwritten signature in blue ink, appearing to read 'India L. Birdsong Terry'.

India L. Birdsong Terry  
General Manager, Chief Executive Officer

IBT:bc  
Attachment

Scan this QR code to access the meeting schedule, live streams and meeting materials.





## AGENDA

Committee of the Whole

Tuesday, June 2, 2026

Committee Members: Mayor Paul A. Koomar, Chair  
Emily Garr Pacetti, Vice Chair  
Anastasia A. Elder  
Mayor Marie Gallo  
Emily Harper  
Stephen M. Love  
Deidre Y. McPherson  
Jeffrey W. Sleasman  
Mayor David E. Weiss  
Shanelle Smith Whigham

I. Roll Call

II. Approval of Minutes – May 19, 2026

III. Code Book Update – Amending Chapter 1087 Transit Oriented Development

Presenter:

- Anna Hlavacs, Senior Counsel – Contracts, Real Estate and Administrative Law

IV. Strategic Plan Update

Presenter:

- Maribeth Feke, Director of Programming & Planning

V. Adjourn



## MEETING MINUTES

Committee of the Whole

May 19, 2026

**Committee Members:** Mayor Koomar (Chair), Ms. Pacetti (Vice Chair), Ms. Elder, Mayor Gallo, Ms. Harper, Mr. Love, Ms. McPherson, Mr. Sleasman, Mayor Weiss, Ms. Whigham

**Staff/Other:** Shawn Becker, Nick Biggar, India Birdsong Terry, Janet Burney, Floun'say Caver, Brent Charnigo, Nick Davidson, Shashelia Degraffinried, Traci Ext, George Fields, Bob Fleig, Anthony Garofoli, Rajan Gautam, Chief Deidre Jones, Lawrence Jupina, Carl Kirkland, Ida Marshall, Sheila Miller, Josh Miranda, Charles Morgan, Holly Mothes, Jim Rusnov, Mike Schipper, Kay Sutula, Wendy Talley, John Togher, Carolyn Young

**Public:** 3

### I. Roll Call

Mayor Koomar called the meeting to order at 9:01 a.m. with roll call. A quorum was present.

### II. Approval of Minutes – May 5, 2026

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

### III. Internal Audit Report – Presentation of 1st Quarter 2026 Internal Audit Report.

Anthony Garofoli, Executive Director, Internal Audit, presented the results of Internal Audit activities for the first quarter of 2026. Staff previously presented these activities in detail to the Audit Committee on May 12.

The 2026 internal audit plan, which was approved by the Board on February 17, 2026, is a risk-based plan aligned with the GCRTA strategic plan and performance metrics including customer experience, community impact, financial health and employee investment. Staff identified two additional priorities and high-risk areas to guide the plan: information technology, governance and configuration management.

Six audits were finalized during the first quarter, covering IT management, accounts payable, employee expenses, and railcar procurement compliance. Management is tracking and implementing the recommendations. Staff utilizes computerized audit scripts to analyze data continuously and catch exceptions, errors, or fraud indicators early.

Mr. Garofoli advised that a key takeaway from the report was the theme analysis of customer experience audits conducted between 2023 and 2026. While the organization has made meaningful progress, particularly by establishing a Customer Experience department, it lacks a formal, organization-wide strategy. The report also emphasized the need to strengthen a customer-focused culture and improve employee understanding of the full customer journey to ensure more consistent service delivery.

Mr. Garofoli summarized the status of projects in progress, noting that the work is tied to cooperational risks and priorities, especially financial controls, customer-facing service issues, technology oversight and the railcar replacement program.

The State Auditor will be on site for the financial single audit for fiscal year 2025, and findings will be presented to the Board in June 2026.

The FTA is conducting its triennial review regarding federal grant compliance and will be on-site in July. GCRTA also continues to work with the FTA's program management oversight consultant for the railcar project.

The report includes details regarding efforts to follow up on Internal Audit recommendations with each of the Deputy General Managers

Internal Audit has engaged an audit consultant to evaluate healthcare expenses and to provide management with cost-saving strategies and should have results within the next 30 days.

Ms. Whigham referenced customer experience and questioned the methodology staff utilizes to derive recommendations. She wanted to make sure recommendations are developed based on data and trends and not anecdotes or experiences of individuals. Mr. Garofoli clarified that these findings were derived from a comprehensive analysis of ten (10) distinct audits over a two-year period rather than personal anecdotes. Each audit was benchmarked against industry standards and other transit agencies through the American Public Transportation Association.

Mr. Garofoli further explained that for each audit staff benchmarks GCRTA against other transit properties and sources within the industry. As a member of the Audit Professionals group of APTA, we share many common practices and audit programs and reports. Recommendations are tied to benchmarking as well as the results of tests.

Ms. Harper requested more details regarding the risk assessment framework and where staff could potentially find mitigation strategies that have been recommended. Mr. Garofoli advised that risk assessment is unique to each audit. The first objective is to understand the business objective and risks, then what controls are in place to mitigate those risks. The controls are tested and the results and any recommendations for improvement are shared with management and tracked.

#### IV. Adjournment

There being no further business to bring before the Committee, Mayor Koomar moved to adjourn the meeting and seconded by Mayor Gallo. The meeting was adjourned at 10:15 a.m.

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Rajan D. Gautam  
Secretary/Treasurer

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Brent Charnigo  
Board Administrator



To: Mayor Paul A. Koomar, President  
and Members, Board of Trustees

From: India L. Birdsong Terry  
General Manager, Chief Executive Officer

A handwritten signature in blue ink, appearing to read 'IBT', enclosed in a blue oval.

