

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
TUESDAY, FEBRUARY 15, 2023**

Committee

Members Present: Charles Rector, Vincent Rubino, John Valle

Trustees Present: Robert DeJournett, Donald Christian, Dana LaGarde, Robert Konstand

METRO Team

Members Present: Dawn Distler, Jarrod Hampshire, Jamie Saylor, Molly Becker, DeHavilland McCall, Jay Hunter, Tatia Harris, Angela Neeley, Shawn Metcalf, Quentin Wyatt, Valerie Shea

**CALL TO
ORDER**

Mr. Vince Rubino called the meeting to order at 9:00am.

APPROVAL OF MINUTES FROM THE JANUARY 18th MEETING

Ms. Dana LaGarde made a motion to approve minutes from the January meeting. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Operator Retention Report | Jarrod Hampshire

KPIs were reviewed. A question was asked regarding whether applicants for the upcoming hiring event were required to fill out an application ahead of time, and it was reported that applicants could either fill out an application online prior to arriving or fill out an application on site upon arrival. A question was asked about whether retirees or operators with many years of safe driving are asked to help with training new operators, and it was reported that new operators were assigned to route training with experienced operators. A question was asked regarding whether operators were compensated for training new operators, and it was reported that they were compensated for time spent training new operators.

Maintenance Report | Jarrod Hampshire

KPIs were reviewed.

Operations Report | DeHavilland McCall

KPIs were reviewed. A question was asked about how many of the 11 operators who began on January 23rd would be assigned to demand response, and it was reported that all 11 were anticipated to be assigned to demand response.

RESOLUTIONS FOR CONSIDERATION

RESOLUTION 2023-01: A resolution authorizing the Chief Executive Officer/ Secretary-Treasurer to award up to a (1) year contract for the purchase of Oil and Other Associated Bulk Fluids for 2023

The resolution was discussed. A question was asked about where Northeast Lubricants was based, and it was reported that they were based in Warrensville Heights, OH. A question was asked about what criteria was used to choose the winning bid, and it was reported that the winning bid was the one determined to be the lowest, most responsive bid that meets specifications.

Mr. Donald Christian made a motion for the committee to recommend the resolution to the full board on February 28th, 2023. All present voted yes.

RESOLUTION 2023-02:

The resolution was discussed. A question was asked about the performance of the vehicle, and it was reported that the vehicle was performing to expectations. A question was asked about whether the vehicle came with a salt spreader, and it was reported that it did.

Mr. John Valle made a motion to recommend the resolution to the full board on February 28, 2023

OTHER BUSINESS

CALL FOR ADJOURNMENT

Adjourned at 9:17 am



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