

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
416 KENMORE BOULEVARD BOARDROOM
WEDNESDAY, JULY 15, 2020
8:30 A.M.**

ITEM 1: CALL TO ORDER

Attendees: Mark Derrig, Chuck Rector, Vincent Rubino, Robert DeJournett, Nick Fernandez, Dawn Distler, Bambi Miller, Jarrod Hampshire, and METRO team members

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

ITEM 2: APPROVAL OF MINUTES FROM JUNE MEETING

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

ITEM 3: SUB-COMMITTEE REPORTS

Construction Report | Jarrod Hampshire

- Jarrod showed progress photos of the Independence Transit Center. The project is scheduled to be completed by October.

Maintenance Report | Jarrod Hampshire

- Negotiations have started with Teamsters union
- RFP for maintenance of the public CNG station is on the street
- Interviews for Vehicle Detailers start July 16
- Reviewed KPIs

Operations Report | Jamie Saylor

- Reviewed KPIs

Customer Care Report | Bambi Miller

- Reviewed KPIs

ITEM 4: RESOLUTIONS FOR CONSIDERATION

Resolution 2020-06: A resolution authorizing the award of a task order based contract for general architecture and engineering services.

ITEM 5: OTHER BUSINESS

ITEM 6: CALL FOR ADJOURNMENT

Meeting was adjourned at 8:46 a.m.