

METRO REGIONAL TRANSIT AUTHORITY

Customer Experience & Service Performance Committee

MARCH 21, 2024
9:00AM

CHAIR: MR. JOHN VALLE
MEMBERS: MR. CHUCK RECTOR, MR. VINCE RUBINO, MR.
MARK DERRIG, AND MS. RENEE GREENE



**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING AGENDA
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, MARCH 21, 2024
9:00AM**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE FEBRUARY 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 3)

ITEM 4: RESOLUTIONS FOR CONSIDERATION

Resolution 2024-03: A Resolution Authorizing award of a Project Management

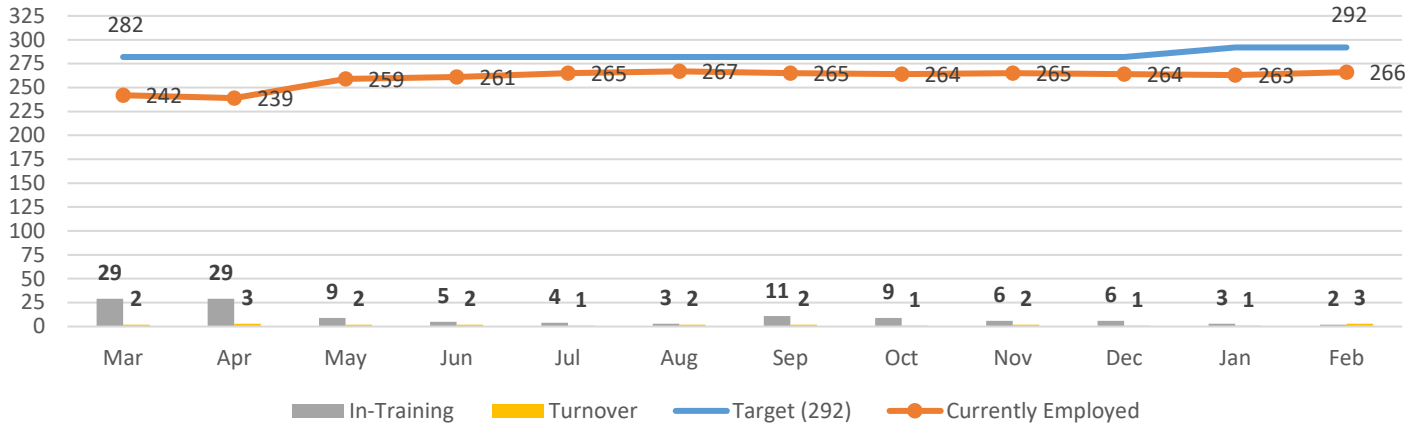
Contract (Page 4) | **Jarrod Hampshire**

ITEM 5: OTHER BUSINESS

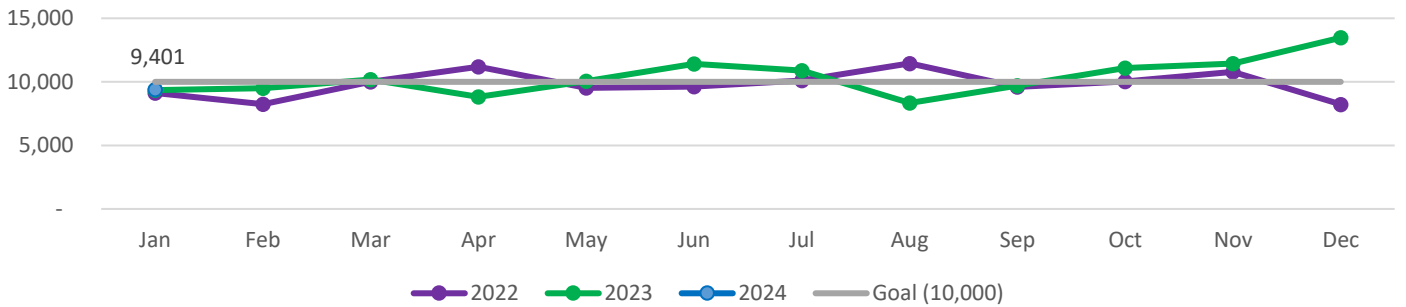
- Maintenance and Operations Facility Update | **Jarrod Hampshire**

