

METRO REGIONAL TRANSIT AUTHORITY

Customer Experience & Service Performance Committee

AUGUST 18, 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
ROBERT K. PFAFF TRANSIT CENTER BOARDROOM
WEDNESDAY, AUGUST 18, 2021
8:30 AM**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM JULY MEETING

ITEM 3: SUB-COMMITTEE REPORTS

Maintenance Report | Jarrod Hampshire

- KPIs (Page 3)
- New Bus Update
- Electric Bus Update

Operations Report | Jamie Saylor

- KPIs (Page 3)

Customer Care Report | Laura Adkins

- KPIs (Page 3)

ITEM 4: RESOLUTIONS FOR CONSIDERATION

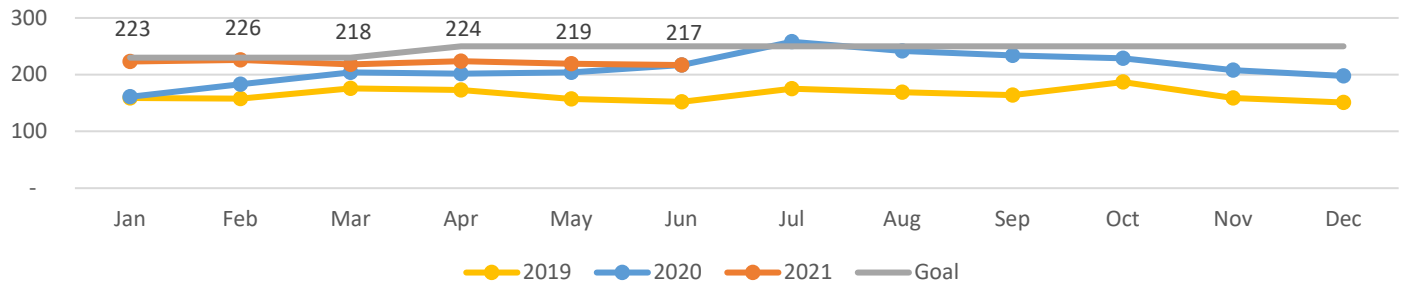
None

ITEM 5: OTHER BUSINESS

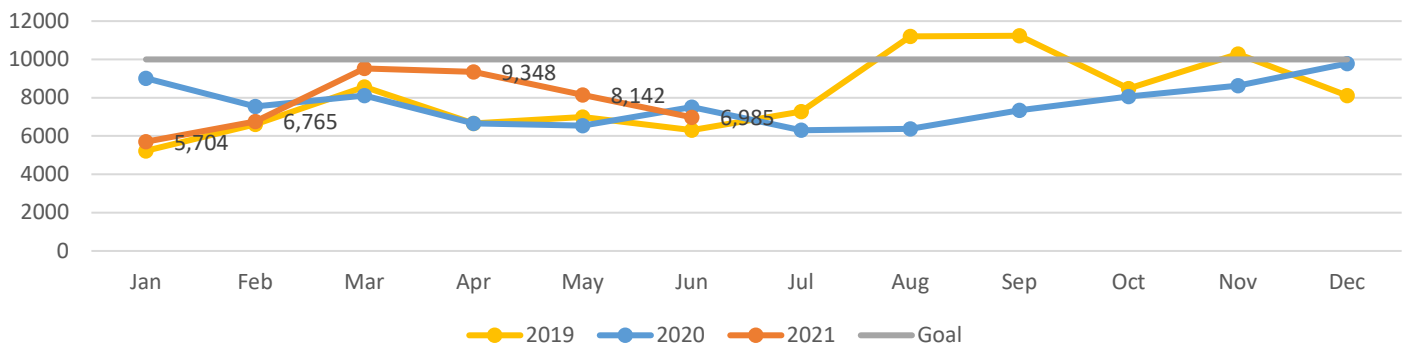
ITEM 6: CALL FOR ADJOURNMENT

Customer Experience and Service Performance – Key Performance Indicators

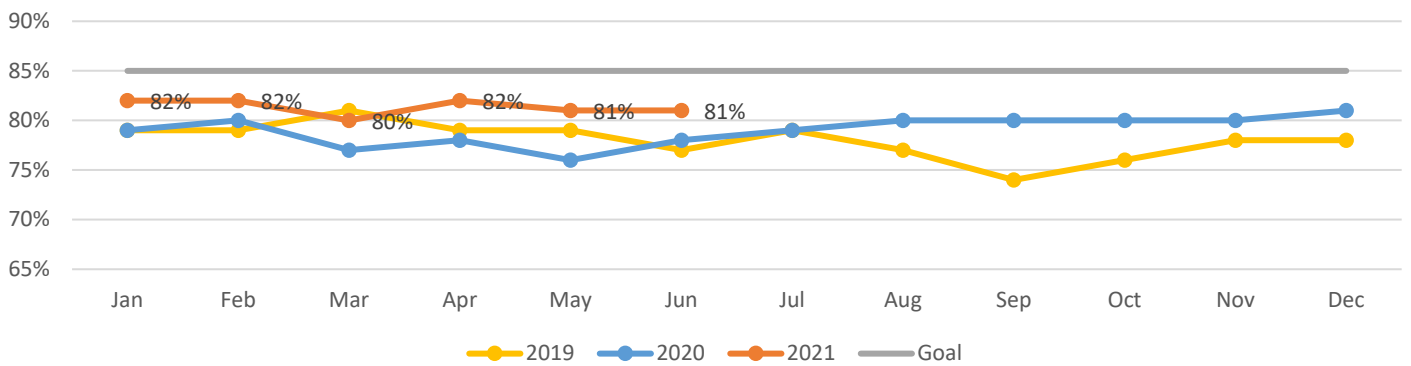
Vehicle Cleaning Performance - Quantity of Vehicle Scrubs



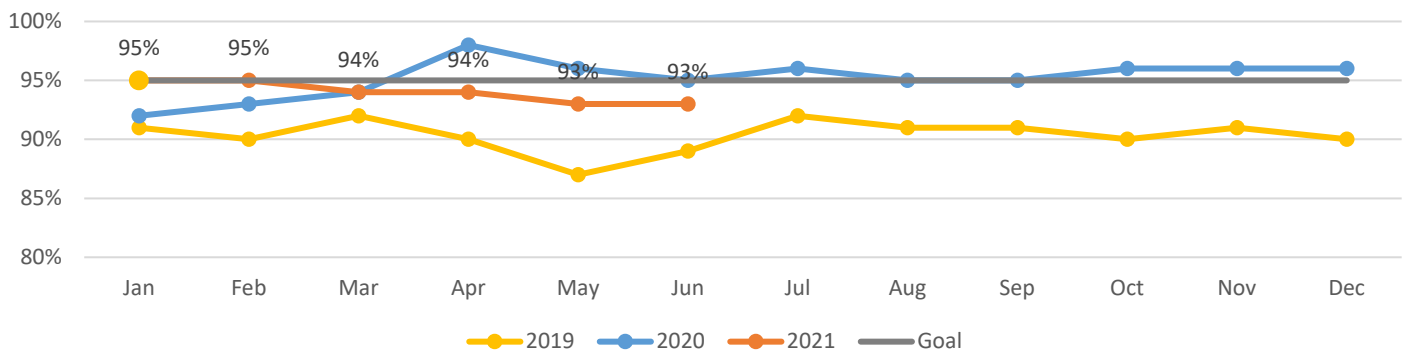
Miles Between Service Interruption



On-Time Performance - Fixed-Route



On-Time Performance - Demand Response



**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARDROOM
WEDNESDAY, JULY 21, 2021
8:30 AM**

ITEM 1: CALL TO ORDER

Attendees: Mark Derrig, Chuck Rector, Vincent Rubino, David Prentice, Dawn Distler, Jarrod Hampshire, Laura Adkins, DeHavilland McCall, Jay Hunter, Molly Becker, Angela Neeley, Valerie Shea

Mr. Mark Derrig called the meeting to order at 8:30 a.m.

ITEM 2: APPROVAL OF MINUTES FROM JUNE MEETING

The committee voted to approve the June meeting minutes.

