

METRO REGIONAL TRANSIT AUTHORITY

# Customer Experience & Service Performance Committee

**FEBRUARY 20, 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, FEBRUARY 20, 2025**

**ITEM 1: CALL TO ORDER**

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

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

**Operator Retention Report | DeHavilland McCall**

- KPIs (Page 3)

**Maintenance Report | DeHavilland McCall**

- KPIs (Page 3)

**Operations Report | DeHavilland McCall**

- KPIs (Page 4)

**ITEM 4: RESOLUTIONS FOR CONSIDERATION:**

**Resolution 2025-04 | Gert Wilms**

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

**Resolution 2025-05 | Gert Wilms**

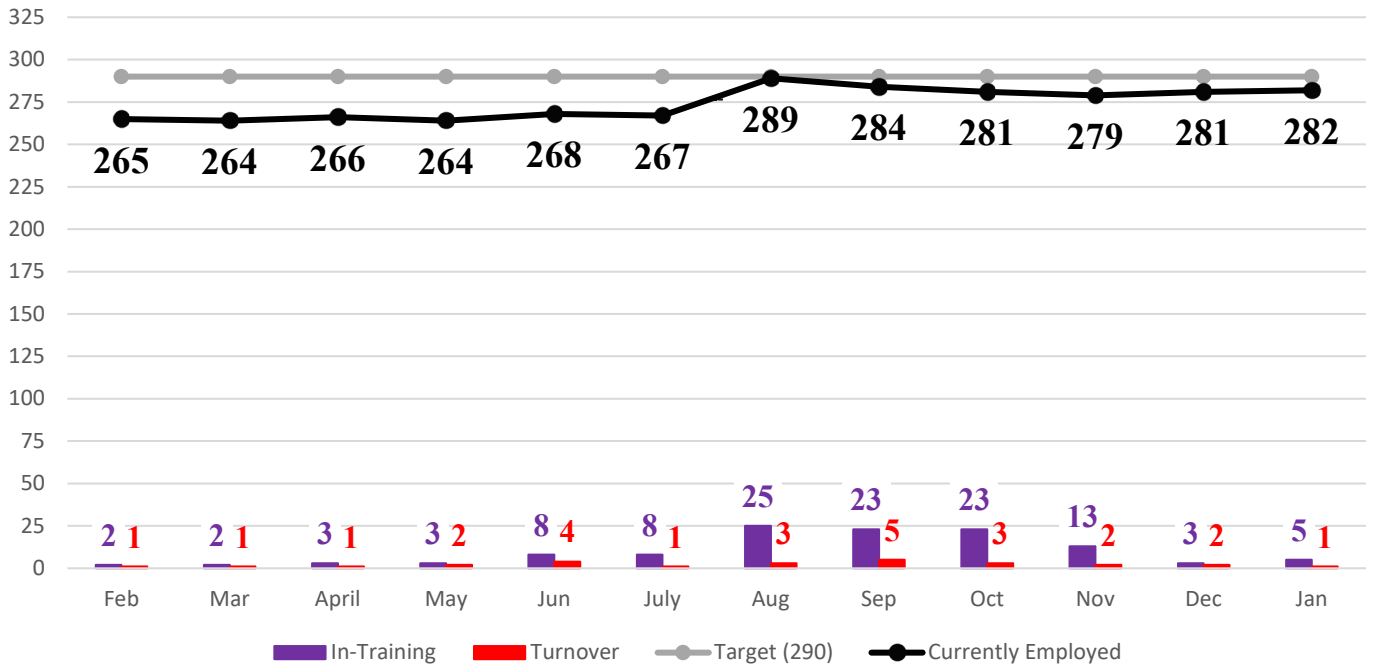
A resolution authorizing METRO Regional Transit Authority to join the Community University Education Purchasing Council of Governments (CUE).

