

METRO REGIONAL TRANSIT AUTHORITY

# Customer Experience & Service Performance Committee

**JANUARY 16, 2025**  
**9:00 AM**

CHAIR: MR. JOHN VALLE  
MEMBERS: MR. CHARLES RECTOR,  
MR. GARY SPRING,  
MS. RENEE GREENE,  
AND MS. NICOLE SQUIRE



**METRO RTA  
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE  
COMMITTEE MEETING AGENDA  
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM  
THURSDAY, JANUARY 16, 2025**

**ITEM 1: CALL TO ORDER**

**ITEM 2: APPROVAL OF MINUTES FROM THE DECEMBER MEETING**

**ITEM 3: SUB-COMMITTEE REPORTS:**

**Operator Retention Report | Jarrod Hampshire**

- KPIs (Page 3)

**Maintenance Report | Eric Scott**

- KPIs (Page 3)

**Operations Report | DeHavilland McCall**

- KPIs (Page 4)

**ITEM 4: RESOLUTIONS FOR CONSIDERATION:**

**Resolution 2025-01 | Eric Scott**

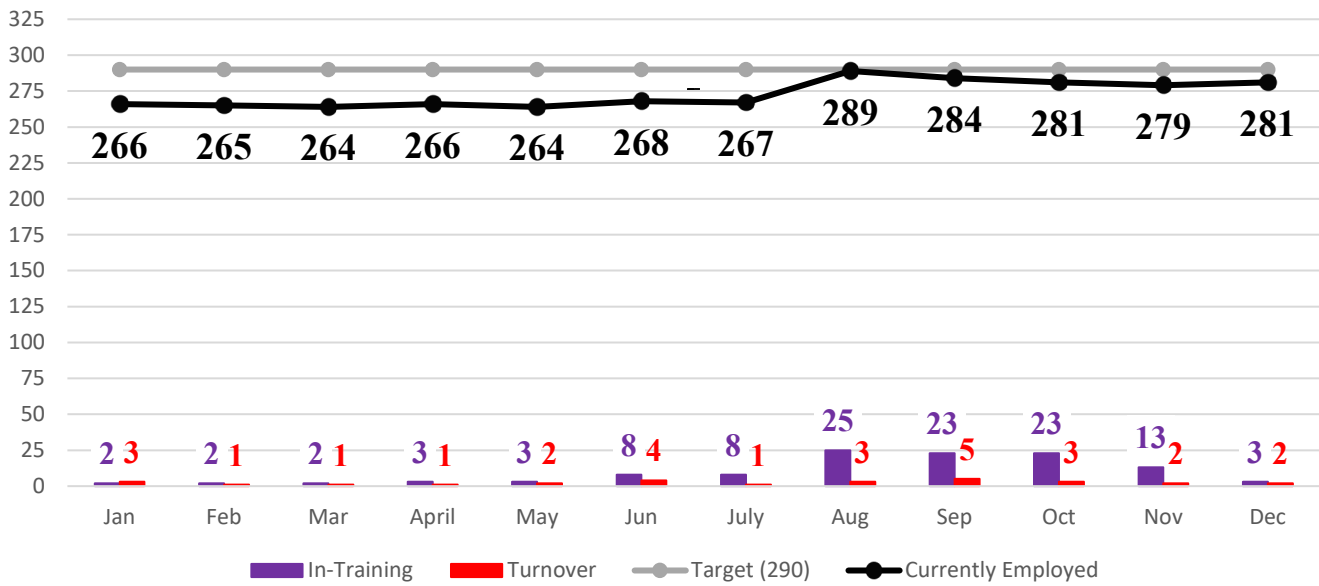
A resolution authorizing R. Bowen and Associates to proceed with design and procurement assistance for the rehabilitation of the 2 bus washes located at 416 Kenmore Blvd. (Page 5)

