

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
416 KENMORE BOULEVARD BOARD ROOM
VIRTUAL MEETING VIA GOTOMEETING
WEDNESDAY, AUGUST 19, 2020
8:30 A.M.**

ITEM 1: CALL TO ORDER

Attendees: Mark Derrig, Vincent Rubino, Chuck Rector, Nick Fernandez, Jarrod Hampshire, DeHavilland McCall, Jamie Saylor, Bambi Miller, Molly Becker, Valerie Shea, and PJ Lehman.

Mr. Derrig called the meeting to order at 8:31 a.m.

ITEM 2: APPROVAL OF MINUTES FROM JULY MEETING

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

ITEM 3: SUB-COMMITTEE REPORTS

Construction Report | Jarrod Hampshire

- Independence Transit Center and North Barn projects are on time and on budget

Maintenance Report | Jarrod Hampshire

- Reviewed KPIs
- Vehicle Detailers started August 10th

Operations Report | Jamie Saylor

- Reviewed KPIs
- Operator refresher training was completed for the year; Operations Supervisors are halfway through refresher training

Customer Care Report | Bambi Miller

- Reviewed KPIs

ITEM 4: RESOLUTIONS FOR CONSIDERATION

Resolution 2020-14: A resolution authorizing the purchase of Hybrid Electric Bus Replacement Battery Packs

Resolution 2020-15: A resolution authorizing the purchase of up to four (4) replacement 40ft. CNG buses

Resolution 2020-16: A resolution authorizing the purchase of paratransit buses from American Bus & Accessories, Inc. (Cincinnati, OH)

ITEM 5: OTHER BUSINESS

ITEM 6: CALL FOR ADJOURNMENT

Adjourned at 8:52 a.m.