

## **Division - Finance & Administration**

|                                |                |
|--------------------------------|----------------|
| <b>Division Summary</b>        | <b>DB - 53</b> |
| 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.

### **2009 Achievements**

- Implemented Information Technology projects and modules to improve productivity and customer service; supported development of short and long range Information Technology (IT) Strategic Plan and IT Policies and Procedure update.

- Completed procurements according to Procurement Plan and continued implementation and monitored procurement processes to reduce processing, turnaround time and inventory-carrying costs.
- Continued Grant Closeouts & Grants Administration improvements.
- Continued improvements and enhancements to the Disadvantaged Business Enterprise (DBE) Program.
- Completed financing transactions to support operations and capital program.
- Continued efforts with assisting departments in minimizing the Authority's overall administration costs.
- Managed Support Services and Record Management functions for the Authority.

### **2010 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.

# DIVISION SUMMARY

## FINANCE & ADMINISTRATION

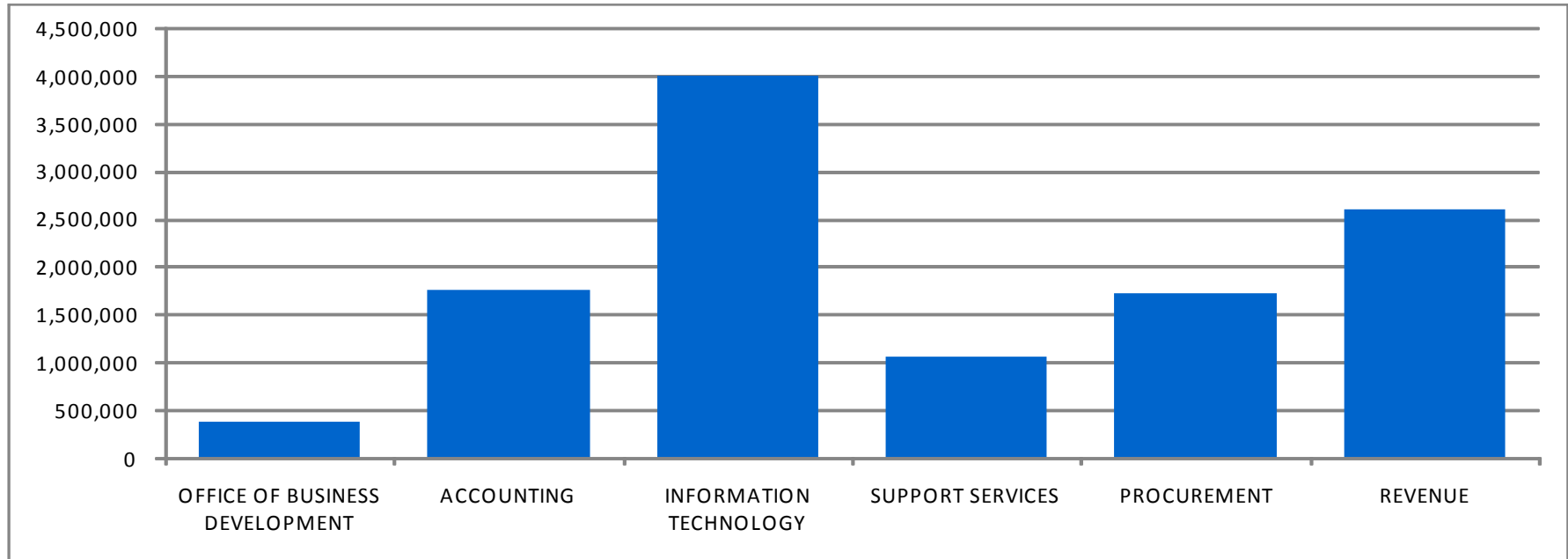
Loretta Kirk, Deputy General Manager

### 2010 Priorities (Continued)

- Support telecommunications services, including audio, video and data.
- Support Disaster Recovery Implementation.
- 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.
- 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.
- Prepare Comprehensive Annual Financial Report, conforming to the requirements outlined by the Government Finance Officers Association.
- Continue to work with vendors to successfully implement and improve the proof of payment system in place on both the Red Line (heavy rail) and the Health Line.
- Work towards the implementation of Smart Card use for payment of fares system-wide.
- Improve ridership reporting using the Transit Stat process and the new Automated Passenger Counting (APC) system.
- Maintain and improve cash handling processes, fare collection equipment security and the vaulting process.
- Administer the Authority's Disadvantaged Business (DBE) Program to include certification of firms as DBE contractors, establish DBE goals on contracts, outreach to the business community, and ensure compliance with federal regulations.
- 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.
- Oversee Support Services and Record Management functions for the Authority.

