Greater Cleveland
Regional Transit Authority

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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, December 1, 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 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), on GCRTA's Facebook page and GCRTA's Twitter page.

8:30 A.M. **Committee of the Whole**

- **Executive Session(s)**– to consider the appointment and employment of a public employee or official.

9:00 A.M. **Audit, Safety Compliance & Real Estate Committee**

- 2027 Property Insurance Renewal
- 2027 Public Transportation Agency Safety Plan
- Right of Way Worker Protection Plan

Organizational, Services & Performance Monitoring Committee

- Ultramain Software Maintenance, Support & Hosting – This is a recurring negotiated procurement for maintenance, support and hosting of the Authority's proprietary Ultramain software, which is utilized for managing the Authority's assets, inventory and rolling stock.
- Electricity Supply - This is a recurring competitive negotiated procurement to provide the Authority's electricity supply (non-utility portion of bill) for a period up to three years
- Vontas Cloud Hosting Service Renewal - This is a renewal of a negotiated non-competitive procurement with Trapeze Software Group, Inc. DBA Vontas to provide hosting services for its Computer-Aided Dispatch / Automatic Vehicle Location (CAD/AVL) Software, "OnRoute", for a period of two years.
- Multi-Agency Radio Communication System (MARCS) Subscription - This interagency agreement will allow the Authority to utilize the Ohio Multi-Agency Radio Communication System for the operation of its radio system, including Transit Police radios, portable radios, dispatch consoles, and on-board mobile radios for a period of three years.

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

Greater Cleveland
Regional Transit Authority

Operational Planning & Infrastructure Committee

- Vertical Transportation (Elevators/Escalators)
- 2027 Service Plan
- 2027 Budget – A discussion on the FY 2027 Budget discussion
- Public Hearing - FY 2027 Budget

Committee of the Whole

- Update of the Strategic Plan

India L. Birdsong Terry
General Manager, Chief Executive Officer

IBT: mae

AGENDA

Committee of the Whole

Tuesday, December 1, 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- November 3, 2026
November 17, 2026

III. Executive Session(s)

- To consider the appointment, employment, dismissal, discipline, promotion, demotion, compensation of a public employee or official

- To consider the appointment, employment, dismissal, discipline, promotion, demotion, compensation of a public employee or official

IV. Adjournment

IBT: mae

MEETING MINUTES

GCRTA Committee of the Whole

November 3, 2026

Board Members:	Mayor Koomar (Chair), Ms. Pacetti (Vice Chair), Ms. Elder, Mayor Gallo, Mr. Love, Ms. McPherson, Mr. Sleasman, Mayor Weiss, Ms. Whigham
Staff/Other:	Shawn Becker, India Birdsong Terry, Nick Biggar, Nick Davidson, Wendy Feinn, Scott Ferraro, Michael Fesler, George Fields, Bob Fleig, Joel Freilich, Tony Garafoli, Kenneth Green, Sharon Jenkins, Deirdre Jones, Lawrence Jupina, Carl Kirkland, Jonathan Laule, Jeff Macko, Charles Morgan, Ruben Morgan, Holly Mothes, Teresa Muti, Joe Shaffer, Kay Sutula, Sergeant Clay Saylor, Dawn Svancara, Donald Tereba, John Togher, Eric Vukmanic, Carolyn Young
Public:	6

I. Call to Order

Mayor Koomar called the Committee of the Whole meeting to order at 9:51 A.M.

II. Roll Call

Roll call was taken, and a quorum was established. Ms. Harper was absent.

III. Approval of Minutes

Ms. Pacetti moved to approve the minutes of the October 6, 2026, Committee of the Whole meeting. Mr. Love seconded. The motion carried.

IV. Tax Revenue Considerations

Mayor Koomar opened the discussion regarding the Authority's potential 2027 sales tax ballot initiative. He emphasized the importance of establishing a coalition of community and business leaders to provide feedback and support for the proposed initiative. He noted that the objective was to maximize the likelihood of passage and secure the funding necessary to sustain, expand, and transform public transportation services throughout the region.

General Manager and Chief Executive Officer India Birdsong Terry provided an update on the proposed Transportation Leadership Council (TLC), a collaborative initiative involving GCRTA, the City of Cleveland, and Cuyahoga County. Mrs. Birdsong Terry explained that the Council would consist of approximately 20 to 25 influential representatives from major businesses, educational institutions, philanthropic organizations, and public service entities. The Council would provide feedback regarding the proposed sales tax increase, including the appropriate percentage and timing of the ballot initiative, while helping establish broader community support.

Mrs. Birdsong Terry reported that Management had conducted extensive community outreach over the preceding 18 months, including educational presentations and discussions with approximately 40 stakeholder organizations. These meetings focused on the Authority's financial position, operating and capital funding needs, potential service improvements, and the

implications of a sales tax increase. She explained that many prospective Council members had already participated in these discussions and would therefore be familiar with the Authority's financial challenges and proposed solutions.

Mrs. Birdsong Terry advised that invitations to prospective Council members were expected to be distributed later in the week, with an initial meeting tentatively scheduled for November 18, 2026. The Council was expected to meet approximately every two weeks to review information, discuss the proposed initiative, and provide recommendations to the Board. She further explained that the City of Cleveland and Cuyahoga County had requested that the Board consider postponing its previously scheduled November 17 decision until the Council had an opportunity to provide initial feedback.

Mayor Koomar expressed support for obtaining stakeholder input before the Board finalized the proposed sales tax percentage and election date. Mrs. Birdsong Terry noted that the Council's participation could strengthen the initiative's chances of success, particularly given the potential impact of an increase on the county's overall sales tax rate. He emphasized that the Board would retain final decision-making authority and that the additional consultation should not prevent the Authority from pursuing a ballot initiative in 2027.

Ms. Elder expressed concern regarding further postponement of the Board's decision. She noted that the Board had previously established and subsequently extended deadlines for determining whether to proceed with the initiative. Ms. Elder supported the formation of the Council but maintained that its work could occur concurrently with the Board's decision-making process. She urged the Board to honor its commitment to make a decision on November 17, 2026, to avoid additional delays that could jeopardize the Authority's financial and operational planning.

Mayor Weiss acknowledged Ms. Elder's concerns but emphasized the importance of obtaining support from influential community stakeholders before proceeding. He suggested that certain preparatory activities, including organizing a political action committee, could potentially advance while the Council was being established. He reiterated that the Council's participation could be critical to building the broad coalition necessary for a successful ballot initiative.

Ms. Smith Whigham agreed with Ms. Elder that the Board should make its decision on November 17. She questioned whether prospective Council members would understand their responsibilities without a clearly defined ballot proposal and asked how the Council's role would differ from that of a political action committee. She maintained that the Board should first establish the election date and proposed percentage, allowing the Council and other supporters to organize around a defined initiative.

Mr. Love emphasized that the Authority had not pursued a sales tax increase in approximately 50 years and that establishing a shared community understanding of the initiative's value would be essential. He expressed support for the Council as a means of developing the civic and institutional relationships necessary to secure passage of the measure.

Mayor Koomar and Mayor Weiss clarified that the Council would serve in an advisory capacity and would not replace the Board's authority to determine the election date or proposed sales tax

percentage. He explained that feedback from major employers and community institutions could help assess the political and economic environment surrounding a proposed increase of 0.25% to 0.50%.

Mr. Sleasman asked whether the Board could establish a preliminary election date and percentage and subsequently revise its decision after receiving Council feedback. He suggested that taking an initial position would demonstrate the Board's commitment while preserving flexibility to respond to stakeholder concerns.

Mrs. Birdsong Terry explained that the City of Cleveland and Cuyahoga County had specifically requested that the Board consider waiting until the Council had convened and provided preliminary feedback. She emphasized that this request was advisory and that the Board retained full authority to proceed with a decision on November 17. She noted that the purpose of the Council was to obtain stakeholder perspectives regarding the proposed increase, particularly the level of financial investment that the community would consider acceptable.

Mrs. Birdsong Terry reviewed the potential election dates and associated filing deadlines. She explained that the Authority could pursue either a May or November 2027 election, with filing deadlines of February 3, 2027, and August 4, 2027, respectively. An August 2027 election was not available because the Authority did not meet the fiscal emergency requirements. She further noted that sales tax revenues would not be received immediately following voter approval, making a 2027 election important to the Authority's financial outlook.

Mrs. Birdsong Terry recommended that the Board consider a November 2027 election and a proposed sales tax increase between 0.35% and 0.50%. She explained that a 0.25% increase would provide additional resources but would not support the level of service innovation and transformation sought by the Authority and its stakeholders. She emphasized that a 0.35% to 0.50% increase would provide greater opportunities for expanded service, improved frequency, and long-term system improvements.

Ms. Pacetti expressed support for obtaining additional stakeholder feedback before determining the proposed percentage. She explained that while she supported pursuing an initiative in 2027, she believed the Council could provide valuable insight into the relative benefits and community acceptance of the various funding scenarios. She cautioned that making a final decision before the Council's initial meeting could undermine the collaborative approach being developed with community partners.

Mayor Weiss distinguished between the election date and the proposed sales tax percentage. He indicated that he was comfortable committing to a November 2027 election but believed the appropriate percentage required additional consideration of community support and the political environment.

Ms. Smith Whigham reiterated her concern regarding the Board's changing decision deadlines and requested specific information regarding the Council's purpose, responsibilities, meeting schedule, and anticipated deliverables. She questioned whether the proposed Council would provide the information necessary for a final decision or whether additional requests could result

in further postponements. She emphasized the importance of clearly communicating expectations to Management, the Board, and the public.

Mrs. Birdsong Terry explained that the City of Cleveland and Cuyahoga County were preparing written correspondence outlining the Council's purpose and requesting that the Board consider delaying its November 17 decision. She anticipated receiving the correspondence during the week and distributing it to trustees. She further explained that the Council would be expected to provide meaningful feedback within a compressed timeframe, potentially following two or three meetings, so that the Board could reach a final decision by December 2026 or January 2027.

Ms. Smith Whigham requested that the written communication identify the Council's objectives, anticipated timeline, and specific questions or recommendations it would be expected to address. She also expressed concern regarding the approaching holiday season and the potential difficulty of convening senior organizational leaders within the proposed timeframe.

Mrs. Birdsong Terry acknowledged the scheduling concerns and emphasized that the Council's work could not be open-ended. She explained that Management needed sufficient direction and preparation time to organize a successful ballot initiative and that a final decision should occur within approximately 45 to 60 days. She noted that the Authority had already invested considerable time in community education and stakeholder engagement and that the Council was intended to build upon those efforts rather than restart the process.

Ms. Elder encouraged the Board to rely upon the substantial financial and operational information already presented by Management and to recognize its responsibility to make a timely decision. Ms. McPherson and Mayor Gallo expressed support for establishing a clear position regarding the 2027 election while continuing to seek stakeholder input on the proposed percentage.

Mrs. Birdsong Terry confirmed that the written correspondence from the City of Cleveland and Cuyahoga County was expected later in the week and would be distributed to trustees upon receipt.