**ITEM 5: OTHER BUSINESS:**

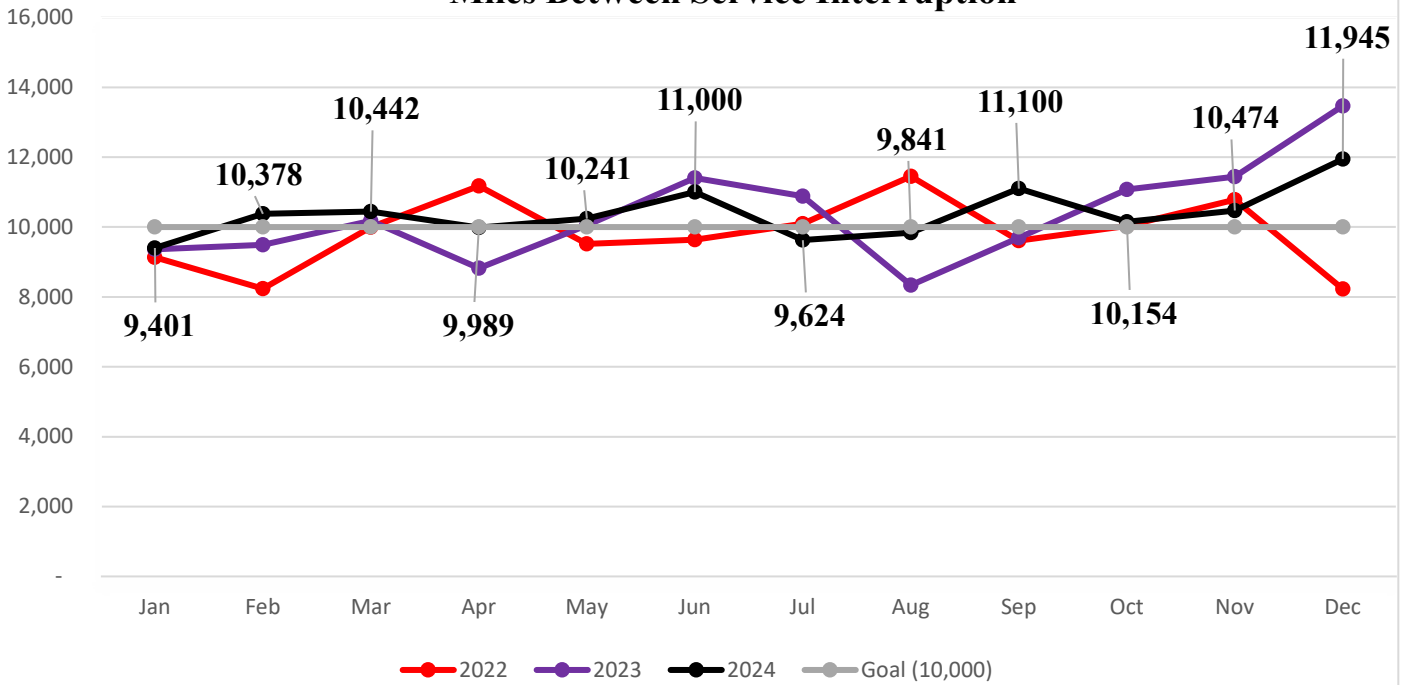
**Maintenance and Operation Facility Update | Jamie Saylor**

