

Minutes

RTA Organizational, Services and Performance Monitoring Committee Meeting

9:09 a.m., September 1, 2020

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

Other members: Clough, Joyce, McCall, Moss, Pellet

Not present: None

Also Present: Anderson, Benford, Birdsong, Bitto, Burney, Caver, Dangelo, Davidson, Davis, Fields, Freilich, Garofoli, Gautam, Kirkland, Lewis, Lively, Penning, Schipper, Shaffer, Sutula, Temming,

Rev. Lucas called the meeting to order 9:09 a.m. The secretary called the roll and reported that five (5) committee members were present.

HASTUS Software Upgrade

Mike Lively, manager of ITS, gave the presentation. The ITS department is responsible for managing software applications and related technology for the Operations division. They manage several software systems. The ITS department was created in 2016 with the main goal and mission to upgrade all of the software systems to meet industry standards and to be within 2-3 years of the latest version. In four years, through focus and support from Dr. Caver, they have upgraded or are in the process of upgrading all of the software systems listed in the presentation. The most recent upgrade was the radio communications and CAD/AVL project, which was the largest technology project they have completed in 20 years. With each upgrade, they upgrade the software, back end hardware, support such as PCs and tablets and they train all of the end users.

They have created department structure and funding to ensure that after the upgrade, we remain current with all of the systems. The only system remaining to be upgraded is HASTUS. HASTUS supports RTA's main function as a transit agency of delivering Paratransit, bus and rail service. It manages the service levels, bus frequencies, train, paratransit and rail. Each vehicle is scheduled to be at a specific location at a specific time, every day of the week. The scheduling team uses the HASTUS software to manage and build the schedules throughout the year. In addition to the scheduling component, it also manages the operator's performance, daily schedule and payroll. HASTUS is a product of GIRO, which is the leading software vendor for scheduling in the nation. They are based out of Montreal, Quebec. RTA has been using the scheduling module from HASTUS for 20 years. They started using the bid dispatch to manage the operators since 2012.

Similarly, to many transit agencies, it is a proprietary software. Transit is a unique and complex system and there are few vendors that provide the level of software that we need. Other examples include the CAD/AVL systems and fare collection systems built specifically for transit. Unlike Oracle or Windows, who have third party vendors that can provide support, we go directly to the vendor because they are the only one that can provide support. This makes it a sole source purchase. They perform the installation, training and support. There are five major components for this project. The first is process review. They look at it from a Six Sigma standpoint of where are we now, what is the future state and how to bridge that gap. The software is just a tool. They will work on the hardware upgrades (back end servers, pc's and tablets), then to the software upgrade, which is a year-long upgrade of three different phases of the software. They will train all end-users and administrators and then move into the support and maintenance phase.

The current version of software is from 2012. There will be more than 100 new features. Some of them include automatic trip generation, which determines the optimal trip times across the system. It balances operational cost versus service needs. There will be new graphical tools where they can see the entire system as a whole. Other features include at-a-glance mapping interface and customer impact simulator. So as they create different scenarios of the service based on frequency of ridership, transfer quantities, it displays that in real-time maps. It also shows the impact on the customer. As you make the changes in the different scenarios, it shows the different travel times on different routes throughout the system and how it affects the customer. If the committee moves this to the full Board for approval, there will be a project kick-off in October. The internal process review will begin in November. They will also start the hardware replacements in February 2021 and

the software upgrades in March 2022. After they have tested, they will go live in April 2022 and closeout the project in May 2022.

The total project expense is \$1.3 million, which includes all the software licenses, service and implementation and any modules moving forward. It is a one-time large purchase. Similarly, with other software systems, they build in the upgrade. In the future, upgrades will be free. We would just pay services to implement it. In two to three years to keep with the current version, rather than a \$1.3 million purchase, we would be looking at a cost between \$75,000 and \$125,000.

Mayor Clough asked how much more efficiency will come from this upgrade and how this would benefit the customer. Mike said it would be significant with the algorithms and the optimization tools, it would save time, money and give them a better idea of how it will affect the customer as we build for future service. This fits with coming off the system redesign. Dr. Caver added that this software is the key to the operations efficiencies. When Joel Frieilich does a new pick, they rearrange the work so that it chooses the optimal choose between having an operator work overtime or a new person pull out a vehicle. The newer algorithm will allow more information to create the aggregate, cheapest cost to deliver the service with the number of operators. The core portion is exercised quarterly to drive down cost. It takes into account the union contract and penalties and it puts that into one system to find the cheapest way to have a bus go down the street. Mike said it will help to plan the service and allows them to see how it affects the customer by looking at travel times, ridership anticipation levels and allows for better planning. Dr. Caver said it would be internally facing to see who is affected when moving service around. It will have Census information and social economic data to help make decisions. Ms. Birdsong added that HASTUS is one of the premier systems for scheduling for operations. It is one that is important to the operations for RTA. It is an efficiency advantage in getting the update. Without the system, we would be behind and costing the Authority more money.

