

METRO REGIONAL TRANSIT AUTHORITY

Customer Experience & Service Performance Committee

DECEMBER 12, 2024
9:00 AM

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



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

ITEM 1: CALL TO ORDER

**ITEM 2: APPROVAL OF MINUTES FROM THE NOVEMBER
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)

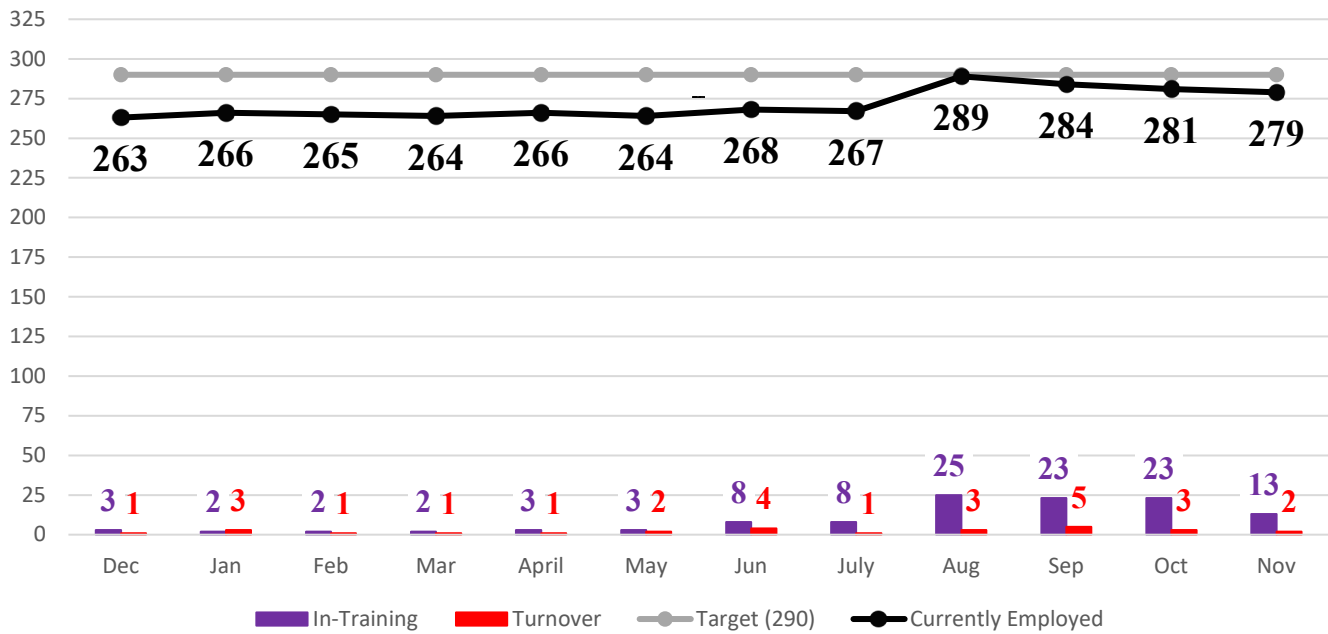
ITEM 4: RESOLUTIONS FOR CONSIDERATION:

ITEM 5: OTHER BUSINESS:

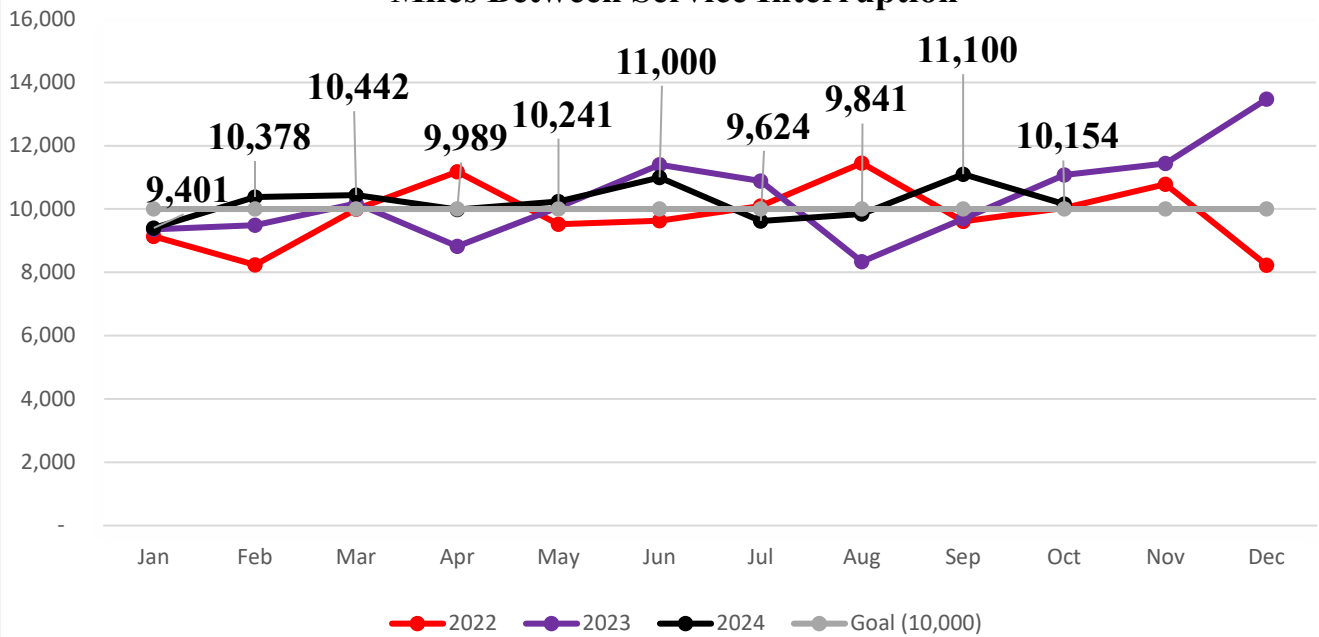
- **Maintenance and Operation Facility Update | Jarrod Hampshire**