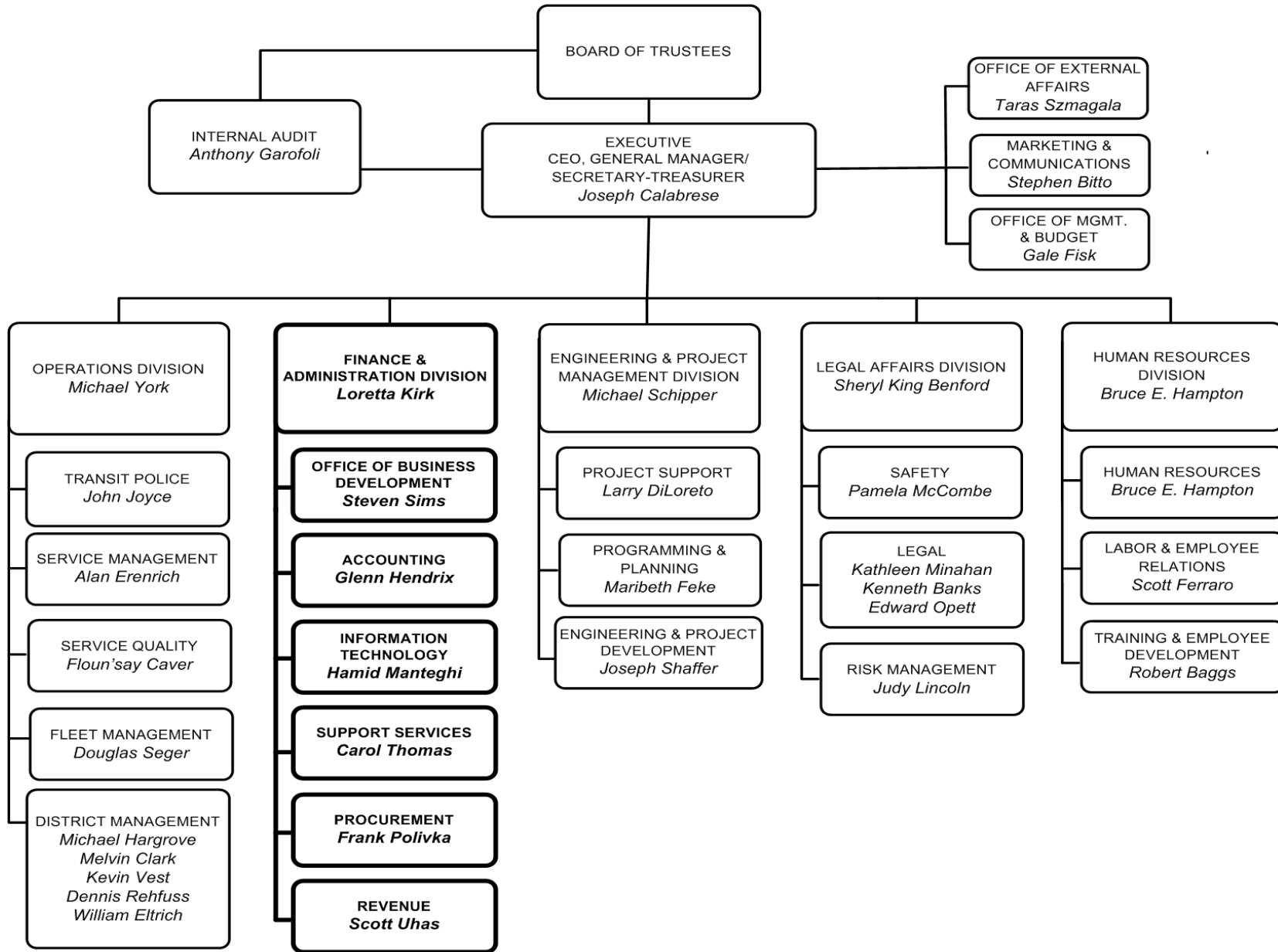
# 2010 OPERATING BUDGET SUMMARY

## Division 2 – Finance & Administration



| Dept. #                | Description                    | 2007 Actual          | 2008 Actual          | 2009 Actual          | 2010 Budget          | 2011 Estimate        | 2012 Estimate        |
|------------------------|--------------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| 10                     | OFFICE OF BUSINESS DEVELOPMENT | 417,526              | 430,506              | 393,147              | 372,227              | 376,117              | 380,048              |
| 60                     | ACCOUNTING                     | 1,331,757            | 1,523,537            | 1,603,658            | 1,772,357            | 1,790,374            | 1,808,584            |
| 61                     | INFORMATION TECHNOLOGY         | 3,411,556            | 3,605,339            | 3,588,267            | 4,014,989            | 4,040,998            | 4,067,281            |
| 62                     | SUPPORT SERVICES               | 1,086,625            | 1,275,268            | 1,046,180            | 1,059,971            | 1,068,958            | 1,078,039            |
| 64                     | PROCUREMENT                    | 1,833,520            | 1,890,397            | 1,654,540            | 1,735,857            | 1,753,981            | 1,772,298            |
| 65                     | REVENUE                        | 2,191,023            | 2,266,683            | 2,346,067            | 2,616,481            | 2,639,945            | 2,663,655            |
| <b>DIVISION TOTALS</b> |                                | <b>\$ 10,272,008</b> | <b>\$ 10,991,729</b> | <b>\$ 10,631,860</b> | <b>\$ 11,571,882</b> | <b>\$ 11,670,374</b> | <b>\$ 11,769,906</b> |

GREATER CLEVELAND REGIONAL TRANSIT AUTHORITY  
TABLE OF ORGANIZATION  
AS OF 2010 BUDGET ADOPTION



# DEPARTMENTAL STAFFING ANALYSIS

## Authorized Staffing Level by Division

|                                     | 2008       | 2009      | 2010      | Variance<br>2010 - 2009 |
|-------------------------------------|------------|-----------|-----------|-------------------------|
| <b>FINANCE &amp; ADMINISTRATION</b> |            |           |           |                         |
| OFFICE OF BUSINESS DEVELOPMENT      | 5          | 5         | 4         | (1)                     |
| ACCOUNTING                          | 23         | 22        | 22        | 0                       |
| INFORMATION SYSTEMS                 | 24         | 23        | 23        | 0                       |
| SUPPORT SERVICES                    | 10         | 8         | 8         | 0                       |
| PROCUREMENT                         | 22         | 20        | 18        | (2)                     |
| REVENUE                             | 25         | 20        | 20        | 0                       |
| <b>TOTALS</b>                       | <b>109</b> | <b>98</b> | <b>95</b> | <b>(3)</b>              |

# 2010 OPERATING BUDGET SUMMARY

## Department 10 – Office of Business Development

STEVEN SIMS, DIRECTOR

The mission of the Office of Business Development is to engage, support, and assist the local disadvantaged business community, and help ensure fair and representative participation in procurement opportunities at GCRTA and within the community at-large.

| OBJECT            |                            | 2007 Actual    | 2008 Actual    | 2009 Actual    | 2010 Budget    | 2011 Estimate  | 2012 Estimate  |
|-------------------|----------------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| CLASS             | DESCRIPTION                |                |                |                |                |                |                |
| 501300            | LABOR - SALARIED EMPLOYEES | 313,519        | 320,356        | 286,323        | 264,574        | 267,220        | 269,892        |
| 502000            | FRINGE BENEFITS            | 99,912         | 104,360        | 102,919        | 103,678        | 104,922        | 106,181        |
| 503000            | SERVICES                   | 0              | 221            | 0              | 0              | 0              | 0              |
| 503020            | ADVERTISING FEES           | 842            | 0              | 557            | 1,100          | 1,100          | 1,100          |
| 504000            | MATERIAL & SUPPLIES        | 563            | 542            | 15             | 500            | 500            | 500            |
| 509000            | MISCELLANEOUS EXPENSES     | 2,691          | 5,025          | 3,332          | 2,375          | 2,375          | 2,375          |
| <b>DEPT TOTAL</b> |                            | <b>417,526</b> | <b>430,506</b> | <b>393,147</b> | <b>372,227</b> | <b>376,117</b> | <b>380,048</b> |

# Department Budgets

## 2010 Budget Implementation

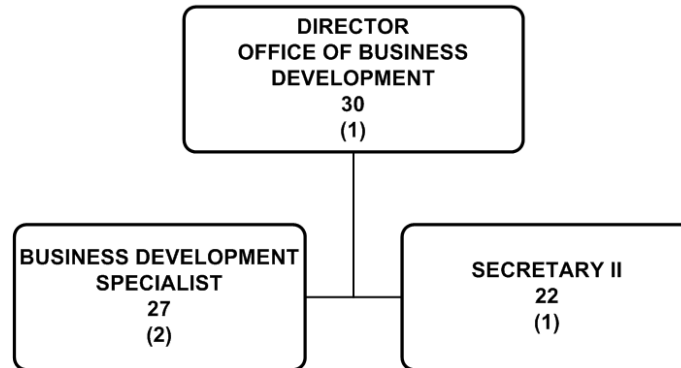
### Department 10 – Office of Business Development

