

METRO REGIONAL TRANSIT AUTHORITY

Customer Experience & Service Performance Committee

APRIL 21, 2021
8:30 AM

CHAIR: MR. MARK DERRIG
MEMBERS: MR. CHARLES RECTOR & MR. VINCENT RUBINO



**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING AGENDA
416 KENMORE BOULEVARD BOARD ROOM
VIRTUAL MEETING
WEDNESDAY, APRIL 21, 2021
8:30 A.M.**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM MARCH MEETING

ITEM 3: SUB-COMMITTEE REPORTS

Maintenance Report | Jarrod Hampshire

Operations Report | Jamie Saylor

Customer Care Report | Bambi Miller

ITEM 4: RESOLUTIONS FOR CONSIDERATION

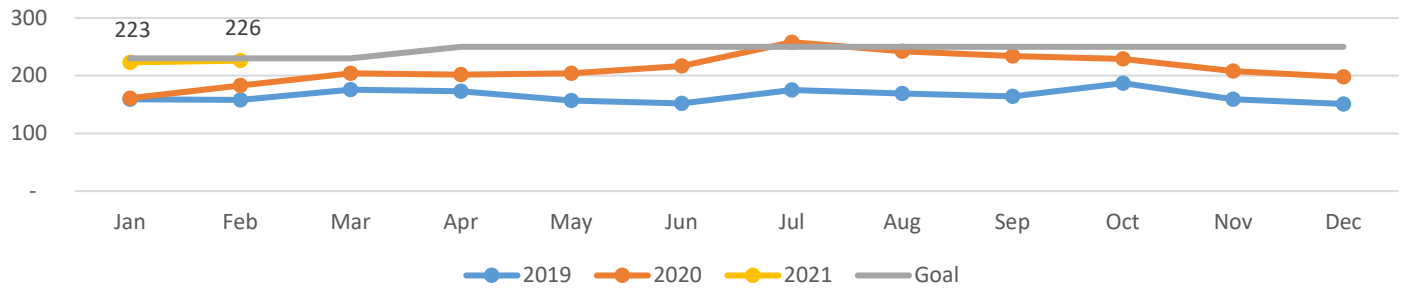
None

ITEM 5: OTHER BUSINESS

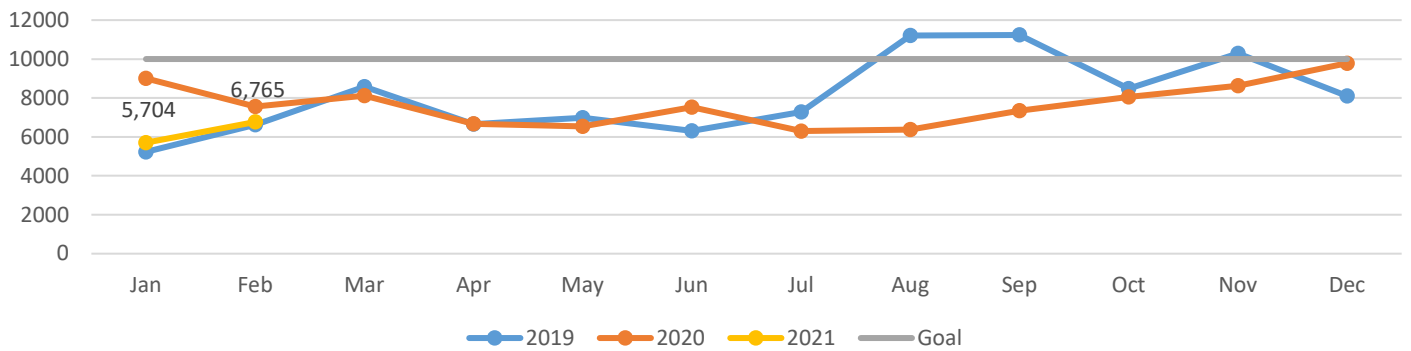
ITEM 6: CALL FOR ADJOURNMENT

Customer Experience and Service Performance – Key Performance Indicators

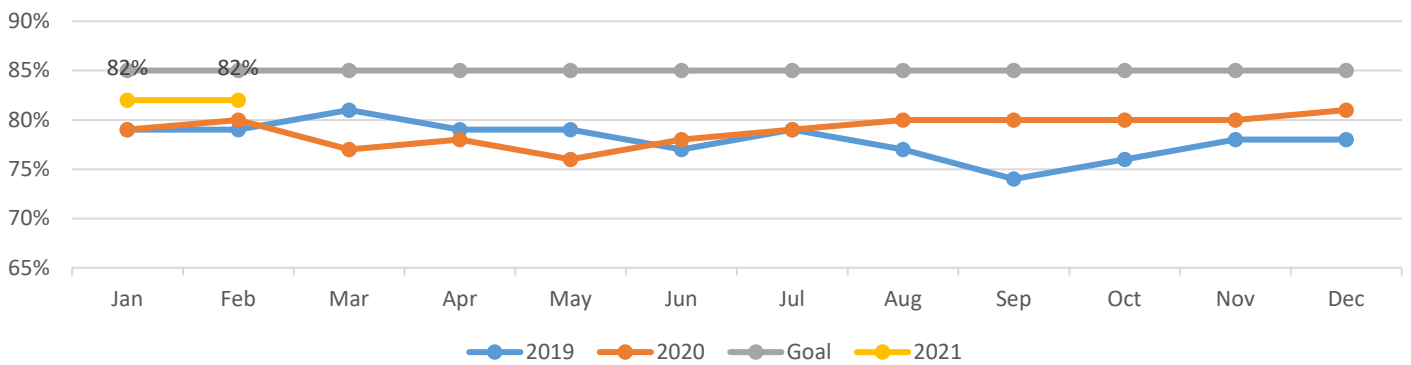
Vehicle Cleaning Performance - Quantity of Vehicle Scrubs



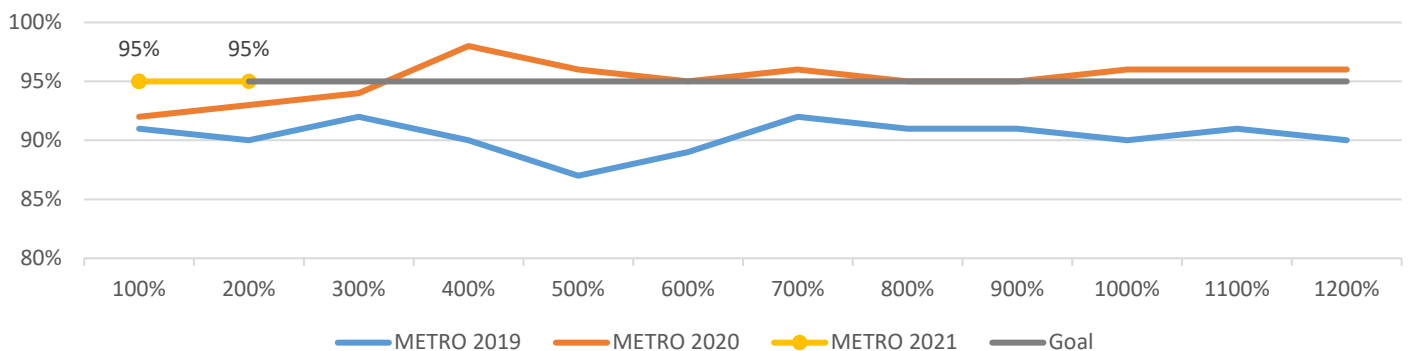
Miles Between Service Interruption



On-Time Performance - Fixed-Route



On-Time Performance - Demand Response



**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
416 KENMORE BOULEVARD BOARD ROOM
VIRTUAL MEETING
WEDNESDAY, MARCH 17, 2021
8:30 A.M.**

ITEM 1: CALL TO ORDER

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

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

ITEM 2: APPROVAL OF MINUTES FROM FEBRUARY MEETING

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

ITEM 3: SUB-COMMITTEE REPORTS

