

**METRO RTA  
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE  
COMMITTEE MEETING MINUTES  
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM  
THURSDAY, JULY 17, 2025**

**Trustees Present:** Mark Derrig, Dana LaGarde, John Valle, Robert DeJournett, Renee Greene, Bob Konstand, Gary Spring, Christine Marshall and Chuck Rector

**Trustees Excused:** Dave Prentice, Nicole Squire, and Donald Christian

**Trustees Absent:**

**METRO Team**

**Members Present:** Dawn Distler, Angie Neeley, Tatia Harris, Gert Wilms, Jarrod Hampshire, Jay Hunter, Shawn Metcalf, Eric Scott, Molly Becker, DeHavilland McCall, Grace Doyle, Laura Adkins, Nathan Leppo, Quentin Wyatt, Kyle Moeglin, Kyle Stewart, Alja Austin, Jodi Barnard, Marshall Preston, Brynn Overly-Nguyen, Jake Haddad and Leslie Rashid

**CALL TO ORDER**

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

**APPROVAL OF MINUTES FROM THE JUNE MEETING**

Mr. Chuck Rector made a motion to approve the minutes of the June meeting.  
Ms. Renee Greene 2<sup>nd</sup> the motion. The minutes were unanimously approved.

**SUB-COMMITTEE REPORTS**

**Operator Retention Report | Eric Scott**

KPIs were reviewed.

**Maintenance Report | Eric Scott**

KPIs were reviewed.

**Operations Report | DeHavilland McCall**

KPIs were reviewed.

## **RESOLUTIONS FOR CONSIDERATION**

### **Resolution 2025-19 | Jarrod Hampshire**

A resolution authorizing a one-year extension of the maintenance and support agreement for the demand response scheduling software through Ecolane USA.

The resolution was discussed.

Mr. Gary Spring made a motion to the committee to recommend the resolution to the Board on July 29, 2025. Ms. Dana LaGarde 2<sup>nd</sup> the motion. All present voted aye.

### **Resolution 2025-20 | Jarrod Hampshire**

A resolution authorizing the Chief Executive Officer/Secretary-Treasurer a contract with Environments For Business, (Copley, OH) to purchase furniture associated with the Maintenance and Operations Facility, currently under construction.

The resolution was discussed.

Ms. Dana LaGarde made a motion to the committee to recommend the resolution to the Board on July 29, 2025. Ms. Christine Marshall 2<sup>nd</sup> the motion. All present voted aye.

## **OTHER BUSINESS**

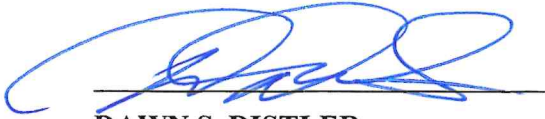
### **Maintenance and Operation Facility Update | Jarrod Hampshire**

Mr. Jarrod Hampshire provided pictures of the facility and gave an update on the construction progress. Over 1,000 yards of concrete were poured this week, and tons of drywall are going up across the site. A few mechanics have toured the facility, and regular safety huddles are taking place to keep everything on track and running safely.

# **CALL FOR ADJOURNMENT**

Mr. Chuck Rector made a motion to adjourn the meeting.

Adjourned at 9:15 am.



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

8 / 21 / 25  
Date (MM/DD/YYYY)