

Customer Experience & Service Performance Committee

MAY 15, 2025

9:00 AM

CHAIR: MR. JOHN VALLE

VICE CHAIR: MS. CHRISTINE MARSHALL



**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING AGENDA
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, MAY 15, 2025**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE APRIL MEETING

ITEM 3: SUB-COMMITTEE REPORTS:

Operator Retention Report | Eric Scott

- KPIs (Page 5)

Maintenance Report | Eric Scott

- KPIs (Page 5)

Operations Report | DeHavilland McCall

- KPIs (Page 6)

ITEM 4: RESOLUTIONS FOR CONSIDERATION:

Resolution 2025-09 | Eric Scott

A resolution authorizing the disposal or transfer of certain assets owned by METRO Regional Transit Authority. (Page 7)

Resolution 2025-10 | Jarrod Hampshire

A resolution authorizing a Change Order to the Construction Manager at Risk Contract. (Page 8)

Resolution 2025-11 | Jarrod Hampshire

A resolution authorizing a Change Order for the Construction of the Maintenance and Operations Facility (Page 9)

ITEM 5: OTHER BUSINESS:

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

ITEM 6: CALL FOR ADJOURNMENT

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, APRIL 17, 2025**

Trustees Present: Mark Derrig, Dana LaGarde, John Valle, Robert DeJournett, Renee Greene, Donald Christian, Bob Konstand, Gary Spring, Chuck Rector, and Nicole Squire

Trustees Excused: Dave Prentice and Christine Marshall

Trustees Absent:

METRO Team Members Present: Dawn Distler, Gert Wilms, Angie Neeley, Tatia Harris, Jarrod Hampshire, Jay Hunter, Shawn Metcalf, DeHavilland McCall, Eric Scott, Laura Adkins, Nathan Leppo, Grace Doyle, Quentin Wyatt, Kyle Moeglin, Kyle Stewart, Marshall Preston, Jim Meduri, Brynn Overly-Nguyen, Jason Carl and Leslie Rashid

CALL TO ORDER

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

APPROVAL OF MINUTES FROM THE MARCH MEETING

Ms. Dana LaGarde made a motion to approve minutes from the March meeting. Mr. Robert DeJournett 2nd the motion. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Maintenance Report | Eric Scott

KPIs were reviewed.

Operator Retention Report | Jarrod Hampshire

KPIs were reviewed.

Mr. John Valle inquired about the possibility of planning a large-scale hiring event. Mr. Jarrod Hampshire responded that there are currently no plans for a major event, as the organization has been conducting ongoing, continuous hiring efforts.

Operations Report | Jarrod Hampshire

KPIs were reviewed.

RESOLUTIONS FOR CONSIDERATION

OTHER BUSINESS

Maintenance and Operation Facility Update | Jarrod Hampshire

Mr. Jarrod Hampshire shared updated photos of the Maintenance and Operations Facility and noted that a time-lapse camera has been installed to capture the project's progress from start to finish. He also clarified a point from last month regarding change orders, in response to Mr. Gary Spring's inquiry. Mr. Hampshire stated that any adjustments made thus far have been internal and have remained within the approved budget, requiring no additional board approval. The project remains on schedule, with only a minor delay of approximately four days due to weather. The grand opening is still targeted for November.

