

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, MARCH 20, 2025**

Committee

Members Present: John Valle, Gary Spring, Chuck Rector, and Nicole Squire

Trustees Present: Mark Derrig, Dana LaGarde, Donald Christian, Robert DeJournett, Bob Konstand, and Christine Marshall

Trustees Excused: Dave Prentice

Trustees Absent: Renee Greene

METRO Team

Members Present: Dawn Distler, Gert Wilms, Angie Neeley, Tatia Harris, Jarrod Hampshire, Jay Hunter, Shawn Metcalf, DeHavilland McCall, Eric Scott, Molly Becker, Nathan Leppo, Jamie Saylor, Laura Adkins, Grace Doyle, Quentin Wyatt, Kyle Moeglin, Kyle Stewart, Deitra Goggins, Marshall Preston, Holly Sims, Jim Meduri and Brynn Overly-Nguyen

CALL TO ORDER

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

APPROVAL OF MINUTES FROM THE FEBRUARY MEETING

Mr. Chuck Rector made a motion to approve minutes from the February meeting. Mr. Robert DeJournett 2nd the motion. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

2024 Highlights | Jarrod Hampshire

Mr. Jarrod Hampshire provided a detailed wrap up for 2024.

Operator Retention Report | Jarrod Hampshire

KPIs were reviewed.

Maintenance Report | Eric Scott

KPIs were reviewed and new goals were established.

Operations Report | DeHavilland McCall

KPIs were reviewed.

RESOLUTIONS FOR CONSIDERATION

Resolution 2025-06 | Eric Scott

Ms. Dana LaGarde made a motion to the committee to recommend the resolution to the Board on March 25, 2025. Mr. Chuck Rector 2nd the motion. All present voted aye.

OTHER BUSINESS

Maintenance and Operation Facility Update | Jarrod Hampshire

Mr. Jarrod Hampshire shared updated photos of the Maintenance and Operation Facility. Mr. Gary Spring inquired about the project timeline and potential change orders. Mr. Hampshire noted that a change order might be necessary, depending on the handling of spoils on-site, but he will have more details later. As of today, the project remains on schedule.

CALL FOR ADJOURNMENT

Mr. Robert DeJournett made a motion to adjourn the meeting.

Adjourned at 9:24 am.



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

4 / 24 / 25
Date (MM/DD/YYYY)