- 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.

|                                                                                                             | <b>2007<br/>Actual</b> | <b>2008<br/>Actual</b> | <b>2009<br/>Estimate</b> | <b>2010<br/>Budget</b> |
|-------------------------------------------------------------------------------------------------------------|------------------------|------------------------|--------------------------|------------------------|
| Conduct on site construction compliance reviews                                                             | 24                     | 32                     | 16                       | 16                     |
| Host contract informational sessions for DBE and prime contractors regarding RTA procurements               | 4                      | 2                      | 2                        | 2                      |
| Sponsor and support business focused workshops and training sessions for women and minority business owners | 4                      | 3                      | 4                        | 4                      |
| Conduct DBE certification workshops                                                                         | 8                      | 2                      | 2                        | 2                      |



**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

| <b>JOB CLASS</b>         | <b>JOB TITLE</b>                          | <b>APPROVED 2008</b> | <b>APPROVED 2009</b> | <b>APPROVED 2010</b> | <b>2010-2009 VARIANCE</b> |
|--------------------------|-------------------------------------------|----------------------|----------------------|----------------------|---------------------------|
| 22                       | SECRETARY II                              | 1                    | 1                    | 1                    | 0                         |
| 27                       | BUSINESS DEVELOPMENT SPECIALIST           | 3                    | 3                    | 2                    | (1)                       |
| 30                       | DIRECTOR - OFFICE OF BUSINESS DEVELOPMENT | 1                    | 1                    | 1                    | 0                         |
| <b>DEPARTMENT TOTALS</b> |                                           | <b>5</b>             | <b>5</b>             | <b>4</b>             | <b>(1)</b>                |

# 2010 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            |                               | 2007 Actual      | 2008 Actual      | 2009 Actual      | 2010 Budget      | 2011 Estimate    | 2012 Estimate    |
|-------------------|-------------------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| CLASS             | DESCRIPTION                   |                  |                  |                  |                  |                  |                  |
| 501300            | LABOR - SALARIED EMPLOYEES    | 952,746          | 1,100,005        | 1,159,216        | 1,215,886        | 1,228,045        | 1,240,325        |
| 501310            | OVERTIME - SALARIED EMPLOYEES | 28,669           | 38,567           | 18,071           | 30,000           | 30,000           | 30,000           |
| 502000            | FRINGE BENEFITS               | 312,889          | 344,300          | 390,481          | 488,221          | 494,080          | 500,009          |
| 503000            | SERVICES                      | 19,518           | 24,993           | 11,695           | 15,250           | 15,250           | 15,250           |
| 503049            | TEMPORARY HELP                | (4)              | 0                | 0                | 0                | 0                | 0                |
| 504000            | MATERIAL & SUPPLIES           | 12,198           | 10,225           | 16,436           | 16,700           | 16,700           | 16,700           |
| 504051            | POSTAGE EXPENSE               | 0                | 0                | 0                | 0                | 0                | 0                |
| 509000            | MISCELLANEOUS EXPENSES        | 5,741            | 5,447            | 7,760            | 6,300            | 6,300            | 6,300            |
| <b>DEPT TOTAL</b> |                               | <b>1,331,757</b> | <b>1,523,537</b> | <b>1,603,658</b> | <b>1,772,357</b> | <b>1,790,374</b> | <b>1,808,584</b> |

# Department Budgets

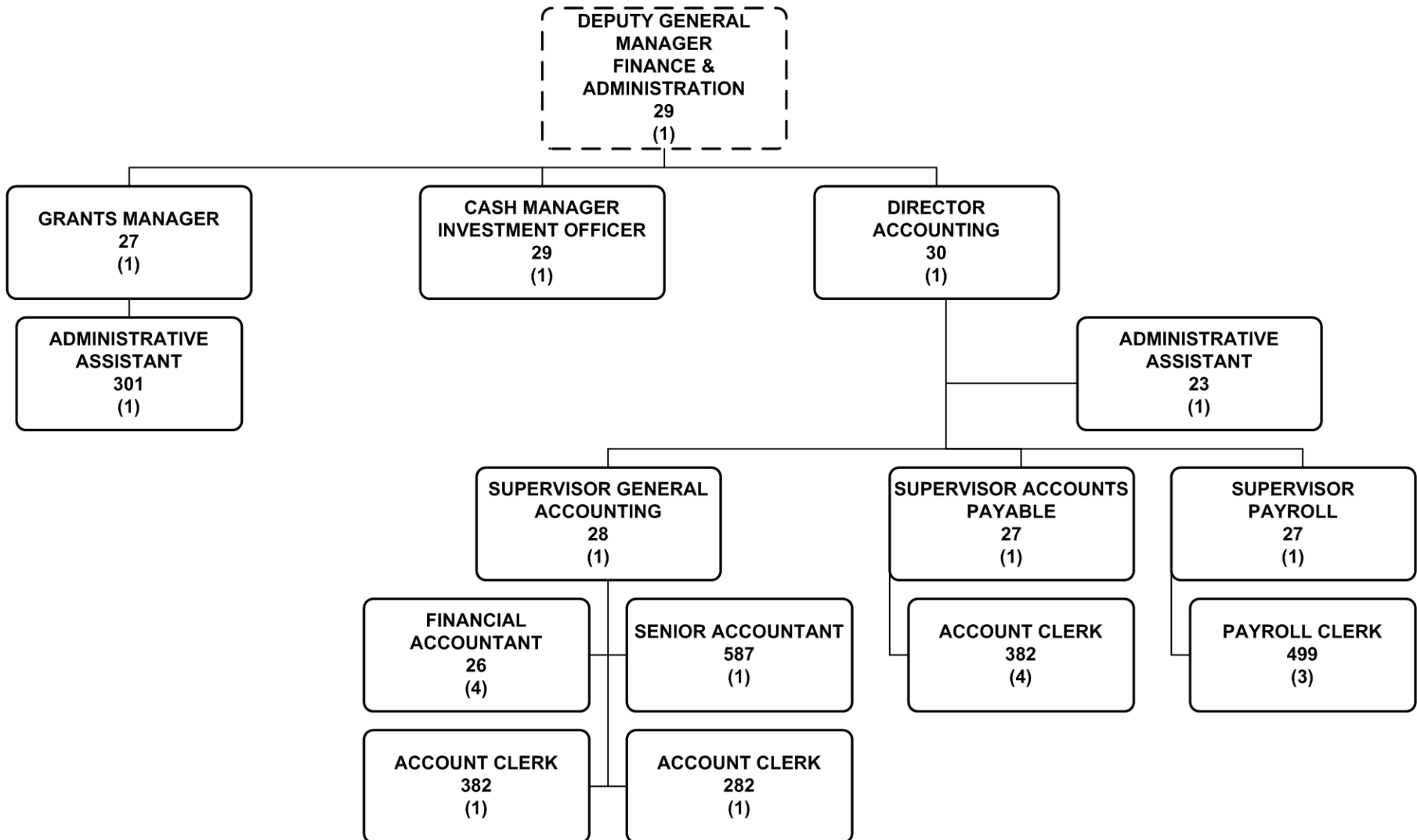
## 2010 Budget Implementation

### 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.

|                                                     | <b>2007<br/>Actual</b> | <b>2008<br/>Actual</b> | <b>2009<br/>Estimate</b> | <b>2010<br/>Budget</b> |
|-----------------------------------------------------|------------------------|------------------------|--------------------------|------------------------|
| Number Of Days To Process Cash Disbursement Reports | 1                      | 1                      | 1                        | 1                      |
| Number Of Days To Complete Month-End Closings       | 6                      | 5                      | 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

