

METRO REGIONAL TRANSIT AUTHORITY

# Customer Experience & Service Performance Committee

**JUNE 20, 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, JUNE 20, 2024**

**ITEM 1: CALL TO ORDER**

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

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

**Operator Retention Report | Jarrod Hampshire**

- KPIs (Page 3)

**Maintenance Report | Jarrod Hampshire**

- KPIs (Pages 3)

**Operations Report | DeHavilland McCall**

- KPIs (Page 4)

**ITEM 4: RESOLUTIONS FOR CONSIDERATION:**

**Resolution 2024-11:**

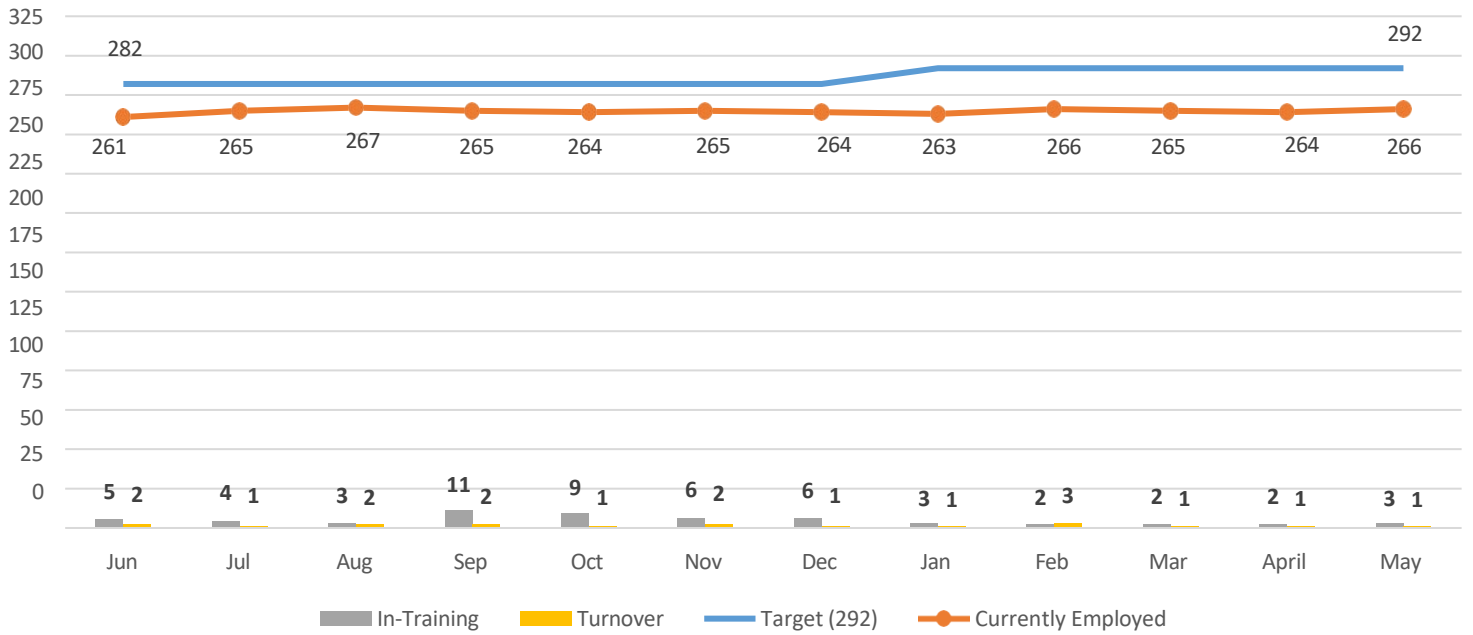
A resolution authorizing a one year extension of the maintenance and support agreement for the demand response scheduling through Ecolane USA. (Page 5) | Jarrod Hampshire

