

METRO REGIONAL TRANSIT AUTHORITY

Customer Experience & Service Performance Committee

SEPTEMBER 19, 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, SEPTEMBER 19, 2024**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE AUGUST 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 4)

ITEM 4: RESOLUTIONS FOR CONSIDERATION:

Resolution 2024-15 | Eric Scott

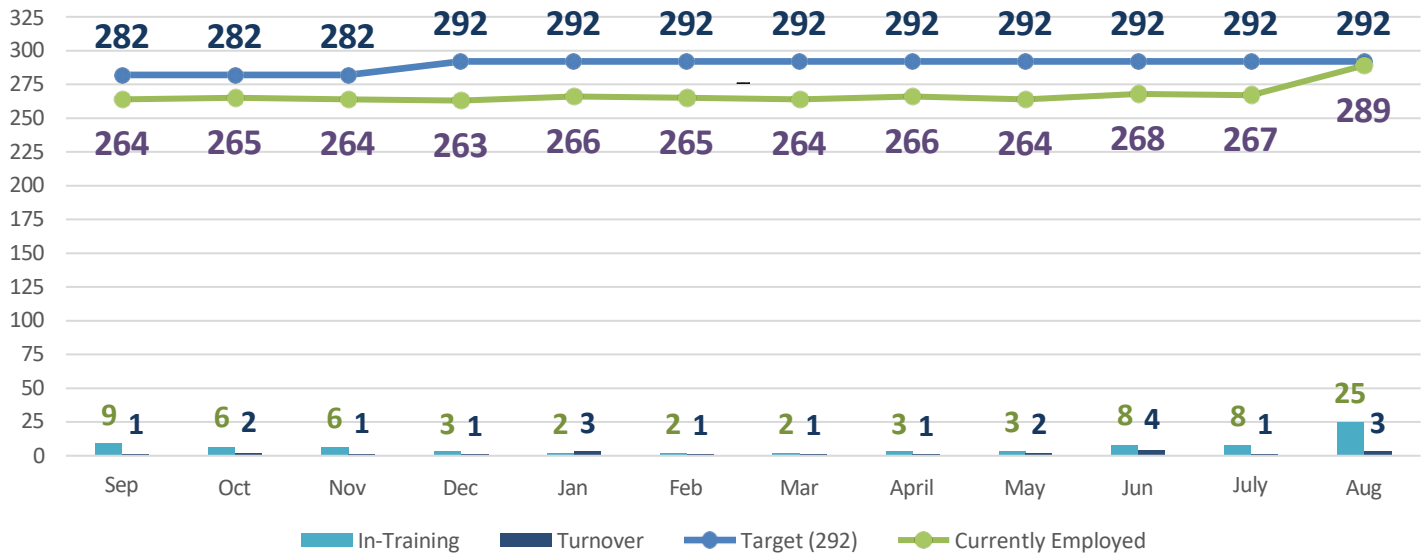
 Per Resolution 2019-18 METRO has an existing five (5) year contract with Gillig LLC for the purchase of up to 91 line service buses.
 (page5)

ITEM 5: OTHER BUSINESS:

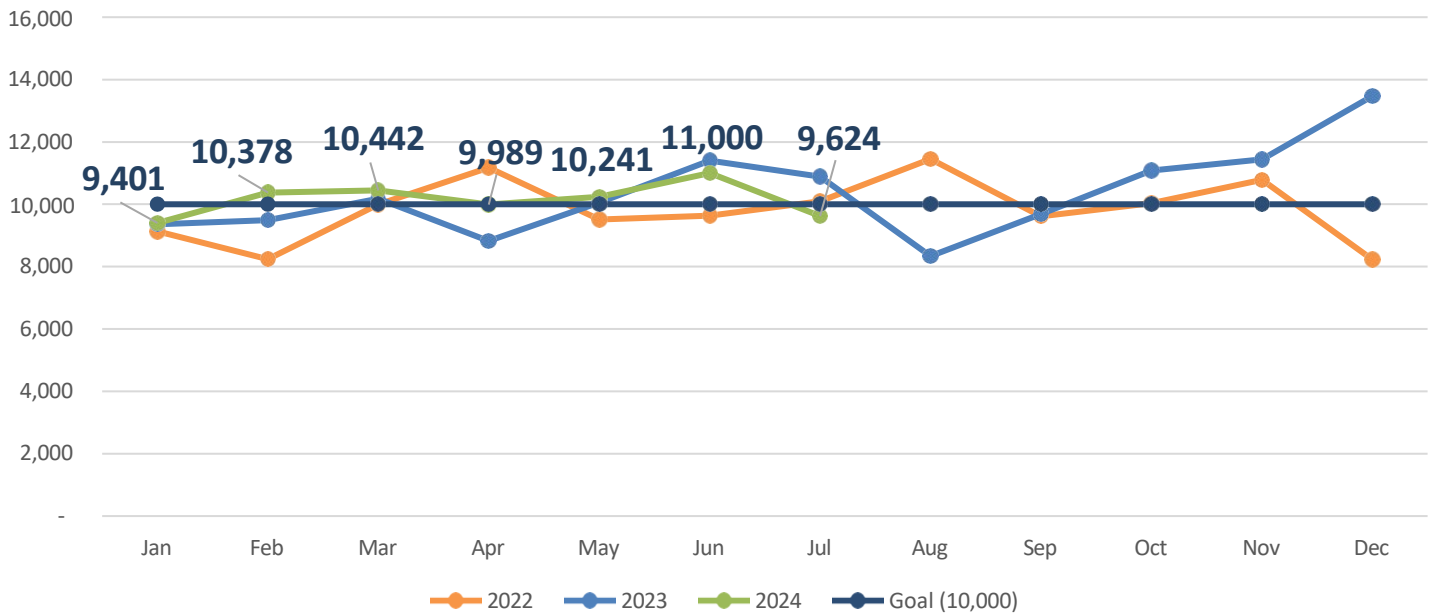
- **Maintenance and Operation Facility Update | Jarrod Hampshire**

