CUSTOMER EXPERIENCE & SERVICE PERFORMANCE COMMITTEE

Wednesday, March 18, 2020 – 8:30 AM

Chair: Mark Derrig

Members: Chuck Rector
         Vincent Rubino

METRO Support: Jarrod Hampshire
               De Havilland McCall
               Bambi Miller
ITEM 1: CALL TO ORDER:

ITEM 2: APPROVAL OF MINUTES:

ITEM 3: SUB-COMMITTEE REPORTS & POTENTIAL RESOLUTIONS:

Construction Projects Update

Maintenance Report

Brief Department Report
KPI Report

Operations Report

Brief Department Report
KPI Report

Customer Service / Paratransit Report

Brief Department Report
KPI Report

ITEM 4: RESOLUTIONS:

2020-04 – Camera System Replacement RFP

ITEM 5: CALL FOR ADJOURNMENT:
Minutes: 2.19.2020

Present:

Board: Mark Derrig (Chair), Vincent Rubino, Charles Rector
Staff: Dawn Distler, DeHavilland McCall, Bambi Miller, Jarrod Hampshire, John Sutherland, Jamie Saylor, Eric Scott

11:34: Call to Order

Approval of minutes, motion Derrig, Second Rubino

Construction update – Jarrod Hampshire

- Junk Yard Demolition Completed – On Time/Budget
- Underground work at Independence on-going, foundation work slated for March/April
- Cold-Patch work performed at Chapel Hill Mall to maintain temporary area where buses are traversing during construction

Maintenance Update – Jarrod Hampshire

- Reliability statistics started strong for 2020 – See board packet for detailed stats.

Operations – Jamie Saylor

- Unscheduled OT down – see Board Packet for detailed stats
- Hired 3 operations supervisors – 2 external and 1 internal candidate

Paratransit/Customer Service – Bambi Miller

Key Performance Indicators

Other Business: Dawn Distler – Rescheduling committee meetings going forward. This committee will meet the 3rd Wednesday of each month at 8:30.

Motion to Adjourn 12:20 AM
RESOLUTION NO. 2020-04

A resolution authorizing the award of a contract for the replacement and installation of on-board vehicle cameras and recording equipment for METRO vehicles.

WHEREAS, Legal notices were advertised for two weeks on January 2nd, and January 9th, 2019 in the Akron Beacon Journal, and

WHEREAS, Proposals were received from AngelTrax, RoadRunner/Luminator Group, SafetyVision, Seon, TSI Video, and REI inc., and

WHEREAS, METRO determined during the bid evaluation process, that one (1) of the bidders had a proposal that did not meet Buy America Requirements, therefore disqualifying REI Incorporated, and

WHEREAS, METRO reviewed all proposals based on Product Design and Performance, Cost, Customer Service/Training/Support, and Project Schedule, and

WHEREAS, METRO is recommending that AngelTrax be awarded a contract for the replacement and installation of on-board vehicle cameras and recording equipment for METRO vehicles, and

WHEREAS, METRO has secured grant funding through the State of Ohio to fund this contract.

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

1. The Executive Director/Secretary-Treasurer is hereby authorized to execute said contract.

2. The Executive Director/Secretary-Treasurer is hereby authorized to purchase camera equipment in an amount not to exceed $1,253,476.20

3. The Executive Director/Secretary-Treasurer is authorized up to a 5% 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: TUESDAY, MARCH 31st, 2020

ROBERT E. DEJOURNETT, 
PRESIDENT

DAWN S. DISTLER,
EXECUTIVE DIRECTOR/
SECRETARY-TREASURER