

METRO REGIONAL TRANSIT AUTHORITY

# Customer Experience & Service Performance Committee

**JULY 18, 2024**  
**9:00 AM**

CHAIR: MR. JOHN VALLE  
MEMBERS: MR. CHARLES RECTOR,  
AND MS. RENEE GREENE



**METRO RTA  
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE  
COMMITTEE MEETING AGENDA  
ROBERT K. PFAFF TRANSIT CENTER BOARD  
ROOM THURSDAY, JULY 18, 2024**

**ITEM 1:     CALL TO ORDER**

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

**ITEM 3:     SUB-COMMITTEE REPORTS:**

**Operator Retention Report | Jarrod Hampshire**

- KPIs (Page 3)

**Maintenance Report | Eric Scott**

- KPIs (Page 3)

**Operations Report | DeHavilland McCall**

- KPIs (Page 3)

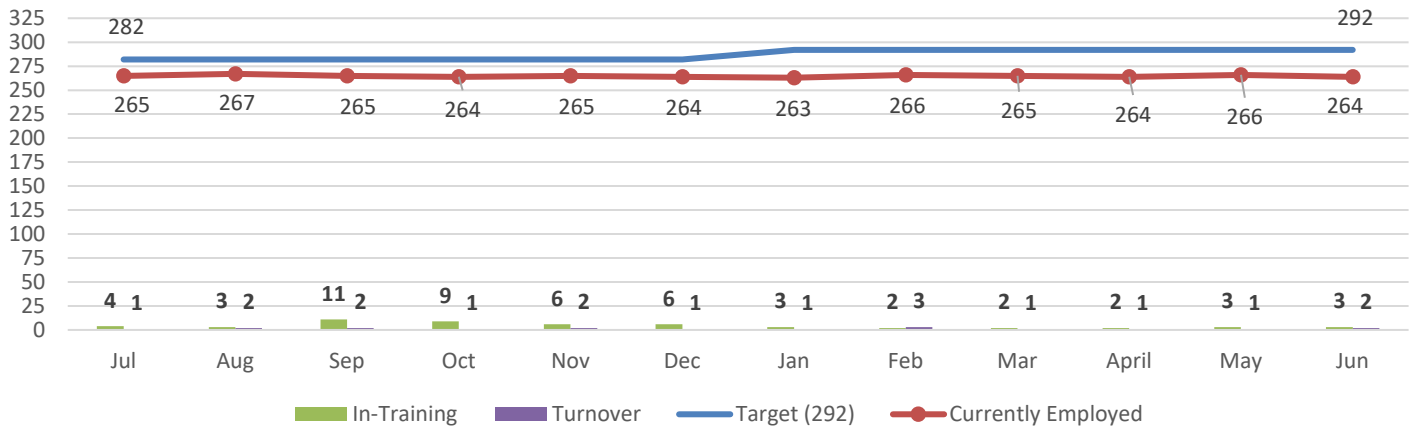
**ITEM 4:     RESOLUTIONS FOR CONSIDERATION:**

**ITEM 5:     OTHER BUSINESS:**

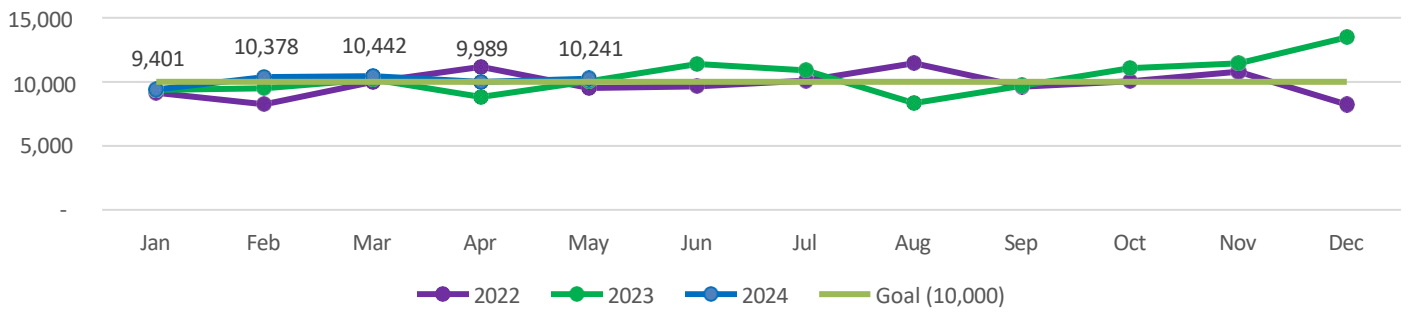
- **Maintenance and Operation Facility Update | Jarrod Hampshire**

