

# Customer Experience & Service Performance Committee

**JULY 17, 2025**

**9:00 AM**

**CHAIR: MR. JOHN VALLE**

**VICE CHAIR: MS. CHRISTINE MARSHALL**



**METRO RTA  
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE  
COMMITTEE MEETING AGENDA  
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM  
THURSDAY, JULY 17, 2025**

**ITEM 1: CALL TO ORDER**

**ITEM 2: APPROVAL OF MINUTES FROM THE JUNE MEETING**

**ITEM 3: SUB-COMMITTEE REPORTS:**

**Operator Retention Report | Eric Scott**

- KPIs (Page 5)

**Maintenance Report | Eric Scott**

- KPIs (Page 6)

**Operations Report | DeHavilland McCall**

- KPIs (Page 6)

**ITEM 4: RESOLUTIONS FOR CONSIDERATION:**

**Resolution 2025-19 | Jarrod Hampshire**

A resolution authorizing a one-year extension of the maintenance and support agreement for the demand response scheduling software through Ecolane USA. (Page 7)

**Resolution 2025-20 | Jarrod Hampshire**

A resolution authorizing the Chief Executive Officer/Secretary-Treasurer a contract with Environments For Business, (Copley, OH) to purchase furniture associated with the Maintenance and Operations Facility, currently under construction. (Page 8)

**ITEM 5: OTHER BUSINESS:**

**Maintenance and Operation Facility Update |  
Jarrod Hampshire**

**ITEM 6: CALL FOR ADJOURNMENT**

**METRO RTA  
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE  
COMMITTEE MEETING MINUTES  
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM  
THURSDAY, JUNE 19, 2025**

**Trustees Present:** Dana LaGarde, John Valle, Robert DeJournett, Renee Greene, Donald Christian, Bob Konstand, Gary Spring, Nicole Squire and Chuck Rector

**Trustees Excused:** Mark Derrig, Dave Prentice, and Christine Marshall

**Trustees Absent:**

**METRO Team Members Present:** Dawn Distler, Tatia Harris, Jarrod Hampshire, Jay Hunter, Shawn Metcalf, Molly Becker, Laura Adkins, Jessie Dent, Jamie Saylor, Nathan Leppo, Quentin Wyatt, Tia Turner, Kyle Moeglin, Kyle Stewart, Alja Austin, Brynn Overly-Nguyen, Jake Haddad, and Leslie Rashid

**CALL TO ORDER**

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

**APPROVAL OF MINUTES FROM THE MAY MEETING**

Ms. Renee Greene made a motion to approve the minutes from the May meeting. Ms. Dana LaGarde 2<sup>nd</sup> the motion. The minutes were unanimously approved.

Mr. Jarrod Hampshire introduced Alja Austin, our new Facilities Manager.

**SUB-COMMITTEE REPORTS**

**Operator Retention Report | Jamie Saylor**

KPIs were reviewed.

**Maintenance Report | Jamie Saylor**

KPIs were reviewed.

**Operations Report | Jamie Saylor**

KPIs were reviewed.

## **RESOLUTIONS FOR CONSIDERATION**

### **OTHER BUSINESS**

#### **Maintenance and Operation Facility Update | Jarrod Hampshire**

Mr. Jarrod Hampshire provided pictures of the facility and gave an update on the construction progress. He noted that interior framing is underway, with drywall installation having started on Monday. The front portion of the building, which includes office spaces, is progressing rapidly. He also mentioned that the new facility will include 28 bays -an improvement from the current 14 bays.

### **CALL FOR ADJOURNMENT**

Ms. Dana LaGarde made a motion to adjourn the meeting.

Adjourned at 9:11 am.

