

METRO REGIONAL TRANSIT AUTHORITY

Customer Experience & Service Performance Committee

OCTOBER 17, 2024
9:00 AM

CHAIR: MR. JOHN VALLE
MEMBERS: MR. CHARLES RECTOR,
AND MS. RENEE GREENE



**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING AGENDA
ROBERT K. PFAFF TRANSIT CENTER BOARD
ROOM THURSDAY, OCTOBER 17, 2024**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE SEPTEMBER 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)

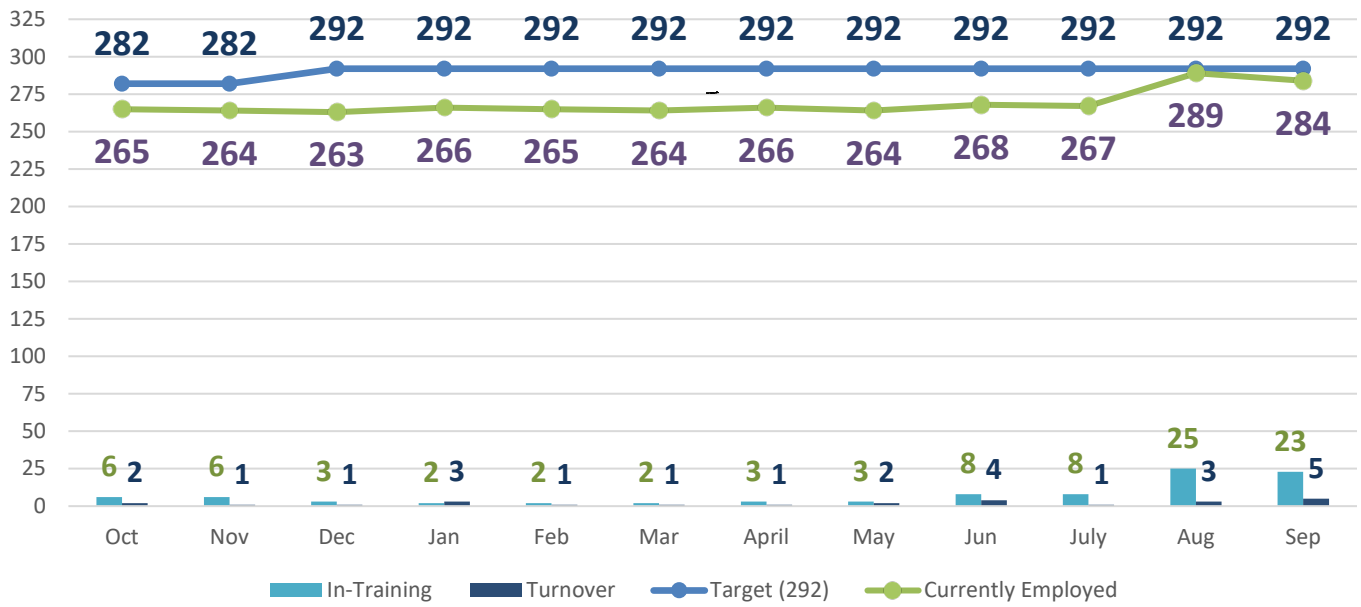
ITEM 4: RESOLUTIONS FOR CONSIDERATION:

ITEM 5: OTHER BUSINESS:

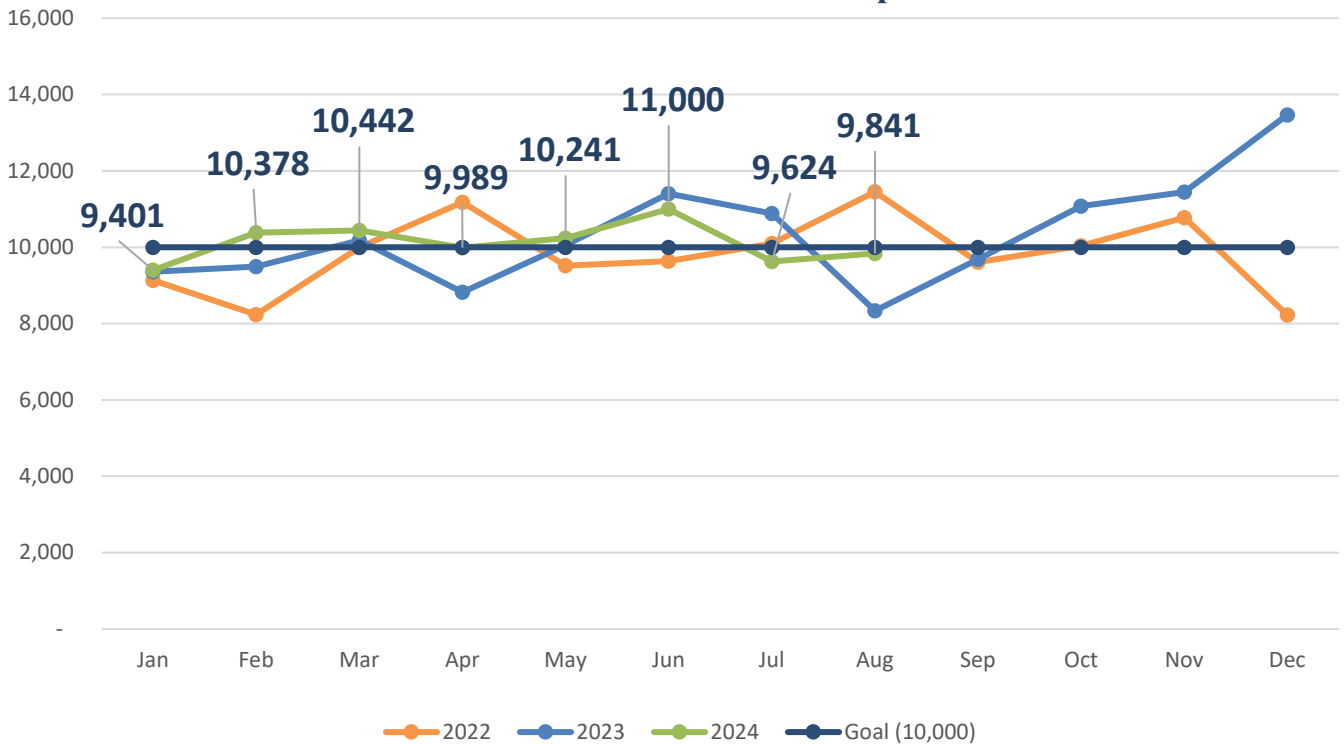
- **Maintenance and Operation Facility Update | Jarrod Hampshire**

