

**METRO RTA  
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE  
COMMITTEE MEETING MINUTES  
416 KENMORE BOULEVARD BOARD ROOM  
VIRTUAL MEETING  
WEDNESDAY, MAY 19, 2021  
8:30 A.M.**

**ITEM 1: CALL TO ORDER**

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

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

**ITEM 2: APPROVAL OF MINUTES FROM APRIL 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
- METRO is in the process of receiving 38 demand response buses; seven are currently on property, 15 are due at the end of the week, and the remaining should be in by the end of the month. They'll be prepped and trickle into service in July and August.

**Operations Report | Jamie Saylor**

- Reviewed KPIs
- Operator sign-up for summer takes place next week (Monday through Thursday)
- Three out of the last six SSO's completed their CDL exam last Thursday and are now in full-time training

**Customer Care Report | Bambi Miller**

- Reviewed KPIs
- Ms. Miller provided the Committee with a detailed report on COVID-19 vaccine trips in February through April. In February, METRO transported 19 people from two housing facilities to their vaccination appointment; 85 people (to/from 64 homes and four buildings) were transported 20 days in March on demand response alone; and 343

known individuals were transported (to/from 214 homes, 10 buildings, and three neighborhood sites) 27 days in April. Ms. Miller commended Operations for their effort in ensuring there are no transportation barriers for persons to get the vaccine.

**ITEM 4: RESOLUTIONS FOR CONSIDERATION**

None

**ITEM 5: OTHER BUSINESS**

Ms. Dawn Distler commended the safety and security team for keeping passengers and the METRO team safe.

Mr. Shawn Metcalf briefed the Committee on the safety incident that occurred at the RKP Transit Center on Tuesday, May 18. METRO was able to maintain operations; operations supervisors did an excellent job moving buses and getting passengers where they needed to be. Mr. Metcalf commended the team for doing their job, adapting, and persevering.

Mr. Derrig commended the team's effort and thanked Dawn for her communications to the Board.

Mr. Rector asked Mr. Metcalf if video surveillance on the buses were operational and if they will be used in the investigation. Mr. Metcalf ensured the onboard video, surveillance from buses adjacent to, and the Transit Center were operational at the time of the incident.

**ITEM 6: CALL FOR ADJOURNMENT**

Adjourned at 8:44 a.m.