

METRO REGIONAL TRANSIT AUTHORITY

Customer Experience & Service Performance Committee

MARCH 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, MARCH 20, 2025**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE FEBRUARY MEETING

ITEM 3: SUB-COMMITTEE REPORTS:

2024 Highlights | Jarrod Hampshire

Operator Retention Report | Jarrod Hampshire

- KPIs

Maintenance Report | Eric Scott

- KPIs

Operations Report | DeHavilland McCall

- KPIs

ITEM 4: RESOLUTIONS FOR CONSIDERATION:

Resolution 2025-06 | Eric Scott

A resolution authorizing the award of a contract for Maintenance Uniform and Facility Services to CINTAS, Inc.

ITEM 5: OTHER BUSINESS:

Maintenance and Operation Facility Update | Jarrod Hampshire

ITEM 6: CALL FOR ADJOURNMENT

2024 Customer Experience and Service Performance Committee Highlights

Operator Retention: Finished the year **9 Operators** Away from our Budgeted Number

Mechanic Staffing: Currently at **36/38** With 3 New Apprentices in Training

Miles Between Service Interruption Average Over the Past 3 years:

Refresher – Miles Between Service Interruption counts the number of incidents where a mechanical failure causes a service interruption where the bus needs to be replaced due to a maintenance issue.

2022: 8,883

2023: 10,087

2024: 10,367

On-Time Performance - METRO Direct (Fixed Route)

Refresher – On-Time Performance Measures our whether the bus shows up at the time we publish in our schedules. A bus is counted on time if it arrives within 0-5 minutes of the published time.

2022: 78%

2023: 80%

2024: 81%

On-Time Performance – METRO Select (Demand Response)

Refresher – On-Time Performance for METRO Select is measured by whether we were on-time within the promised pick- up window.

