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

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

Trustees Excused: Christine Marshall and Renee Greene

Trustees Absent:

METRO Team Members Present: Dawn Distler, Angie Neeley, Tatia Harris, Gert Wilms, Shawn Metcalf, Jarrod Hampshire, Jay Hunter, Eric Scott, Molly Becker, DeHavilland McCall, Laura Adkins, Shannon Moore, Quentin Wyatt, Lane Evans, Brynn Overly-Nguyen and Leslie Rashid

CALL TO ORDER

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

APPROVAL OF MINUTES FROM THE JUNE MEETING

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

Ms. Dana LaGarde 2nd the motion. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Operator Retention Report | Eric Scott
KPIs were reviewed.

Maintenance Report | Eric Scott
KPIs were reviewed.

Mr. Scott provided detailed information regarding Maintenance on Wheels.

Operations Report | Eric Scott
KPIs were reviewed.

Mr. Jarrod Hampshire reported that the Maintenance Department is undergoing extensive training on the MAOF various operating systems, including HVAC, over the next several weeks. Once training is complete the process of moving inventory into the facility will begin.

RESOLUTIONS FOR CONSIDERATION

Resolution 2026-19 | Eric Scott
A resolution authorizing the award of a contract for Procurement and Installation of four (4) CNG Dispensers for METRO's fueling station.

The resolution was discussed.

Mr. Mark Derrig made a motion to the committee to recommend the resolution to the Board on July 28, 2026. Ms. Nicole Squire 2nd the motion. All present voted aye.

Resolution 2026-20 | Eric Scott
A resolution authorizing the award of a contract for the purchase of Twenty (20), 40 ft. CNG buses from Gillig, LLC.

The resolution was discussed.

Mr. Mark Derrig made a motion to the committee to recommend the resolution to the Board on July 28, 2026. Mr. Gary Spring 2nd the motion. All present voted aye.

OTHER BUSINESS

CALL FOR ADJOURNMENT

Adjourned at 9:16 am.

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

8 / 20 / 24
Date (MM/DD/YYYY)