

**METRO RTA  
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE  
COMMITTEE MEETING MINUTES  
416 KENMORE BOULEVARD BOARD ROOM  
VIRTUAL MEETING  
WEDNESDAY, JANUARY 20, 2021  
8:30 A.M.**

**ITEM 1: CALL TO ORDER**

Attendees: Mark Derrig, Chuck Rector, Vincent Rubino, Robert DeJournett, Dave Prentice, Dawn Distler, Jarrod Hampshire, Shawn Metcalf, Bambi Miller, DeHavilland McCall, Jamie Saylor, Jarrod Hampshire, Valerie Shea

Guests Present: Suzie Graham

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

**ITEM 2: APPROVAL OF MINUTES FROM NOVEMBER MEETING**

Motion to approve minutes by Mr. Vincent Rubino. Second by Mr. Chuck Rector.

**ITEM 3: SUB-COMMITTEE REPORTS**

**Construction Report | Jarrod Hampshire**

- The Independence Transit Center is operational as of January 3, 2021. He thanked Mr. Mark Derrig for visiting the facility.
- The North Bus Barn project is wrapping up and will tentatively be completed by the mid-February.

**Maintenance Report | Jarrod Hampshire**

- Reviewed KPIs
- Nine new fixed-route buses will hit the road in mid-February. Mr. Hampshire explained the air purification system (same system used across airlines) that is built into the buses, along with an air intake system.

Mr. Derrig said he was impressed by the technology on the new buses, including the air system. He is proud to represent a team, especially this Committee, who continues to explore different ways to keep the team members and customers healthy and safe.

**Operations Report | Jamie Saylor**

- Reviewed KPIs

- Training on the new fixed-route buses is almost complete. Mr. Saylor, Ms. DeHavilland McCall, and Operations Supervisors have also been trained on the new buses.
- Eight SSOs are currently in route training; five will be completed at the end of January and three in February. That leaves six SSOs to get their CDL and go through route training.

**Customer Care Report | Bambi Miller**

- Reviewed KPIs

Mr. Derrig asked if METRO is still conducting in-person mobility assessments. Ms. Bambi Miller confirmed the in-person assessments are still taking place and are also used as a training session for new customers to understand the service and tools available.

In regards to ridership levels, Ms. Dawn Distler stated the goal is to return to the level of demand response service pre-COVID; however, those decisions are resting on the COVID-19 vaccine. Ms. Distler said METRO is working closely with local, state, and national organizations, including Summit County Public Health (SCPH), to advocate for public transportation workers to get the vaccine sooner rather than later.

Mr. Derrig asked what SCPH’s role in vaccine advocacy for public transportation. Ms. Distler said SCPH is supportive of public transportation; however, they must follow the Governor’s vaccination roll out plan.

**ITEM 4: RESOLUTIONS FOR CONSIDERATION**

**Resolution 2021-02:** 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. (Page 4)

Ms. Suzie Graham, CEO of DAP, gave an overview of METRO’s partnership with DAP and other initiatives METRO supports and has supported in the past.

**ITEM 5: OTHER BUSINESS**

**ITEM 6: CALL FOR ADJOURNMENT**

Adjourned at 9 a.m.