

METRO REGIONAL TRANSIT AUTHORITY

Customer Experience & Service Performance Committee

MAY 16, 2024
9:00 AM

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



**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING AGENDA
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, MAY 16, 2024**

ITEM 1: **CALL TO ORDER**

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

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

Operator Retention Report | Jarrod Hampshire

- KPIs (Page 3)

Maintenance Report | Eric Scott

- KPIs (Page 3)

Operations Report | Jamie Saylor

- KPIs (Page 3-4)

ITEM 4: **RESOLUTIONS FOR CONSIDERATION:**

Resolution 2024-08:

A resolution authorizing the award of a contract for Procurement and Installation of Two (2) Compressed Natural Gas Compressors.
(Page 5) | Jarrod Hampshire

Resolution 2024-08:

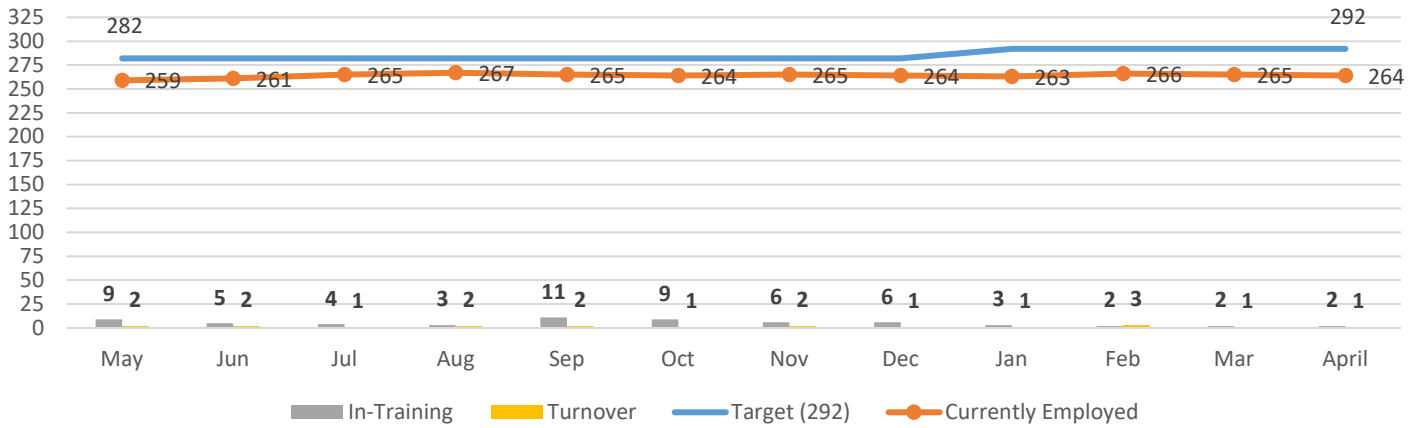
A resolution authorizing the second of three Guaranteed Maximum Price contracts for the construction of the Maintenance and Operations Facility.
(Page 6) | Jarrod Hampshire

ITEM 5: **OTHER BUSINESS:**

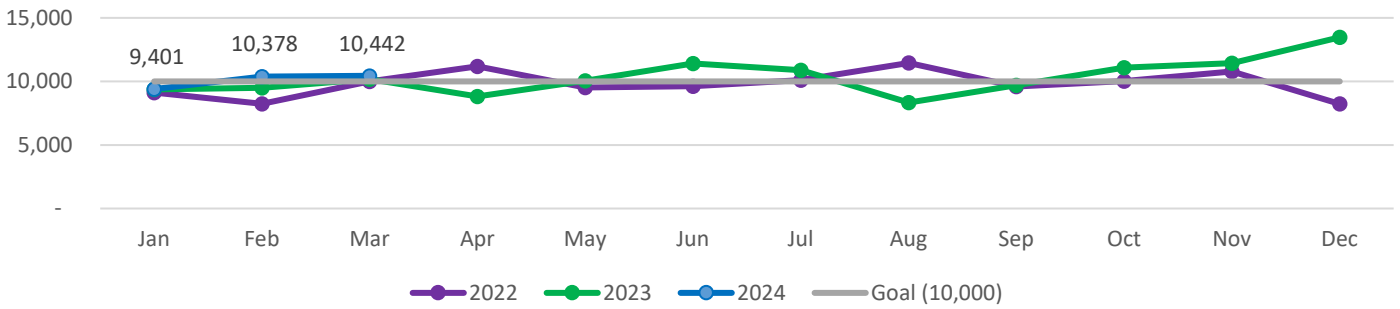
- Maintenance and Operations Facility
Update **Jarrod Hampshire**