ITEM 6: CALL FOR ADJOURNMENT

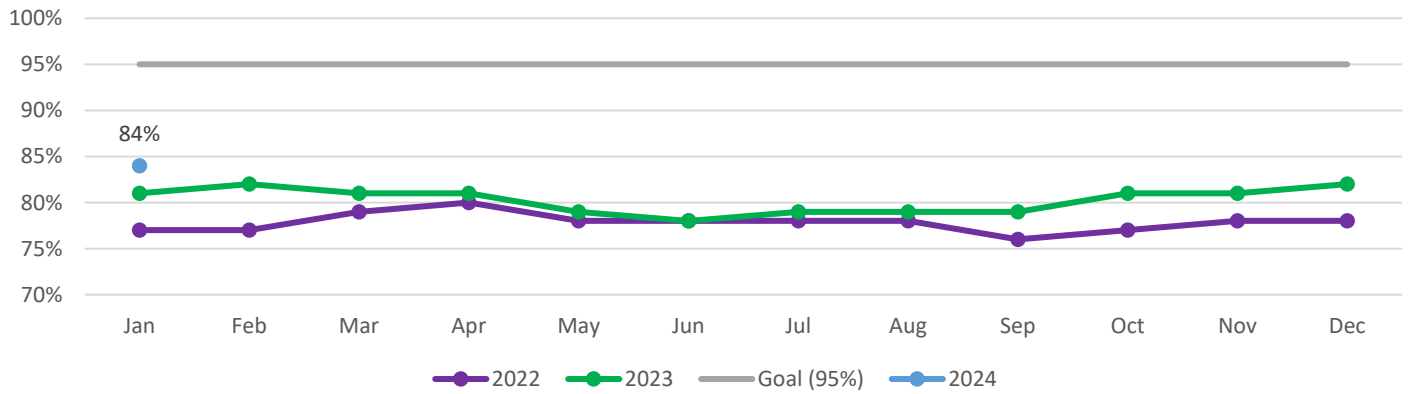
Rolling 12 Month Operator Retention



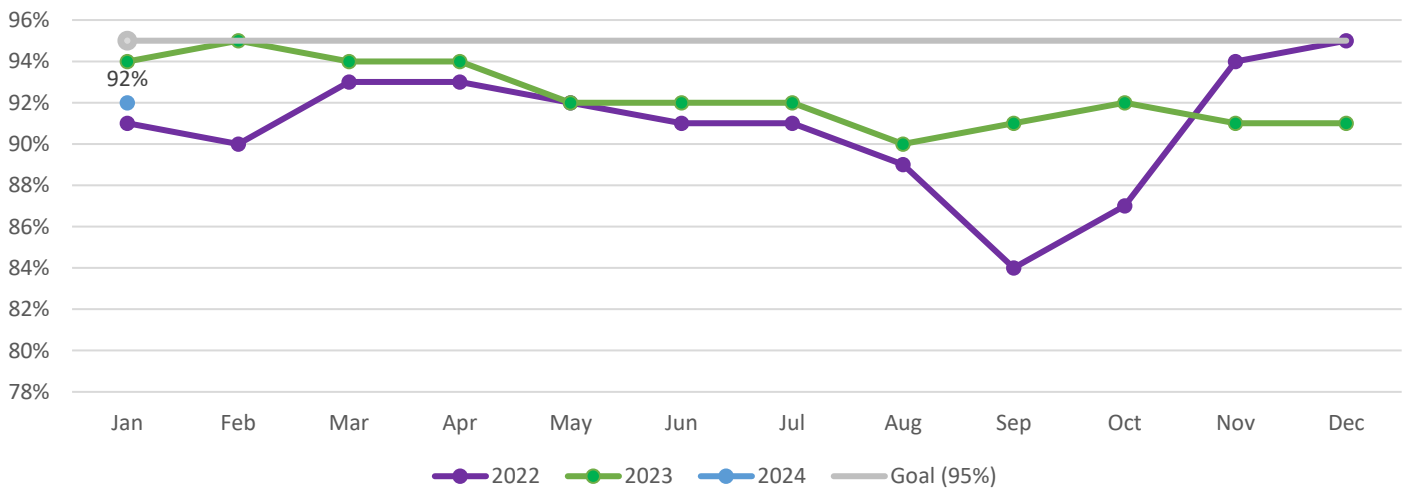
Miles Between Service Interruption



On-Time Performance - Fixed-Route



On-Time Performance - Demand Response



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

RESOLUTION 2024-03

A resolution authorizing the award of a contract for Project Management Services related to the Operations and Maintenance Facility Construction

WHEREAS, advertisements for proposals were twice duly advertised on January 11th and 18th in the Akron Beacon Journal, as well as the procurement page on yourmetrobus.org, and opengov.com

WHEREAS, proposals were received February 22nd, 2024 and evaluated by a committee of METRO team members

WHEREAS, the following firms provided proposals

The Ruhlin Company – Wadsworth, Ohio (\$288,000)
Metis Construction Services – Kent, Ohio (\$526,080)
NV5 – Solon, Ohio (\$503,193.60)

WHEREAS, METRO will fund up to 80% of the value of this contract utilizing the Ohio Transit Preservation Grant Program

WHEREAS, METRO recommends The Ruhlin Company as having the best overall proposal

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

1. The Chief Executive Officer/Secretary-Treasurer is authorized to execute a contract with The Ruhlin Company for Project Management Services in an amount not to exceed \$288,000.00
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: March 26th, 2024

**ROBERT DEJOURNETT,
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 15**

Committee

Members Present: Mark Derrig, Charles Rector, Vincent Rubino, John Valle

Trustees Present: Christine Marshall, Robert DeJournett, Dana LaGarde, Donald Christian, Renee Greene, Dave Prentice

Trustees Excused: Gary Spring, Bob Konstand

METRO Team

