

METRO REGIONAL TRANSIT AUTHORITY

# 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



**METRO RTA  
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE  
COMMITTEE MEETING AGENDA  
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM  
THURSDAY, APRIL 18, 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 | 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.

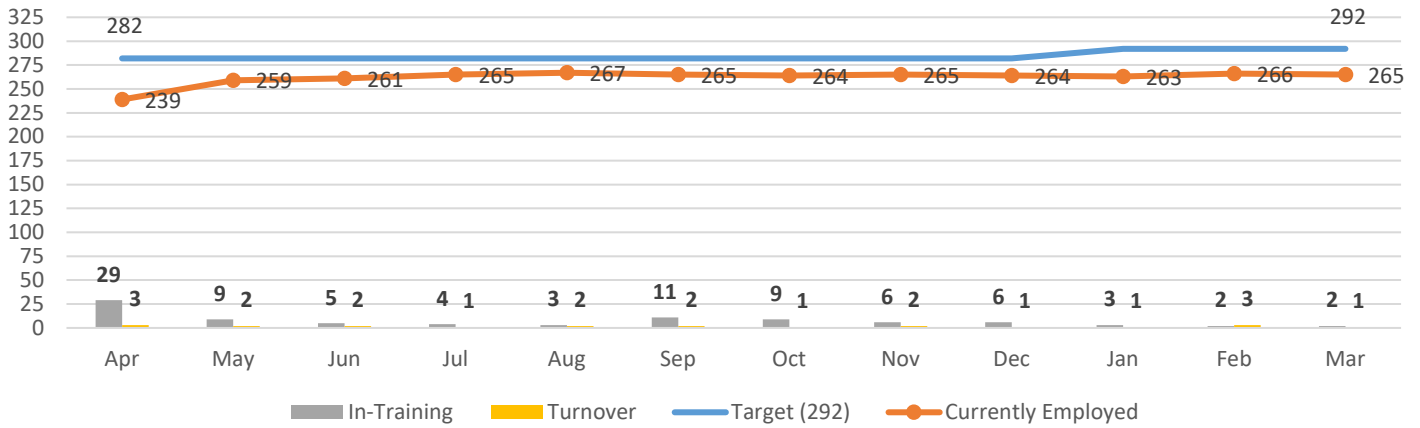
(Page 6) | **Jarrod Hampshire**

**ITEM 5:**                    **OTHER BUSINESS:**

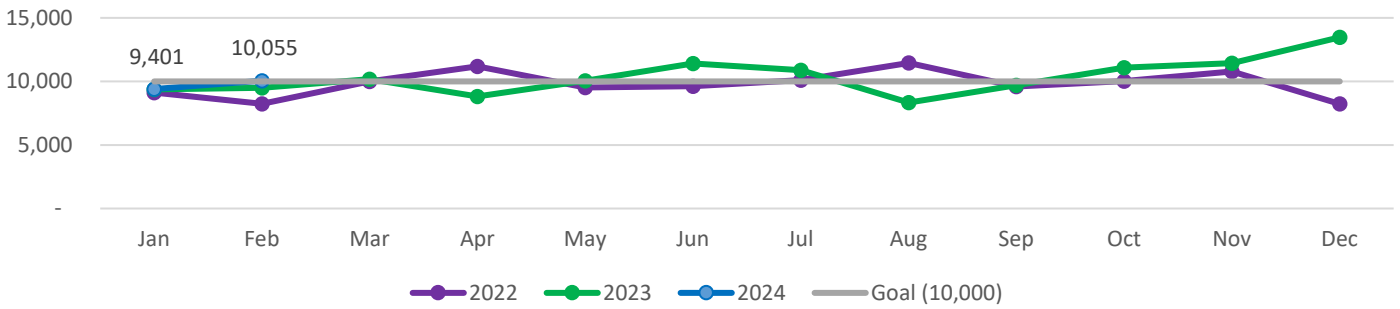
- Maintenance and Operations Facility Update  
**Jarrod Hampshire**
- Eclipse Highlights | **Jarrod Hampshire**