Date: May 28, 2026

Subject: Code Book Update: Chapter 1087 Transit Oriented and Joint Development

At the June 2, 2026 Committee of the Whole meeting, staff will present a new Transit Oriented Development ("TOD") policy to replace the current TOD policy which was approved by the Board of Trustees in 2007. If approved, the current Chapter 1087 Transit Oriented Development policy will be repealed and replaced with the new, proposed Chapter 1087 Transit-Oriented and Joint Development policy.

Staff revised the TOD policy following a review of federal guidelines and TOD programs of similarly-situated transit agencies, as well as internal assessments of GCRTA's project and development goals for its real estate portfolio.

Please call me if you have any questions or require additional information prior to Tuesday's meeting.

Attachments: A. Redline of current Chapter 1087 Transit Oriented Development  
B. Proposed new Chapter 1087 Transit-Oriented and Joint Development

IBT/ah

# Attachment A to Committee Memo

## ~~CHAPTER 1087~~

### ~~Transit-Oriented Development~~

~~1087.01 Policy goals.~~

~~1087.03 Existing Regulations.~~

~~1087.02 Implementation; Authority.~~

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#### ~~1087.01—POLICY GOALS.~~

~~This policy sets forth the following goals:~~

- ~~(a) To create high quality private or public development that is sensitive to the existing built environment;~~
- ~~(b) To create development that promotes and enhances transit ridership by planning uses that are "transit-oriented" and that provide maximum linkages between the GCRTA Transit Facility and the development for transit patrons, pedestrians and bicycles;~~
- ~~(c) To reduce auto use and congestion through encouragement of transit-linked development;~~
- ~~(d) To create value to GCRTA based on a fair market return on public investment, future revenue streams, additional taxes, and reduction in the cost of the site construction for GCRTA;~~
- ~~(e) Development that maximizes the highest and best use of the real estate based on land use and economic development goals of the surrounding community and conforming to local and regional development plans;~~
- ~~(f) To create value to the neighborhood, the developer and GCRTA through intensive, high quality development.~~

~~(Res. 2007-54. Passed 3-27-07.)~~

#### ~~1087.02—IMPLEMENTATION; AUTHORITY.~~

~~(a) This policy further sets out the following strategy that GCRTA will work collaboratively with stakeholders and local jurisdictions (as appropriate) adjacent to its transit facilities to proactively promote and develop locations, plans and designs that maximize the benefits of the transit linkage. This effort will include community involvement and participation in the planning process.~~

~~(b) This policy provides authority to solicit proposals, accept proposals, and request funding for Joint Development activities.~~

~~(c) The policy provides direction to complete an evaluation of GCRTA real estate to maximize their economic value.~~

~~(Res. 2007-54. Passed 3-27-07.)~~

~~**1087.03—EXISTING REGULATIONS.**~~

~~This policy does not mean to alter, amend, or take precedence over applicable guidance, FTA regulations, local, state, or federal statute.~~

~~(Res. 2007-54. Passed 3-27-07.)~~

# Attachment B to Committee Memo

## CHAPTER 1087

### Transit-Oriented and Joint Development

- 1087.01 Transit-Oriented Development and Joint Development.
- 1087.02 Policy Goals for Transit-Oriented and Joint Development.
- 1087.03 Purpose and Scope of Joint Development.
- 1087.04 Implementation.
- 1087.05 Authority.
- 1087.06 Existing Regulations.

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#### **1087.01 TRANSIT-ORIENTED DEVELOPMENT AND JOINT DEVELOPMENT.**

(a) This policy applies to transit-oriented development (“TOD”) and joint development. TOD and joint development both re-develop local communities, promote economic development investment, and encourage private sector investment near public transit facilities.

(b) TOD is dense, mixed use, and walkable development designed to promote the use of transit. TOD can increase ridership, increase revenue for GCRTA, and provide community value. GCRTA is a stakeholder in TOD and may also act as a joint development partner in TOD.

(c) Joint development is a type of development in which GCRTA is an active investment partner, contributing either property or funds for use in a joint development project. The purpose of joint development is to improve the transit system and/or the surrounding real estate, and to capture some of the economic value created by the transit system to help finance the transit system expenses.

#### **1087.02 POLICY GOALS FOR TRANSIT-ORIENTED AND JOINT DEVELOPMENT.**

All joint development on GCRTA property should meet the following goals:

(a) Fiscal responsibility. Joint development projects should create financial value to GCRTA at a reasonably low financial risk.

(b) Increased transit system ridership. All joint development proposals should demonstrate the potential to increase ridership by providing either transit supportive uses, such as facilities that promote multimodal (pedestrian, bicycle, micro transit, bus, train, carshare) connections to transit, or TOD. In order to promote ridership through TOD, TOD projects should provide:

- (1) increased density of residents and/or jobs within walking distance of transit facilities;
- (2) a mix of uses and destinations that promote the use of transit, provide residents of the development with walkable destinations, and help enable transit riders across the GCRTA system to meet their daily needs without using a car; and
- (3) design that promotes walkability and prioritizes pedestrian access and experience.

(c) Community value. Joint development projects should create value for the surrounding neighborhood through high quality development that is sensitive to the existing built environment and community goals.

- (1) TOD projects should provide opportunities for residents with a mix of income levels, ages, and household types to live in and benefit from the development. Projects should strive to create a catalyst for additional TOD.
- (2) Projects should be sustainable and promote efficiency.
- (3) Projects should address local and regional land use plans and economic development goals. GCRTA will work collaboratively with stakeholders and local jurisdictions (as appropriate) adjacent to its transit facilities to promote and develop locations, plans and designs that maximize the benefits of the transit linkage. This effort will include community involvement and participation in the planning process.

### **1087.03 PURPOSE AND SCOPE OF JOINT DEVELOPMENT**

Joint development is a use of Authority-owned real estate. The access and location advantages provided by a transit facility act as an impetus for development that benefits both the public transit authority and the private developer, as well as other public entities.

