

**METRO RTA  
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE  
COMMITTEE MEETING MINUTES  
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM  
THURSDAY, APRIL 16, 2026**

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

**Trustees Excused:** John Valle

**Trustees Absent:**

**METRO Team**

**Members Present:** Dawn Distler, Tatia Harris, Gert Wilms, Jarrod Hampshire, Shawn Metcalf, Jay Hunter, Eric Scott, DeHavilland McCall, Molly Becker, Jessie Dent, Jamie Saylor, Alja Austin, Kyle Stewart, Laura Adkins, Zach Smith, Quentin Wyatt, Kyle Moeglin, Grace Doyle, Nathan Leppo, Lane Evans, Jeff Brantley, Chris Barna and Leslie Rashid

**CALL TO ORDER**

Ms. Christine Marshall called the meeting to order at 9:00 am.

**APPROVAL OF MINUTES FROM THE MARCH MEETING**

Mr. Chuck Rector made a motion to approve the minutes of the March meeting.

Mr. Robert DeJournett 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.

Mr. Smith provided detailed information regarding Maintenance on Wheels.

**Operations Report | DeHavilland McCall**

KPIs were reviewed.

## RESOLUTIONS FOR CONSIDERATION

### Resolution 2026-12 | Jarrod Hampshire

A resolution authorizing the award of a contract for the purchase of Computer Aided-Dispatch Software and Equipment to Swiftly Incorporated.

The resolution was discussed.

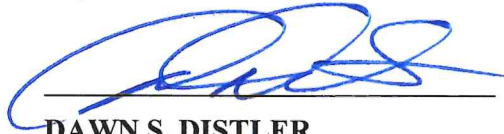
Mr. Mark Derrig made a motion to the committee to recommend the resolution to the Board on April 28, 2026. Mr. Robert DeJournett 2<sup>nd</sup> the motion. All present voted aye.

**Point of Order:** Mr. Bob Konstand requested for clarification on whether the board president can make a motion. Ms. Gert Wilms noted per METRO's bylaws, all members are on a committee of the whole may make motions. However, during a board meeting the board president cannot make a motion.

## OTHER BUSINESS

## CALL FOR ADJOURNMENT

Adjourned at 9:37 am.



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

5 / 21 / 26  
Date (MM/DD/YYYY)