

Division - Finance & Administration

Division Summary	DB - 53
Office of Business Development	DB - 58
Accounting	DB - 62
Information Systems	DB - 66
Support Services	DB - 70
Procurement	DB - 74
Revenue	DB - 78

DIVISION SUMMARY

FINANCE & ADMINISTRATION

Loretta Kirk, Deputy General Manager

Mission Statement

As an integrated group of professions, the Finance and Administration Division contributes to the organizational success by managing the financial resources of the Authority efficiently and in strict compliance with government regulations, generally accepted financial management principles and Authority policies and by providing timely delivery of administrative services to internal and external customers.

General Description

The Finance and Administration Division is responsible for the Authority's financial management and critical support functions. Performs financial management functions, accounting, financial reporting, cash management, debt management and passenger fare collection and processing. Performs critical support functions, such as purchasing, contract administration, information technology, grants management, records management, mail, reproduction services, administrative services and outreach efforts for DBE contracting opportunities with the GCRTA.

2008 Achievements

- Implemented Information Technology projects and modules to improve productivity and customer service.

- Completed procurements according to Procurement Plan.
- Progressed on replacement of Fare Collection System.
- Completed 2007 Financial Audit and Comprehensive Annual Financial Report (CAFR).
- Continued Grant Closeouts & Grants Administration improvements.
- Continued improvements and enhancements to Disadvantaged Business Enterprise (DBE) Program.
- Completed financing transactions to support operations and capital program.
- Received Certificate of Achievement for Excellence in Financial Reporting for the Comprehensive Annual Financial Report (CAFR) from the Government Finance Officer's Association.
- Provided support for implementation of Euclid Corridor Transportation Project.
- Completed Vital Records Program.
- Completion of Information Technology policies.

DIVISION SUMMARY

FINANCE & ADMINISTRATION

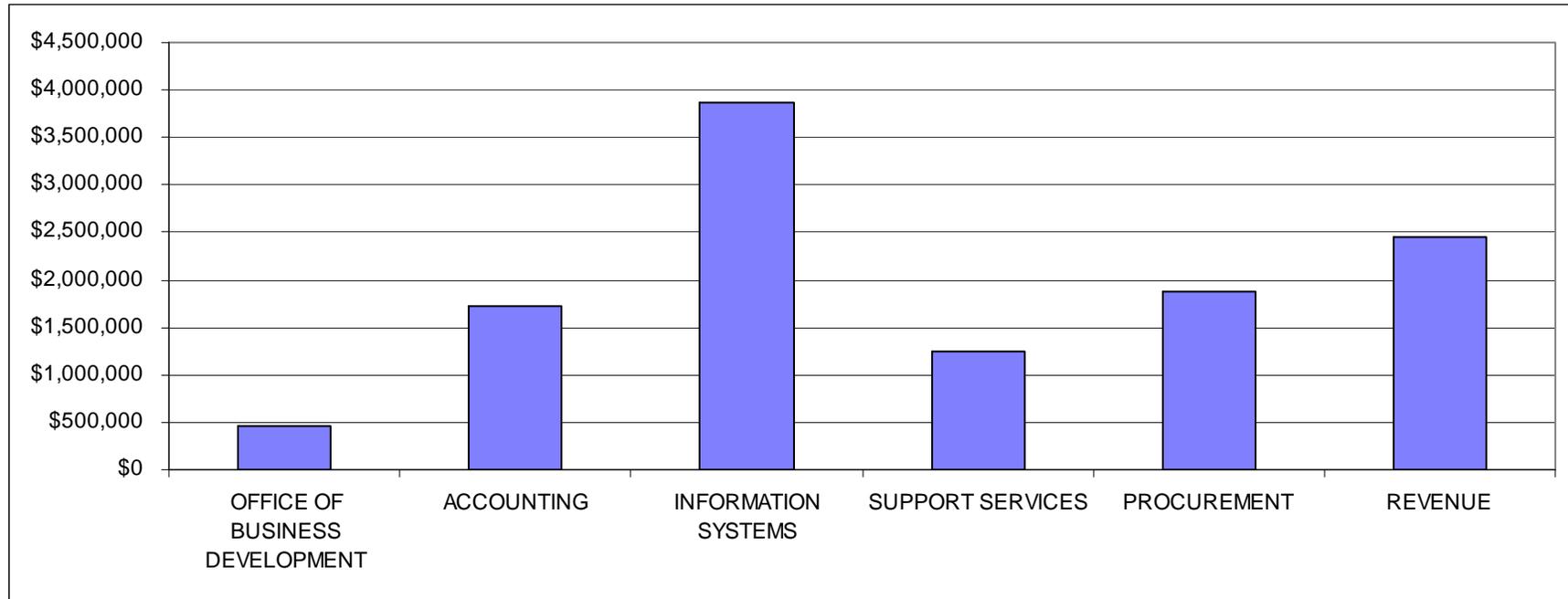
Loretta Kirk, Deputy General Manager

2009 Priorities

- Support development of short and long range Information Technology (IT) Strategic Plans and update IT Policies and Procedures.
- Upgrade, maintain and replace distributed network and client server applications.
- Support enhancement of telecommunications services, including audio, video and data.
- Support Disaster Recovery Implementation.
- Monitor and improve procurement acquisition process to reduce procurement turnaround time.
- Expedite procurement and delivery of goods and services to user departments utilizing a functional work team structure.
- Complete implementation of new Fare Collection System.
- Implement proof-of-payment fare collection on heavy rail and BRT systems.
- Monitor procurement processes to reduce time required to process payments to vendors and employees by revising the payments process and streamlining procedures.
- Prepare Comprehensive Annual Financial Report (CAFR), conforming to the requirements outlined by the Government Finance Officers Association (GFOA).
- Develop and implement programs to provide technical assistance and increase the outreach and communication to the Disadvantaged Business Enterprises (DBE) community.
- Increase the number of Disadvantaged Business Enterprises on the certified database and participating in GCRTA procurements.
- Increase the number of Disadvantaged Business Enterprises involved in small purchase program.
- Assist departments in minimizing the Authority's overall administration costs.
- Oversee Record Management function for the Authority.
- Assist with Energy Risk Management Program.

