Customer Experience & Service Performance Committee

JULY 15, 2020
8:30 AM

CHAIR: MR. MARK DERRIG
MEMBERS: MR. CHARLES RECTOR & MR. VINCENT RUBINO
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
Vehicle Cleaning Performance - Quantity of Vehicle Scrubs

Miles Between Service Interruption

On-Time Performance - Line-Service

On-Time Performance - Paratransit
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) HDR Engineering, Inc. (Cleveland)
Urban Engineers (Warrendale, PA) Prime AE Group, Inc. (Akron)
Bergmann (Toledo) 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

ROBERT DEJOURNETT, DAWN DISTLER,
PRESIDENT CHIEF EXECUTIVE OFFICER/
SECRETARY-TREASURER
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.