

**METRO RTA  
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE COMMITTEE  
COMMITTEE MEETING AGENDA  
ROBERT K. PFAFF TRANSIT CENTER  
631 SOUTH BROADWAY - BOARDROOM  
WEDNESDAY, FEBRUARY 19<sup>th</sup> , 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, JANUARY 15<sup>th</sup>, 2019  
11:30 AM.**

Minutes: 1.15.2020

Present:

Board: Mark Derrig, Vincent Rubino

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

11:36: Call to order

Approval of minutes, motion Derrig, Second Rubino

**Construction update – Jarrod Hampshire**

Update of current capital projects, Demolition of ITA in progress, all projects remain on-time, on-budget

Maintenance – Jarrod Hampshire

**Operations – Dehavilland McCall and Jamie Saylor**

Unscheduled OT Down 26.6%

3 Retirees this quarter – 2 more by Feb

Currently Interviewing Applicants for Operation Supervisor

**Paratransit/Customer Service – Bambi Miller**

14% increase in ridership PT

Up 2% in 2019 over 18 for ridership

Up 2.5 additional average miles per vehicle trip

Aging population

Mobility Device usage down 7%

8% increase in applications (ADA, Scat Temporary, DNS) not including scat senior and job/family services

Request from Mark to give presentation on Stand-Down for January board meeting

New Van Surveys

Motion to Adjourn 11:58AM