

METRO REGIONAL TRANSIT AUTHORITY

Customer Experience & Service Performance Committee

August 17, 2023
9:00am

CHAIR: MR. JOHN VALLE
MEMBERS: MR. CHUCK RECTOR, MR. VINCE RUBINO, MR.
MARK DERRIG, AND MS. RENEE GREENE



**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING AGENDA
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, AUGUST 17, 2023
9:00AM**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE JULY 20 MEETING

ITEM 3: SUB-COMMITTEE REPORTS

Operator Retention Report | Jarrod Hampshire

- KPIs (Page 3)

Maintenance Report | Eric Scott

- KPIs (Page 3)

Operations Report | Jamie Saylor

- KPIs (Page 3)

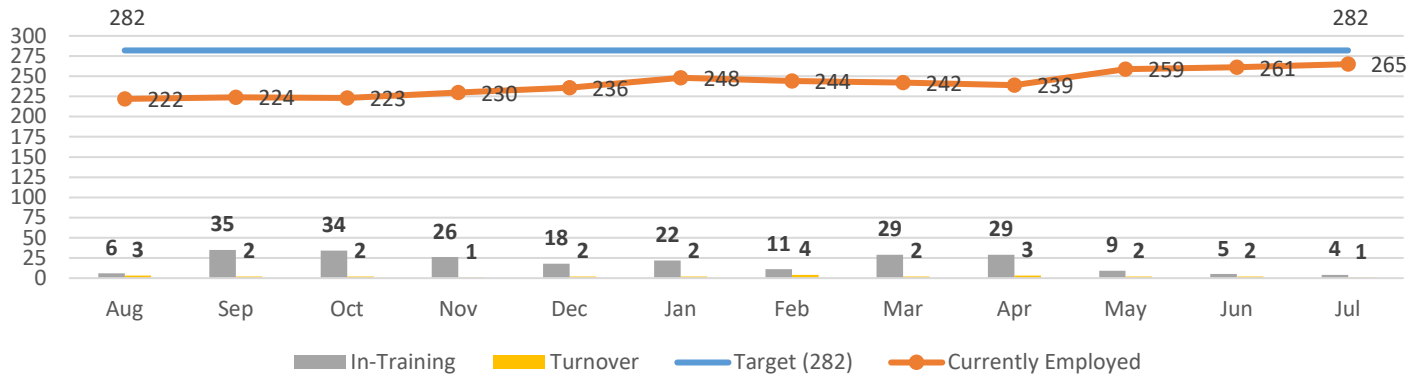
ITEM 4: RESOLUTIONS FOR CONSIDERATION

ITEM 5: OTHER BUSINESS

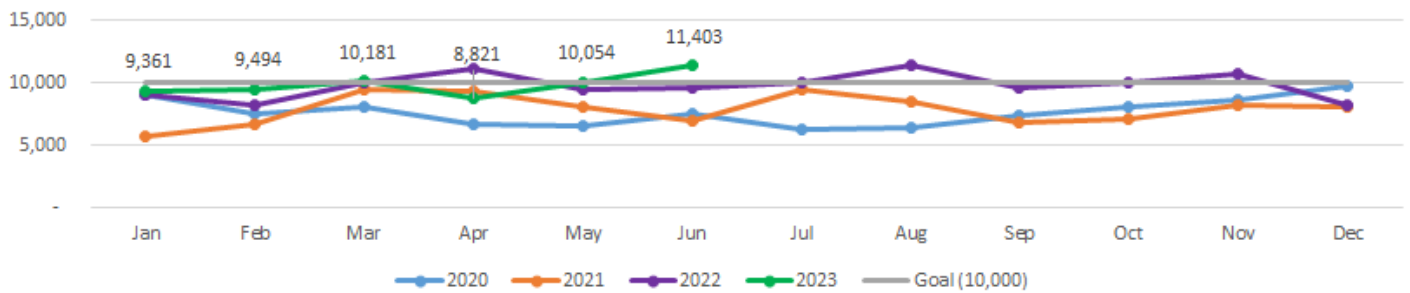
- Maintenance and Operations Facility Update | Jarrod Hampshire