ITEM 6: CALL FOR ADJOURNMENT

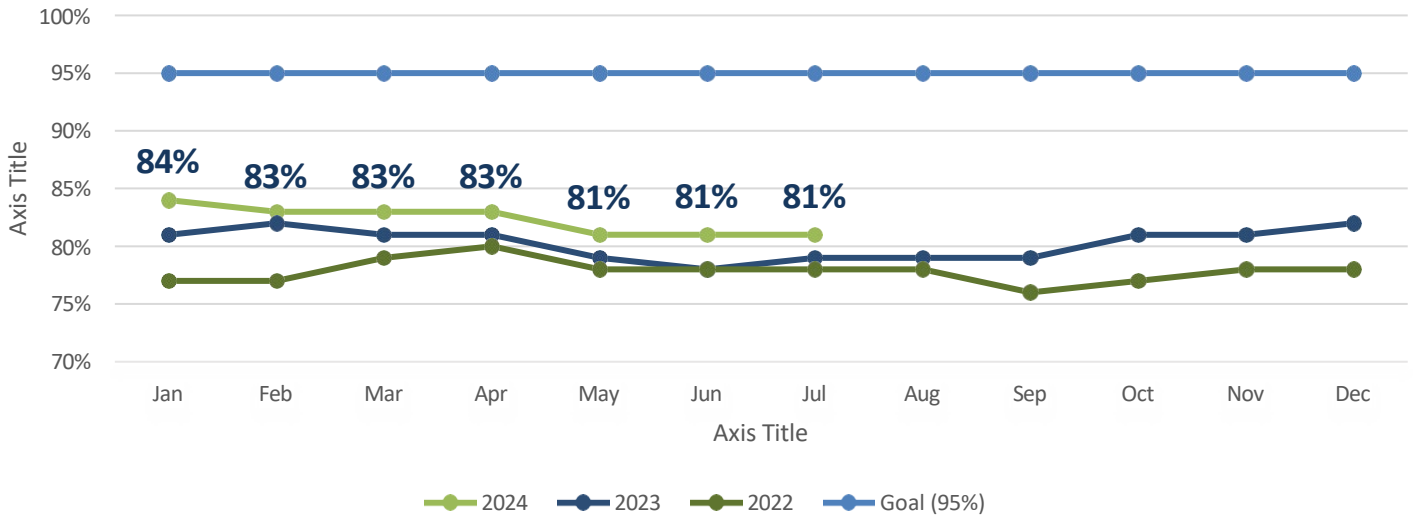
Rolling 12 Month Operator Retention



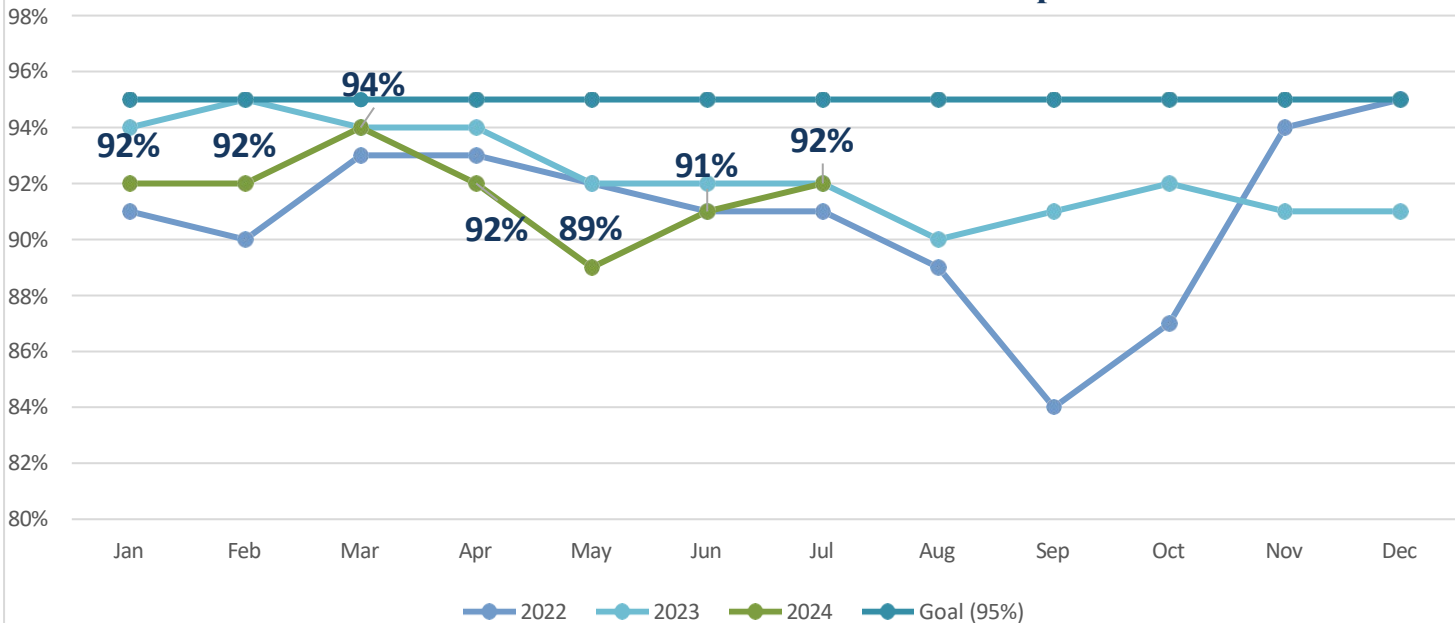
Miles Between Service Interruption



On-Time Performance - Fixed-Route



On-Time Performance - Demand Response



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

RESOLUTION NO. 2024-15

WHEREAS, Per Resolution 2019-18, METRO has an existing five (5) year contract with Gillig LLC for the purchase of up to 91 line service buses

WHEREAS, Based on the manufacturers current lead time for vehicle delivery, our 2025 bus order is now due, and

WHEREAS, The current agreement with GILLIG LLC allocates for Thirty-Three (33) 40ft. CNG buses to be purchased in 2024 for 2025 delivery

WHEREAS, The Transit Improvement Program as well as METRO's Transit Asset Management Plan calls for Thirty-Three (33) existing Compressed Natural Gas powered buses that have reached the end of their useful lives to be replaced in 2025

WHEREAS, METRO has funding allocated from the Federal Transit Agency for the purchase of these buses, covering up to 80% of the purchase price

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

1. The Executive Director/Secretary-Treasurer is hereby authorized to execute said contract.
