

**METRO RTA  
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE  
COMMITTEE MEETING MINUTES  
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM  
WEDNESDAY, APRIL 20, 2022  
8:30 AM**

**Committee**

**Members Present:** Mark Derrig, Chuck Rector, Vincent Rubino

**Trustees Present:** John Valle, Dana LaGarde

**METRO Team**

**Members Present:** Dawn Distler, Jarrod Hampshire, Jamie Saylor, Bambi Miller, Jay Hunter, Shawn Metcalf, Molly Becker, Angela Neeley, Valerie Shea, Eric Scott

**CALL TO ORDER**

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

**APPROVAL OF MINUTES FROM MARCH MEETING**

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

**SUB-COMMITTEE REPORTS**

**Maintenance Report | Jarrod Hampshire**

Reviewed KPIs. An update was given on the two electric buses, Jolt and Volt. There was a conversation about the range, charging time, bus charging times compared to cars, heat up time, and the battery use when buses idle. Electric demand response buses were discussed, although, they have not yet been released. A discussion about the savings on electric versus diesel ensued. It was announced that along with the organizational restructure, Mr. Eric Scott was promoted to Director of Asset Management. A government mandate requires METRO to have a transit asset management plan. Solar energy is being tracked to see if it will completely charge a bus, and it was reported that there might be a capital project in the future to harness this energy. The rule change and documentation requirements with the new DOT regulations were also discussed.

**Operations Report | Jamie Saylor**

Reviewed KPIs. METRO will have trainer Bob Papa presenting at an upcoming APTA conference. A new class of six operators is starting on April 25, 2022. Once they are trained, the eight hired on February 24, 2022 will be brought back in for route training. A discussion ensued about the preparation for two upcoming sign-ups and the shortage of operators.

**Customer Care Report | Bambi Miller**

Reviewed KPIs. Weather, operator shortages, and construction issues all effect on-time performance. Kudos were given to all those behind the wheel for navigating the curveballs. It was announced that Ms. Miller is transitioning to a new role with a focus on the disabled and senior community. She will also work with Planning for mobility options where transit isn't dense.

### **OTHER BUSINESS**

None

### **CALL FOR ADJOURNMENT**

Adjourned at 8:58 am

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