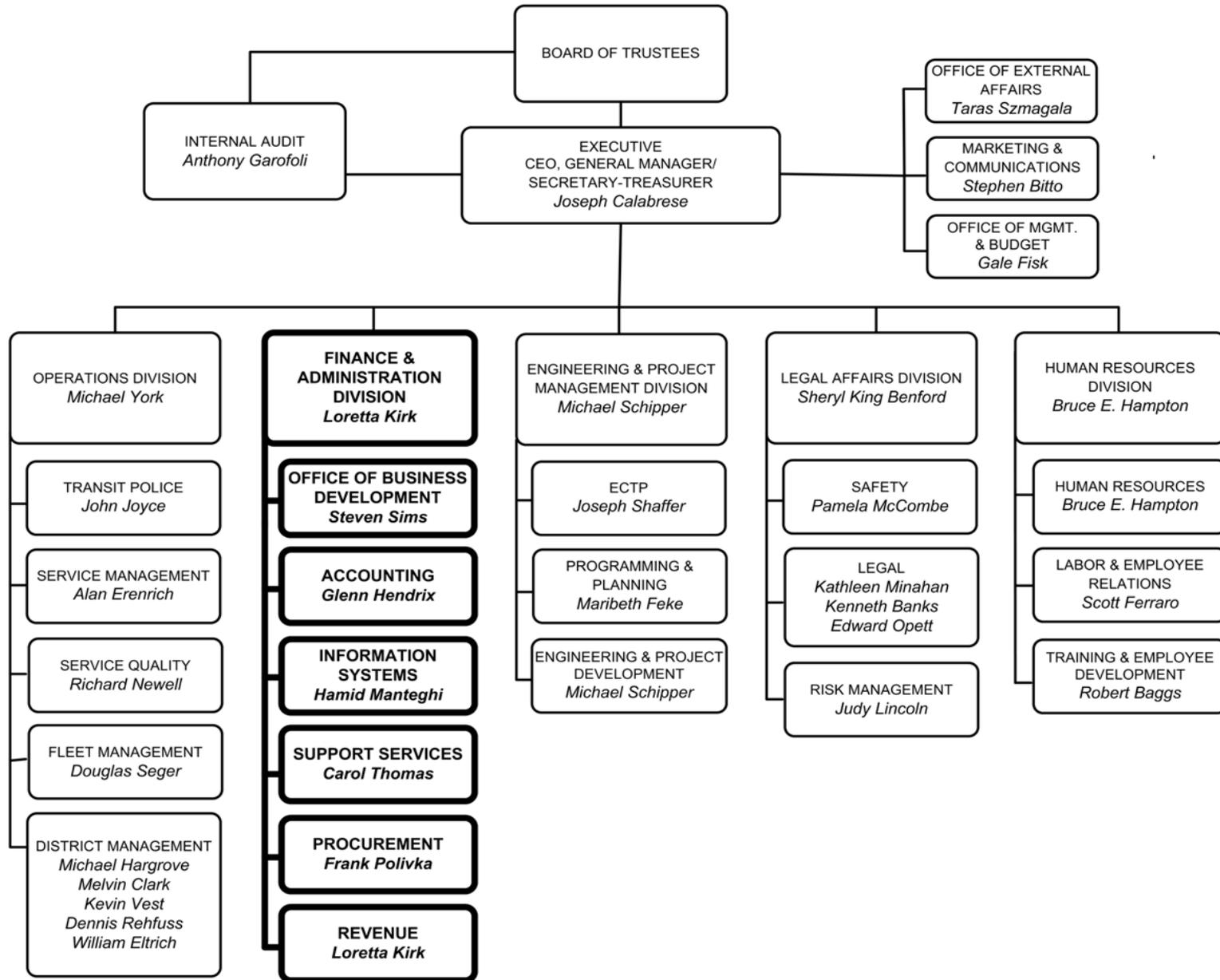
2009 OPERATING BUDGET SUMMARY

Division 2 – Finance & Administration



DEPT #	DESCRIPTION	2006 Actual	2007 Actual	2008 Estimate	2009 Budget	2010 Estimate	2011 Estimate
10	OFFICE OF BUSINESS DEVELOPMENT	345,402	417,526	431,947	459,218	473,120	490,961
60	ACCOUNTING	1,290,995	1,331,757	1,541,739	1,721,228	1,773,609	1,840,537
61	INFORMATION SYSTEMS	3,355,584	3,411,556	3,653,854	3,873,327	4,026,581	4,201,959
62	SUPPORT SERVICES	1,231,630	1,086,625	1,277,782	1,235,690	1,285,593	1,342,210
64	PROCUREMENT	1,731,470	1,833,520	1,874,328	1,876,369	1,933,698	2,006,961
65	REVENUE	2,163,600	2,191,023	2,309,124	2,458,535	2,551,613	2,659,944
DIVISION TOTALS		10,118,682	10,272,008	11,088,774	11,624,368	12,044,214	12,542,572

GREATER CLEVELAND REGIONAL TRANSIT AUTHORITY
 TABLE OF ORGANIZATION
 AS OF 2009 BUDGET ADOPTION



DEPARTMENTAL STAFFING ANALYSIS

Authorized Staffing Level by Division

	2007	2008	2009	Variance 2009-2008
FINANCE & ADMINISTRATION				
OFFICE OF BUSINESS DEVELOPMENT	5	5	5	0
ACCOUNTING	20	23	22	(1)
INFORMATION SYSTEMS	23	24	23	(1)
SUPPORT SERVICES	10	10	8	(2)
PROCUREMENT	22	22	20	(2)
REVENUE	21	25	20	(5)
TOTALS	101	109	98	(11)

2009 OPERATING BUDGET SUMMARY

Department 10 – Office of Business Development

STEVEN SIMS, DIRECTOR

The mission of the Office of Business Development is to direct the Authority's efforts to engage the small & disadvantaged business community through outreach and education programs and to ensure equal contracting opportunities.

CLASS	DESCRIPTION	2006 Actual	2007 Actual	2008 Estimate	2009 Budget	2010 Estimate	2011 Estimate
501300	LABOR - SALARIED EMPLOYEES	271,297	313,519	320,306	332,753	342,735	353,017
501310	OVERTIME - SALARIED EMPLOYEES	0	0	0	0	0	0
502000	FRINGE BENEFITS	92,584	99,912	103,991	120,190	123,796	131,026
503000	SERVICES	(24,999)	0	0	0	0	0
503020	ADVERTISING FEES	0	842	1,500	1,500	1,575	1,654
504000	MATERIAL & SUPPLIES	619	563	500	500	525	551
509000	MISCELLANEOUS EXPENSES	5,900	2,691	5,650	4,275	4,489	4,713
DEPT TOTAL		345,402	417,526	431,947	459,218	473,120	490,961

