

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
WEDNESDAY, AUGUST 17, 2022
8:30 AM**

Committee

Members Present: Mark Derrig, Charles Rector, Vincent Rubino, John Valle

Trustees Present: Dana LaGarde, David Prentice, Robert DeJournett

METRO Team Members Present: Dawn Distler, Jay Hunter, Angela Neeley, Tatia Harris, Molly Becker, Eric Scott, Shawn Metcalf, Jamie Saylor, Bambi Miller, Jarrod Hampshire, DeHavilland McCall

CALL TO ORDER

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

APPROVAL OF MINUTES FROM JULY MEETING

Mr. Charles Rector made a motion to approve minutes from the July meeting. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Operations Report | Jarrod Hampshire

KPIs were reviewed. It was reported that METRO's recent "Come Drive with (B)us" event had exceeded expectations by producing 99 applicants. It was reported that contingent offers were sent out to those who were selected from the pool of potential hires, and preparations were being made to efficiently train them. A question was asked about METRO assisting applicants with the temporary CDL. It was reported that study guides were handed out, and that there have been talks about reaching out to those who do not obtain their temporary CDL and exploring ways METRO can assist. It was reported that as a result of the hiring event, Operator Retention was expected to improve drastically in the coming months. A question was asked about why METRO hadn't done this sort of event sooner, and it was reported that METRO, along with other transit agencies across the nation, was working to address this operator deficit. A question was asked about whether tentative hires could potentially be trained or recruited for other areas of METRO's organization, and it was reported that those would be evaluated on a case-by-case basis.

Maintenance and Operations Facility Report | Jarrod Hampshire

It was reported that conversations with the FTA regarding the facility land procurement had been favorable, and that there was an opportunity to use federal funding and potential grants to help support the project.

Maintenance Report | Eric Scott

KPIs were reviewed.

Operations Report | DeHavilland McCall

KPIs were discussed. It was reported that three operators from the February 14th class were starting on their own this week, and three operators from the June 19th class were starting CDL training. A question was asked about if missing a run brings down fixed-route OTP. It was reported that METRO had not annulled any fixed-route service.

RESOLUTIONS FOR CONSIDERATION

OTHER BUSINESS

CALL FOR ADJOURNMENT

Adjourned at 8:48 am



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