

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
WEDNESDAY, MAY 18, 2022
8:30 AM**

Committee

Members Present: Mark Derrig, Chuck Rector, Vincent Rubino

Trustees Present: Donald Christian, Dana LaGarde

METRO Team

Members Present: Dawn Distler, Jarrod Hampshire, DeHavilland McCall, Eric Scott, Bambi Miller, Jay Hunter, Shawn Metcalf, Molly Becker, Angela Neeley, Emily Baarson

CALL TO ORDER

Mr. Mark Derrig called the meeting to order at 8:30 am

APPROVAL OF MINUTES FROM APRIL MEETING

Mr. Vincent Rubino made a motion to approve minutes from the April 20, 2022 meeting. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Maintenance Report | Jarrod Hampshire

KPIs were reviewed. Mr. Jarrod Hampshire introduced a new KPI for operator retention; hiring efforts will be tracked and reported on a monthly basis. Mr. Eric Scott discussed reliability for the month of March.

Operations Report | DeHavilland McCall

KPIs were discussed. METRO will host 22 prospective bus operator candidates for a meet-and-greet tomorrow [May 19]. There was discussion about construction throughout METRO's service area and how METRO adapts to detours.

RESOLUTIONS FOR CONSIDERATION

Mr. Hampshire introduced Resolution 2022-09 and Resolution 2022-10 to the committee. The committee made a motion to present both resolutions to the full Board.

Resolution 2022-09: A resolution authorizing the purchase of paratransit (demand response) buses from Coach and Equipment Bus Sales.

Resolution 2022-10: A resolution authorizing the purchase of a utility truck with snow removal equipment from Valley Truck Center, Cleveland, OH.

OTHER BUSINESS

None

CALL FOR ADJOURNMENT

Adjourned at 8:55 am

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