

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, FEBRUARY 15**

Committee

Members Present: Mark Derrig, Charles Rector, Vincent Rubino, John Valle

Trustees Present: Christine Marshall, Robert DeJournett, Dana LaGarde, Donald Christian, Renee Greene, Dave Prentice

Trustees Excused: Gary Spring, Bob Konstand

METRO Team

Members Present: Dawn Distler, Jarrod Hampshire, Tatia Harris, Angela Neeley, Jay Hunter, Gert Wilms, DeHavilland McCall, Shawn Metcalf, Laura Adkins, Grace Doyle, Stephanie Hottle, Molly Becker, Eric Scott, Jamie Saylor

CALL TO ORDER

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

APPROVAL OF MINUTES FROM THE JANUARY MEETING

Mr. Donald Christian made a motion to approve minutes from the January meeting. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Operator Retention Report | Jarrod Hampshire

KPIs were reviewed. A question was asked regarding how many potential operators attended the recent meet-and-greet, and it was reported that there were eleven attendees.

Maintenance Report | Eric Scott

KPIs were reviewed. A question was asked regarding the performance of the electric buses, and it was reported that they were performing well, and no major failures had occurred.

Operations Report | Jamie Saylor

KPIs were reviewed.

RESOLUTIONS FOR CONSIDERATION

RESOLUTION 2024-02 | Jarrod Hampshire

A Resolution authorizing the award of a (3) year contract with Levinson's Uniforms for the furnishing of Operator Uniforms.

The resolution was discussed. A question was asked regarding the structure of the bid, and it was reported that the bid used a cost-per-garment model. A question was asked regarding whether a TWU representative was involving in evaluation of bids, and it was reported that TWU local 1 president Mr. Wayne Cole was on the panel.

Mr. Mark Derrig made a motion for the committee to recommend the resolution to the full board on February 27th. All present voted yes.

OTHER BUSINESS

Mr. Jarrod Hampshire reported on the status of the maintenance and operations facility

CALL FOR ADJOURNMENT

Adjourned at 9:10 am.



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

5 / 14 / 2024
Date (MM/DD/YYYY)