Mrs. Birdsong Terry invited trustees to raise any remaining questions regarding the previously presented financial and operational scenarios.

Mayor Weiss requested clarification regarding whether a 0.25% sales tax increase would provide sufficient funding to extend the Blue and Green rail lines to Cleveland Hopkins International Airport.

Joel Freilich, Director of Service Management, explained that any of the three proposed sales tax increases—0.25%, 0.35%, or 0.50%—would provide the additional operating resources necessary to extend Blue and Green Line service to the airport. He noted that while the Authority's capital budget included the infrastructure and new railcars necessary to support the extension, additional operating funding would be required to cover increased personnel, maintenance, and service costs.

Mr. Freilich further explained that without additional revenue, the Authority would remain focused on maintaining existing service rather than expanding operations. He emphasized that

the introduction of new railcars would improve reliability, but additional funding would be necessary to extend routes and increase service frequency.

Ms. Pacetti requested the estimated annual operating cost associated with extending the Blue and Green Lines to the airport. Mr. Freilich indicated that he did not have the specific figure available but would provide the information. Mrs. Birdsong Terry directed staff to prepare a written response for distribution to the Board.

Ms. Smith Whigham requested further clarification regarding the process for establishing the Transportation Leadership Council and whether the Board would be required to vote on its formation. She also requested that representatives from the City of Cleveland and Cuyahoga County address the Board directly regarding their recommendation to delay the November 17 decision, noting the importance of providing transparency to trustees and the public.

Mrs. Birdsong Terry explained that the proposed Council was developed in response to the Board's direction to work with the City and County to establish a broader coalition supporting the potential ballot initiative. She stated that the written correspondence from the City and County would outline the Council's purpose, anticipated meeting schedule, and responsibilities.

Mrs. Birdsong Terry further explained that invitations would be issued to approximately 25 prospective members, with support from the Board President and Authority leadership. The City of Cleveland would coordinate the initial meeting, tentatively scheduled for November 18, 2026, at City Hall. Subsequent meetings would occur approximately every two weeks, with the objective of providing feedback regarding the proposed election date and sales tax percentage within a defined timeframe.

Mrs. Birdsong Terry noted that representatives of the City and County had also discussed directly contacting prospective Council members to reinforce the importance of their participation and demonstrate support for the initiative from both governmental entities.

No formal action was taken regarding the proposed sales tax ballot initiative or the Transportation Leadership Council.

V. Executive Session

Mayor Koomar moved to enter Executive Session to review negotiations or bargaining sessions with public employees concerning their compensation or other terms and conditions of employment and, relative to personnel, to consider the employment, evaluation, and compensation of a public employee or official. Mr. Love seconded.

Mayor Koomar announced that the Executive Session would be conducted in the Boardroom and that no additional public business would be transacted following the session. Ms. Birdsong Terry identified the staff members authorized to remain for the Executive Session.

The Committee entered Executive Session.

VI. Roll Call

A quorum was present. Ms. Harper was absent.

VII. Adjournment

Mayor Koomar moved to adjourn the Committee of the Whole Meeting. Ms. Pacetti seconded. The motion carried.

Attest: _____ _____

Secretary-Treasurer President

MEETING MINUTES

GCRTA Committee of the Whole

November 17, 2026

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

Staff/Other: Shawn Becker, India Birdsong Terry, Nick Biggar, Janet Burney, Nick Davidson, Michael Ettorre, Scott Ferraro, Michael Fesler, George Fields, Bob Fleig, Ida Marshall, Joel Freilich, Tony Garofoli, Kenneth Green, Deidre Jones, Lawrence Jupina, Carl Kirkland, Jeff Macko, Sheila Miller, Charles Morgan, Ruben Morgan, Holly Mothes, Teresa Muti, Joe Shaffer, Kay Sutula, Wendy Talley, Brian Temming, John Togher, Eric Vukmanic, Carolyn Young

Public: 12

I. Call to Order

Mayor Koomar called the Committee of the Whole meeting to order.

II. Roll Call

A quorum was present (Ms. Elder was absent).

III. Approval of Minutes

Ms. Pacetti moved to approve the minutes of the October 20, 2026, Committee of the Whole meeting. Ms. Harper seconded. The motion carried.

IV. Internal Audit Report – Third Quarter 2026

Mayor Weiss provided an overview of the November 10, 2026, Audit, Safety, Compliance and Real Estate Committee meeting. Mayor Weiss commended the Internal Audit Department for its comprehensive reporting and discussed modifications to the committee meeting format to prioritize key audit findings and facilitate Board discussion.

Anthony Garofoli, Executive Director - Internal Audit, presented an overview of the Internal Audit Department's third quarter 2026 activities. The presentation included the modified 2026 Internal Audit Plan, approved by the Audit Committee in August, and its alignment with GCRTA's four strategic themes: Customer Experience, Community Impact, Financial Health, and Employee Investment. Mr. Garofoli also identified information technology governance and configuration management as organizational priorities.

Mr. Garofoli provided an update on the railcar replacement program, including Siemens contract compliance, contract payments, change orders, railcar delivery and commissioning, infrastructure readiness, and Federal Transit Administration (FTA) requirements. As of October 26, 2026, the contract and associated change orders totaled approximately $345 million, with

approximately $164 million in payments made to the contractor. Mr. Garofoli indicated that audit activities remained ongoing and no final audit findings had been issued.

Mr. Garofoli reviewed the delivery of the first two light rail vehicles, the anticipated 22-week commissioning process, vehicle inspections and testing, and infrastructure improvements necessary to support revenue service. Construction necessary to accommodate railcar delivery had been completed, while station and track improvements required for revenue service remained in progress.

Mr. Garofoli reviewed audit projects completed during the third quarter, including the Purchasing Card Program, Business Process and Robotic Automation, Outage Request Process, Payroll Controls, Power and Way Asset and Configuration Management, Fare Capping, and a Pre-award Audit of Rail Equipment. Mr. Garofoli indicated that Internal Audit would continue to monitor outstanding audit recommendations until closure.

Mr. Garofoli provided an overview of audit projects in progress, including Healthcare Claims Expenses, Transit Ambassador follow-up, Third-party Paratransit Contractors, Siemens contract compliance, Railcar Commissioning, and Construction activities. Additional findings would be presented during the fourth quarter.

Mr. Garofoli reviewed continuous auditing activities, including Nepotism, Purchasing Cards, Payroll, Revenue Reconciliation, Paratransit Eligibility, Fuel expenses, and Mobile Ticket Reconciliation. All continuous auditing procedures reported during the third quarter received passing results.

Mr. Garofoli presented an overview of the Information Technology Management and Governance Theme Report, which consolidated observations from 18 information technology-related engagements conducted over the previous five years. The report identified opportunities for improvement in Information Technology Governance, Cybersecurity, Technology Inventory, Project Management, Business Continuity, and Third-party Risk Management. Recommendations emphasized executive accountability, defined governance and project management practices, and integrated security and resilience oversight.

Mr. Garofoli reviewed special requests and emerging issues, including Engineering Division staffing and administrative support capacity and their potential impact on project delivery and oversight. Mr. Garofoli also provided an update on the environmental abatement review at the Brookpark Road facility previously requested by Ms. Pacetti.

Mr. Garofoli reviewed external audit coordination activities, including the Ohio Auditor of State's 2025 Ffiscal year financial and single audit and the FTA Triennial Review. Internal Audit would continue to coordinate and monitor outstanding recommendations and corrective actions until closure.

Mr. Garofoli reported that 76 Internal Audit recommendations remained open and that Management was actively working to implement outstanding recommendations and corrective actions.

Mr. Garofoli concluded the presentation with an update on the Healthcare Claims Audit. The external auditor had completed its review and issued a draft report. Internal Audit was awaiting

additional impact analyses from third-party administrators and the pharmacy benefits manager to assess claims processing effectiveness and identify potential overpayments for recovery.

Mayor Koomar commended the Internal Audit Department for its reporting format and the information presented during the Audit, Safety, Compliance and Real Estate Committee meeting.

IV. Adjournment

Mayor Koomar motioned to close the Committee of the Whole, Ms. Pacetti seconded. The motion carried.

Attest: _____ _____

Secretary-Treasurer President

AGENDA

AUDIT, SAFETY COMPLIANCE & REAL ESTATE COMMITTEE

December 1, 2026

Committee Members:
Mayor David E. Weiss, Chair
Emily Garr Pacetti, Vice Chair
Anastasia Elder
Jeffrey Sleasman
Shanelle Smith Whigham

I. Roll Call

II. Approval of Minutes – May 12, 2026
November 10, 2026

III. 2027 Property Insurance Renewal –

Presenter(s):
- Wayne Colonna, Risk Analyst
- Ray Battle, Broker, AON

IV. 2027 Public Transportation Agency Safety Plan

Presenter:
- Kevin Case, Manager of Safety

V. Right of Way Worker Protection Plan

Presenter:
- Kevin Case, Manager of Safety

III. Adjournment

IBT: mae

Audit, Safety Compliance & Real Estate Committee Meeting

May 12, 2026

MEETING MINUTES

Committee Members: Mayor Weiss (Chair), Ms. Pacetti (Vice Chair), Ms. Elder, Mr. Sleasman

Staff/Other: Shawn Becker, Nick Biggar, India Birdsong Terry, Randall Bowles, Kylie Cianciolo, Floun'say Caver, Brent Charnigo, Laura Crawshaw, George Fields, Bob Fleig, Darren Garlock, Anthony Garofoli, Rajan Gautam, Sharon Jenkins, Ida Marshall, Sheila Miller, Teresa Muti, Molly O'Donnell, Mike Schipper, Andrew Scott, John Togher, Carolyn Young, Steven Zimmerman

Public: 0

I. Roll Call

Mayor Weiss Called the meeting to order at 9:00 a.m. with a roll call. A quorum was present.

II. Approval of Minutes

Mr. Sleasman moved to approve the minutes of the February 17, 2026, meeting. Ms. Pacetti seconded. The motion carried.

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

Anthony Garofoli, Executive Director for Internal Audit, introduced the department's first-quarter review, highlighting a quality assurance and improvement plan alongside updates on key infrastructural audits. Internal Audit Manager Steven Zimmerman detailed several key reporting updates, introducing a redesigned, standardized report format aimed at improving clarity through structured summaries and enhanced visual components.

Steven Zimmerman, Internal Audit Manager, presented the department's report on first quarter 2026 activities. The presentation highlighted enhancements to audit reporting, including a redesigned report format intended that standardizes content across reports and presentations and emphasizes clarity through structured summaries, defined objectives, and improved visual elements.

Mr. Zimmerman reported that the department has modified its key performance indicators to measure progress using total audit hours rather than raw project counts. In the first quarter of 2026, the department successfully completed 17% of its planned audit hours. Ongoing operational targets include completing individual audits within a six-month timeframe and publishing final reports within 60 days of finalizing field work. Additionally, employee development goals remain on track, and issue follow-up metrics have significantly improved, characterized by expedited status updates and increased closure rates for outstanding audit findings.

Staff development goals remain on track, and issue follow-up metrics have improved, including faster status updates and increased closure rates of audit findings.