ITEM 6: CALL FOR ADJOURNMENT

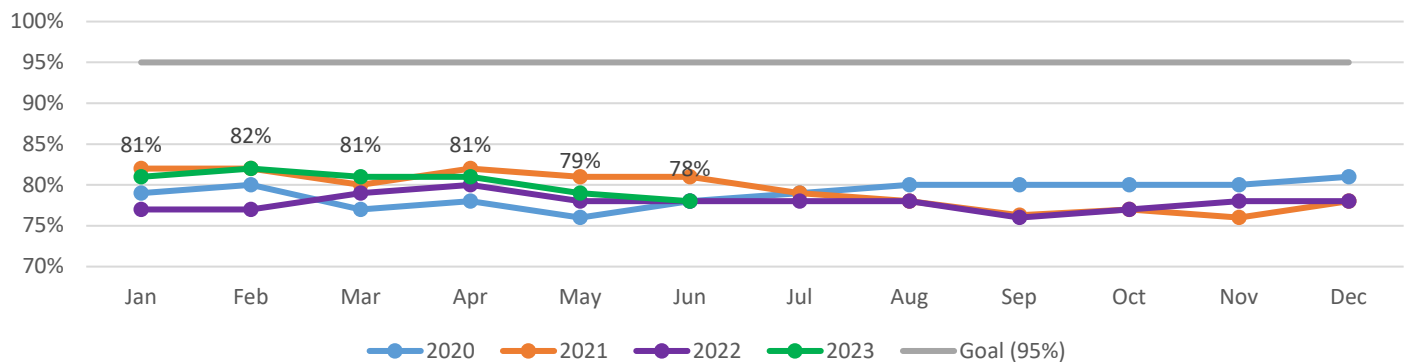
2023 Operator Retention



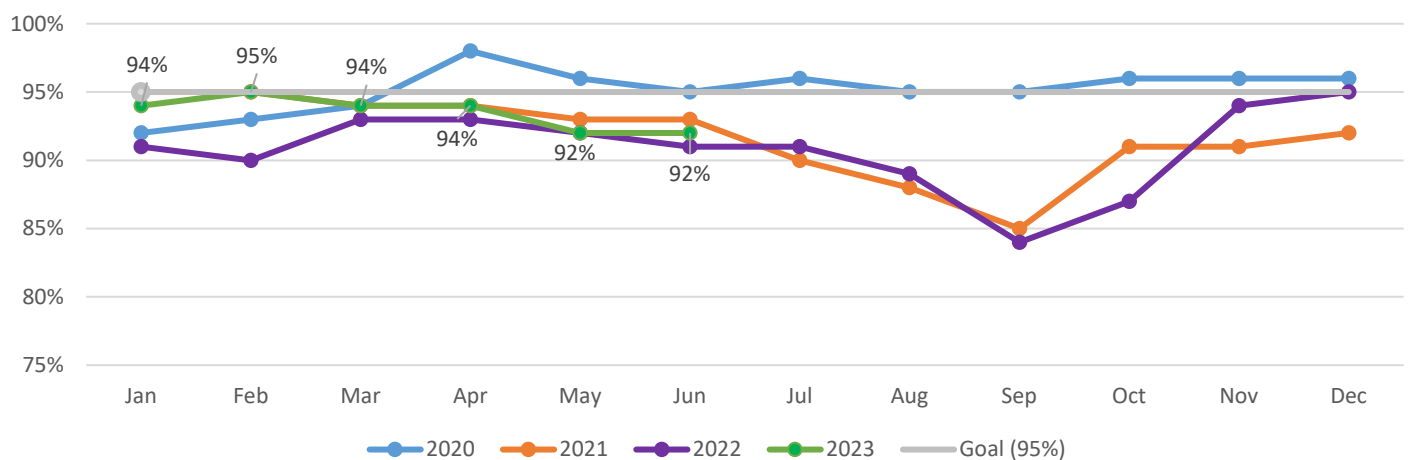
Miles Between Service Interruption



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 BOARD ROOM
THURSDAY, JULY 20, 2023**

Committee

Members Present: Mark Derrig, Charles Rector, Vincent Rubino, John Valle

Trustees Present: Renee Greene, Dave Prentice, Dana LaGarde, Bob Konstand,

METRO Team

Members Present: Dawn Distler, Jarrod Hampshire, Tatia Harris, Jay Hunter, Shawn Metcalf, Valerie Shea, Bambi Miller, Matt Mullen, Eric Scott, Nykia Walker, Melissa Barna, Angela Neeley, Jamie Saylor, Grace Doyle, Stephanie Fairchild

CALL TO ORDER

Mr. John Valle called the meeting to order at 9:00am.

APPROVAL OF MINUTES FROM THE JUNE 15 2023 MEETING

Ms. Renee Greene made a motion to approve minutes from the June meeting. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Operator Retention Report | Jarrod Hampshire

KPIs were reviewed.

Maintenance Report | Eric Scott

KPIs were reviewed.

Operations Report | Jarrod Hampshire

KPIs were reviewed.

RESOLUTIONS FOR CONSIDERATION

OTHER BUSINESS

Mr. Jarrod Hampshire gave an update on the maintenance and operations facility, specifically regarding the bid for construction manager at risk.

CALL FOR ADJOURNMENT

Adjourned at 9:04am

**DAWN S. DISTLER,
CHIEF EXECUTIVE OFFICER/
SECRETARY-TREASURER**

_____/_____/_____
Date (MM/DD/YYYY)

DRAFT