Department Budgets

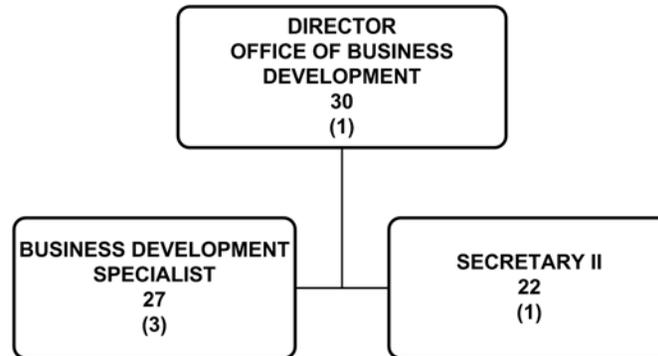
2009 Budget Implementation

Department 10 – Office of Business Development

- Administer the Authority's Disadvantaged Business (DBE) Program to include certification of firms as a DBE contractor, establishing DBE goals on contracts, and ensuring compliance with federal regulations.
- Encourage strong business relationships between RTA and women and minority owned firms by supporting avenues to communicate procurement opportunities.
- Work to increase the number of businesses and overall spending that women and minority owned firms represent in all procurement opportunities including small purchases.
- Assist and support women and minority owned firms through sponsoring topic-oriented workshops, training and information sessions.
- Encourage and monitor the utilization of women and minority workers on RTA construction projects to ensure that required participation levels are reached.
- Actively seek to identify and certify DBE firms.

	2006 Actual	2007 Actual	2008 Estimate	2009 Budget
Conduct on site construction compliance reviews	18	24	32	16
Host contract informational sessions for DBE and prime contractors regarding RTA procurements	3	4	2	2
Sponsor and support business focused workshops and training sessions for women and minority business owners	2	4	3	4
Conduct DBE certification workshops	2	8	2	2
Conduct outreach programs to attract participation	N/A	N/A	6	10

**GREATER CLEVELAND REGIONAL TRANSIT AUTHORITY
TABLE OF ORGANIZATION
FINANCE & ADMINISTRATION DIVISION
OFFICE OF BUSINESS DEVELOPMENT
#10**



STAFFING LEVEL COMPARISONS

DEPARTMENT: 10 - OFFICE OF BUSINESS DEVELOPMENT

JOB CLASS JOB TITLE	APPROVED 2007	APPROVED 2008	APPROVED 2009	2009-2008 VARIANCE
22 SECRETARY II	1	1	1	0
27 BUSINESS DEVELOPMENT SPECIALIST	3	3	3	0
30 DIRECTOR - OFFICE OF BUSINESS DEVELOPMENT	1	1	1	0
DEPARTMENT TOTALS	5	5	5	0

2009 OPERATING BUDGET SUMMARY

Department 60 - Accounting

GLENN HENDRIX, DIRECTOR

The mission statement of the Accounting Department is to maintain accurate and timely accounting records of the Authority, process accurate voucher and payroll checks for both our internal and external customers, and to develop, monitor and maintain an effective internal control system that safeguards the Authority's financial assets.

OBJECT

CLASS	DESCRIPTION	2006 Actual	2007 Actual	2008 Estimate	2009 Budget	2010 Estimate	2011 Estimate
501300	LABOR - SALARIED EMPLOYEES	911,535	952,746	1,107,486	1,211,757	1,248,110	1,285,553
501310	OVERTIME - SALARIED EMPLOYEES	30,428	28,669	38,570	30,000	30,900	31,827
502000	FRINGE BENEFITS	303,277	312,889	350,167	442,322	455,591	482,198
503000	SERVICES	1,986	19,518	23,619	13,850	14,543	15,270
503049	TEMPORARY HELP	24,000	(4)	0	0	0	0
504000	MATERIAL & SUPPLIES	12,719	12,198	16,091	17,000	17,850	18,743
509000	MISCELLANEOUS EXPENSES	7,050	5,741	5,805	6,300	6,615	6,946
DEPT TOTAL		1,290,995	1,331,757	1,541,739	1,721,228	1,773,609	1,840,537

