

METRO REGIONAL TRANSIT AUTHORITY

# Customer Experience & Service Performance Committee

OCTOBER 20, 2021  
8:30 AM

CHAIR: MR. MARK DERRIG  
MEMBERS: MR. CHARLES RECTOR & MR. VINCENT RUBINO



**METRO RTA  
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE  
COMMITTEE MEETING AGENDA  
ROBERT K. PFAFF TRANSIT CENTER BOARDROOM  
WEDNESDAY, OCTOBER 20, 2021  
8:30 AM**

**ITEM 1: CALL TO ORDER**

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

**ITEM 3: SUB-COMMITTEE REPORTS**

**Maintenance Report | Jarrod Hampshire**

- KPIs (Page 3)
- Electric Bus Update

**Operations Report | Jamie Saylor**

- KPIs (Page 3)

**Customer Care Report | Bambi Miller**

- KPIs (Page 3)

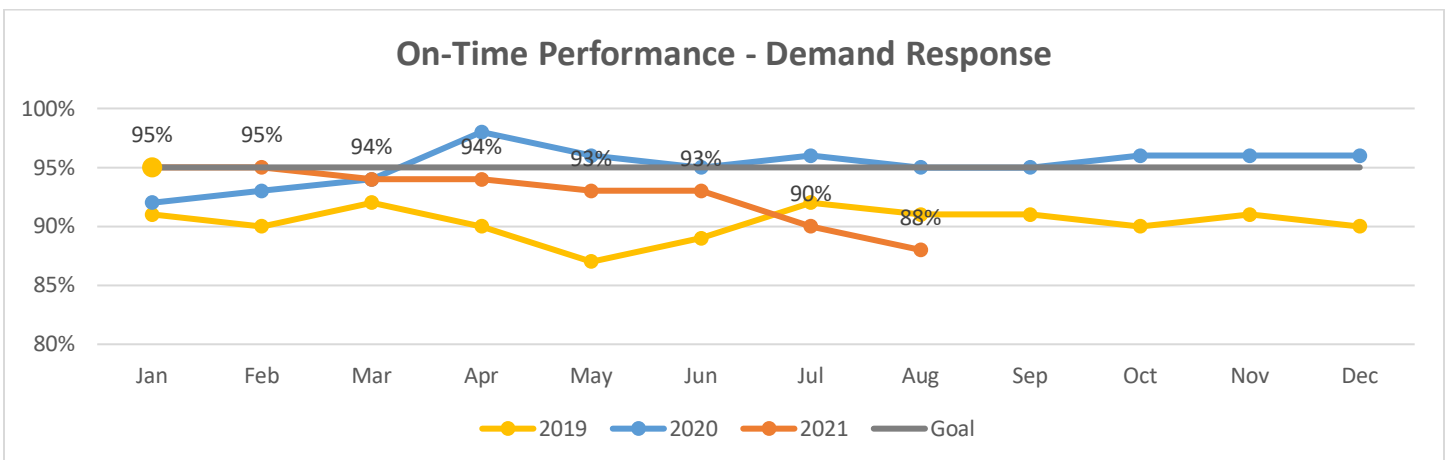
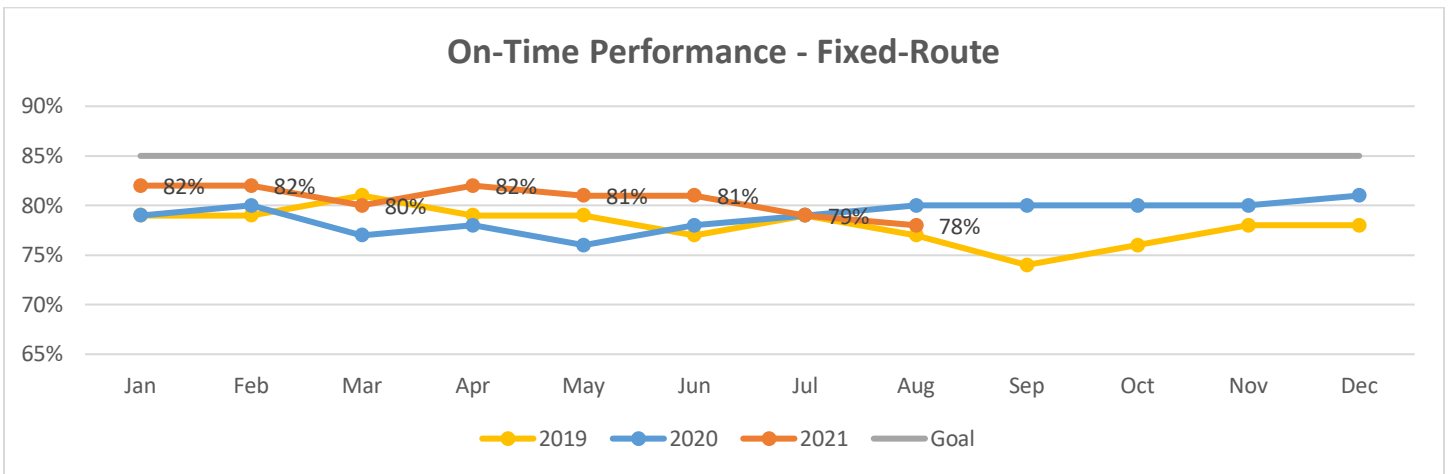
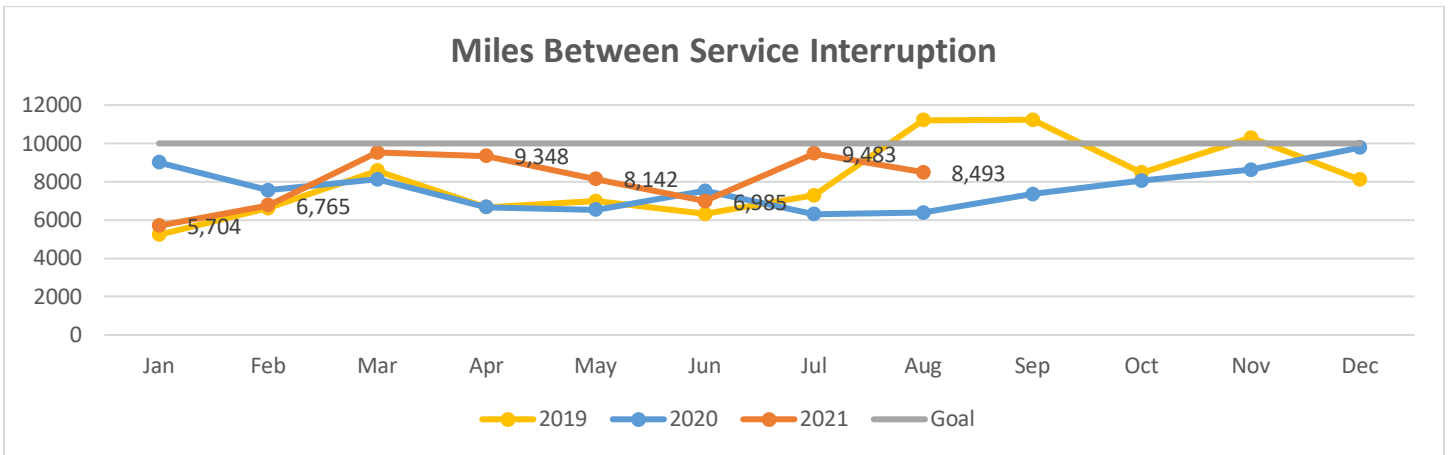
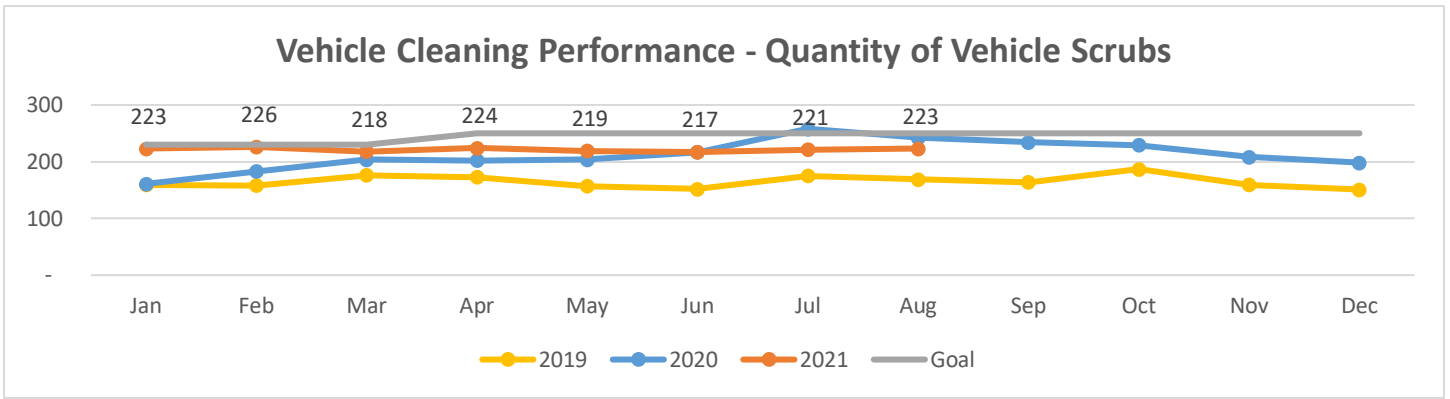
**ITEM 4: RESOLUTIONS FOR CONSIDERATION**

