METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, MAY 21, 2026

Trustees Present:	Dana LaGarde, Robert DeJournett, Donald Christian, Bob Konstand, Nicole Squire, Renee Greene, Gary Spring, Dave Prentice, John Valle and Chuck Rector
Trustees Excused:	Mark Derrig & Christine Marshall
Trustees Absent:	
METRO Team Members Present:	Dawn Distler, Angie Neeley, Tatia Harris, Gert Wilms, Jarrod Hampshire, Shawn Metcalf, Jay Hunter, Eric Scott, DeHavilland McCall, Molly Becker, Jessie Dent, Kyle Stewart, Laura Adkins, Zach Smith, Kayla Kinkead, Regina Mills, Quentin Wyatt, Lane Evans, and Leslie Rashid

CALL TO ORDER

Mr. John Valle called the meeting to order at 9:02 am.

APPROVAL OF MINUTES FROM THE APRIL MEETING

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

Mr. Gary Spring 2nd 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 2026-13 | Jarrod Hampshire

A resolution authorizing the award of a task-order based contract for general architecture and engineering services.

The resolution was discussed.

Mr. Robert DeJournett made a motion to the committee to recommend the resolution to the Board on May 26, 2026. Ms. Dana LaGarde 2nd the motion. All present voted aye.

Resolution 2026-15 | Jarrod Hampshire

A resolution authorizing a one-year extension of the maintenance and support agreement for the demand response scheduling software through Ecolane USA.

The resolution was discussed.

Mr. Gary Spring made a motion to the committee to recommend the resolution to the Board on May 26, 2026. Ms. Renee Greene 2nd the motion. All present voted aye.

OTHER BUSINESS

Mr. Jarrod Hampshire provided a detailed update on the Maintenance Operation and Facility, Noting the building is in the final phase with touch-up work, furniture delivery, testing, and final permitting underway. Occupancy approval is being coordinated with the county, and the project is nearing completion. Highlights included installation of the METRO logo, completion of landscaping and exterior features, and progress on interior spaces such as the chassis washroom, front lobby, workout room, and wellness area. Staff noted that workout equipment was funded through a Bureau of Workers' Compensation grant. Additional updates included installation of monument signs, walking paths, lighting, and outdoor furniture. A local artist is also scheduled to complete a mural in the lobby area.

CALL FOR ADJOURNMENT

Adjourned at 9:24 am.

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

6 / 19 / 26

Date (MM/DD/YYYY)