

METRO REGIONAL TRANSIT AUTHORITY

Customer Experience & Service Performance Committee

MARCH 17, 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
416 KENMORE BOULEVARD BOARD ROOM
VIRTUAL MEETING
WEDNESDAY, MARCH 17, 2021
8:30 A.M.**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM FEBRUARY MEETING

ITEM 3: SUB-COMMITTEE REPORTS

Construction Report | Jarrod Hampshire

Maintenance Report | Jarrod Hampshire

Operations Report | Jamie Saylor

Customer Care Report | Bambi Miller

ITEM 4: RESOLUTIONS FOR CONSIDERATION

None

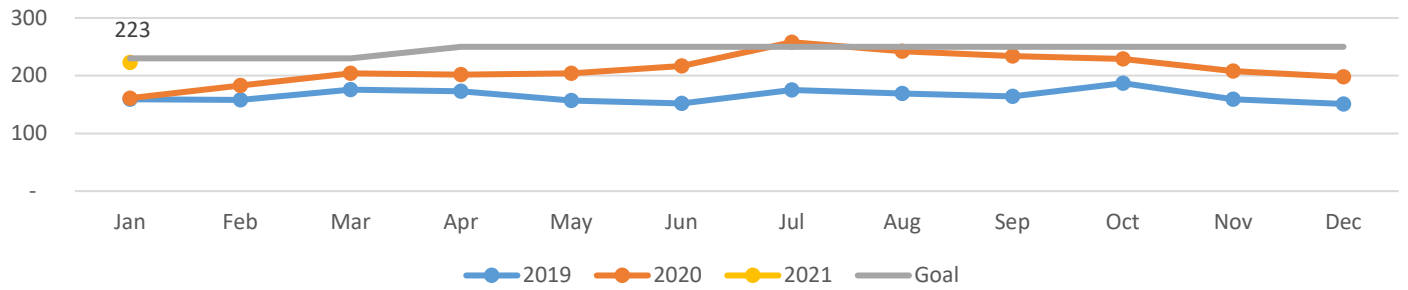
ITEM 5: OTHER BUSINESS

- Maintenance Facility Project

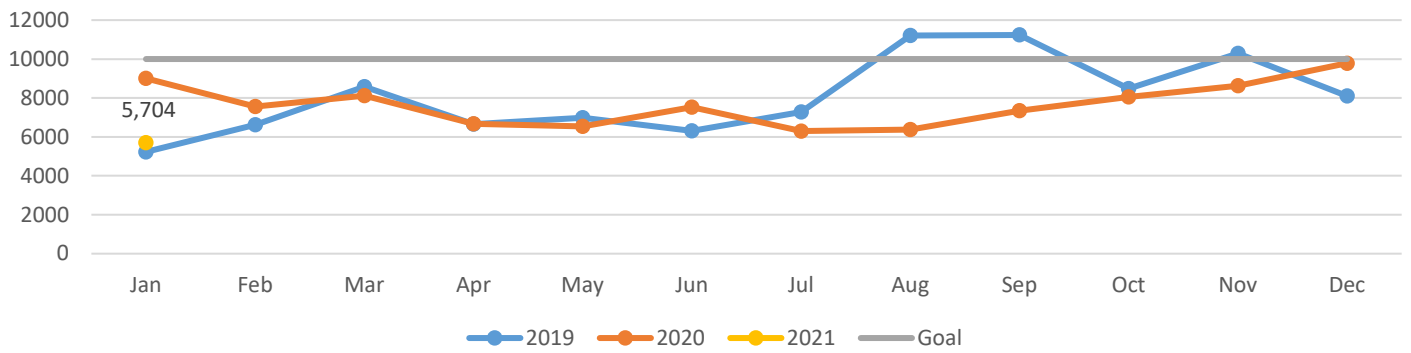
ITEM 6: CALL FOR ADJOURNMENT

Customer Experience and Service Performance – Key Performance Indicators

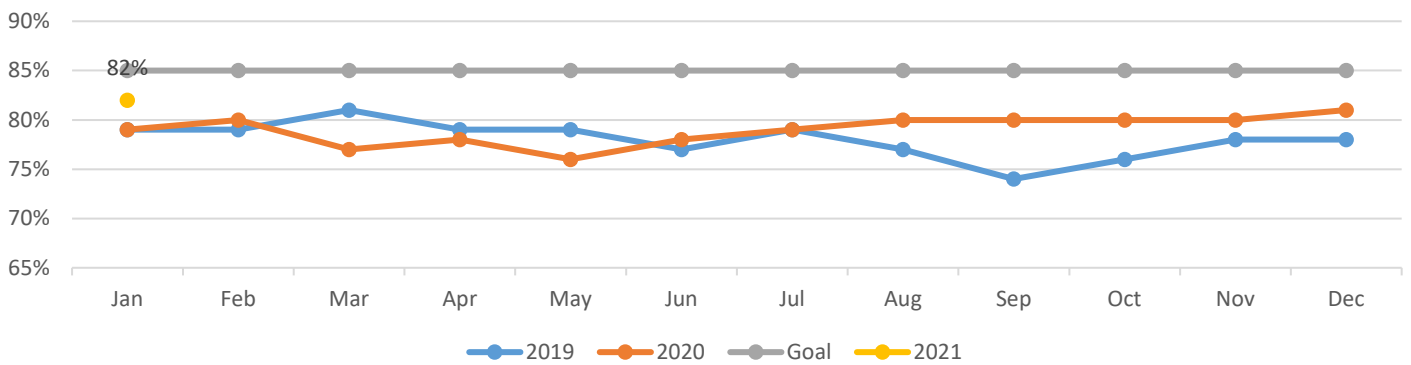
Vehicle Cleaning Performance - Quantity of Vehicle Scrubs