Moving to the status of the railcar replacement program, Mr. Zimmerman explained that Internal Audit activities continue to focus on contract compliance, project management, and infrastructure readiness. The program includes a total contract amount of $344 million, with approximately 39% expended to date. Preparations are underway for vehicle commissioning, and the first railcar is expected to arrive in September.

Mr. Zimmerman presented updates regarding the railcar replacement program, which focuses primarily on contract compliance, project management, and infrastructure readiness. The overall program contract currently stands at $344.87 million, with approximately 39% of the total budget expended to date. Internal operations are focusing heavily on vehicle commissioning preparations, as the delivery of the first new railcar is expected in September 2026.

A substantial portion of the contract budget shift reflects a vehicle change order with Siemens, increasing the initial $163 million contract by $179 million to cover non-vehicle options and critical engineering upgrades. This expansion includes the installation of a computer-aided dispatch and automated vehicle locator system. This equipment is vital for tracking vehicles, evaluating on-time performance, and supporting field communications, correcting deficiencies in the originally proposed systems that did not match the functionality of the existing fleet.

Regarding auxiliary construction projects, both the Brook Park shopping yard tracks and the Brook Park rail shop modifications have reached substantial completion. Final audit reports for these initiatives will be issued upon absolute completion. Audits are also actively underway for the Central Rail facility modifications, which are designed to update maintenance areas for the incoming rail fleet. Future platform modification audits are scheduled for the Red Line, Light Rail, and station platform replacement projects as they advance beyond the design phase.

During the first quarter, internal reviewers finalized an Information Technology change and patch management audit that revealed gaps in formal governance frameworks. These deficiencies historically introduced risks regarding system reliability, data integrity, and operational continuity. Management has responded by creating an IT Council and initiating strategic and organizational process overhauls to move away from a reactive approach to long-term system health.

The next audit focused on a newly introduced employee performance management system designed to replace antiquated, paper-heavy operator attendance workflows. Chief Operating Officer Dr. Floun'say Caver noted that while software configurations were functional, a lack of clear organizational change management prevented the agency from realizing the full value of the system. To rectify this, IT is collaborating with Internal Audit to draft robust Standard Operating Procedures based on national transit best practices. They are also deploying specialized change-tracking software to ensure that automatic vendor patches do not unexpectedly disrupt local system customizations.

An IT asset management review focused on end-user hardware, such as desktops, phones, and printers. The audit confirmed that while tracking controls exist, the department's heavy reliance on paper records escalated the risk of delayed or inaccurate tracking. In response to the audit, IT personnel successfully eliminated a significant administrative backlog by migrating legacy paper documentation into the centralized digital inventory system.

The accounts payable process aligns with the organization's broader 2026 Financial Health audit theme. The evaluation examined segregation of duties, invoice documentation, payment timeliness, check reconciliation, and three-way match procedures. The audit concluded that financial controls are functioning effectively, invoices are processed accurately, and vendors are paid on time. Minor recommendations were issued to address minor security risks in system

access configurations and to reduce reliance on manual record-keeping practices that make matching physical receipts to digital invoices challenging.

A review of the post-delivery Buy America audit for 40 newly acquired Compressed Natural Gas coaches. The evaluation confirmed complete regulatory compliance with 49 CFR Part 663 for all rolling stock and customer-facing components, with one temporary exception. An external infotainment subcontractor deployed an software update that caused next-stop information screens to malfunction. Management immediately coordinated with the vendor to deploy a corrective patch, and internal audit staff continue to monitor the screens actively during daily field commutes.

Mr. Sleasman questioned whether sometimes an outside entity does not upgrade or update software that results in an unexpected impact. Dr. Caver explained that outsourcing software reduces local infrastructure costs and ensures continuous security patches, though it occasionally exposes the fleet to unexpected vendor-side updates. To mitigate these operational risks, the IT department maintains strict Key Performance Indicators tracking planned versus unplanned outages to guarantee fleet resiliency. Additionally, travel reimbursements for the first quarter were reviewed, showing eleven total requests totaling $5,918.05, with a 73% initial compliance accuracy rate.

Moving to continuous auditing scripts, staff advised that revenue reconciliation data across a 15-month timeline verified that customer fares collected from standard fare systems, including the EZfare platform, remained securely within an acceptable 2% variance. A newly developed fuel expense script has been launched to audit diesel transactions quarterly. While diesel fuel accounts for a smaller volume of fleet expenses compared to Compressed Natural Gas, its volatile pricing creates a larger financial control risk, requiring verification via third-party market data.

Continuous monitoring of paratransit customer eligibility as of March 31 identified 13,000 clients in the database, with 6,900 categorized as active riders. The script flagged 533 newly deceased individuals alongside 23 accounts carried over from the prior year due to data entry oversights. Staff confirmed that no unauthorized post-mortem trips occurred and that the accounts are being deactivated to optimize system performance and reduce per-user software licensing fees.

Additional continuous data tracking verified that payroll systems successfully screened 43,000 records totaling $41.9 million for anomalies, while purchasing card controls monitored quarterly transaction averages and spending caps.

CEO Terry stated that it is important to show the difference in percentage of CNG vehicles versus diesel.

Moving to customer experience, staff found that the Authority can position the Customer Experience Department for success by establishing a customer experience strategy and plan. Recommendations include developing an inventory of cross-functional processes and implementing governance for these processes. Many customers' pain points are the result of unclear ownership and poor coordination in cross functional processes or projects. Many of these cross functional processes lacked governance, had outdated governance or the departments involved in the process were unaware of existing governance.

GCRTA should document the customer journey map and train all employees, develop a customer experience strategy and plan based on internal and external feedback that can be easily communicated as a customer and promote a customer-centric internal culture while encouraging employees to use transit when travelling on Authority business.

Concluding the report, Mr. Garofoli advised that auditors from the State of Ohio are nearing completion of their fieldwork, with an executive session scheduled for June 2026 to brief the Board on the results. Collaborative risk-coverage efforts also continue with the Ohio Department of Transportation safety oversight team and the Federal Transit Administration, which will be on-site in July 2026 for its triennial review.

Staff reviewed recommendations of 19 pending items in customer experience and IT governance. Management continues to verify compliance evidence in the field before formally closing items. In healthcare tracking, the Authority is monitoring monthly self-insured fund expenditures between $700,000 and $1,000,000. A consulting firm has finalized a comprehensive healthcare audit. The data will be delivered to management to optimize the upcoming third-party administrator Request for Proposal process before current contracts expire at the end of the year.

IV. Adjourn

There being no further business to bring before this Committee, a motion to adjourn the meeting was moved by Mayor Weiss and seconded by Mr. Sleasman. The meeting was adjourned at 11:52 a.m.

_____ _____

Rajan D. Gautam
Secretary/Treasurer

MEETING MINUTES

Audit, Safety Compliance and Real Estate Committee

November 10, 2026

Board Members:	Mayor Weiss (Chair), Ms. Pacetti (Vice Chair), Ms. Elder, Mr. Sleasman, Ms. Whigham
Staff/Other:	Shawn Becker, India Birdsong Terry, Nick Biggar, Randy Bowles, Janet Burney, Laura Crawshaw, Michael Ettorre, George Fields, Bob Fleig, Joel Freilich, Tony Garafoli, Darren Garlock, Kenneth Green, Charles Morgan, Ruben Morgan, Teresa Muti, Andrew Scott, Joe Shaffer, Kay Sutula, Wendy Talley, John Togher
Public:	4

I. Call to Order

Mayor Weiss called the November 10, 2026, Audit, Safety Compliance and Real Estate Committee meeting to order.

Mayor Weiss welcomed Michael Ettorre, Board Administrator, to his first Audit Safety, Compliance and Real Estate Committee meeting.

II. Roll Call

A quorum was present. Ms. Whigham was absent.

III. Approval of Minutes

Mr. Sleasman moved to approve the minutes of the August 11, 2026, Audit, Safety Compliance and Real Estate Committee meeting. Mayor Weiss seconded. The motion carried with one abstention (Whigham).

III. Internal Audit Report – Third Quarter 2026

Anthony Garofoli presented an overview of the Internal Audit Department's activities for the third quarter of 2026. The presentation included completed audit projects, projects in progress, the Information Technology Management and Governance Theme Report, railcar replacement and infrastructure audit activities, quality assurance and continuous improvement initiatives, special requests, external audit coordination, and the status of corrective actions. Mr. Garofoli reviewed the progress of the risk-based Internal Audit Plan and explained that the presentation had been reorganized at the Committee's request to prioritize significant audit findings and recommendations.

Randy Bowles presented the results of the Purchasing Card Program audit. The presentation included purchasing card oversight, compliance with administrative procedures, supporting documentation, public purpose justification, supervisory approvals, and controls governing food and furniture purchases. The audit received an unsatisfactory rating. Recommendations included restructuring the purchasing card program by updating administrative procedures,

implementing mandatory training, strengthening procurement oversight, and establishing consequences for noncompliance.

Mr. Sleasman requested clarification regarding the distinction between procedural deficiencies and inappropriate expenditures. Mr. Garofoli explained that the existing controls were ineffective, resulting in a high residual risk rating, and that Internal Audit would continue monitoring purchasing card transactions through its continuous auditing program.

Ms. Pacetti asked whether the vacancy in the Purchasing Card Administrator position contributed to insufficient oversight. Mr. Garofoli explained that the position had been vacant for a significant portion of the audit period and discussed the potential redistribution of responsibilities and increased involvement of the Procurement Department.

Mayor Weiss and Ms. Elder requested clarification regarding the delegation of purchasing card authority and segregation of duties. Molly O'Donnell, Lead Auditor, explained that the recommendation was intended to establish appropriate accountability and independent review when administrative assistants make purchases at the direction of their supervisors.

Ms. Birdsong Terry, General Manager and Chief Executive Officer, emphasized the importance of maintaining itemized receipts and adequate supporting documentation. She also requested that the audit findings be presented within the context of the approximately $2.4 million in annual purchasing card expenditures. Ms. O'Donnell provided additional clarification regarding the estimated value of transactions lacking adequate documentation.

Ms. Birdsong Terry expressed support for strengthening purchasing card controls and emphasized the importance of collaboration between Management and Internal Audit in addressing the recommendations.

John Togher, Director of Accounting, Interim Deputy General Manager – Finance and Interim Secretary Treasurer, provided an update regarding Management's response to the Purchasing Card Program audit. Mr. Togher indicated that a Purchasing Card Administrator had been hired in September and that management was reviewing administrative procedures, documentation requirements, and purchasing practices. He noted that management's formal response was due the following week.

Ms. Birdsong Terry discussed the opportunity to retrain purchasing card holders when new cards are issued at the beginning of the year and reiterated the importance of timely reconciliation and supporting documentation.

Andrew Scott, Information Technology Auditor, presented the results of the Business Process Management Team performance audit. The presentation included the establishment of the team following GCRTA's transition to a cloud-hosted Oracle environment, program objectives, performance measures, hiring practices, records retention, and program expenditures. The audit received an unsatisfactory rating. Internal Audit identified approximately $1.6 million in program expenditures without achieving the intended deliverables.