2. The Executive Director/Secretary-Treasurer is hereby authorized to purchase up to Thirty-Three (33) Compressed Natural Gas buses not to exceed \$23,949,882.00
3. The Executive Director/Secretary-Treasurer is authorized up to a 3% contingency should changes to the order be necessary
4. 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: September 24th, 2024

**MARK DERRIG,
PRESIDENT**

**DAWN S. DISTLER,
EXECUTIVE DIRECTOR/
SECRETARY-TREASURER**

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, AUGUST 15, 2024**

Committee

Members Present: John Valle, Chuck Rector and Renee Greene

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

Trustees Excused: Gary Spring

Trustees Absent:

METRO Team

Members Present: Gert Wilms, Jarrod Hampshire, Eric Scott, DeHavilland Mc Call, Angie Neeley, Tatia Harris, Shawn Metcalf, Molly Becker, Bambi Miller, Grace Doyle, Laura Adkins, Nathan Leppo and Kyle Moeglin

CALL TO ORDER

Mr. John Valle called the meeting to order at 9:36 am.

APPROVAL OF MINUTES FROM THE JULY MEETING

Mr. Robert DeJournett made a motion to approve minutes from the July meeting.
Mr. Chuck Rector 2nd 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.

Operations Report | DeHavilland McCall

KPIs were reviewed.