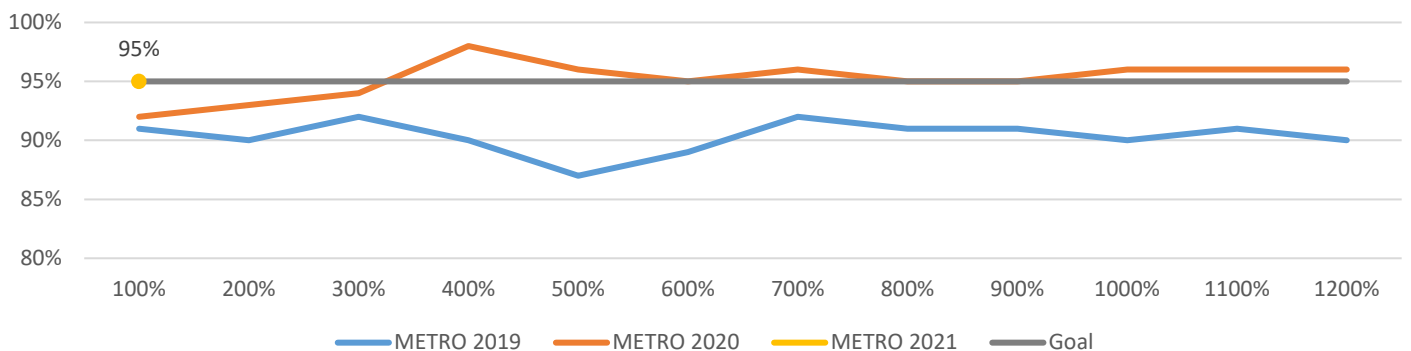
Miles Between Service Interruption



On-Time Performance - Fixed-Route



On-Time Performance - Demand Response



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COMMITTEE MEETING MINUTES
416 KENMORE BOULEVARD BOARD ROOM
VIRTUAL MEETING
WEDNESDAY, FEBRUARY 17, 2021
8:30 A.M.**

ITEM 1: CALL TO ORDER

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

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

ITEM 2: APPROVAL OF MINUTES FROM JANUARY MEETING

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

ITEM 3: SUB-COMMITTEE REPORTS

Construction Report | Jarrod Hampshire

- Some buses are being stored in the North Barn, although there are a few punch list items for the North Barn project that still need completed.
- Independence Transit Center is wrapping up with a few punch list items that are weather dependent. Mr. Jarrod Hampshire said all construction projects should be wrapped up by the March Committee Meeting.

Maintenance Report | Jarrod Hampshire

- Reviewed KPIs
- In-servicing new buses; two buses are on the road today with a Maintenance team member to ensure everything is running smoothly. Several test runs were completed prior to. The plan is to fully release the new buses on the road next week.

Mr. Vincent Rubino asked about the cause of road calls. Mr. Hampshire walked through the potential causes and the process in resolving the issue(s).

Operations Report | Jamie Saylor

- Reviewed KPIs
- Three SSOs will be going on fixed-route next week; six SSOs still need trained to moved up to fixed-route service.

- Operators are trained on new buses.
- Operator signing for Spring Sign-Up begins in March; uniform vendor (Cintas) will be on site to collect sizes and orders for Operators.

Customer Care Report | Bambi Miller

- Reviewed KPIs

ITEM 4: RESOLUTIONS FOR CONSIDERATION

Resolution 2021-04: A resolution authorizing the award of a contract for the purchase of two (2) Chargepoint CPE250 Electric Bus Charging Stations and associated Training and Support.

Mr. Hampshire provided an overview of the Resolution, noting the charging stations are fully funded by the Ohio Transportation Partnership Program. Chargers will be installed on property (416 Kenmore), likely in the North Barn. The charging stations hold up to four buses. The lead time for the station is 10 weeks; the electric buses aren't due to arrive until end of 2021.

ITEM 5: OTHER BUSINESS

ITEM 6: CALL FOR ADJOURNMENT

Adjourned at 8:51 a.m.