

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
WEDNESDAY, MARCH 16, 2022
8:30 AM**

Committee

Members Present: Mark Derrig, Chuck Rector, Vincent Rubino

Trustees Present: John Valle, Robert DeJournett

METRO Team

Members Present: Dawn Distler, Jarrod Hampshire, DeHavilland McCall, Jamie Saylor, Bambi Miller, Jay Hunter, Shawn Metcalf, Molly Becker, Angela Neeley, Gregory Fiocca, Valerie Shea

CALL TO ORDER

Mr. Mark Derrig called the meeting to order at 8:30 am

APPROVAL OF MINUTES FROM FEBRUARY MEETING

Mr. Vincent Rubino made a motion to approve minutes from the February 16, 2022 meeting. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Maintenance Report | Jarrod Hampshire

Reviewed KPIs. Twenty of the 33 mechanics completed training for the electric buses. The buses will be revealed during a public event on March 29 at 10 am.

Operations Report | Jamie Saylor

Reviewed KPIs. The new group of eight SSO operators are on the road this week. A meet and greet for potential operator candidates was hosted last week; five interviews were conducted yesterday and more are lined-up for next week. Operator training on the new electric buses is ongoing.

There was a brief discussion about rising fuel prices and if/how it's impacting METRO.

Customer Care Report | Bambi Miller

Reviewed KPIs.

RESOLUTIONS FOR CONSIDERATION

Resolution 2022-06: A resolution authorizing the award of a contract for the purchase of two (2) fully electric-powered 40 ft. buses from Gillig, LLC.

The committee discussed current and future funding opportunities to support the electric buses and charging infrastructure.

OTHER BUSINESS

None

CALL FOR ADJOURNMENT

Adjourned at 8:48 am

**DAWN S. DISTLER,
CHIEF EXECUTIVE OFFICER/
SECRETARY-TREASURER**