

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, JUNE 19, 2025**

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

Trustees Excused: Mark Derrig, Dave Prentice, and Christine Marshall

Trustees Absent:

METRO Team

Members Present: Dawn Distler, Tatia Harris, Jarrod Hampshire, Jay Hunter,
Shawn Metcalf, Molly Becker, Laura Adkins, Jessie Dent, Jamie Saylor,
Nathan Leppo, Quentin Wyatt, Tia Turner, Kyle Moeglin, Kyle Stewart,
Alja Austin, 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 MAY MEETING

Ms. Renee Greene made a motion to approve the minutes from the May meeting.
Ms. Dana LaGarde 2nd the motion. The minutes were unanimously approved.

Mr. Jarrod Hampshire introduced Alja Austin, our new Facilities Manager.

SUB-COMMITTEE REPORTS

Operator Retention Report | Jamie Saylor

KPIs were reviewed.

Maintenance Report | Jamie Saylor

KPIs were reviewed.

Operations Report | Jamie Saylor

KPIs were reviewed.

RESOLUTIONS FOR CONSIDERATION

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. He noted that interior framing is underway, with drywall installation having started on Monday. The front portion of the building, which includes office spaces, is progressing rapidly. He also mentioned that the new facility will include 28 bays -an improvement from the current 14 bays.

CALL FOR ADJOURNMENT

Ms. Dana LaGarde made a motion to adjourn the meeting.

Adjourned at 9:11 am.



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

7 / 17 / 25
Date (MM/DD/YYYY)