

METRO REGIONAL TRANSIT AUTHORITY

# Customer Experience & Service Performance Committee

**July 20, 2022**  
**(8:30 AM)**

CHAIR: MR. MARK DERRIG

MEMBERS: MR. CHARLES RECTOR, MR. VINCENT RUBINO, MR.  
JOHN VALLE & MS. HEATHER HESLOP LICATA



**METRO RTA  
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE  
COMMITTEE MEETING AGENDA  
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM  
WEDNESDAY, JULY 20, 2022  
8:30 AM**

**ITEM 1: CALL TO ORDER**

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

**ITEM 3: SUB-COMMITTEE REPORTS**

**Operation Retention Report | Jarrod Hampshire**

**Maintenance Report | Eric Scott**

- KPIs (Page 3)

**Operations Report | DeHavilland McCall**

- KPIs (Page 3)

**ITEM 4: RESOLUTIONS FOR CONSIDERATION**

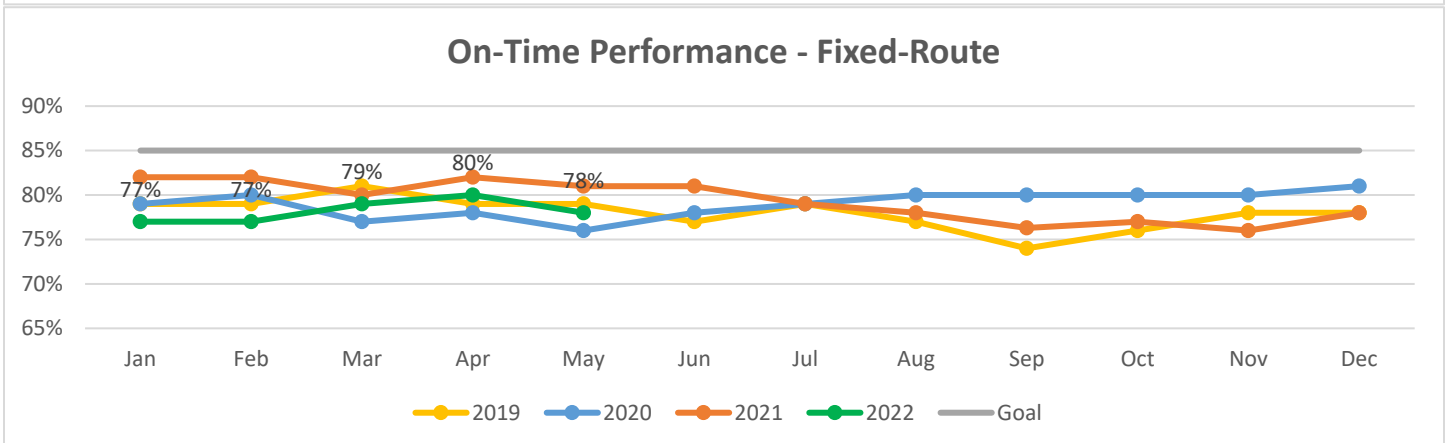
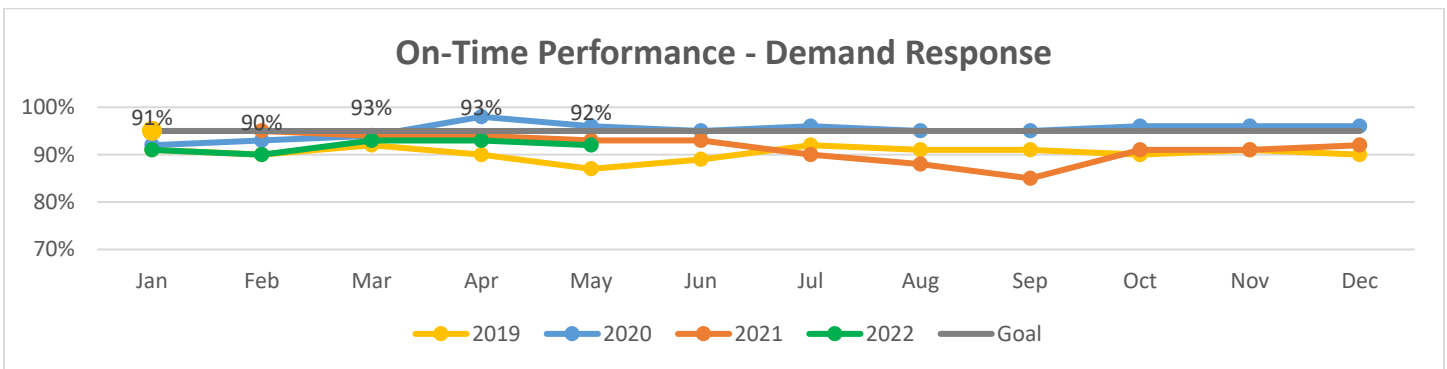
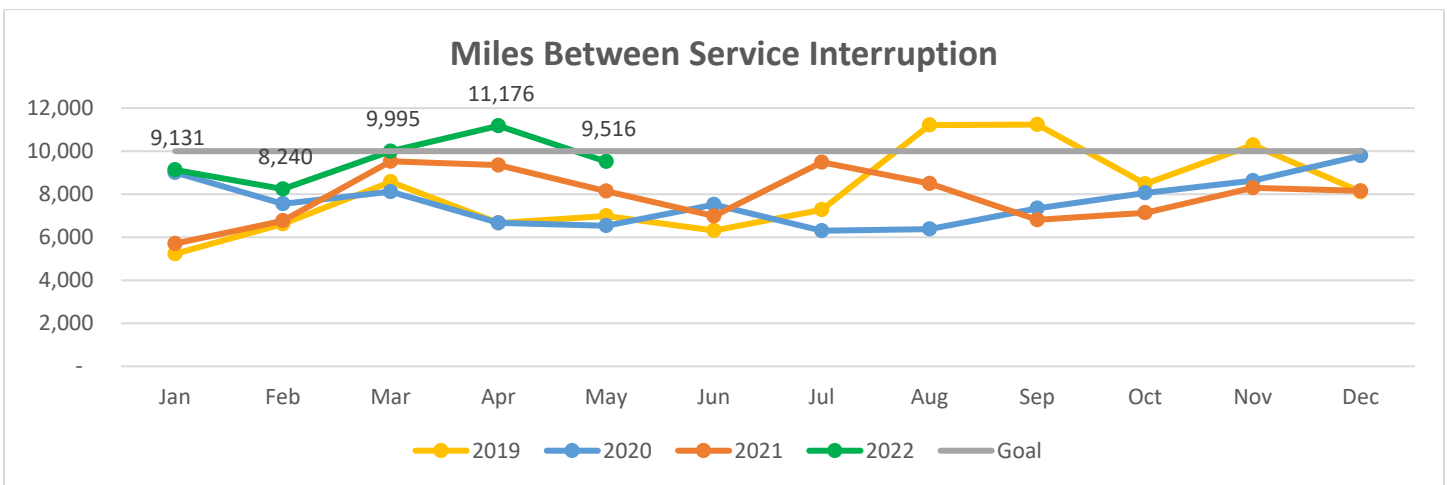
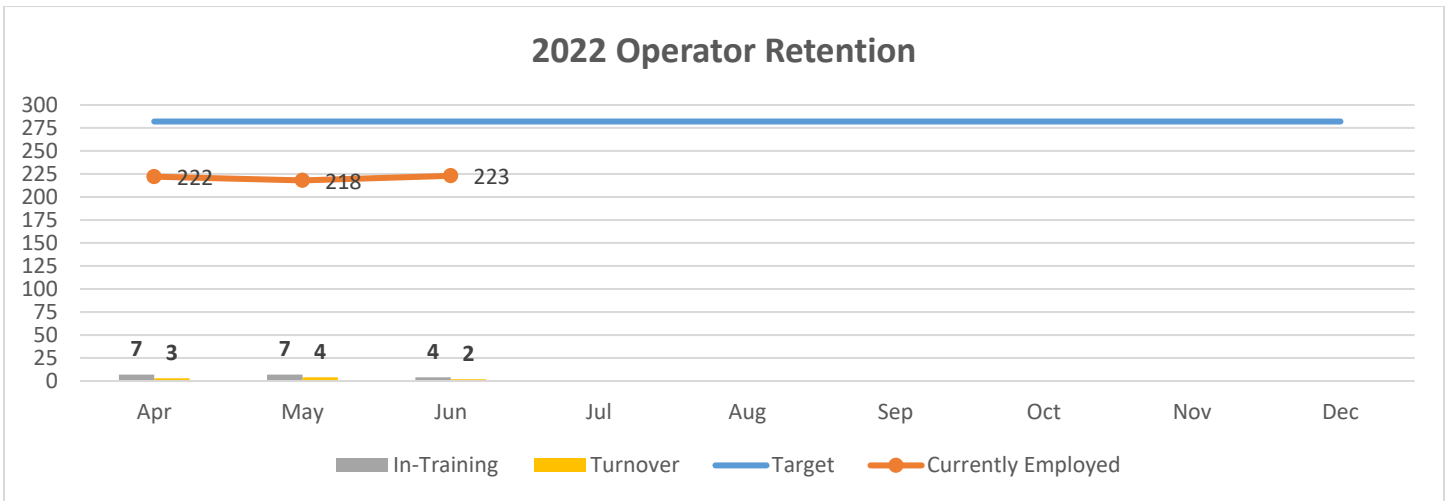
**Resolution 2022-12:** A resolution authorizing a contract between the CINTAS, Inc. and METRO for Maintenance Department Uniform Rentals and Various Facility Services. (Page 4)