ITEM 6: **CALL FOR ADJOURNMENT**

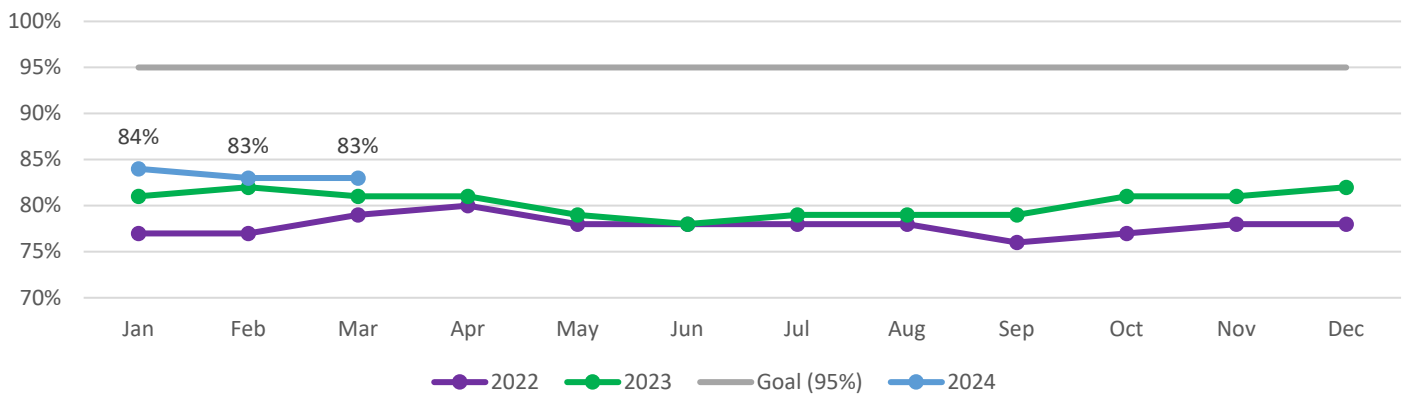
Rolling 12 Month Operator Retention



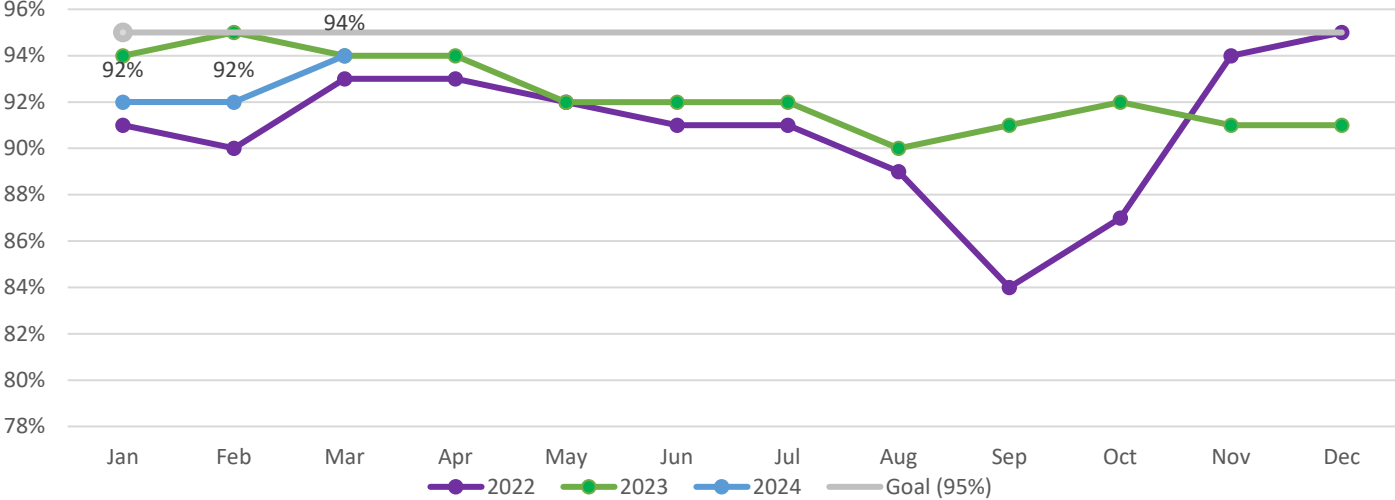
Miles Between Service Interruption



On-Time Performance - Fixed-Route



On-Time Performance - Demand Response



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

RESOLUTION 2024-08

A resolution authorizing the award of a contract for Procurement and Installation of Two (2) additional compressed Gas Compressors.

WHEREAS, Invitations for bid were twice duly advertised on January 25, 2024 and February 01, 2024 in the Akron Beacon Journal, as well as the procurement page on yourmetrobus.org, and opengov.com.

WHEREAS, bids were received March 21st, 2024 and evaluated by a committee of METRO team members.

WHEREAS, the following firm provided bids:

Trillium Transportation Fuels, LLC dba Trillium - \$1,373,872.48

WHEREAS, METRO will fund \$120,000 of the value of this contract utilizing the Ohio Transit Preservation Grant Program.

WHEREAS, METRO recommends Trillium Transportation Fuels, LLC dba Trillium as the lowest most responsive bid.

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 Trillium Transportation Fuels, LLC dba Trillium for Procurement and Installation of Two (2) CNG Compressors in an amount not to exceed \$1,373,872.48.
2. The Chief Executive Officer/Secretary-Treasurer is authorized up to a 5% contingency should change orders 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: May 28th, 2024

**MARK DERRIG,
PRESIDENT**

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

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

RESOLUTION 2024-09

A resolution authorizing the second 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, consisting of \$48,000,000, 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 Second Guaranteed Maximum Price amount to be \$6,710,805.

WHEREAS, This price is comparable to the original project estimate for the listed activities covered in the Guaranteed Maximum Price.

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 \$X,XXX,XXX
2. The Chief Executive Officer/Secretary-Treasurer is authorized up to a 5% 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: May 28th, 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, APRIL 18, 2024**

Committee