ITEM 6: CALL FOR ADJOURNMENT

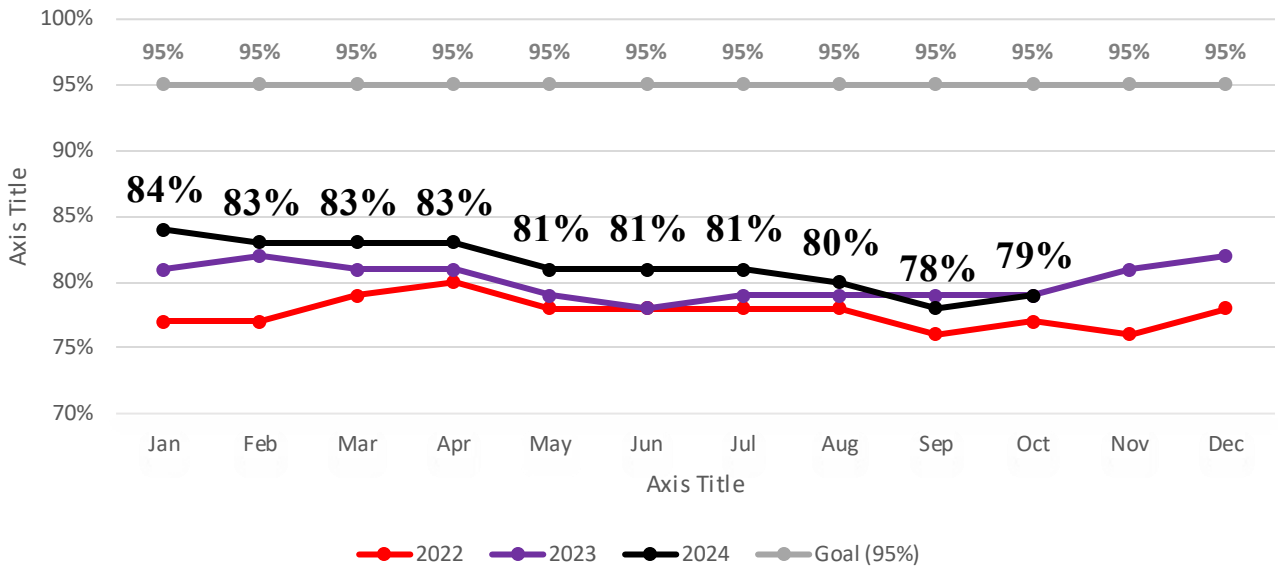
Rolling 12 Month Operator Retention



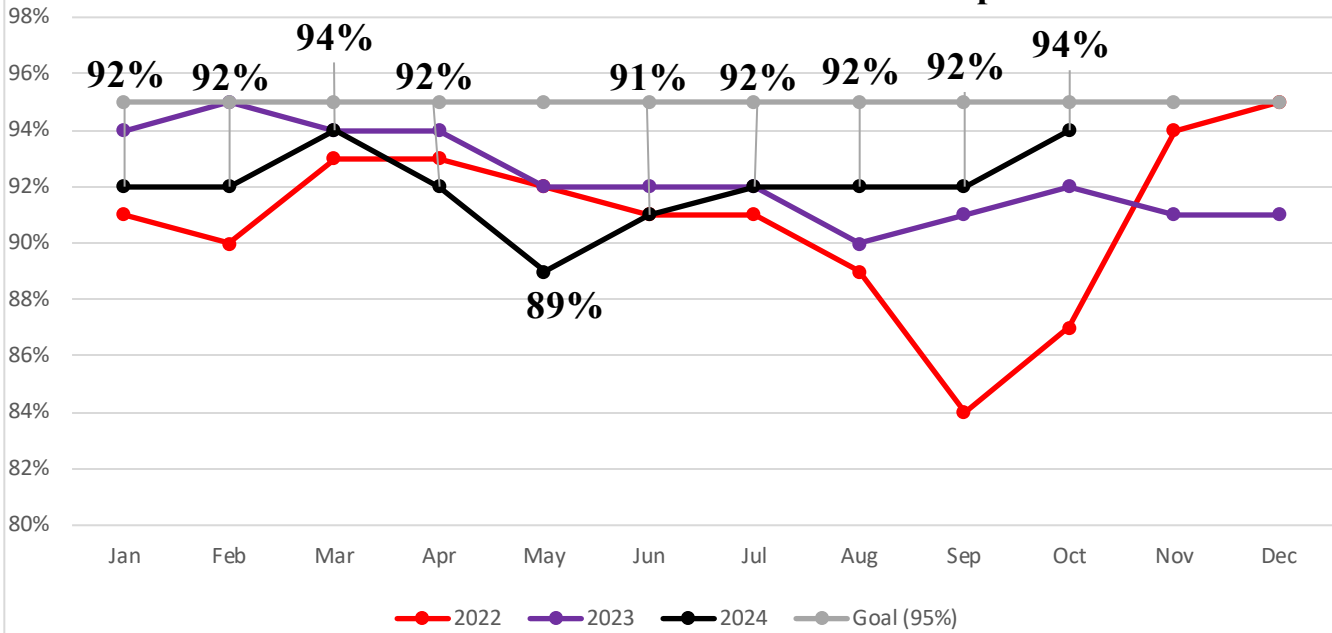
Miles Between Service Interruption



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, NOVEMBER 21, 2024**

Committee

Members Present: John Valle and Renee Greene

Trustees Present: Mark Derrig, Bob Konstand, Nicole Squire,
Donald Christian, David Prentice, Robert DeJournett,
Christine Marshall and Chuck Rector

Trustees Excused: Dana LaGarde and Gary Spring

Trustees Absent:

METRO Team

Members Present: Dawn Distler, Gert Wilms, Jarrod Hampshire, Eric Scott,
DeHavilland McCall, Angie Neeley, Shawn Metcalf, Molly Becker,
Jamie Saylor, Grace Doyle, Laura Adkins, Nathan Leppo, Kyle
Moeglin, Quentin Wyatt and Jim Meduri

CALL TO ORDER

Mr. John Valle called the meeting to order at 10:29 am.