**ITEM 5: OTHER BUSINESS:**

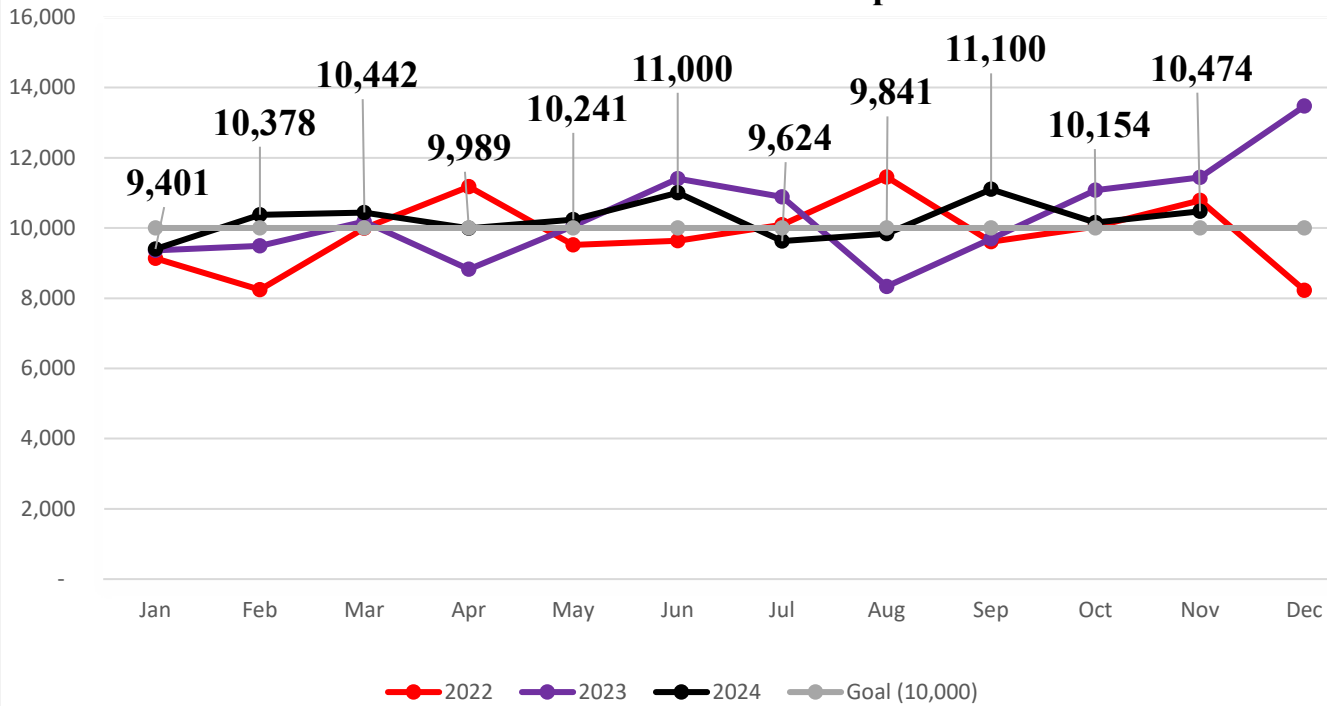
**Maintenance and Operation Facility Update | Jarrod Hampshire (Page 6-8)**

