

METRO REGIONAL TRANSIT AUTHORITY

Customer Experience & Service Performance Committee

JANUARY 18, 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, JANUARY 18, 2024
9:00AM**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE DECEMBER MEETING

ITEM 3: SUB-COMMITTEE REPORTS

Operator Retention Report | Jarrod Hampshire

- KPIs (Page 3)

Maintenance Report | Jarrod Hampshire

- KPIs (Page 3)

Operations Report | DeHavilland McCall

- KPIs (Page 3)

ITEM 4: RESOLUTIONS FOR CONSIDERATION | Jarrod Hampshire

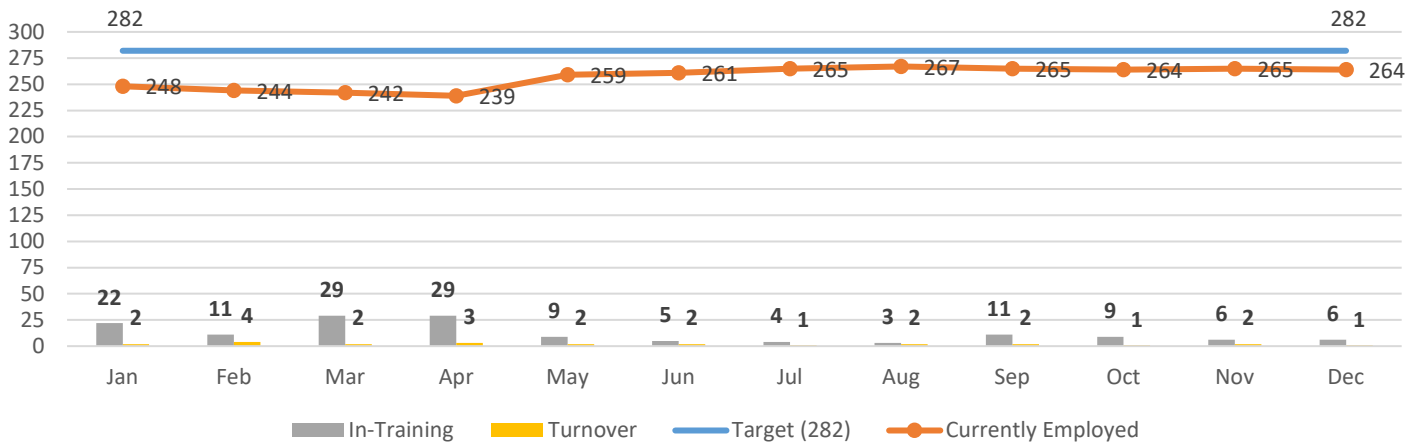
Resolution 2024-01: A Resolution authorizing the Chief Executive Officer/Secretary-Treasurer to award up to a (1) year contract for the purchase of Oil and Other Associated Bulk Fluids for 2024. (Page 4)

ITEM 5: OTHER BUSINESS

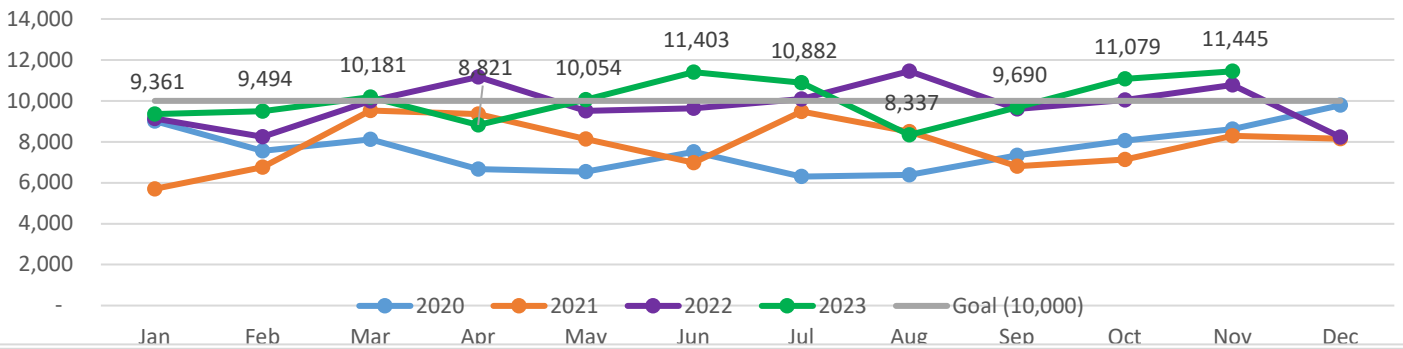
Maintenance and Operations Construction Update | Jarrod Hampshire

