

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

**Committee**

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

**Trustees Present:** Mark Derrig, Robert DeJournett, Christine Marshall

**Trustees Excused:** Gary Spring, Dave Prentice

**Trustees Absent:**

**METRO Team**

**Members Present:** Dawn Distler, Gert Wilms, Jarrod Hampshire, Angela Neeley, Tatia Harris, Jay Hunter, DeHavilland McCall, Shawn Metcalf, Molly Becker, Laura Adkins, Grace Doyle, Stephanie Hottle, Bambi Miller, Eric Scott, Jamie Saylor, Meagan Greathouse, and Nathan Leppo.

**CALL TO ORDER**

Mr. John Valle called the meeting to order at 9:03 am.

**APPROVAL OF MINUTES FROM THE MARCH MEETING**

Mr. John Valle made a motion to approve minutes from the March meeting. The minutes were unanimously approved.

**SUB-COMMITTEE REPORTS**

**Operator Retention Report | Jarrod Hampshire**

KPIs were reviewed.

A question was asked about new hires. Metro is utilizing electronic methods and advertises on a regular basis via social media with emphasize on career/job fairs. Applications are received on a continuous basis. A question was asked about utilizing Christine's employer, Summit & Medina Workforce Area Council of Governments. We do use their services sand Christine mentioned how they could do additional advertising moving forward. It was mentioned that hiring new operators is difficult due to many factors including but not limited to; competition, drug testing, and work/family balance.

**Maintenance Report | Eric Scott**

KPIs were reviewed.

## **Operations Report | DeHavilland McCall**

KPIs were reviewed.

### **RESOLUTIONS FOR CONSIDERATION**

#### **RESOLUTION 2024-06 | Jarrod Hampshire**

A resolution authorizing the award of a contract for Concrete and Concrete Bus Berth Repair/Replacement at the Robert K. Pfaff Transit Center.

The resolution was discussed.

Mr. Vincent Rubino made a motion for the committee to recommend the resolution to the full board on April 23<sup>rd</sup>. All present voted yes.

#### **RESOLUTION 2024-07 | Jarrod Hampshire**

A resolution authorizing the disposal or transfer of certain assets owned by METRO Regional Transit Authority.

The resolution was discussed.

Mr. Vincent Rubino made a motion for the committee to recommend the resolution to the full board on April 23<sup>rd</sup>. All present voted yes.

### **OTHER BUSINESS**

Mr. Jarrod Hampshire reported on the status of the maintenance and operations facility. We are on track with the project.

Mr. Jarrod Hampshire offered Eclipse Highlights. We over planned for this and did see a drop in our on time performance that day for Route 61.

### **CALL FOR ADJOURNMENT**

Adjourned at 9:28 am.



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

5 / 28 / 2024

**Date (MM/DD/YYYY)**