Department Budgets

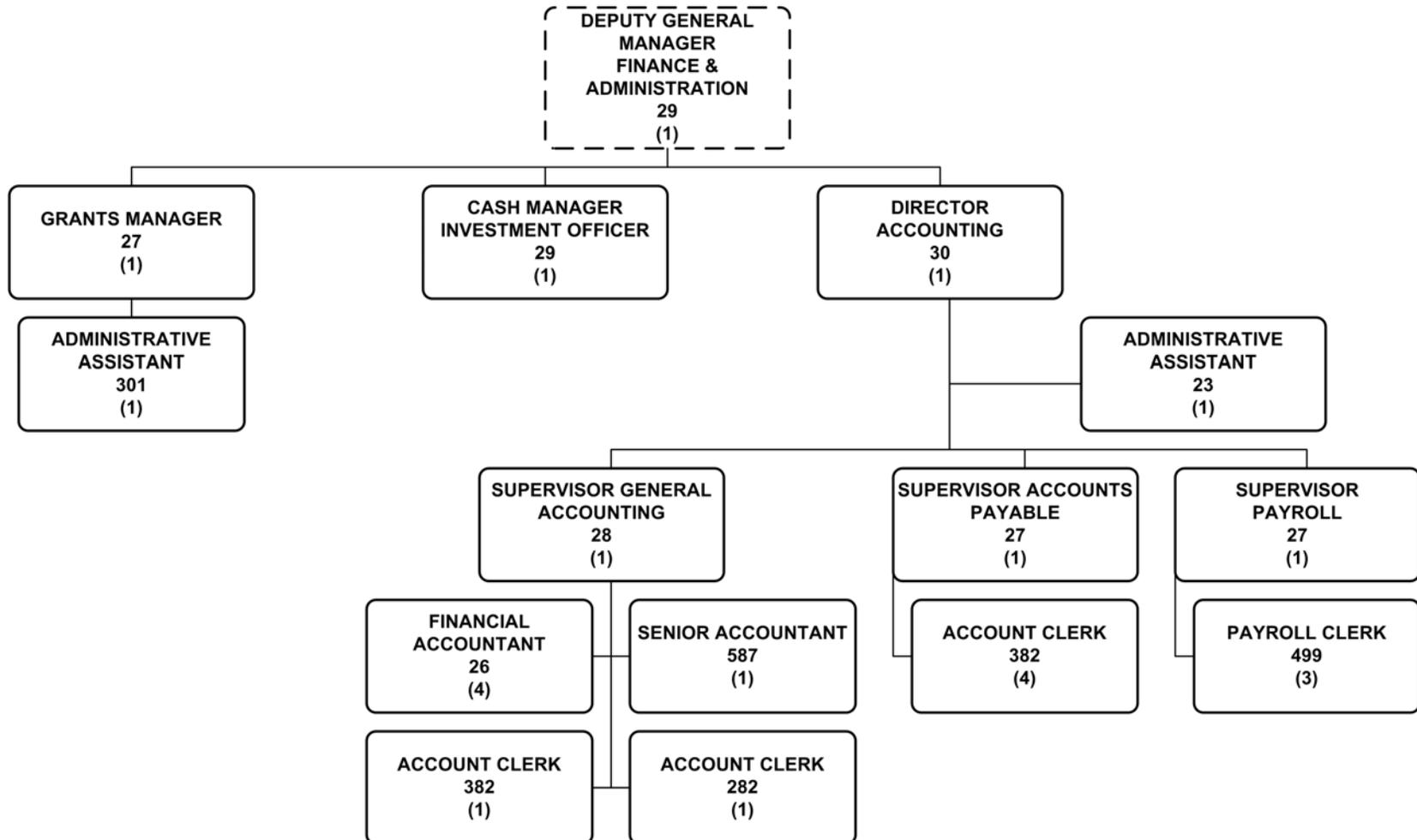
2009 Budget Implementation

Department 60 - Accounting

- Reduce time required to process payments to vendors and employees by revising the payments process and streamlining procedures.
- Prepare Comprehensive Annual Financial Report, conforming to the requirements outlined by the Government Finance Officers Association.
- Improve department performance to eliminate audit citations and expedite workflow.

	2006 Actual	2007 Actual	2008 Estimate	2009 Budget
Number Of Days To Process Cash Disbursement Reports	1	1	1	1
Number Of Days To Complete Month-End Closings	6	6	5	5
Average Days To Process Invoices	5	5	5	5

GREATER CLEVELAND REGIONAL TRANSIT AUTHORITY
TABLE OF ORGANIZATION
FINANCE & ADMINISTRATION DIVISION
ACCOUNTING DEPARTMENT
#60



STAFFING LEVEL COMPARISONS

DEPARTMENT: 60 - ACCOUNTING

JOB CLASS JOB TITLE	APPROVED 2007	APPROVED 2008	APPROVED 2009	2009-2008 VARIANCE
282 ACCOUNT CLERK	1	1	1	0
301 ADMINISTRATIVE ASSISTANT	0	1	1	0
382 ACCOUNT CLERK	5	5	5	0
499 PAYROLL CLERK	3	3	3	0
587 SENIOR ACCOUNTANT	1	1	1	0
23 ADMINISTRATIVE ASSISTANT	1	1	1	0
26 PAYROLL ADMINISTRATOR	1	1	0	(1)
26 FINANCIAL ACCOUNTANT	4	4	4	0
27 SUPERVISOR - ACCOUNTS PAYABLE	1	1	1	0
27 SUPERVISOR - PAYROLL	1	1	1	0
27 GRANTS MANAGER	0	1	1	0
28 SUPERVISOR - GENERAL ACCOUNTING	1	1	1	0
29 CASH MANAGER / INVESTMENT OFFICER	0	1	1	0
30 DIRECTOR - ACCOUNTING	1	1	1	0
DEPARTMENT TOTALS	20	23	22	(1)

2009 OPERATING BUDGET SUMMARY

Department 61 – Information Systems

HAMID MANTEGHI, DIRECTOR

The mission of the Information Systems Department is to deliver reliable Information Technology services to the entire Greater Cleveland Regional Transit Authority, based on business requirements established by department and divisions, in a cost effective manner. Its focus is on the effective use of technology solutions through IT planning, procurement, business process improvement, and by maintaining the enterprise software, hardware and infrastructure.

OBJECT

CLASS	DESCRIPTION	2006 Actual	2007 Actual	2008 Estimate	2009 Budget	2010 Estimate	2011 Estimate
501300	LABOR - SALARIED EMPLOYEES	1,297,340	1,378,862	1,388,314	1,482,098	1,526,560	1,572,357
501310	OVERTIME - SALARIED EMPLOYEES	2,013	1,083	200	2,743	2,825	2,910
502000	FRINGE BENEFITS	414,931	443,800	453,758	535,757	551,830	584,057
503000	SERVICES	1,157,132	1,074,118	1,261,843	1,338,479	1,405,403	1,475,673
504000	MATERIAL & SUPPLIES	31,247	30,981	31,458	34,300	36,015	37,816
505000	UTILITIES	451,001	477,368	513,199	476,200	500,010	525,011
509000	MISCELLANEOUS EXPENSES	1,920	5,345	5,083	3,750	3,938	4,135
DEPT TOTAL		3,355,584	3,411,556	3,653,854	3,873,327	4,026,581	4,201,959