| <b>JOB CLASS</b>         | <b>JOB TITLE</b>                  | <b>APPROVED 2008</b> | <b>APPROVED 2009</b> | <b>APPROVED 2010</b> | <b>2010-2009 VARIANCE</b> |
|--------------------------|-----------------------------------|----------------------|----------------------|----------------------|---------------------------|
| 282                      | ACCOUNT CLERK                     | 1                    | 1                    | 1                    | 0                         |
| 301                      | ADMINISTRATIVE ASSISTANT          | 1                    | 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                    | 0                    | 0                    | 0                         |
| 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                    | 1                    | 1                    | 1                    | 0                         |
| 28                       | SUPERVISOR - GENERAL ACCOUNTING   | 1                    | 1                    | 1                    | 0                         |
| 29                       | CASH MANAGER / INVESTMENT OFFICER | 1                    | 1                    | 1                    | 0                         |
| 30                       | DIRECTOR - ACCOUNTING             | 1                    | 1                    | 1                    | 0                         |
| <b>DEPARTMENT TOTALS</b> |                                   | <b>23</b>            | <b>22</b>            | <b>22</b>            | <b>0</b>                  |

# Department Budgets

## 2010 Budget Implementation

### Department 61 – Information Technology

HAMID MANTEGHI, DIRECTOR

The mission of the Information Technology 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            |                               | 2007 Actual      | 2008 Actual      | 2009 Actual      | 2010 Budget      | 2011 Estimate    | 2012 Estimate    |
|-------------------|-------------------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| CLASS             | DESCRIPTION                   |                  |                  |                  |                  |                  |                  |
| 501300            | LABOR - SALARIED EMPLOYEES    | 1,378,862        | 1,386,616        | 1,366,862        | 1,473,753        | 1,488,490        | 1,503,375        |
| 501310            | OVERTIME - SALARIED EMPLOYEES | 1,083            | 450              | 809              | 2,700            | 2,700            | 2,700            |
| 502000            | FRINGE BENEFITS               | 443,800          | 456,210          | 493,906          | 578,572          | 585,515          | 592,541          |
| 503000            | SERVICES                      | 1,074,118        | 1,231,516        | 1,251,814        | 1,492,326        | 1,492,326        | 1,492,326        |
| 504000            | MATERIAL & SUPPLIES           | 30,981           | 29,657           | 22,253           | 31,000           | 31,000           | 31,000           |
| 505000            | UTILITIES                     | 477,368          | 498,396          | 449,914          | 347,000          | 350,470          | 353,975          |
| 509000            | MISCELLANEOUS EXPENSES        | 5,345            | 2,494            | 2,709            | 3,750            | 3,750            | 3,750            |
| 512000            | LEASES & RENTALS              | 0                | 0                | 0                | 85,888           | 86,747           | 87,614           |
| <b>DEPT TOTAL</b> |                               | <b>3,411,556</b> | <b>3,605,339</b> | <b>3,588,267</b> | <b>4,014,989</b> | <b>4,040,998</b> | <b>4,067,281</b> |

# Department Budgets

## 2010 Budget Implementation

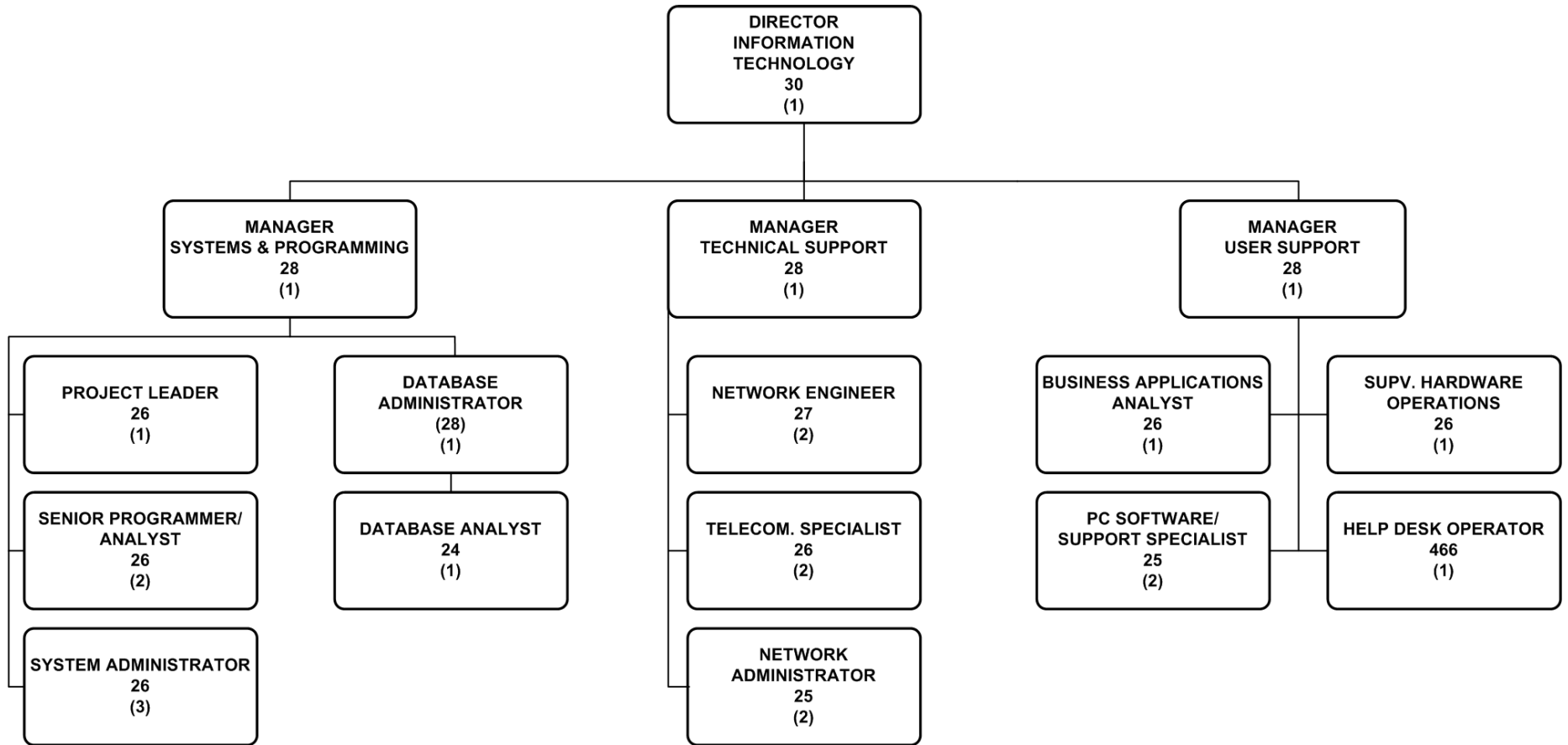
### Department 61 – Information Technology

