

**METRO RTA  
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE COMMITTEE  
COMMITTEE MEETING MINUTES  
416 KENMORE BOULEVARD - BOARDROOM  
WEDNESDAY, FEBRUARY 19<sup>th</sup>, 2019  
11:30 AM.**

Minutes: 2.19.2020

Present:

Board: Mark Derrig (Chair), Vincent Rubino, Charles Rector

Staff: Dawn Distler, DeHavilland McCall, Bambi Miller, Jarrod Hampshire, John Sutherland, Jamie Saylor, Eric Scott

11:34: Call to Order

Approval of minutes, motion Derrig, Second Rubino

**Construction update – Jarrod Hampshire**

- Junk Yard Demolition Completed – On Time/Budget
- Underground work at Independence on-going, foundation work slated for March/April
- Cold-Patch work performed at Chapel Hill Mall to maintain temporary area where buses are traversing during construction
- North Bus Storage Barn preliminary structural work started 2.19.2020.

**Maintenance Update – Jarrod Hampshire**

- Reliability statistics started strong for 2020 – See board packet for detailed stats.
- Hiring process for Vehicle Servicers – 2 “meet and greet” meetings for 35 applicants to take place week of 2/23/19. Interviews to follow.

**Operations – Jamie Saylor**

- Unscheduled OT down – see Board Packet for detailed stats
- Hired 3 operations supervisors – 2 external and 1 internal candidate

**Paratransit/Customer Service – Bambi Miller**

**Key Performance Indicators**

**Other Business:** Dawn Distler – Rescheduling committee meetings going forward. This committee will meet the 3<sup>rd</sup> Wednesday of each month at 8:30.

Motion to Adjourn 12:20 AM