

# Customer Experience & Service Performance Committee

**APRIL 17, 2025**

**9:00 AM**

**CHAIR: MR. JOHN VALLE**

**VICE CHAIR: MS. CHRISTINE MARSHALL**



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

**ITEM 1: CALL TO ORDER**

**ITEM 2: APPROVAL OF MINUTES FROM THE MARCH MEETING**

**ITEM 3: SUB-COMMITTEE REPORTS:**

**Maintenance Report | Eric Scott**

- KPIs (Page 5)

**Operator Retention Report | Jarrod Hampshire**

- KPIs (Page 6)

**Operations Report | Jarrod Hampshire**

- KPIs (Page 6)

**ITEM 4: RESOLUTIONS FOR CONSIDERATION:**

**ITEM 5: OTHER BUSINESS:**

**Maintenance and Operation Facility Update | Jarrod  
Hampshire (Page 7 & 8)**

**ITEM 6: CALL FOR ADJOURNMENT**

**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 2<sup>nd</sup> 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 2<sup>nd</sup> 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 of 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.

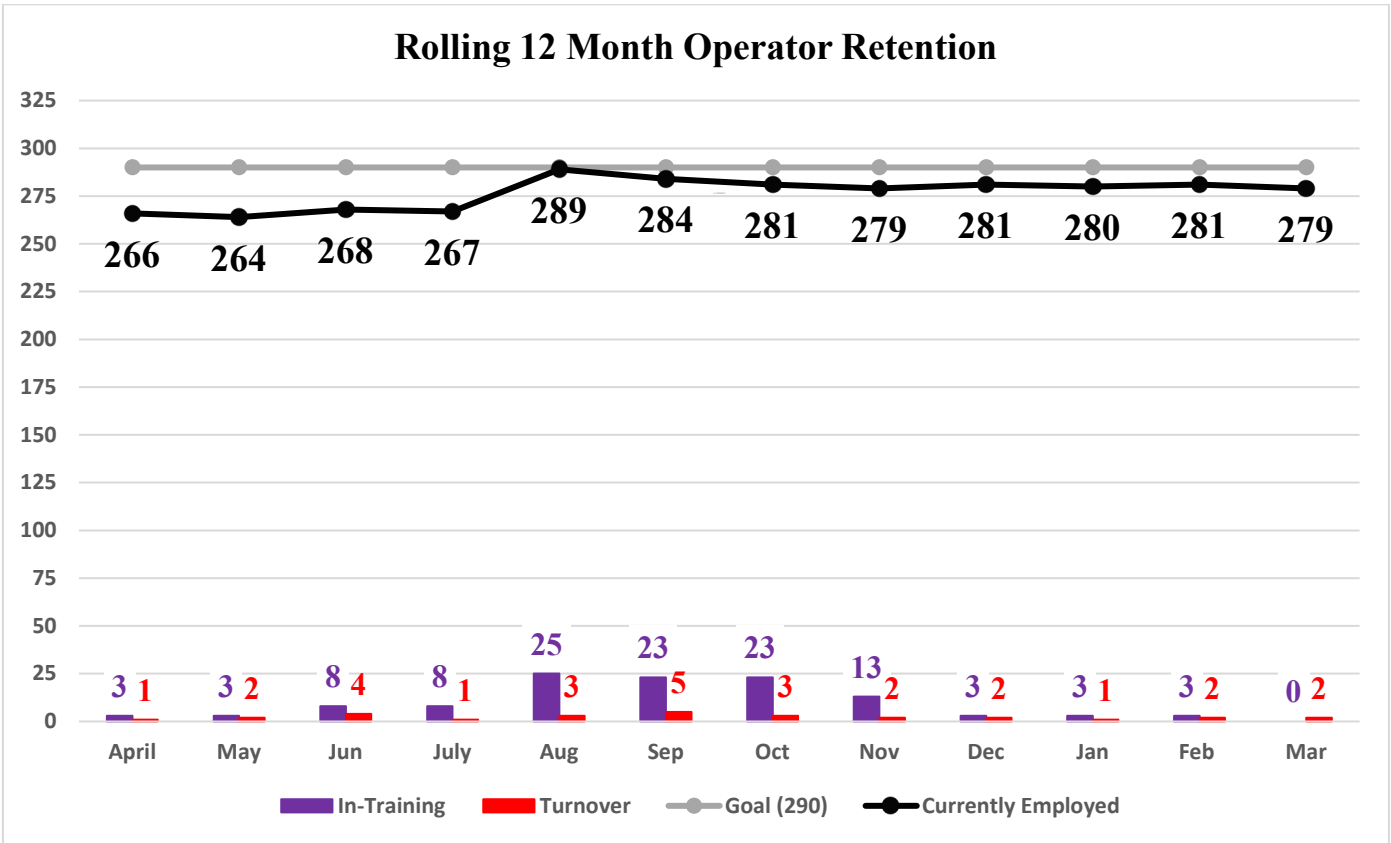
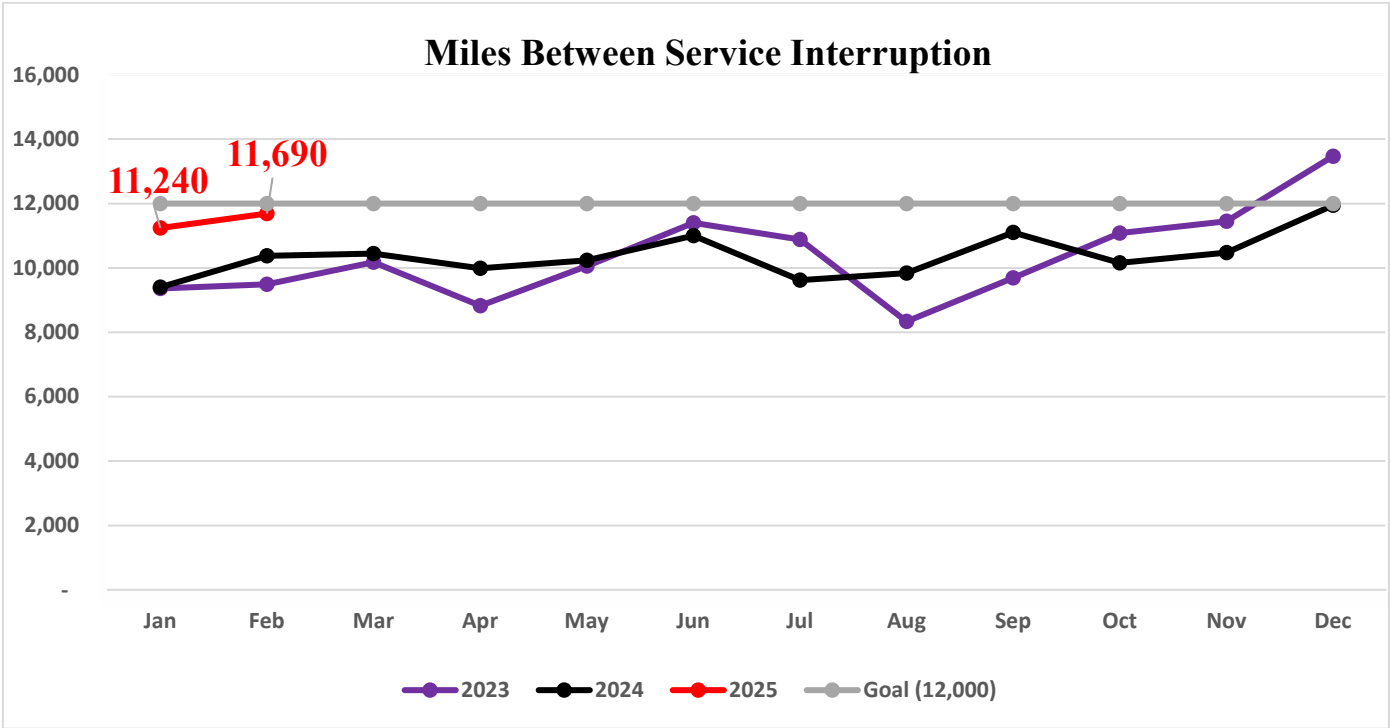
Adjourned at 9:24 am.

