

METRO REGIONAL TRANSIT AUTHORITY

Customer Experience & Service Performance Committee

SEPTEMBER 17, 2026
9:00 AM

CHAIR: MR. JOHN VALLE

VICE CHAIR: MS. CHRISTINE MARSHALL



**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING AGENDA
MAINTENANCE & OPERATIONS BUILDING
348 KENMORE BLVD. TRAINING ROOM
THURSDAY, SEPTEMBER 17, 2026**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE AUGUST MEETING

ITEM 3: SUB-COMMITTEE REPORTS:

Frontline Team Members | Eric Scott

- KPIs (Page 5)

Maintenance Report | Eric Scott

- KPIs (Page 5)
- Maintenance On Wheels (M.O.W.)

Operations Report | Jamie Saylor

- KPIs (Page 6)

ITEM 4: RESOLUTIONS FOR CONSIDERATION

ITEM 5: OTHER BUSINESS:

ITEM 6: CALL FOR ADJOURNMENT

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, AUGUST 20, 2026**

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

Trustees Excused: Mark Derrig, Robert DeJournett and Christine Marshall

Trustees Absent:

METRO Team Members Present: Dawn Distler, Angie Neeley, Tatia Harris, Gert Wilms, Shawn Metcalf, Jarrod Hampshire, Jay Hunter, Kyle Moeglin, Grace Doyle, DeHavilland McCall, Alja Austin, Zach Smith, Jamie Saylor, Laura Adkins, Shannon Moore, Quentin Wyatt, Lane Evans, Brynn Overly-Nguyen and Leslie Rashid

CALL TO ORDER

Mr. John Valle called the meeting to order at 9:28 am.

APPROVAL OF MINUTES FROM THE JULY MEETING

Mr. Chuck Rector made a motion to approve the minutes of the July meeting.

Mr. Gary Spring 2nd the motion. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Operator Retention Report | Zach Smith

KPIs were reviewed.

Maintenance Report | Zach Smith

KPIs were reviewed.

Mr. Smith provided detailed information regarding Maintenance on Wheels.

Operations Report | DeHavilland McCall

KPIs were reviewed.

RESOLUTIONS FOR CONSIDERATION

OTHER BUSINESS

Mr. Jarrod Hampshire reported that the new Maintenance & Operations Facility has received its full handoff occupancy permit. The contractor remains on-site completing a small number of punch-list items and warranty work.

The Board and or the Committee meeting is expected to be held in the new facility next month. Board members will also have an opportunity to tour the facility either before or after the meeting.

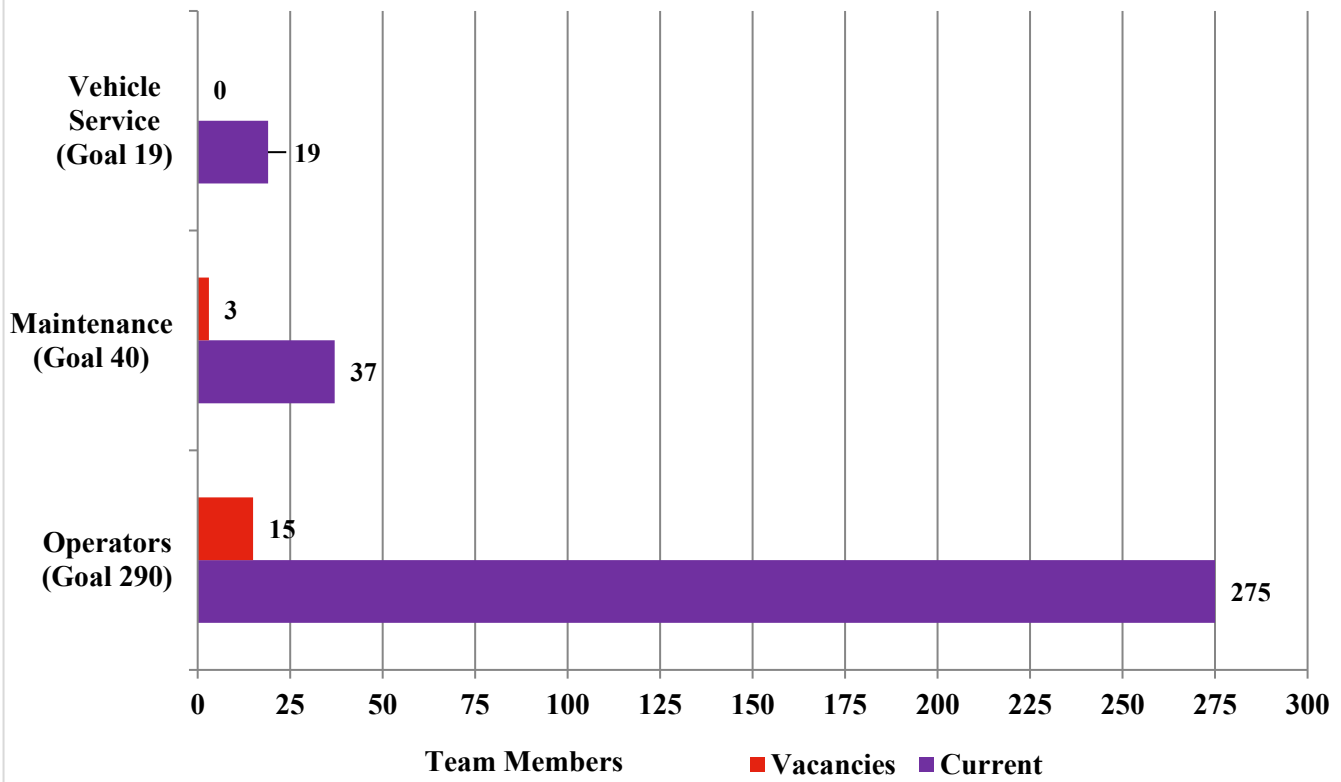
CALL FOR ADJOURNMENT

Adjourned at 9:34 am.

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

Date (MM/DD/YYYY)

Frontline Team Members



Miles Between Service Interruption