Ms. Christine Marshall asked if we have begun filing out the waiver forms. Yes, we have started the process, but it depends on the upcoming project requirements. Under the Buy America, a waiver would have been posted if necessary.

Mr. David Prentice inquired about the original projected estimate and whether we are having difficulties securing craftsman and other resources. He expressed concern that such significant price increase might overwhelm the committee without further discussion.

In response, Mr. John Valle noted, that we have two weeks until our next meeting and plenty of time to gather additional information.

Mr. Davie Prentice inquired whether we are using an AIA (American Institute of Architects) contract. Yes, we are using the AIA contract, with Bowen serving as the AIA representative.

Ms. Christine Marshall asked if, upon receiving the waiver, will you constantly provide regular updates on the progress and any potential issues related to reaching our maximum. Mr. Jarrod Hampshire will provide a monthly update.

Ms. Renee Greene inquired about local labor shortages. Mr. Glenn Stephens confirmed that we are facing challenges and are exploring partnerships with schools to address the issue.

Mr. Mark Derrig noted that the labor shortage, while challenging, is a positive indicator of many ongoing projects in the city. Although rising prices are not ideal, he understands the reasons behind them. He acknowledged that we are committed to the projects and must move forward despite current circumstances.

Mr. Donald Christian thanked Mr. Jarrod Hampshire for his detailed analysis. He noted that the project was approved unanimously, without any objection. At the time of the initial workup, we did not anticipate the level of issues that have since impacted the project. This situation is reflective of challenges faced by projects globally.

Mr. Donald Christian inquired whether we would need to return the \$38 million grant if we do not complete the project. He highlighted that while we are facing an \$11 million increase, failing to complete the project would result in a loss of \$27 million in the community revenue.

Mr. Donald Christian suggest we move forward with the project.

Ms. Nicole Squire expressed interest in understanding how the Build America, Buy America (BABA) will impact our capital budget and future projects. She would like to know which projects might experience delays due to BABA, as we are committed to all our ongoing initiatives.

Mr. Bob Konstand thanked Mr. Jarrod Hampshire and Mr. Glenn Stephens for their work. He inquired about the maximum price, noting that it should only decrease and not increase. He pointed out that although we accounted for inflation in 2022, it has exceeded our estimates. He as whether a 3% contingency is required given that this is a maximum price.

Ms. Dawn Distler expressed her agreement with removing the 3% contingency.

RESOLUTIONS FOR CONSIDERATION

Resolution: 2024-13: Jarrod Hampshire

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

Ms. Christine Marshall inquired about the miles on the buses. The buses have accumulated over 500,000 miles each.

Ms. Renee Greene made a motion to move the resolution, Mr. Bob Konstand 2nd the motion.

Resolution: 2024-14: Jarrod Hampshire

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

Introduction of Mr. Glen Stephens, Independence Construction

Mr. Jarrod Hampshire provided a detailed explanation of the history of the resolution. He noted that the resolution addresses the issue of our project budget increase the initial estimate.

Mr. Jarrod Hampshire referenced GMP 1 that included site prep, demolition, grading, soil treatment, gas piping, permitting etc. \$1 million over 2022 estimate.

GMP 2 that included concrete and metal associated with the project, raw materials. \$1.7 million over 2022 estimate.

GMP 3 that includes all other construction items associated with the building and grounds such as mechanical equipment, masonry doors, roofing, life safety systems, and IT equipment etc. \$8.3 million over 2022 estimate.

Explanation of Build America Buy America (BABA)

Mr. Jarrod Hampshire noted that our capital budget can handle this. It does reduce our leverage for future projects. Specifically, he inquired whether the funding is coming from bus purchases, the BRT project, or the TOD project, and how we plan to compensate for this money.

He highlighted that without the Maintenance & Facility project we can't support the future projects. Although we can apply for additional federal funding, there is no guarantee of securing it.

Mr. John Valle acknowledges the impact of inflation and supports BABA and union prevailing wages. However, he emphasizes the need to be more stringent with our capital projects in the future.

Mr. Chuck Rector inquired whether the other projects could still proceed, they would just be postponed.

Ms. Dana LaGarde mentioned with each new project going forward with Build America Buy America (BABA), cost are expected to increase and we have to estimate using a new formula. She is supportive of this approach.

Mr. Robert DeJournett thanked the team for doing a great job explaining everything.
Mr. John Valle thanked Mr. Glenn Stephens for his attendance commended Mr. Jarrod Hampshire for doing a great job explaining the project.

Mr. Donald Christian made a motion to move the resolution, Ms. Renee Greene 2nd the motion

OTHER BUSINESS

CALL FOR ADJOURNMENT

Adjourned at 10:20 am.

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

Date (MM/DD/YYYY)