Department Budgets

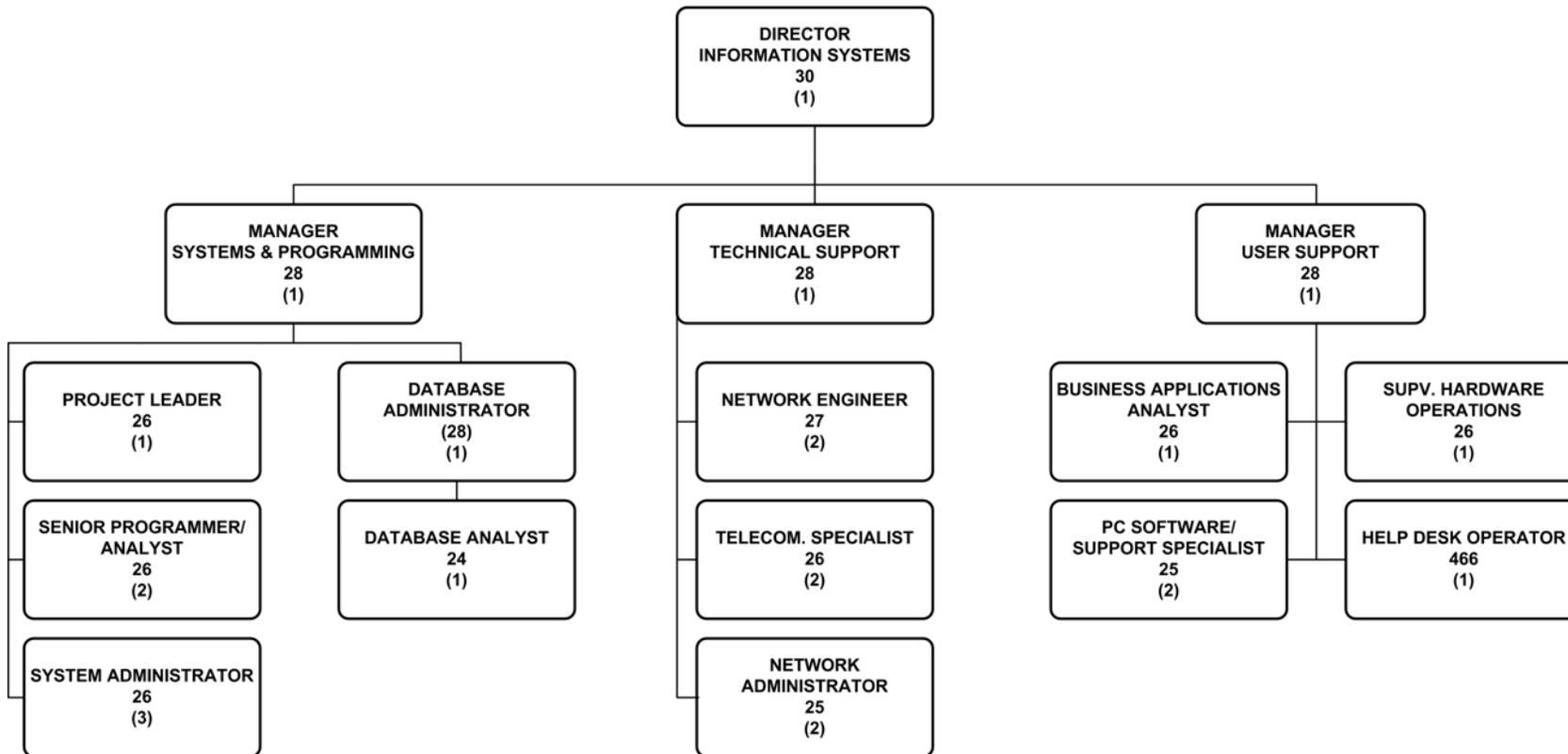
2009 Budget Implementation

Department 61 – Information Systems

- Support development of short and long range Information Technology (IT) Strategic Plans and update IT Policies and Procedures.
- Support daily operations and office automations.
- Provide Help Desk support and users technical training.
- Upgrade, maintain and replace distributed network and client server applications.
- Support telecommunications services, including audio, video and data.
- Support Disaster Recovery Implementation.

	2006 Actual	2007 Actual	2008 Estimate	2009 Budget
<u>IT Projects (Percent Of Project Completed)</u>				
Kronos FMLA	0%	5%	5%	5%
Fare Collection (Infrastructure)	5%	10%	90%	100%
ECTP Infrastructure	25%	75%	90%	100%
Oracle Products Implementation	85%	90%	90%	95%
Document Management System	5%	20%	20%	20%
Video Conferencing	0%	50%	100%	100%
Communication Infrastructure Assessment	0%	30%	100%	100%
Data Center Renovation Center	0%	20%	60%	85%
<u>User Support</u>				
Printers Supported	220	220	200	250
Users Supported	1,250	1,250	1,250	1,225
RTA Locations Supported	19	18	18	18
Personal Computers	1,000	1,000	1,000	1,000
Telephone/Voice Mail Boxes	1,900	1,900	1,900	1,850
911 Call Box	133	145	220	279

**GREATER CLEVELAND REGIONAL TRANSIT AUTHORITY
TABLE OF ORGANIZATION
FINANCE & ADMINISTRATION DIVISION
INFORMATION SYSTEMS DEPARTMENT
#61**



STAFFING LEVEL COMPARISONS

DEPARTMENT: 61 - INFORMATION SYSTEMS

JOB CLASS JOB TITLE	APPROVED 2007	APPROVED 2008	APPROVED 2009	2009-2008 VARIANCE
466 HELP DESK OPERATOR	1	1	1	0
596 COORDINATOR - USER SUPPORT	1	1	0	(1)
24 DATABASE ANALYST	1	1	1	0
25 NETWORK ADMINISTRATOR	3	4	2	(2)
25 PC SOFTWARE/SUPPORT SPECIALIST	2	2	2	0
26 TELECOMMUNICATION SPECIALIST	2	2	2	0
26 BUSINESS APPLICATIONS ANALYST	1	1	1	0
26 SYSTEM ADMINISTRATOR	2	2	2	0
26 SENIOR PROGRAMMER / ANALYST	2	2	2	0
26 SUPERVISOR - HARDWARE OPERATIONS	1	1	1	0
26 PROJECT LEADER	2	2	2	0
27 NETWORK ENGINEER	0	0	2	2
28 MANAGER - USER SUPPORT	1	1	1	0
28 MANAGER - TECHNICAL SUPPORT	1	1	1	0
28 DATABASE ADMINISTRATOR	1	1	1	0
28 MANAGER - SYSTEMS AND PROGRAMMING	1	1	1	0
30 DIRECTOR - INFORMATION SYSTEMS	1	1	1	0
DEPARTMENT TOTALS	23	24	23	(1)

2009 OPERATING BUDGET SUMMARY

Department 62 – Support Services

CAROL THOMAS, MANAGER

Support Services provides high-tech duplicating services, mail management, mail and supplies delivery to our facilities and other business establishments, high-speed offset printing at our Print Shop, vending machine services, office furniture recycling services, and a Records Management Program.

OBJECT		2006 Actual	2007 Actual	2008 Estimate	2009 Budget	2010 Estimate	2011 Estimate
CLASS	DESCRIPTION						
501200	HOURLY EMPLOYEES PAYROLL	45,497	46,676	47,935	49,787	51,281	52,819
501210	OVERTIME - HOURLY EMPLOYEES	1,140	497	462	750	773	796
501300	LABOR - SALARIED EMPLOYEES	441,136	457,374	465,326	379,637	391,026	402,757
501310	OVERTIME - SALARIED EMPLOYEES	9,677	8,447	5,064	7,500	7,725	7,957
502000	FRINGE BENEFITS	160,076	165,150	165,454	156,383	161,074	170,481
503000	SERVICES	96,998	69,707	79,666	86,400	90,720	95,256
504000	MATERIAL & SUPPLIES	81,419	45,907	75,800	106,000	111,300	116,865
504051	POSTAGE EXPENSE	149,128	110,538	126,773	124,000	130,200	136,710
504052	DUPLICATING MATERIAL & SUPPLIES	90,917	120,452	118,967	118,320	124,236	130,448
509000	MISCELLANEOUS EXPENSES	106	4,236	1,053	4,025	4,226	4,437
512000	LEASES & RENTALS	155,535	57,641	191,282	202,888	213,032	223,684
DEPT TOTAL		1,231,630	1,086,625	1,277,782	1,235,690	1,285,593	1,342,210

