

METRO REGIONAL TRANSIT AUTHORITY

Customer Experience & Service Performance Committee

AUGUST 15, 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, AUGUST 15, 2024**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE JULY 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: 2024-13:

A resolution authorizing the disposal or transfer of certain assets owned by METRO Regional Transit Authority. (Page 5) Jarrod Hampshire

Resolution: 2024-14:

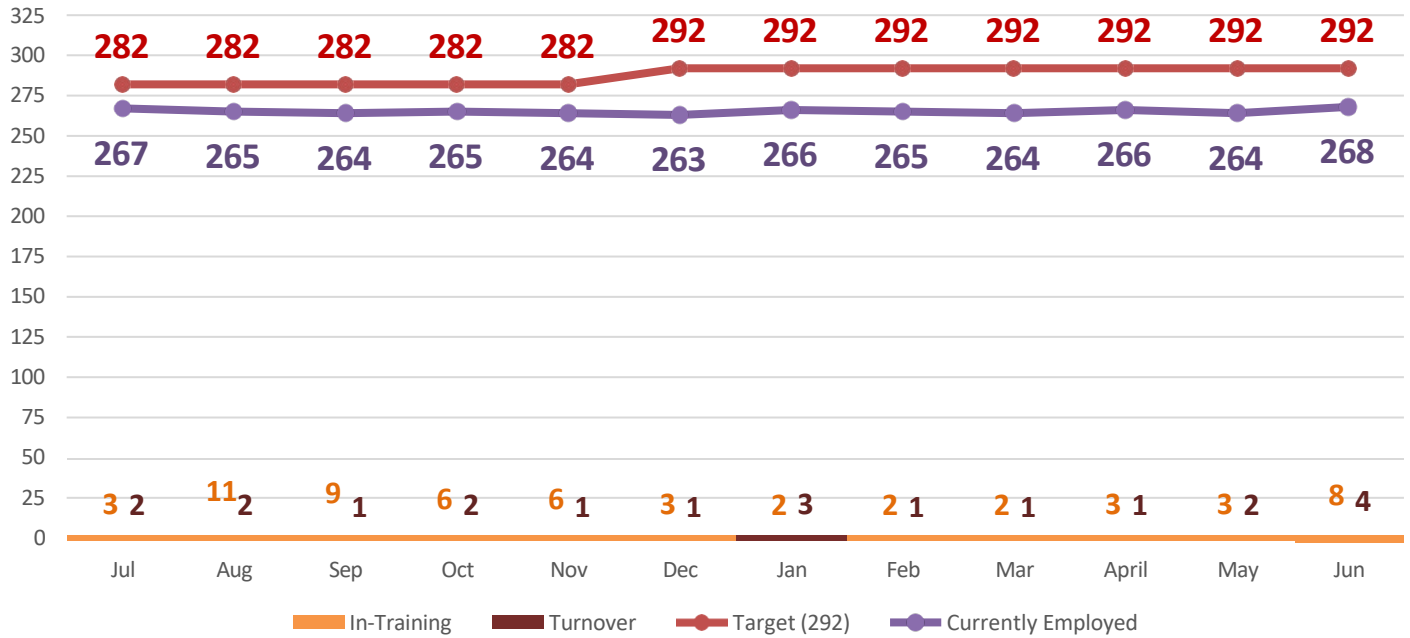
A resolution authorizing the first of three Guaranteed Maximum Price contracts for the construction of the Maintenance and Operations Facility. (Page 6) Jarrod Hampshire

ITEM 5: OTHER BUSINESS:

