ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM APRIL MEETING

ITEM 3: SUB-COMMITTEE REPORTS

Maintenance Report | Jarrod Hampshire
Operations Report | Jamie Saylor
Customer Care Report | Bambi Miller

ITEM 4: RESOLUTIONS FOR CONSIDERATION

ITEM 5: OTHER BUSINESS

ITEM 6: CALL FOR ADJOURNMENT
Customer Experience and Service Performance – Key Performance Indicators

**Vehicle Cleaning Performance - Quantity of Vehicle Scrubs**

- **Goal:** 9,008
- **2019:** 161, 183, 204, 202
- **2020:**

**Miles Between Service Interruption**

- **Goal:** 79% - 85%
- **2019:** 9,008, 7,952, 8,115, 6,664
- **2020:**

**On-Time Performance - Line-Service**

- **Goal:** 79% - 85%
- **2019:** 79%, 80%, 77%, 78%
- **2020:**

**On-Time Performance - Paratransit**

- **Goal:** 92% - 98%
- **METRO 2019:** 92%, 93%, 94%, 96%
- **SUBCONTRACT 2019:** 92%, 95%, 96%, 95%
- **METRO 2020:** 98%, 96%
- **SUBCONTRACT 2020:** 96%
ITEM 1: CALL TO ORDER

Mr. Chuck Rector called the meeting to order at 8:35 a.m.

ITEM 2: APPROVAL OF MINUTES FROM APRIL MEETING

The meeting minutes were approved by Mr. Vincent Rubino.

ITEM 3: SUB-COMMITTEE REPORTS

Maintenance Report | Jarrod Hampshire
- Construction Update
- KPIs

Operations Report | Jamie Saylor
- On-time Performance KPI
- Romig Road/Howe Avenue Construction
- Attendance

Customer Care Report | Bambi Miller
- 25% ridership

Mr. Robert DeJournett asked about restroom availability for staff and the cleaning process during the Transit Center’s closure.

ITEM 4: RESOLUTIONS FOR CONSIDERATION

None

ITEM 5: OTHER BUSINESS

Ms. Valerie Shea gave a presentation on the Summer 2020 Contingency Schedule. Mr. Chuck Rector asked about the process to assign operators.

ITEM 6: CALL FOR ADJOURNMENT