Department Budgets

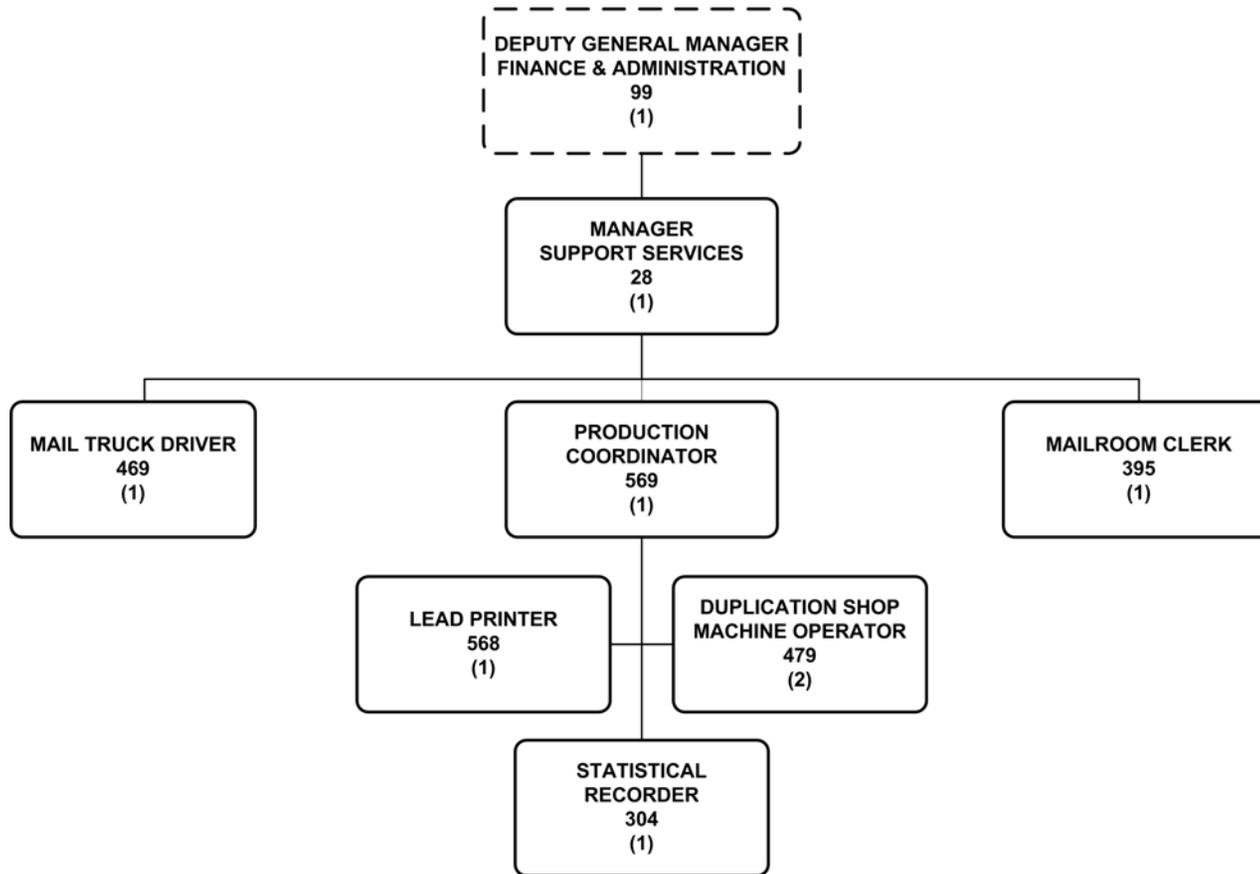
2009 Budget Implementation

Department 62 – Support Services

- Offset printing at the Print Shop.
- High-tech duplicating.
- Mail Management.
- Mail and supplies distribution to our facilities.
- Commercial delivery service.
- Provide and operate audio-visual equipment for Board Room meetings.
- Handle monthly maintenance and lease fees for non-revenue parking facility.
- Provide cost-effective paper usage and postage techniques.
- Manage copying and printing equipment leases.
- Manage vending machines.
- Manage Records Management Program

	2006 Actual	2007 Actual	2008 Estimate	2009 Budget
Print & Distribute Timetables	9,500,000	10,000,000	10,000,000	10,000,000
Duplicate Copies	10,000,000	12,000,000	12,000,000	11,500,000

GREATER CLEVELAND REGIONAL TRANSIT AUTHORITY
TABLE OF ORGANIZATION
FINANCE & ADMINISTRATION DIVISION
SUPPORT SERVICES DEPARTMENT
#62



STAFFING LEVEL COMPARISONS

DEPARTMENT: 62 - SUPPORT SERVICES

JOB CLASS	JOB TITLE	APPROVED 2007	APPROVED 2008	APPROVED 2009	2009-2008 VARIANCE
204	STATISTICAL RECORDER	1	0	0	0
304	SUPPORT SERVICES CLERK	0	1	1	0
395	MAILROOM CLERK	1	1	1	0
469	MAIL TRUCK DRIVER	1	1	1	0
479	DUPLICATION SHOP MACHINE OPERATOR	2	2	2	0
496	SENIOR MAIL CLERK / WORK UNIFORM COORDINATOR	1	1	0	(1)
568	LEAD PRINTER	1	1	1	0
569	PRODUCTION COORDINATOR	1	1	1	0
27	MANAGER - RECORDS	1	1	0	(1)
28	MANAGER - BUILDING SUPPORT SERVICES	1	1	1	0
DEPARTMENT TOTALS		10	10	8	(2)

2009 OPERATING BUDGET SUMMARY

Department 64 – Procurement

FRANK POLIVKA, DIRECTOR

The mission of the Procurement Department is to efficiently procure the Authority's goods, services and capital improvements in a manner consistent with GCRTA Board Policy, Federal Regulations, State Law & Generally Accepted Business Practices and to effectively administer all purchase and service contracts.

