

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, JUNE 20, 2024**

Committee

Members Present: John Valle, Chuck Rector

Trustees Present: Mark Derrig, Gary Spring, Dana LaGarde, Bob Konstand and Nicole Squire

Trustees Excused: Renee Greene

METRO Team

Members Present: Dawn Distler, Gert Wilms, Jarrod Hampshire, Angela Neeley, Tatia Harris, Jay Hunter, Shawn Metcalf, Molly Becker, Laura Adkins, Grace Doyle, Nathan Leppo, DeHavilland McCall and Jessie Dent

CALL TO ORDER

Mr. John Valle called the meeting to order at 9:00 am.

APPROVAL OF MINUTES FROM THE MAY MEETING

Ms. Dana LaGarde made a motion to approve minutes from the May meeting. Mr. Chuck Rector 2nd the motion. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Operator Retention Report | Jarrod Hampshire

KPIs were reviewed.

METRO honored Samuel Risby's legacy on all the destination signs and a bus at his funeral.

Hiring Event at Stark State Akron Campus 1:00-6:00, test drive a bus.

Molly mentioned advertising on social media, press release and bill board on Route 8.

Maintenance Report | Jarrod Hampshire

KPIs were reviewed.

Mr. Mark Derrig inquired about buses getting fixed if an A/C unit goes down. The bus is maintenance as soon as possible, especially, demand response, smaller buses. Depending on the time of day and weather factoring would determine how quickly the unit is repaired.

Operations Report | DeHavilland McCall

KPIs were reviewed.

Mr. John Valle shared his experience riding route 61. A lot of construction on route 77 and downtown Cleveland, several detours.

RESOLUTIONS FOR CONSIDERATION

RESOLUTION 2024-11 | Jarrod Hampshire

A resolution authorizing a one year extension of the maintenance and support agreement for the demand response scheduling through Ecolane USA. (Page 5). The price has not increased and we're satisfied with their software.

The resolution was discussed.

Mr. Bob Konstand made a motion for the committee to recommend the resolution to the full board on June 25th. Mr. Gary Spring 2nd the motion. All present voted yes.

OTHER BUSINESS

Mr. Jarrod Hampshire reported on the status of the maintenance and operations facility that included a sky view. No junk yard left. Reflecting of two in a half feet of soiled removed. Five full trucks making 25 trips a day for four days. Finishing items for ground prep, concrete and foundation should start next week.

CALL FOR ADJOURNMENT

Adjourned at 9:16 am.



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

6 / 25 / 24
Date (MM/DD/YYYY)