

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
416 KENMORE BOULEVARD BOARD ROOM
VIRTUAL MEETING
WEDNESDAY, MARCH 17, 2021
8:30 A.M.**

ITEM 1: CALL TO ORDER

Attendees: Mark Derrig, Chuck Rector, Vincent Rubino, Robert DeJournett, David Prentice, Dawn Distler, Jarrod Hampshire, DeHavilland McCall, Jamie Saylor, Bambi Miller, Valerie Shea, Shawn Metcalf, Jay Hunter, Angela Neeley, Molly Becker

Mr. Mark Derrig called the meeting to order at 8:31 a.m.

ITEM 2: APPROVAL OF MINUTES FROM FEBRUARY MEETING

Motion to approve minutes by Mr. Chuck Rector. Second by Mr. Vincent Rubino.

ITEM 3: SUB-COMMITTEE REPORTS

Construction Report | Jarrod Hampshire

- Finishing up receivables and loose ends on the North Barn project
- Will be \$95,000 under budget for the North Barn and Independence Transit Center projects, and demolition of junk yard.

Maintenance Report | Jarrod Hampshire

- Reviewed KPIs
- Expected to receive the first batch of 38 replacement demand response buses in two weeks. Buses will hit the road in summer of 2021.

Operations Report | Jamie Saylor

- Reviewed KPIs
- Spring Sign-Up begins in April; signing starts next week for operators
- Cintas will be on-site to go over uniform selection and will move online for orders this year

Mr. Derrig asked if the department has received operator feedback on the new buses. Mr. Saylor said members of the Maintenance team rode with operators for the first two weeks and they've received positive feedback.

Customer Care Report | Bambi Miller

- Reviewed KPIs
- Beginning to see an increase in paratransit trips

Mr. Derrig asked how METRO is providing trips to vaccination appointments. Ms. Miller said trips are being fulfilled through demand response service, and METRO is working with organizations such as AMHA housing and the Department of Job and Family Services' NET program.

ITEM 4: RESOLUTIONS FOR CONSIDERATION

None

ITEM 5: OTHER BUSINESS

Mr. Hampshire gave a presentation outlining the direction for construction of a new maintenance and operations facility.

ITEM 6: CALL FOR ADJOURNMENT

Adjourned at 8:51 a.m.