OBJECT

CLASS	DESCRIPTION	2006 Actual	2007 Actual	2008 Estimate	2009 Budget	2010 Estimate	2011 Estimate
501300	LABOR - SALARIED EMPLOYEES	1,255,983	1,352,240	1,386,500	1,340,339	1,380,549	1,421,965
501310	OVERTIME - SALARIED EMPLOYEES	152	0	0	0	0	0
502000	FRINGE BENEFITS	415,318	432,862	450,754	484,130	498,654	527,775
503000	SERVICES	3,050	6,250	3,950	4,000	4,200	4,410
503020	ADVERTISING FEES	20,485	24,767	12,924	31,000	32,550	34,178
503049	TEMPORARY HELP	10,000	(122)	0	0	0	0
504000	MATERIAL & SUPPLIES	12,106	2,471	7,000	7,000	7,350	7,718
509000	MISCELLANEOUS EXPENSES	14,375	15,052	13,200	9,900	10,395	10,915
DEPT TOTAL		1,731,470	1,833,520	1,874,328	1,876,369	1,933,698	2,006,961

Department Budgets

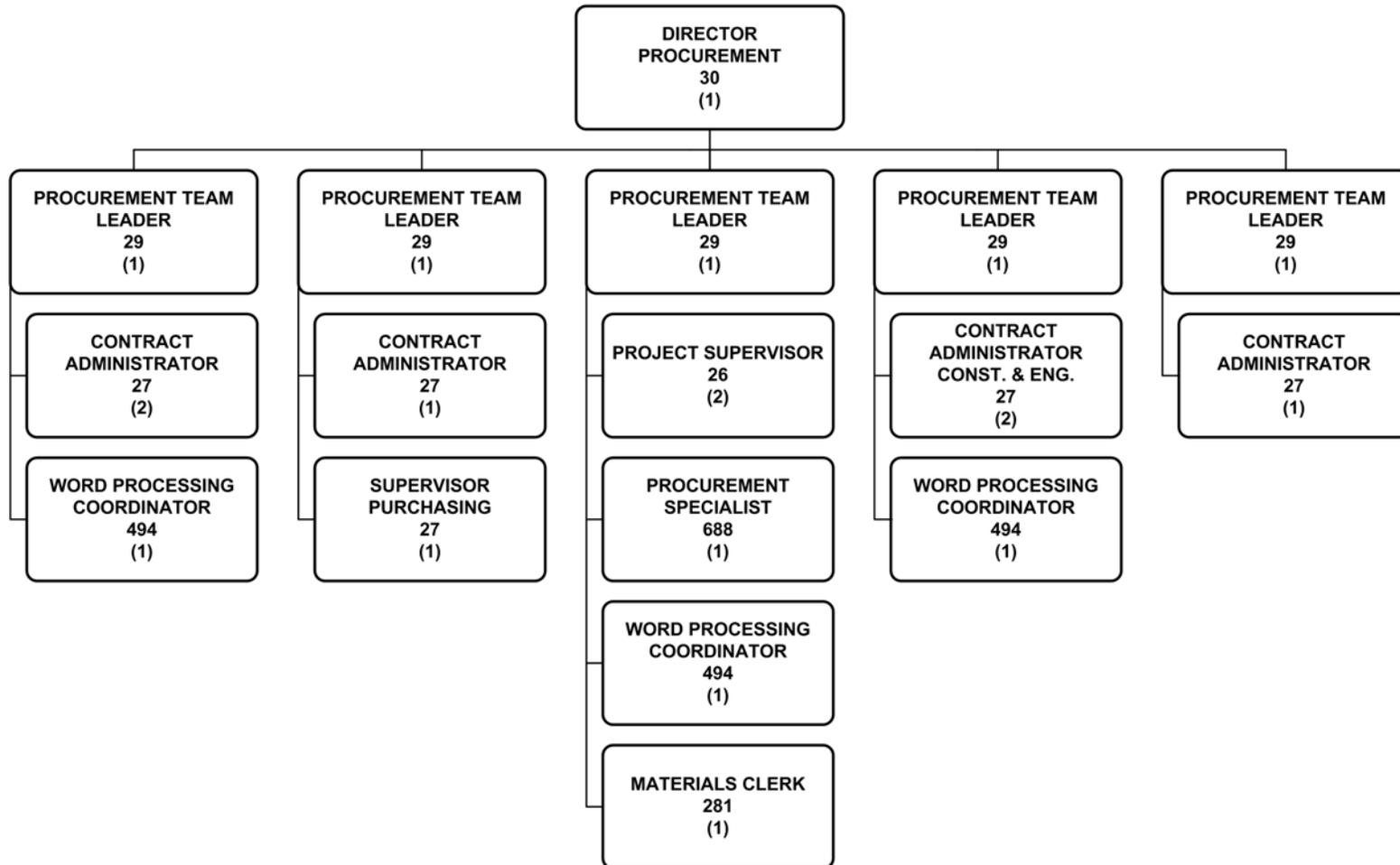
2009 Budget Implementation

Department 64 – Procurement

- Implement, monitor and improve procurement acquisition process to reduce procurement turnaround time.
- Expedite procurement and delivery of goods and services to user departments utilizing a functional work team structure.
- Implement procurement processes to reduce processing time of purchase requisitions and reduce inventory-carrying cost.

	2006 Actual	2007 Actual	2008 Estimate	2009 Budget
Number Of Work Days To Complete Purchases Under 100K	3	3	3	10
Number Of Work Days To Complete Bids Over 100K	60	60	60	60
Number Of Work Days To Process Proposals Over 100K	90	90	90	90

**GREATER CLEVELAND REGIONAL TRANSIT AUTHORITY
TABLE OF ORGANIZATION
FINANCE & ADMINISTRATION DIVISION
PROCUREMENT DEPARTMENT
#64**



STAFFING LEVEL COMPARISONS

DEPARTMENT: 64 - PROCUREMENT

JOB CLASS	JOB TITLE	APPROVED 2007	APPROVED 2008	APPROVED 2009	2009-2008 VARIANCE
281	MATERIALS CLERK	1	1	1	0
404	ADMINISTRATIVE ASSISTANT	1	0	0	0
494	WORD PROCESSING COORDINATOR	2	3	3	0
688	PROCUREMENT SPECIALIST	1	1	1	0
26	ASSISTANT CONTRACT ADMINISTRATOR	1	1	0	(1)
26	PROJECT SUPERVISOR	2	2	2	0
26	PRODUCTS AND SERVICES SPECIFICATION WRITER	1	1	0	(1)
27	SUPERVISOR - PURCHASING	1	1	1	0
27	CONTRACT ADMINISTRATOR	4	4	4	0
27	CONTRACT ADMIN. - CONSTRUCTION & ENGINEERING	2	2	2	0
29	PROCUREMENT TEAM LEADER	5	5	5	0
30	DIRECTOR - PROCUREMENT	1	1	1	0
DEPARTMENT TOTALS		22	22	20	(2)

2009 OPERATING BUDGET SUMMARY

Department 65 – Revenue

VACANT, DIRECTOR

The mission of the Revenue Department is to maximize, collect & safeguard passenger revenues from fareboxes & retail outlets. Other responsibilities include administering sales of farecards & passes, generation of ridership reports, oversight & maintenance of all vending equipment and the review & integration of new fare policies and collection technologies as they are adopted.

