

**METRO RTA
BOARD MINUTES
ROBERT K. PFAFF TRANSIT CENTER
TUESDAY, MARCH 31, 2020**

Trustees Present: (all via teleconference), Robert DeJournett, Nick Fernandez, Heather Heslop Licata, Vincent Rubino, David Prentice, Chuck Rector, Gary Spring, Donald Christian, Renee Greene

Trustees Absent: Mark Derrig, Louise Gissendaner

Employees Present: Angela Neeley, Dawn Distler, De Havilland McCall, Jarrod Hampshire, Jay Hunter, Molly Becker, Shawn Metcalf, Sue Ketelsen, Valerie Shea

Guests Present: None

CALL TO ORDER

Mr. DeJournett called the meeting to order at 9:00 a.m. A moment of silence was held to remember all those affected by the Covid-19 virus.

AUDIENCE PARTICIPATION

None

RECOGNITION

None

APPROVAL OF MINUTES

Mr. DeJournett asked for a motion to approve the minutes of the January 28, 2020 meeting. Ms. Greene made a motion for approval, seconded by Mr. Rector. The minutes were unanimously approved.

CUSTOMER EXPERIENCE & SERVICE PERFORMANCE COMMITTEE REPORT

Chair: Mark Derrig

Mr. Rubino reported that the committee did meet on March 18, 2020, at 11:30 am. An update on construction was reviewed, as well as KPIs. Mr. Hampshire explained the new format of including KPI's in the Committee Packets.

Resolution 2020-04 authorizing a camera system replacement RFP was presented for consideration. Mr. Rubino made a motion for approval, seconded by Mr. Christian. All those present voted 'yes'. Resolution 2020-04 was approved by the Board.

FINANCE & AUDIT COMMITTEE REPORT

Chair: Nicholas Fernandez

Mr. Fernandez reported that the committee met in February, reviewed the financials, and Mr. Hampshire did a presentation on KPIs.

PLANNING / MARKETING / RAIL COMMITTEE REPORT

Chair: Donald Christian

Mr. Christian reported that the committee did meet. He deferred a question about ridership from Mr. Spring to Ms. Shea. She reported that ridership was down about 40% due to the Stay-At-Home order issued by Governor DeWine, and that the closure of the RKP Transit Center lobby would contribute to that as well. She indicated that they were working closely with the Operations and Paratransit departments to provide “chasers” for buses to prevent overcrowding and to increase social distancing.

A question was asked about whether there would need to be a consolidation of riders. Ms. Distler replied by explaining that ridership so far was not affecting the number of operators who were needed, and that the only routes that have needed to be suspended are the X-60 to Cleveland and the DASH service in downtown Akron, both due to having practically no riders. She said that possibly a greater concern at the moment is the chance of illness and call-offs affecting the number of operators who were available. There are three different contingency service levels which have been discussed with the unions and could be put into place, but that has not occurred. Mr. Christian asked if PPE (Personal Protective Equipment) was being made available to the operators, and Ms. Distler said that yes, face shields, hand sanitizer, and disposable gloves were all available upon request.

THE APD GROUP REPORT

Chair: Louise Gissendaner

Reporting for the Chair: Chuck Rector

Mr. Rector reported that the APD Group (Asset Protection and Development) did not meet in March, but did meet in February. Numbers are reflected in the committee’s KPIs.

GOVERNANCE COMMITTEE REPORT

Mr. Spring reported that the committee did not meet. He did say, however, that an amendment to the by-laws was being discussed that would create term limits for the officers. He also noted that probably next month would be the yearly vote for officers, but that both the President and Vice President would be recommended to remain the same. There was also discussion of changing the job title of the Executive Director to Chief Executive Officer to be more consistent with other transits around the country.

OFFICERS’ REPORT

President: Mr. DeJournett extended appreciation to Dawn and the entire METRO team for how they have operated during the pandemic, and kept up with changing circumstances on an hourly basis. He also requested that the current committee chairs continue on, with one exception being the chair of the APD Committee changing from Ms. Gissendaner to Mr. Rector.

Executive Director: Ms. Distler agreed that the whole METRO Team has shown great professionalism, commitment and dedication as essential workers. Bus operators are continuing to report for work, with only a small increase in call-offs, and we are still able to provide nearly 100% service. Everyone is being cautious about social distancing on the buses, and is focused on protecting the health of all. In addition to the PPE being offered, the front seats on the buses have been tied, so that they keep a safer distance for the operator. Fares continue to remain free for all routes, which is meant to help reduce the amount of time a passenger may be present at the front near the operator. Passengers are also being asked emphatically to restrict their trips to only travelling for essential reasons of grocery, medical, or work, and they are being transported to One-way destinations. Many administrative employees are working from home for various amounts of the week. Although it may look a little different, Strategic Planning continues, and a presentation is planned for April 17th.

OTHER BUSINESS

ADJOURNMENT

There being no other business to come before the Board, Ms. Greene made a motion to adjourn, seconded by Mr. Fernandez. The motion to adjourn was unanimously approved, and the meeting adjourned at 9:49 a.m.

CERTIFICATE OF COMPLIANCE

Pursuant to Section III, Article 3.2 of the Rules & Regulations of the METRO Regional Transit Authority, METRO has complied with the Notice and Notification to the public and news media.

DATE APPROVED: April 28, 2020

**ROBERT E. DEJOURNETT,
PRESIDENT**

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