

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
WEDNESDAY, AUGUST 18, 2021
8:30 AM**

ITEM 1: CALL TO ORDER

Attendees: Mark Derrig, Vincent Rubino, Chuck Rector, David Prentice, Robert DeJournett (virtual), Dawn Distler, Jarrod Hampshire, DeHavilland McCall, Jamie Saylor, Bambi Miller, Angela Neeley, Shawn Metcalf, Valerie Shea, Jay Hunter, Molly Becker

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

ITEM 2: APPROVAL OF MINUTES FROM JULY MEETING

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

ITEM 3: SUB-COMMITTEE REPORTS

Maintenance Report | Jarrod Hampshire

- Reviewed KPIs

Mr. Derrig inquired about road calls related to air conditioning units. Mr. Jarrod Hampshire discussed METRO's effective preventative maintenance program that includes the review of high-risk components such as heating and cooling units. To date, Mr. Hampshire said there have been zero recorded customer complaints about a bus not having air conditioning.

- METRO's new demand response and Gillig buses were parked outside the Robert K. Pfaff Transit Center for Board members to check out. The buses represent METRO's new branding and paint schemes.
- The electric bus projects remain on schedule. Mr. Hampshire reported an on-site meeting regarding the charging infrastructure is scheduled in the near future. Electric buses will be stored in the newly renovated North Barn.

Operations Report | Jamie Saylor

- Reviewed KPIs

Mr. Jamie Saylor reported the last group of SSOs completed their CDL training and have moved onto route training, which will be completed in about six weeks. Twenty SSOs have been trained since end of 2020.

Operator signing for the fall sign-up took place last week (August 9-11) and goes into effect on Sunday, August 22. Operator signing for Labor Day was held after the fall sign-up. Mr. Saylor explained to the Committee how the Labor Day sign-up took place and answered questions from Mr. Rector regarding seniority and holiday pay.

Customer Care Report | Bambi Miller

- Reviewed KPIs

Mr. Derrig asked Mr. Saylor and Ms. Miller how construction is affecting service and on-time performance. Mr. Saylor said construction in Akron has been consistent for last 3-4 years, especially around the central interchange. METRO Operations Supervisors/mobile units do a great job setting up detours ahead of time and adjusting detours for last-minute changes/adjustments. Mr. Saylor also commended bus operators for effectively communicating with supervisors as issues arise.

ITEM 4: RESOLUTIONS FOR CONSIDERATION

None

ITEM 5: OTHER BUSINESS

ITEM 6: CALL FOR ADJOURNMENT

Adjourned at 8:42 a.m.