Joint development agreements with the private sector will be used to offset transit system real estate acquisition and facility construction costs, provide station upgrades and desired public amenities, and help fund ongoing system operating costs.

### **1087.04 IMPLEMENTATION.**

(a) The Authority will work collaboratively with stakeholders and local jurisdictions (as appropriate) adjacent to its transit facilities to proactively promote and develop locations, plans and designs that maximize the benefits of the transit linkages. This effort will include community involvement and participation in the planning process.

(b) Comprehensive Planning. The Authority will use comprehensive planning to

accomplish policy goals, including: coordinating the planning and development around rail stations and bus facilities with involved communities; encouraging land use plans that enhance system ridership and provide needed public amenities, such as sidewalks and other pedestrian connectors to link developments and rail stations or bus facilities; ensuring that uses of Authority-owned property and the local jurisdiction's land use plans are consistent; promoting land use plans that create high-quality development at each rail station or bus facility, including maintaining residential areas; providing agency support and interagency representation; encouraging local jurisdictions to structure their land use plans in the vicinity of rail stations and bus facilities to promote uses supportive of transit; and selecting joint development projects that promote transit ridership and increase mobility.

(c) Control of Joint Development Activities. The Authority will use control of joint development activities to accomplish policy goals, including: obtaining and retaining authority over station facility and transportation service design and location; maintaining an active role in joint development activities; and jointly developing land and air rights for the purpose of establishing long term revenues to offset the Authority's initial capital expenditures, as well as generating cash flow to meet ongoing operating and maintenance costs.

(d) Implementation. To further implement policy goals, the Authority builds positive relationships with the private sector, other public agencies, and residents affected by development in their respective communities; infuses public sector capital where appropriate to create more viable joint development projects; and ensures the involvement of local and disadvantaged businesses in joint development projects.

(e) Additional TOD Criteria and/or Procedures. The General Manager, Chief Executive Officer is authorized to establish TOD criteria. The TOD criteria may provide general requirements that will help ensure that projects meet the Authority's goals for TOD. Procedures may be established to guide the solicitation and evaluation of TOD and joint development projects.

## **1087.05      AUTHORITY**

(a) This policy provides authority to solicit and accept proposals using a competitive process, and to request funding for joint development activities.

(b) This policy provides direction to maintain an inventory and, if appropriate, purchase, sell or make other disposition of real estate for the purpose of TOD.

## **1087.06      EXISTING REGULATIONS.**

This policy is not intended to alter, amend, or take precedence over applicable guidance, FTA regulations, local, state, or federal laws.

(Res. 2007-54. Passed 3-27-07.)



To: Mayor Paul A. Koomar, President  
and Members, Board of Trustees

From: India L. Birdsong Terry  
General Manager, Chief Executive Officer

Date: May 28, 2026

Subject: Strategic Planning Session

A handwritten signature in blue ink, appearing to read 'IBT', enclosed in a blue oval.

At the June 2, 2026 Meeting of the Whole Committee, the Consultant Team (AECOM) and staff will engage in an interaction conversation as part of the planning process underway as GCRTA updates its current Strategic Plan. This discussion builds upon the work begun in the February Board Retreat and the sessions held with each Board member over the last two weeks. It will incorporate the feedback received by the Board as the plan progresses towards its completion.

Please do not hesitate to contact me if you have any questions or require additional information prior to Tuesday's meeting.

IBT/mbf



## AGENDA

Organizational, Services & Performance Monitoring Committee

Tuesday, June 2, 2026

Committee Members:                   Emily Garr Pacetti, Chair  
  Mayor Marie Gallo  
  Emily Harper  
  Deidre Y. McPherson  
  Jeffrey W. Sleasman

- I.       Roll Call
- II.     Approval of Minutes – May 19, 2026
- III.    RFP Procurement – a competitive negotiated procurement for the furnishing of natural gas supply requirements for the Authority’s facilities and CNG buses for a period of three years with two, one-year options.

Presenters:

- Tom Allen, Energy Manager
- Jenn Martin, Program Contract Manager

- IV.    RFP Procurement – a competitive negotiated procurement for a new learning and employee management system.

Presenters:

- Jonathan Ciesla, Project Resource Manager
- Rosalind Robinson, Contract Administrator II

- V.     Adjourn



## MEETING MINUTES

Organizational, Services & Performance Monitoring Committee

May 19, 2026

- Committee Members:** Ms. Pacetti (Chair), Mayor Gallo, Ms. Harper, Mr. Sleasman
- Also Present:** Mayor Koomar, Ms. Elder, Mr. Love, Ms. McPherson, Mayor Weiss, Ms. Whigham
- Staff/Other:** Shawn Becker, Nick Biggar, India Birdsong Terry, Janet Burney, Floun'say Caver, Brent Charnigo, Nick Davidson, Shashelia Degraffinried, Traci Ext, George Fields, Bob Fleig, Anthony Garofoli, Rajan Gautam, Chief Deidre Jones, Lawrence Jupina, Carl Kirkland, Ida Marshall, Sheila Miller, Josh Miranda, Charles Morgan, Holly Mothes, Jim Rusnov, Mike Schipper, Kay Sutula, Wendy Talley, John Togher, Carolyn Young

**Public:** 3

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 – May 5, 2026

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

III. TRACTION Results Reporting – Presentation of 1st Quarter 2026 scoreboards and customer experience surveys

India L. Birdsong Terry, General Manager & CEO, introduced the first quarter 2026 TRACTION performance review. She highlighted that the Authority's data compilation is now 100% in-house, moving away from third-party support. For the first quarter, GCRTA earned an overall grade of a B-minus, achieving 82.9 out of 100 goal points. This grade reflects transparent reporting and a set of adjusted KPIs designed to challenge the organization to hustle further across its four primary success outcomes.