CALL FOR ADJOURNMENT

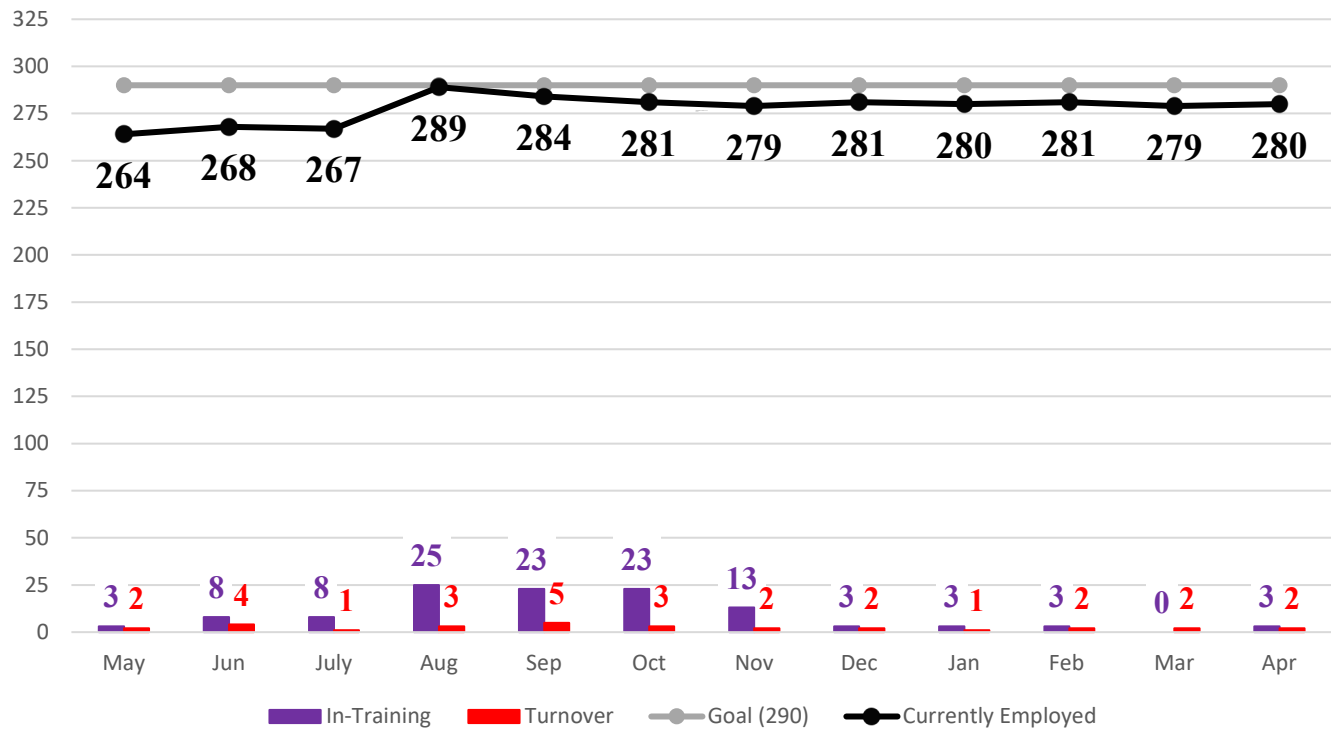
Mr. Robert DeJournett made a motion to adjourn the meeting.

Adjourned at 9:09 am.