Recommendations included establishing standards for developing and monitoring new business functions, strengthening hiring practices, retraining employees on records retention

requirements, updating records destruction procedures, and ensuring fair and transparent selection processes for displaced employees.

Ms. Elder requested clarification regarding deficiencies identified in the hiring process. Mr. Scott explained that the Job Description Questionnaire and interview materials did not adequately align with the technical competencies and responsibilities required for the positions.

George Fields, Deputy General Manager, Human Resources, explained that hiring records had been prematurely destroyed due to a misinterpretation of the records retention schedule and indicated that Human Resources and Support Services employees would receive additional training.

Ms. Elder requested clarification regarding whether the records had been archived before being destroyed. Mr. Fields explained that the records had proceeded through the records destruction process. Mr. Fields also discussed existing interview panel certification training and the need for additional training to strengthen compliance with established hiring procedures.

Steven Zimmerman, Manager of Internal Audit, provided further clarification regarding deficiencies in interview questions and benchmark responses, explaining that the materials did not adequately evaluate the competencies identified in the Job Description Questionnaire.

Ms. India Birdsong Terry, General Manager and Chief Executive Officer, asked whether interview questions reflected the original responsibilities of the Business Process Management Team or its subsequent responsibilities. Mr. Zimmerman explained that the documentation included responsibilities related to robotic process automation and discussed the importance of aligning interview materials with established position requirements.

Additional discussion occurred regarding the establishment of new business functions, position classifications, performance metrics, and Management oversight. Mr. Fields emphasized the importance of establishing measurable objectives and evaluating whether new functions achieve their intended purpose.

Ms. Birdsong Terry discussed organizational and personnel changes and emphasized the importance of collaboration between Human Resources and Internal Audit in addressing the findings. Mr. Sleasman made the point that having process and procedures in place to minimize the risk of this occurring again.

Laura Crawshaw, Staff Auditor, presented the results of the track occupancy and outage request process audit. The presentation included GCRTA's standard operating procedures, industry standards established by the American Public Transportation Association (APTA), outage request documentation, and the utilization of approved outages. The audit received an unsatisfactory rating.

Recommendations included updating the standard operating procedure to align with APTA standards, strengthening documentation requirements for track occupancy denials, and improving oversight of approved outages.

Ms. Elder requested clarification regarding whether insufficient documentation represented noncompliance with APTA standards or additional documentation requested by Internal Audit. Ms. O'Donnell explained that established criteria were utilized when evaluating requests, but documentation supporting approval and denial decisions was insufficient.

Additional discussion occurred regarding the status of Management responses to audit findings and recommendations. Ms. Elder emphasized the importance of identifying whether Management had formally responded to the findings presented to the Committee.

Ms. Birdsong Terry reviewed the audit process, including entrance and exit interviews/conferences and the timeframe provided to Management to develop formal responses. Mr. Garofoli explained that preliminary findings are communicated to Management before exit conferences and that formal responses address the implementation of corrective actions.

Ms. Birdsong Terry discussed the importance of balancing timely reporting to the Committee with providing Management sufficient time to respond to audit recommendations. Additional discussion occurred regarding the appropriate level of detail presented to the Committee when Management responses remain outstanding.

Mayor Weiss requested that Ms. Birdsong Terry and Mr. Garofoli evaluate the timing of audit presentations and ensure that the Committee is informed when Management responses remain outstanding.

Kylie Cianciolo, Staff Auditor, presented the results of the Payroll Controls audit. The presentation included payroll input controls, employee profile changes, withholdings and deductions, supervisory review of employee timecards, and supplemental payroll payments. The audit received a marginally satisfactory rating. Internal Audit determined that controls for accurate and timely payroll processing were generally effective but identified opportunities to improve documentation and supervisory review.

The presentation also addressed a Fraternal Order of Police (FOP) Memorandum of Understanding that increased a negotiated wage adjustment from 2% to 3% in September 2025 without the required Board approval. Internal Audit recommended submitting the wage increase to the Board for retroactive ratification and strengthening procedures governing the review and approval of collective bargaining agreement memoranda.

Additional recommendations included strengthening controls for employee profile changes, implementing multifactor authentication for direct deposit changes, improving recordkeeping, retraining supervisors on timecard review procedures, and updating payroll standard operating procedures.

Ms. Pacetti requested clarification regarding employee profile changes. Ms. Cianciolo explained that these changes included employee addresses, supervisory assignments, positions, and salaries.

Ms. Elder clarified that the funding associated with the FOP wage increase had previously been approved through the budget and that the outstanding issue concerned formal Board approval.

Mr. Fields confirmed that the necessary funding had been budgeted and that a resolution for ratification would be presented at the November 17, 2026, Board meeting.

Ms. Birdsong Terry and Legal provided additional clarification regarding the circumstances surrounding the outstanding ratification. She acknowledged Internal Audit's identification of the issue and indicated that the matter was anticipated to be addressed at the upcoming Board meeting.

Ms. O'Donnell presented the results of the Power and Way Asset and Configuration Management audit. The presentation included rail infrastructure asset inventories, asset condition assessments, configuration management procedures, preventive and corrective maintenance, and compliance with GCRTA's Public Transportation Agency Safety Plan and applicable industry standards. The audit received a satisfactory rating.

Ms. O'Donnell reported that asset and configuration management controls had significantly improved since the 2023 audit. Recommendations included updating the Public Transportation Agency Safety Plan to reflect current inspection practices and improving corrective maintenance documentation.

Andrew Scott presented the results of the Fare Capping Implementation audit. The presentation included fare structure configuration, implementation controls, and the operational readiness of contracted paratransit service providers. The audit received a satisfactory rating. Internal Audit recommended following up with contracted paratransit service providers regarding training on mobile fare validators.

Teresa Muti, Interim Deputy General Manager – Operations, provided additional comments regarding ongoing discussions with contracted paratransit service providers.

Darren Garlock, Staff Auditor, presented the results of the Buy America pre-award audit for a track maintenance vehicle. The presentation included the manufacturer's ability to comply with Federal Transit Administration (FTA) domestic content and final assembly requirements. The audit received a satisfactory rating. Internal Audit indicated that a post-delivery audit would be completed before GCRTA received title to the vehicle.

Additional information was presented regarding audit projects in progress, Buy America compliance monitoring, and employee travel reimbursements. The travel reimbursement presentation included documentation deficiencies and other discrepancies identified during Internal Audit's review.

Andrew Scott presented the Information Technology Management and Governance Theme Report. The report consolidated findings from 18 audit engagements conducted over a five-year period and identified recurring weaknesses in GCRTA's technology management, governance structure, and organizational accountability.

The presentation included recommendations to establish a unified technology operating model, strengthen executive accountability, implement an enterprise-wide information technology governance framework, improve asset and configuration management, strengthen identity and access management controls, establish standardized access management practices, and

enhance cybersecurity, disaster recovery, business continuity, and third-party risk management. The presentation also included a phased implementation approach and recommendations for establishing performance and risk indicators to monitor progress.

Ms. Pacetti requested clarification regarding GCRTA's current information technology organizational structure and the proposed relationship between the Director of Information Technology and an executive-level technology leader. Mr. Scott explained that the recommendation would consolidate technology functions under an executive-level leader with direct accountability to the General Manager/CEO.

Mr. Garofoli clarified that Management Information Services currently reported through Finance, while Information Technology reported directly to the General Manager/CEO.

Ms. Pacetti requested additional information regarding existing cybersecurity measures and the differences between current practices and the proposed recommendations. Mr. Zimmerman indicated that a cybersecurity maturity assessment was planned for the fourth quarter to evaluate existing controls and identify opportunities for improvement.

Ms. Pacetti also asked whether artificial intelligence (AI) was incorporated into employee cybersecurity training and whether additional controls were being considered to protect GCRTA's information and documents. Mr. Scott explained that AI had been incorporated into annual cybersecurity training and discussed an ongoing Microsoft Copilot pilot program.

Charles Morgan, Director of Information Technology, provided additional information regarding the development of AI standard operating procedures, the establishment of an internal committee, and consideration of additional staffing resources to support AI management.

Ms. Birdsong Terry addressed the recommendation regarding the Information Technology organizational structure. She discussed previous organizational changes, existing reporting relationships, staffing needs, and the importance of establishing an effective management structure.

Ms. Pacetti emphasized the importance of timely implementation of technology-related training, guidelines, and procedures.

Mayor Weiss requested clarification regarding the timeframe of the 18 audits incorporated into the Information Technology Management and Governance Theme Report. Internal Audit confirmed that the audits had been conducted over a five-year period.

Mayor Weiss asked whether the findings would influence future staffing levels and organizational structure. Ms. Birdsong Terry confirmed that the recommendations would inform Management's evaluation of staffing and organizational needs and emphasized the importance of cybersecurity resources.

Randy Bowles presented the results of continuous auditing activities for the third quarter. The presentation included passenger fare revenue, mobile ticketing, payroll, purchasing card expenditures, and fuel expenses.

Mr. Bowles reported continued growth in mobile ticketing revenue and discussed discrepancies identified through continuous auditing. Mr. Scott explained that an incorrectly applied contractual fee increase had been identified and that GCRTA anticipated receiving a refund. Additional discrepancies remained under review.

Mr. Bowles also discussed plans to incorporate additional reporting regarding purchasing card documentation into future quarterly presentations.

Ms. Pacetti requested clarification regarding discrepancies identified in fuel delivery data. Mr. Bowles explained that the discrepancies resulted from inaccurate system reporting and that actual fuel deliveries had been verified through supporting documentation.

Ms. Birdsong Terry asked whether the reporting error had been corrected or required additional follow-up. Mr. Bowles indicated that further investigation was underway. Internal Audit confirmed that invoice amounts and payments had been verified.

Mr. Zimmerman presented an update regarding railcar replacement and infrastructure audit activities. The presentation included the Siemens railcar contract, potential change orders, contract payments, vehicle manufacturing and delivery schedules, commissioning activities, Buy America compliance, and related infrastructure projects.

Mr. Zimmerman reported that no additional change orders had been executed since the previous quarterly presentation and that the contract remained at approximately $344 million. Payments to Siemens totaled approximately $164.1 million as of late October.

Mr. Zimmerman reported that the first light rail vehicle had arrived on August 31, 2026, the second vehicle had been shipped on October 28, 2026, and the third vehicle was anticipated to ship in mid-November.

The presentation also included Internal Audit's participation in vehicle delivery, receiving inspections, commissioning activities, and monitoring compliance with contractual and federal requirements. Mr. Zimmerman reviewed the status of infrastructure projects supporting the railcar replacement program, including modifications to the Brookpark facility and Central Rail Maintenance Facility.

Mr. Zimmerman presented an update regarding Internal Audit's Quality Assurance and Continuous Improvement Program. The presentation included audit project completion rates, project duration, reporting timelines, professional development, auditor certifications, client satisfaction, and the status of corrective actions.

Mr. Zimmerman discussed efforts to complete outstanding audit projects, improve project management processes, reduce reporting turnaround times, and strengthen the timeliness of management responses. He also reviewed planned maturity assessments related to cybersecurity, artificial intelligence, and identity and access management.