2022: 91%

2023: 92%

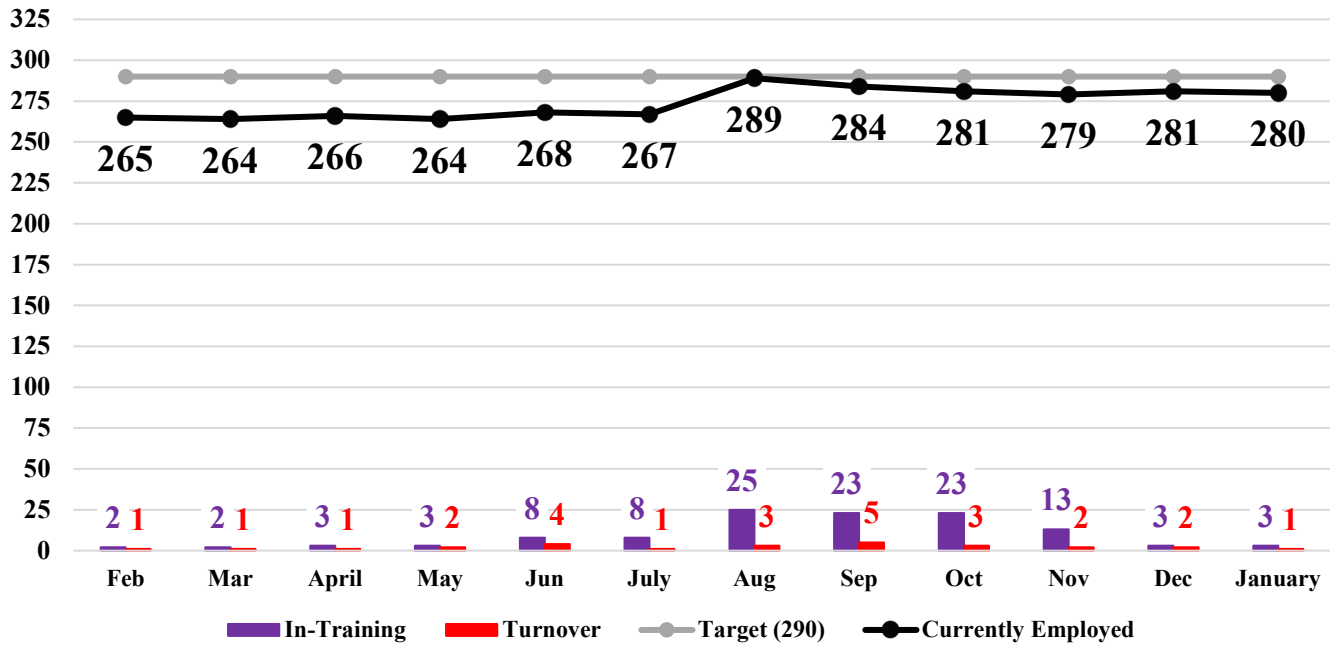
2024: 93%

Resolutions Totaling Over \$77,000,000

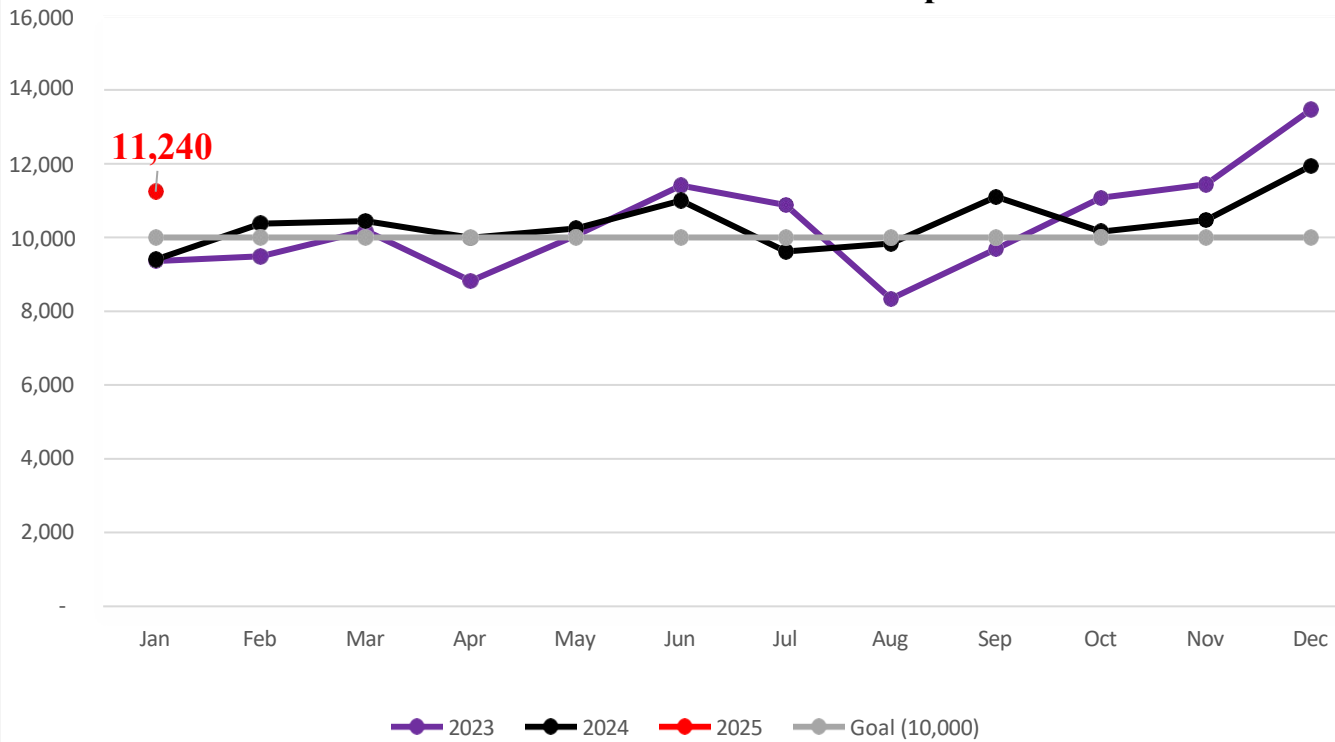
Including Capital Projects such as the Maintenance and Operations Facility, Natural Gas Compressor Expansion, Transit Center Concrete Replacement, Large Bus Purchases.

