

METRO REGIONAL TRANSIT AUTHORITY

Customer Experience & Service Performance Committee

AUGUST 19, 2020
8:30 AM

CHAIR: MR. MARK DERRIG
MEMBERS: MR. CHARLES RECTOR & MR. VINCENT RUBINO



**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING AGENDA
416 KENMORE BOULEVARD BOARDROOM
VIRTUAL MEETING VIA GOTOMEETING
WEDNESDAY, AUGUST 19, 2020
8:30 A.M.**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM JULY MEETING

ITEM 3: SUB-COMMITTEE REPORTS

Construction Report | Jarrod Hampshire

Maintenance Report | Jarrod Hampshire

Operations Report | Jamie Saylor

Customer Care Report | Bambi Miller

ITEM 4: RESOLUTIONS FOR CONSIDERATION

Resolution 2020-14: A resolution authorizing the purchase of Hybrid Electric Bus Replacement Battery Packs

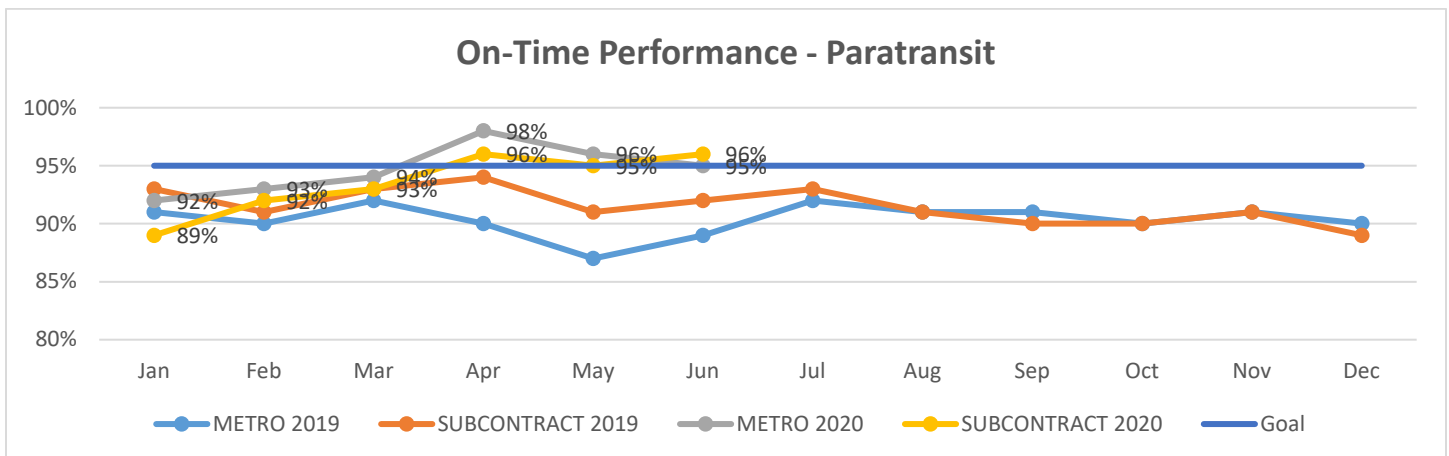
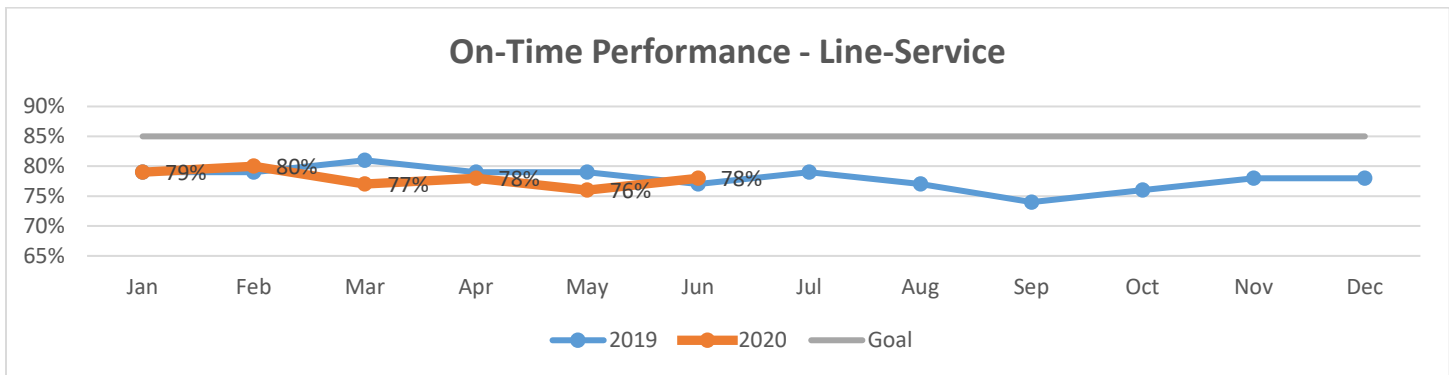
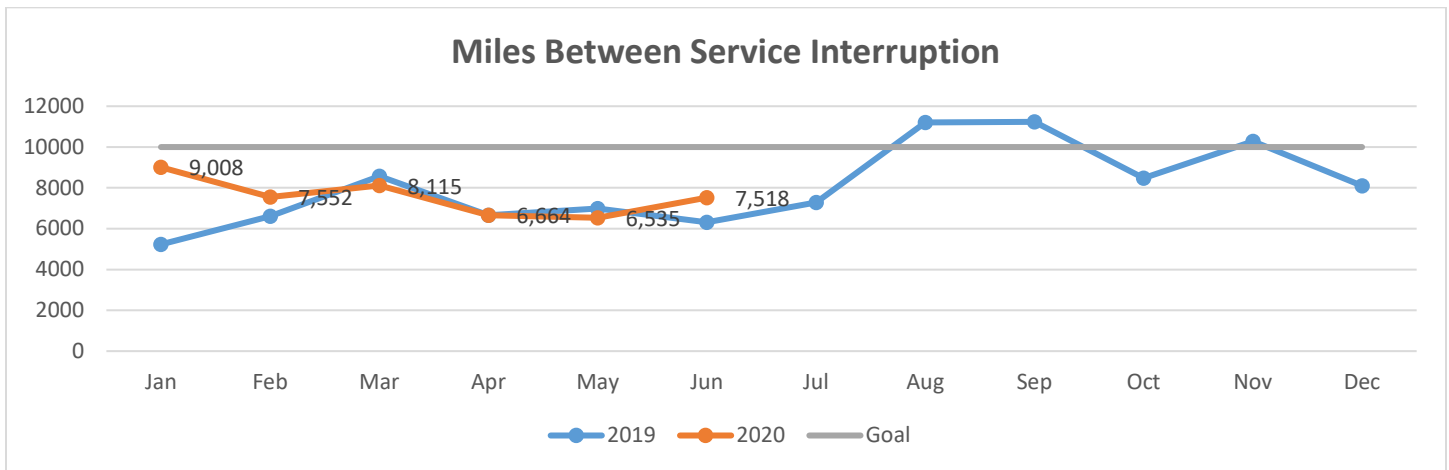
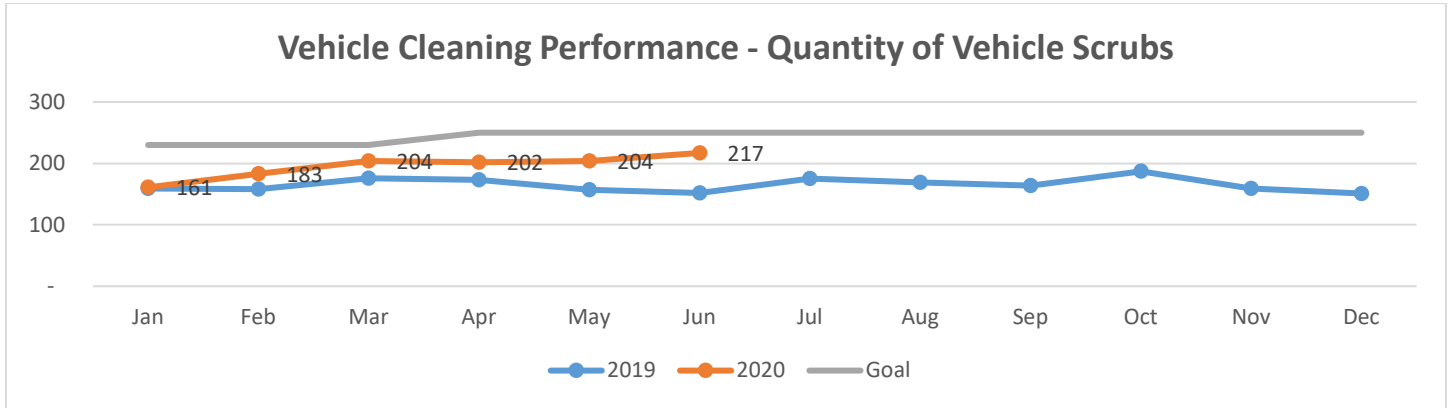
Resolution 2020-15: A resolution authorizing the purchase of up to four (4) replacement 40ft. CNG buses

Resolution 2020-16: A resolution authorizing the purchase of paratransit buses from American Bus & Accessories, Inc.

