

METRO REGIONAL TRANSIT AUTHORITY

Customer Experience & Service Performance Committee

FEBRUARY 15, 2024

9:00am

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
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, FEBRUARY 15, 2024
9:00AM**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE JANUARY MEETING

ITEM 3: SUB-COMMITTEE REPORTS

Operator Retention Report | Jarrod Hampshire

- KPIs (Page 3)

Maintenance Report | Eric Scott

- KPIs (Page 3)

Operations Report | Jamie Saylor

- KPIs (Page 3)

ITEM 4: RESOLUTIONS FOR CONSIDERATION | Jarrod Hampshire

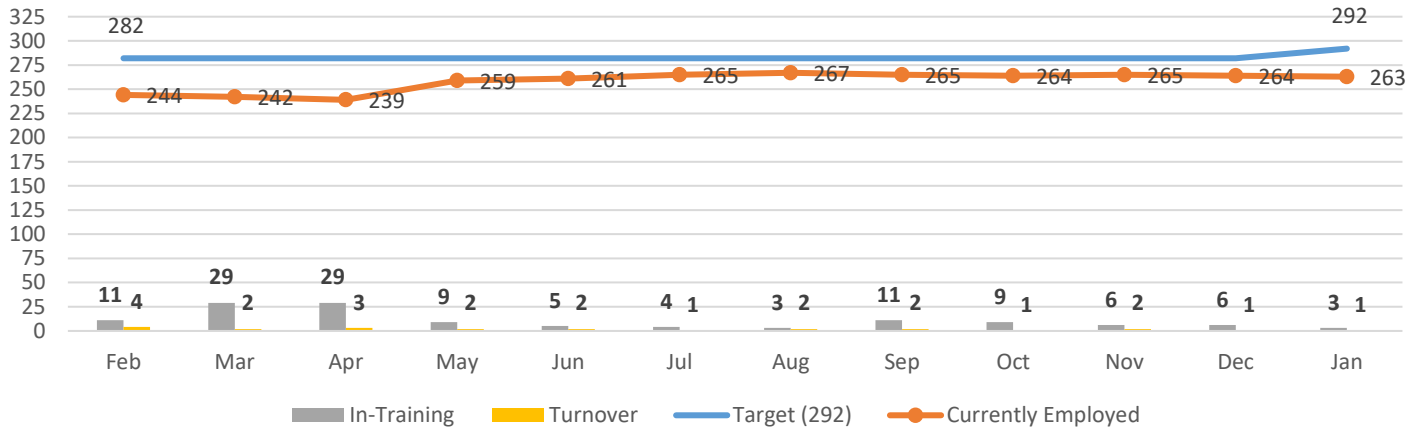
- Resolution 2024-02: A resolution authorizing the award of a three (3) year contract with Levinson's Uniforms for the furnishing of Operator Uniforms (Page 4)

ITEM 5: OTHER BUSINESS

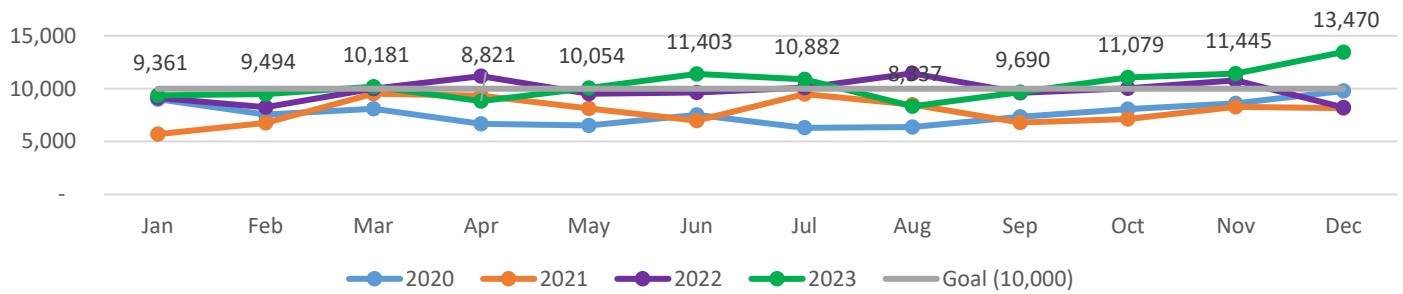
- Maintenance and Operations Facility Progress Update