Also including operational purchases such as dispatch software renewal, a 5-year Tire Contract award, Fuel, Oil and Associated Fluids, and Operator Uniforms.

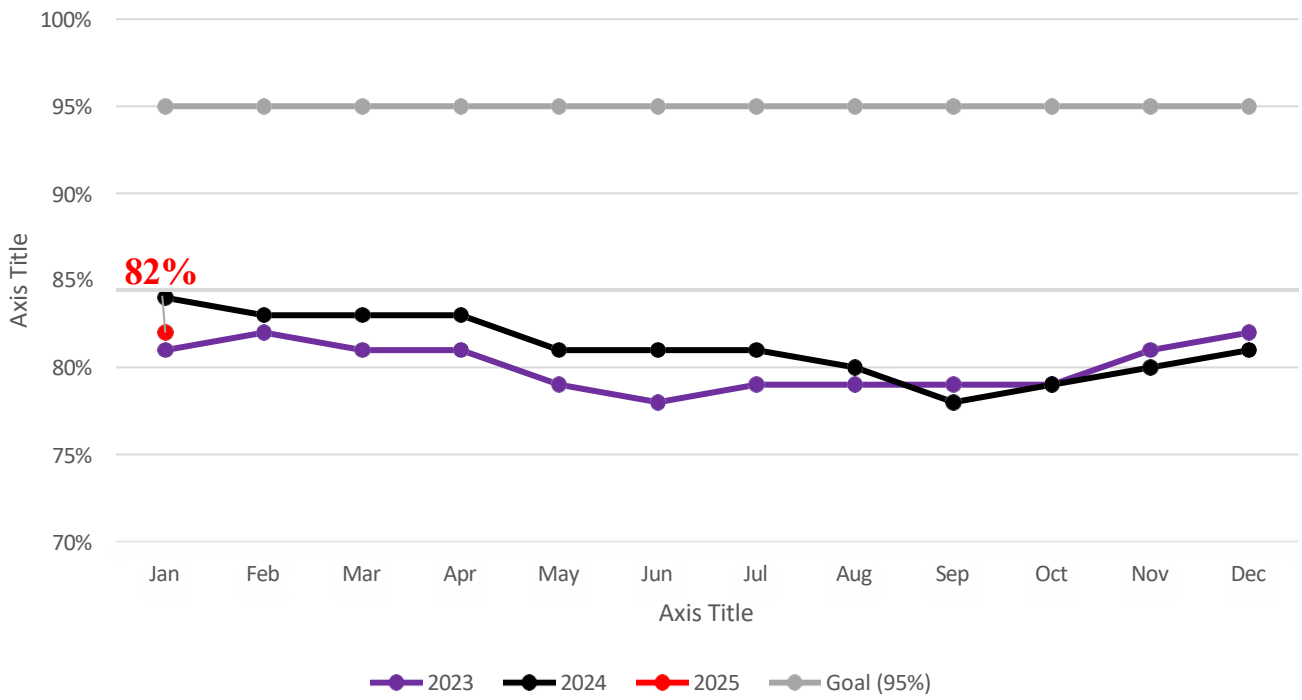
Rolling 12 Month Operator Retention



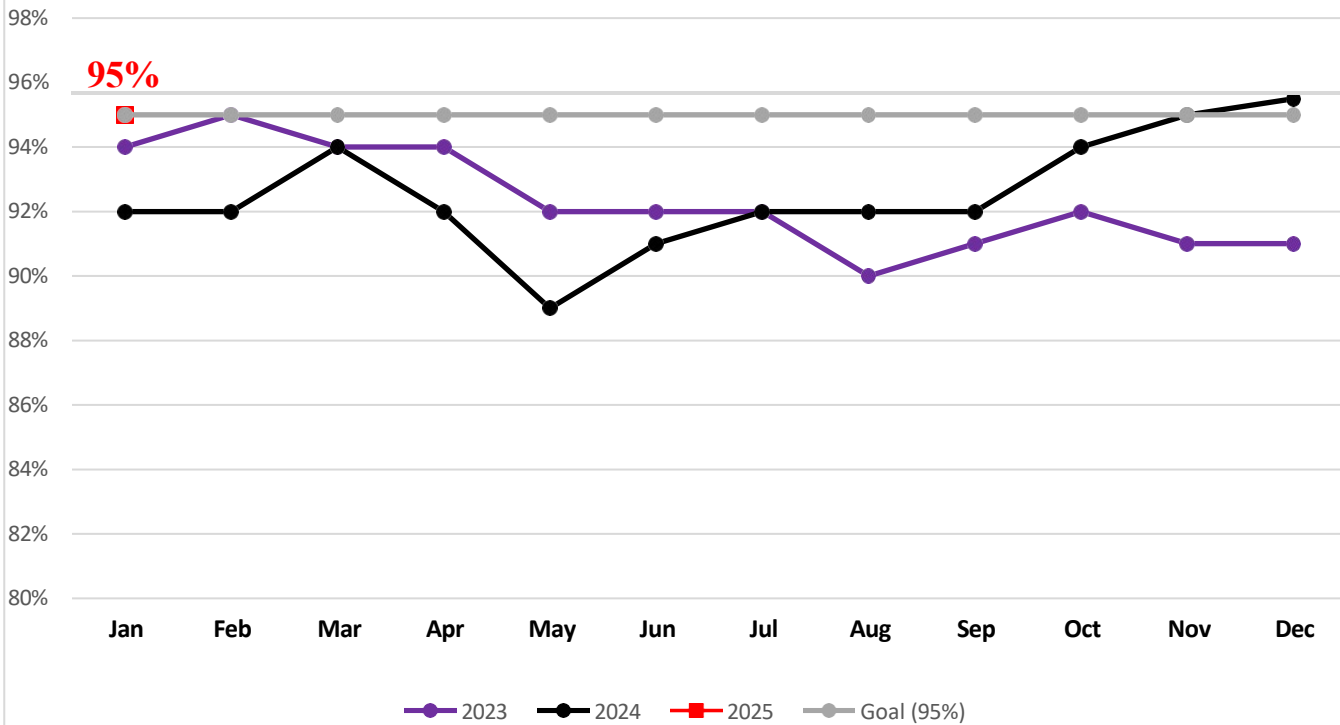
Miles Between Service Interruption



On-Time Performance - Fixed-Route



On-Time Performance - Demand Response



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

RESOLUTION 2025-06

A resolution authorizing the award of a contract for Maintenance Uniform and Facility Services to CINTAS, Inc.

WHEREAS, the State of Ohio maintains a Statewide Purchasing Agreement that METRO is permitted to use, and

WHEREAS, through State Contract DAS 28462, METRO would be permitted to award CINTAS this contract for a duration of thirty-six (36) months

WHEREAS, CINTAS is METRO's current contractor for these services, providing rental uniforms for all Maintenance and Vehicle Service personnel, rug rentals for METRO facilities, Shop towels, and soap dispensing.

WHEREAS, the total estimated value of this contract is estimated at \$230,000, however this is variable based on the actual utilization of services,

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

1. The Chief Executive Officer is authorized to execute a contract with CINTAS INC, for Maintenance Uniforms and Facility Services for a duration of 36 months.
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**







**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, FEBRUARY 20, 2025**

Committee

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

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

Trustees Excused:

Trustees Absent:

METRO Team

Members Present: Dawn Distler, Gert Wilms, DeHavilland McCall, Angie Neeley, Shawn Metcalf, Molly Becker, Grace Doyle, 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 9:00 am.

APPROVAL OF MINUTES FROM THE JANUARY MEETING

Mr. Dana LaGarde made a motion to approve minutes from the January meeting. Mr. Chuck Rector 2nd the motion. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Operator Retention Report | DeHavilland McCall

KPIs were reviewed.

