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Board and Committee Meetings

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Agency: [Greater Cleveland Regional Transit Authority](#)

Date: Aug. 27, 2024

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Summary

- Although the report on paratransit safety seemed positive, public commenters disagreed with the assessment.

Follow-Up Questions

- How can RTA make sure our most vulnerable riders are given the proper care by drivers?
- What system can they develop that will address all complaints in a timely manner?

Notes

The meeting began at 9 a.m. and ended at 11 a.m.

RTA ORGANIZATIONAL, SERVICES & PERFORMANCE MONITORING COMMITTEE

Committee members:

- Mayor of Seven Hills Anthony Biasiotta, Chair
- Lauren R. Welch, vice chair
- Diedre Y. McPherson
- Emily Garr Pacetti
- Jeffrey W. Sleasman

Presenter: India L. Birdsong Terry, Greater Cleveland Regional Transit Authority (GCRTA) general manager and CEO.

Terry presented the GCRTA second quarter report. The total revenue was 3.7% higher than budgeted. The operating expenses were 2.3% higher than budgeted. The Quality Performance Review survey explored four issues.

- Performance management cadence
- Success outcome status
- Organizational scorecard
- June 2024 customer experience survey results

There were gains in “success outcomes” (which includes customer experience, community impact, employee investment and financial health)

Personal safety and security showed improvement in the survey this quarter. Paratransit shows continuous improvement in the survey. The net promoter score improved 12 percentage points from last quarter. The fixed route bus customer safety also improved in the survey this quarter. Bus riders are feeling safe at bus stops, according to the survey.
The committee adjourned.

RTA COMMITTEE OF THE WHOLE BOARD

Tony Garofoli, GCRTA executive director of Internal Audit, presented the results of the internal audit. There were no issues for board consideration.

The Committee of the Whole adjourned.

GCRTA BOARD OF TRUSTEES MEETING

- Board president: Paul A. Koomar, mayor, City of Bay Village
- Board Vice President: Lauren R. Welch, assistant director of communications, Say Yes Cleveland
- Rev. Charles P. Lucas, pastor emeritus, St. James AME Church
- Anthony D. Biasiotta, mayor, City of Seven Hills
- Stephen M. Love, program director, Cleveland Foundation
- Deidre McPherson, chief community officer, Assembly for the Arts
- Emily Garr Pacetti, vice president and community affairs officer, Federal Reserve Bank of Cleveland
- Jeffrey W. Sleasman, senior director, The Fund for Our Economic Future
- David E. Weiss, mayor, City of Shaker Heights
- Anastasia A. Elder – associate, UB Greensfelder L.L.P

Public comment (on agenda items):

Butler (no first name was given): On paratransit, the driver is the first person responsible for rider safety, regarding paratransit straps. But drivers have different ideas. If they can't handle the proper restraints, then they don't use them. Then it becomes me against them. I have been waiting on these issues since last year. When I complain, they ask me to be removed.

Terry: We have the paratransit ambassador here. So before you leave we would like to get your name so we can follow up. The paratransit Director will speak to Butler.

Dante Taylor (via phone): How can we get more drivers and dispatchers? They are being late to come to pick us up when we have appointments.

Unnamed public comment (via phone): I heard the resolutions report and for this resolution the numbers are not adding up. There is still disparity between the economic and racial classes. I see more opportunities on the West Side and wealthy communities than in the poor, working class communities.

Introduction of new employees and announcement of promotions :

There were 39 new hires.

Introduction of resolutions:

All of the following seven resolutions were approved.

2024-63 - Authorizing Contract No. 2024-041 with Geismar North America, Inc. for the procurement of a rail line car in an amount not to exceed \$5.2 million (RTA Development Fund, Fleet Management Department budget)

2024-64 - Authorizing Contract No. 2024-76 with Cintas Corp. to provide shop uniform rental and maintenance for three years in an amount not to exceed \$942,000 and in amounts not to exceed \$331,000 and \$342,000 for each of two option years, respectively, for a total five-year contract amount not to exceed \$1.6 million (General Fund, Fleet Management Department budget)

2024-85 - Authorizing Contract No. 2024-81 with IW Inc. for all protection inspection and repair ~ Authority ide in an amount not to exceed \$86,427 for a base period of three years with two, one-year options in amounts not to exceed \$31,367 and \$32,646, respectively, for a total contract amount not to exceed \$150,440 for the five-year period. (General Fund, Service Management Department budget)

2024-66 - Authorizing Contract No. 2024-101 with Retrieves, Inc. access to provide records storage, management and destruction services, as required, in an amount not to exceed \$425,000 for a period of five years (General Fund, Support Services Department budget)

2024-67 - Authorizing Contract No. 2024-102 with Agile Network Builders, LLC for MARCS network connectivity maintenance services to provide wireless digital communication services through the State of Ohio, Department of Administrative Services, Cooperative Purchasing Program, in an amount not to exceed \$148,800 for a five-year period (General Fund, Information Technology Application Services Department budget)

2024-68 - Authorizing Contract No. 2024-115 with Oracle America, Inc. to provide Oracle Infrastructure subscription services for period of one year in an amount not to exceed \$305,630 (General Fund, Management Information Services Department budget)

2024-69 - Authorizing the purchase of casualty insurance from various insurance underwriters through US Insurance Services, LLC and Price Forbes & Partners Limited, or their successors, for a period of 12 months in a total amount not to exceed \$2.3 million (Insurance and General Funds, Risk Management Department budget)

Secretary-Treasurer's Report

Kay Sutula, director of the GCRTA Office of Management and Budget, reported that ridership and fares have increased. Sales tax revenue has increased slightly.

General manager report

Terry presented:

- U.S. Rep. Shontel Brown visited GCRTA.
- GCRTA received a \$10.2 million grant toward its electric vehicle program.
- The Cleveland Puerto Rican Parade was Aug. 4.
- GCRTA also participated in the Cuyahoga County Family Fair Day
- Terry also gave updates on the National Traction Power Training Consortium, American Public Transportation Association Workforce Summit, and GCRTA Rail Rodeo.

Public comment (for non-agenda items):

James White: I am a retiree from GCRTA where I spent 20 years. I am also a disabled veteran. There is a flaw in the Community Responsive Transit (CRT) program to get people to my house that needs to be addressed. Another time I was left for an hour in 100 degree temperature because they said I was on the wrong side of the loop. The bus pulled up and took off.

An unnamed commenter: I have observed Prove-A-Ride drivers do a lot of inappropriate things. I once stumbled to the car and when I asked the driver about his training and reminded him I was handicapped, his response was "Sweetheart you should have told me." I also saw a picture of a driver standing on a porch eating while waiting for his passenger. On one occasion the driver asked if the two ladies in the vehicle wanted anything from the store. He went to purchase two bottles of alcohol and began to drink one.

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