ITEM 3: SUB-COMMITTEE REPORTS

Maintenance Report | Jarrod Hampshire

- Reviewed KPIs
- Mr. Jarrod Hampshire stated the new CNG buses are in production and should be delivered by the August committee meeting. These buses will replace a portion of the diesel buses. Mr. Mark Derrig asked if the committee could see one of the new buses at next month's meeting. Mr. Hampshire said if the buses are delivered in time he will have one parked at the Transit Center for the committee to look at.
- Last year, the Board of Trustees passed a resolution to purchase two electric buses. Those buses are scheduled for production in November and are expected to be delivered in January 2022. All new buses, electric and CNG, will be Gillig.

Operations Report | DeHavilland McCall

- Reviewed KPIs
- The last group of SSOs who are required to transfer to fixed-route service are scheduled to do so.

Customer Care Report | Laura Adkins

- Reviewed KPIs
- METRO is still fulfilling COVID-19 vaccine trips. Ms. Laura Adkins said trips have decreased since the vaccine first became available. The last reported number for June was about 24 trips to vaccine appointments and/or clinics.

ITEM 4: RESOLUTIONS FOR CONSIDERATION

None

ITEM 5: OTHER BUSINESS

Ms. Dawn Distler stated the July Board meeting will begin promptly at 8:45 am for the swearing in of all Board members. After the Board meeting, updated professional headshots of Board members will be taken by METRO's marketing intern.

ITEM 6: CALL FOR ADJOURNMENT

Adjourned at 8:40 a.m.