

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

Committee

Members Present: John Valle, Charles Rector, Vincent Rubino, Renee Greene

Committee

Members Excused: Mark Derrig

Trustees Present: David Prentice, Dana LaGarde, Donald Christian, Robert DeJournett, Christine Marshall

METRO Team

Members Present: Dawn Distler, Jarrod Hampshire, Gert Wilms, Angela Neeley, Jay Hunter, Bambi Miller, Stephanie Hottle Molly Becker, Quentin Wyatt, DeHavilland McCall

CALL TO ORDER

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

APPROVAL OF MINUTES FROM THE JANUARY MEETING

Mr. Chuck Rector 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.

Maintenance Report | Jarrod Hampshire

KPIs were reviewed. A question was asked regarding the performance of the electric buses, and it was reported that even in frigid temperatures, the electric buses were able to perform all day, provided that they were charged overnight in a temperature-controlled environment

Operations Report | DeHavilland McCall

KPIs were reviewed.

RESOLUTIONS FOR CONSIDERATION

RESOLUTION 2024-01 | Jarrod Hampshire

A Resolution authorizing the Chief Executive Officer/Secretary-Treasurer to award up to a (1) year contract for the purchase of Oil and Other Associated Bulk Fluids for 2024.

The resolution was discussed. A question was asked about the comparison of cost to last year's bulk fluids purchase. It was reported that the cost had increased year-over-year.

Mr. Chuck Rector made a motion for the committee to recommend the resolution to the full board on January 30th. All present voted yes.

OTHER BUSINESS

Mr. Jarrod Hampshire gave an update on the upcoming maintenance and operations facility.

CALL FOR ADJOURNMENT

Adjourned at 9:10am



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

02 / 15 / 2024

Date (MM/DD/YYYY)