**Resolution 2021-17:** A resolution authorizing an amendment to METRO's existing Janitorial Services contract with Jani-King of Cleveland. (Page 4)

**ITEM 5: OTHER BUSINESS**

**ITEM 6: CALL FOR ADJOURNMENT**

## Customer Experience and Service Performance – Key Performance Indicators



**COMMITTEE ASSIGNMENT:  
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE**

**RESOLUTION 2021-17**

A resolution authorizing an amendment to METRO's existing Janitorial Services contract with Jani-King of Cleveland.

**WHEREAS**, per Invitation to Bid (IFB) 2017-10, METRO awarded a contract for Janitorial Services to Jani-King of Cleveland for up to five (5) years, with year five (5) being an optional year, and

**WHEREAS**, METRO wishes to exercise the final option year of the contract, and

**WHEREAS**, as result of the COVID-19 pandemic, additional janitorial services for METRO facilities are needed to maintain a clean environment for our passengers and team members, as well as the addition of the Independence Transit Center to the roster of facilities needing janitorial services, and

**WHEREAS**, the additional services brings the total price of the contract over the threshold needed for Board approval.

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

1. The Board hereby consents to the amendment of the existing contract in a total amount not to exceed \$144,060.
2. The Chief Executive Officer-Secretary Treasurer is hereby authorized to execute said contract.
3. 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:** October 26, 2021

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**ROBERT DEJOURNETT,  
PRESIDENT**

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

**METRO RTA  
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE  
COMMITTEE MEETING MINUTES  
ROBERT K. PFAFF TRANSIT CENTER BOARDROOM  
WEDNESDAY, SEPTEMBER 15, 2021  
8:30 AM**

**ITEM 1: CALL TO ORDER**

Attendees: Mark Derrig, Chuck Rector, Vincent Rubino, Dawn Distler, Jarrod Hampshire, Jamie Saylor, DeHavilland McCall, Bambi Miller, Jay Hunter, Angela Neeley, Molly Becker, Shawn Metcalf

Mr. Mark Derrig called the meeting to order at 8:33 am.

**ITEM 2: APPROVAL OF MINUTES FROM AUGUST 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
- Gillig brought a demo electric bus when Senator Sherrod Brown visited on METRO property earlier this month. Mr. Hampshire said METRO operators and mechanics were able to test the bus. The first two electric buses are still on time and scheduled for December delivery.

**Operations Report | Jamie Saylor**

- Reviewed KPIs
- Since the last Committee Meeting, Mr. Saylor said the team conducted meet-and-greets and interviews with operator candidates. Six operators will start their first day of training on September 27.

**Customer Care Report | Bambi Miller**

- Reviewed KPIs

Mr. Derrig asked Ms. Bambi Miller to talk about her conversation with Senator Sherrod Brown (on September 9). Ms. Miller said Senator Brown was very interested in METRO's demand response programs and was very impressed with how METRO operates the service. Ms. Miller provided the committee with the average daily boardings on demand response program pre-COVID and present.

Upon Mr. Derrig's request, Ms. Miller gave the committee information about how many veteran passengers it serves on fixed-routes services.

**ITEM 4: RESOLUTIONS FOR CONSIDERATION**

None

**ITEM 5: OTHER BUSINESS**

**ITEM 6: CALL FOR ADJOURNMENT**

Adjourned at 8:42 am