Moving to customer experience, GCRTA earned 33.9 out of 35 points. The Authority achieved 15 out of 20 points for community impact, leaving room for improvement. This category can fluctuate because perception is a large component.

The first quarter's score for employee investment was 12.1 compared to the goal of 20. This category was expected to dip due to increased financial awareness and the pool of potential candidates for various programs may be shrinking due to a hiring freeze. Financial decisions have been made to continue service with no adverse impact on the community.

Moving to financial health, the score was 21.9 compared to the goal of 25.

Nick Biggar, Senior Director, CX & Performance Management, discussed the organizational scorecard and first quarter performance. GCRTA utilizes a balanced scorecard approach to monitor and measure performance. The four success outcomes are customer experience, community impact, employee investment and financial health.

Mr. Biggar stated that GCRTA's Net Promoter Score -- which asks customers how likely they are to recommend GCRTA to a friend or family member -- was 37 compared to a goal of 35.5.

GCRTA achieved 33.9 compared to a goal of 35 points in terms of customer experience.

Moving to Community Impact, Mr. Biggar stated that the agency achieved 15 out of 20 points. Public perception of community value hit 88% against an 89% goal. The agency conducts customer experience site visits to identify things in need of remedy from a customer's perspective. 100% of identified tactical field issues were resolved within a 4- to 5-day window. Additionally, Transit-Oriented Development (TOD) projects tracked at a 67% completion rate within a rolling two-year window.

Mr. Biggar advised that GCRTA has an annual goal of engaging with community partners. 85% of such activities through the first quarter have been completed and looking at the community impact score was 15 out of a possible 20 points.

Switching into employee investment, this outcome yielded 12.1 out of 20 points. Retention rates for mission-critical roles such as operators, mechanics and transit police was 65% against an 80% goal. The agency met its internal talent pipeline target with a 36% promotion rate. Professional development hours for non-bargaining staff reached 52.6% of the target. Approximately 40% to 50% of employees participate in the wellness incentive which offers a modest financial incentive to proactively get an annual physical and dental exam.

Moving to financial health, Mr. Biggar stated that the score was 21.9 out of 25 points. GCRTA successfully brought in over \$17 million of its \$35 million competitive grant goal and drew no money from the Revenue Stabilization Fund during the quarter. Furthermore, agency-wide expense reductions hit a 4.2% savings rate, outperforming the established 3% reduction goal.

Mr. Biggar explained that GCRTA partners with ETC, which is an industry leader in terms of surveying, to conduct the customer experience survey. Starting in the first quarter of 2025 through the first quarter of 2026, there has been a gradual increase in overall customer satisfaction.

Overall customer satisfaction reached just under 80%, exceeding the 76% goal. Targets for customer perceptions of safety (64% vs. 70% goal), on-time performance (75% vs. 76% goal), and vehicle cleanliness (54% vs. 60% goal) were close to the established goals. Internal tracking showed actual fixed-route on-time performance reached 82.6%, just under the 83% organization-wide goal. These three attributes consistently are the most important to customers.

Bus and rail customers say the most important attribute of service is on-time performance, followed by vehicle cleanliness, the cost of a ride and safety. Paratransit customers value safety followed by on-time performance.

The Community Value Survey was conducted among people who live within GCRTA service area, but do not necessarily utilize GCRTA services. The results showed that 88% indicated GCRTA provides value to the region and 62% find value in GCRTA personally. 23% of the survey respondents ride GCRTA. The top item community members indicated is that they want GCRTA to provide access to employment, affordable transportation and mobility to low-income families and individuals with special mobility needs.

Ms. Pacetti thanked staff for continuing to provide rich data. She appreciated that staff takes the time to survey hundreds of users on a regular basis to get real data about what riders care about.

Ms. Pacetti noticed that cleanliness is important to riders and questioned the status of the transition from cloth to vinyl seats. Mr. Biggar advised that the Red Line is completed but the Blue and Green lines are still being worked on. Seat composition makes a significant difference in terms of the perception of cleanliness and the ability to clean them.

Ms. Pacetti requested a follow-up regarding the timeline of the seat transition.

CEO Terry stated that it is important to survey active riders and people who are potential riders. Cleveland is at an inflection point in terms of battling history and anecdotes from past generations. New and returning riders would see the positive changes and innovations to the system -- the majority of which are capital improvements and operational items that enhance the ridership experience.

Aaron Hekele, Vice President of Transportation Research at ETC Institute, explained that random onboard intercepts, controlled QR codes, and digital hybrid strategies are utilized to maintain representative, FTA benchmarked data samples across all demographics and transit modes. Across fixed-route bus, bus rapid transit, and rail modes, customers consistently identified on-time performance and vehicle cleanliness as their highest priorities. Paratransit riders prioritized operator safety and safe boarding over timing metrics.

Ms. Whigham stated that some survey questions can be technical and she wanted to make sure that the demographics of those GCRTA serves meets them where they are. Mr. Hekele stated that his group works with GCRTA to ensure the questions can be benchmarked and helps develop scores. Additionally, ETC conducts its own focus groups internally to ensure the questions are relatable.

Mr. Sleasman renewed his request to omit the survey question of whether a person's ridership was dependent versus choice.

#### IV. Quarterly Management Report – Review of 1st Quarter 2026 Results

CEO Birdsong Terry concluded the presentations with the First Quarter Management Report, noting that total operating revenues reached approximately \$7.5 million. Passenger fares and ridership experienced subtle year-over-year declines, partially due to invoicing timelines for student fares. However, paratransit ridership has increased.

