

METRO REGIONAL TRANSIT AUTHORITY

Customer Experience & Service Performance Committee

JANUARY 19, 2022

8:30 AM

CHAIR: MR. MARK DERRIG

MEMBERS: MR. CHARLES RECTOR & MR. VINCENT RUBINO



**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING AGENDA
ROBERT K. PFAFF TRANSIT CENTER BOARDROOM
WEDNESDAY, JANUARY 19, 2022
8:30 AM**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM DECEMBER MEETING

ITEM 3: SUB-COMMITTEE REPORTS

Maintenance Report | Jarrod Hampshire

- KPIs (Page 3)

Operations Report | Jamie Saylor

- KPIs (Page 3)

Customer Care Report | Bambi Miller

- KPIs (Page 3)

ITEM 4: RESOLUTIONS FOR CONSIDERATION

Resolution 2022-01: A Resolution authorizing the purchase of up to Eleven (11) Replacement Buses. (Page 4)

Resolution 2022-02: A Resolution authorizing a renewal of a contract with the County of Summit Board of Developmental Disabilities (CSBDD) and Weaver Industries (Weaver) for cleaning services for the Robert K. Pfaff Transit Center. (Page 5)

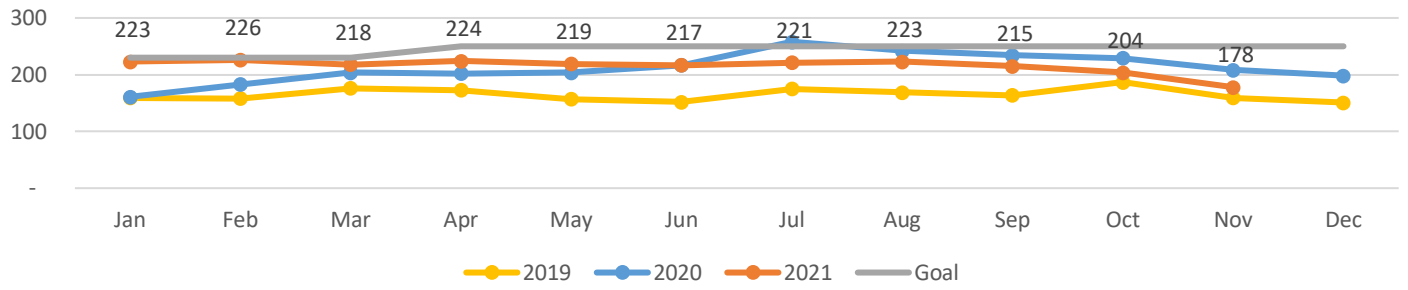
ITEM 5: OTHER BUSINESS

ITEM 6: EXECUTIVE SESSION

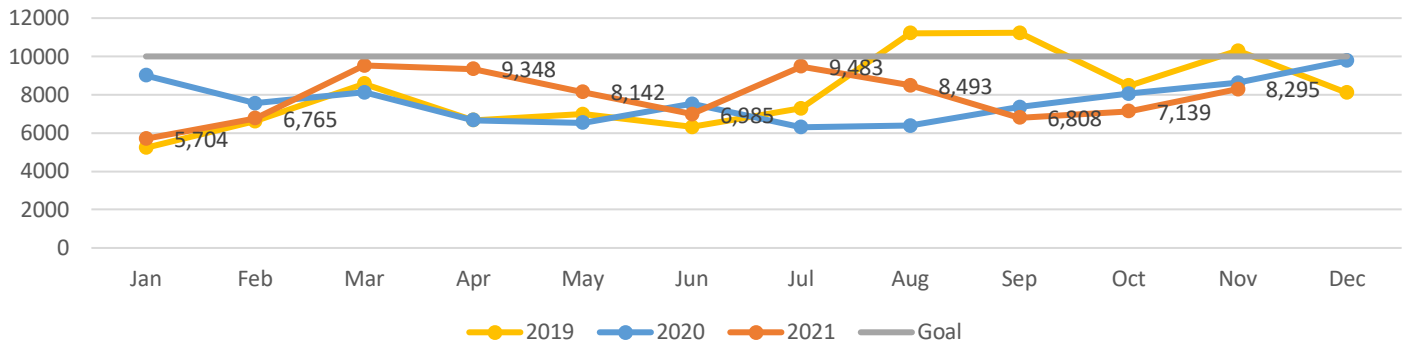
ITEM 7: CALL FOR ADJOURNMENT

