

METRO REGIONAL TRANSIT AUTHORITY

Customer Experience & Service Performance Committee

**SEPTEMBER 22,
2023**

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
VERNON LANE ODOM BOARD ROOM
FRIDAY, SEPTEMBER 22, 2023**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE AUGUST 17 MEETING

ITEM 3: SUB-COMMITTEE REPORTS

Operator Retention Report | Jarrod Hampshire

- KPIs (Page 3)

Maintenance Report | Jarrod Hampshire

- KPIs (Page 3)

Operations Report | DeHavilland McCall

- KPIs (Page 3)

ITEM 4: RESOLUTIONS FOR CONSIDERATION | Jarrod Hampshire

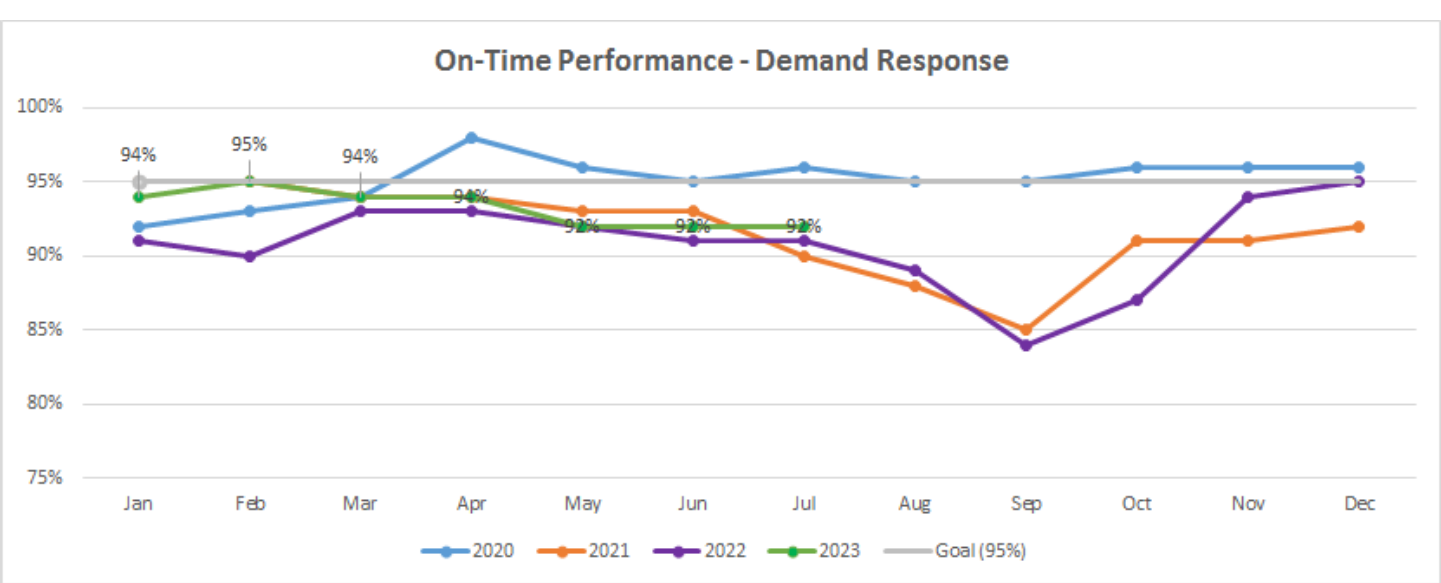
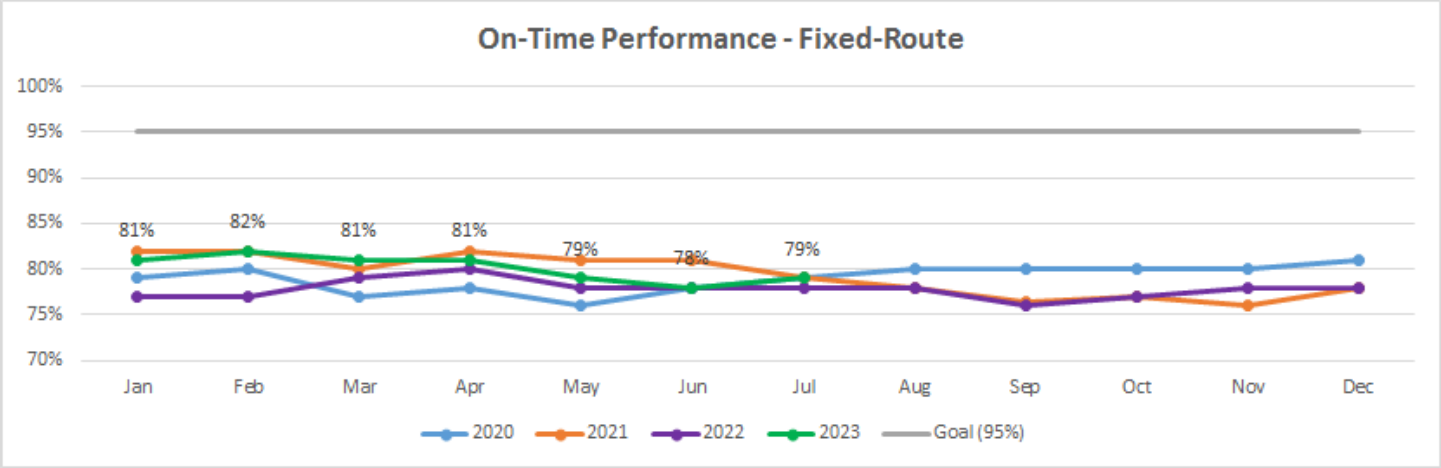
