

## Minutes

### RTA Organizational, Services and Performance Monitoring Committee Meeting

9:07 a.m., August 11, 2020

**Committee Members:** Lucas (Chair), Bibb, Byrne, Serrano, Weiss

**Other members:** Clough, Joyce, McCall, Moss, Pellot

**Not present:** None

**Also Present:** Anderson, Barker, Benford, Bitto, Bober, Burney, Caver, Cottrell, Dangelo, Davis, Dietrich, Fields, Freilich, Garofoli, Gautam, Gettings, Joyce, Kirkland, Laule, Lincoln, Manning, Moore, Muti, Pickett, Rascoe, Schipper, Scott, Shaffer, Spriggs, Sutula, Tarka, Temming, Wilson

*Before the start of this meeting, TSA presented an award to Transit Police and RTA. The presentation of the award is also recorded in the August 11, 2020 Audit, Safety Compliance and Real Estate Committee minutes.*

Donald Barker, Chris Rascoe and James Spriggs from the Transportation Security Administration (TSA) presented Transit Police and RTA the 2020 TSA Partnership Award for 15 year of working together. Donald Baker is the executive director of the TSA for the State of Ohio. Mr. Spriggs is the regional surface security director for the Midwest. Mr. Rascoe is his assistant federal security director for regulatory enforcement. Mr. Spriggs said that Chief Joyce worked as a close partner with TSA since 2008. He is setting up a new division focused on surface security. He congratulated Chief Joyce on his retirement, but looks forward to a great partnership with RTA. RTA and the TSA has worked on safety and security of the transit system and major events like the RNC. Mayor Clough expressed his appreciation for honoring the Chief and their partnership with RTA. He congratulated Chief Joyce on his retirement.

Rev. Lucas called the meeting to order at 9:07 a.m. The secretary called the roll and reported that four (4) committee members were present. Mayor Weiss was on the call, but may have muted himself. This meeting was conducted by teleconference for members of the Board in accordance with House Bill 197 of the 133rd General Assembly, signed by the Governor of the State of Ohio on March 27, 2020, the March 9, 2020 order of the Governor of the State of Ohio declaring a public health emergency and the April 30, 2020 order of the Director of the Ohio Department of Public Health prohibiting any gathering of ten (10) or more people. The meeting was live-streamed on RTA's Facebook page ([www.facebook.com/rideRTA](http://www.facebook.com/rideRTA)) for staff and members of the public.

#### Vehicle Procurement: State Contract – Sixty Foot Articulated BRT Coaches

Dan Dietrich, director of fleet management and Glenville Manning, contract administrator, gave the presentation. RTA operates 24 sixty foot, 5-door BRT coaches servicing the HealthLine. To provide safe, reliable and cost effective service, buses must be replaced on a regular cycle. FTA recommends buses be replaced at 12 years. The GCRTA needs to replace seven HL BRT coaches that have been in service since 2007 and are beyond their useful life. The remainder of the fleet will be replaced over the next two to three years during this five-year contract.

San Bernardino County and Lane Transit District of Eugene, OR have purchased similar vehicles with two doors on the roadside and three doors on the curbside. The exterior graphics and naming rights will be carried on with the agreement with University Hospitals and the Cleveland Clinic. Key features include passenger information system, which provides real time route information, advertising, safety alerts and camera views through two, 29-inch monitors in the passenger area; Trapeze Telematics sends real time

vehicle performance data to the maintenance staff of mechanical issues and data analysis; digital dash, which is a touch screen dashboard which allows for custom gauge configurations, can display camera views and driver alerts and allows mechanics to read trouble codes without additional tools; 360 degree security cameras with 4K technology, which replaces two to three fixed cameras. It increases camera coverage and enhances security; network prewire at all the doors for future fare collection and validation; ultrasonic docking sensors and contoured plastic seats, which are easy to clean and maintain.

