

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE COMMITTEE
COMMITTEE MEETING AGENDA
ROBERT K. PFAFF TRANSIT CENTER
631 SOUTH BROADWAY - BOARDROOM
WEDNESDAY, JANUARY 15th, 2020
11:30 AM.**

ITEM 1: CALL TO ORDER:

ITEM 2: APPROVAL OF MINUTES:

ITEM 3: SUB-COMMITTEE REPORTS & POTENTIAL RESOLUTIONS:

Construction Projects Update

Maintenance Report

Brief Department Report

Operations Report

Brief Department Report

Customer Service / Paratransit Report

Brief Department Report

ITEM 4: RESOLUTIONS:

None

ITEM 5: CALL FOR ADJOURNMENT:

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE COMMITTEE
COMMITTEE MEETING MINUTES
416 KENMORE BOULEVARD - BOARDROOM
WEDNESDAY, DECEMBER 18th, 2019
11:30 AM.**

BROUGHT TO ORDER 11:35 AM – MARK DERRIG

- Maintenance
 - Road calls are down from last month, and we are still tracking to have our best numbers for the past 5 years. Vehicle Service position(s) are going to be posted starting 12/30.
- Operations
 - Unscheduled OT still down
 - Sick days up
 - 7 SSOs in line service training
 - Planning for sign-up
- Customer Service
 - Presented probate court support documents for informational purposes
 - Presented number of passengers transported

NO RESOLUTIONS TO PRESENT

MOTION TO ADJOURN 11:50 – MARK DERRIG, SECOND CHUCK RECTOR