METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, AUGUST 21, 2025

Trustees Present: Dana LaGarde, John Valle, Renee Greene, Bob Konstand, Gary Spring, Christine Marshall, Dave Prentice, Nicole Squire, Donald Christian and Chuck Rector

Trustees Excused: Mark Derrig and Robert DeJournett

Trustees Absent:

METRO Team Members Present: Dawn Distler, Angie Neeley, Tatia Harris, Gert Wilms, Jarrod Hampshire, Jay Hunter, Shawn Metcalf, Molly Becker, DeHavilland McCall, Jamie Saylor, Grace Doyle, Laura Adkins, Alja Austin, Jim Meduri, Brynn Overly-Nguyen, Jake Haddad, Lane Evans, Stefan Hargrove and Leslie Rashid

CALL TO ORDER

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

APPROVAL OF MINUTES FROM THE JULY MEETING

Ms. Dana LaGarde made a motion to approve the minutes of the July meeting. Mr. Chuck Rector 2nd the motion. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Operator Retention Report | Jarrod Hampshire
KPIs were reviewed.

Maintenance Report | Jarrod Hampshire
KPIs were reviewed.

Operations Report | DeHavilland McCall
KPIs were reviewed.

RESOLUTIONS FOR CONSIDERATION

Resolution 2025-21 | Jarrod Hampshire

A resolution authorizing the Chief Executive Officer/Secretary-Treasurer the award of a contract to purchase 104 ArowGaurd driver protective security barriers and associated installation costs from NewFlyer Industries Parts (NFI Parts).

The resolution was discussed.

Mr. Donald Christian made a motion to the committee to recommend the resolution to the Board on July 29, 2025. Ms. Christine Marshall 2nd the motion. All present voted aye.

Resolution 2025-22 | Jarrod Hampshire

A resolution authorizing the Chief Executive Officer/Secretary-Treasurer to purchase from Stertil-Koni four (4) sets of heavy-duty portable vehicle lifts associated with the Maintenance and Operations Facility, currently under construction.

The resolution was discussed.

Ms. Renee Greene made a motion to the committee to recommend the resolution to the Board on July 29, 2025. Mr. Chuck Rector 2nd the motion. All present voted aye.

OTHER BUSNESS

Maintenance and Operation Facility Update | Jarrod Hampshire

Mr. Jarrod Hampshire provided pictures of the facility that included the following:

- Operator day room and break room fully drywalled; finishing and electrical work underway.
- Mechanics rebuild area progressing; engine, component, and electronics repair spaces defined.
- Garage doors installed on all bays; walls painted; overhead utilities in progress.
- Concrete work 99% complete, including heavy repair bays.
- Parts room poured and nearly ready for shelving installation (3–4x larger than current space).
- Foreman's perch under construction to improve shop visibility and productivity.
- Overhead doors powered and being tested.
- Office and conference spaces nearing completion; ready for painting.

CALL FOR ADJOURNMENT

Mr. Gary Spring made a motion to adjourn the meeting.

Adjourned at 9:25 am.

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

10 / 6 / 25
Date (MM/DD/YYYY)