ITEM 5: OTHER BUSINESS

ITEM 6: CALL FOR ADJOURNMENT

Customer Experience and Service Performance – Key Performance Indicators



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

RESOLUTION 2020-14

A resolution authorizing the purchase of Hybrid Electric Bus Battery Packs

WHEREAS, METRO owns four (4) 40ft. Gillig Hybrid Electric Battery Buses equipped with battery packs that have reached the end of their useful life, and

WHEREAS, replacement of these battery packs will allow these buses to maintain current fuel efficiency as well as meet and potentially exceed their listed useful life, and

WHEREAS, METRO has obtained grant funding from the ODOT OTP grant program to fund this purchase, and

WHEREAS, legal notices were twice duly advertised July 9, 2020 and July 16, 2020 in the Akron Beacon Journal and MassTransit Magazine, and

WHEREAS, such bids were received on August 6, 2020 with the following bids received from:

Gillig LLC – Livermore, CA
W.W. Williams – Brunswick, OH

WHEREAS, METRO has deemed W.W. Williams the lowest, responsive bidder

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

1. The Board hereby consents to the purchase of up to 4 hybrid bus battery packs not to exceed a total cost of \$191,158.08.
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: August 25, 2020

**ROBERT DEJOURNETT,
PRESIDENT**

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

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

RESOLUTION 2020-15

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 2021 bus order is now due, and

WHEREAS, the current agreement with GILLIG LLC allocates for four (4) 40ft. CNG buses to be purchased in 2021

WHEREAS, the Transit Improvement Program as well as METRO's Transit Asset Management Plan calls for four (4) existing diesel powered buses that have reached the end of their useful lives to be replaced in 2021

WHEREAS, METRO has funding from the Federal Transit Agency for the purchase of these four (4) buses under the Congestion Mitigation & Air Quality program

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 execute said contract.
2. The Chief Executive Officer/Secretary-Treasurer is hereby authorized to purchase up to four (4) Compressed Natural Gas buses not to exceed \$2,142,196.00
3. The Chief Executive Officer/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: August 25, 2020

**ROBERT E. DEJOURNETT,
PRESIDENT**

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

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

RESOLUTION 2020-16

A resolution authorizing the purchase of paratransit buses from American Bus & Accessories, Inc.

WHEREAS, The State of Ohio maintains a Statewide Purchasing Agreement that METRO is permitted to use, and

WHEREAS, METRO has a subset of the paratransit fleet that has reached the end of its useful life, and seeks to replace up to 38 of these vehicles.

WHEREAS, METRO has obtained grant funding from the Federal Transit Administration to fund this purchase, and

WHEREAS, Grant funding will provide up to 80% of the cost of the vehicles with the rest being matched with Local Capital funding

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

1. The Chief Executive Officer is authorized to purchase up to thirty-eight (38) paratransit buses not to exceed a total cost of \$3,444,691.
2. The Chief Executive Officer is authorized to execute all documents with American Bus & Accessories
3. The Chief Executive Officer is authorized up to a 5% contingency should change orders 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: August 25, 2020

**ROBERT DEJOURNETT,
PRESIDENT**

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

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
416 KENMORE BOULEVARD BOARDROOM
WEDNESDAY, JULY 15, 2020
8:30 A.M.**

ITEM 1: CALL TO ORDER

Attendees: Mark Derrig, Chuck Rector, Vincent Rubino, Robert DeJournett, Nick Fernandez, Dawn Distler, Bambi Miller, Jarrod Hampshire, and METRO team members

Mr. Mark Derrig called the meeting to order at 8:33 a.m.

ITEM 2: APPROVAL OF MINUTES FROM JUNE MEETING

Motion to approve minutes by Mr. Chuck Rector. Second by Mr. Vincent Rubino.

ITEM 3: SUB-COMMITTEE REPORTS

Construction Report | Jarrod Hampshire

- Jarrod showed progress photos of the Independence Transit Center. The project is scheduled to be completed by October.

Maintenance Report | Jarrod Hampshire

- Negotiations have started with Teamsters union
- RFP for maintenance of the public CNG station is on the street
- Interviews for Vehicle Detailers start July 16
- Reviewed KPIs

Operations Report | Jamie Saylor

- Reviewed KPIs

Customer Care Report | Bambi Miller

- Reviewed KPIs

ITEM 4: RESOLUTIONS FOR CONSIDERATION

Resolution 2020-06: A resolution authorizing the award of a task order based contract for general architecture and engineering services.

ITEM 5: OTHER BUSINESS

ITEM 6: CALL FOR ADJOURNMENT

Meeting was adjourned at 8:46 a.m.