- Upgrade, maintain and replace distributed network and client server applications.
- Support telecommunications services, including audio, video and data.
- Support Disaster Recovery Implementation.
- 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.

|                                                          | <b>2007<br/>Actual</b> | <b>2008<br/>Actual</b> | <b>2009<br/>Estimate</b> | <b>2010<br/>Budget</b> |
|----------------------------------------------------------|------------------------|------------------------|--------------------------|------------------------|
| <b><u>IT Projects (Percent Of Project Completed)</u></b> |                        |                        |                          |                        |
| Kronos Upgrade                                           | 5%                     | 20%                    | 100%                     | 100%                   |
| Fare Collection (Infrastructure)                         | 10%                    | 90%                    | 100%                     | 100%                   |
| ECTP Infrastructure                                      | 75%                    | 90%                    | 100%                     | 100%                   |
| Oracle Products Implementation                           | 90%                    | 90%                    | 95%                      | 98%                    |
| Document Management System                               | 20%                    | 20%                    | 20%                      | 20%                    |
| Oracle Version Upgrade                                   | -                      | -                      | 0%                       | 5%                     |
| Operator Time & Attendance Replacement                   | -                      | -                      | 0%                       | 5%                     |
| Communication Infrastructure Enhancement                 | -                      | -                      | 0%                       | 10%                    |
| Data Center Renovation                                   | 20%                    | 60%                    | 85%                      | 90%                    |
| Trapeze Product Upgrade                                  | 0%                     | 50%                    | 75%                      | 100%                   |
| <b><u>User Support</u></b>                               |                        |                        |                          |                        |
| Printers Supported                                       | 220                    | 200                    | 250                      | 250                    |
| Users Supported                                          | 1,250                  | 1,250                  | 1,225                    | 1,200                  |
| RTA Locations Supported                                  | 18                     | 18                     | 18                       | 18                     |
| Personal Computers                                       | 1,000                  | 1,000                  | 1,000                    | 970                    |
| Telephone/Voice Mail Boxes                               | 1,900                  | 1,900                  | 1,850                    | 700                    |
| 911 Call Box                                             | 145                    | 220                    | 279                      | 285                    |



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



# STAFFING LEVEL COMPARISONS

## DEPARTMENT: 61 - INFORMATION TECHNOLOGY

| JOB CLASS                | JOB TITLE                         | APPROVED 2008 | APPROVED 2009 | APPROVED 2010 | 2010-2009 VARIANCE |
|--------------------------|-----------------------------------|---------------|---------------|---------------|--------------------|
| 466                      | HELP DESK OPERATOR                | 1             | 1             | 1             | 0                  |
| 596                      | COORDINATOR - USER SUPPORT        | 1             | 0             | 0             | 0                  |
| 24                       | DATABASE ANALYST                  | 1             | 1             | 1             | 0                  |
| 25                       | NETWORK ADMINISTRATOR             | 4             | 2             | 2             | 0                  |
| 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             | 3             | 1                  |
| 26                       | SENIOR PROGRAMMER / ANALYST       | 2             | 2             | 2             | 0                  |
| 26                       | SUPERVISOR - HARDWARE OPERATIONS  | 1             | 1             | 1             | 0                  |
| 26                       | PROJECT LEADER                    | 2             | 2             | 1             | (1)                |
| 27                       | NETWORK ENGINEER                  | 0             | 2             | 2             | 0                  |
| 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                  |
| <b>DEPARTMENT TOTALS</b> |                                   | <b>24</b>     | <b>23</b>     | <b>23</b>     | <b>0</b>           |

# 2010 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            |                                 | 2007 Actual      | 2008 Actual      | 2009 Actual      | 2010 Budget      | 2011 Estimate    | 2012 Estimate    |
|-------------------|---------------------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| CLASS             | DESCRIPTION                     |                  |                  |                  |                  |                  |                  |
| 501200            | HOURLY EMPLOYEES PAYROLL        | 46,676           | 47,933           | 49,742           | 49,878           | 50,377           | 50,881           |
| 501210            | OVERTIME - HOURLY EMPLOYEES     | 497              | 322              | 658              | 750              | 750              | 750              |
| 501300            | LABOR - SALARIED EMPLOYEES      | 457,374          | 465,533          | 388,732          | 376,572          | 380,338          | 384,141          |
| 501310            | OVERTIME - SALARIED EMPLOYEES   | 8,447            | 6,300            | 3,171            | 3,000            | 3,000            | 3,000            |
| 502000            | FRINGE BENEFITS                 | 165,150          | 169,627          | 161,009          | 168,581          | 170,604          | 172,651          |
| 503000            | SERVICES                        | 69,707           | 79,634           | 69,888           | 80,364           | 80,364           | 80,364           |
| 504000            | MATERIAL & SUPPLIES             | 45,907           | 92,931           | 65,806           | 108,300          | 108,300          | 108,300          |
| 504051            | POSTAGE EXPENSE                 | 110,538          | 120,560          | 52,490           | 102,000          | 103,020          | 104,050          |
| 504052            | DUPLICATING MATERIAL & SUPPLIES | 120,452          | 119,021          | 113,859          | 120,000          | 121,200          | 122,412          |
| 509000            | MISCELLANEOUS EXPENSES          | 4,236            | 1,579            | 2,395            | 2,525            | 2,525            | 2,525            |
| 512000            | LEASES & RENTALS                | 57,641           | 171,828          | 138,429          | 48,000           | 48,480           | 48,965           |
| <b>DEPT TOTAL</b> |                                 | <b>1,086,625</b> | <b>1,275,268</b> | <b>1,046,180</b> | <b>1,059,971</b> | <b>1,068,958</b> | <b>1,078,039</b> |

