

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING AGENDA
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
WEDNESDAY, AUGUST 17, 2022
8:30 AM**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM APRIL MEETING

ITEM 3: SUB-COMMITTEE REPORTS

Operation Retention Report | Jarrod Hampshire

Maintenance and Operations Facility Update | Jarrod Hampshire

Maintenance Report | Eric Scott

- KPIs (Page 2)

Operations Report | DeHavilland McCall

- KPIs (Page 2)

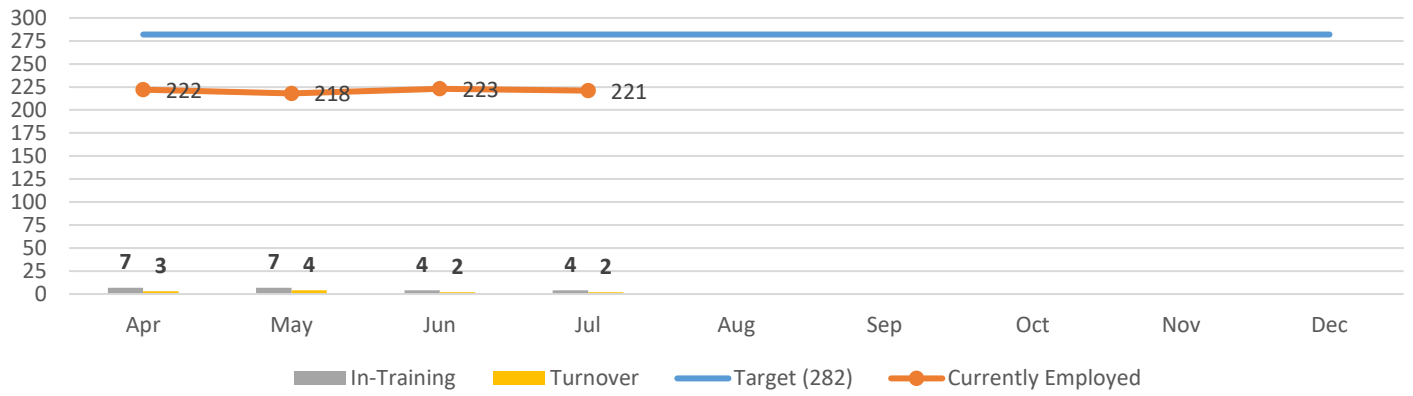
ITEM 4: RESOLUTIONS FOR CONSIDERATION

ITEM 5: OTHER BUSINESS

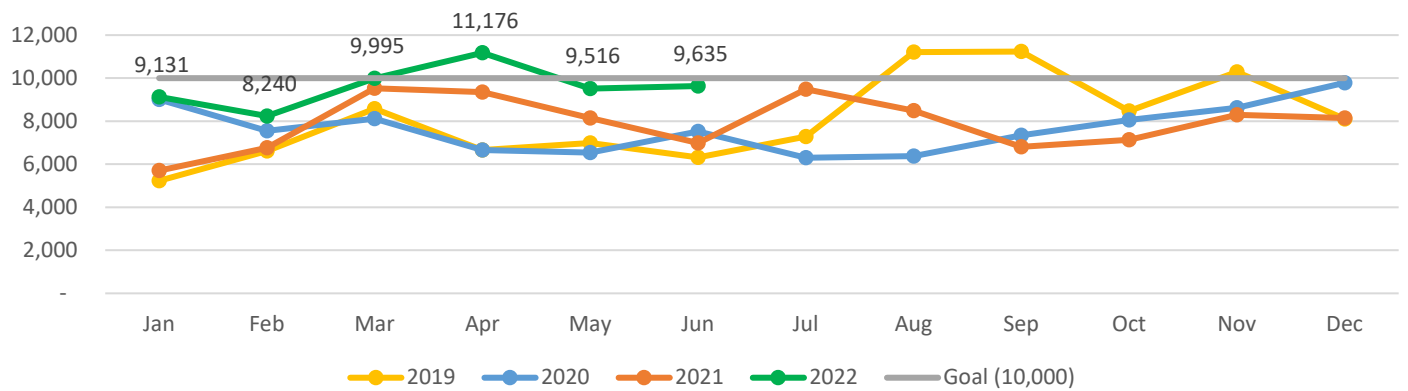
ITEM 6: CALL FOR ADJOURNMENT

Customer Experience and Service Performance – Key Performance Indicators

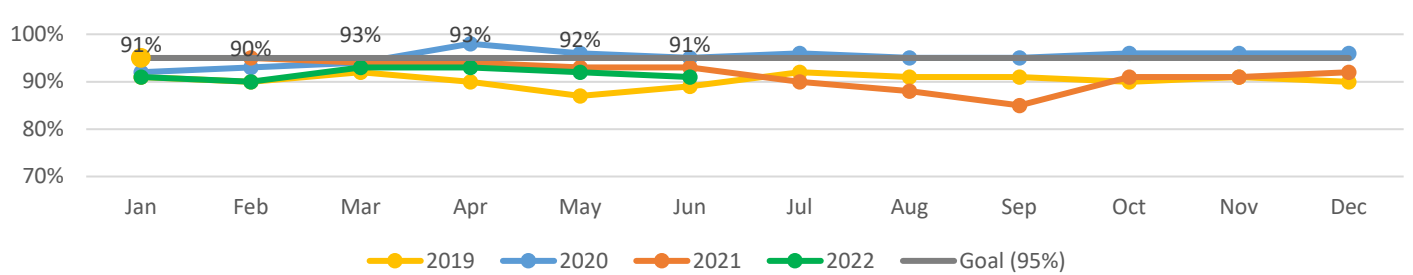
2022 Operator Retention



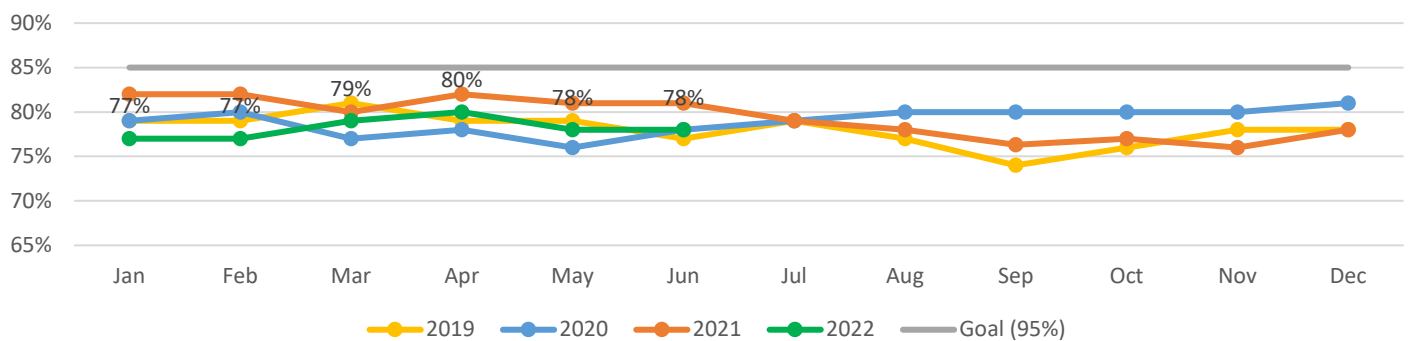
Miles Between Service Interruption



On-Time Performance - Demand Response



On-Time Performance - Fixed-Route



**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
WEDNESDAY, JULY 20, 2022
8:30 AM**

Committee

Members Present: Mark Derrig, Chuck Rector, Vince Rubino, John Valle

Trustees Present: Donald Christian

METRO Team

Members Present: Dawn Distler, Jarrod Hampshire, Jay Hunter, Angela Neeley, Tatia Harris, DeHavilland McCall, Molly Becker, Eric Scott, Valerie Shea, Shawn Metcalf, Jamie Saylor

CALL TO ORDER

Mr. Mark Derrig called the meeting to order at 8:29 am

APPROVAL OF MINUTES FROM APRIL MEETING

Mr. John Valle made a motion to approve minutes from the June 15 meeting. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Operation Retention Report | Jarrod Hampshire

KPIs were reviewed. Mr. Jarrod Hampshire reported a need for operator recruitment, and spoke about the hiring event at Stark State on August 6th. It was reported that the event would allow people who had never considered driving a bus the chance to try it out. It was reported that this idea was inspired by a similar hiring event by Dayton RTA, and it was reported that the organization's goal was to attract at least 51 people. It was reported that advertising for the event was already underway. A question was asked about how many new bus operators METRO has on the year. It was reported that 16 new operators had been hired, but with retirements and turnover, the overall number of operators has broken even so far over the year. A question was asked about when the operator deficit needs to be fixed. It was reported that this was an immediate problem, and that the operator deficit would need to be addressed by the start of the redesign implementation. A question was asked about how many operators are not regularly driving. It was