Members Present: John Valle, Charles Rector, Vincent Rubino, Bob Konstand

Trustees Present: Mark Derrig, Robert DeJournett, Christine Marshall

Trustees Excused: Gary Spring

Trustees Absent: Dave Prentice

METRO Team

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

CALL TO ORDER

Mr. John Valle called the meeting to order at 9:03 am.

APPROVAL OF MINUTES FROM THE MARCH MEETING

Mr. John Valle made a motion to approve minutes from the March meeting. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Operator Retention Report | Jarrod Hampshire

KPIs were reviewed.

A question was asked about new hires. Metro is utilizing electronic methods and advertises on a regular basis via social media with emphasize on career/job fairs. Applications are received on a continuous basis. A question was asked about utilizing Christine’s employer, Summit & Medina Workforce Area Council of Governments. We do use their services sand Christine mentioned how they could do additional advertising moving forward. It was mentioned that hiring new operators is difficult due to many factors including but not limited to; competition, drug testing, and work/family balance.

Maintenance Report | Eric Scott

KPIs were reviewed.

Operations Report | DeHavilland McCall

KPIs were reviewed.

RESOLUTIONS FOR CONSIDERATION

RESOLUTION 2024-06 | Jarrod Hampshire

A resolution authorizing the award of a contract for Concrete and Concrete Bus Berth Repair/Replacement at the Robert K. Pfaff Transit Center.

The resolution was discussed.

Mr. Vincent Rubino made a motion for the committee to recommend the resolution to the full board on April 23rd. All present voted yes.

RESOLUTION 2024-07 | Jarrod Hampshire

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

The resolution was discussed.

Mr. Vincent Rubino made a motion for the committee to recommend the resolution to the full board on April 23rd. All present voted yes.

OTHER BUSINESS

Mr. Jarrod Hampshire reported on the status of the maintenance and operations facility. We are on track with the project.

Mr. Jarrod Hampshire offered Eclipse Highlights. We over planned for this and did see a drop in our on time performance that day for Route 61.

CALL FOR ADJOURNMENT

Adjourned at 9:28 am.

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

Date (MM/DD/YYYY)