

METRO REGIONAL TRANSIT AUTHORITY

# Customer Experience & Service Performance Committee

JULY 15, 2020  
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 BOARDROOM  
WEDNESDAY, JULY 15, 2020  
8:30 A.M.**

**ITEM 1:     CALL TO ORDER**

**ITEM 2:     APPROVAL OF MINUTES FROM JUNE 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**

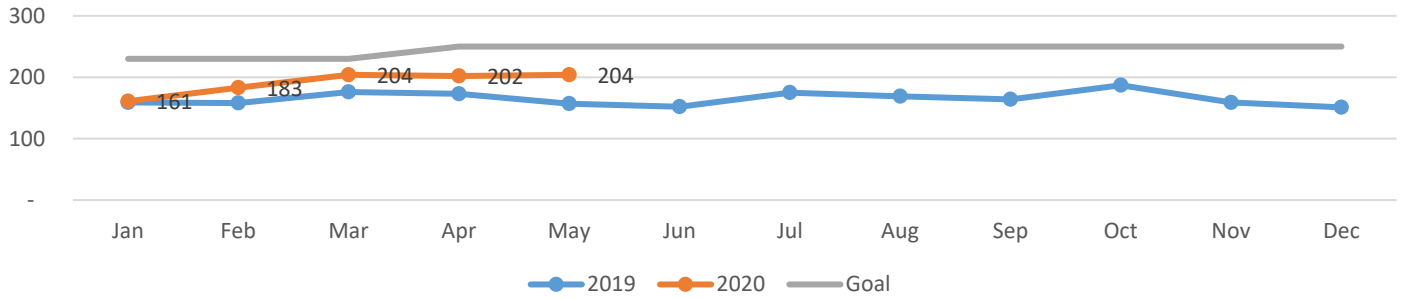
**Resolution 2020-06:** A resolution authorizing the award of a task order-based contract for general architecture and engineering services.

**ITEM 5:     OTHER BUSINESS**

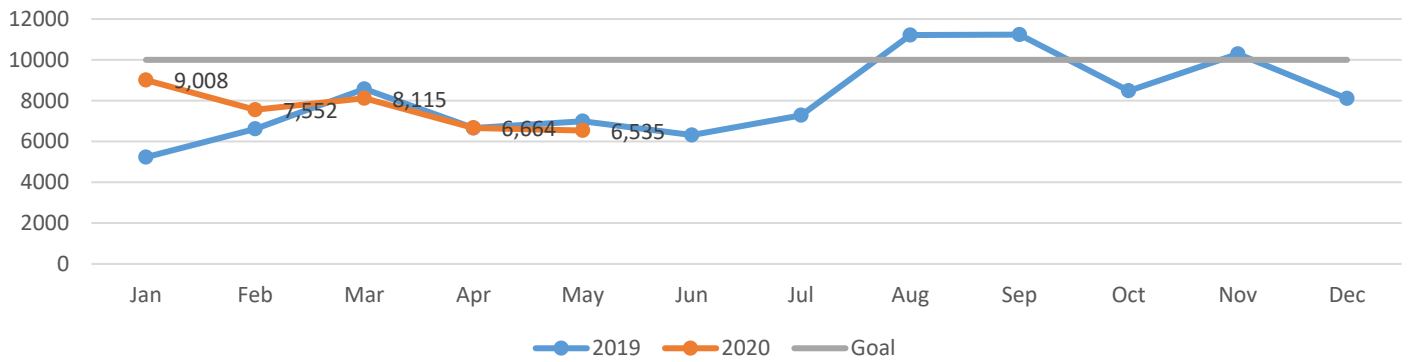
**ITEM 6:     CALL FOR ADJOURNMENT**

Customer Experience and Service Performance – Key Performance Indicators

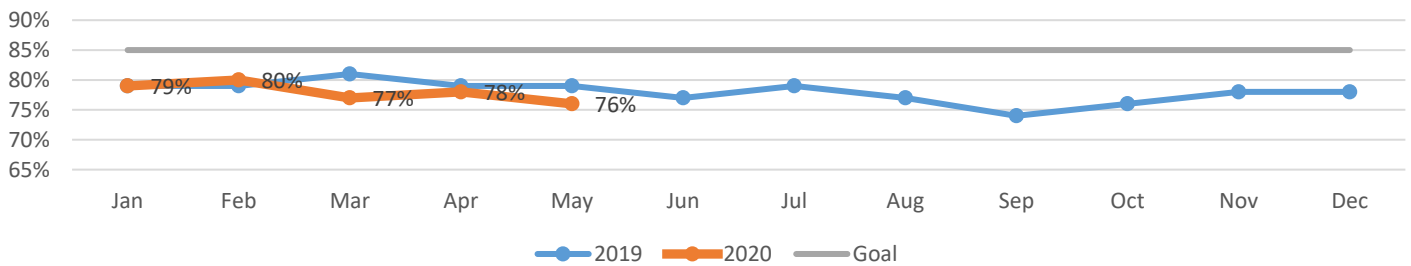
Vehicle Cleaning Performance - Quantity of Vehicle Scrubs



