METRO REGIONAL TRANSIT AUTHORITY

Customer Experience & Service Performance Committee

JUNE 16, 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 MAY MEETING

ITEM 3: SUB-COMMITTEE REPORTS

Maintenance Report | Jarrod Hampshire
- KPIs (Page 3)
- Retirement/Promotion

Operations Report | Jamie Saylor
- KPIs (Page 3)

Customer Care Report | Bambi Miller
- 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
ITEM 1: CALL TO ORDER

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

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

ITEM 2: APPROVAL OF MINUTES FROM APRIL 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
- METRO is in the process of receiving 38 demand response buses; seven are currently on property, 15 are due at the end of the week, and the remaining should be in by the end of the month. They’ll be prepped and trickle into service in July and August.

Operations Report | Jamie Saylor
- Reviewed KPIs
- Operator sign-up for summer takes place next week (Monday through Thursday)
- Three out of the last six SSO’s completed their CDL exam last Thursday and are now in full-time training

Customer Care Report | Bambi Miller
- Reviewed KPIs
- Ms. Miller provided the Committee with a detailed report on COVID-19 vaccine trips in February through April. In February, METRO transported 19 people from two housing facilities to their vaccination appointment; 85 people (to/from 64 homes and four buildings) were transported 20 days in March on demand response alone; and 343
known individuals were transported (to/from 214 homes, 10 buildings, and three neighborhood sites) 27 days in April. Ms. Miller commended Operations for their effort in ensuring there are no transportation barriers for persons to get the vaccine.

ITEM 4: **RESOLUTIONS FOR CONSIDERATION**

None

ITEM 5: **OTHER BUSINESS**

Ms. Dawn Distler commended the safety and security team for keeping passengers and the METRO team safe.

Mr. Shawn Metcalf briefed the Committee on the safety incident that occurred at the RKP Transit Center on Tuesday, May 18. METRO was able to maintain operations; operations supervisors did an excellent job moving buses and getting passengers where they needed to be. Mr. Metcalf commended the team for doing their job, adapting, and persevering.

Mr. Derrig commended the team’s effort and thanked Dawn for her communications to the Board.

Mr. Rector asked Mr. Metcalf if video surveillance on the buses were operational and if they will be used in the investigation. Mr. Metcalf ensured the onboard video, surveillance from buses adjacent to, and the Transit Center were operational at the time of the incident.

ITEM 6: **CALL FOR ADJOURNMENT**

Adjourned at 8:44 a.m.