OBJECT

CLASS	DESCRIPTION	2006 Actual	2007 Actual	2008 Estimate	2009 Budget	2010 Estimate	2011 Estimate
501300	LABOR - SALARIED EMPLOYEES	950,901	975,234	998,657	1,079,485	1,111,870	1,145,226
501310	OVERTIME - SALARIED EMPLOYEES	43,521	51,474	53,977	20,000	20,600	21,218
502000	FRINGE BENEFITS	319,459	327,343	335,936	393,000	404,790	428,430
503000	SERVICES	542,143	524,019	611,923	647,200	679,560	713,538
504000	MATERIAL & SUPPLIES	299,988	306,343	299,400	316,100	331,905	348,500
509000	MISCELLANEOUS EXPENSES	7,588	6,609	9,231	2,750	2,888	3,032
DEPT TOTAL		2,163,600	2,191,023	2,309,124	2,458,535	2,551,613	2,659,944

Department Budgets

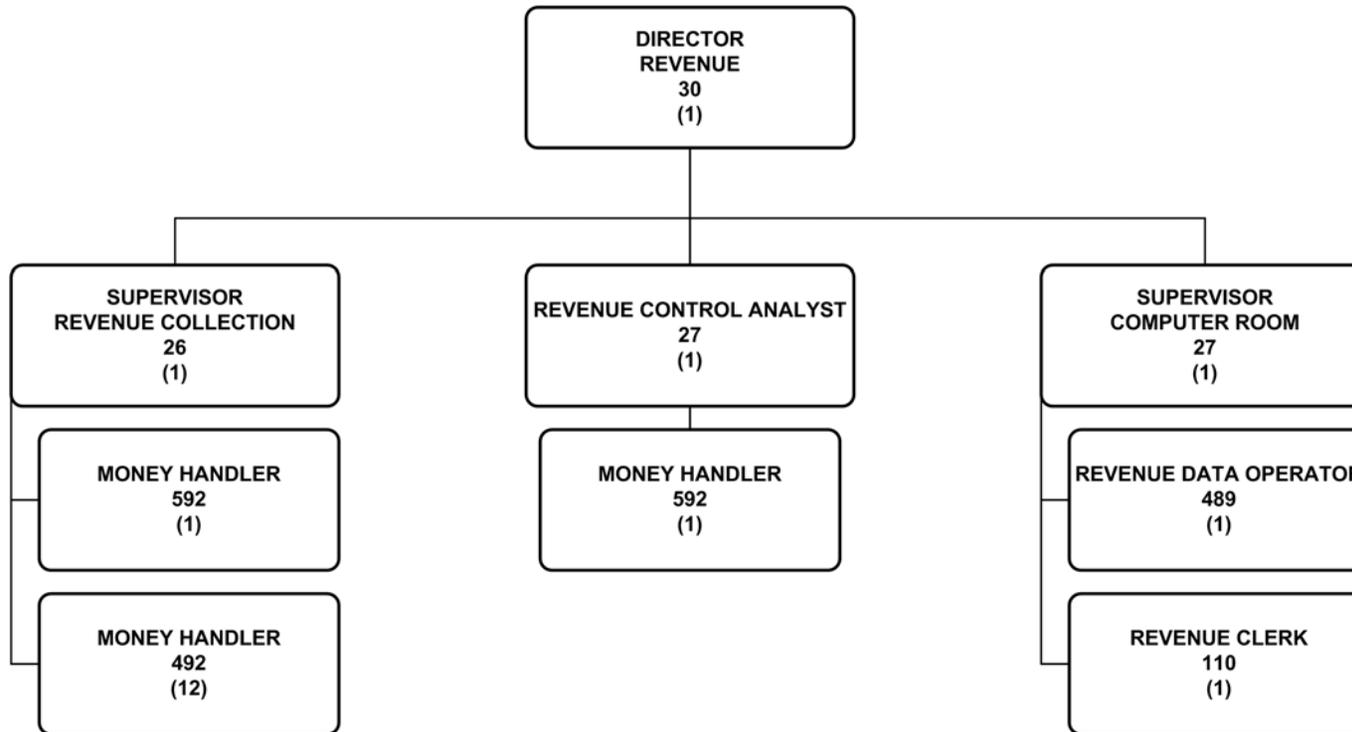
2009 Budget Implementation

Department 65 – Revenue

- Continue the implementation efforts of the new fare collection system.
- Complete installation of proof-of-payment fare collection on the Heavy Rail and BRT systems.
- Ensure farecards and passes are available for distribution to the public.
- Improve ridership reporting through the Operator Review Program and communication with various stakeholders.
- Direct implementation of fare policies and continuously seek ways to improve public education.
- Maintain and improve cash handling processes and fare collection equipment security.

	2006 Actual	2007 Actual	2008 Estimate	2009 Budget
Number of Ticket and Pass Outlets	140	190	210	240
Percentage Increase in Total Revenue	3.3%	6.5%	5.0%	8%
Average Number of Passes Sold Monthly				
Monthly Passes	8,850	9,500	10,500	11,000
Seven Day Passes	51,400	55,000	56,500	38,000
Average Number of Farecards Sold Monthly	193,000	210,000	230,000	240,000
Average Monthly On-line Fare Sales in Dollars	18,125	21,000	24,000	27,000
Farebox Revenue Sources by Percentage				
Cash On Board				
• Single Fare	21%	19%	18%	16%
• Day Passes	29%	30%	30%	32%
Farecards	13%	13%	12%	13%
Passes (Weekly and Monthly combined)	37%	38%	40%	39%

GREATER CLEVELAND REGIONAL TRANSIT AUTHORITY
TABLE OF ORGANIZATION
FINANCE & ADMINISTRATION DIVISION
REVENUE DEPARTMENT
#65



STAFFING LEVEL COMPARISONS

DEPARTMENT: 65 - REVENUE

JOB CLASS	JOB TITLE	APPROVED 2007	APPROVED 2008	APPROVED 2009	2009-2008 VARIANCE
110	REVENUE CLERK	2	2	1	(1)
290	ASSISTANT MONEY HANDLER	0	2	0	(2)
489	REVENUE DATA OPERATOR	1	1	1	0
492	MONEY HANDLER	12	14	12	(2)
592	MONEY HANDLER	2	2	2	0
26	SUPERVISOR - REVENUE COLLECTION	1	1	1	0
27	REVENUE CONTROL ANALYST	1	1	1	0
27	SUPERVISOR - COMPUTER ROOM	1	1	1	0
30	DIRECTOR - REVENUE COLLECTION	1	1	1	0
DEPARTMENT TOTALS		21	25	20	(5)