

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
WEDNESDAY, FEBRUARY 16, 2022
8:30 AM**

Committee

Members Present: Mark Derrig, Chuck Rector, Vincent Rubino

Trustees Present: Dana LaGarde, John Valle

METRO Team

Members Present: Dawn Distler, Jarrod Hampshire, DeHavilland McCall, Jamie Saylor, Bambi Miller, Jay Hunter, Shawn Metcalf, Molly Becker, Angela Neeley, Gregory Fiocca

CALL TO ORDER

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

APPROVAL OF MINUTES FROM JANUARY MEETING

Mr. Chuck Rector made a motion to approve minutes from the January 19, 2022 meeting. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Maintenance Report | Jarrod Hampshire

Reviewed KPIs. Mr. Jarrod Hampshire discussed METRO's snow removal efforts following the most recent snowstorm. The first electric bus was delivered and the charging station is being installed.

Operations Report | Jamie Saylor

Reviewed KPIs. A new class of eight operators started on February 14; twelve individuals are lined-up for a meet-and-greet on March 7.

Customer Care Report | Bambi Miller

Reviewed KPIs.

RESOLUTIONS FOR CONSIDERATION

Resolution 2022-03: A resolution authorizing the disposal or transfer of certain assets owned by METRO Regional Transit Authority.

OTHER BUSINESS

None

CALL FOR ADJOURNMENT

Adjourned at 8:51 am

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