**ITEM 5: OTHER BUSINESS:**

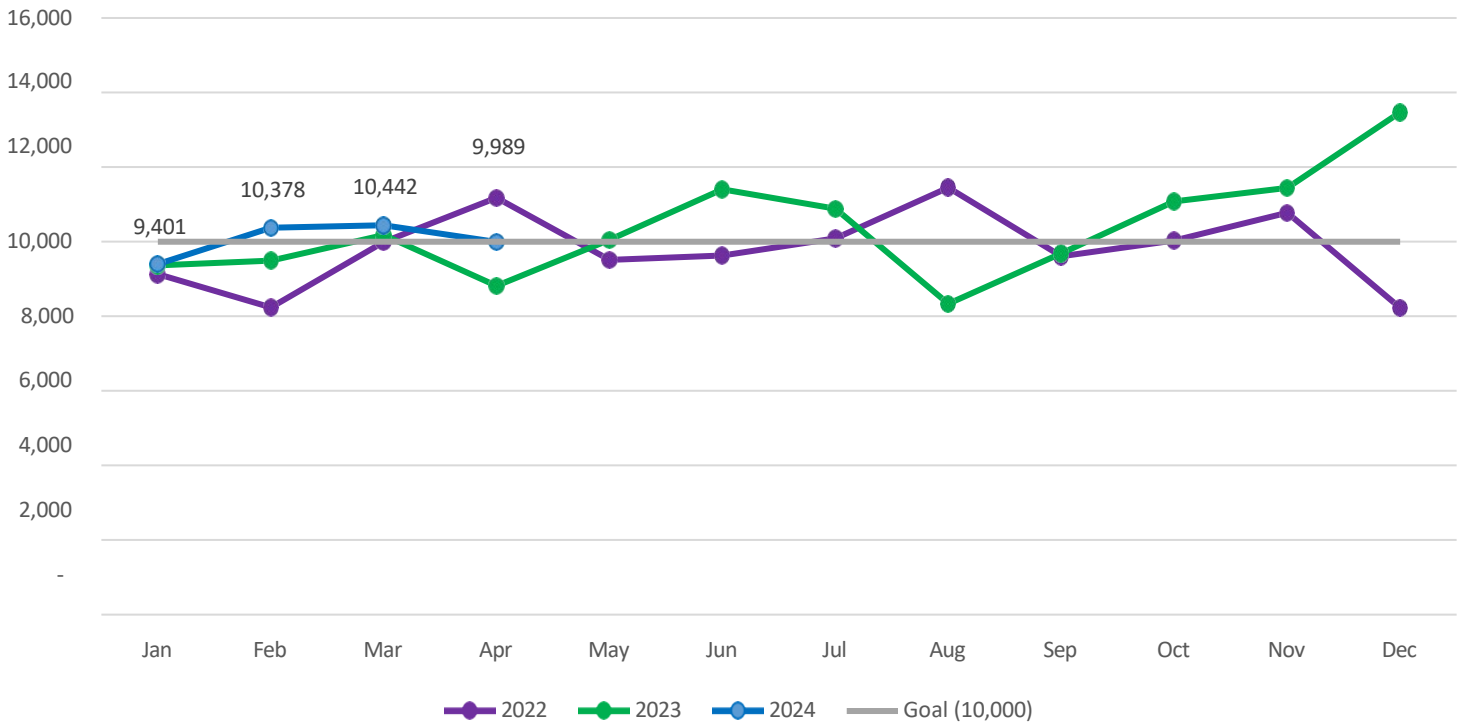
- **Maintenance and Operation Facility Update | Jarrod Hampshire**