Operating expenses were positively managed, highlighted by healthcare expenditures coming in nearly 20% lower year-over-year alongside limits placed on employee overtime. Paratransit ridership numbers continued to climb, though payment timing caused temporary anomalies on the financial ledger.

There were no first quarter transfers for revenue stabilization.

Capital fund allocations heavily favored bus improvements at nearly \$14 million, followed closely by railcar replacements and critical facility upgrades to escalators, elevators, and transit stations.

Concluding the report, CEO Terry noted added components of the report, including a quarterly ridership report, external marketing lists for the Commuter Advantage program, and an updated Small Business Enterprise (SBE) activity sheet reflecting recent interim final rules set by the Federal Department of Transportation.

V. 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.

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Rajan D. Gautam  
Secretary/Treasurer

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Brent Charnigo  
Board Administrator



To: Mayor Paul A. Koomar, President  
and Members, Board of Trustees

From: India L. Birdsong Terry  
General Manager, Chief Executive Officer 

Date: May 29, 2026

Subject: Natural Gas Supply – RFP Procurement, 2026-034

This is a Request for Proposal procurement to award a contract to a qualified firm to provide the Authority with its natural gas supply requirements for a period of three years with two, one-year options.

At the June 2, 2026, Organizational, Services & Performance Monitoring Committee meeting, staff will make a presentation on the scope of work, background, procurement process and recommendation for contract award. Attached is the summary for this contract award. Due to market volatility, energy suppliers will only hold pricing for a very short time. Staff is currently in the evaluation process and will receive final pricing on June 15, 2026, when a final decision will be made to select a supplier. Staff will be requesting that the Organizational, Services & Performance Monitoring Committee recommend the award of this contract at the June 16, 2026 meeting of the Board of Trustees.

Please call me if you have any questions or require additional information prior to Tuesday's meeting.

IBT/SB

## **SUMMARY OF PROPOSED AWARD**

### **Natural Gas Supply**

#### **PROJECT OVERVIEW:**

The Authority has an on-going requirement for natural gas in order to heat its facilities and hot water tanks, and to compress for the fueling of its CNG bus fleet. The Authority is currently in the last year of a five-year contract with Direct Energy Business. The primary goal of the procurement is to establish a contract with a natural gas supplier for a fixed service charge (basis) for full plant requirements for facilities and a 10% swing for the two CNG fueling accounts. Full plant requirements will shift the risk of usage variances due to weather to the supplier. The services to be supplied by the supplier will include assistance in buying natural gas off the NYMEX futures market in order to lock in the commodity pricing. A fully fixed commodity pricing alternative is also being evaluated. The term will be for three years with two, one-year options.

The following summarizes the services to be performed by the contractor:

- Successful proposer must provide such volumes of natural gas, as required, for the operation of the Greater Cleveland Regional Transit's facilities and CNG fueling stations
- Successful proposer must schedule and deliver natural gas subject to the terms and conditions of the transportation agreements with Enbridge Gas Ohio, the local distribution company (LDC)
- The contract will have a fixed basis price \$/MMBtu, with a commodity portion that can either be locked in based on NYMEX, or the commodity charge shall be equal to the settlement price on the expiration date for that months NYMEX contract

#### **PROCUREMENT OVERVIEW:**

The Request for Proposal was issued on March 23, 2026. The necessary legal notice was published in the Plain Dealer and Call & Post newspapers. The Request for Proposal was also published on the GCRTA Procurement website.

The Request for Proposal was accessed and/or downloaded from the website by eleven (11) interested parties. Proposals were due on April 22, 2026. This procurement is currently still in the evaluation process. Best and final offers to receive updated pricing will be due June 15, 2026, the day before the June Board meeting, due to the volatility of the energy market.

A panel of Authority employees, including representatives from the following departments: Accounting, Facilities, Fleet Management, Internal Audit, Risk Management, Office of Management and Budget and Procurement, along with our energy consultant Brakey Energy, Inc., will perform an evaluation of the proposals using the following Evaluation Criteria:

- Terms of Contract
- Cost Effectiveness
- Financial Viability of Proposer
- Experience & Reputation

This process is in accordance with established Procurement Department Policies and Procedures.

**RECOMMENDATION:**

As a result of the USDOT Interim Final Rule published in the Federal Register and made effective October 3, 2025, DBE goal setting has been suspended on Authority projects until further notice.

Staff plans to bring a recommendation to the Board of Trustees at their June 16, 2026 meeting.



Greater Cleveland  
Regional Transit Authority

Interoffice Memo

To: Mayor Paul A. Koomar, President  
and Members, Board of Trustees

From: India L. Birdsong Terry  
General Manager, Chief Executive Officer

A handwritten signature in blue ink, enclosed in a blue oval, representing India L. Birdsong Terry.

Date: May 29, 2026

Subject: Learning Management & Employee Performance Management System – RFP  
Procurement, 2025-036

This is a Request for Proposal procurement to award a contract to a qualified firm to provide the Authority with a Learning Management and Employee Performance Management System for a period of three years with two, one-year options.

At the June 2, 2026, Organizational, Services & Performance Monitoring Committee meeting, staff will make a presentation on the scope of work, background, procurement process and recommendation for contract award. Attached is the summary for this contract award. Staff will be requesting that the Organizational, Services & Performance Monitoring Committee recommend the award of this contract at the June 16, 2026 meeting of the Board of Trustees.

Please call me if you have any questions or require additional information prior to Tuesday's meeting.