**ITEM 6: CALL FOR ADJOURNMENT**

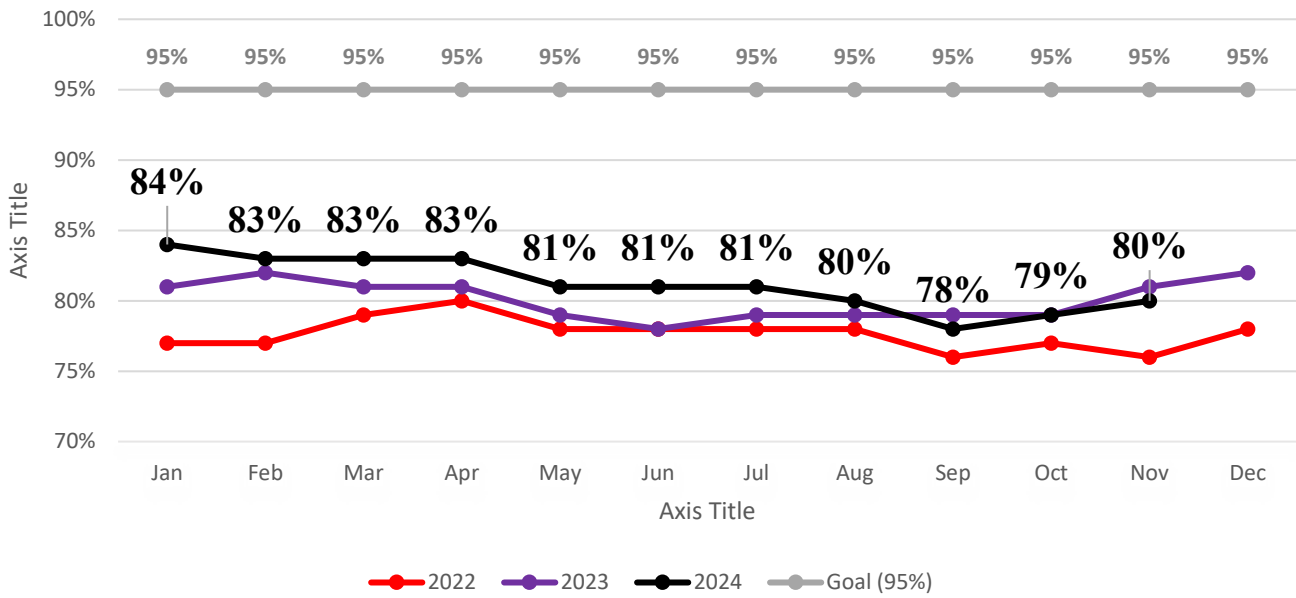
### Rolling 12 Month Operator Retention



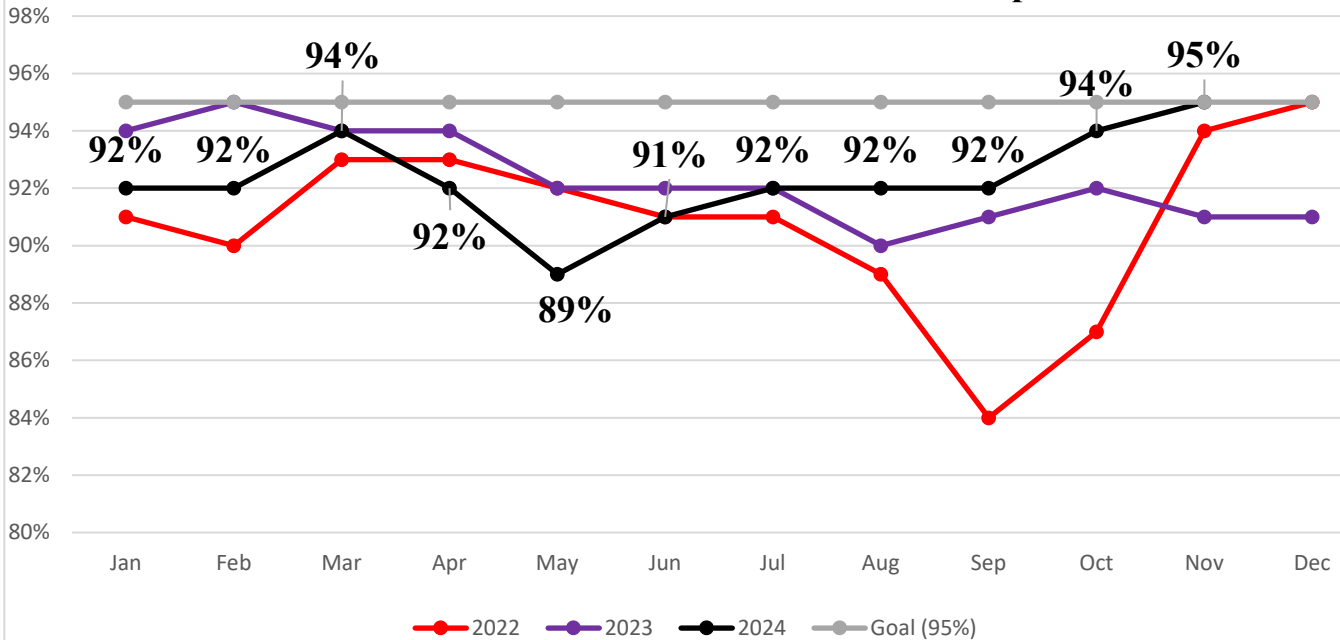
### Miles Between Service Interruption



### On-Time Performance - Fixed-Route



### On-Time Performance - Demand Response



**COMMITTEE ASSIGNMENT:  
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE**

**RESOLUTION 2025-01**

A resolution authorizing R. Bowen and Associates to proceed with design and procurement assistance for the rehabilitation of the two (2) bus wash systems located at 416 Kenmore Blvd.

**WHEREAS**, R. Bowen and Associates was awarded a general services task order contract for Architectural and Engineering Services from Resolution 2020-06, and

**WHEREAS**, The METRO 2025 Capital Budget allocates money towards the design and procurement assistance of the rehabilitation of the 2 bus washes located at 416 Kenmore Blvd.

**WHEREAS**, R. Bowen has proposed to complete the task order for \$188,400.00.

**NOW, THEREFORE, BE IT RESOLVED**, by the Board of Trustees of METRO Regional Transit Authority that:

1. The Chief Executive Officer/Secretary-Treasurer is authorized to execute a task order with Bowen in amount not to exceed \$188,400.00.
2. The Chief Executive Officer/Secretary-Treasurer may authorize change orders up to 5% of these task orders.
3. All formal actions of this Board of Trustees related to this Resolution and all deliberations of the Board of Trustees and any of its committees that resulted in such formal action were in meetings open to the public in compliance with all legal requirements, including Section 121.22 of the Revised Code.

**DATE ADOPTED:** January 28<sup>th</sup>, 2025

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**MARK DERRIG,  
PRESIDENT**

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**DAWN DISTLER,  
CHIEF EXECUTIVE OFFICER/  
SECRETARY-TREASURER**









**METRO RTA  
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE  