Customer Experience and Service Performance – Key Performance Indicators

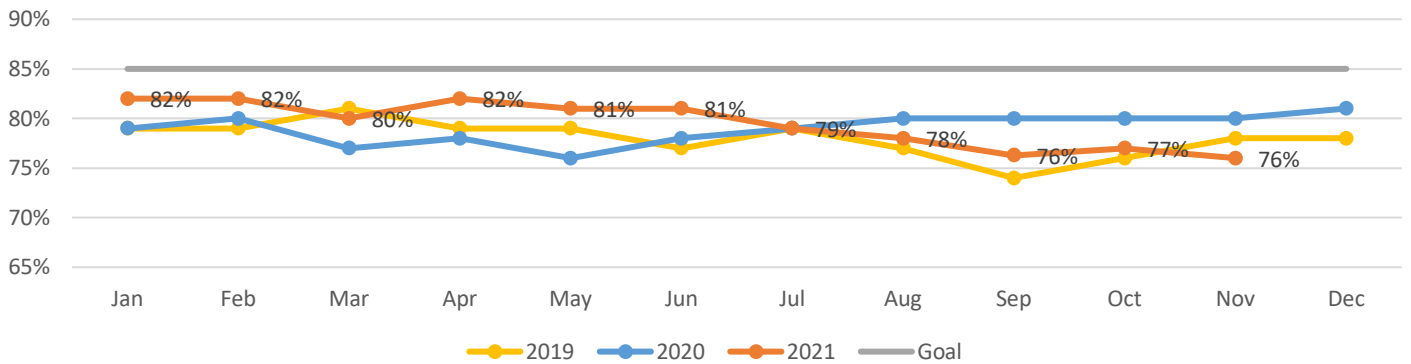
Vehicle Cleaning Performance - Quantity of Vehicle Scrubs



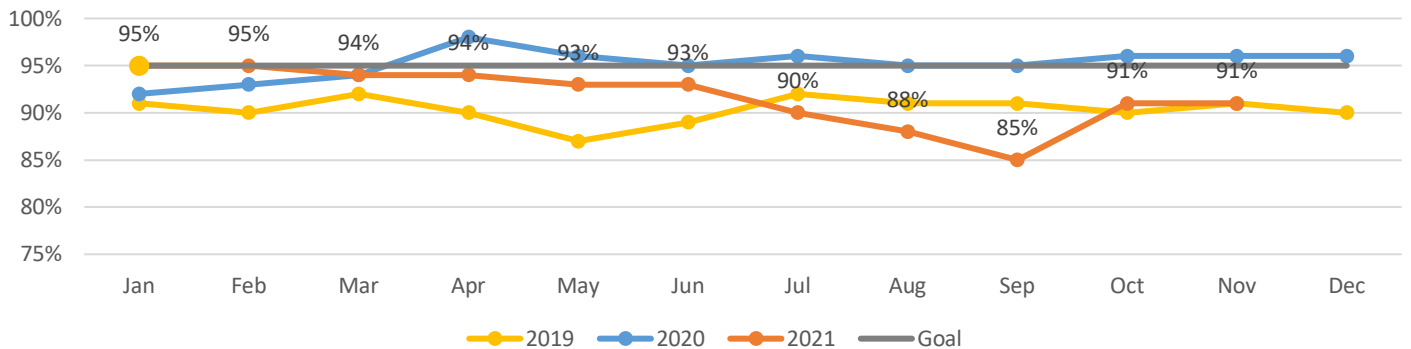
Miles Between Service Interruption



On-Time Performance - Fixed-Route



On-Time Performance - Demand Response



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

RESOLUTION NO. 2022-01

A Resolution authorizing the purchase of up to Eleven (11) Replacement Buses

WHEREAS, Per Resolution 2019-18, METRO has an existing five (5) year contract with Gillig LLC for the purchase of up to 91 line service buses

WHEREAS, Based on the manufacturers current lead time for vehicle delivery, our 2022 bus order is now due, and

WHEREAS, The current agreement with GILLIG LLC allocates for Eleven (11) 40ft. CNG buses to be purchased in 2022

WHEREAS, The Transit Improvement Program as well as METRO's Transit Asset Management Plan calls for Eleven (11) existing diesel powered buses that have reached the end of their useful lives to be replaced in 2022

WHEREAS, METRO has funding from the Federal Transit Agency for the purchase of these Eleven (11) buses, covering up to 80% of the purchase price