IBT/SB

## SUMMARY OF PROPOSED AWARD

### Learning Management and Employee Performance Management Systems, 2025-36 Three Years with Two, One-Year Options

#### **PROJECT OVERVIEW:**

The Greater Cleveland Regional Transit Authority (GCRTA) is seeking a qualified contractor to provide a comprehensive Learning Management System (LMS) and Employee Performance Management System (EPMS). The resulting contract will be for a three-year initial term, with two one-year renewal options. Proposers were encouraged to base their solutions on the most effective, modern, and efficient technology available, capable of supporting training delivery, employee development, performance management, and compliance tracking. Systems must align with GCRTA's operational needs, improve workflow efficiency, and support a multigenerational workforce. All services and system functionality must comply with applicable laws, regulations, and ordinances.

#### **PROCUREMENT OVERVIEW:**

The Request for Proposal was issued on March 30, 2025. The necessary legal notice was published in the Plain Dealer and Call & Post newspapers. The Request for Proposal was also published on the GCRTA Procurement website.

The Request for Proposal was accessed and/or downloaded from the website by fifteen (15) interested parties. Six (6) proposals were received on May 14, 2025, as shown below:

#### **PROPOSERS: (6)**

eSkillz Corporation  
Carahsoft Technology Corporation  
UKG Inc.  
Synegen, Inc.  
Noverant, Inc.  
MangoApps

**CONFIDENTIAL**

A panel of Authority employees, including representatives from the following departments: Training & Employee Development, Information Technology, Customer Experience & Organizational Performance, and Procurement, performed an evaluation of each proposal using the following Evaluation Criteria:

- Experience
- Qualifications
- Demonstrations
- Quality of training, maintenance, and support plans
- Cost

This process was in accordance with established Procurement Department Policies and Procedures. The evaluation team reviewed the proposal received. Based upon the initial

proposals, interviews and negotiations, it was determined that the proposal of eSkillz Corporation was most advantageous to the Authority, price and all other factors considered.

**RECOMMENDATION:**

eSkillz Corporation, with its headquarters in Washington, DC, was founded in 2007. eSkillz has evolved into a full-service technology provider, offering LMS and EPMS implementation, administration, customer support, and integration. They have extensive experience working with a wide variety of clients across public and private sectors.

As a result of the USDOT Interim Final Rule published in the Federal Register and made effective October 3, 2025, DBE goal setting is suspended on GCRTA projects until further notice.

The strengths of eSkillz include:

- Deep LMS & EPMS platform expertise
- Full-Service Support Model
- Strong Public Sector & Compliance Experience
- Human-Centered Approach

**CLIENT BASE:**

Recent clients of eSkillz include the Massachusetts Bay Transportation Authority (MBTA), Ohio Department of Aging (ODA), and the Department of Transportation - Office of the Inspector General (DOT OIG).

A resolution will request authorization to issue a contract to eSkillz Corporation in an amount not to exceed \$472,717.94 for a base three years, and in amounts not to exceed \$120,742.92 and \$126,176.33 for each of two option years, respectively, for a total contract amount not to exceed \$719,637.19 for the five-year period. This negotiated total amount is approximately 2.6% above the independent cost estimate of \$701,008.00.



## AGENDA

### Operational Planning & Infrastructure Committee Meeting

Tuesday, June 2, 2026

Committee Members: Jeffrey W. Sleasman, Chair  
Emily Garr Pacetti, Vice Chair  
Mayor Marie Gallo  
Emily Harper  
Stephen M. Love

- I. Roll Call
- II. Approval of Minutes – May 5, 2026
- III. IFB Procurement – a competitive negotiated procurement for the replacement and installation of five bus wash lanes at Hayden Garage (two wash lanes) and Triskett Garage (three wash lanes).

Presenters:

- Norbert Reynolds, Resident Engineer II
- Jenn Martin, Program Contract Manager

- IV. Adjourn



## MEETING MINUTES

Operational Planning & Infrastructure Committee

May 5, 2026

**Committee Members:** Mr. Sleasman (Chair), Ms. Pacetti (Vice Chair), Mayor Gallo

**Also Present:** Mayor Koomar, Ms. Elder, Ms. McPherson, 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

Mr. Sleasman called the meeting to order at 11:11 a.m. with roll call. A quorum was present.

II. Approval of Minutes – April 7, 2026

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

III. FB Procurement – a competitive procurement to replace the existing rail crossing, including crossing panels, brick pavers, rail, ties, and undercutting ballast at the Waterfront Transit Line - Overlook.

Kathleen McGervey, Engineering Project Manager, explained the need for a full rehabilitation — replacing panels, rails, and ties to ensure safe and reliable transit.

Jonathan Laule, Program Contract Manager, stated that three bids were submitted and that staff recommends Railworks Track Services, LLC for the rehabilitation of the Overlook in an amount not to exceed \$1,192,000.

IV. IFB Procurement – a competitive procurement to rehabilitate the Shaker Square Substation building's exterior veneer system due to water infiltration issues. The new substation brick will match the refaced brick veneer guard walls at road level along Shaker Blvd.

Matthew Marotta, Resident Engineer II, described ongoing water infiltration issues and outlined the plan: demolish and rebuild the exterior veneer, replace coping caps, tuckpoint brick, repair concrete,

and upgrade lighting and ventilation. This project is the final phase of a multi-year effort to restore Shaker Blvd's infrastructure.

Jonathan Laule, Program Contract Manager, stated that staff requests the Committee to recommend award to Northeast Ohio Trenching Service, Inc., for this project in amount not to exceed \$715,000.

V. IFB Procurement – a competitive procurement for a contractor to install fiber optic cable infrastructure for the GCRTA Trunk Line.

Andrew Korman, Engineer Project Manager, Electrical, stated that this procurement is a continuation of the fiber project, following a project on the Red Line. Fiber will be installed from the Kinsman Road bungalow to Shaker Junction, and represents an improvement, as there is no fiber on this part of the rail section.

