Customer Experience & Service Performance Committee

APRIL 18, 2024
9:00 AM

CHAIR: MR. JOHN VALLE
MEMBERS: MR. CHUCK RECTOR, MR. VINCE RUBINO,
AND MS. RENEE GREENE
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 | DeHavilland McCall
- KPIs (Page 3-4)

ITEM 4: RESOLUTIONS FOR CONSIDERATION:

Resolution 2024-06:
A resolution authorizing the award of a contract for Concrete and Concrete Bus Berth Repair/Replacement at the Robert K. Pfaff Transit Center.
(Page 5) | Jarrod Hampshire

Resolution 2024-07:
A resolution authorizing the disposal or transfer of certain assets owned by METRO Regional Transit Authority.
(Page 6) | Jarrod Hampshire

ITEM 5: OTHER BUSINESS:
- Maintenance and Operations Facility Update | Jarrod Hampshire
- Eclipse Highlights | Jarrod Hampshire

ITEM 6: CALL FOR ADJOURNMENT
RESOLUTION 2024-06

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

WHEREAS, Invitations for bid were twice duly advertised on January 18th and 25th in the Akron Beacon Journal, as well as the procurement page on yourmetrobus.org, and opengov.com

WHEREAS, bids were received February 29th, 2024 and evaluated by a committee of METRO team members

WHEREAS, the following firms provided bids based on unit pricing:

- Bishop Brothers Supply & Transit – $8,620.00/Per Bus Berth
- Perrin Asphalt Company – $18,840.00/Per Bus Berth
- Benner Masonry Contractors & Excavating – Not Responsive

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

WHEREAS, METRO recommends Bishop Brothers Supply & Transit as having 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 Bishop Brothers Supply & Transit for concrete repair at the Robert K. Pfaff Transit Center in an amount not to exceed $458,743.00.
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: April 23rd, 2024

__________________________________________      ____________________________________
MARK DERRIG,       DAWN DISTLER,      
PRESIDENT   CHIEF EXECUTIVE OFFICER/
             SECRETARY-TREASURER
RESOLUTION NO. 2024-07

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:

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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: April 23rd, 2024

_____________________________ ______________________________
MARK DERRIG, DAWN DISTLER
PRESIDENT    CHIEF EXECUTIVE OFFICER/
SECRETARY-TREASURER
CALL TO ORDER:

Mr. John Valle called the meeting to order at 9:01 am.

APPROVAL OF MINUTES FROM THE FEBRUARY MEETING:

Mr. Vince Rubino made a motion to approve minutes from the February 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 | DeHavilland McCall
KPIs were reviewed.
RESOLUTIONS FOR CONSIDERATION:

RESOLUTION 2024-03 | Jarrod Hampshire

A Resolution authorizing the award of a contract for project management services.

The resolution was discussed.

Mr. Chuck Rector made a motion for the committee to recommend the resolution to the full board on March 26th. All present voted yes.

OTHER BUSINESS

Mr. Jarrod Hampshire reported on the status of the maintenance and operations facility. A question was asked about a drop-dead date to put shovels in the ground, and it was reported that the date was forthcoming, and the footers would be installed by end of June.

CALL FOR ADJOURNMENT:

Adjourned at 9:12 am.

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

__/__/__/
Date (MM/DD/YYYY)