

**METRO RTA  
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE  
COMMITTEE MEETING MINUTES  
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM  
TUESDAY, APRIL 11, 2023**

**Committee**

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

**Trustees Present:** Dave Prentice, Robert DeJournett, Donald Christian, Dana LaGarde,  
Bob Konstand

**Members Present** Dawn Distler, Jarrod Hampshire, Jay Hunter, Valerie Shea, Jamie Saylor  
Eric Scott, Shawn Metcalf, Stephanie Fairchild, Grace Doyle,  
Tatia Harris, DeHavilland McCall, Jessie Dent

**CALL TO ORDER**

Mr. John Valle called the meeting to order at 8:59am.

**APPROVAL OF MINUTES FROM THE MARCH 16 MEETING**

Mr. Mark Derrig made a motion to approve minutes from the March meeting. The minutes were unanimously approved.

**SUB-COMMITTEE REPORTS**

**Operator Retention Report | Jarrod Hampshire**

KPIs were reviewed.

**Maintenance Report | Eric Scott**

KPIs were reviewed. Ongoing maintenance hiring initiatives were discussed.

**Operations Report | DeHavilland McCall**

KPIs were reviewed. A question was asked about whether increased operator retention would positively impact on time performance, and it was reported that it was anticipated that it would positively impact on-time performance.

**RESOLUTIONS FOR CONSIDERATION**

**Resolution 2023-06:** A resolution authorizing the disposal or transfer of certain assets owned by METRO Regional Transit Authority.

The resolution was discussed. A question was asked about METRO's disposal process, and it was reported that METRO auctioned vehicles on Govdeals or scrapped vehicles that have well

exceeded useful life. A question was asked about whether any accessories were saved when buses are disposed, and it was reported that certain accessories, such as cameras, and fareboxes, were saved in the disposal process.

Ms. Dana LaGarde made a motion for the committee to recommend the resolution to the full board on April 18<sup>th</sup>. All present voted yes.

**Resolution 2023-07:** A resolution authorizing the disposal or transfer of certain assets owned by METRO Regional Transit Authority.

The resolution was discussed. A question was asked regarding whether METRO was required to list this bus online before transferring it, and it was reported that METRO was not required to list it.

Mr. Mark Derrig made a motion for the committee to recommend the resolution to the full board on April 18<sup>th</sup>. All present voted yes.

**Resolution 2023-08:** A resolution authorizing the purchase of buses from GILLIG LLC.

The resolution was discussed. A question was asked about future purchases under the current GILLIG contract, and it was reported that 34 more buses would be requested via a future resolution.

Mr. Donald Christian made a motion for the committee to recommend the resolution to the full board on April 18<sup>th</sup>. All present voted yes.

## **OTHER BUSINESS**

## **CALL FOR ADJOURNMENT**

Adjourned at 9:16 am



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

5 / 18 / 2023  
Date (MM/DD/YYYY)