**ITEM 6: CALL FOR ADJOURNMENT**

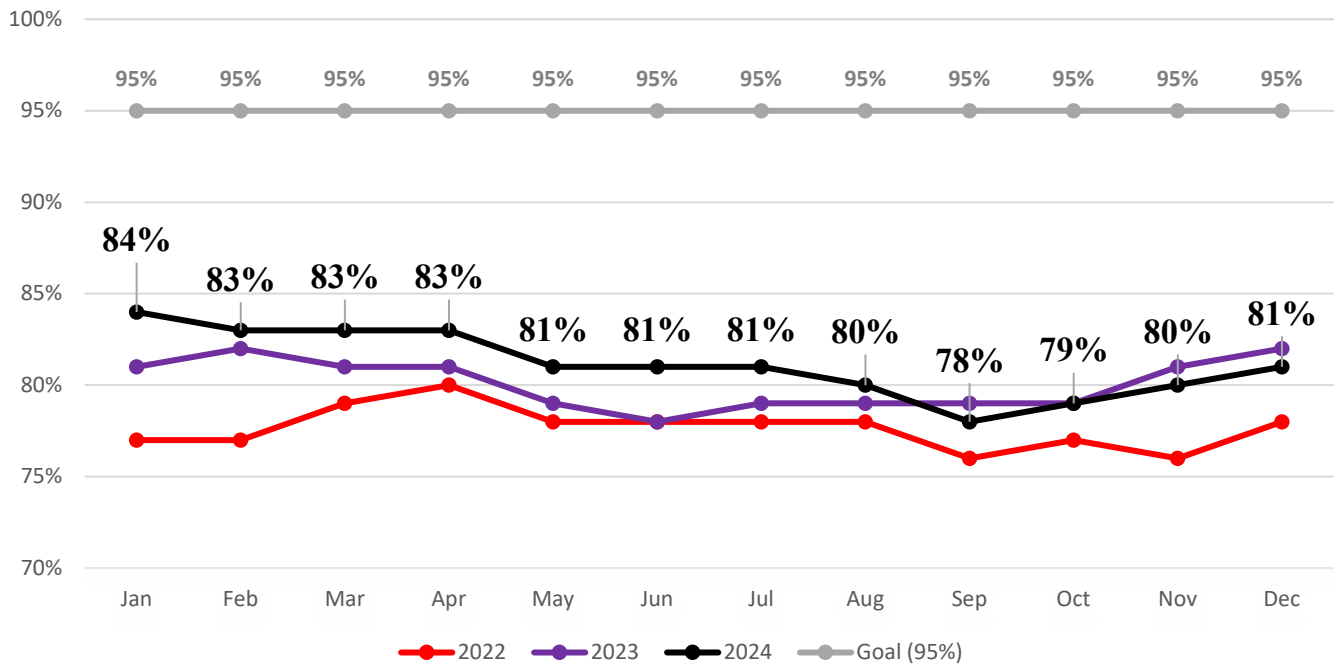
### Rolling 12 Month Operator Retention



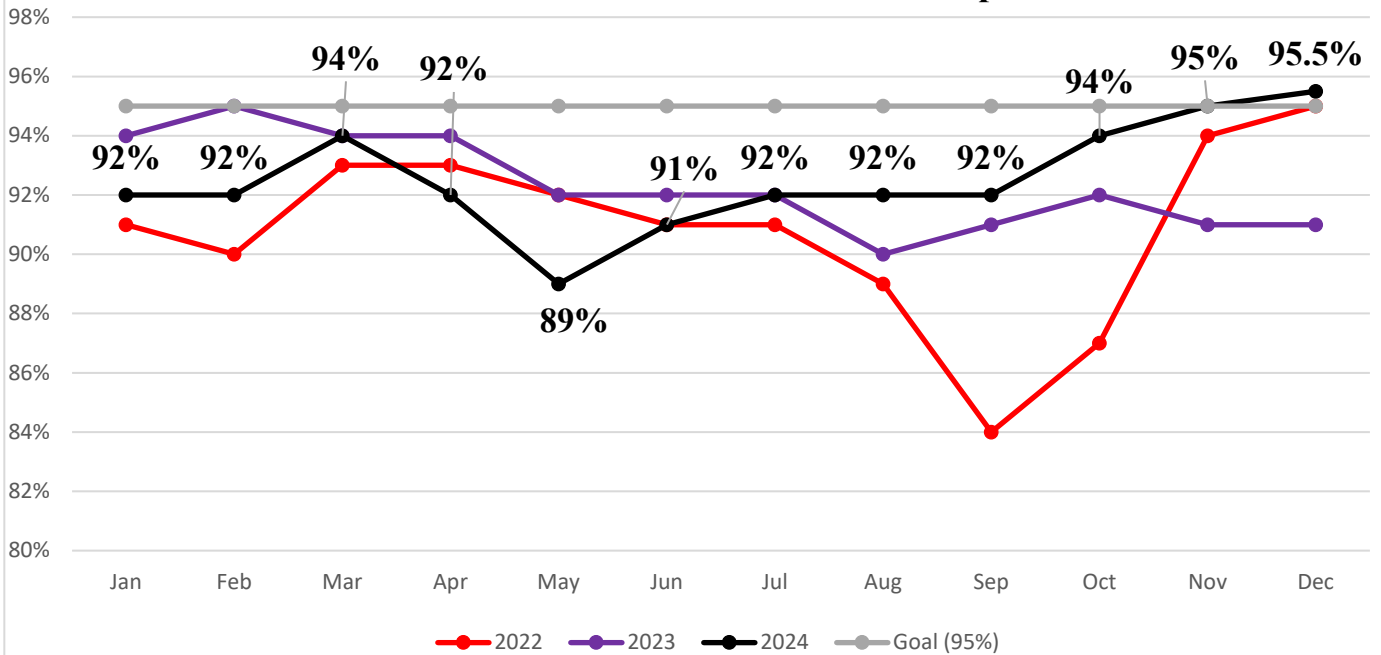
### Miles Between Service Interruption



### On-Time Performance - Fixed-Route



### On-Time Performance - Demand Response



**COMMITTEE ASSIGNMENT:**

**CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE**

**RESOLUTION NO. 2025-04**

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 advertised and disposed of:

| VEHICLE NUMBER | DESCRIPTION                        |
|----------------|------------------------------------|
| 5001           | 2010 GILLIG DIESEL/ELECTRIC HYBRID |
| 5012           | 2011 GILLIG DIESEL/ELECTRIC HYBRID |
| 5013           | 2011 GILLIG DIESEL/ELECTRIC HYBRID |

