

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

Trustees Present: Mark Derrig, Dana LaGarde, John Valle, Robert DeJournett, Renee Greene, Donald Christian, Bob Konstand, Gary Spring, Chuck Rector, and Nicole Squire

Trustees Excused: Dave Prentice and Christine Marshall

Trustees Absent:

METRO Team

Members Present: Dawn Distler, Gert Wilms, Angie Neeley, Tatia Harris, Jarrod Hampshire, Jay Hunter, Shawn Metcalf, DeHavilland McCall, Eric Scott, Laura Adkins, Nathan Leppo, Grace Doyle, Quentin Wyatt, Kyle Moeglin, Kyle Stewart, Marshall Preston, Jim Meduri, Brynn Overly-Nguyen, Jason Carl and Leslie Rashid

CALL TO ORDER

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

APPROVAL OF MINUTES FROM THE MARCH MEETING

Ms. Dana LaGarde made a motion to approve minutes from the March meeting.
Mr. Robert DeJournett 2nd the motion. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Maintenance Report | Eric Scott

KPIs were reviewed.

Operator Retention Report | Jarrod Hampshire

KPIs were reviewed.

Mr. John Valle inquired about the possibility of planning a large-scale hiring event. Mr. Jarrod Hampshire responded that there are currently no plans for a major event, as the organization has been conducting ongoing, continuous hiring efforts.

Operations Report | Jarrod Hampshire

KPIs were reviewed.

RESOLUTIONS FOR CONSIDERATION

OTHER BUSINESS

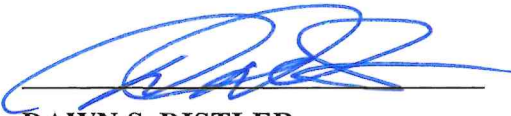
Maintenance and Operation Facility Update | Jarrod Hampshire

Mr. Jarrod Hampshire shared updated photos of the Maintenance and Operations Facility and noted that a time-lapse camera has been installed to capture the project's progress from start to finish. He also clarified a point from last month regarding change orders, in response to Mr. Gary Spring's inquiry. Mr. Hampshire stated that any adjustments made thus far have been internal and have remained within the approved budget, requiring no additional board approval. The project remains on schedule, with only a minor delay of approximately four days due to weather. The grand opening is still targeted for November.

CALL FOR ADJOURNMENT

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

Adjourned at 9:09 am.



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

5 / 15 / 25
Date (MM/DD/YYYY)