Customer Experience & Service Performance Committee

MAY 19, 2021
8:30 AM

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