

**METRO RTA  
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE  
COMMITTEE MEETING MINUTES  
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM  
THURSDAY, JANUARY 15, 2026**

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

**Trustees Excused:** Dana LaGarde, Christine Marshall and Renee Greene

**Trustees Absent:** Dave Prentice

**METRO Team**

**Members Present:** Dawn Distler, Angie Neeley, Tatia Harris, Gert Wilms, Jarrod Hampshire, Eric Scott, DeHavilland McCall, Molly Becker, Kyle Stewart, Brynn Overly-Nguyen, Laura Adkins, Zach Smith, Quentin Wyatt, Regina Mills, Kyle Moeglin, Grace Doyle Alja Austin, Nathan Leppo, Lane Evans and Leslie Rashid

**CALL TO ORDER**

Mr. John Valle called the meeting to order at 9:09 am.

**APPROVAL OF MINUTES FROM THE DECEMBER MEETING**

Mr. Robert DeJournett made a motion to approve the minutes of the December meeting. Mr. Chuck Rector 2<sup>nd</sup> the motion. The minutes were unanimously approved.

**SUB-COMMITTEE REPORTS**

**Operator Retention Report | Eric Scott**

KPIs were reviewed.

**Maintenance Report | Zach Smith**

KPIs were reviewed.

**Operations Report | DeHavilland McCall**

KPIs were reviewed.

## **RESOLUTIONS FOR CONSIDERATION**

### **Resolution 2026-01 | Eric Scott**

A resolution authorizing the Chief Executive Officer/Secretary-Treasurer to award a contract with Weaver Industries, Inc. for the purchase of Janitorial Services for Robert K. Pfaff Transit Center located at 631 S. Broadway St.

The resolution was discussed.

Mr. Donald Christian made a motion to the committee to recommend the resolution to the Board on January 27<sup>th</sup>, 2026. Mr. Robert DeJournett 2<sup>nd</sup> the motion. All present voted aye.

### **Resolution 2026-02 | Eric Scott**

A resolution authorizing the disposal or transfer of certain assets owned by METRO Regional Transit Authority.

The resolution was discussed.

Mr. Chuck Rector made a motion to the committee to recommend the resolution to the Board on January 27<sup>th</sup>, 2026. Ms. Nicole Squire 2<sup>nd</sup> the motion. All present voted aye.

### **Resolution 2026-03 | Eric Scott**

A resolution authorizing the award of a contract for the purchase of two (2) fully electric-powered 40 ft. buses from Gillig, LLC.

The resolution was discussed.

Ms. Nicole Squire made a motion to the committee to recommend the resolution to the Board on January 27<sup>th</sup>, 2026. Mr. Chuck Rector 2<sup>nd</sup> the motion. All present voted aye.

### **Resolution 2026-04 | Eric Scott**

A resolution authorizing the Chief Executive Officer/Secretary-Treasurer to purchase 33 on-board digital signs from Message Point Media for METRO revenue vehicles through NEORide contract.

The resolution was discussed.

Mr. Robert DeJournett made a motion to the committee to recommend the resolution to the Board on January 27<sup>th</sup>, 2026. Mr. Bob Konstand 2<sup>nd</sup> the motion. All present voted aye.

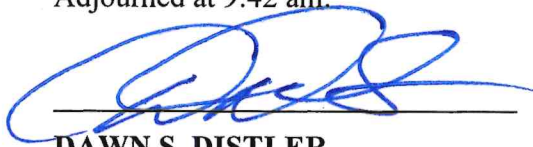
## **OTHER BUSINESS**

Mr. Jarrod Hampshire provided a detailed update on the Maintenance and Operations Facility. Updates included completed landscaping on the north side of the facility, formerly a junkyard area, now restored with topsoil, mulch, and new light poles. Interior work is progressing, with overhead grid systems and lighting panels installed, including linear lighting in the employee day room. Terrazzo flooring has been installed and is currently protected due to ongoing construction activity. Several tours have been conducted so far, including tours for elected officials and community partners. April 9<sup>th</sup> or 10<sup>th</sup> is the target date for the grand opening.

Mr. Kyle Stewart provided a service update on operator absenteeism and its impact on missed trips. Missed service has occurred intermittently since the week of Thanksgiving, primarily on Mondays and Fridays. METRO's operator's unpaid absenteeism rate (sick leave and FMLA) is 10.4%, compared to the American Bus Benchmarking Group (ABBG) average of 5.8%. Paid absenteeism (vacation and personal leave) is 4.5%, compared to the ABBG average of 3.8%. Mr. Stewart noted that absenteeism contributes to operational challenges and missed service; however, customer service complaints have not increased significantly. Operations supervisors continue to mitigate impacts by reallocating resources and maintaining service coverage where possible.

## **CALL FOR ADJOURNMENT**

Adjourned at 9:42 am.



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

3 / 23 / 25  
Date (MM/DD/YYYY)