Mr. Chuck Rector inquired about the operators' goal. Ms. DeHavilland McCall said that the operators' goal is 292, and that we are doing very well in reaching this goal in the coming months.

Mr. John Valle asked how long the training for the operators takes, since it was mentioned that we'd be at 287. Ms. DeHavilland McCall explained that we have operators transitioning from SSO to line service. Mr. Shawn Metcalf stated that the training for new hires should take about two months.

Maintenance Report | DeHavilland McCall

KPIs were reviewed.

Mr. Chuck Rector inquired what a service interruption would be, asking whether it means that the trip was canceled, the trip couldn't be completed, or if it simply refers to the trip being interrupted due to delays. Ms. DeHavilland McCall explained that a service interruption occurs when the bus is taken off the road, which could be due to a faulty windshield wiper or the bus being out of service because of an accident.

Operations Report | DeHavilland McCall

KPIs were reviewed.

RESOLUTIONS FOR CONSIDERATION

Resolution 2025-04 | Gert Wilms

Mr. John Valle made a motion for the committee to recommend the resolution to the board on February 25, 2025. Ms. Dana LaGarde 2nd the motion. All present voted aye.

Mr. John Valle said that the buses would go to the auction line. Ms. Gert Wilms explained that they will be advertised on GovDeals.com. Mr. John Valle asked what the average amount we get for the disposals is. Ms. Gert Wilms responded that we get \$4,000 each.

Resolution 2025-05 | Gert Wilms

Mr. John Valle made a motion for the committee to recommend the resolution to the board on February 25, 2025. Ms. Renee Greene 2nd the motion. All present voted aye.

Mr. Gary Spring asked if we would still go out for bid on fuel annually, as we have in the past, or if we would be locked into a contract. Ms. Gert Wilms explained that this would just be one more tool in our toolbox, allowing us to look at both options and then decide what's best for us. We mainly focused on the savings in salt. Eric plans to keep an eye on fuel costs for next year, as of this year the cost is a wash.

Ms. Dawn Distler explained that we are already part of a consortium for fuel with other transit systems, and while this gives us the opportunity to explore other options, we want to be cautious about pulling out of the consortium. Mr. Gary Spring then asked if we were in a pool to purchase vehicles as well. Ms. Dawn Distler responded that we are not in a pool for vehicles, although we have explored joint procurements for other vehicles, like admin or supervisor vehicles. The focus here is primarily on the savings for salt, which will save us thousands.

Ms. Nicole Squire inquired about the salt savings estimate. Ms. Gert Wilms explained that the salt savings alone is estimated to be \$10,000 for the year.

OTHER BUSINESS

Maintenance and Operation Facility Update | Jamie Saylor

Mr. Jamie Saylor provided an update on the progress of the Maintenance and Operations Facility. Mr. David Prentice asked when the building would be completed. Mr. Jamie Saylor said November. Ms. Dawn Distler encouraged everyone to mark their calendars, as the ribbon-cutting will take place on November 13. Mr. David Prentice then asked if federal funding under the current administration would affect the new building. Ms. Dawn Distler explained that, as of now, it does not, but they are uncertain about what the next executive order could bring. They are actively looking into this. At this point, the allocated money is secure, and they are moving forward with the project. She mentioned that she has spoken with Angie, who completely understands that whenever a bill arrives, they will immediately draw down the allocated funds—no waiting. They are making both large and small drawdowns to get the money as quickly as possible.

Ms. Dawn Distler then asked Ms. Angie Neeley about her drawdown from last week. Ms. Angie Neeley explained that the state drawdown had not yet hit the account, but the two smaller federal drawdowns had.

Ms. Dawn Distler reassured us that everything is on track, noting that they had pushed other projects to the back burner. They feel confident that there is enough funding to finish this project by adjusting priorities if necessary. Mr. Chuck Rector asked if they could order items ahead of time. Ms. Dawn Distler explained that, if possible, they have already done so.

CALL FOR ADJOURNMENT

Adjourned at 9:16 am.

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

_____/_____/_____
Date (MM/DD/YYYY)