METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
MAINTENANCE & OPERATOINS BUILDING
348 KENMORE BLVD. MEETING ROOM
THURSDAY, SEPTEMBER 17, 2026

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

Trustees Excused: Christine Marshall and Bob Konstand

Trustees Absent:

METRO Team Members Present: Dawn Distler, Tatia Harris, Gert Wilms, Shawn Metcalf, Jarrod Hampshire, Jay Hunter, Eric Scott, Molly Becker, Kyle Moeglin, Grace Doyle, DeHavilland McCall, Jamie Saylor, Laura Adkins, Jessie Dent, Melissa Barna, Regina Mills, Kayla Kinkead, Mark Schumann, Alja Austin, Luke Gareri, Brynn Overly-Nguyen 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 AUGUST MEETING

Mr. Donald Christian made a motion to approve the minutes of the August meeting.

Mr. Chuck Rector 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.

Operations Report | Jamie Saylor
KPIs were reviewed.

RESOLUTIONS FOR CONSIDERATION

OTHER BUSINESS

CALL FOR ADJOURNMENT

Adjourned at 9:04 am.



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

10 / 22 / 20

Date (MM/DD/YYYY)