

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
416 KENMORE BOULEVARD BOARDROOM
WEDNESDAY, MAY 20, 2020
8:30 A.M.**

ITEM 1: CALL TO ORDER

Mr. Chuck Rector called the meeting to order at 8:35 a.m.

ITEM 2: APPROVAL OF MINUTES FROM APRIL MEETING

The meeting minutes were approved by Mr. Vincent Rubino.

ITEM 3: SUB-COMMITTEE REPORTS

Maintenance Report | Jarrod Hampshire

- Construction Update
- KPIs

Operations Report | Jamie Saylor

- On-time Performance KPI
- Romig Road/Howe Avenue Construction
- Attendance

Customer Care Report | Bambi Miller

- 25% ridership

Mr. Robert DeJournett asked about restroom availability for staff and the cleaning process during the Transit Center's closure.

ITEM 4: RESOLUTIONS FOR CONSIDERATION

None

ITEM 5: OTHER BUSINESS

Ms. Valerie Shea gave a presentation on the Summer 2020 Contingency Schedule. Mr. Chuck Rector asked about the process to assign operators.

ITEM 6: CALL FOR ADJOURNMENT