The scope of work is to install fiberoptic cables along the trunk line. The contractor will provide all hardware to install the cable.

Lou Catalusci, Contract Administrator II, stated that three firms submitted a bid and staff requests That the Committee recommend award to Edgar Trent Construction Company LLC for the trunk line fiber optic fiber optic cable network construction project in an amount not to exceed \$848,605.

Ms. Pacetti requested more context. Mr. Korman explained that due to grant money, the fiber projects are being carried out in phases. The Red Line was first, followed by the trunk line and the Blue and Green lines will follow. Currently

VI. 2027 – 2031 Capital Improvement Plan Presentation

Eric Vukmanic, OMB Manager of Budgets, stated that the Capital Improvement Fund budget is split into two separate categories: the Capital fund and asset maintenance.

Two committees review and evaluate submitted capital requests. The capital program working group (CPWG) reviews project submissions and prioritizes projects. The Capital Oversight Committee reviews CPWG recommendations, assess how projects align with the strategic plan and makes a final decision based on funding availability and return on capital investment.

The capital improvement plan started back in September 2025 when we opened the apex system to collect project submissions from project managers across the authority. The Budget Office reviewed and organized the projects. In February, recommendations were made to the CPOC.

In March, the CPOC reviewed the projects and put together a five-year Capital Improvement Plan. Staff's goal is to submit the plan to NOACA for review and approval in June. The ranking criteria used based on their weights are the state of good repair, health and safety mandates, ridership, TOD, the operating budget impact and environmental impact.

The five-year proposed CIP of \$732.4 million with \$180.2 million in 2027 is led by the railcar program, facility improvements and buses.

Mike Schipper, Deputy General Manager, Engineering & Project Management, summarized projects slated for 2027. He added that GCRTA will have more money in 2027 due to winning several competitive grants. The major programs will include railcar replacement, lift replacements and facility improvements. This is the beginning of a multi-year program to look at that for bus garages.

The vehicle program includes the procurement of 40-foot CNG buses and twenty (20) paratransit vehicles to expand the fleet to 100. Facility projects include the track bridge over Canal Road, roofs, paving and elevators and escalators. Rail projects are a significant piece of CIP and include design work supporting light rail, the signal system, reconstructing the Blue Line and ADA-complaint stations.

Mr. Schipper advised that there are more projects than money available and the CIP includes unfunded necessities.

Mary Flannery, Grants Management Administrator, stated that federal funding is by far the largest component of GCRTA project funding at 48%. The Infrastructure Investment and Jobs Act (IIJA) funding is set to expire in September 2026. Proposed federal budget cuts may hit GCRTA by \$15–\$18 million in the out-years, causing the agency to budget conservatively and maintain an unfunded needs list. GCRTA is having internal discussions on how to proceed if competitive grant funding is reduced or eliminated in 2028.

Ms. Flannery advised that total grant awards in 2025 were \$28 million. Competitive grants awarded to date in 2026 include \$10 million for light rail track rehabilitation through the ODOT track program and \$250,000 in Community project funding and the bus improvement program \$16.74 million from NOACA over two years.

GCRTA has \$49 million in pending grant applications, including \$20.5 million for the MetroHealth BRT and \$20 million to rehabilitate seven Green Line rail platforms. Staff intends to apply for additional grants for various projects, including the Triskett roof replacement, replacement buses, the Kinsman Road corridor TOD planning project and Ohio Workforce Mobility enhancements.

Mr. Love noted that the MetroHealth West 25th BRT had a \$21 million funding gap and questioned how staff would address that financial shortfall. Mr. Schipper explained that staff has requested \$20.5 million in small starts grant for construction and already has \$12 million plus the match from ODOT. The small starts grant is highly rated by the FTA and if Congress acts GCRTA would be in a position to go out to bid this fall. If grant funding is unsuccessful the project could be bid in segments.

Mr. Love referenced the Triskett roof replacement and questioned its long-term solar readiness. Mr. Schipper advised that staff unsuccessfully submitted for a grant last year. The grant application was highly rated but not funded. Staff will again apply for a grant this year. He noted that due to the building's original design, the roof may only be 30% utilized for solar.

Mayor Koomar stated that there were suggestions that transit funding may be curtailed by the current administration and questioned whether the CIP would be affected by changes. CEO Terry stated that nearly 100% of the CIP is fully funded, although a couple other areas are in limbo.

Mr. Schipper stated that there's only about 15 agencies around the country that are eligible. with the grant Mary turned in last week, if we were to receive that, that would be the last time we would need a grant like that because every one of our rail stations will be ADA accessible. if we lose this year and it disappears, that's a problem for. that's why we are going to make at the federal level, our two big pushes are to get MetroHealth and to get the ASAP.

Mr. Love moved and Ms. Pacetti seconded to suspend the Committee meeting. The motion passed.

### Public Hearing

Mr. Vukmanic read the official budget statement, indicating that this is the official public hearing on the proposed Capital Improvement Budget for the fiscal year 2027 to 2031. He explained that the CIP budget process started in September 2025 wherein requests were submitted for review. The projects

were reviewed by the Capital Program working group and Capital Program Oversight Committee. The fiscal year 2027 to 2031 CIP was completed in April 2026 to comply with NOACA's revised project planning review schedule, which ensures that funding will be aligned with the fiscal years of NOACA, ODOT and FTA.

The fiscal year 2027 to 2031 CIP totals \$732.4 million, of which \$180.2 million is budgeted in fiscal year 2027. The Authority's focus continues to be on replacement of rail vehicles and rail infrastructure projects. The 2027 to 2031 CIP includes projects that are not fully funded, where funding sources are yet to be determined. Unfunded projects total approximately \$285 million where the local match has been reserved but total federal funding has not been identified.