APPROVAL OF MINUTES FROM THE OCTOBER MEETING

Mr. Chuck Rector made a motion to approve minutes from the October meeting.
Ms. Renee Greene 2nd the motion. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Operator Retention Report | DeHavilland McCall

KPIs were reviewed.

Operations Report | DeHavilland McCall

KPIs were reviewed.

Maintenance Report | Eric Scott

KPIs were reviewed.

Mr. Mark Derrig inquired about how the winter months affects the bus systems and their performance. Mr. Eric Scott explained that extreme cold, as well as hot weather, can cause a strain on the systems, potentially leading to issues such as unexpected leaks that may not occur

under normal conditions. He added that the team continually evaluates ways to improve these challenges.

RESOLUTIONS FOR CONSIDERATION

Resolution 2024-21 | Eric Scott

A resolution authorizing the disposal or transfer of certain assets owned by METRO Regional Transit Authority.

Mr. Donald Christian made a motion for the committee to recommend the resolution to the board on November 26th, Ms. Renee Greene 2nd the motion. All present voted aye.

Resolution 2024-22 | Eric Scott

A resolution authorizing the Chief Executive Officer/Secretary-Treasurer the award of a five (5) year contract for the lease and service of tires to the Goodyear Tire and Rubber Company.

Mr. Robert DeJournett made a motion for the committee to recommend the resolution to the board on November 26th, Ms. Renee Greene 2nd the motion. All present voted aye.

Resolution 2024-23 | Eric Scott

A resolution authorizing the Chief Executive Officer/Secretary-Treasurer to award a one (1) year contract for the purchase of Diesel Fuel and Gasoline for 2025.

Mr. John Valle asked about the number of bid opportunities submitted.

Mr. Eric Scott explained that they participate in a joint purchasing agreement, collaborating with Lake Tran, Medina County, Portage County, Stark County, Youngstown, and Toledo. This approach maximizes buying power and secures the best possible pricing.

Mr. Robert DeJournett made a motion for the committee to recommend the resolution to the board on November 26th, Ms. Renee Greene 2nd the motion. All present voted aye.

Mr. Bob Konstand inquired about the process of pre-approving expenditures and asked why an agreement for the following year could not be ratified in advance.

Ms. Dawn Distler explained that the FDA does not permit agreements to be ratified ahead of time. Mr. Bob concluded that this essentially requires an open-ended approval process.

Resolution 2024-24 | Eric Scott

A resolution authorizing the Chief Executive Officer/Secretary-Treasurer to award up to a (1) year contract for the purchase of Oil and Other.

Mr. Donald Christian made a motion for the committee to recommend the resolution to the board on November 26th, Ms. Renee Greene 2nd the motion. All present voted aye.

OTHER BUSINESS

Maintenance and Operation Facility Update | Eric Scott

Multiple pictures were shared showing the construction progress. A large pile of soil spoils, consisting of materials dug up during the project, is being temporarily stored on-site and will be removed later.

All the footers for the building have been poured, and today, work began on installing steel.

A new pressurized natural gas line is also being installed to supply the public station. The gas line has been successfully tested.

Mr. David Prentice asked about the timeline for the building to be under roof.

Mr. Eric Scott stated that steel will continue for about a month, followed by wall installation. He anticipates the building will be under roof by late January.

CALL FOR ADJOURNMENT

Adjourned at 10:44 am.

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

Date (MM/DD/YYYY)