

**METRORTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
WEDNESDAY, JANUARY 18, 2023**

Committee

Members Present: Mark Derrig, Charles Rector

Trustees Present: Robert DeJournett, Donald Christian, Robert Konstand, Dana LaGarde

METRO Team

Members Present: Dawn Distler, Jarrod Hampshire, Angela Neeley, Jay Hunter, Tatia Harris, DeHavilland McCall, Molly Becker, Quentin Wyatt, Valerie Shea, Bambi Miller, Jessie Dent

CALL TO ORDER

Mr. Mark Derrig called the meeting to order at 9:03am.

APPROVAL OF MINUTES FROM NOVEMBER MEETING

Mr. Donald Christian made a motion to approve minutes from the November 16th 2022 meeting. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Operator Retention Report IJarrod Hampshire

KPis were reviewed. Upcoming hiring events were discussed. A question was asked about whether new operators needed their CDL in order to start working with METRO, and it was reported that a COL Class B license with passenger endorsement was needed. A question was asked about how METRO supported prospective operators in completing their CDL test, and it was reported that METRO did provide study books and encouraged prospective operators to ask questions as they prepared for their exam. A question was asked about whether applicants participating in the February hiring event would be aware of the opportunity of an onsite drug screen and physical before arriving, and it was reported that they would be informed of the process by the EEC team before arriving. A question was asked about the interview process, and it was reported that in the previous hiring events, the process involved a set of structured questions in a 1-1 interview that are scored by the interviewer, and the interviewer ultimately decides whether to recommend the person be offered a position or not. It was reported that going forward, METRO would be exploring a panel setup for interviews involving two or more METRO team members interviewing an applicant. A question was asked about whether a ride-along was a part of the operator training, and it was reported that it was.

Maintenance Report IJarrod Hampshire

KPis were reviewed.

Operations Report IDeHavilland McCall

KPis were reviewed. A question was asked about whether new drivers began with Demand Response service, and it was reported that the new class was divided between line service and SSO. A question was asked about how long new operators stay on SSO, and it was reported that it varied, but the longest someone stayed on Demand Response before moving on to the next part of their training was about 5-6 weeks.

RESOLUTIONS FOR CONSIDERATION

None

OTHER BUSINESS

Maintenance and Operations Building Progress Update

A presentation was given on the progress of the Maintenance and Operations Facility building. A question was asked about the timeframe before the board needs to vote once the FTA gives final approval, and it was reported that a board vote could be anticipated in March. A question was asked about the plan for the current Kenmore building, and it was reported that admin staff would remain, and multiple opportunities were being considered for the maintenance and operations area of the building.

CALL FOR ADJOURNMENT

Adjourned at 9:43 am



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