**ITEM 6:     CALL FOR ADJOURNMENT**

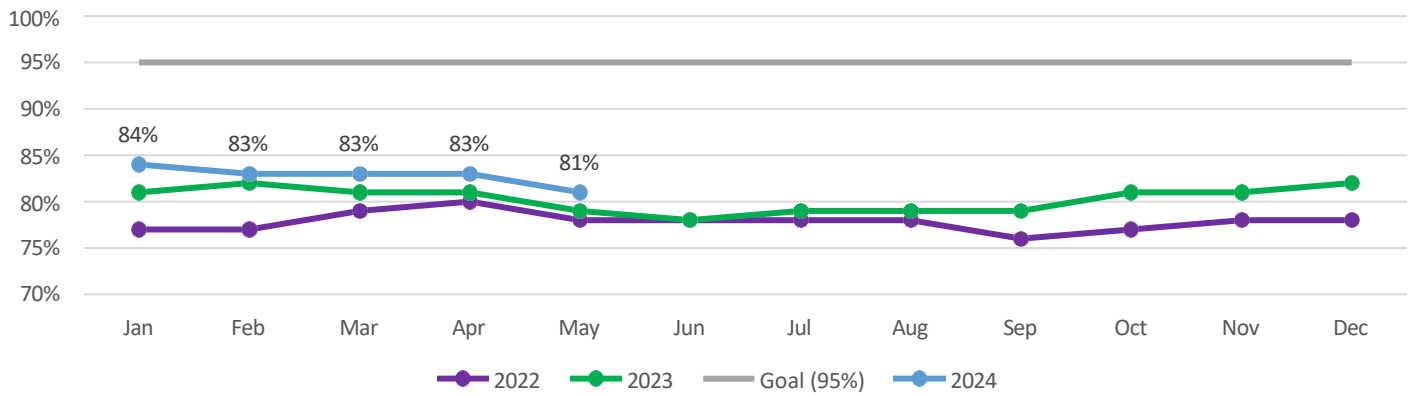
### Rolling 12 Month Operator Retention



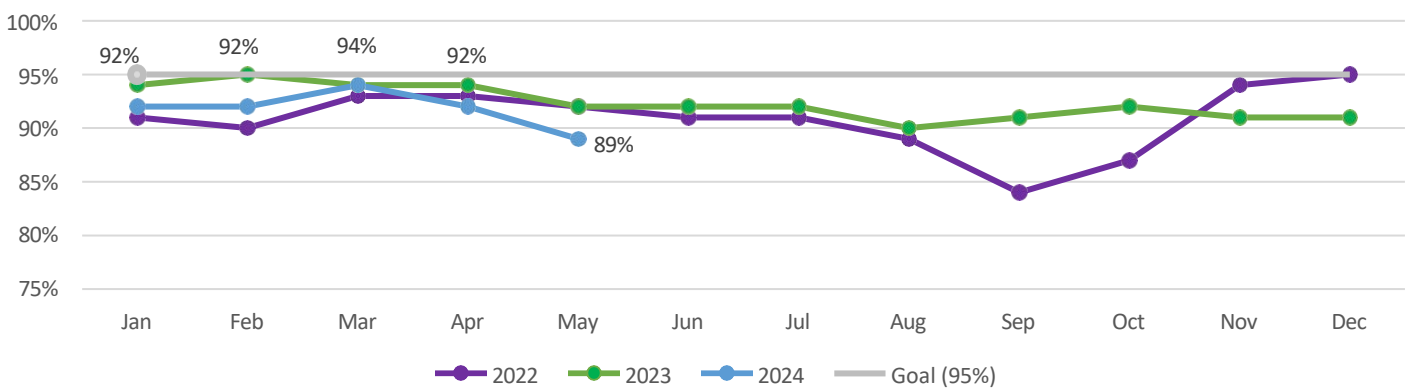
### Miles Between Service Interruption



### On-Time Performance - Fixed-Route



### On-Time Performance - Demand Response



**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 2<sup>nd</sup> 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 25<sup>th</sup>. Mr. Gary Spring 2<sup>nd</sup> 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.

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

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**Date (MM/DD/YYYY)**