

METRO REGIONAL TRANSIT AUTHORITY

Customer Experience & Service Performance Committee

MAY 20, 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, MAY 20, 2020
8:30 AM**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM APRIL MEETING

ITEM 3: SUB-COMMITTEE REPORTS

Maintenance Report | Jarrod Hampshire

- Construction Projects Update

Operations Report | Jamie Saylor

Customer Service & Paratransit Report | Bambi Miller

ITEM 4: RESOLUTIONS FOR CONSIDERATION

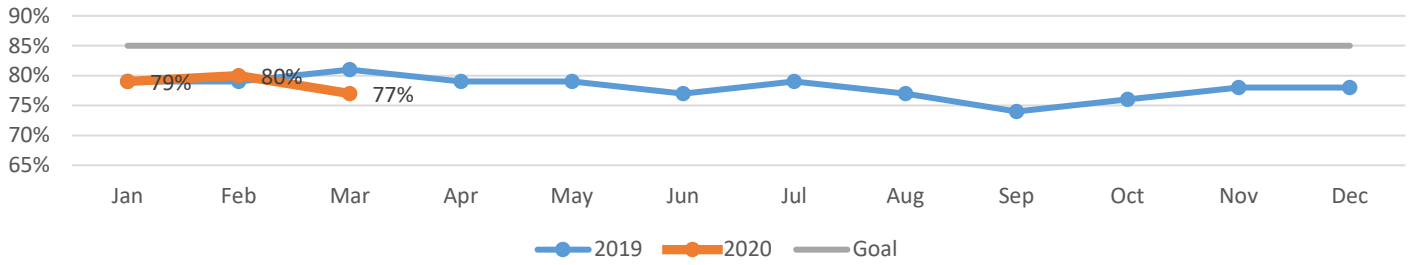
2020-06 – Purchase of Mobile Wireless Routers for Revenue Vehicles