ITEM 6: CALL FOR ADJOURNMENT

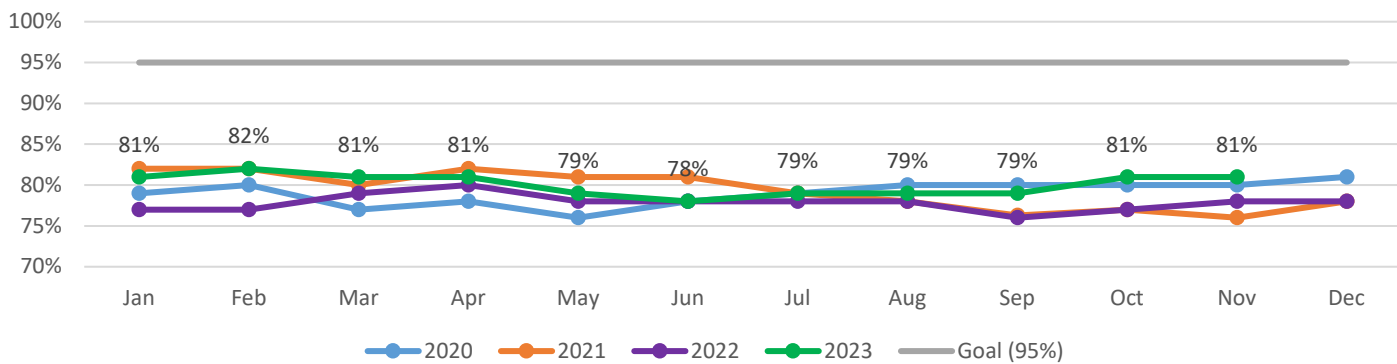
2023 Operator Retention



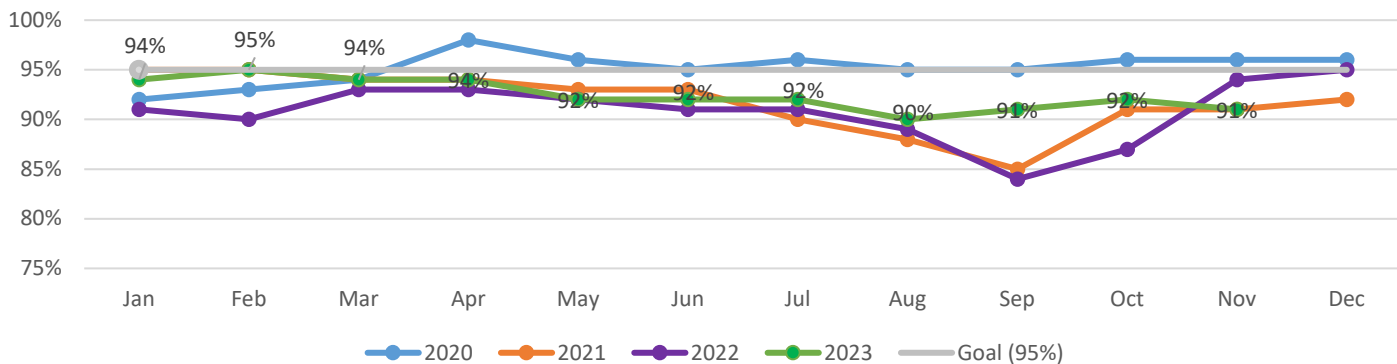
Miles Between Service Interruption



On-Time Performance - Fixed-Route



On-Time Performance - Demand Response



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

RESOLUTION 2024-01

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.