**ITEM 6: CALL FOR ADJOURNMENT**

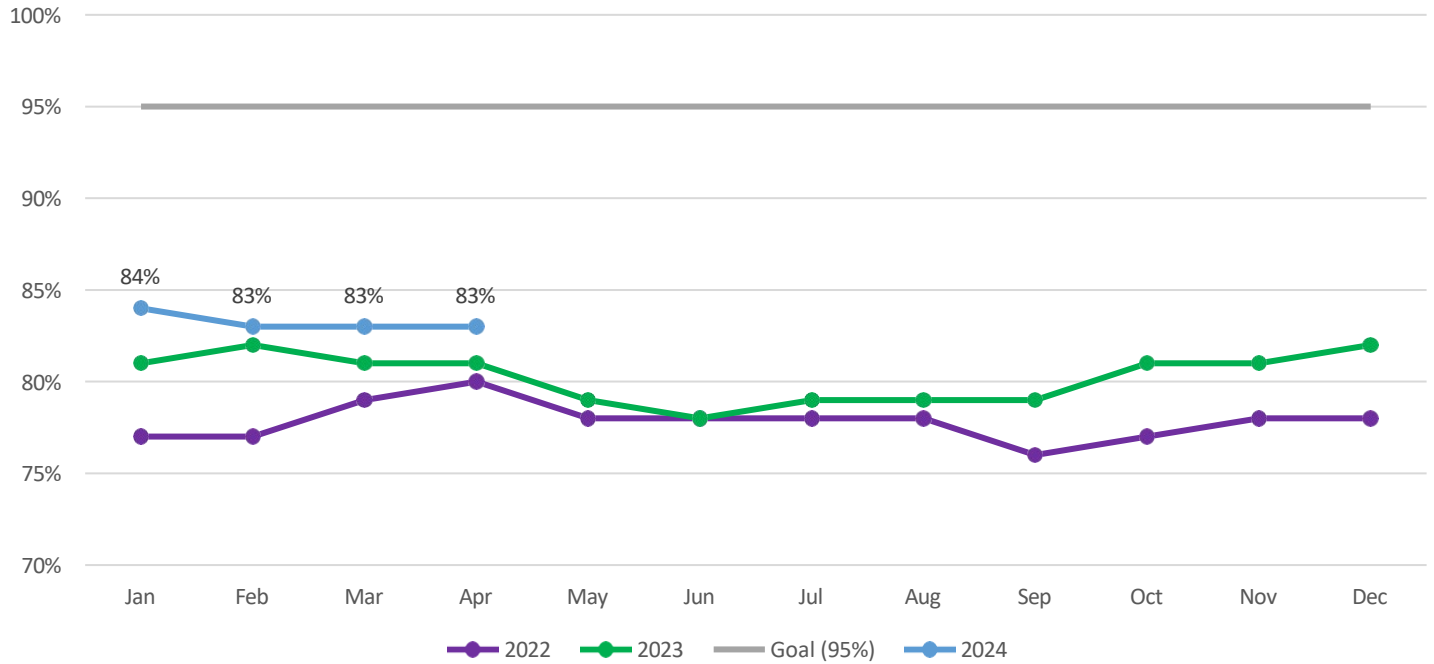
### Rolling 12 Month Operator Retention



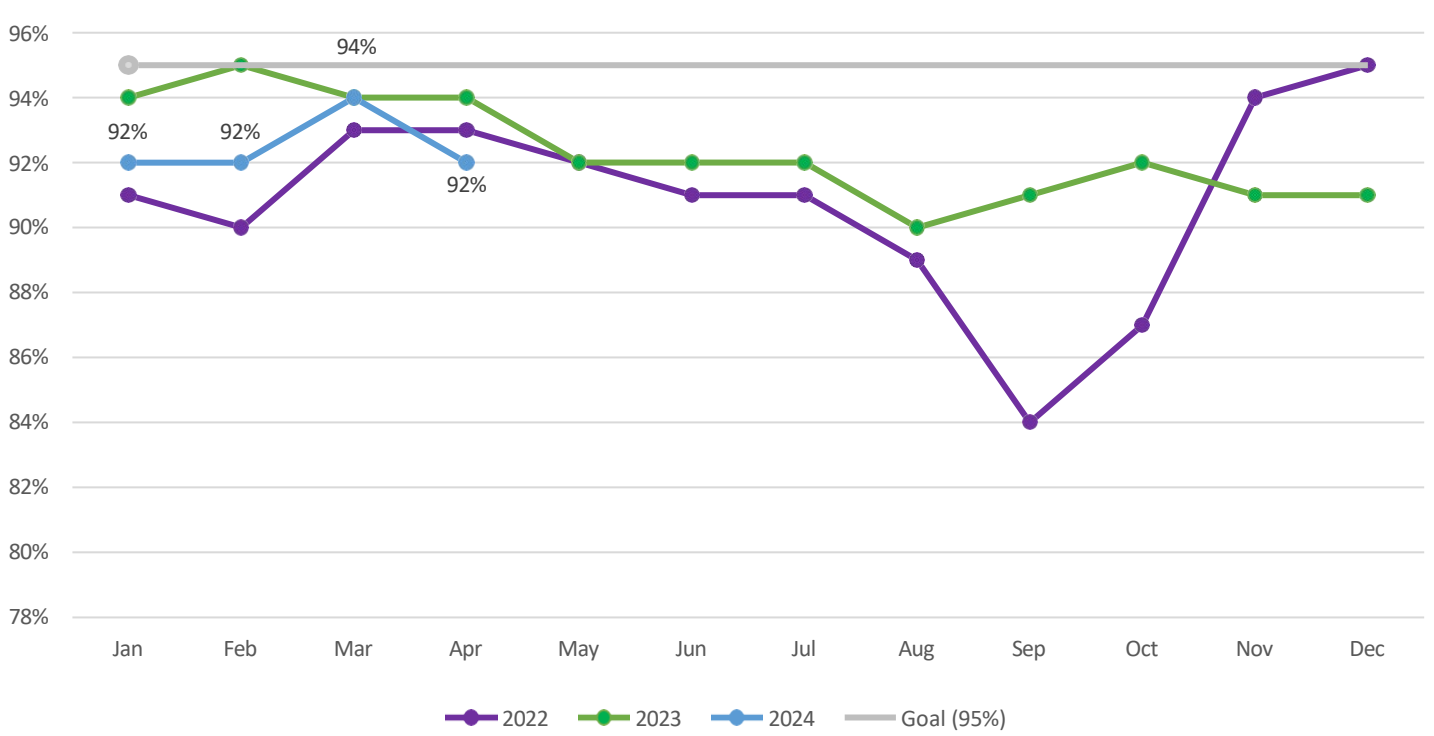
### Miles Between Service Interruption



### On-Time Performance - Fixed-Route



### On-Time Performance - Demand Response



**COMMITTEE ASSIGNMENT:  
CEASPC**

**RESOLUTION 2024-11**

A resolution authorizing a one year extension of the maintenance and support agreement for the demand response scheduling software through Ecolane USA.

**WHEREAS**, METRO has a contract for maintenance and support services with Ecolane that currently requires renewal on an annual basis,

**WHEREAS**, METRO would like to purchase an additional one (1) year agreement for software maintenance and support,

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

1. The purchase of support and maintenance services from Ecolane USA in the amount of \$134,143 for one year, maintaining the 2023 contract pricing
2. The Chief Executive Officer/Secretary-Treasurer is authorized to execute said purchase.
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:** June 25<sup>th</sup>, 2024

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**MARK DERRIG,  
PRESIDENT**

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**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, MAY 16, 2024**

