

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
416 KENMORE BOULEVARD BOARDROOM
WEDNESDAY, JANUARY 19, 2022
8:30 AM**

ITEM 1: CALL TO ORDER

Committee Members: Mark Derrig, Chuck Rector, Vincent Rubino

Board Members: David Prentice, John Valle, Dana LaGarde

METRO Leadership: Dawn Distler, Jarrod Hampshire, Jamie Saylor, Jay Hunter, Shawn Metcalf, Molly Becker, Valerie Shea, Angela Neeley, Greg Fiocca

Mr. Mark Derrig called the meeting to order at 8:30 am.

ITEM 2: APPROVAL OF MINUTES FROM NOVEMBER MEETING

Motion to approve minutes by Mr. Chuck Rector. Minutes from the December 15, 2021 meeting were approved.

ITEM 3: SUB-COMMITTEE REPORTS

Maintenance Report | Jarrod Hampshire

- Maintenance KPI's were reviewed including number of scrubs and miles between service interruption.

Operations Report | Jamie Saylor

- Operations KPI's were reviewed, including on time performance.
- There was a discussion about the hiring of additional Operators with a February 14, 2022 start date, and the plan to continue hiring the remainder of 2022.

Customer Care Report | Bambi Miller

- The Customer Care KPI's were reviewed. There was a discussion about steps being taken to combat the Bus Operator shortage.

ITEM 4: RESOLUTIONS FOR CONSIDERATION

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

An overview of the Resolution was presented to the committee.

A motion to recommend approval of the resolution to the full Board at the next board meeting was made by Mr. Chuck Rector. The motion to send Resolution 2022-01 to the Board was approved.

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.

An overview of the resolution was presented to the committee

A motion to recommend approval of the resolution to the full Board at the next board meeting was made by Mr. John Valle. The motion to send Resolution 2022-02 to the Board was approved.

ITEM 5: OTHER BUSINESS

There was a discussion about the Gillig electric buses, how the buses will be shipped and when they are expected to arrive, as well as the impressive design on the bus.

There was also a discussion about how long a charge lasts on these buses and how METRO will determine the routes these buses will run.

ITEM 6: CALL FOR ADJOURNMENT

Adjourned at 8:54 am

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