

METRO REGIONAL TRANSIT AUTHORITY

# Customer Experience & Service Performance Committee

**MAY 19, 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, MAY 19, 2021  
8:30 A.M.**

**ITEM 1: CALL TO ORDER**

**ITEM 2: APPROVAL OF MINUTES FROM APRIL MEETING**

**ITEM 3: SUB-COMMITTEE REPORTS**

**Maintenance Report | Jarrod Hampshire**

- KPIs (Page 3)

**Operations Report | Jamie Saylor**

- KPIs (Page 3)

**Customer Care Report | Bambi Miller**

- KPIs (Page 3)
- COVID-19 Vaccine Trips

**ITEM 4: RESOLUTIONS FOR CONSIDERATION**

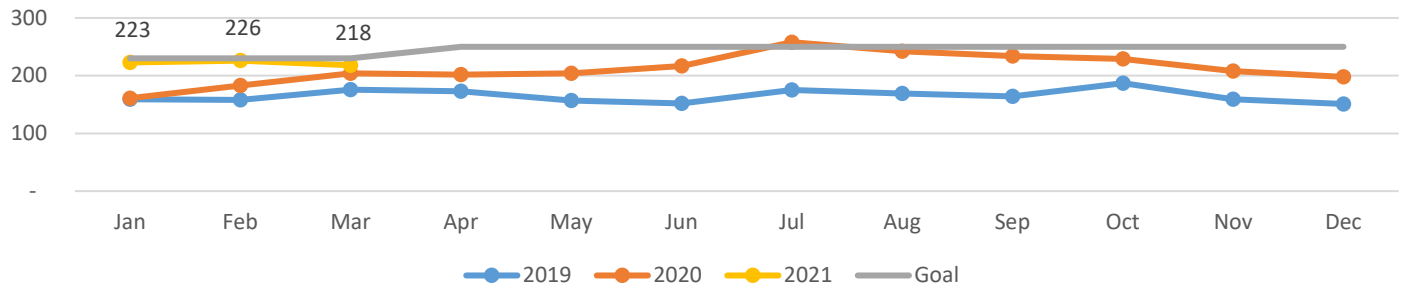
None

**ITEM 5: OTHER BUSINESS**

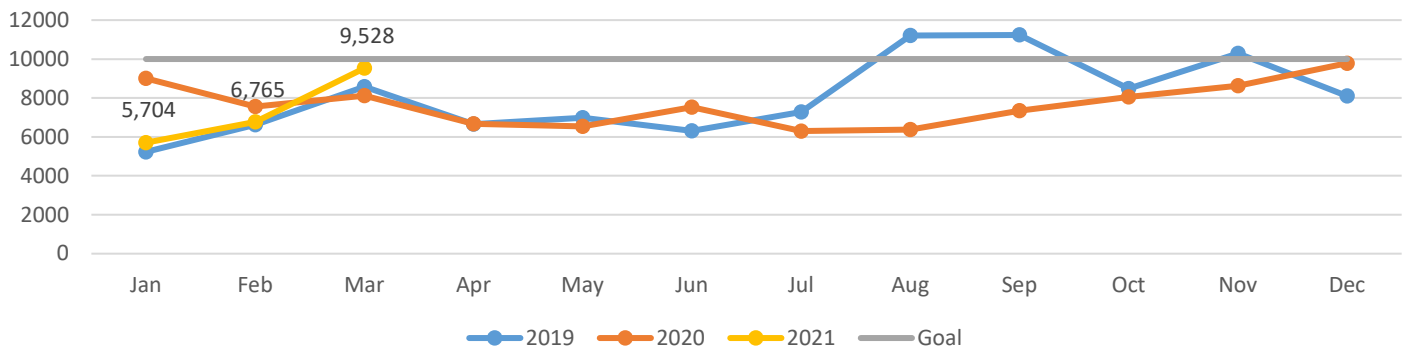
**ITEM 6: CALL FOR ADJOURNMENT**

## Customer Experience and Service Performance – Key Performance Indicators

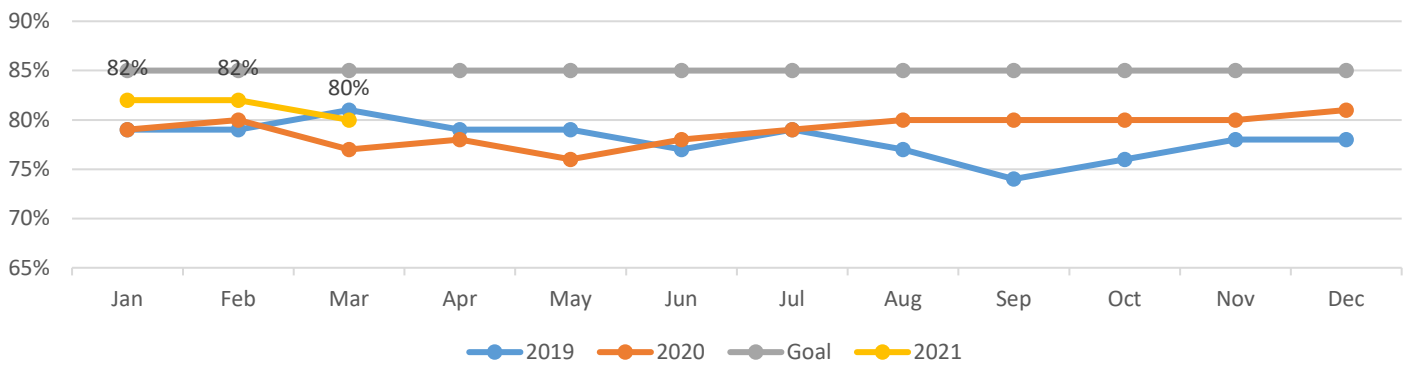
### Vehicle Cleaning Performance - Quantity of Vehicle Scrubs



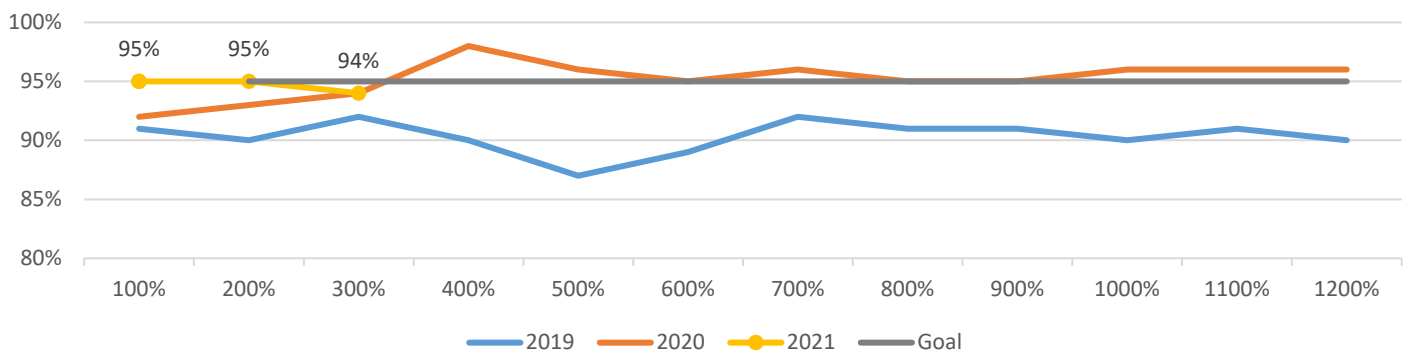
### Miles Between Service Interruption



### 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, APRIL 21, 2021  
8:30 A.M.**

**ITEM 1: CALL TO ORDER**

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

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

**ITEM 2: APPROVAL OF MINUTES FROM MARCH 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

**Operations Report | Jamie Saylor**

- Reviewed KPIs
- METRO is transporting residents from various apartment buildings to their COVID-19 vaccination appointment. Many residents said if it wasn't for METRO, they wouldn't have any other way to get the vaccine.

Mr. Derrig said he would be interested in receiving a report on how many people METRO transported to get their vaccine. Ms. Dawn Distler said to date, METRO has provided about 240 rides to vaccine appointments.

**Customer Care Report | Bambi Miller**

- Reviewed KPIs

**ITEM 4: RESOLUTIONS FOR CONSIDERATION**

None

**ITEM 5: OTHER BUSINESS**

**ITEM 6: CALL FOR ADJOURNMENT**

Adjourned at 8:42 a.m.