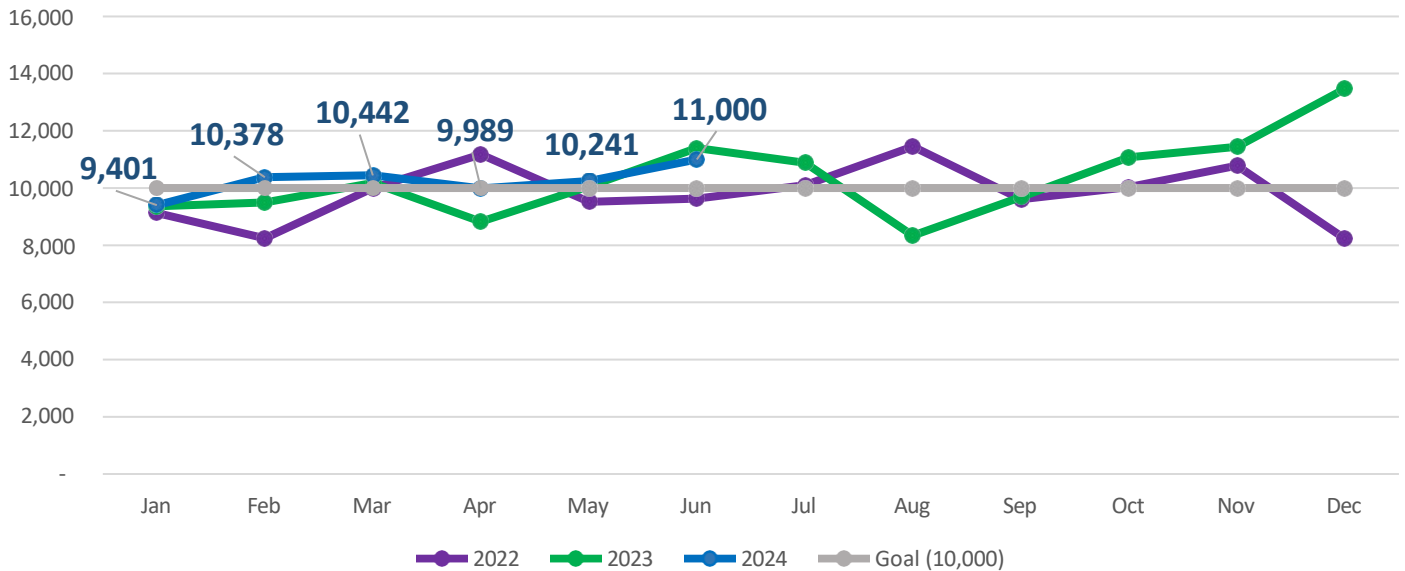
- **Maintenance and Operation Facility Update | Jarrod Hampshire**

