

**METRO RTA  
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE  
COMMITTEE MEETING MINUTES  
ROBERT K. PFAFF TRANSIT CENTER BOARDROOM  
WEDNESDAY, SEPTEMBER 15, 2021  
8:30 AM**

**ITEM 1: CALL TO ORDER**

Attendees: Mark Derrig, Chuck Rector, Vincent Rubino, Dawn Distler, Jarrod Hampshire, Jamie Saylor, DeHavilland McCall, Bambi Miller, Jay Hunter, Angela Neeley, Molly Becker, Shawn Metcalf

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

**ITEM 2: APPROVAL OF MINUTES FROM AUGUST 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
- Gillig brought a demo electric bus when Senator Sherrod Brown visited on METRO property earlier this month. Mr. Hampshire said METRO operators and mechanics were able to test the bus. The first two electric buses are still on time and scheduled for December delivery.

**Operations Report | Jamie Saylor**

- Reviewed KPIs
- Since the last Committee Meeting, Mr. Saylor said the team conducted meet-and-greets and interviews with operator candidates. Six operators will start their first day of training on September 27.

**Customer Care Report | Bambi Miller**

- Reviewed KPIs

Mr. Derrig asked Ms. Bambi Miller to talk about her conversation with Senator Sherrod Brown (on September 9). Ms. Miller said Senator Brown was very interested in METRO's demand response programs and was very impressed with how METRO operates the service. Ms. Miller provided the committee with the average daily boardings on demand response program pre-COVID and present.

Upon Mr. Derrig's request, Ms. Miller gave the committee information about how many veteran passengers it serves on fixed-routes services.

**ITEM 4: RESOLUTIONS FOR CONSIDERATION**

None

**ITEM 5: OTHER BUSINESS**

**ITEM 6: CALL FOR ADJOURNMENT**

Adjourned at 8:42 am