

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, JANUARY 16, 2025**

Committee

Members Present: John Valle, Gary Spring, Chuck Rector and Nicole Squire

Trustees Present: Dana LaGarde, Donald Christian, Robert DeJournett,
and Christine Marshall

Trustees Excused: Bob Konstand and Renee Greene

Trustees Absent: Mark Derrig and Dave Prentice

METRO Team

Members Present: Dawn Distler, Gert Wilms, Jarrod Hampshire, Eric Scott, Jessie Dent,
DeHavilland Mc Call, Angie Neeley, Shawn Metcalf, Molly Becker,
Jamie Saylor, Laura Adkins, Nathan Leppo, Quentin Wyatt,
Kyle Moeglin, and Brynn Overly-Nguyen

CALL TO ORDER

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

Ms. Dawn Distler acknowledged the recent promotions within the organization:

- Mr. Jarrod Hampshire has been promoted to Chief of Staff.
- Mr. Shawn Metcalf has been promoted to Chief of Protection and Development Officer.

Ms. Gert Wilms noted that it can be difficult to hear everyone at times during the meeting. She reminded attendees that while the meeting is recorded, side conversations are also captured, which can create distractions. Ms. Wilms encouraged everyone to project their voices and emphasized the importance of clearly stating their names when making motions. For example, saying, "Wilms makes the motion" ensures the minutes are accurate and that the public is provided with the best possible information.

APPROVAL OF MINUTES FROM THE DECEMBER MEETING

Mr. John Valle made a motion to approve minutes from the December meeting.
Mr. Chuck Rector 2nd the motion. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Operator Retention Report | Jarrod Hampshire

KPIs were reviewed.

Maintenance Report | Eric Scott

KPIs were reviewed.

Mr. Eric Scott reported that in 2025, the organization will benefit from cost reductions for 99% of its fluids and fuels, resulting in savings of 19 cents per gallon, followed by an additional 34 cents per gallon.

Mr. Gary Spring inquired about the fleet's percentages of vehicles running on diesel versus gasoline.

Mr. Eric Scott responded that approximately 98% of the line service operates on natural gas, supplemented by diesel-electric hybrids and electric buses. Paratransit have 10 diesel along with gasoline-powered vehicles. Some diesel fuel is maintained for generators and certain shop equipment.

Maintenance Report | DeHavilland McCall

KPIs were reviewed.

OTHER BUSINESS

Maintenance and Operation Facility Update | Jarrod Hampshire

Mr. Jarrod Hampshire provided an update on the progress of the Maintenance and Operations Facility. He reported that approximately 70% of the structural steel has been completed.

Additionally, some precast wall panels have been installed between the two buildings. Overall, the project is progressing well.

RESOLUTIONS FOR CONSIDERATION

Resolution 2025-01 | Eric Scott

A resolution authorizing R. Bowen and Associates to proceed with design and procurement assistance for the rehabilitation of the two (2) bus wash systems located at 416 Kenmore Blvd.

Mr. John Valle inquired if R. Bowen is local. Mr. Eric Scott confirmed they're from Cleveland.

Ms. Nicole Squire inquired if the organization is still operating under the 2020 contract. Mr. Eric Scott stated that the organization is under the five year contract.

Ms. Dana LaGarde made a motion for the committee to recommend the resolution to the board on January 28, 2025. Mr. Chuck Rector 2nd the motion. All present voted aye.

CALL FOR ADJOURNMENT

Adjourned at 9:13 am.



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

2 / 20 / 25
Date (MM/DD/YYYY)