

**METRO RTA  
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE  
COMMITTEE MEETING MINUTES  
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM  
THURSDAY, OCTOBER 17, 2024**

**Committee**

**Members Present:** John Valle and Renee Greene

**Trustees Present:** Mark Derrig, Dana LaGarde, Bob Konstand, Nicole Squire, Donald Christian, David Prentice, Robert DeJournett, Christine Marshall and Gary Spring

**Trustees Excused:** Chuck Rector

**Trustees Absent:**

**METRO Team**

**Members Present:** Dawn Distler, Gert Wilms, Jarrod Hampshire, Eric Scott, DeHavilland Mc Call, Angie Neeley, Shawn Metcalf, Molly Becker, Grace Doyle, Laura Adkins, Nathan Leppo, Jamie Saylor and Kyle Moeglin

**CALL TO ORDER**

Mr. John Valle called the meeting to order at 9:01 am.

**APPROVAL OF MINUTES FROM THE SEPTEMBER MEETING**

Mr. Robert DeJournett a motion to approve minutes from the September meeting.  
Ms. Dana LaGarde 2<sup>nd</sup> the motion. The minutes were unanimously approved.

**SUB-COMMITTEE REPORTS**

**Operator Retention Report | Jarrod Hampshire**

KPIs were reviewed.

Mr. Jarrod Hampshire reported that 23 operators from the recent training class are still with the team.

**Maintenance Report | Eric Scott**

KPIs were reviewed.

**Operations Report | DeHavilland McCall**

KPIs were reviewed.

**RESOLUTIONS FOR CONSIDERATION**

**OTHER BUSINESS**

**Maintenance and Operation Facility Update | Jarrod Hampshire**


Mr. Jarrod Hampshire shared photos of the ongoing construction at the Kenmore site. He noted significant trench work is currently being carried out, including work on the CNG high-pressure line. The foundations are nearing completion, and the structural steel is expected to arrive shortly.

Mr. Gary Spring inquired about the project’s timeline, asking whether we are on track and where we currently stand in terms of progress.

Mr. Jarrod Hampshire confirmed that the project is currently on track but noted that progress may be dependent on the conditions during the winter months.

**CALL FOR ADJOURNMENT**

Adjourned at 9:08 am.



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

11 / 21 / 24  
**Date (MM/DD/YYYY)**