

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
WEDNESDAY, JUNE 15, 2022
8:30 AM**

Committee

Members Present: Chuck Rector

Trustees Present: John Valle, Dana LaGarde

METRO Team

Members Present: Dawn Distler, Jarrod Hampshire, Jay Hunter, Angela Neeley, Tatia Harris, DeHavilland McCall, Bambi Miller, Molly Becker, Eric Scott, Valerie Shea

CALL TO ORDER

Mr. John Valle called the meeting to order at 8:29 am.

APPROVAL OF MINUTES FROM APRIL MEETING

Ms. Dana LaGarde made a motion to approve minutes from the May 18, 2022 meeting. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Maintenance Report | Jarrod Hampshire

KPIs were reviewed. Mr. Eric Scott reported a great month for miles between services.

Operations Report | DeHavilland McCall

KPIs were discussed. Line service holding well was discussed. A class of 7 new bus operators training for the duration of 5 weeks was discussed, and questions were asked about the structure of training. Operator turnover and strategies for recruitment were discussed.

RESOLUTIONS FOR CONSIDERATION

RESOLUTION 2022-11 | Jarrod Hampshire: A resolution authorizing a contract between the Downtown Akron Partnership (DAP) and METRO for the cleaning, provision of safety patrols, and other services along Main Street and the Robert K. Pfaff (RKP) Transit Center.

Option pricing was highlighted, as was the value of the DAP partnership. DAP's labor outsourcing was discussed. A question was asked regarding what DAP does, and a discussion arose of DAP's relationship with Metro. DAP's "Goose Patrol" and their presence at the Robert K. Pfaff transit center was discussed. The length of DAP's partnership (around 10 years) was discussed.

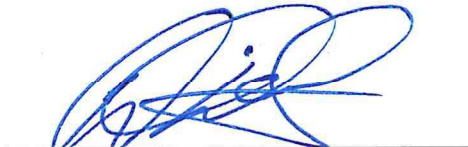
Mr. Chuck Rector made a motion to recommend the resolution to the full board on June 28, 2022. All present voted yes:

OTHER BUSINESS

Ms. Dawn Distler introduced Ms. Tatia Harris, Chief Culture Officer, and Mr. Jackson Guido, Administrative Coordinator to the committee.

CALL FOR ADJOURNMENT

Adjourned at 8:43 am



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