

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
416 KENMORE BOULEVARD BOARD ROOM
VIRTUAL MEETING
WEDNESDAY, SEPTEMBER 16, 2020
8:30 A.M.**

ITEM 1: CALL TO ORDER

Attendees: Mark Derrig, Chuck Rector, Vincent Rubino, Nick Fernandez, Robert DeJournett, Dawn Distler, Jarrod Hampshire, DeHavilland McCall, Jamie Saylor, Nykia Walker, Valerie Shea, Molly Becker, and PJ Lehman.

Mr. Mark Derrig called the meeting to order at 8:34 a.m.

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

Construction Report | Jarrod Hampshire

- Independence Transit Center project is on time and on budget. Completion is still set for end of October.
- North barn renovations are on time and on budget.

Maintenance Report | Jarrod Hampshire

- Reviewed KPIs

Operations Report | Jamie Saylor

- Reviewed KPIs
- Four SSOs completed training for their CDL and obtained their license.

Customer Care Report | Nykia Walker

- Reviewed KPIs

ITEM 4: RESOLUTIONS FOR CONSIDERATION

None

ITEM 5: OTHER BUSINESS

None

ITEM 6: CALL FOR ADJOURNMENT

Adjourned at 8:42 a.m.