

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, MAY 16, 2024**

Committee

Members Present: John Valle, Charles Rector, Renee Greene

Trustees Present: Christine Marshall, Gary Spring, Dave Prentice, Dana LaGarde

METRO Team

Members Present: Dawn Distler, Gert Wilms, Jarrod Hampshire, Angela Neeley, Tatia Harris, Jay Hunter, Shawn Metcalf, Molly Becker, Laura Adkins, Grace Doyle, Stephanie Hottle, Eric Scott, Jamie Saylor, Nathan Leppo, Christian, and Nykia Walker

CALL TO ORDER

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

APPROVAL OF MINUTES FROM THE APRIL MEETING

Mr. David Prentice was excused from the April committee meeting.

Mr. John Valle made a motion to approve minutes from the April 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 | Jamie Saylor

KPIs were reviewed.

RESOLUTIONS FOR CONSIDERATION

RESOLUTION 2024-08 | Eric Scott

A resolution authorizing the award of a contract for Procurement and Installation of Two (2) Compressed Natural Gas Compressors.

The resolution was discussed.

Mr. John Valle made a motion for the committee to recommend the resolution to the full board on May 28th. All present voted yes.

RESOLUTION 2024-09 | Jarrod Hampshire

A resolution authorizing the second of three Guaranteed Maximum Price contracts for the construction of the Maintenance and Operations Facility.

The resolution was discussed.

Mr. John Valle made a motion for the committee to recommend the resolution to the full board on May 28th. 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.

CALL FOR ADJOURNMENT

Adjourned at 9:14 am.



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

6 / 25 / 24
Date (MM/DD/YYYY)