ITEM 6: CALL FOR ADJOURNMENT

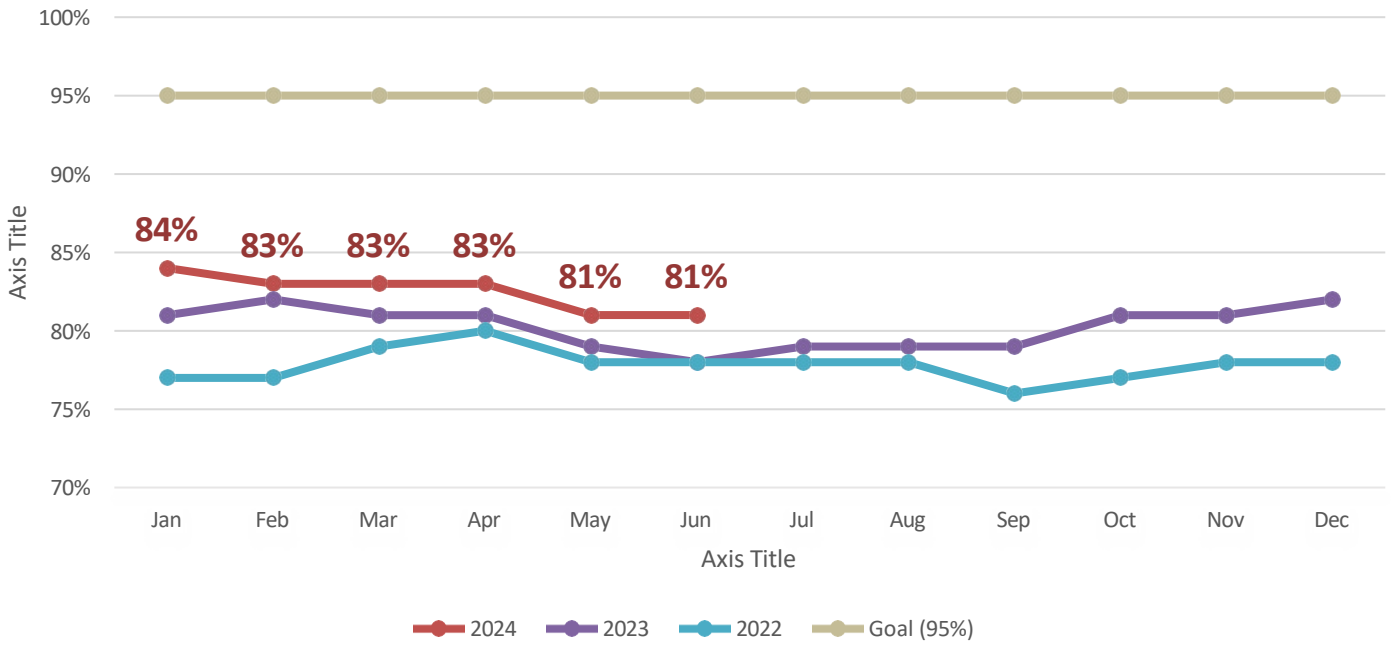
Rolling 12 Month Operator Retention



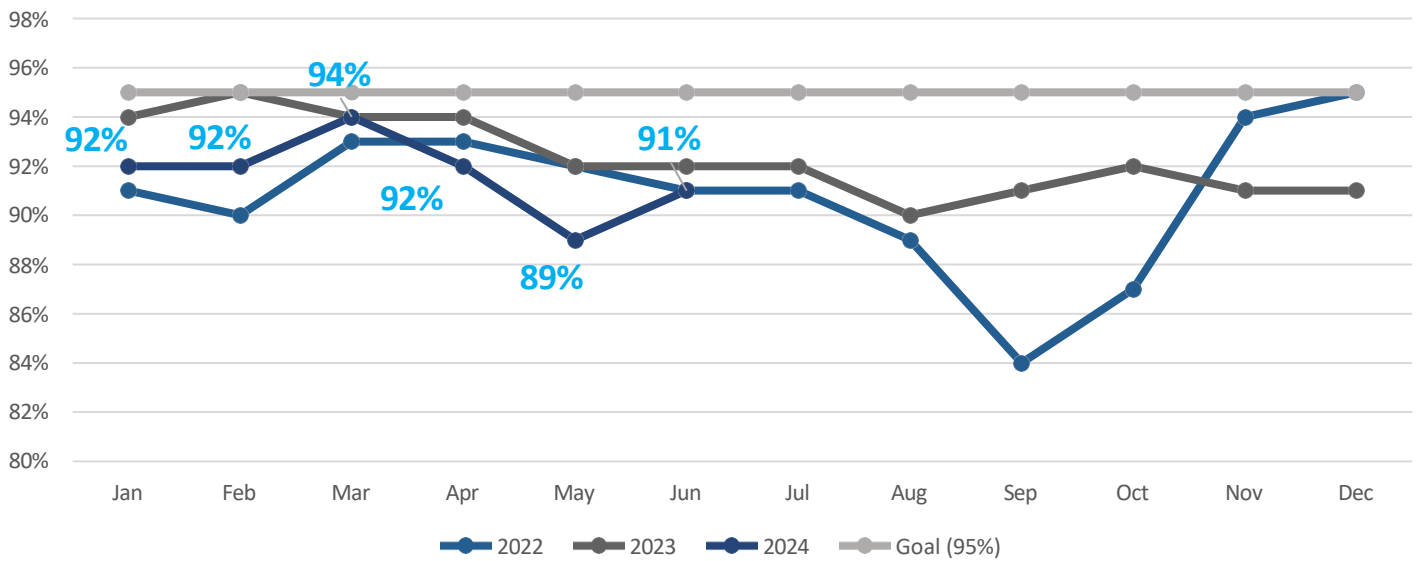
Miles Between Service Interruption



On-Time Performance - Fixed-Route



On-Time Performance - Demand Response



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

RESOLUTION 2024-13

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

WHEREAS, pursuant to the Authority's Property Disposition Procedures revised December 2018, and

WHEREAS, the following listed items no longer have a useful life and will be transferred to Laketrans – The Transit Authority of Lake County, Ohio.