Mr. Zimmerman reported that Internal Audit employees had completed 38 hours of professional development training toward the annual goal of 40 hours. Additional information was provided regarding professional certification efforts and the status of client satisfaction surveys.

Mr. Garofoli presented an update regarding special requests and emerging issues. The presentation included Engineering Division staffing vacancies and the ongoing review of environmental abatement work at the Brookpark facility requested by Ms. Pacetti.

Mr. Garofoli also presented an update regarding external audit coordination, including the release of the State Auditor's fiscal year 2025 audit in July and the completion of the FTA Triennial Review in September.

The presentation included the status of outstanding recommendations, Management's progress in implementing corrective actions, and procedures for escalating outstanding departmental recommendations to Deputy General Managers and the General Manager/CEO. Mr. Garofoli also reviewed corrective actions that had been verified and closed during the quarter.

Mr. Garofoli provided an update regarding the Healthcare Claims Expense audit. He reported that independent reviews of medical and pharmacy claims had been completed and that preliminary findings had been shared with Human Resources. Impact analyses had been requested from the third-party administrator and pharmacy benefits manager to determine the extent of compliance with established plan requirements.

Ms. Pacetti asked when the Board would receive additional information regarding compliance with healthcare claims requirements. Mr. Garofoli explained that the impact analyses would evaluate the entire claims population within categories where deficiencies had been identified through sampling. He indicated that the results were anticipated within approximately one month and would be shared with Management.

Mr. Garofoli discussed the potential for additional audits depending upon the significance of the identified deficiencies. He also explained that preliminary findings had informed the procurement process for selecting a new third-party administrator and pharmacy benefits manager.

Ms. Pacetti requested confirmation that the results would be presented to the Committee. Mr. Garofoli confirmed that the findings would be brought back to the Committee.

Ms. Birdsong Terry thanked Internal Audit for its work and discussed the importance of identifying opportunities for organizational improvement. She also addressed her increased participation in audit entrance and exit interviews/conferences and emphasized the importance of timely Management responses and continued collaboration between Management and Internal Audit.

Mayor Weiss expressed appreciation for Internal Audit's work and the restructuring of the quarterly presentation to allow additional discussion of priority audit findings.

IV. Adjournment

Mayor Weiss motioned to close the Audit, Safety, Compliance and Real Estate Committee meeting, Ms. Pacetti seconded. The motion carried.

Attest: _____ _____

Secretary-Treasurer President

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

Date: November 25, 2026

Subject: Property Insurance Renewal

At the December 1, 2026, Audit, Safety Compliance and Real Estate Committee meeting, Wayne Colonna, Risk Analyst II, will provide a presentation on GCRTA's Property Insurance policy renewal.

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

IBT/WRC

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

Date: November 25, 2026

Subject: 2027 Public Transportation Agency Safety Plan

At the December 1, 2026 Audit, Safety Compliance, and Real Estate meeting, Manager of Safety, Kevin Case, will provide a presentation on the Public Transportation Agency Safety Plan for 2027 including an FTA required briefing on Right-of-Way safety.

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

IBT/SP

AGENDA

Organizational, Services & Performance Monitoring Committee

Tuesday, December 1, 2026

Committee Members:
Ms. Emily Garr Pacetti, Chair
Mayor Marie Gallo
Mr. Stephen M. Love
Ms. Deidre Y. McPherson
Mr. Jeffrey W. Sleasman

I. Roll Call

II. Approval of Minutes - August 4, 2026
November 3, 2025
November 17, 2026

III. Ultramain Software Maintenance, Support & Hosting – This is a recurring negotiated procurement for maintenance, support and hosting of the Authority's proprietary Ultramain software, which is utilized for managing the Authority's assets, inventory and rolling stock.

Presenter(s):

- Tonina Campbell, ITS Manager
- Drew Dimmick, Contract Administrator

IV. Electricity Supply - This is a recurring competitive negotiated procurement to provide the Authority's electricity supply (non-utility portion of bill) for a period up to three years.

Presenter(s):

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

V. Vontas Cloud Hosting Service Renewal - This is a renewal of a negotiated non-competitive procurement with Trapeze Software Group, Inc. DBA Vontas to provide hosting services for its Computer-Aided Dispatch / Automatic Vehicle Location (CAD/AVL) Software, "OnRoute", for a period of two years.

Presenter(s):

- Matthew Herbst, ITS Specialist
- Rosalind Robinson, Contract Administrator

VI. Multi-Agency Radio Communication System (MARCS) Subscription
This interagency agreement will allow the Authority to utilize the Ohio Multi-Agency Radio Communication System for the operation of its radio system, including Transit Police radios, portable radios, dispatch consoles, and on-board mobile radios for a period of three years.

Presenter(s):
- Matthew Herbst, ITS Specialist
- Drew Dimmick, Contract Administrator

VII. Adjournment

IBT: mae

MEETING MINUTES

Organizational Services & Performance Monitoring Committee

August 4, 2026

Committee Members:	Ms. Pacetti (Chair), Mayor Gallo, Ms. McPherson, Mr. Sleasman, Mr. Love
Present:	Ms. Pacetti (Chair), Mayor Gallo, Mr. Sleasman, Mr. Love
Staff/Other:	Shawn Becker, Nick Biggar, India Terry, Muriel Bowen, Janet Burney, Tonina Campbell, Floun'say Caver, Jonathan Ciesla, Nick Davidson, Dan Dietrich, Drew Dimmick, Maribeth Feke, Lynne Finnigan, Bob Fleig, Joel Freilich, Ida Marshall, Anthony Garofoli, Rajan Gautam, Barbara Goodwin, Kenneth Green, Carl Kirkland, Glenville Manning, Kathleen McGervey, Mandy Metcalf, Sheila Miller, Charles Morgan, Holly Mothes, Ann Marie Prebish, Joe Shaffer, Kay Sutula, John Togher, Hope Williams, Carolyn Young
Public:	None

I. Roll Call

Ms. Pacetti called the meeting to order with roll call. A quorum was present.

II. Approval of Minutes – July 21, 2026

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

III. RFP Procurement - a competitive negotiated procurement for the manufacture and delivery of forty (40) forty foot coaches with an option to purchase up to one hundred twenty (120) additional coaches, over the five year term of the contract.

Presenter(s):

- Dan Dietrich, Director, Fleet Management
- Glenville Manning, Contract Administrator II

Dan Dietrich, Director of Fleet Management and Operations, presented a proposal for the manufacture and delivery of 40 forty-foot CNG transit coaches, with options to purchase up to 120 additional coaches, spare parts, tooling, and training over a five-year contract term. The purchase is approximately 80% FTA grant-funded and will replace aging 40-foot buses — the largest segment of the Authority's active fleet, 54 of which are currently eligible for replacement. Mr. Dietrich noted the new coaches will match the Authority's current 40-foot CNG buses in style and equipment, retaining features such as the passenger information system, security camera system, and telematics and diagnostic reporting.

Glenville Manning, Contract Administrator, Procurement, presented the procurement overview. The RFP was issued October 19, 2025, and accessed by 45 interested parties; proposals were due

February 25, 2026, and three vendors were interviewed. The evaluation panel included representatives from Fleet Management, the Hayden District, the Office of Management and Budget, Safety, and Training & Employee Development. Staff recommended award to Gillig LLC, of Livermore, California, in an amount not to exceed $34,151,159, with options to procure up to 120 additional coaches, spare parts, tooling, and training over the five-year term. Anticipated delivery is within 44 weeks of notice to proceed.

Committee members asked about the per-coach cost relative to national benchmarks, the process for matching bus size to ridership and service needs, the contract's effect on retiring the Authority's remaining diesel fleet, and the rationale for the five-year option term. Staff and Dr. Floun'say Caver, Deputy General Manager of Operations, explained that the cost reflects included spare parts, tooling, and training; that 40-foot buses remain the most cost-effective and operationally flexible choice for the Authority's routes, ridership, and climate; that the contract will bring the fleet close to full retirement of diesel buses by the end of the term, with the MCI commuter coaches remaining as the primary diesel vehicles through 2033; and that a five-year term locks in pricing tied to the Producer Price Index to protect against inflation. Staff also confirmed that Internal Audit reviews all rolling stock purchases for compliance with Buy America and federal motor vehicle safety requirements.

Hearing no further questions, Mr. Sleasman moved to advance the item to the Board of Trustees; Mayor Gallo seconded. The motion carried, with all members in favor and none opposed.

IV. Invitation for Bid (IFB) - a competitive procurement for Laptops and Desktop PCs as part of Information Technology's State of Good Repair Program.

Presenter(s):

- Charles Morgan, Director of Information Technology
- Drew Dimmick, Contract Administrator II

Charles Morgan, Information Technology, presented a proposal to replace aging laptop and desktop computers to maintain current industry standards, citing software compatibility, supportability and security patching, warranty cost, and the Authority's three-year equipment life-cycle standard as replacement criteria. He noted that approximately 300 units — many five to six years old — no longer support current Microsoft security patches, and that the Authority is standardizing from HP to Lenovo equipment based on cost, durability, and market position.

Drew Dimmick, Contract Administrator, Procurement, presented the procurement overview. The Invitation for Bid was issued June 22, 2026, and accessed by 51 interested parties; bids were due July 23, 2026, and three firms submitted bids. The lowest responsive and responsible bidder was MNJ Technologies Direct, Inc. Staff recommended award to MNJ Technologies Direct, Inc. for laptops and desktop PCs in an amount not to exceed $660,000.

Hearing no questions, Mr. Sleasman moved to advance the item to the Board of Trustees; Mr. Love seconded. The motion carried, with all members in favor and none opposed.

V. Adjournment

There being no further business, Mayor Gallo moved to adjourn the meeting; Mr. Sleasman seconded. The motion carried, with all members in favor and none opposed.

_____	_____
John J. Togher	Kenneth Green
Interim Secretary/Treasurer	Interim Board Administrator

MEETING MINUTES

Organizational, Services and Performance Monitoring Committee

November 3, 2026

Board Members: Ms. Pacetti (Chair), Mayor Gallo, Mr. Love, Mr. Sleasman, Ms. McPherson

Staff/Other: Shawn Becker, India Birdsong Terry, Nick Biggar, Nick Davidson, Wendy Feinn, Michael Fesler, George Fields, Bob Fleig, Ida Ford Marshall, Joel Freilich, Kenneth Green, Sharon Jenkins, Carl Kirkland, Charles Morgan, Ruben Morgan, Holly Mothes, Teresa Muti, Sergeant Clay Saylor, Jospeh Sopko, Kay Sutula, Dawn Svancara, Wendy Talley, John Togher, Carolyn Young

Public:

I. Call to Order

Ms. Pacetti called the meeting to order at 9:08 A.M.

II. Roll Call

A quorum was present.

III. Approval of Minutes

The minutes of August 4, 2026, Organizational Services and Performance Monitoring Committee meeting were presented for approval.