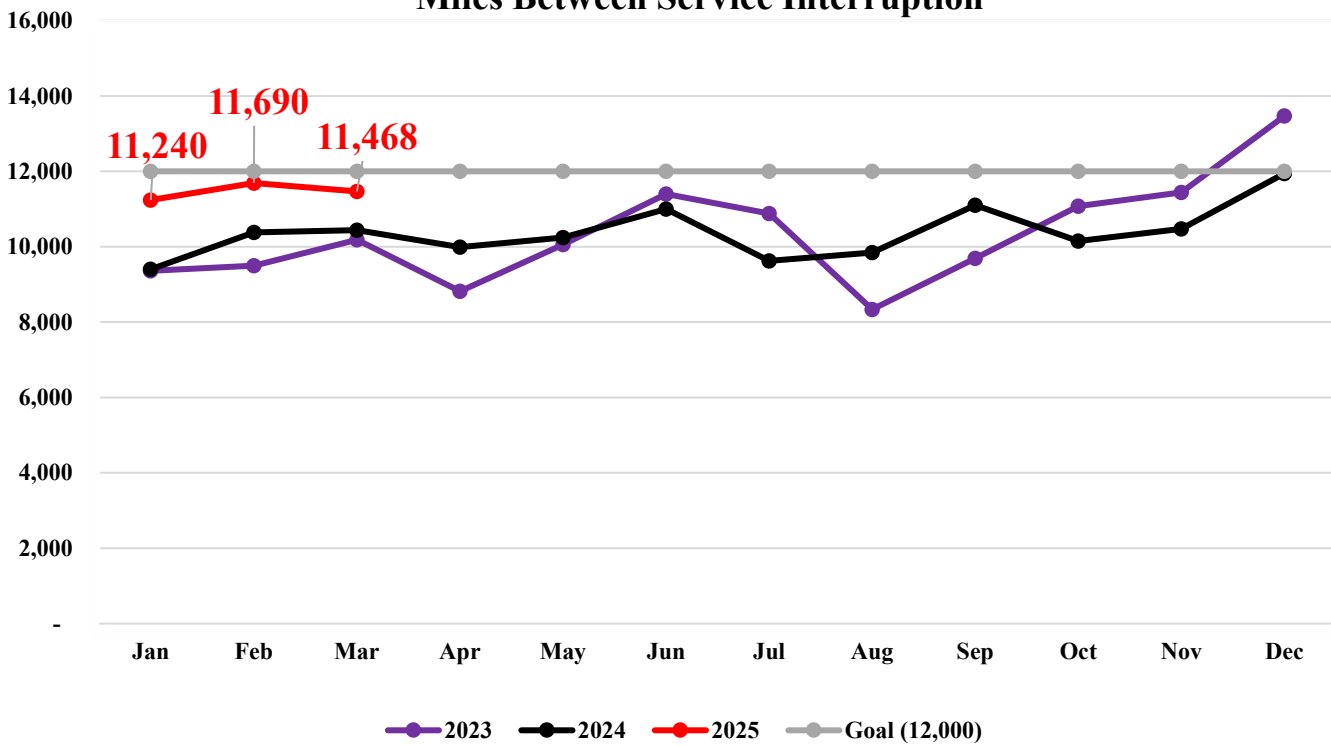
**DAWN S. DISTLER,
CHIEF EXECUTIVE OFFICER/
SECRETARY-TREASURER**

Date (MM/DD/YYYY)