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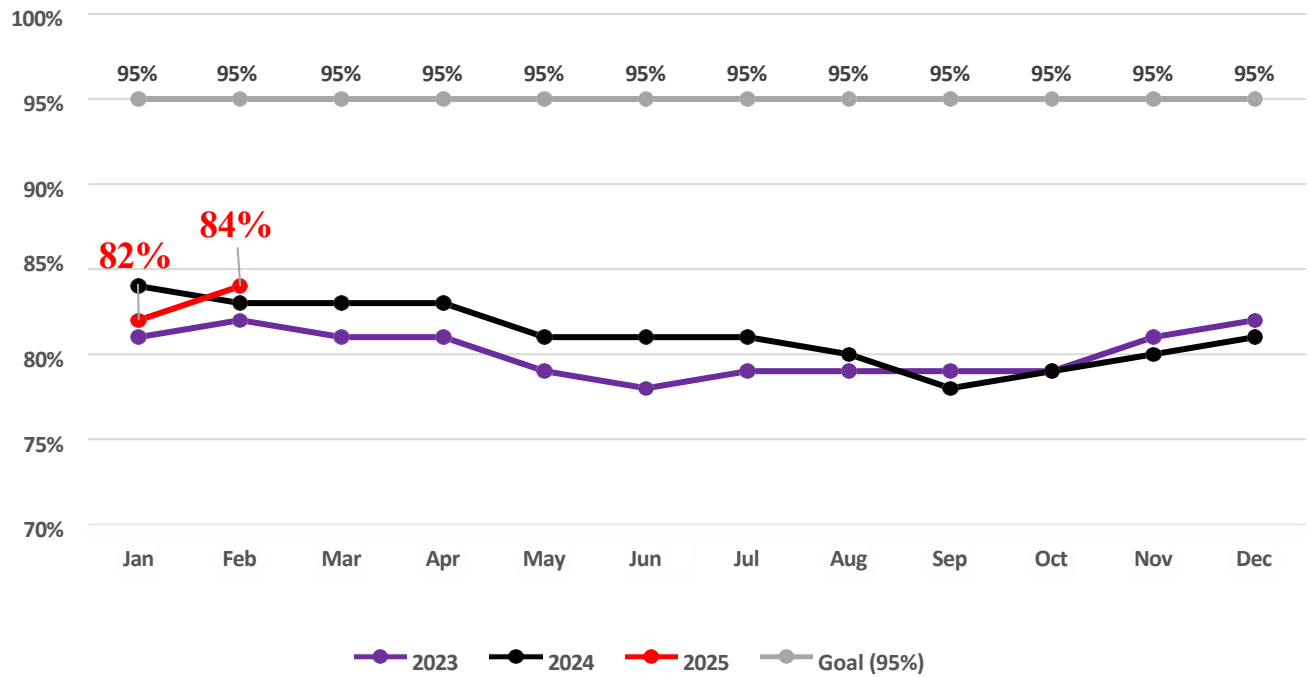
**DAWN S. DISTLER,  
CHIEF EXECUTIVE OFFICER/  
SECRETARY-TREASURER**

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**Date (MM/DD/YYYY)**



## On-Time Performance - Fixed-Route



## On-Time Performance - Demand Response

