

**METRO RTA  
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE  
COMMITTEE MEETING MINUTES  
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM  
THURSDAY, FEBRUARY 19, 2026**

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

**Trustees Excused:**

**Trustees Absent:**

**METRO Team**

**Members Present:** Tatia Harris, Gert Wilms, Jarrod Hampshire, Jay Hunter, Eric Scott, DeHavilland Mc Call, Molly Becker, Jessie Dent, Kyle Stewart, Brynn Overly-Nguyen, Laura Adkins, Zach Smith, Quentin Wyatt, Kyle Moeglin, Grace Doyle, Nathan Leppo, Lane Evans and Leslie Rashid

**CALL TO ORDER**

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

**APPROVAL OF MINUTES FROM THE JANUARY MEETING**

Mr. Mark Derrig made a motion to approve the minutes of the January meeting. Mr. Chuck Rector 2<sup>nd</sup> the motion. The minutes were unanimously approved.

**SUB-COMMITTEE REPORTS**

**Operator Retention Report | DeHavilland McCall**

KPIs were reviewed.

**Maintenance Report | Zach Smith**

KPIs were reviewed.

**Operations Report | DeHavilland McCall**

KPIs were reviewed.

## **RESOLUTIONS FOR CONSIDERATION**

### **Resolution 2026-06 | Zach Smith**

A resolution authorizing the Chief Executive Officer/Secretary-Treasurer to award a contract for the maintenance of METRO's Compressed Natural Gas (CNG) station, fueling system, and marketing of the public CNG facility with Trillium Transportation Fuels, LLC.

The resolution was discussed.

Ms. Dana LaGarde made a motion to the committee to recommend the resolution to the Board on February 24<sup>th</sup>, 2026. Ms. Christine Marshall 2<sup>nd</sup> the motion. All present voted aye.

### **Resolution 2026-07 | Zach Smith**

A resolution authorizing the award of a contract for the purchase of ten (10) fully electric-powered, demand response buses built by TCI Mobility and sold by ABC Bus, Inc.

The resolution was discussed.

Mr. Robert DeJournett made a motion to the committee to recommend the resolution to the Board on February 24<sup>th</sup>, 2026. Ms. Christine Marshall 2<sup>nd</sup> the motion. All present voted aye.

## **OTHER BUSINESS**

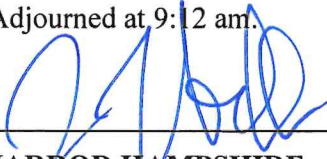
Mr. Eric Scott provided an update on the Maintenance and Operations Facility. Permanent power has been established at the new facility. The building is significantly brighter than the previous shop due to extensive linear lighting throughout. The new parts storage area is substantially larger, allowing materials currently stored across the property to be consolidated into one central location.

The day room features linear lighting, a dark gray painted ceiling, and an open sound-baffling grid system to help manage noise.

Construction continues to progress steadily, with carpeting, flooring, and bathroom fixtures being installed.

**CALL FOR ADJOURNMENT**

Adjourned at 9:12 am.



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**JARROD HAMPSHIRE  
CHIEF OF STAFF**

3 / 26 / 26

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Date (MM/DD/YYYY)