A correction was requested by Mr. Sleasman regarding the total amount of the Gillig LLC contract present in the draft minutes. The draft minutes reflected the total for the Gillig LLC contract to not exceed $31,151,159. However. the correct amount for the Gillig LLC contract was identified as not exceeding $34,751,159.

A motion was made by Mr. Sleasman and seconded by Mayor Gallo to approve the minutes with the correction. The motion carried.

IV. Taser 7 Replacement Program

Sergeant Clay Saylor, Transit Police, presented an overview of the Taser 7 Replacement Program. Sergeant Saylor explained that the program would renew the Authority's existing weapon platform, providing replacement equipment, software, certification services, training materials, technical support, and warranty coverage over a five-year period beginning in 2027.

Sergeant Saylor outlined the equipment included in the renewal, consisting of 134 Taser handles, 156 batteries, 130 holsters, and a 6 Bay Dock. He explained that the renewal would maintain equipment availability, training requirements, and officer readiness.

Ms. Dawn Svancara, Contract Administrator, presented the procurement overview. Ms. Svancara explained that the procurement was conducted through a noncompetitive negotiated process pursuant to Ohio Revised Code Section 306.43(H)(2), as Axon Enterprise is the sole authorized supplier of the proprietary Taser 7 equipment and related products and services.

Ms. Svancara reported that the initial quotation was below the independent cost estimate and that negotiations resulted in an additional reduction of $17,554.96, or 2.63%. The final negotiated contract amount of $649,969.04 was approximately 11.5% below the independent cost estimate. Ms. Svancara requested that the Committee recommend to the Board of Trustees the award of a five-year contract to Axon Enterprise for the Taser 7 Replacement Program in the amount of $649,969.04.

There were no questions from the Trustees. Mayor Gallo motioned to recommend the contract award to the full Board of Trustees, Ms. McPherson seconded. The motion carried.

V. Adjournment

Ms. Pacetti motioned to adjourn the Organizational Services and Performance Monitoring Committee meeting, and Mr. Sleasman seconded. The motion carried. The meeting was adjourned at 9:14 AM.

Attest: _____ _____

Secretary-Treasurer President

MEETING MINUTES

Organizational, Services & Performance Monitoring Committee

November 17, 2026

Board Members:	Ms. Pacetti (Chair), Mayor Gallo, Mr. Love, Ms. McPherson, Mr. Sleasman,
Staff/Other:	Shawn Becker, India Birdsong Terry, Nick Biggar, Janet Burney, Nick Davidson, Michael Ettorre, Scott Ferraro, Michael Fesler, George Fields, Bob Fleig, Ida Marshall, Joel Freilich, Tony Garafoli, Kenneth Green, Deidre Jones, Lawrence Jupina, Carl Kirkland, Jeff Macko, Sheila Miller, Charles Morgan, Ruben Morgan, Holly Mothes, Teresa Muti, Joe Shaffer, Kay Sutula, Wendy Talley, Brian Temming, John Togher, Eric Vukmanic, Carolyn Young
Public:	12

I. Call to Order

Ms. Pacetti called the Organizational Services and Performance Monitoring Committee meeting to order at 9:02 a.m. on November 17, 2026.

II. Roll Call

A quorum was present. (Mr. Love was absent during roll call but arrived at 9:03 a.m.)

III. Approval of Minutes

There were no minutes for approval.

IV. Traction Results Reporting

Ms. India Birdsong Terry, General Manager and Chief Executive Officer, presented an overview of GCRTA's third quarter 2026 organizational performance results. The presentation included the four organizational success outcomes: Customer Experience, Community Impact, Employee Investment, and Financial Health. Mrs. Birdsong Terry reported an overall organizational score of 87.3 out of 100 and indicated that fourth quarter results would be presented in February 2027.

Nick Biggar presented the third quarter 2026 Organizational Scorecard results. The presentation included GCRTA's balanced scorecard methodology, Net Promoter Score, customer satisfaction, safety and security, on-time performance, vehicle cleanliness, transit-oriented development, community partnerships, employee retention, internal promotions, professional development, employee wellness, competitive grants, and expense reductions.

Mr. Biggar reported improvements across all customer experience survey metrics and a slight decline in actual on-time performance. Mr. Biggar also provided an update regarding GCRTA's partnership with Swiftly, which had recently implemented improved real-time vehicle arrival predictions for customers.

Mr. Biggar reviewed Community Impact results, including progress on existing transit-oriented development projects, customer experience site visits, and community partnership activities. Mr. Biggar reported that approximately 91% of identified customer experience site visit improvements were addressed within 45 days, exceeding the established goal of 70%.

Mr. Biggar reviewed Employee Investment results, including first-year retention rates for mission-critical positions, internal promotion rates, professional development training, and participation in the employee wellness incentive program.

Mr. Biggar presented Financial Health results, which achieved 25 out of 25 possible points. GCRTA secured approximately $52 million in competitive grants through the third quarter, exceeding its annual goal of $35 million. The presentation also included transfers from the Revenue Stabilization Fund and an 8.6% reduction in expenses, exceeding the established goal of a 3% reduction.

Ryan Murray from ETC Institute presented the third quarter 2026 Customer Experience Survey results. The presentation included survey administration methodology, sampling procedures, customer participation, overall customer satisfaction, and service-specific customer priorities for fixed-route bus, Bus Rapid Transit (BRT), rail, and paratransit services.

Mr. Murray reported improvements across all four customer experience measures compared to the second quarter. Overall customer satisfaction increased from 65% to 73%, personal safety and security increased from 51% to 67%, vehicle cleanliness increased from 43% to 53%, and customer perception of on-time performance increased from 62% to 70%.

Mr. Murray reviewed customer priorities across the various modes of service. On-time performance remained the highest priority among fixed-route bus, BRT, and rail customers, followed by vehicle cleanliness and safety. Safety while riding was identified as the highest priority among paratransit customers, followed by on-time performance and travel time.

Mr. Biggar concluded the presentation with an overview of GCRTA's annual performance management schedule, upcoming internal performance review meetings, and the development of organizational and divisional scorecards for 2027.

Ms. Pacetti thanked the presenters and reminded the Board that additional Customer Experience Survey information was included in the meeting materials.

Ms. Harper asked whether Management had identified barriers contributing to lower employee wellness incentive participation. Mr. Biggar explained that the current reporting methodology required all covered employees and their covered spouse to complete the required medical and dental appointments before participation was recorded. Management was considering modifying the reporting methodology in 2027 to better reflect incremental participation.

Ms. Pacetti asked whether GCRTA anticipated meeting its 2026 goal of activating two transit-oriented development projects. Mr. Biggar explained that several projects were progressing and discussed the challenges associated with measuring long-term development initiatives through quarterly performance metrics. Mr. Biggar indicated that alternative reporting methods were being considered as part of the strategic plan refresh.

Ms. Birdsong Terry indicated that several transit-oriented development projects were anticipated to come before the Board within the next quarter and expressed confidence that the established goal could be achieved.

V. Quarterly Management Report

Ms. Birdsong Terry presented an overview of the third quarter 2026 Quarterly Management Report. The presentation included General Fund revenues and expenditures, budget-to-actual comparisons, administrative cost reductions, ridership trends, personnel expenditures, fund transfers, and capital improvement projects.

Ms. Birdsong Terry reported that operating expenses remained below budgeted levels and discussed continued efforts to reduce administrative costs, maintain the hiring freeze, reduce overtime and healthcare expenditures, and recruit part-time operators. She also reviewed ridership trends, noting continued recovery, increased weekend ridership, and sustained demand for paratransit services.

The presentation included transfers from the Revenue Stabilization Fund, transfers to capital, bond retirement, capital improvement, and insurance funds.

Ms. Birdsong Terry reviewed capital improvement expenditures, including the railcar replacement program, supporting rail infrastructure projects, and bus replacement initiatives.

Ms. Birdsong Terry commended Management's efforts in securing competitive grant funding exceeding GCRTA's annual goal and acknowledged the support of federal, state, and local partners in advancing capital improvement projects.

VI. Adjournment

Mayor Gallo motioned to close the Organizational Services and Performance Monitoring Committee meeting, Ms. McPherson seconded. The motion carried.

Attest: _____ _____

Secretary-Treasurer President

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

Date: November 25, 2026

Subject: Ultramain Software Maintenance, Support & Hosting Services – Sole Source Procurement, 2026-144

This is a negotiated sole source procurement to award a contract to a qualified firm to provide the Authority with software maintenance, support, and hosting services for the Authority's asset maintenance and configuration management software ("Ultramain") for a period of three (3) years.

At the December 1, 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 December 15, 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
Ultramain Software Maintenance, Support & Hosting

PROJECT OVERVIEW:

The Greater Cleveland Regional Transit Authority has an ongoing need for annual maintenance, support and hosting for its CITME asset maintenance and materials management system. This system is an intricate part of the Operations Division that manages materials usage and the work order system, including documentation of labor used to provide both fleet and facilities management. CITME also provides real-time updates to the Authority's inventory system. It is interfaced to the Authority's Oracle Financial Management and Purchasing system. The reports generated through CITME provide management tools that allow for analysis of both maintenance processes and contractor performance. In addition, this agreement includes offsite hosting of the software system. The offsite hosting provides for efficiencies in management, as well as redundancies to ensure the system has minimal exposure for downtime.

PROCUREMENT OVERVIEW:

The Authority has had the need for an ongoing maintenance and support agreement with Ultramain Systems, Inc for its CITME asset maintenance and materials management system software. Any training, upgrades, modifications and/or development to the software must be provided by Ultramain Systems, Inc. employees. A maintenance and support agreement must be maintained with Ultramain Systems, Inc., the original provider, to ensure the software is properly supported. Due to these reasons, this project is deemed exempt from competitive bidding as authorized under Section 306.43(H)(3) of the Revised Code.

The Procurement Department received a proposal from Ultramain Systems, Inc. on October 16, 2026. The proposal was reviewed by representatives from the Information Technology and Procurement Departments, and is deemed to be advantageous, fair, and reasonable to the Authority.

RECOMMENDATION

Ultramain Systems, Inc. with an office at 8100 Lang Avenue, Albuquerque, New Mexico 87109, specializes in providing asset management software solutions to help highly regulated industries manage their assets effectively and efficiently.

The strengths of Ultramain Systems, Inc. include:

- Specialize in best-in-class M&E/MRO software
- Pioneers in paperless maintenance for asset management and supply chain software
- Proven solution with over 35 years in operation
- Support software for airlines, aerospace and transit

A resolution will request authorization to issue a contract to Ultramain Systems, Inc., for providing Ultramain Software Maintenance, Support and Hosting for a three-year period in an amount not to exceed $1,982,252.21. This negotiated total is approximately 1% below the independent cost estimate of $1,995,000.

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

Date: November 25, 2026

Subject: Electricity Supply – RFP Procurement, 2026-117

This is a Request for Proposal procurement to award a contract to a qualified firm to provide the Authority with its electricity supply requirements for a period of three years.