The RFP was issued March 16, 2020. Fourteen (14) interested parties downloaded the package One (1) vendor proposed, and only one (1) vendor has completed the Altoona Test for a five (5) door bus. The evaluation criteria included a technical package, qualification package and pricing/cost proposal. The evaluation panel consisted of various RTA departments. The recommended vendor is New Flyer of America, Inc. of St. Cloud, MN. Current Customers include New York City Transit, San Diego Transit Corporation, Las Vegas Regional Transportation Commission, Washington Metropolitan Area Transit Authority and Minneapolis Metro Transit. The delivery schedule for the anticipated delivery of seven 60 Ft. articulated BRT CNG coaches completed within 52 weeks of the Notice to Proceed.

Staff requests that the Organizational, Services & Performance Monitoring Committee recommend to the Board of Trustees the award of a contract to New Flyer of America, Inc. for the manufacture and delivery of seven 60 Ft. articulated BRT CNG coaches, spare parts, tooling, and training in an amount NTE \$7,154,341.63 with options to procure up to twenty-one additional 60 Ft. articulated BRT CNG coaches, spare parts, tooling and training over the five year contract term.

Mr. Serrano asked who built the current fleet. Dan said it was New Flyer. Mr. Joyce asked what is the average number of miles put on a vehicle in a year. Dan said 60,000 miles for the 40 ft. buses and 40,000 miles on the BRT vehicles. Mayor Byrne asked whether there was concern that there was only one response out of 40 interested parties. Dr. Caver said it is due to only one vendor taking their buses through the required Altoona Testing.

It was moved by Mr. Serrano, seconded by Mayor Byrne to move this to the full Board.

### Oracle Applications Upgrade

Pete Anderson, chief information officer of IT, and Sharon Cottrell, contract administrator, made the presentation. Today he will cover the following items: Need, History & Current State, Opportunity for Improvement, On-Premise vs. Cloud Overview and Steps to SaaS Solution.

The need is to replace current financial and accounting Oracle software due to end of life. Also to move from on-premise to Software as a Service/cloud based and to engage a software implementation contractor to support the migration and implementation. RTA has been using Oracle Applications since 1995. Today's focus is on the Financials, Human Resources, Procurement and OMB. These are used by internal employees for payroll, taxes and Open Enrollment and external applicants and fare sales.

The current state is an On-Premise Solution consisting of production and test systems maintained solely by the Authority. It is called Enterprise Business Suite (EBS) 12.1.3. Patches and updates are quarterly, annually and on demand. From 2018-2019, there has been a significant number of patches. Patches require extensive work by the business areas for testing and validation. Premier support ends 12/31/2021 We have to upgrade to maintain system currency. The recruiting tools on the current system does not meet today's security activities. There is no integration with mainstream recruiting tools and marketing for top talent. There are a number of offline and manual processes that leaves margin for error that become an inefficient use of staff time and can delay the delivery of the final product. There is an opportunity to move to a modern age technology. The new system will provide flexibility for the workforce to connect from anywhere and any device. This update will align with the tech principles, which are part of the framework RTA used in selection in implementation in use of technology at RTA. Brief statements of fundamental truths include: Value to the Authority, Security & Compliance, Compatibility and Supportability & Sustainability.

On-premise software is installed and managed locally on RTA maintained equipment, while SaaS is vendor-hosted and maintained, and accessed via a web browser. All of the updates, patching moves from on-premise to the Cloud. On-premise involves backing up the data, taking it off site and reconstituting it again, on other equipment in case of a disaster and maintenance. Moving to SaaS has all of this included. (Backup, recovery and security). SaaS is also flexible and can be used for short-term needs easily. With SaaS, implementations can be shorter, customization is not allowed and there is built-in disaster recovery. Oracle says that ninety-five 95% of Oracle EBS Customers have or already are moving to SaaS. Gartner says that "72% of business using cloud". IBM predicted a few years ago that "85% of new software will be built for Cloud". Gartner predicts that cloud will become the default option for software deployment by 2020.