ITEM 6: CALL FOR ADJOURNMENT

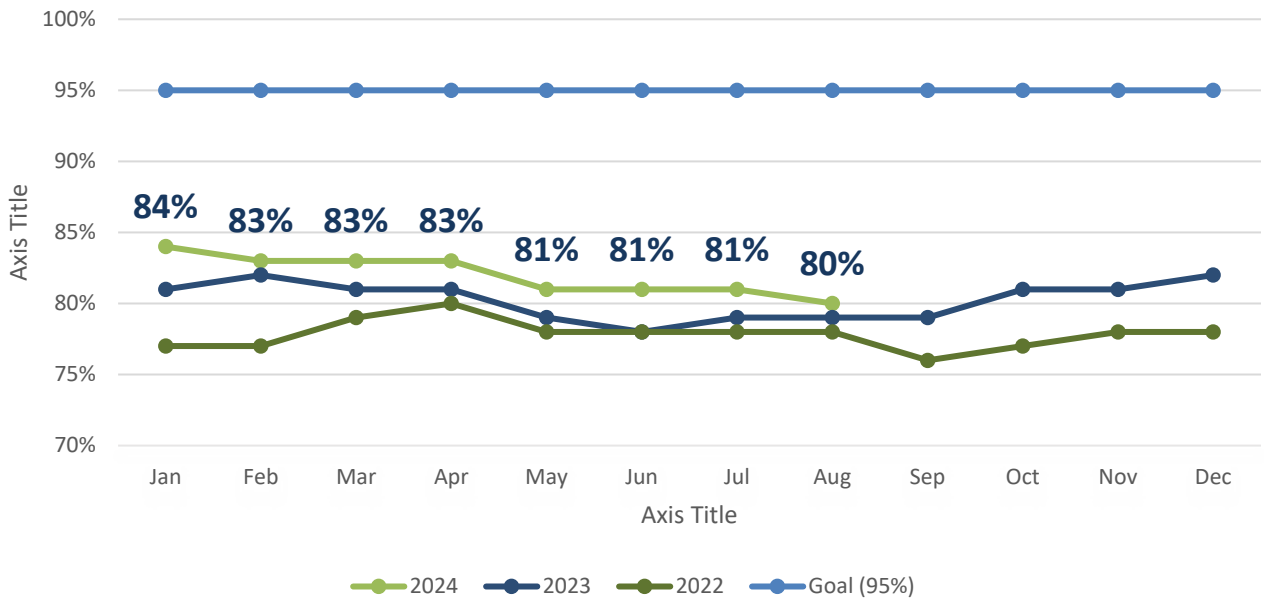
Rolling 12 Month Operator Retention



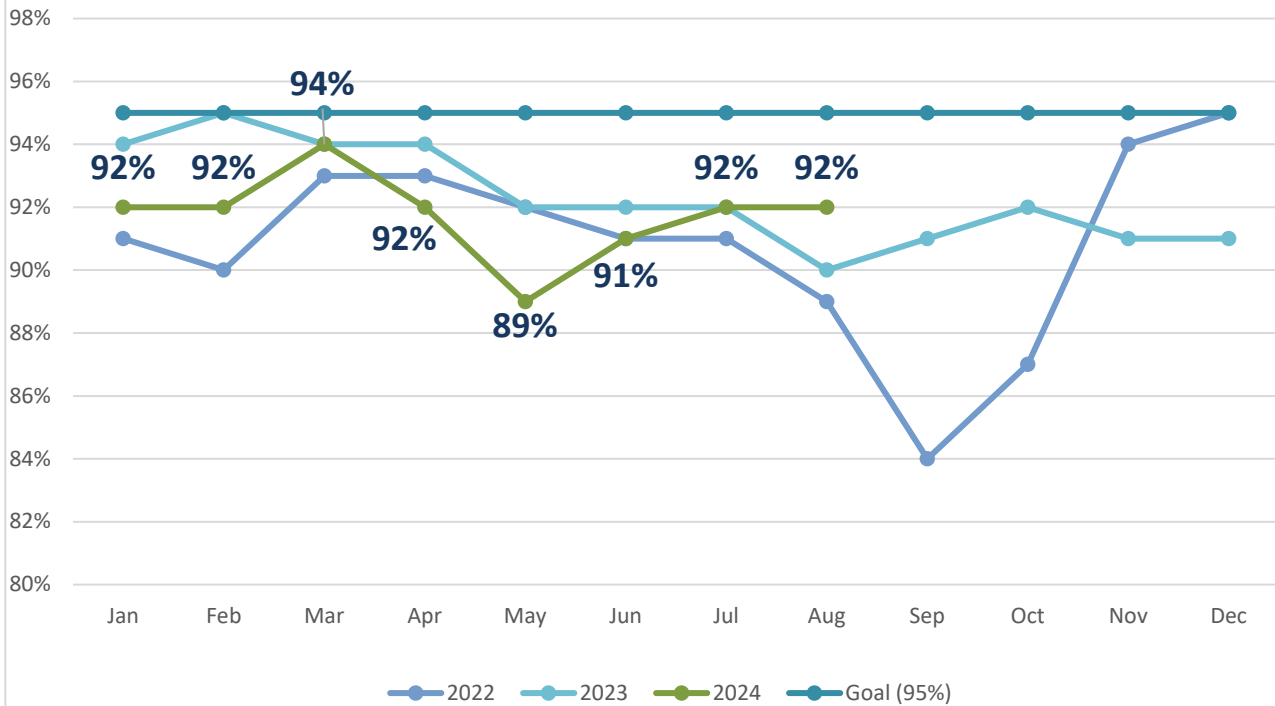
Miles Between Service Interruption



On-Time Performance - Fixed-Route



On-Time Performance - Demand Response



**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, SEPTEMBER 19, 2024**

Committee

Members Present: John Valle and Chuck Rector

Trustees Present: Bob Konstand, Nicole Squire and Robert DeJournett

Trustees Excused: Mark Derrig, Dana LaGarde, Renee Greene, Gary Spring and Christine Marshall

Trustees Absent: Donald Christian and David Prentice

METRO Team

Members Present: Gert Wilms, Jarrod Hampshire, Eric Scott, DeHavilland Mc Call, Angie Neeley, Tatia Harris, Shawn Metcalf, Molly Becker, Jessie Dent Regina Mills, Grace Doyle, Laura Adkins, Nathan Leppo, Jamie Saylor and Kyle Moeglin

CALL TO ORDER

Mr. John Valle called the meeting to order at 9:00 am.

APPROVAL OF MINUTES FROM THE AUGUST MEETING

Mr. Charles Rector made a motion to approve minutes from the August meeting. Mr. John Valle 2nd the motion. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Operator Retention Report | Jarrod Hampshire

KPIs were reviewed.

We now have 289 operators as of the end of August. Budgeted amount is 292.

Maintenance Report | Eric Scott

KPIs were reviewed.

Operations Report | DeHavilland McCall

KPIs were reviewed.

RESOLUTIONS FOR CONSIDERATION

Resolution: 2024-15: Eric Scott

Per Resolution 2019-18 METRO has an existing five (5) year contract with Gillig LLC for the purchase of up to 91 line service buses.