At the December 1, 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 if currently in the evaluation process and will receive final pricing the day before the Board meeting on December 14, 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 December 15, 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

Electricity Supply

PROJECT OVERVIEW:

The Authority has an on-going requirement for electricity to power its facilities and rail operations. This request is for firm full requirements electricity service for the Authority's 140 accounts (144 customer numbers) served by FirstEnergy's electric distribution company, The Illuminating Company ("CEI") and one (1) account with OhioEdison. The Authority is currently in the third year of a three-year agreement with MP2 Energy NE LLC for its CEI accounts. We are soliciting now due the current electricity market and more favorable future prices.

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

GCRTA requests:

- Pricing that reflects a fixed price per kWh for energy with a capacity cost pass through ("Capacity Pass-Through Pricing").
- Ability to meet requirements of Transmission Pilot Program.
- Term: Up to 36 months beginning with the meter read in May 2027.
- Minimum 20 percent annual aggregate deviation (swing) from estimated usage.

PROCUREMENT OVERVIEW:

The Request for Proposal (RFP) to furnish electricity for a period up to three (3) years was issued on September 14, 2026. The necessary legal notice was published in the Plain Dealer and Call & Post newspapers. The RFP was also published on the GCRTA Procurement website.

Notification of the RFP was sent to eight (8) potential proposers. Sixteen (16) interested parties downloaded the solicitation document from the GCRTA website. Seven (7) proposals were received on October 14, 2026. Best and final offers to receive updated pricing will be due December 14, 2026, the day before the December Board meeting. This timing is due to the volatility of the energy market, affecting suppliers' ability to hold pricing.

A panel of Authority employees, including representatives from the following departments: Accounting, Engineering, Risk Management, Office of Management & Budget, Operations, Power and Way, Internal Audit, and Procurement, along with the Authority's energy consultant Brakey Energy, Inc., will continue to perform an evaluation of proposals using the following Evaluation Criteria:

- Total Cost of Power
- Terms of Generation Agreement
- Financial Viability of Proposer
- Experience & Reputation

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

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 the Authority's projects until further notice.

RECOMMENDATION:
Staff plans to bring a recommendation to the Board of Trustees at their December 15, 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

Date: November 25, 2026

Subject: Vontas Cloud Hosting Services – Sole Source Procurement, 2026-138

This is a negotiated sole source procurement to award a contract to a qualified firm to provide the Authority with a renewal to the Authority's Computer Aided Dispatch / Automated Vehicle Location ("CAD/AVL") software cloud hosting services for a period of twenty-five (25) months.

At the December 1, 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 December 15, 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
Vontas Cloud Hosting Solution
Twenty-Five Months

PROJECT OVERVIEW:

The Greater Cleveland Regional Transit Authority is seeking renewal of services to continue receiving cloud-based hosting services for OnRoute Software (previously known as "TransitMaster") to support the Authority's disaster recovery program for a twenty-five-month period.

The Authority utilizes cloud-based hosting of Vontas OnRoute Software application to maintain reliable and efficient transit operations. Although GCRTA maintains a separate agreement with Vontas for the hardware and software supporting OnRoute, the application environment requires a hosting solution. GCRTA does not have the internal resources to implement and maintain an on-premises hosting environment. Utilizing Vontas Microsoft Azure cloud-hosting services provides improved system performance, reliability, scalability, and disaster recovery capabilities while reducing the need for internal infrastructure maintenance and support. Continued cloud-based hosting is essential to maintaining uninterrupted CAD/AVL functionality and support daily transit operations.

PROCUREMENT OVERVIEW:

The renewal of this non-competitive procurement is exempt from competition pursuant to O.R.C. 306.43(H)(3), which provides that competitive procedures are not required when the expenditure is for a renewal or renegotiation of a lease or license for telecommunications or electronic data processing equipment, services, or systems, or for the upgrade of such equipment, services, or systems, or for the maintenance thereof as supplied by the original source or its successors or assigns. Trapeze Software Group, Inc. dba Vontas developed the Authority's TransitMaster, now "Vontas OnRoute" CAD/AVL applications on a proprietary basis and is the only source available for maintenance and support, upgrades, modifications, and training services. There are no third-party contractors available to provide these vital services.

CLIENT BASE

Clients of Trapeze Software Group, Inc. dba Vontas include the Greater Cleveland Regional Transit Authority (GCRTA), Metro Atlanta Regional Transit Authority (MARTA) Atlanta, Georgia, Regional Transportation Commission of Washoe County, Nevada, and Central Ohio Transit Authority, Columbus, Ohio, among others.

RECOMMENDATION

Trapeze Software Group, Inc. dba Vontas, located in Cedar Rapids, IA, was founded in 1990. The Company's line of business is software and technology for the public transit industry.

A resolution will request authorization to issue a contract to Trapeze Software Group, Inc. dba Vontas for the renewal of its cloud-based hosting services in an amount not to exceed $267,869.00 for the first 13 months and $263,233.00 for the last twelve months for a total amount not to exceed $531,102.00 for the twenty-five-month period. This negotiated total is approximately 0.54% below the estimate of $534,000 for the 25-month period.

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

Date: November 25, 2026

Subject: Ohio MARCS Renewal – Interagency Agreement, 2026-145

This is an interagency agreement that will allow the Authority to continue its utilization of the Ohio Multi-Agency Radio Communication System ("MARCS") for the operation of its authority-wide radio system for a period of three (3) years.

At the December 1, 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 December 15, 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
Multi-Agency Radio Communication System (MARCS) Subscription Renewal

PROJECT OVERVIEW:

The Greater Cleveland Regional Transit Authority utilizes the Ohio Multi-Agency Radio Communication System (MARCS) network to provide radio connectivity service for all of the Authority's radio voice and data communications. Transit Police has long utilized the MARCS network for their radio service. It is a critical service supporting their communications as first responders and public safety providers.

In 2018, the Authority began its Radio Replacement Program, which upgraded the on-board vehicle Automated Vehicle Locator and Computer Aided Dispatch (CAD/AVL) system, consisting of on-board routers, integrated vehicle logic units (IVLU's), mobile & portable radios and dispatch consoles. The CAD/AVL system along with the Authority's radio system allows for the tracking of vehicles, monitoring of on-time performance and the ability to talk/text with operators. An independent study was performed prior to the Radio Replacement Program, and it was identified that the MARCS network was the most advantageous to the Authority for providing its 700/800 MHz radio and data network services. The Authority currently utilizes over 1,000 radio units. Subscriptions are based on monthly per unit prices.

PROCUREMENT OVERVIEW:

The Authority has successfully been utilizing the MARCS network for both Transit Police, as well as its on-board CAD/AVL since its Radio Replacement/Upgrade in 2018. MARCS is dedicated to providing Ohio's first responders and public safety providers with state-of-the-art wireless digital communications, and promoting interoperability, in order to save lives and maximize effectiveness in both normal operations and emergency situations.

The 700/800 MHz radio and data network MARCS provides utilizes state-of-the art trunked technology to provide statewide interoperability in digital clarity to its subscribers throughout Ohio and a 10 mile radius outside of Ohio. The MARCS system provides statewide, secure, reliable public service wireless communication for public safety and first responders. The system provides for 97.5% mobile voice street coverage, as well as 98.13% aggregate data coverage. The network is comprised of over 360 towers with built in redundancy to ensure continuous reliable service. The system is utilized by over 3,000 public entities, including more than 140,000 radios and 1,800 unit-computers. MARCS provides public agencies with reliable service at low monthly subscription fees, making it the most advantageous option for the Authority's radio system.

Per Ohio Revised Code, Section 306.43(H)(4), competitive bidding is not required when an expenditure is made from another political subdivision, public agency, public transit system, regional transit authority, the state, or the federal government, or as a beneficiary under a state or federal procurement contract, or as a participant in a department of administrative services contract under (B) of section 125.04 of the Revised Code. Due to these reasons, this project is deemed exempt from competitive bidding as authorized under Section 306.43(H)(4) of the Ohio Revised Code.

MARCS offers published pricing, based off of per unit monthly rates, listed on the Ohio Department of Administrative Services website. The Procurement Department worked closely with the Information Technology Department to determine the necessary requirements over the three-year term, based on current and future anticipated needs.

RECOMMENDATION

The committee recommends Ohio Department of Administrative Services, Office of Information Technology, Multi-Agency Radio Communications System (MARCS), with an office located at 4200 Surface Road, Columbus, Ohio 43228, to provide wireless digital radio communication subscription services for a period of three years.

A resolution will request authorization to issue a contract to Ohio Department of Administrative Services, Office of Information Technology, Multi-Agency Radio Communications System (MARCS) to provide wireless digital radio communication subscription services for a period of three years in an amount not to exceed $1,350,000.00. Staff will share their recommendation with the Organizational, Services & Performance Monitoring Committee on December 1, 2026 and present the resolution to the Board of Trustees for approval at the December 15, 2026 meeting.

AGENDA

Operational Planning & Infrastructure Committee Meeting

Tuesday, December 1, 2026

Committee Members:

Mr. Jeffrey W. Sleasman, Chair
Ms. Emily Garr Pacetti, Vice Chair
Mayor Marie Gallo
Ms. Emily Harper
Mr. Stephen M. Love

I. Roll Call

II. Approval of Minutes – November 3, 2026

III. Vertical Transportation (Elevators/Escalators) -

Presenter(s):
- Dave Basso, Director, Central Facilities
- Nick Biggar, Sr Director - Customer Experience & Performance Management

IV. 2027 Service Plan –

Presenter(s):
- Jeffrey Macko, Manager, Service Planning

VI. 2027 Budget – A discussion on the FY 2027 Budget discussion

Presenter(s):
- Kay Sutula, Director, Office of Management & Budget
- Eric Vukmanic, Manager of Budget

V. Public Hearing

- FY 2027 Budget

VI. Adjournment

IBT: mae

MEETING MINUTES

GCRTA Operational Planning & Infrastructure Committee

November 3, 2026

Board Members: Mr. Sleasman (Chair), Ms. Pacetti (Vice Chair), Mayor Gallo, Mr. Love

Staff/Other: Shawn Becker, India Birdsong Terry, Nick Biggar, Nick Davidson, Wendy Feinn, Scott Ferraro, Michael Fesler, George Fields, Bob Fleig, Joel Freilich, Tony Garofoli, Kenneth Green, Sharon Jenkins, Deirdre Jones, Lawrence Jupina, Carl Kirkland, Jonathan Laule, Jeff Macko, Charles Morgan, Ruben Morgan, Holly Mothes, Teresa Muti, Joe Shaffer, Kay Sutula, Sergeant Clay Saylor, Dawn Svancara, Donald Tereba, John Togher, Eric Vukmanic, Carolyn Young

Public: 6

I. Call to Order

Mr. Sleasman called the meeting to order at 9:14 AM.

II. Roll Call

A quorum was present. Trustee Harper was absent.

III. Approval of Minutes

Mr. Sleasman moved to approve the minutes of the October 6, 2026, Operational Planning and Infrastructure Committee meeting. Mayor Gallo seconded. The motion carried.