**ITEM 6:**                    **CALL FOR ADJOURNMENT**

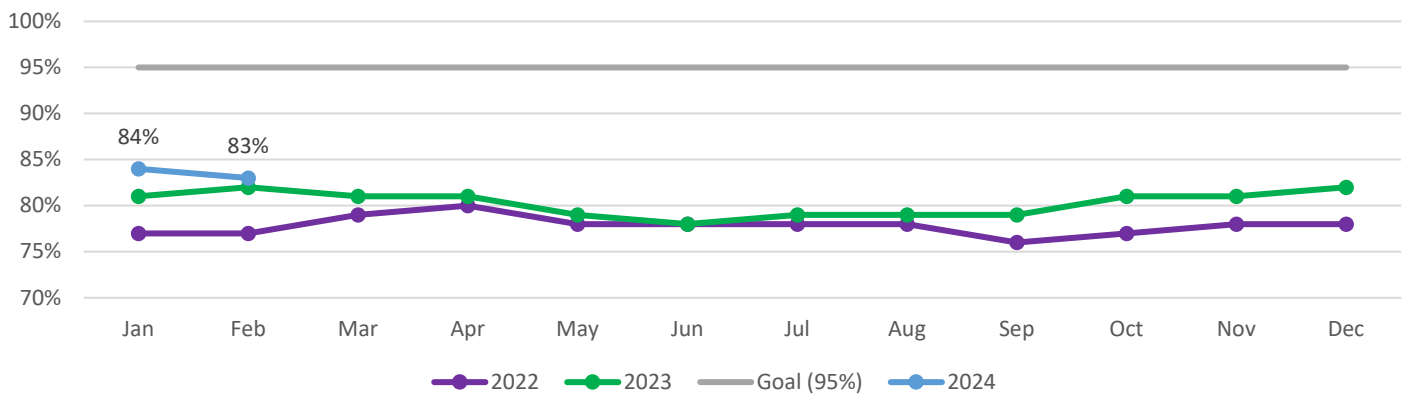
### Rolling 12 Month Operator Retention



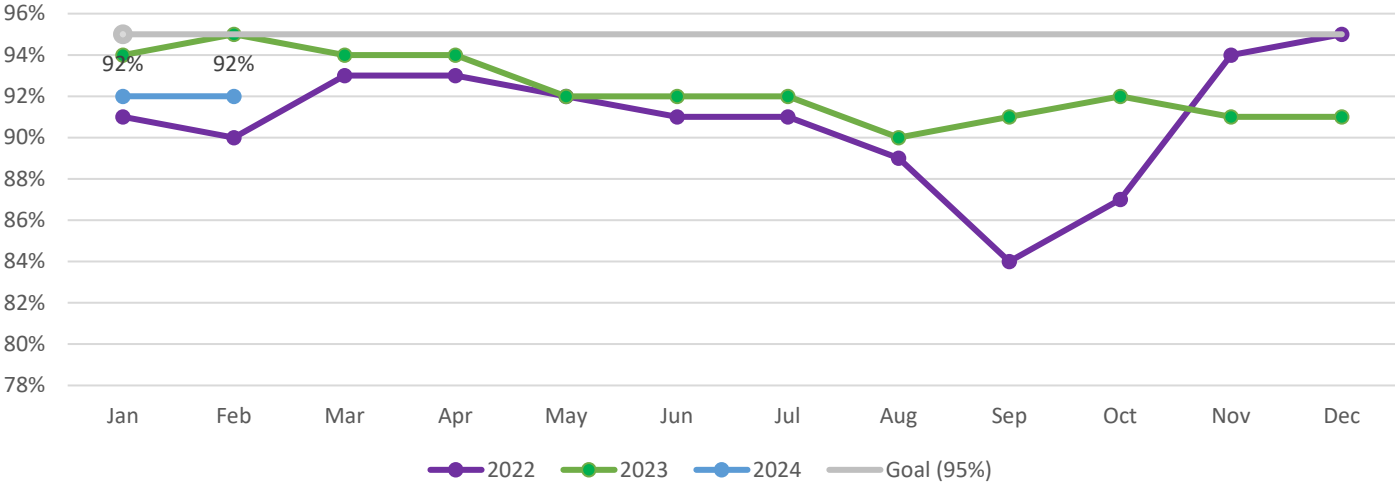
### Miles Between Service Interruption



### On-Time Performance - Fixed-Route



### On-Time Performance - Demand Response



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

**RESOLUTION 2024-06**

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 18<sup>th</sup> and 25<sup>th</sup> in the Akron Beacon Journal, as well as the procurement page on yourmetrobus.org, and opengov.com

**WHEREAS**, bids were received February 29<sup>th</sup>, 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 23<sup>rd</sup>, 2024**

---

**MARK DERRIG,  
PRESIDENT**

---

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

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

**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:

VEHICLE NUMBER	DESCRIPTION	VEHICLE NUMBER	DESCRIPTION
1802	2011 40' Gillig Diesel	2008	2009 45' MCI Diesel
1804	2011 40' Gillig Diesel	2009	2009 45' MCI Diesel
1805	2011 40' Gillig Diesel	2010	2009 45' MCI Diesel
1806	2011 40' Gillig Diesel	2011	2009 45' MCI Diesel
1811	2011 35' Gillig Diesel	2012	2009 45' MCI Diesel
1812	2011 35' Gillig Diesel		
1813	2011 35' Gillig Diesel		
1814	2011 35' Gillig Diesel		
1815	2011 35' Gillig Diesel		
1816	2011 35' Gillig Diesel		

**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 23<sup>rd</sup>, 2024**

---

**MARK DERRIG,  
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, MARCH 21, 2024**

**Committee**

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

**Trustees Present:** Christine Marshall, Robert DeJournett, Renee Greene, Dave Prentice

**Trustees Excused:** Mark Derrig

**METRO Team**

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

**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 26<sup>th</sup>. 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)**