WHEREAS, METRO seeks annual fixed pricing for fluids that are used in bulk quantities such as; engine oil, transmission fluid, windshield washer fluid, diesel exhaust fluid, gear oil and grease, and

WHEREAS, Legal Notices were twice advertised in the Akron Beacon Journal on December 7th and 14th, 2023 and on the METRO RTA website, and

WHEREAS, bids were opened on Thursday, January 4th, 2024 from the following companies:

1. Northeast Lubricants – Warrensville Heights, OH
2. Rowley’s Wholesale – Bay City, MI
3. Reladyne - Cincinnati, OH

WHEREAS, METRO is recommending that Reladyne be awarded the contract for providing oil and other associated bulk fluids, as they were the lowest, responsive bidder, and

WHEREAS, METRO anticipates the value of this contract to be an estimated \$129,327.00 based on the consumption of the listed products/fluids within the bid.

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

1. A Contract will be awarded to Reladyne for the provision of Oil and Other Fluids for up to one (1) year period, beginning February 1st, 2024.
2. The Chief Executive Officer/Secretary-Treasurer is authorized to execute said contract
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 31, 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, DECEMBER 14, 2023**

Committee

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

Trustees Present: Don Christian, Bob Konstand, Dana LaGarde, Gary Spring

METRO Team

Members Present: Dawn Distler, Eric Scott, Jarrod Hampshire, DeHavilland McCall, Jim Meduri, Angela Neeley, Grace Doyle, Nicholas Miller, Tatia Harris, Molly Becker, Melissa Barna, Bambi Miller, Jamie Saylor, Shawn Metcalf

CALL TO ORDER

Mr. John Valle called the meeting to order at 8:59am

APPROVAL OF MINUTES FROM THE NOVEMBER MEETING

Ms. Renee Greene made a motion to approve minutes from the November meeting. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Operator Retention Report | Jarrod Hampshire

KPIs were reviewed. A question was asked regarding whether operator training standards had been lowered in an effort to train a large number of operators, and it was reported that standards had not been lowered, and extensive evaluation measures remained in place despite the fast pace of hiring.

Maintenance Report | Eric Scott

KPIs were reviewed.

Operations Report | DeHavilland McCall

KPIs were reviewed.

RESOLUTIONS FOR CONSIDERATION

RESOLUTION 2023-22 | Jarrod Hampshire

A Resolution authorizing a change order to the agreement with Richard L. Bowen regarding the new Maintenance and Operations Facility.

The resolution was discussed. A discussion arose regarding the 5% contingency and the costs associated beyond the hourly rate.

Mr. Mark Derrig made a motion for the committee to recommend the resolution to the full board on December 19. All present voted yes.

RESOLUTION 2023-23 | Jarrod Hampshire

A Resolution authorizing the First Guaranteed maximum Price (GMP) for the Construction of the Maintenance and Operations Facility.

The resolution was discussed. A question was asked regarding whether the job was bonded, and it was reported that it was. A question was asked regarding whether contractor payments went through credit, and it was reported that there was a structured process associated with contractor payment.

Ms. Dana LaGarde made a motion for the committee to recommend the resolution to the full board on December 19. All present voted yes.

OTHER BUSINESS

Mr. Jarrod Hampshire spoke about the new board room setup and previewed the forthcoming changes.

CALL FOR ADJOURNMENT

Adjourned at 9:27am

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

_____/_____/_____
Date (MM/DD/YYYY)