

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, MARCH 21, 2024**

Committee

Members Present: John Valle, Charles Rector, Vincent Rubino, Bob Konstand

Trustees Present: Christine Marshall, Robert DeJournett, Renee Greene, Dave Prentice

Trustees Excused: Mark Derrig

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, Bambi Miller, Eric Scott, Jamie Saylor

CALL TO ORDER

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

APPROVAL OF MINUTES FROM THE FEBRUARY MEETING

Mr. Vince Rubino made a motion to approve minutes from the February meeting. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Operator Retention Report | Jarrod Hampshire

KPIs were reviewed.

Maintenance Report | Eric Scott

KPIs were reviewed.

Operations Report | DeHavilland McCall

KPIs were reviewed.

RESOLUTIONS FOR CONSIDERATION

RESOLUTION 2024-03 | Jarrod Hampshire

A Resolution authorizing the award of a contract for project management services.

The resolution was discussed.


Mr. Chuck Rector made a motion for the committee to recommend the resolution to the full board on March 26th. All present voted yes.

OTHER BUSINESS

Mr. Jarrod Hampshire reported on the status of the maintenance and operations facility. A question was asked about a drop-dead date to put shovels in the ground, and it was reported that the date was forthcoming, and the footers would be installed by end of June.

CALL FOR ADJOURNMENT

Adjourned at 9:12 am.



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

5 / 14 / 2024

Date (MM/DD/YYYY)