

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, MARCH 16, 2023**

Committee

Members Present: Mark Derrig, Vincent Rubino, John Valle

Trustees Present: Robert DeJournett, Donald Christian, David Prentice, Gary Spring, Christine Marshall, Dana LaGarde

METRO Team

Members Present: Dawn Distler, Jay Hunter, Angela Neeley, Jarrod Hampshire, Jim Meduri, Eric Scott, Shawn Metcalf, Jamie Saylor, Bambi Miller, Molly Becker, Valerie Shea, Stephanie Fairchild, Grace Doyle, DeVon Tucker, Christian Troccoli, Matt Mullen

CALL TO ORDER

Mr. Mark Derrig called the meeting to order at 9:01am.

APPROVAL OF MINUTES FROM THE FEBRUARY 15th MEETING

Mr. John Valle made a motion to approve minutes from the February meeting. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Operator Retention Report | Jarrod Hampshire

KPIs were reviewed. The ongoing Operator hiring initiative was discussed.

Maintenance Report | Eric Scott

KPIs were reviewed. Recruitment for Apprentice Mechanics was discussed. A question was asked about the process of training an apprentice mechanic, and it was reported that the apprenticeship lasted two years before moving on to the journeyman mechanic position. A question was asked about the starting rate for apprentice mechanics, and it was reported that the starting rate was \$29.84 an hour, with \$5 in raises over the two year period. A question was asked about who was responsible for buying the mechanic's tools, and it was reported that METRO supplies all software and specialized equipment, with a tool allowance available to offset the cost of tools. A question was asked how many more mechanics would be needed to hit the budgeted number, and it was reported that three more would be needed. A question was asked about whether METRO had spoken to Portage Lakes Career Center, and it was reported that METRO had communicated with them in the past, but no official partnership had been formed. A question was asked about getting the program certified as an official apprentice

certification program, and it was reported that METRO had been pursuing certification for several years, but had not seen forward progression on that pursuit with Teamsters.

Operations Report | DeHavilland McCall

KPIs were reviewed.

RESOLUTIONS FOR CONSIDERATION

RESOLUTION 2023-04: A resolution authorizing the Chief Executive Officer/Secretary-Treasurer to award a contract through NEORide for the purchase of on-board digital signs for METRO revenue vehicles.

The resolution was discussed. A question was asked about the size of the screen, and it was reported that the screen was around 49" x 11". A question was asked about the price of the selected vendor compared to the other bidders, and it was reported that they were the lowest bid. A question was asked about ongoing support costs, and it was reported that there were, but this resolution would cover the first three years. A question was asked about potential to offset costs with advertising revenue on the displays, and it was reported that there was potential. A question was asked about how this purchase would impact this year's budget, and it was reported that the purchase would be funded under the "passenger amenities" category, and the internal capital projects group had been a part of evaluating the purchase to this point. A question was asked whether the cost in the resolution represented the cost to METRO or the total cost to all transit agencies in the partnership, and it was reported that it represented the cost to METRO.

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

OTHER BUSINESS

CALL FOR ADJOURNMENT

Adjourned at 9:27 am



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

03 / 16 / 2023
Date (MM/DD/YYYY)