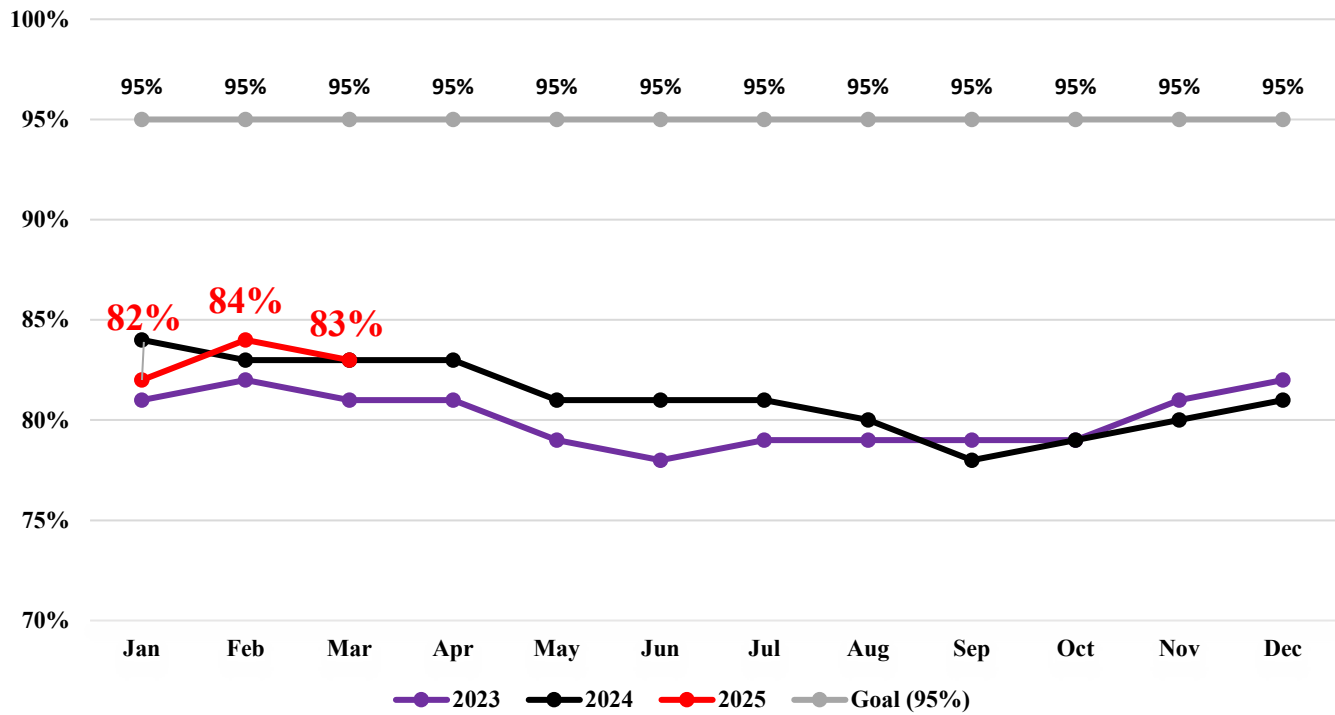
Rolling 12 Month Operator Retention



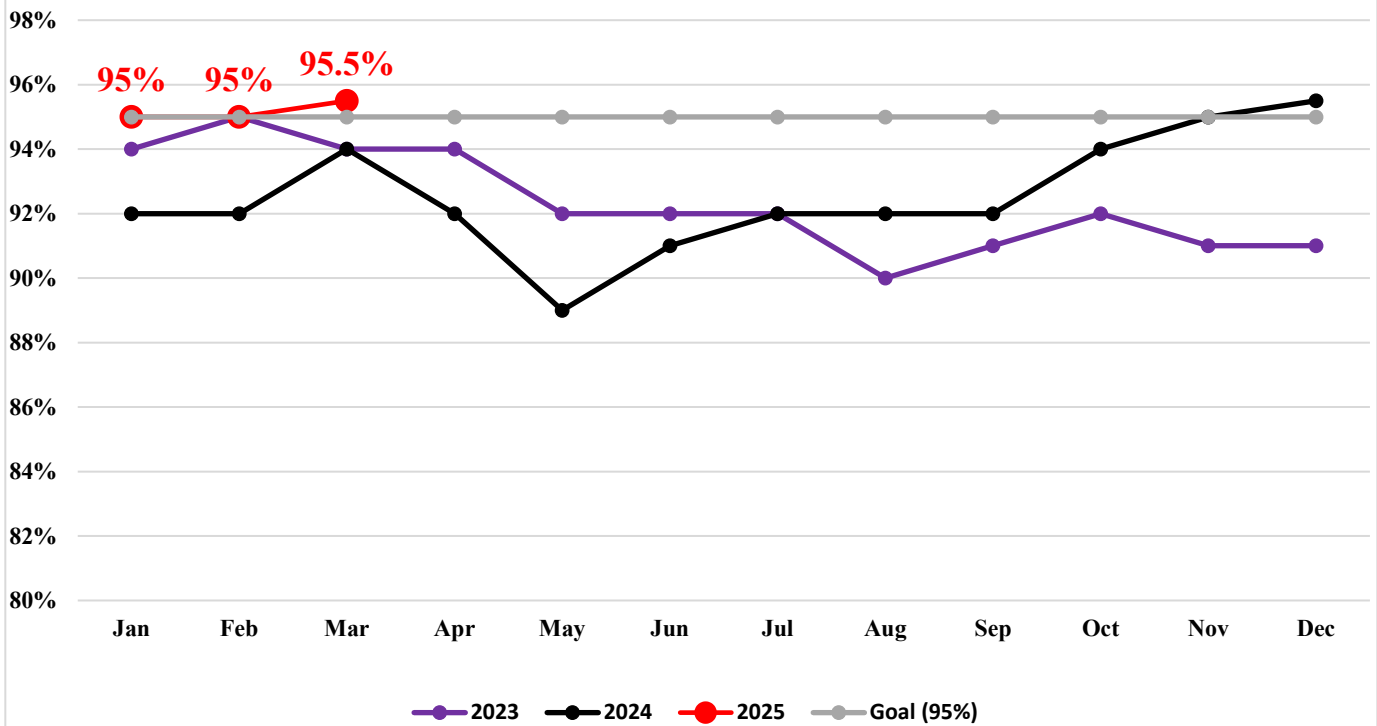
Miles Between Service Interruption



On-Time Performance - METRO Direct



On-Time Performance - METRO Select



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

RESOLUTION NO. 2025-09

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 through open and fair competition:

VEHICLE NUMBER	DESCRIPTION	VEHICLE NUMBER	DESCRIPTION
641	2016 CHEVY ELDORADO	653	2016 CHEVY ELDORADO
642	2016 CHEVY ELDORADO	654	2016 CHEVY ELDORADO
643	2016 CHEVY ELDORADO	655	2016 CHEVY ELDORADO
644	2016 CHEVY ELDORADO	656	2016 CHEVY ELDORADO
645	2016 CHEVY ELDORADO	657	2016 CHEVY ELDORADO
646	2016 CHEVY ELDORADO	658	2016 CHEVY ELDORADO
647	2016 CHEVY ELDORADO	659	2016 CHEVY ELDORADO
648	2016 CHEVY ELDORADO	660	2016 CHEVY ELDORADO
649	2016 CHEVY ELDORADO	661	2016 CHEVY ELDORADO
650	2016 CHEVY ELDORADO		
651	2016 CHEVY ELDORADO		
652	2016 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: May 26, 2025

**MARK DERRIG,
PRESIDENT**

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

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

RESOLUTION 2025-10

A resolution authorizing a change order to the Construction Manager at Risk Contract with G.Stephens Inc.

WHEREAS, An original contract was awarded under resolution 2023-16 to G.Stephens Inc.

WHEREAS, The original not exceed amount was listed as \$3,474,376.00, which an additional 5% contingency, bringing the authorized total to \$3,648,094.80

WHEREAS, A change order to this contract is being requested in the amount of \$492,167, bringing the new **base** value of the contract to \$3,966,543.00, with the new total including owner's contingency to \$4,140,261.80.

WHEREAS, This change order reflects a change in requirements to builder's risk, performance and payment bonding, and the overall construction manager fee as a result of the increased overall project budget approved by resolution 2024-14

WHEREAS, A table showing line items of the Change Order is included below:

Construction Manager Fee Adjustment	\$330,688.00
Payment & Performance Bond Adjustment	\$144,941.00
Builder's Risk Insurance Adjustment	\$16,538.00
Total	\$492,167.00

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

1. A Change Order be authorized to the Contract with G. Stephens, Inc. in the amount of \$492,167.00
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: May 27th, 2025

**MARK DERRIG,
PRESIDENT**

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

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

RESOLUTION 2025-11

A resolution authorizing a change order to the Construction Manager at Risk Contract with G.Stephens Inc.

WHEREAS, The authorized construction total through previously approved resolutions totaled \$59,909,155.20

WHEREAS, A change order to this contract is being requested in the amount of \$1,188,349.00

WHEREAS, This change order reflects a change in requirements for items such as; unforeseen underground obstruction relocation and utility relocation, revised sanitary storm drain reconfiguration, revised compressed natural gas detection system costs, Ohio Edison connection revisions, BABA compliant lighting fixture price adjustment, and costs related to the rerouting of a compressed natural gas supply line.

WHEREAS, A table showing the overall authorized construction costs is included below:

	Amount	Resolution
GMP 1	\$ 8,498,359.00	2023.23
GMP 1 Contingency	\$ 424,917.95	2023.23
GMP 2	\$ 6,710,805.00	2024.09
GMP 2 Contingency	\$ 335,540.25	2024.09
GMP 3	\$ 43,939,533.00	2024.14
GMP 3 Contingency	\$ -	2024.14
Proposed Change Order	\$ 1,188,349.00	2025.11
New Total	\$ 61,097,504.20	

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

1. A Change Order be authorized to the Contract with G. Stephens, Inc. in the amount of \$1,188,349.00
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: May 27th, 2025

**MARK DERRIG,
PRESIDENT**

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