**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:**

---

**MARK DERRIG,**  
**PRESIDENT**

---

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

**COMMITTEE ASSIGNMENT:**

**CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE**

**RESOLUTION NO. 2025-05**

A resolution authorizing METRO Regional Transit Authority to join the Community University Education Purchasing Council of Governments (CUE).

**WHEREAS**, METRO Regional Transit Authority requests to become a member of the Community University Education Purchasing Cooperative for the purpose of lowering costs by joining with other governmental entities through pooled purchasing and competitive bidding; and

**WHEREAS**, the Community University Education Purchasing Cooperative is a Council of Governments organized under Chapter 167 of the Revised Code; and

**WHEREAS**, the Community University Education Purchasing Council of Governments by laws authorize political subdivision members from Stark County, Summit County, Portage County and Medina County; and

**WHEREAS**, the METRO Regional Transit Authority has determined to join the Community University Education Purchasing Council of Governments (CUE) as a Member.

**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 join the Community University Education Purchasing Council of Governments (CUE) as a Member.
2. The Director of Asset Management is hereby designated as the Representative to serve on the Governing Board of the Community University Education Purchasing Council of Governments (CUE).
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:**

---

**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, JANUARY 16, 2025**

**Committee**

**Members Present:** John Valle, Gary Spring, Chuck Rector and Nicole Squire

**Trustees Present:** Dana LaGarde, Donald Christian, Robert DeJournett,  
and Christine Marshall

**Trustees Excused:** Bob Konstand and Renee Greene

**Trustees Absent:** Mark Derrig and Dave Prentice

**METRO Team**

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

**CALL TO ORDER**

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

Ms. Dawn Distler acknowledged the recent promotions within the organization:

- Mr. Jarrod Hampshire has been promoted to Chief of Staff.
- Mr. Shawn Metcalf has been promoted to Chief of Protection and Development Officer.

Ms. Gert Wilms noted that it can be difficult to hear everyone at times during the meeting. She reminded attendees that while the meeting is recorded, side conversations are also captured, which can create distractions. Ms. Wilms encouraged everyone to project their voices and emphasized the importance of clearly stating their names when making motions. For example, saying, "Wilms makes the motion" ensures the minutes are accurate and that the public is provided with the best possible information.

**APPROVAL OF MINUTES FROM THE DECEMBER MEETING**

Mr. John Valle made a motion to approve minutes from the December meeting.  
Mr. Chuck Rector 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.

Mr. Eric Scott reported that in 2025, the organization will benefit from cost reductions for 99% of its fluids and fuels, resulting in savings of 19 cents per gallon, followed by an additional 34 cents per gallon.

Mr. Gary Spring inquired about the fleet's percentages of vehicles running on diesel versus gasoline.

Mr. Eric Scott responded that approximately 98% of the line service operates on natural gas, supplemented by diesel-electric hybrids and electric buses. Paratransit have 10 diesel along with gasoline-powered vehicles. Some diesel fuel is maintained for generators and certain shop equipment.

### **Maintenance Report | DeHavilland McCall**

KPIs were reviewed.

## **OTHER BUSINESS**

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

Mr. Jarrod Hampshire provided an update on the progress of the Maintenance and Operations Facility. He reported that approximately 70% of the structural steel has been completed. Additionally, some precast wall panels have been installed between the two buildings. Overall, the project is progressing well.

## **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 two (2) bus wash systems located at 416 Kenmore Blvd. Mr. John Valle inquired if R. Bowen is local. Mr. Eric Scott confirmed they're from Cleveland. Ms. Nicole Squire inquired if the organization is still operating under the 2020 contract. Mr. Eric Scott stated that the organization is under the five year contract.

Ms. Dana LaGarde made a motion for the committee to recommend the resolution to the board on January 28, 2025. Mr. Chuck Rector 2<sup>nd</sup> the motion. All present voted aye.

**CALL FOR ADJOURNMENT**

Adjourned at 9:13 am.

---

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

---

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