

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
416 KENMORE BOULEVARD BOARD ROOM
VIRTUAL MEETING
WEDNESDAY, APRIL 21, 2021
8:30 A.M.**

ITEM 1: CALL TO ORDER

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

Mr. Mark Derrig called the meeting to order at 8:33 a.m.

ITEM 2: APPROVAL OF MINUTES FROM MARCH MEETING

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

ITEM 3: SUB-COMMITTEE REPORTS

Maintenance Report | Jarrod Hampshire

- Reviewed KPIs

Operations Report | Jamie Saylor

- Reviewed KPIs
- METRO is transporting residents from various apartment buildings to their COVID-19 vaccination appointment. Many residents said if it wasn't for METRO, they wouldn't have any other way to get the vaccine.

Mr. Derrig said he would be interested in receiving a report on how many people METRO transported to get their vaccine. Ms. Dawn Distler said to date, METRO has provided about 240 rides to vaccine appointments.

Customer Care Report | Bambi Miller

- Reviewed KPIs

ITEM 4: RESOLUTIONS FOR CONSIDERATION

None

ITEM 5: OTHER BUSINESS

ITEM 6: CALL FOR ADJOURNMENT

Adjourned at 8:42 a.m.