

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
416 KENMORE BOULEVARD BOARDROOM
VIRTUAL MEETING
WEDNESDAY, JUNE 16, 2021
8:30 AM**

ITEM 1: CALL TO ORDER

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

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

ITEM 2: APPROVAL OF MINUTES FROM MAY 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
- Chuck Grubb, Maintenance Administrative Assistant, retired after 25 years of service. The position was posted internally and former Maintenance Clerk Amanda DiAntonio was promoted.

Operations Report | Jamie Saylor

- Reviewed KPIs
- The last three SSOs are in the process of obtaining their CDLs and undergoing route training. Mr. Saylor said they are scheduled to be on their own full-time by the end of July, bringing METRO's numbers to 247 full-time operators. This training class included 17 SSOs over the last six to eight months.

Customer Care Report | Bambi Miller

- Reviewed KPIs

ITEM 4: RESOLUTIONS FOR CONSIDERATION

None

ITEM 5: OTHER BUSINESS

Ms. Dawn Distler said the team continues to navigate the post-pandemic world and will look to fill the remaining open operator positions soon. Beginning July 1, all business-related meetings must be held in-person, according to the Ohio Revised Code (ORC) per the Ohio Attorney General. The virtual option will continue to be offered; however, Board Members who are not in-person are not permitted to comment, vote, or take any official action. The July committee meetings and board meeting will be in-person. Ms. Distler said details on where meetings will take place is still being determined. METRO is still operating under TSA's ruling that states masks must be worn in transit facilities, such as buses and buildings.

ITEM 6: CALL FOR ADJOURNMENT

Adjourned at 8:40 am