# Department Budgets

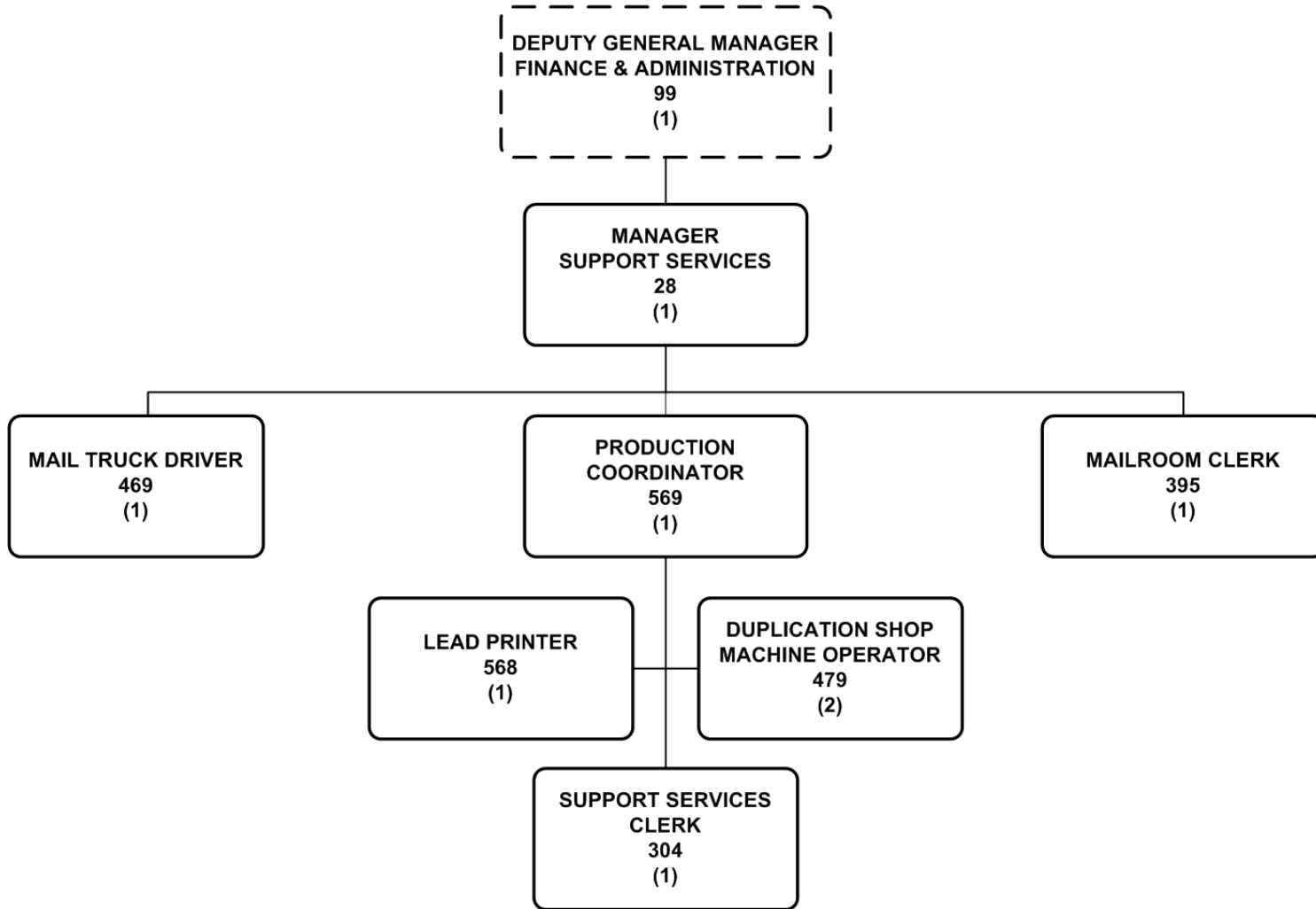
## 2010 Budget Implementation

### 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.
- Manage recycling.
- 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.
- Manage office supplies.
- Manage office design and furniture.

|                               | <b>2007<br/>Actual</b> | <b>2008<br/>Actual</b> | <b>2009<br/>Estimate</b> | <b>2010<br/>Budget</b> |
|-------------------------------|------------------------|------------------------|--------------------------|------------------------|
| Print & Distribute Timetables | 10,000,000             | 10,000,000             | 10,000,000               | 10,000                 |
| Duplicate Copies              | 12,000,000             | 12,000,000             | 11,500,000               | 11,500                 |

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



# STAFFING LEVEL COMPARISONS

## DEPARTMENT: 62 - SUPPORT SERVICES

| <b>JOB CLASS</b>         | <b>JOB TITLE</b>                             | <b>APPROVED 2008</b> | <b>APPROVED 2009</b> | <b>APPROVED 2010</b> | <b>2010-2009 VARIANCE</b> |
|--------------------------|----------------------------------------------|----------------------|----------------------|----------------------|---------------------------|
| 304                      | SUPPORT SERVICES CLERK                       | 1                    | 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                    | 0                    | 0                    | 0                         |
| 568                      | LEAD PRINTER                                 | 1                    | 1                    | 1                    | 0                         |
| 569                      | PRODUCTION COORDINATOR                       | 1                    | 1                    | 1                    | 0                         |
| 27                       | MANAGER - RECORDS                            | 1                    | 0                    | 0                    | 0                         |
| 28                       | MANAGER - SUPPORT SERVICES                   | 1                    | 1                    | 1                    | 0                         |
| <b>DEPARTMENT TOTALS</b> |                                              | <b>10</b>            | <b>8</b>             | <b>8</b>             | <b>0</b>                  |

# 2010 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            |                            | 2007 Actual      | 2008 Actual      | 2009 Actual      | 2010 Budget      | 2011 Estimate    | 2012 Estimate    |
|-------------------|----------------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| CLASS             | DESCRIPTION                |                  |                  |                  |                  |                  |                  |
| 501300            | LABOR - SALARIED EMPLOYEES | 1,352,240        | 1,394,180        | 1,190,507        | 1,216,393        | 1,228,557        | 1,240,843        |
| 502000            | FRINGE BENEFITS            | 432,862          | 455,968          | 436,664          | 476,664          | 482,384          | 488,173          |
| 503000            | SERVICES                   | 6,250            | 3,950            | 4,345            | 4,500            | 4,500            | 4,500            |
| 503020            | ADVERTISING FEES           | 24,767           | 8,904            | 11,483           | 24,000           | 24,240           | 24,482           |
| 503049            | TEMPORARY HELP             | (122)            | 0                | 0                | 0                | 0                | 0                |
| 504000            | MATERIAL & SUPPLIES        | 2,471            | 7,428            | 5,102            | 5,400            | 5,400            | 5,400            |
| 509000            | MISCELLANEOUS EXPENSES     | 15,052           | 19,967           | 6,438            | 8,900            | 8,900            | 8,900            |
| <b>DEPT TOTAL</b> |                            | <b>1,833,520</b> | <b>1,890,397</b> | <b>1,654,540</b> | <b>1,735,857</b> | <b>1,753,981</b> | <b>1,772,298</b> |