Examples of how RTA currently uses SaaS is through the Phone System, Integrated Voice Response, Mobile Ticketing Applications and Kronos Timekeeping. They will come back to the Board next month about migrating the email system to Microsoft. These systems appear to be stable and require little intervention from the staff. By moving to SaaS now, RTA can save approximately \$1.7 million in savings. If we do not move to SaaS, an on-premise upgrade will be needed, but it will only extend a few year and we will have to move to SaaS in 3-5 years, because nothing else will be available and it would cost more. COVID-19 discounts may not be available. The Disaster Recovery unfunded cost of \$1.25 million would be significantly reduced. Overall Benefits include, the software is always current, additional functionality in budgeting and talent management, ability to work remotely, increased security & compliance and improved backup & recovery.

The steps to SaaS solutions include Migrate Existing Application Licenses, Secure Implementation Services, Establish Core Staff Resources and Deliver Solution. Currently, RTA is on a perpetual license where it pays annual maintenance and support cost. It will go to a subscription with SaaS. They plan to bring a resolution to the August Board meeting to move from on-premise license to a SaaS license. We can utilize State term contracting to get a qualified Oracle SaaS Software as a service provider to assist with the migration plan. That will be the second resolution brought to the Board. Several modules will be implemented over the next 15 months to meet the December 31, 2021 deadline. Some of the modules include HR recruitment, performance management system and others. All the systems will be integrated.

Section 306.43 (H)(4) of the Ohio Revised Code provides political subdivisions, within the State of Ohio, the opportunity to participate in contracts executed by the State of Ohio, Department of Administrative Services. Oracle Cloud SaaS (Software as a Service) will be purchased from Oracle America, Inc. through the State of Ohio, Department of Administrative Services, Cooperative Purchasing Program under State Contract #MCSA0023. Oracle Cloud Implementation Services will be purchased from Diversified Systems, Inc., an Ohio MBE, through the State of Ohio, Department of Administrative Services, Cooperative Purchasing Program under State Term Schedule #534371.

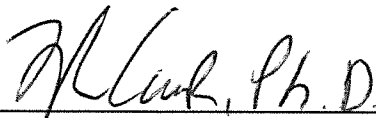
Staff requests that the Organizational, Services & Performance Monitoring Committee recommend to the Board of Trustees the award of a contract to Oracle America, Inc. for Oracle Cloud SaaS, in an amount not to exceed \$610,647.60 for the base one-year term and option years one and two, and in an amount not to exceed \$622,860.55 for option years three and four, for a five-year agreement not to exceed \$3,077,663.90. Staff also requests that the Organizational, Services & Performance Monitoring Committee recommend to the Board of Trustees the award of a contract to Diversified Systems, Inc. for Oracle Cloud Implementation Services in an amount not to exceed \$2,997,800.00.

Mr. Bibb thanked staff for their work. He asked what the internal execution strategy will be and if training will be available for the core team. Pete said the Executive team is set to put it together. Staff has been actively engaged. Dr. Caver added that this is a priority over the next year and the resources will be available. Several training sessions for the core team, IT, departments and staff will be included. Rev. Lucas thanked the staff. Mr. Joyce asked what the comfort level would be for security with working remotely. Pete said he is encouraged and believes the Cloud modules are more robust and the capabilities and tools are more available. Mayor Clough asked if the total amount for both contracts was

correct. Pete confirmed. Mayor Weiss asked about the terms. Sharon said the licensing is one year with four, one-year options for renewal with a total five-year contract.

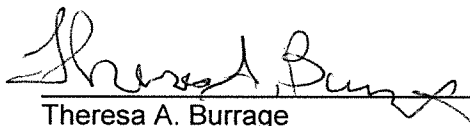
It was moved by Mayor Weiss, seconded by Mr. Serrano and approved to move this to the full Board.

The meeting was adjourned at 9:37 a.m.



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Floun'say R. Caver, Ph.D.  
Interim Secretary/Treasurer



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Theresa A. Burrage  
Executive Secretary