IV. Red Line Station Platform Replacement

Donald Tereba, Engineering Project Manager for Facilities, presented an overview of the Red Line Station Platform Replacement Project. The project includes the complete replacement of platforms at the West Park, West Boulevard-Cudell, Superior, and Cedar-University stations. Mr. Tereba explained that the new railcars are approximately 15 inches narrower than the existing fleet, requiring platform modifications to maintain ADA accessibility standards. While platform extensions were determined to be feasible at 14 Red Line stations, the deteriorated condition of the platforms at the four identified stations necessitated complete replacement.

Mr. Tereba outlined the proposed construction approach, including the use of precast concrete platforms to reduce construction time, improve worker safety, and minimize service disruptions. The project will be completed in five phases, with planned Red Line track shutdowns on the West Side from June 20 through July 3, 2027, and August 1 through August 14, 2027, and on the East Side from July 4 through July 31, 2027. The construction schedule is being coordinated

with the ongoing railcar infrastructure improvements to support the introduction of the new rail fleet.

Procurement Program Contract Manager, Jonathan Laule, presented the procurement overview. The invitation for bids was issued on September 14, 2026, with 16 parties reviewing the solicitation and three firms submitting bids. Great Lakes Construction Company was identified as the lowest responsive and responsible bidder. Management recommended awarding the contract to Great Lakes Construction Company in an amount not to exceed $10,194,392.26.

Trustee Pacetti requested clarification regarding the construction schedule and the two separate West Side track shutdowns. Mr. Tereba explained that the initial shutdown would allow for platform demolition and foundation repairs, followed by additional curing time before installation of the precast platforms during the second shutdown. Trustee Pacetti emphasized the importance of clearly communicating the separate shutdown periods to customers. Mr. Tereba confirmed that Management would coordinate with Marketing regarding service disruptions and noted efforts to restore service before the beginning of the school year.

Mayor Weiss asked whether funding for the project had been included in the current or upcoming budget. The Director of the Office of Management and Budget, Kay Sutula, explained that the project was funded across fiscal years 2026 and 2027 and confirmed that the necessary funds had been appropriated.

Mr. Sleasman moved to recommend approval of the resolution awarding the Red Line Station Platform Replacement contract to Great Lakes Construction Company in an amount not to exceed $10,194,392.26 and forward it to the full Board of Trustees for approval. Mr. Love seconded. The motion carried.

V. Fiscal Year 2027 Budget

The Director of the Office of Management and Budget, Kay Sutula, and Budget Management Analyst Wendy Feinn presented the proposed Fiscal Year 2027 Budget. The presentation included projected revenues, operating expenditures, transfers to other funds, financial reserve requirements, and cost-saving measures implemented during 2025 and 2026.

Ms. Sutula reviewed several cost-saving initiatives, including the elimination of 56 vacant positions, the temporary reduction of sales tax transfers to capital from 10% to 5%, reduced overtime expenditures, increased utilization of part-time operators, new healthcare and paratransit contracts, elimination of onboard Wi-Fi, implementation of a 3% service reduction in August 2026, a hiring freeze for nonessential positions, and reductions in travel expenses. Ms. Sutula explained that these measures had delayed the projected budget shortfall from 2028 to 2029.

Ms. Feinn presented the proposed 2027 General Fund budget, which included total revenues of $361.0 million and expenditures of $357.8 million. Sales and use tax revenues were projected at $292.5 million, representing a 2.2% increase over current-year estimates, while passenger fare revenues were projected at $30.0 million, representing a 2% increase. The budget included a $28.0 million transfer from the Revenue Stabilization Reserve Fund to maintain the Board's

required one-month operating reserve. Personnel expenditures, including salaries, overtime, payroll taxes, and fringe benefits, were budgeted at $260.0 million. Transfers to other funds were budgeted at $17.8 million.

Ms. Feinn explained that the proposed budget incorporated the annualized impact of the August 2026 service reductions but did not include additional service reductions. The projected General Fund ending balance for 2027 was $29.5 million, maintaining the required one-month operating reserve. Additional transfers from the Revenue Stabilization Reserve Fund were projected for 2028 and 2029, although the General Fund was not projected to meet the one-month operating reserve requirement by the end of 2029.

Mr. Love requested clarification regarding projected healthcare expenditures and savings associated with the new healthcare contracts beginning in 2027. Ms. Sutula explained that the budget reflected the new contracts and anticipated approximately $5 million in savings compared with 2026. Mr. Love requested additional information regarding healthcare savings.

Mayor Weiss requested clarification regarding the projected increase in passenger fare revenues and the underlying ridership assumptions. Management explained that the 2% increase was a conservative projection based primarily on the anticipated introduction of new railcars in late 2027 and expected ridership improvements.

Ms. Elder asked how the projected ridership increase had been calculated. Ms. Sutula explained that the estimate reflected conservative assumptions regarding the potential impact of introducing new vehicles into revenue service.

Ms. Pacetti asked how additional service reductions, if implemented during 2027, would affect the proposed budget. Ms. Sutula explained that the reductions would primarily affect personnel and fringe benefit expenditures, as well as fuel costs.

Ms. Pacetti requested clarification regarding differences between previously presented operating reserve projections and the current budget. Ms. Sutula explained that earlier projections, based on March 2026 financial data, anticipated a reserve shortfall in 2028. Subsequent cost-saving measures incorporated into the July tax budget allowed the Authority to project compliance with the one-month operating reserve requirement through 2028, delaying the shortfall until 2029.

Mr. Love commented on the importance of revisiting the Board's financial indicator policies, including operating reserve requirements and the temporary reduction in capital funding transfers, following a decision regarding a potential sales tax ballot initiative.

Mr. Sleasman requested clarification regarding the timing of sales tax revenue receipts following a successful ballot initiative. John Togher, Interim Deputy General Manager – Finance, explained that approval of a sales tax increase in May 2027 would result in initial revenue receipts in January 2028, while approval in November 2027 would result in initial receipts in July 2028.

Mr. Sleasman moved to suspend the Operational Planning and Infrastructure Committee meeting to conduct the first public hearing on the proposed Fiscal Year 2027 Budget. Ms. Pacetti seconded. The motion carried.

VI. Public Hearing — Proposed Fiscal Year 2027 Budget

The official public hearing statement was read, outlining the proposed 2027 budget, public notice requirements, availability of budget documents, and the schedule for subsequent budget consideration. Public notice of the hearing was published in the Cleveland Plain Dealer and Cleveland Call & Post, with additional notices posted at the Authority's main office and on its website and social media pages.

The statement summarized the proposed General Fund budget, including $361.0 million in estimated revenues, $340.0 million in operating expenditures, $17.8 million in transfers to other funds, and a $28.0 million transfer from the Revenue Stabilization Reserve Fund. The statement also referenced the Authority's 2027–2031 Capital Improvement Plan, adopted by the Board of Trustees on May 19, 2026.

During public comment, Loh expressed concern regarding the impact of budget reductions on riders, employees, and the broader community. She encouraged the Board to consider pursuing a sales tax ballot initiative in May 2027 and emphasized the importance of communicating how additional funding could support future service improvements and organizational stability.

No additional in-person comments, telephone comments, or electronic comments were received.

Following the public hearing, Mr. Sleasman moved to reconvene the Operational Planning and Infrastructure Committee meeting. Mayor Gallo seconded. The motion carried.

Mr. Sleasman noted that a second public hearing on the proposed Fiscal Year 2027 Budget would be held in December.

VII. Adjournment

Mr. Sleasman moved to adjourn the Operational Planning and Infrastructure Committee meeting. Mr. Love seconded. The motion carried.

The meeting adjourned at 9:50 A.M.

Attest: _____ _____

Secretary-Treasurer President

Greater Cleveland
Regional Transit Authority

Interoffice Memo

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

From: Dave Basso
Director Central Facilities

Subject: Vertical Transportation Update

Date: November 13, 2026

At the December 1, 2026, Operational Planning & Infrastructure Committee meeting, staff from the Customer Service and Operations Divisions will present a comprehensive overview of vertical transportation throughout the Authority, including the current condition of elevators and escalators and the ongoing challenges associated with maintaining these assets.

Staff will outline a recommended approach for prioritizing repairs, modernizations, and replacements based on equipment condition, reliability, accessibility, and operational needs. The presentation will summarize how the Authority can best address immediate maintenance concerns while establishing a long-term strategy to improve equipment reliability, minimize service disruptions, and ensure continued accessibility for customers throughout the system.

Greater Cleveland
Regional Transit Authority

Interoffice Memo

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

From: India L. Terry
General Manager/Chief Executive Officer

Date: November 19, 2026

Subject: 2026 Service Management Plan

At the December 1, 2026, meeting of the Operational Planning & Infrastructure Committee, staff will present the 2027 Service Management Plan (SMP), as required by the Board-adopted Services Code. Each year, the SMP is developed in alignment with the General Manager's Recommended Budget.

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

ILT/JRM

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

Date: November 25, 2026

Subject: **Proposed FY 2027 Budget**

At the December 1, 2026 Operational Planning & Infrastructure Committee meeting, staff will present the proposed FY 2027 Budget. A public hearing will be held after the budget presentation. After public hearing, staff will request that the Operational Planning and Infrastructure Committee present the resolution to the full Board for approval on December 15, 2026.

The proposed FY 2027 Budget includes total revenues of $361.0 million. The two largest sources of revenue are Sales & Use Tax and Passenger Fares estimated at $292.5 million and $30.0 million, respectively. A transfer from the Revenue Stabilization Reserve Fund is budgeted at $28.0 million. If Sales & Use Tax is higher than budgeted and/or expenditures are lower than budgeted, we may not need to transfer the entire $28 million. The amount needed will be determined throughout the year.

Operating expenditures are budgeted at $340.0 million, which includes new contracts for healthcare and prescription benefits. The 2027 budget includes funding for 2,367 full-time equivalent (FTE) positions, which are largely contractual through the FOP and ATU. Transfers to other funds total $17.8 million, which includes a 5% transfer of sales tax revenues for the Capital Improvement Program. Total expenditures are budgeted at $357.8 million.

With total expenditures of $357.8 million against total revenues of $361.0 million, and a beginning projected balance of $26.3 million, the ending balance is budgeted at $29.5 million, which equates to a 1.0-month reserve.

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

IBT/kms
Attachment

AGENDA

Committee of the Whole

Tuesday, December 1, 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

III. Update of the Strategic Plan

Presenters:

- Maribeth Feke, Director, Programming and Planning
- Lauren Lynch, AECOM Project Manager
- Chris Urban, AECOM, Associate and Senior Urban Planner
- Marie Keister, Murphy Epson, President & CEO

IV. Adjournment

IBT: mae

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

Date: November 25, 2026

Subject: Revision of the Strategic Plan

At the December 1, 2026, Meeting of the Whole, staff and the Consultant Team will provide a presentation on the Revision of the Strategic Plan. This final presentation to the Board of Trustee culminates the year-long development process and is for information. No action will be taken until the January 19, 2027 Meeting when the Board will officially adopt the plan.

The attached presentation is being sent early to give ample opportunity for review and comments by the Board of Trustees.

Any questions the presentation can be addressed my Maribeth Feke (mfeke@gcrta.org). Please copy me as well.

Looking forward to this presentation and ultimately adopting the Revision of this important plan.

IBT/MBF