

METRO REGIONAL TRANSIT AUTHORITY

# Customer Experience & Service Performance Committee

JUNE 17, 2020  
8:30 AM

CHAIR: MR. MARK DERRIG  
MEMBERS: MR. CHARLES RECTOR & MR. VINCENT RUBINO



**METRO RTA  
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE  
COMMITTEE MEETING AGENDA  
416 KENMORE BOULEVARD BOARDROOM  
WEDNESDAY, JUNE 17, 2020  
8:30 A.M.**

**ITEM 1: CALL TO ORDER**

**ITEM 2: APPROVAL OF MINUTES FROM APRIL MEETING**

**ITEM 3: SUB-COMMITTEE REPORTS**

**Maintenance Report | Jarrod Hampshire**

**Operations Report | Jamie Saylor**

**Customer Care Report | Bambi Miller**

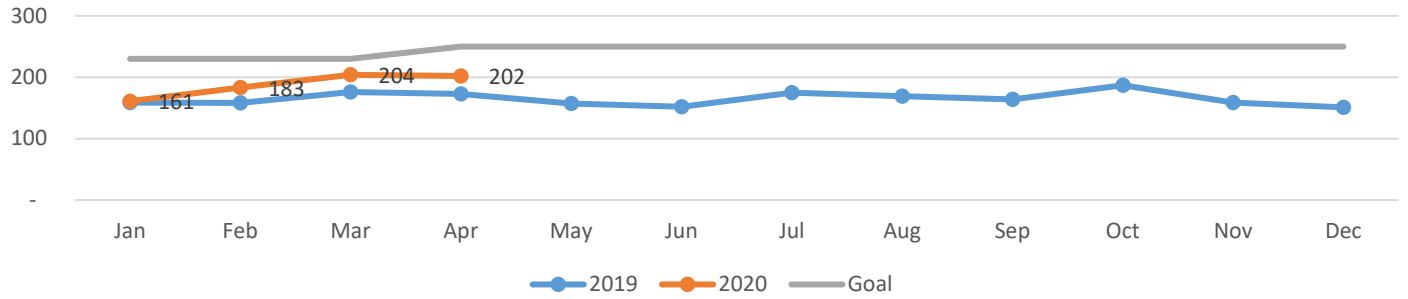
**ITEM 4: RESOLUTIONS FOR CONSIDERATION**