Mr. Chuck Rector inquired whether there were any other competitors. Currently, Gillig and New Flyer are the primary competitors, with New Flyer being fully compliant.

Ms. Dawn Distler mentioned that METRO was invited to join APTA's task force to address bus manufacturing issues. The goal is to help the industry by encouraging more competition, as some companies have gone out of business due to challenges with Buy America compliance and excessive bus customization. The FTA has requested a "white book" from APTA, which will outline the standard features and costs of a typical bus. Buses that meet these standards will receive priority for funding, while those with many customizations will be ranked lower. Another focus is on promoting joint procurement to involve more buyers. Ms. Dawn Distler also noted that sourcing all materials domestically increases costs.

Ms. Nicole Squire inquired about the remaining 20% that's not covered, asking if it's included in the budget. Mr. Jarrod Hampshire confirmed that it is.

Ms. Nicole Squire also asked if there are any concerns regarding Gillig's ability to fulfill the order. Mr. Jarrod Hampshire confirmed that the timeline is approximately 15-18 months, and Gillig is on track with delivery and supply chain requirements.

Mr. Chuck Rector made a motion to move the resolution, Mr. Robert DeJournett 2nd the motion.

OTHER BUSINESS

Maintenance and Operation Facility Update | Jarrod Hampshire

Structural steel is expected to arrive within the next few weeks. All building foundations have successfully passed their testing, and a dirt pad has been prepared in the shape of the building.

CALL FOR ADJOURNMENT

Adjourned at 9:16 am.

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

Date (MM/DD/YYYY)