# Department Budgets

## 2010 Budget Implementation

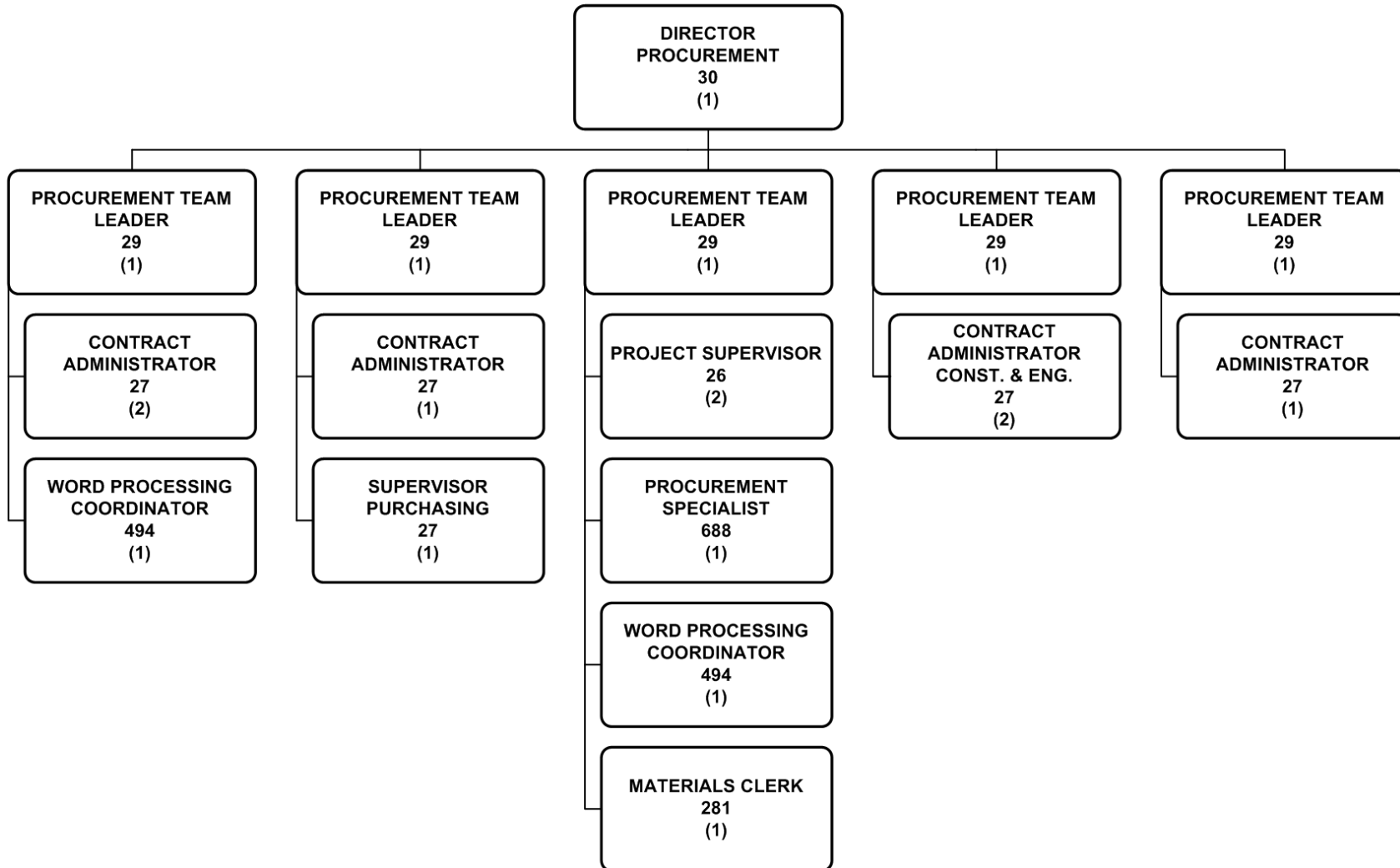
### Department 64 – Procurement

- 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.

|                                                                                       | <b>2007<br/>Actual</b> | <b>2008<br/>Actual</b> | <b>2009<br/>Estimate</b> | <b>2010<br/>Budget</b> |
|---------------------------------------------------------------------------------------|------------------------|------------------------|--------------------------|------------------------|
| Number Of Work Days To Complete Purchases Under 100K—this category was 25K prior 2009 | 3                      | 3                      | 10                       | 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

| <b>JOB CLASS</b>         | <b>JOB TITLE</b>                             | <b>APPROVED 2008</b> | <b>APPROVED 2009</b> | <b>APPROVED 2010</b> | <b>2010-2009 VARIANCE</b> |
|--------------------------|----------------------------------------------|----------------------|----------------------|----------------------|---------------------------|
| 281                      | MATERIALS CLERK                              | 1                    | 1                    | 1                    | 0                         |
| 494                      | WORD PROCESSING COORDINATOR                  | 3                    | 3                    | 2                    | (1)                       |
| 688                      | PROCUREMENT SPECIALIST                       | 1                    | 1                    | 0                    | (1)                       |
| 26                       | ASSISTANT CONTRACT ADMINISTRATOR             | 1                    | 0                    | 0                    | 0                         |
| 26                       | PRODUCTS AND SERVICES SPECIFICATION WRITER   | 1                    | 0                    | 0                    | 0                         |
| 26                       | PROJECT SUPERVISOR                           | 2                    | 2                    | 2                    | 0                         |
| 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                         |
| <b>DEPARTMENT TOTALS</b> |                                              | <b>22</b>            | <b>20</b>            | <b>18</b>            | <b>(2)</b>                |

# 2010 OPERATING BUDGET SUMMARY

## Department 65 – Revenue

SCOTT UHAS, DIRECTOR

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

| OBJECT            |                               | 2007 Actual      | 2008 Actual      | 2009 Actual      | 2010 Budget      | 2011 Estimate    | 2012 Estimate    |
|-------------------|-------------------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| CLASS             | DESCRIPTION                   |                  |                  |                  |                  |                  |                  |
| 501300            | LABOR - SALARIED EMPLOYEES    | 975,234          | 996,062          | 1,020,058        | 1,109,562        | 1,120,658        | 1,131,864        |
| 501310            | OVERTIME - SALARIED EMPLOYEES | 51,474           | 44,595           | 45,885           | 53,000           | 53,000           | 53,000           |
| 502000            | FRINGE BENEFITS               | 327,343          | 339,734          | 384,452          | 455,569          | 461,036          | 466,568          |
| 503000            | SERVICES                      | 524,019          | 596,574          | 608,611          | 690,200          | 697,102          | 704,073          |
| 504000            | MATERIAL & SUPPLIES           | 306,343          | 285,238          | 284,608          | 306,900          | 306,900          | 306,900          |
| 509000            | MISCELLANEOUS EXPENSES        | 6,609            | 4,480            | 2,452            | 1,250            | 1,250            | 1,250            |
| <b>DEPT TOTAL</b> |                               | <b>2,191,023</b> | <b>2,266,683</b> | <b>2,346,067</b> | <b>2,616,481</b> | <b>2,639,945</b> | <b>2,663,655</b> |

