

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE COMMITTEE
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER
631 SOUTH BROADWAY – BOARDROOM / GOTOMEETING CONFERENCE CALL
WEDNESDAY, MARCH 18th, 2020
8:30 AM.**

3.18.20 MINUTES

Board Members Present: Mark Derrig (chair), Robert DeJournett, Charles Rector, Vincent Rubino

Staff Present: Dawn Distler, DeHavilland McCall, Bambi Miller, Jarrod Hampshire, Molly Becker, Jay Hunter, Shawn Metcalf, Angela Neeley, John Sutherland

ITEM 1: CALL TO ORDER: 8:30 AM Mark Derrig

ITEM 2: APPROVAL OF MINUTES: 8:32 AM Mark Derrig, Second - Charles Rector

ITEM 3: SUB-COMMITTEE REPORTS & POTENTIAL RESOLUTIONS:

Construction Projects Update – Jarrod Hampshire: All projects on-time despite virus concerns

Maintenance Report: Jarrod Hampshire: Discussed Expanded Cleaning Efforts for fleet and facilities as well as Maintenance Key Performance Indicators (included in committee packet)

Operations Report: Jamie Saylor: Discussed operator vacancies and the hiring process commencing on new operators as well as department Key Performance Indicators (included in committee packet)

Customer Service / Paratransit Report: Bambi Miller: Discussed current ridership and Key Performance Indicators (Included in committee packet)

ITEM 4: RESOLUTIONS:

2020-04 – Camera System Replacement RFP – Presentation by Jarrod Hampshire

ITEM 5: CALL FOR ADJOURNMENT: 8:55 AM