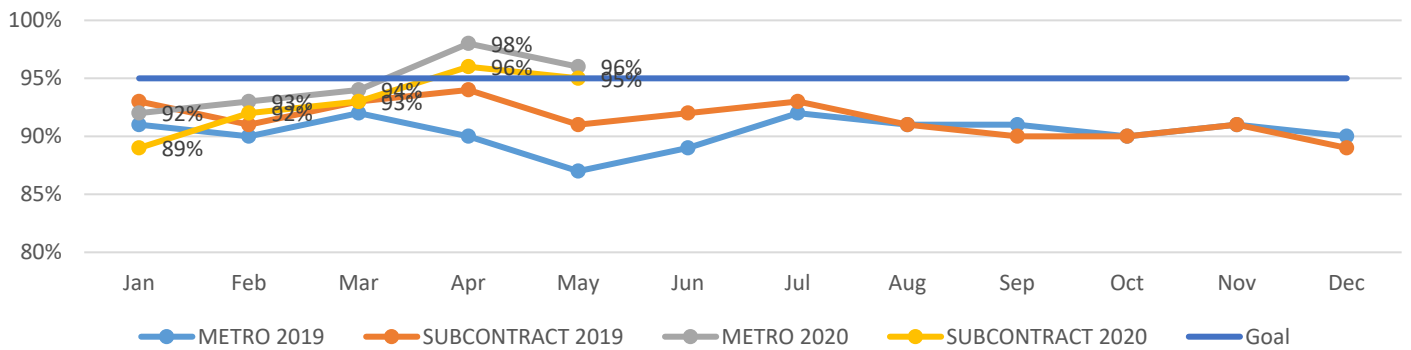
Miles Between Service Interruption



On-Time Performance - Line-Service



On-Time Performance - Paratransit



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

**RESOLUTION 2020-06**

A resolution authorizing the award of a task order based contract for general architecture and engineering services.

**WHEREAS**, METRO requires architecture and engineering services to continue the rehabilitation of the administration and maintenance facility and other construction projects, and

**WHEREAS**, this contract is for a one year period, with an optional four, one year extensions, and

**WHEREAS**, legal notices were twice duly advertised April 9, 2020 and April 16, 2020; 20 in the Akron Beacon Journal, and once in The Reporter April 15, 2020 and

**WHEREAS**, such proposals were received on May 7, 2020 with the following bids received from:

GPD Group (Akron)  
Urban Engineers (Warrendale, PA)  
Bergmann (Toledo)

HDR Engineering, Inc. (Cleveland)  
Prime AE Group, Inc. (Akron)  
Bowen (Cleveland)

**WHEREAS**, METRO is recommending that Bowen be awarded the task order based contract for general architecture and engineering services.

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

1. The Chief Executive Officer is hereby authorized to execute the contract with Bowen.
2. 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:** July 28, 2020

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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  
416 KENMORE BOULEVARD BOARDROOM  
WEDNESDAY, JUNE 17, 2020  
8:30 A.M.**

**ITEM 1: CALL TO ORDER**

Attendees: Mark Derrig, Vincent Rubino, Dawn Distler, Jarrod Hampshire, DeHavilland McCall, Jamie Saylor, Bambi Miller, Valerie Shea, and METRO team members

Mr. Mark Derrig called the meeting to order at 8:35 a.m.

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

Motion to approve minutes by Mr. Mark Derrig. Second by Mr. Vincent Rubino.

**ITEM 3: SUB-COMMITTEE REPORTS**

**Maintenance Report | Jarrod Hampshire**

- Construction Update: All construction projects are on time and on budget. A moving estimated completion date for the Independence Transit Center is November 1, 2020.
- Hiring four Vehicle Detailers to maintain cleaning requirements outlined by the Health Department
- Reviewed KPIs

**Operations Report | Jamie Saylor**

- Reviewed KPIs

Mr. Mark Derrig asked about detour impact due to construction on Romig Road and Howe Avenue. Mr. Jamie Saylor said detours are being handled as they arise. Ms. Valerie Shea added her team is sitting on weekly meetings for each project.

**Customer Care Report | Bambi Miller**

- Reviewed KPIs

Mr. Mark Derrig asked how COVID-19 restrictions have impacted paratransit trips and ridership. Ms. Bambi Miller said essential trips are only being fulfilled on paratransit, including to medical appointments, dialysis, work, and one grocery trip per week.

**ITEM 4: RESOLUTIONS FOR CONSIDERATION**

None

**ITEM 5: OTHER BUSINESS**

**ITEM 6: CALL FOR ADJOURNMENT**

Meeting was adjourned at 8:53 a.m.