# Department Budgets

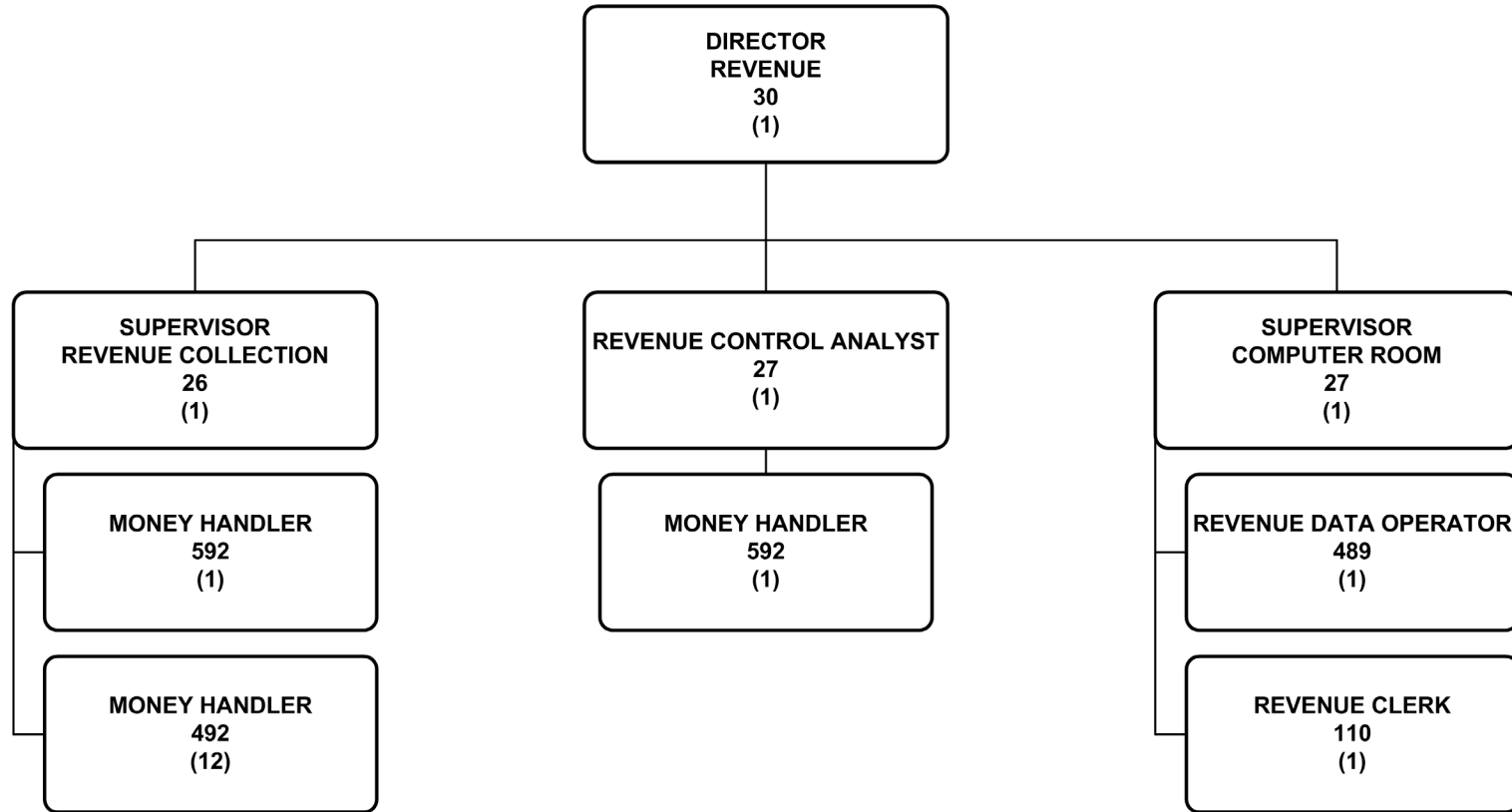
## 2010 Budget Implementation

### Department 65 – Revenue

- Continue working with the vendor to successfully implement and improve the proof of payment system in place on both the Red Line and the Health Line.
- Work towards the implementation of smart card use for payment of fares system wide.
- Ensure that farecards and passes are available for distribution to outlets and the general public.
- Improve ridership reporting using the Transit Stat process and the new APC system.
- Maintain and improve cash handling processes, fare collection equipment security and the vaulting process.
- Direct implementation of fare policies and continue to seek ways to improve public education.

|                                               | <b>2007<br/>Actual</b> | <b>2008<br/>Actual</b> | <b>2009<br/>Estimate</b> | <b>2010<br/>Budget</b> |
|-----------------------------------------------|------------------------|------------------------|--------------------------|------------------------|
| Number of Ticket and Pass Outlets             | 190                    | 210                    | 240                      | 260                    |
| Percentage Increase in Total Revenue          | 6.5%                   | 5.0%                   | 8%                       | 9%                     |
| Average Number of Passes Sold Monthly         |                        |                        |                          |                        |
| Monthly Passes                                | 9,500                  | 10,500                 | 11,000                   | 11,500                 |
| Seven Day Passes                              | 55,000                 | 56,500                 | 38,000                   | 40,000                 |
| Average Number of Farecards Sold Monthly      | 210,000                | 230,000                | 240,000                  | 245,000                |
| Average Monthly On-line Fare Sales in Dollars | 21,000                 | 24,000                 | 27,000                   | 32,000                 |
| Farebox Revenue Sources by Percentage         |                        |                        |                          |                        |
| Cash On Board                                 |                        |                        |                          |                        |
| • Single Fare                                 | 19%                    | 18%                    | 16%                      | 18%                    |
| • Day Passes                                  | 30%                    | 30%                    | 32%                      | 26%                    |
| Farecards                                     | 13%                    | 12%                    | 13%                      | 20%                    |
| Passes (Weekly and Monthly combined)          | 38%                    | 40%                    | 39%                      | 36%                    |

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



# STAFFING LEVEL COMPARISONS

## DEPARTMENT: 65 - REVENUE

| <b>JOB CLASS</b>         | <b>JOB TITLE</b>                | <b>APPROVED 2008</b> | <b>APPROVED 2009</b> | <b>APPROVED 2010</b> | <b>2010-2009 VARIANCE</b> |
|--------------------------|---------------------------------|----------------------|----------------------|----------------------|---------------------------|
| 110                      | REVENUE CLERK                   | 2                    | 1                    | 1                    | 0                         |
| 290                      | ASSISTANT MONEY HANDLER         | 2                    | 0                    | 0                    | 0                         |
| 489                      | REVENUE DATA OPERATOR           | 1                    | 1                    | 1                    | 0                         |
| 492                      | MONEY HANDLER                   | 14                   | 12                   | 12                   | 0                         |
| 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                         |
| <b>DEPARTMENT TOTALS</b> |                                 | <b>25</b>            | <b>20</b>            | <b>20</b>            | <b>0</b>                  |