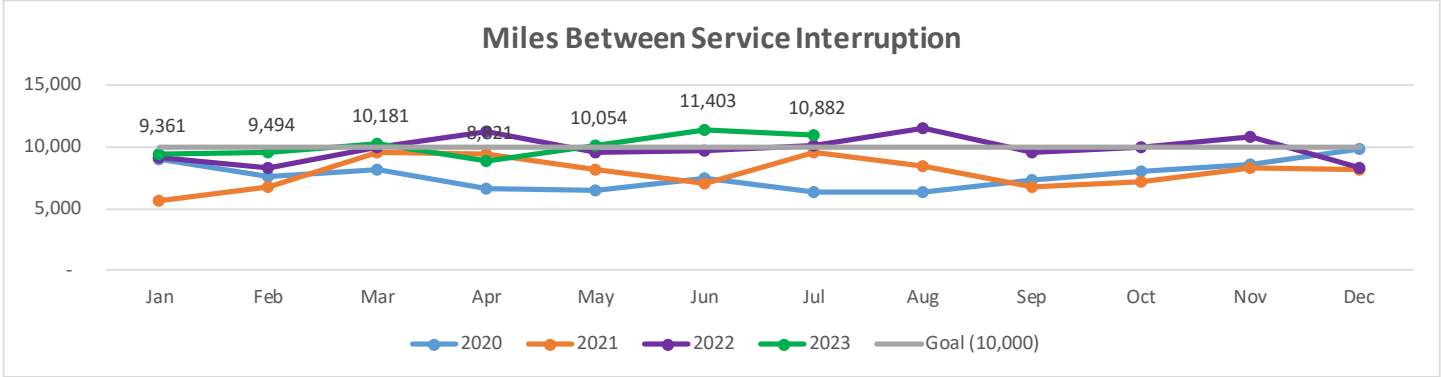
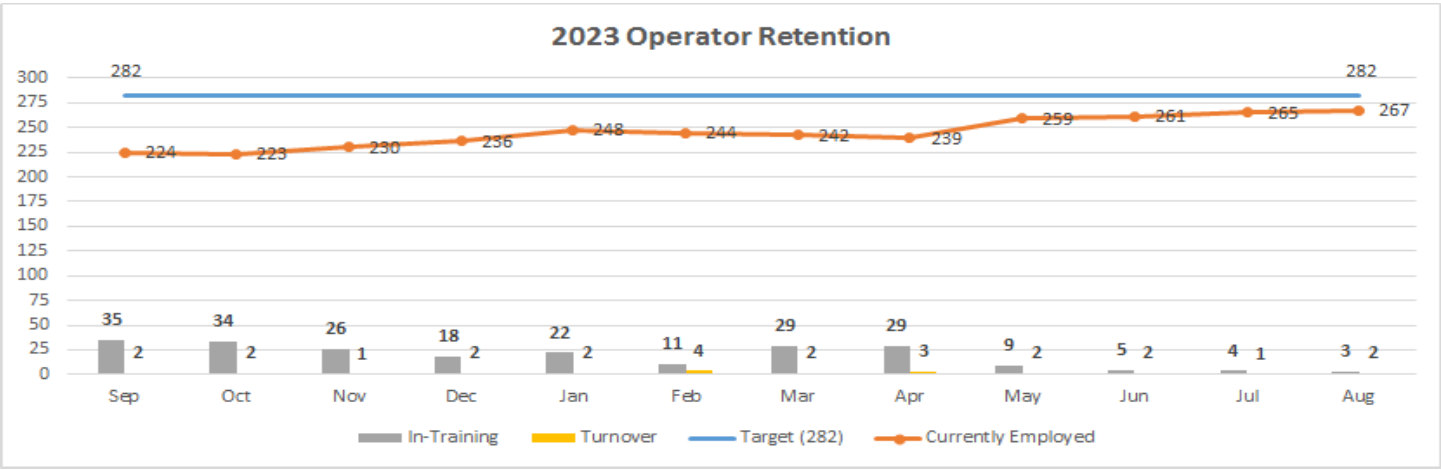
Resolution 2023-14: A Resolution Authorizing the Disposal of Assets (Page 4)

Resolution 2023-15: A Resolution Authorizing an agreement for service with the University of Akron (Page 5)

Resolution 2023-16: A Resolution Awarding a contract for Construction Manager At-Risk (Page 6)

ITEM 5: OTHER BUSINESS

ITEM 6: CALL FOR ADJOURNMENT



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

RESOLUTION NO. 2023-14

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

WHEREAS, pursuant to the Authority's Property Disposition Procedures revised December 2018, and