**Committee**

**Members Present:** John Valle, Charles Rector, Renee Greene

**Trustees Present:** Christine Marshall, Gary Spring, Dave Prentice, Dana LaGarde

**METRO Team**

**Members Present:** Dawn Distler, Gert Wilms, Jarrod Hampshire, Angela Neeley, Tatia Harris, Jay Hunter, Shawn Metcalf, Molly Becker, Laura Adkins, Grace Doyle, Stephanie Hottle, Eric Scott, Jamie Saylor, Nathan Leppo, Christian, and Nykia Walker

**CALL TO ORDER**

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

**APPROVAL OF MINUTES FROM THE APRIL MEETING**

Mr. David Prentice was excused from the April committee meeting.

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

**SUB-COMMITTEE REPORTS**

**Operator Retention Report | Jarrod Hampshire**

KPIs were reviewed.

**Maintenance Report | Eric Scott**

KPIs were reviewed.

**Operations Report | Jamie Saylor**

KPIs were reviewed.

**RESOLUTIONS FOR CONSIDERATION**

**RESOLUTION 2024-08 | Eric Scott**

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

The resolution was discussed.

Mr. John Valle made a motion for the committee to recommend the resolution to the full board on May 28<sup>th</sup>. All present voted yes.

**RESOLUTION 2024-09 | Jarrod Hampshire**

A resolution authorizing the second of three Guaranteed Maximum Price contracts for the construction of the Maintenance and Operations Facility.

The resolution was discussed.

Mr. John Valle made a motion for the committee to recommend the resolution to the full board on May 28<sup>th</sup>. 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.

**CALL FOR ADJOURNMENT**

Adjourned at 9:14 am.

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

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