ITEM 6: CALL FOR ADJOURNMENT

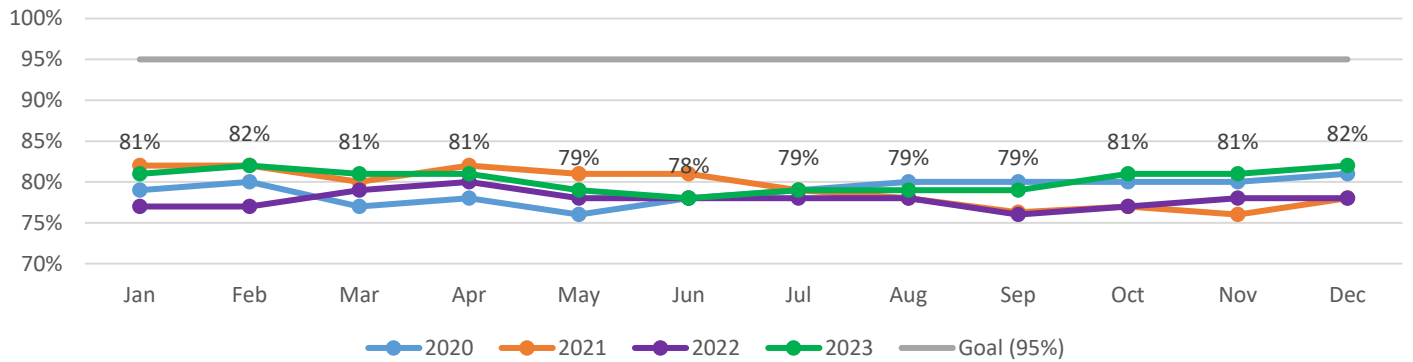
Operator Retention



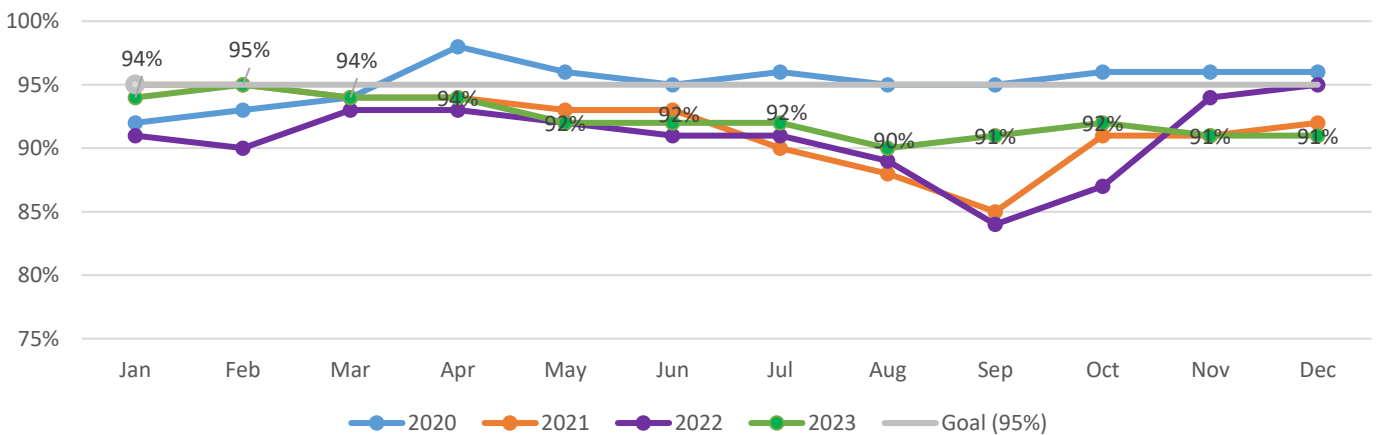
Miles Between Service Interruption



On-Time Performance - Fixed-Route



On-Time Performance - Demand Response



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

RESOLUTION 2024-02

A resolution authorizing the award of a three (3) year contract with Levinson's Uniforms for the furnishing of Operator Uniforms

WHEREAS, advertisements for proposals were twice duly advertised on November 30th and December 7th, 2023 in the Akron Beacon Journal, as well as the procurement page on yourmetrobus.org, and opengov.com

WHEREAS, proposals were received by January 4th 2024 and evaluated by a committee of METRO team members

WHEREAS, the following firms provided proposals

Levinson's Uniforms – Akron, Ohio
Galls, LLC – Lexington, Kentucky
Cintas – Canton, Ohio

WHEREAS, The current Collective Bargaining Agreement with the Transit Workers United allots each operator an allowance of \$400.00 per year for uniform purchases

WHEREAS, METRO recommends Levinson's Uniforms as having the best overall proposal

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 for the furnishing of Operator Uniforms to Levinson's Uniforms
2. The estimated value of this contract over the three (3) period is \$350,400.00, based on the budgeted number of operators
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: February 27th, 2024

**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, JANUARY 18, 2024**

Committee

Members Present: John Valle, Charles Rector, Vincent Rubino, Renee Greene

Committee

Members Excused: Mark Derrig

Trustees Present: David Prentice, Dana LaGarde, Donald Christian, Robert DeJournett, Christine Marshall

METRO Team

Members Present: Dawn Distler, Jarrod Hampshire, Gert Wilms, Angela Neeley, Jay Hunter, Bambi Miller, Stephanie Hottle Molly Becker, Quentin Wyatt, DeHavilland McCall

CALL TO ORDER

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

APPROVAL OF MINUTES FROM THE JANUARY MEETING

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

SUB-COMMITTEE REPORTS

Operator Retention Report | Jarrod Hampshire

KPIs were reviewed.

Maintenance Report | Jarrod Hampshire

KPIs were reviewed. A question was asked regarding the performance of the electric buses, and it was reported that even in frigid temperatures, the electric buses were able to perform all day, provided that they were charged overnight in a temperature-controlled environment

Operations Report | DeHavilland McCall

KPIs were reviewed.

RESOLUTIONS FOR CONSIDERATION

RESOLUTION 2024-01 | Jarrod Hampshire

A Resolution authorizing the Chief Executive Officer/Secretary-Treasurer to award up to a (1) year contract for the purchase of Oil and Other Associated Bulk Fluids for 2024.

The resolution was discussed. A question was asked about the comparison of cost to last year’s bulk fluids purchase. It was reported that the cost had increased year-over-year.

Mr. Chuck Rector made a motion for the committee to recommend the resolution to the full board on January 30th. All present voted yes.

OTHER BUSINESS

Mr. Jarrod Hampshire gave an update on the upcoming maintenance and operations facility.

CALL FOR ADJOURNMENT

Adjourned at 9:10am

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

Date (MM/DD/YYYY)