Sales tax is the funding source for 100% locally funded projects as well as the local match for federal and State awards. The Authority's financial goal is to transfer a minimum of 10% of the annual sales tax receipts into the CIP.

### Public Comments

Members of the public addressed the Board regarding both agenda and non-agenda items. Public comments submitted through the webform will appear in their original form and have not been edited for grammar or content. GCRTA reserves the right not to publish any explicit language, derogatory remarks, or personal attacks against individuals.

#### 1. Loh (in-person)

Lon referenced the reality of an aging population and stressed that paratransit alone is insufficient due to booking and cancellation lag times. She urged GCRTA to design all future fixed-route buses and railcars with robust ADA compliance so riders with spontaneous needs can use the standard rapid and bus networks.

#### 2. Brian Hagar (phone)

Mr. Hagar expressed concern regarding non-functional wheelchair ramps on existing vehicles and relayed passenger complaints regarding drivers passing up riders in wheelchairs along Routes 3, 10, and 11.

Ms. Pacetti moved and Mr. Love seconded to adjourn the public hearing and reconvene the Committee meeting. The motion carried.

Mr. Vukmanic stated that staff recommends that the Committee present the 2027 to 2031 CIP resolution to the Board of for approval.


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

#### VII. Adjourn

There being no further business to come before the Committee, Mr. Sleasman moved to adjourn the meeting, which was seconded by Ms. Pacetti. The meeting was adjourned at 12:02 p.m.



To: Mayor Paul A. Koomar, President  
and Members, Board of Trustees

From: India L. Birdsong Terry  
General Manager, Chief Executive Officer 

Date: May 26, 2026

Subject: Project 19.72 – Hayden & Triskett Garage Bus Wash System Replacement  
IFB Procurement

Staff will give a summary of the upcoming contract for the replacement of two (2) bus wash systems at Hayden garage and three (3) bus wash systems at Triskett garage, for a total of five (5) bus wash systems, at the Operational Planning and Infrastructure Committee meeting on June 2, 2026. The presentation will cover the scope of work and staff recommendations for the contract award.

These wash systems will be replaced by this project because their usefulness has long since gone. It is more difficult to locate replacement parts and repairs are costly. The work includes the tasks listed below:

- Preparation of construction/installation drawings.
- Completion of necessary electrical and plumbing work.
- Installation of commercial-grade floor coating.
- Provision and installation of new wash systems
- Commissioning of new wash systems.
- Training of operators and maintenance staff.

The Summary of Proposed Award is attached.

Staff will request that the Operational Planning and Infrastructure Committee recommend award of the contract to the full Board for approval at the June 16, 2026, Board meeting.

Please call me if you have any questions or require additional information prior to Tuesday's meeting.

IBT/NAR

**SUMMARY OF PROPOSED AWARD**  
**Project 19.72 Hayden & Triskett Garage Bus Wash System Replacement**  
**RFP: 2026-007**

**PROJECT OVERVIEW:**

The Greater Cleveland Regional Transportation Authority (GCRTA) is seeking proposals from qualified firms for the purpose of entering into a contract for the provision and installation of five (5) automatic 2-Brush bus wash systems to replace the current systems. Two (2) bus wash systems are to be replaced at the Hayden District Garage and three (3) bus wash systems are to be replaced at the Triskett District Garage. Each garage needs to wash approximately 200 buses daily.

**PROCUREMENT OVERVIEW:**

The Request for Proposal was issued on February 2, 2026. The necessary legal notice was published in the Plain Dealer and Call & Post newspapers. The Request for Proposal was also published on the GCRTA Procurement website.

The Request for Proposal was accessed and/or downloaded from the website by fourteen (14) interested parties. Four (4) proposals were received on March 13, 2026, as shown below:

**PROPOSALS (4):**

NS Corporation\*  
Ross and White, Inc.\*  
Westmatic Corporation\*  
SAF, Inc.

**CONFIDENTIAL**

\* Denotes shortlisted firms

A panel of Authority employees, including representatives from the following departments: Triskett Facilities, Central Facilities Maintenance, Accounting (Energy Manager), Engineering & Project Management, Office of Management and Budget, and Procurement, performed an evaluation of the proposals using the following Evaluation Criteria:

- Pricing Proposal
- Understanding of the Project's Context & Purpose
- Delivery / Installation Schedule
- Experience, Qualifications, & References

This process was conducted in accordance with established Procurement Department Policies and Procedures. The evaluation panel shortlisted and interviewed three (3) firms. It was determined that the proposal of Ross and White, Inc. was most advantageous to the Authority, price and all other factors considered.

## **RECOMMENDATION:**

Ross and White, Inc. was founded in 1933, with their headquarters in Cary, Illinois. They provide 90+ years of experience in the design, manufacturing, and installation of advanced transit bus wash systems.

The strengths of Ross and White, Inc. include:

- One of the most trusted and enduring names in the transit bus wash industry
- Focus on reliability and longevity of their systems utilizing customer-driven designs
- Installations in multiple transit agencies
- Parts manufactured in the U.S.A.

As a result of the USDOT Interim Final Rule published in the Federal Register and made effective October 3, 2025, DBE goal setting has been suspended on Authority projects until further notice.

## **CLIENT BASE:**

Ross and White, Inc. has successfully completed projects for the Transit Authority of Northern Kentucky, Amtrak, Western Reserve Transit Authority, Des Moines Metropolitan Transit Authority, Dallas Area Rapid Transit, among others.

A resolution will request authorization to issue a contract to Ross and White, Inc. to replace and install two (2) bus wash systems at the Hayden District Garage and three (3) bus wash systems at the Triskett District Garage in an amount not to exceed \$2,825,000. This amount is approximately 1% above the Engineer's Estimate of \$2,796,885.