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

1. The Executive Director/Secretary-Treasurer is hereby authorized to execute said contract.
2. The Executive Director/Secretary-Treasurer is hereby authorized to purchase up to Eleven (11) Compressed Natural Gas buses not to exceed \$5,893,305.00
3. The Executive Director/Secretary-Treasurer is authorized up to a 3% contingency should changes to the order be necessary
4. 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: January 25th, 2022

**ROBERT E. DEJOURNETT,
PRESIDENT**

**DAWN S. DISTLER,
EXECUTIVE DIRECTOR/
SECRETARY-TREASURER**

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

RESOLUTION NO. 2022-02

A Resolution authorizing a renewal of a contract with the County of Summit Board of Developmental Disabilities (CSBDD) and Weaver Industries (Weaver) for cleaning services for the Robert K. Pfaff Transit Center.

WHEREAS, the facility needs general cleaning services throughout the peak hours of operations; and

WHEREAS, this partnership will continue to employee clients of Weaver and CSBDD in the community-based employment positions as well as help METRO meet the public transportation needs of our community; and

WHEREAS, the term of this agreement will be one (1) year with an amount not to exceed \$100,200.

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

1. The Executive Director/Secretary-Treasurer is hereby authorized to execute said contract.
2. A contract be awarded for a one (1) year contract (February 1, 2022 to January 31st, 2023)
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: January 25th, 2022

**ROBERT E. DEJOURNETT,
PRESIDENT**

**DAWN S. DISTLER,
EXECUTIVE DIRECTOR/
SECRETARY-TREASURER**

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
416 KENMORE BOULEVARD BOARDROOM
WEDNESDAY, DECEMBER 15, 2021
8:30 AM**

ITEM 1: CALL TO ORDER

Attendees: Mark Derrig, Chuck Rector, David Prentice, Vince Rubino, John Valle, Dawn Distler, Jay Hunter, Shawn Metcalf, Molly Becker, Valerie Shea, Angela Neeley, Jamie Saylor, Jarrod Hampshire, Bambi Miller

Virtual: Robert DeJournett

Mr. Mark Derrig called the meeting to order at 8:29 am.

ITEM 2: APPROVAL OF MINUTES FROM NOVEMBER MEETING

Motion to approve minutes by Mr. Vincent Rubino. Second by Mr. John Valle.

ITEM 3: SUB-COMMITTEE REPORTS

Maintenance Report | Jarrod Hampshire

- Reviewed KPIs.
- Mr. Jarrod Hampshire reported that with the approval of the fuel resolution, METRO is receiving unleaded fuel for \$2.66 per gallon and diesel fuel for \$2.76 per gallon. Mr. John Valle inquired about the cost of fuel last year. Mr. Hampshire reported the fuel cost was \$1.88 per gallon for unleaded and \$2.36 for diesel.

Operations Report | Jamie Saylor

- Reviewed KPIs
- Mr. Jamie Saylor stated a vacation sign up was held last week, Christmas Eve sign up is being held this week, New Year's Eve sign up is next week, with a regular sign up occurring after that.
- He stated a new class of Operators is scheduled for a Meet and Greet in January, with a February 14, 2022 start date.

Customer Care Report | Bambi Miller

- Reviewed KPIs
- Ms. Bambi Miller reported on time performance at 91%. She also stated that she is working closely with Operations, looking at ways to run service with the shortage of manpower. Mr. Mark Derrig inquired

about how the construction is affecting the Operators. Ms. Miller stated Customer Service, Operations and ODOT all work together to provide information. Mr. Saylor stated that METRO also relies on Bus Operators to report construction. Mr. Derrig gave kudos to METRO for working around the construction.

ITEM 4: RESOLUTIONS FOR CONSIDERATION

Resolution 2021-26: A resolution authorizing the award of a contract to N&N Services, Inc. to install an unleaded fueling system and related infrastructure on METRO property.

Mr. Jarrod Hampshire provided an overview of the Resolution, noting \$200,000 of the cost will be paid by grants. Mr. David Prentice inquired whether METRO would use local bidders, like electricians. Mr. Hampshire stated METRO has a strict requirement to buy American. He also stated that N&N has their own crew with METRO retaining the right to approve the rest. Mr. Valle asked where this is in the budget and Mr. Hampshire answered that it is in the capital budget.

A motion to approve was made by Mr. Vincent Rubino. Second by Mr. Chuck Rector.

ITEM 5: OTHER BUSINESS

None

ITEM 6: EXECUTIVE SESSION

None

ITEM 7: CALL FOR ADJOURNMENT

Adjourned at 8:44 am