

**METRO RTA  
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE  
COMMITTEE MEETING MINUTES  
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM  
THURSDAY, JULY 18, 2024**

**Committee**

**Members Present:** John Valle, Chuck Rector

**Trustees Present:** Mark Derrig, Gary Spring, Bob Konstand, Nicole Squire and Robert DeJournett, Christine Marshall

**Trustees Excused:** Renee Greene and Dana LaGarde

**Trustees Absent:** Donald Christian and David Prentice

**METRO Team**

**Members Present:** Gert Wilms, Jarrod Hampshire, Eric Scott, Angie Neeley, Tatia Harris, Shawn Metcalf, Marshall Preston, Molly Becker, Grace Doyle, Laura Adkins, Nathan Leppo, DeHavilland McCall and Regina Mills

**CALL TO ORDER**

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

**APPROVAL OF MINUTES FROM THE JUNE MEETING**

Mr. Chuck Rector made a motion to approve minutes from the June meeting. Ms. Nicole Squire 2<sup>nd</sup> the motion. The minutes were unanimously approved.

**SUB-COMMITTEE REPORTS**

**Operator Retention Report | Jarrod Hampshire**

KPIs were reviewed.

An update on our recent hiring event. We had a great turnout with 97 attendees. We extended offers to 64 candidates, with a start date of August 12<sup>th</sup> pending all paperwork is complete. The participants applied, interviewed, and even had the opportunity to drive a bus during the event. Several learned about the hiring event through social media and word of mouth.

**Maintenance Report | Eric Scott**

KPIs were reviewed.

**Operations Report | DeHavilland McCall**

KPIs were reviewed.

Mr. Chuck Rector inquired about the detouring on Wooster Rd as the buses can't go inbound on Wooster Rd. Ms. DeHavilland McCall mentioned it's a moving target daily.

### **RESOLUTIONS FOR CONSIDERATION**

There were no resolutions for consideration.

### **OTHER BUSINESS**

Mr. Jarrod Hampshire provided an update the maintenance and operations facility. Work is currently ongoing on the foundation. The rig, as seen in the picture is injecting the rigid inclusion system into the ground using a drill bit that reaches about 90 feet deep. A grout mix is then injected until no further injection is possible, a process known ground improvement. The machine will perform about 1600 injections across the property to solidify the ground, with this phase expected to be completed in the next 25 days.

Mr. Gary Spring inquired about the project schedule and any potential change orders. The project remains on track for completion in November 2025. However, we may be slightly over the initial estimate based the first GMP with concrete and steel.

### **CALL FOR ADJOURNMENT**

Adjourned at 9:17 am.



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

7 / 23 / 24  
Date (MM/DD/YYYY)