Construction Report | Jarrod Hampshire

- Finishing up receivables and loose ends on the North Barn project
- Will be \$95,000 under budget for the North Barn and Independence Transit Center projects, and demolition of junk yard.

Maintenance Report | Jarrod Hampshire

- Reviewed KPIs
- Expected to receive the first batch of 38 replacement demand response buses in two weeks. Buses will hit the road in summer of 2021.

Operations Report | Jamie Saylor

- Reviewed KPIs
- Spring Sign-Up begins in April; signing starts next week for operators
- Cintas will be on-site to go over uniform selection and will move online for orders this year

Mr. Derrig asked if the department has received operator feedback on the new buses. Mr. Saylor said members of the Maintenance team rode with operators for the first two weeks and they've received positive feedback.

Customer Care Report | Bambi Miller

- Reviewed KPIs
- Beginning to see an increase in paratransit trips

Mr. Derrig asked how METRO is providing trips to vaccination appointments. Ms. Miller said trips are being fulfilled through demand response service, and METRO is working with organizations such as AMHA housing and the Department of Job and Family Services' NET program.

ITEM 4: RESOLUTIONS FOR CONSIDERATION

None

ITEM 5: OTHER BUSINESS

Mr. Hampshire gave a presentation outlining the direction for construction of a new maintenance and operations facility.

ITEM 6: CALL FOR ADJOURNMENT

Adjourned at 8:51 a.m.