Microsoft Outlook Migration and Implementation Services

Pete Anderson, CIO of Information Technology and Vanessa Penning, contract administrator, gave the presentation. Last week, the Board approved a major project to upgrade and migrate the HR and Financial systems to SaaS in the Cloud. He will discuss the history and current state, challenges, needs, proposed solution, SaaS Solutions at GCRTA, proposed project schedule and Procurement overview. In support of the Authority's mission, the IT department operates and maintains a substantial network of applications and services. including directors of user's accounts, network file and print services, email applications, etc. Since the early 90's, much of this environment has been based on a Suite of products from MicroFocus, formally NOVELL. Since that time, they have maintained those systems and have expanded to issue email to all employees to improve communications since 2016. In addition, during this time the Authority has maintained an enterprise agreement with Microsoft for office desktop applications and operating systems.

The challenge is that although Microfocus is used in government, support and market share for Microsoft is dwindling. Moreover, the products no longer meet the communication needs of modern organizations. In spite of their efforts to maintain these system and perform regular updates, the system still offers very limited integration with critical business application. In addition, the functionality has fallen behind the rest of the industry. Additionally, utilizing products from Microfocus and Microsoft has caused them to have two service contracts. As the usage of Microfocus products declines, the State of Ohio will not be renewing their contract, which could result in higher cost for the Authority. In a desire to standardize on a more widely supported products to take advantage of new technology and to modernize the Authority's communications, GCRTA management requested and approved a plan to migrate away from this platform to something more modern. To improve upon the current environment, they identified needs that the new solution must address. They include robust communication tools between and among employees, including real-time collaboration so they can work in documents simultaneously and share and compare them and universal integration, expanded remote access, strengthen security features, system guaranteed availability, ease of administration and use of use and keeping it up-to-date.

The proposed solution is based on the adoption of Microsoft as the standardize platform. This would expand the use of the Microsoft Office products many of which the users are familiar with. To include those who compete with the existing Microfocus products such as Microsoft Exchange Outlook email as well as many more that Microfocus does not offer. This plan will provide significant improvements for employee collaboration

through features like TEAMS, which is a universal communication and collaboration platform that combines workplace chat, video meetings, file storage and application integration all securely; One Drive, which is a file hosting and synchronization service and One Note, an information gathering and multi-user collaboration tool, among others. All of these will assist in streamlining the workflow for employees.

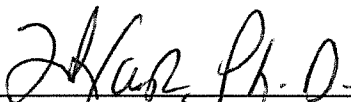
Along with full integration with Microsoft Suite of products is strong integration with a variety of other products with a standardized system that is easier to administer. As with many new implementations, we have the option of implementing these tools on site or in the Cloud. In addition to all the benefits, utilizing Microsoft 365 provides us anywhere, anytime access, real time collaboration, always up to date functionality and a very strong security with guaranteed availability and uptime. Today they will request the committee refer to the full Board a contract to provide access to Microsoft M365. It includes webmail and Cloud apps for 1,300 frontline employees, 1,000 for Microsoft Exchange online, Teams, SharePoint, One Note, etc. In addition, it includes advance security for all 2,300 users and enhance support for Windows 10 desktops. Because these applications are Cloud-based, they are accessible from anywhere, affording the Authority greater flexibility, improved disaster recovery and continuity of operations and always-current functionality, not to mention the collaboration and greater efficiency.

In addition to those benefits, standardization on the Microsoft platform and further adoption of Cloud technology are central to our technology direction allowing for modernization of our business processes and transformation of our technology services. They have migrated several systems and implemented SaaS from the phone system with voiceover internet to the integrated voice response system for operator bid dispatch, the mobile ticketing applications and Kronos timekeeping. These systems have proven to be stable and require little intervention. For this project, they will contract with an outside consultant to assist with the migration. The migration should be completed by the end of the year. They will begin with a project implementation in September. As they build the new environment for mail in October, they will begin to migrate in November. They expect to accept the consultant's work by early December and go live shortly thereafter.

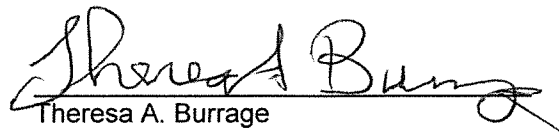
Section 306.43 (H)(4) of the Ohio Revised Code provides political subdivisions, within the State of Ohio, the opportunity to participate in contracts executed by the State of Ohio, Department of Administrative Services. Microsoft Enterprise Agreement to add access of Microsoft's M365 Products to GCRTA's available applications will be purchased from one of Microsoft's licensed partners, Dell Marketing, L.P. through the State of Ohio, Department of Administrative Services, Cooperative Purchasing Program under State Contract #0A1252. Staff requests that the Organizational, Services & Performance Monitoring Committee recommend to the Board of Trustees the award of a contract to Dell Marketing, L.P. for access to the Microsoft M365 products, in an amount not to exceed \$477,540.00 prorated for a 10 month base term and in an amount not to exceed \$573,048.00 for a one-year base term, for a total contract amount not exceed \$1,050,588.00 for a 1 year and 10 month period.

Mr. Bibb asked how migrating the Microsoft Office will allow more employees to work remotely. Mr. Fields said this is the future of work. This type of technology gives us the ability to be boundary less and remove barriers for communication with all employees. It was moved by Mr. Serrano, seconded by Mr. Bibb to move this to the full Board for consideration.

The meeting was adjourned at 9:33 a.m.



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



Theresa A. Burrage
Executive Secretary