ITEM 5: OTHER BUSINESS

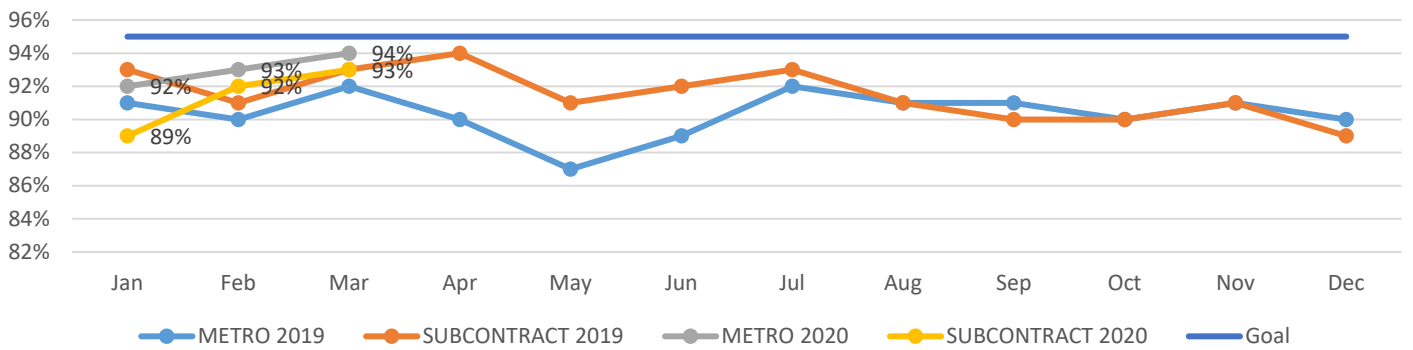
ITEM 6: CALL FOR ADJOURNMENT

Customer Experience and Service Performance – Key Performance Indicators

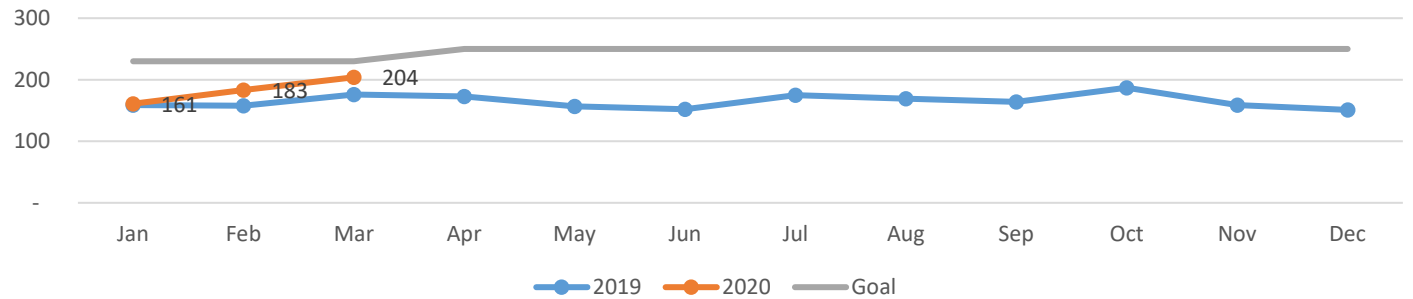
On-Time Performance - Line-Service



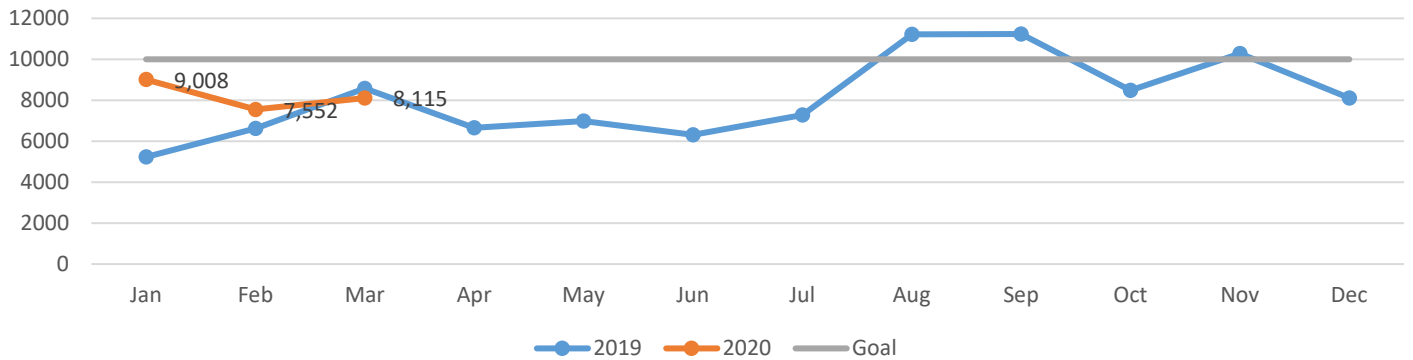
On-Time Performance - Paratransit



Vehicle Cleaning Performance - Quantity of Vehicle Scrubs



Miles Between Service Interruption



**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
416 KENMORE BOULEVARD BOARDROOM
WEDNESDAY, APRIL 15, 2020
8:30 AM**

ITEM 1: CALL TO ORDER

8:31 – Mark Derrig

ITEM 2: APPROVAL OF MINUTES

Vincent Rubino–Motion, Charles Rector – 2nd

ITEM 3: SUB-COMMITTEE REPORTS

Maintenance Report | Jarrod Hampshire

- Outlined cleaning work being performed related to COVID
- KPI – Reviewed February Numbers
- Construction Projects Update
 - On-Time/Budget
 - COVID having little to no impact on construction progress at this time

Operations Report | Jamie Saylor

- Operations update regarding Overtime for February
- COVID Impact Update
- On-Time Performance

Customer Service & Paratransit Report | Bambi Miller

- On-Time performance
- KPI Update
- February Paratransit Survey results 98.3% of riders surveyed said they were satisfied with service.

Follow-up Question by Charles Rector regarding impact of less buses in service and COVID impacts.

General statement from Ms. Distler regarding continuing efforts to provide PPE and support as a result of COVID.

General Discussion of Key Performance Indicator Format

ITEM 4: RESOLUTIONS FOR CONSIDERATION

None

ITEM 5: OTHER BUSINESS

ITEM 6: CALL FOR ADJOURNMENT