reported that while the Operator retention KPI does include absent operators, the budgeted number factors in absent operators. It was reported that METRO is prepared to adjust the details of the Reimagined Network based on the operator retention. A question was asked about shifting internal staff to bus operation. It was reported that bus operators are a majority of METRO's workforce, and that there are few employees that are not operators or who would be viable to move to bus operation. It was also reported that recruiting young professionals right out of high school or who are considering an alternative to college is key to addressing the operator retention deficit.

Maintenance Report | Eric Scott

KPIs were reviewed. Mr. Eric Scott reported 9,516 miles between service interruptions for the month of May.

Operations Report | DeHavilland McCall

KPIs were discussed. A question was asked if the Akron curfews in July may affect on-time performance. It was reported that it would.

RESOLUTIONS FOR CONSIDERATION

Resolution 2022-12 | Jarrod Hampshire A resolution authorizing a contract between the CINTAS, Inc. and METRO for Maintenance Department Uniform Rentals and Various Facility Services.

It was reported that METRO has a 5 year relationship with CINTAS, and under the state contract, METRO would be able to save money while continuing to provide quality uniforms for the maintenance team via CINTAS.

Mr. John Valle made a motion to approve the resolution. The resolution was approved unanimously

OTHER BUSINESS

Mr. Jarrod Hampshire gave a report on the Maintenance & Operations Facility progress. A question was asked about the integrity of the soil on the land, and it was reported that the selected land was safe and suitable for a foundation. A question was asked about why the FTA was concerned about the method METRO used to procure the land. It was reported that the FTA has rules and regulations pertaining to land procurement that involves federal funds, and that discussions with the FTA were ongoing with the hope of finding a resolution.

A question was asked about whether METRO method of procuring the land would cause problems going forward. It was reported that the FTA was aware of all the details regarding the land procurement, and that the purpose of the ongoing discussions was not to inform the FTA of the land procurement method used, but to reach a resolution given the current state of affairs. It was requested that the presentation be shared with the board, which was approved.

CALL FOR ADJOURNMENT

Adjourned at 9:08 am

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

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