

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
416 KENMORE BOULEVARD BOARDROOM
WEDNESDAY, JUNE 17, 2020
8:30 A.M.**

ITEM 1: CALL TO ORDER

Attendees: Mark Derrig, Vincent Rubino, Dawn Distler, Jarrod Hampshire, DeHavilland McCall, Jamie Saylor, Bambi Miller, Valerie Shea, and METRO team members

Mr. Mark Derrig called the meeting to order at 8:35 a.m.

ITEM 2: APPROVAL OF MINUTES FROM MAY MEETING

Motion to approve minutes by Mr. Mark Derrig. Second by Mr. Vincent Rubino.

ITEM 3: SUB-COMMITTEE REPORTS

Maintenance Report | Jarrod Hampshire

- Construction Update: All construction projects are on time and on budget. A moving estimated completion date for the Independence Transit Center is November 1, 2020.
- Hiring four Vehicle Detailers to maintain cleaning requirements outlined by the Health Department
- Reviewed KPIs

Operations Report | Jamie Saylor

- Reviewed KPIs

Mr. Mark Derrig asked about detour impact due to construction on Romig Road and Howe Avenue. Mr. Jamie Saylor said detours are being handled as they arise. Ms. Valerie Shea added her team is sitting on weekly meetings for each project.

Customer Care Report | Bambi Miller

- Reviewed KPIs

Mr. Mark Derrig asked how COVID-19 restrictions have impacted paratransit trips and ridership. Ms. Bambi Miller said essential trips are only being fulfilled on paratransit, including to medical appointments, dialysis, work, and one grocery trip per week.

ITEM 4: RESOLUTIONS FOR CONSIDERATION

None

ITEM 5: OTHER BUSINESS

ITEM 6: CALL FOR ADJOURNMENT

Meeting was adjourned at 8:53 a.m.