COMMITTEE MEETING MINUTES  
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM  
THURSDAY, DECEMBER 12, 2024**

**Committee**

**Members Present:** John Valle, Renee Greene, Gary Spring and Nicole Squire

**Trustees Present:** Mark Derrig, Dana LaGarde, Bob Konstand, Donald Christian, Robert DeJournett, and Christine Marshall

**Trustees Excused:** Chuck Rector

**Trustees Absent:** Dave Prentice

**METRO Team**

**Members Present:** Dawn Distler, Gert Wilms, Jarrod Hampshire, Eric Scott, DeHavilland Mc Call, Angie Neeley, Shawn Metcalf, Molly Becker, Jamie Saylor, Grace Doyle, Laura Adkins, Nathan Leppo, Kyle Moeglin, Kyle Stewart, Brynn Overly-Nguyen

**CALL TO ORDER**

Mr. John Valle called the meeting to order at 9:02 am.

**APPROVAL OF MINUTES FROM THE NOVEMBER MEETING**

Mr. Robert DeJournett made a motion to approve minutes from the November meeting. Ms. Renee Greene 2<sup>nd</sup> the motion. The minutes were unanimously approved.

**SUB-COMMITTEE REPORTS**

**Operator Retention Report | Jarrod Hampshire**

KPIs were reviewed.

**Maintenance Report | Eric Scott**

KPIs were reviewed.

**Maintenance Report | DeHavilland McCall**

KPIs were reviewed.

**RESOLUTIONS FOR CONSIDERATION**

## **OTHER BUSINESS**

### **Maintenance and Operation Facility Update | Jarrod Hampshire**

Mr. Jarrod Hampshire introduced Dan Sager, the Project Manager of the Maintenance and Operations Facility project. He highlighted the signing of a commemorative steel beam, which will be the final beam installed in the facility. The steel framework for the front of the building is nearing completion. Mr. Dan Sager expressed his gratitude to the board and the organization for the opportunity to lead this project.

### **CALL FOR ADJOURNMENT**

Adjourned at 9:07 am.

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**DAWN S. DISTLER,  
CHIEF EXECUTIVE OFFICER/  
SECRETARY-TREASURER**

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**Date (MM/DD/YYYY)**