VEHICLE NUMBER	DESCRIPTION
2008	2009 45' MCI Diesel
2012	2009 45' MCI Diesel

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

1. The Chief Executive Officer/Secretary-Treasurer is hereby authorized to dispose of such items.
2. 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: August 27th, 2024

**MARK DERRIG,
PRESIDENT**

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

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

RESOLUTION 2024-14

A resolution authorizing the final of Three Guaranteed Maximum Price contracts for the construction of the Maintenance and Operations Facility

WHEREAS, The total project budget for the Maintenance and Operations Facility is split between three (3) Guaranteed Maximum Price amounts,

WHEREAS, Resolution 2023-16 authorized a contract with G. Stephens Inc. to proceed with Construction Manager at Risk Services for the Maintenance and Operations Facility and

WHEREAS, G. Stephens is providing the Third Guaranteed Maximum Price amount to be \$43,939,533.00

WHEREAS, This resolution will bring the total cost of construction to \$59,119,500.00

WHEREAS, METRO has grant funding from the Federal Transit Administration to cover up to \$37,808,113.00 of the total project cost

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

1. The Chief Executive Officer/Secretary-Treasurer is hereby authorized to execute said contract in an amount not to exceed a total of \$43,939,533.00
2. The Chief Executive Officer/Secretary-Treasurer is authorized up to a 3% contingency, should changes be necessary.
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: August 27th, 2024

**MARK DERRIG,
PRESIDENT**

**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, JULY 18, 2024**

Committee

Members Present: John Valle, Chuck Rector

Trustees Present: Mark Derrig, Gary Spring, Bob Konstand, Nicole Squire and Robert DeJournett, Christine Marshall

Trustees Excused: Renee Greene and Dana LaGarde

Trustees Absent: Donald Christian and David Prentice

METRO Team

Members Present: Gert Wilms, Jarrod Hampshire, Eric Scott, Angie Neeley, Tatia Harris, Shawn Metcalf, Marshall Preston, Molly Becker, Grace Doyle, Laura Adkins, Nathan Leppo, DeHavilland McCall and Regina Mills

CALL TO ORDER

Mr. John Valle called the meeting to order at 9:01 am.

APPROVAL OF MINUTES FROM THE JUNE MEETING

Mr. Chuck Rector made a motion to approve minutes from the June meeting. Ms. Nicole Squire 2nd the motion. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Operator Retention Report | Jarrod Hampshire

KPIs were reviewed.

An update on our recent hiring event. We had a great turnout with 97 attendees. We extended offers to 64 candidates, with a start date of August 12th pending all paperwork is complete. The participants applied, interviewed, and even had the opportunity to drive a bus during the event. Several learned about the hiring event through social media and word of mouth.

Maintenance Report | Eric Scott

KPIs were reviewed.

Operations Report | DeHavilland McCall

KPIs were reviewed.

Mr. Chuck Rector inquired about the detouring on Wooster Rd as the buses can't go inbound on Wooster Rd. Ms. DeHavilland McCall mentioned it's a moving target daily.

RESOLUTIONS FOR CONSIDERATION

There were no resolutions for consideration.

OTHER BUSINESS

Mr. Jarrod Hampshire provided an update the maintenance and operations facility. Work is currently ongoing on the foundation. The rig, as seen in the picture is injecting the rigid inclusion system into the ground using a drill bit that reaches about 90 feet deep. A grout mix is then injected until no further injection is possible, a process known ground improvement. The machine will perform about 1600 injections across the property to solidify the ground, with this phase expected to be completed in the next 25 days.

Mr. Gary Spring inquired about the project schedule and any potential change orders. The project remains on track for completion in November 2025. However, we may be slightly over the initial estimate based the first GMP with concrete and steel.

CALL FOR ADJOURNMENT

Adjourned at 9:17 am.

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

Date (MM/DD/YYYY)