**ITEM 5: OTHER BUSINESS**

**Operations and Maintenance Facility Design Development Update | Jarrod Hampshire**

**ITEM 6: CALL FOR ADJOURNMENT**

## Customer Experience and Service Performance – Key Performance Indicators



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

**RESOLUTION 2022-12**

A resolution authorizing the award of a contract for Maintenance Uniform and Facility Services to CINTAS, Inc.

**WHEREAS**, the State of Ohio maintains a Statewide Purchasing Agreement that METRO is permitted to use, and

**WHEREAS**, through State Contract DAS 28462, METRO would be permitted to award CINTAS this contract for a duration of thirty-six (36) months

**WHEREAS**, CINTAS is METRO's current contractor for these services, providing rental uniforms for all Maintenance and Vehicle Service personnel, rug rentals for METRO facilities, Shop towels, and soap dispensing.

**WHEREAS**, the total estimated value of this contract is estimated at \$172,000, however this is variable based on the actual utilization of services,

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

1. The Chief Executive Officer is authorized to execute a contract with CINTAS inc, for Maintenance Uniforms and Facility Services for a duration of 36 months.
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<sup>th</sup>, 2022

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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 BOARD ROOM  
WEDNESDAY, JUNE 15, 2022  
8:30 AM**

**Committee**

**Members Present:** Chuck Rector

**Trustees Present:** John Valle, Dana LaGarde

**METRO Team**

**Members Present:** Dawn Distler, Jarrod Hampshire, Jay Hunter, Angela Neeley, Tatia Harris, DeHavilland McCall, Bambi Miller, Molly Becker, Eric Scott, Valerie Shea

**CALL TO ORDER**

Mr. John Valle called the meeting to order at 8:29 am.

**APPROVAL OF MINUTES FROM APRIL MEETING**

Ms. Dana LaGarde made a motion to approve minutes from the May 18, 2022 meeting. The minutes were unanimously approved.

**SUB-COMMITTEE REPORTS**

**Maintenance Report | Jarrod Hampshire**

KPIs were reviewed. Mr. Eric Scott reported a great month for miles between service interruptions.

**Operations Report | DeHavilland McCall**

KPIs were discussed. Line service holding well was discussed. A class of 7 new bus operators training for the duration of 5 weeks was discussed, and questions were asked about the structure of training. Operator turnover and strategies for recruitment were discussed.

**RESOLUTIONS FOR CONSIDERATION**

**RESOLUTION 2022-11 | Jarrod Hampshire:** 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.

Option pricing was highlighted, as was the value of the DAP partnership. DAP's labor outsourcing was discussed. A question was asked regarding what DAP does, and a discussion arose of DAP's relationship with Metro. DAP's "Goose Patrol" and their presence at the Robert K. Pfaff transit center was discussed. The length of DAP's partnership (around 10 years) was discussed.

Mr. Chuck Rector made a motion to recommend the resolution to the full board on June 28, 2022. All present voted yes.

## **OTHER BUSINESS**

Ms. Dawn Distler introduced Ms. Tatia Harris, Chief Culture Officer, and Mr. Jackson Guido, Administrative Coordinator, to the committee.

## **CALL FOR ADJOURNMENT**

Adjourned at 8:43 am

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