**ITEM 5: OTHER BUSINESS**

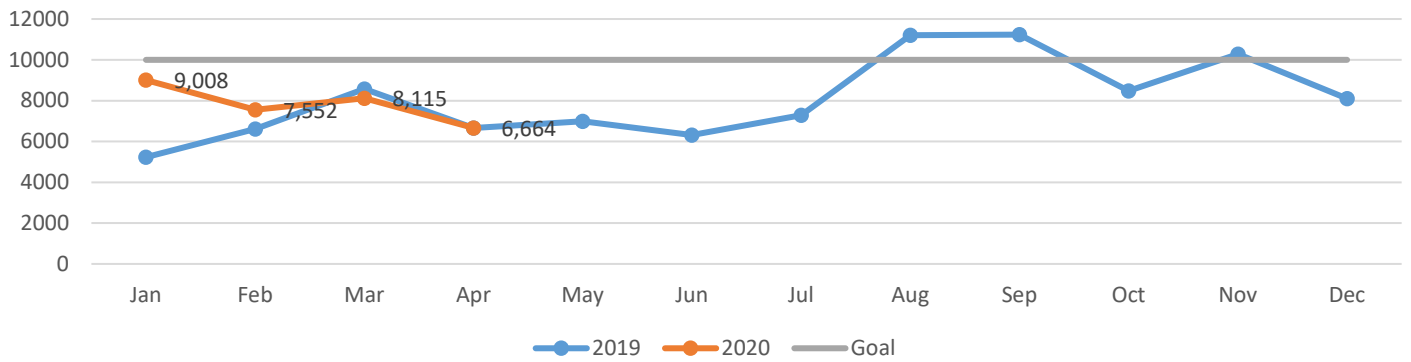
**ITEM 6: CALL FOR ADJOURNMENT**

Customer Experience and Service Performance – Key Performance Indicators

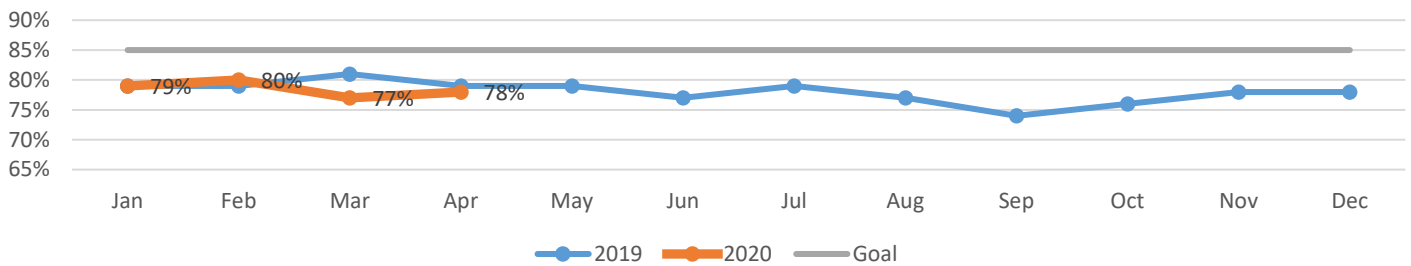
Vehicle Cleaning Performance - Quantity of Vehicle Scrubs



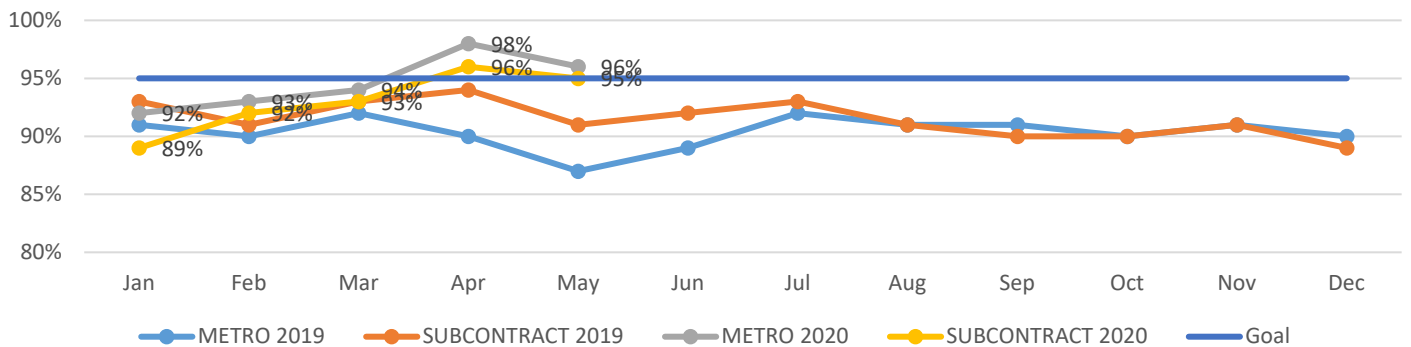
Miles Between Service Interruption



On-Time Performance - Line-Service



On-Time Performance - Paratransit



**METRO RTA  
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE  
COMMITTEE MEETING MINUTES  
416 KENMORE BOULEVARD BOARDROOM  
WEDNESDAY, MAY 20, 2020  
8:30 A.M.**

**ITEM 1: CALL TO ORDER**

Mr. Chuck Rector called the meeting to order at 8:35 a.m.

**ITEM 2: APPROVAL OF MINUTES FROM APRIL MEETING**

The meeting minutes were approved by Mr. Vincent Rubino.

**ITEM 3: SUB-COMMITTEE REPORTS**

**Maintenance Report | Jarrod Hampshire**

- Construction Update
- KPIs

**Operations Report | Jamie Saylor**

- On-time Performance KPI
- Romig Road/Howe Avenue Construction
- Attendance

**Customer Care Report | Bambi Miller**

- 25% ridership

Mr. Robert DeJournett asked about restroom availability for staff and the cleaning process during the Transit Center's closure.

**ITEM 4: RESOLUTIONS FOR CONSIDERATION**

None

**ITEM 5: OTHER BUSINESS**

Ms. Valerie Shea gave a presentation on the Summer 2020 Contingency Schedule. Mr. Chuck Rector asked about the process to assign operators.

**ITEM 6: CALL FOR ADJOURNMENT**