WHEREAS, the following listed items no longer have a useful life and will be advertised and disposed of:

VEHICLE NUMBER	DESCRIPTION	VEHICLE NUMBER	DESCRIPTION
553	2014 CHEVY ELDORADO	567	2014 CHEVY ELDORADO
554	2014 CHEVY ELDORADO	569	2014 CHEVY ELDORADO
555	2014 CHEVY ELDORADO	571	2014 CHEVY ELDORADO
556	2014 CHEVY ELDORADO	572	2014 CHEVY ELDORADO
557	2014 CHEVY ELDORADO	573	2014 CHEVY ELDORADO
558	2014 CHEVY ELDORADO	574	2014 CHEVY ELDORADO
559	2014 CHEVY ELDORADO	576	2014 CHEVY ELDORADO
561	2014 CHEVY ELDORADO	577	2014 CHEVY ELDORADO
563	2014 CHEVY ELDORADO	578	2014 CHEVY ELDORADO
564	2014 CHEVY ELDORADO	579	2014 CHEVY ELDORADO
565	2014 CHEVY ELDORADO	20	2004 KUBOTA TRACTOR
566	2014 CHEVY ELDORADO		

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 dispose of such items.
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: September 26, 2023

**ROBERT DEJOURNETT,
PRESIDENT**

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

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

RESOLUTION 2023-15

A resolution authorizing the Chief Executive Officer/Secretary-Treasurer to enter into an agreement with the University of Akron – UAkronPark Inc. for fixed route transit service as well as a pass program service.

WHEREAS, The University of Akron – UAkronPark and METRO currently are in a trial period for transit services and have an existing agreement for pass service

WHEREAS, Both parties wish to enter into a five (5) year agreement for services

WHEREAS, The yearly costs of this agreement, payable to METRO, are estimated in the table below

Cost Table					
Year	2024	2025	2026	2027	2028
Annual Not To Exceed Amount	\$ 940,000	\$ 944,000	\$ 947,000	\$ 951,000	\$ 954,000

WHEREAS, METRO will agree to provide fixed route services around the University that are free for those with University identification and normal fares for the general public.

WHEREAS, Under the pass program, University of Akron students, faculty and staff are eligible to ride any of METRO’s service by showing proper University identification

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 necessary agreements with The University of Akron – UAkronPark.
2. The Chief Executive Officer/Secretary-Treasurer is authorized to execute said contract
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: September 26th, 2023

**ROBERT DEJOURNETT,
PRESIDENT**

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

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

RESOLUTION 2023-16

A resolution authorizing the Chief Executive Officer/Secretary-Treasurer to award a contract for a Construction Manager At-Risk

WHEREAS, METRO has developed construction plans pursuant with the 2023 Capital Budget for the construction of a Maintenance and Operations Facility

WHEREAS, METRO wishes to award a contract using the Construction Manager at Risk delivery method to better control costs, and

WHEREAS, Legal notices were twice duly advertised July 6th, 2023 and July 13th, 2023 in the Akron Beacon Journal and yourmetrobus.org

WHEREAS, Proposals were received by:

1. G. Stephens – Akron, Ohio
2. C.T. Taylor – Hudson, Ohio
3. Ruhlin – Copley, Ohio
4. Thomarios – Sharon Center, Ohio

WHEREAS, the aforementioned firm's proposals were evaluated by a procurement committee made up of METRO team members

WHEREAS, the procurement committee recommends G. Stephens as having the best overall proposal.

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

1. A Contract will be awarded to G. Stephens Inc. in an amount not to exceed \$3,474,376.00
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: September 26th, 2023

**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, AUGUST 17, 2023**

Committee

Members Present: Charles Rector, Vincent Rubino, John Valle

Committee

Members Excused: Mark Derrig, Renee Greene

Committee

Members Absent:

Trustees Present: Christine Marshall, Donald Christian, Gary Spring, Bob Konstand, Robert DeJournett

METRO Team

Members Present: Dawn Distler, Jay Hunter, Tatia Harris, Angela Neeley, Jarrod Hampshire, Jamie Saylor, Valerie Shea, Bambi Miller, Molly Becker, DeHavilland McCall, Eric Scott

CALL TO ORDER

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

APPROVAL OF MINUTES FROM THE JULY 20 MEETING

Mr. Chuck Rector made a motion to approve minutes from the July meeting. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Operator Retention Report | Jarrod Hampshire

KPIs were reviewed. 0

Maintenance Report | Eric Scott

KPIs were reviewed.

Operations Report | Jamie Saylor

KPIs were reviewed. A question was asked regarding whether on-time performance measured the beginning and end of the route or whether time points along the route were considered, and it was reported that regular time points were considered.

RESOLUTIONS FOR CONSIDERATION

OTHER BUSINESS

Mr. Jarrod Hampshire gave an update on the upcoming Maintenance and Operations Facility. A question was asked regarding the response to the RFP, and it was reported that the response had been positive and substantial. A question was asked about building completion goal, and it was reported that the goal was 18-24 months once a construction manager at risk was selected.

CALL FOR ADJOURNMENT

Adjourned at 9:11am

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

Date (MM/DD/YYYY)