Members Present: Dawn Distler, Jarrod Hampshire, Tatia Harris, Angela Neeley, Jay Hunter, Gert Wilms, DeHavilland McCall, Shawn Metcalf, Laura Adkins, Grace Doyle, Stephanie Hottle, Molly Becker, Eric Scott, Jamie Saylor

CALL TO ORDER

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

APPROVAL OF MINUTES FROM THE JANUARY MEETING

Mr. Donald Christian made a motion to approve minutes from the January meeting. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Operator Retention Report | Jarrod Hampshire

KPIs were reviewed. A question was asked regarding how many potential operators attended the recent meet-and-greet, and it was reported that there were eleven attendees

Maintenance Report | Eric Scott

KPIs were reviewed. A question was asked regarding the performance of the electric buses, and it was reported that they were performing well, and no major failures had occurred.

Operations Report | Jamie Saylor

KPIs were reviewed.

RESOLUTIONS FOR CONSIDERATION

RESOLUTION 2024-02 | Jarrod Hampshire

A Resolution authorizing the award of a (3) year contract with Levinson’s Uniforms for the furnishing of Operator Uniforms.

The resolution was discussed. A question was asked regarding the structure of the bid, and it was reported that the bid used a cost-per-garment model. A question was asked regarding whether a TWU representative was involving in evaluation of bids, and it was reported that TWU local 1 president Mr. Wayne Cole was on the panel.

Mr. Mark Derrig made a motion for the committee to recommend the resolution to the full board on February 27th. All present voted yes.

OTHER BUSINESS

Mr. Jarrod Hampshire reported on the status of the maintenance and operations facility

CALL FOR ADJOURNMENT

Adjourned at 9:10am

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

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