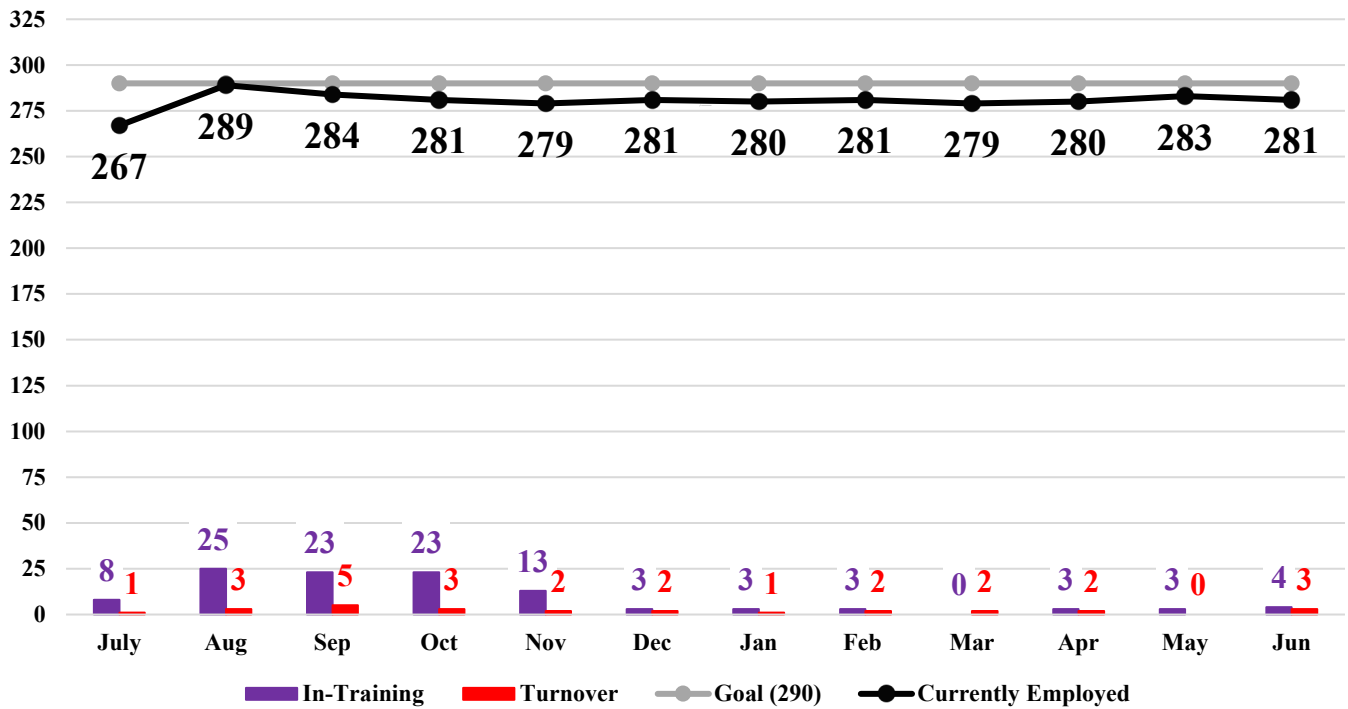
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**DAWN S. DISTLER,  
CHIEF EXECUTIVE OFFICER/  
SECRETARY-TREASURER**

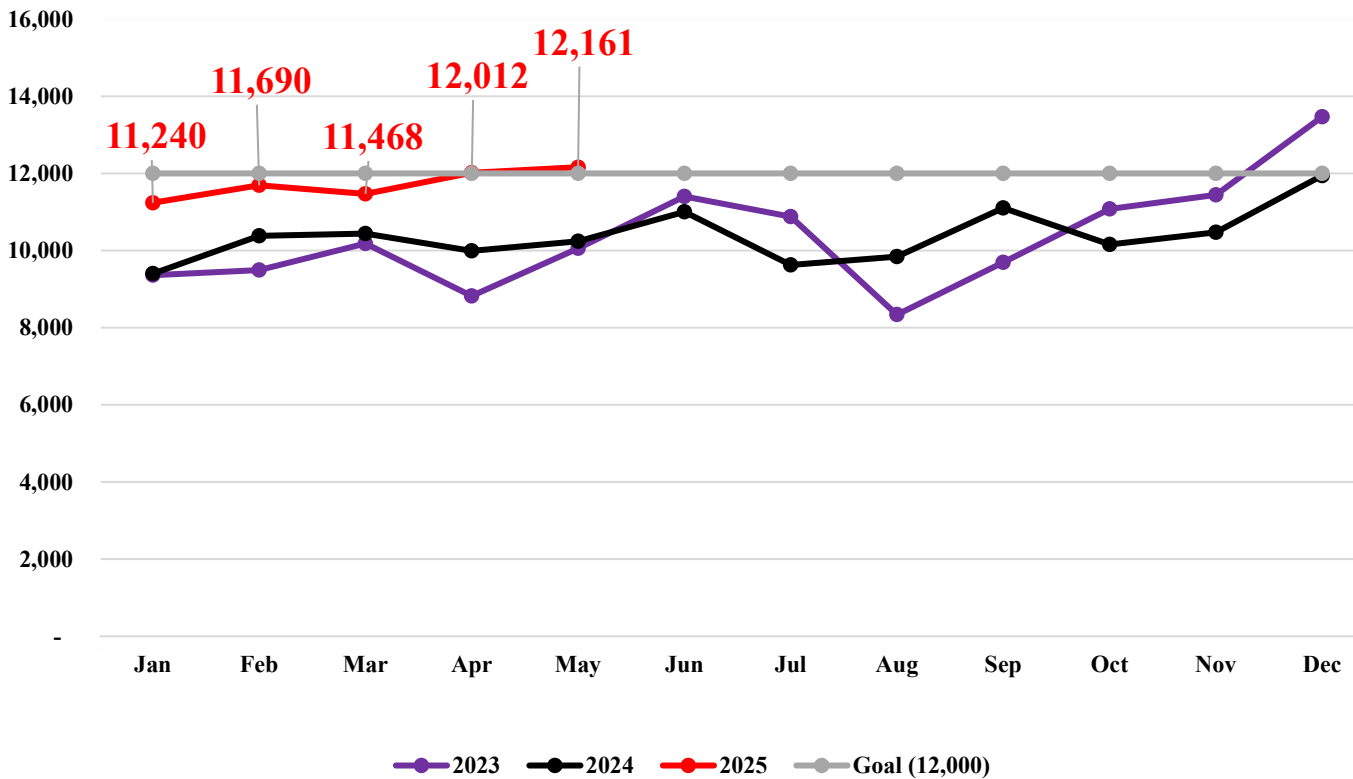
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**Date (MM/DD/YYYY)**

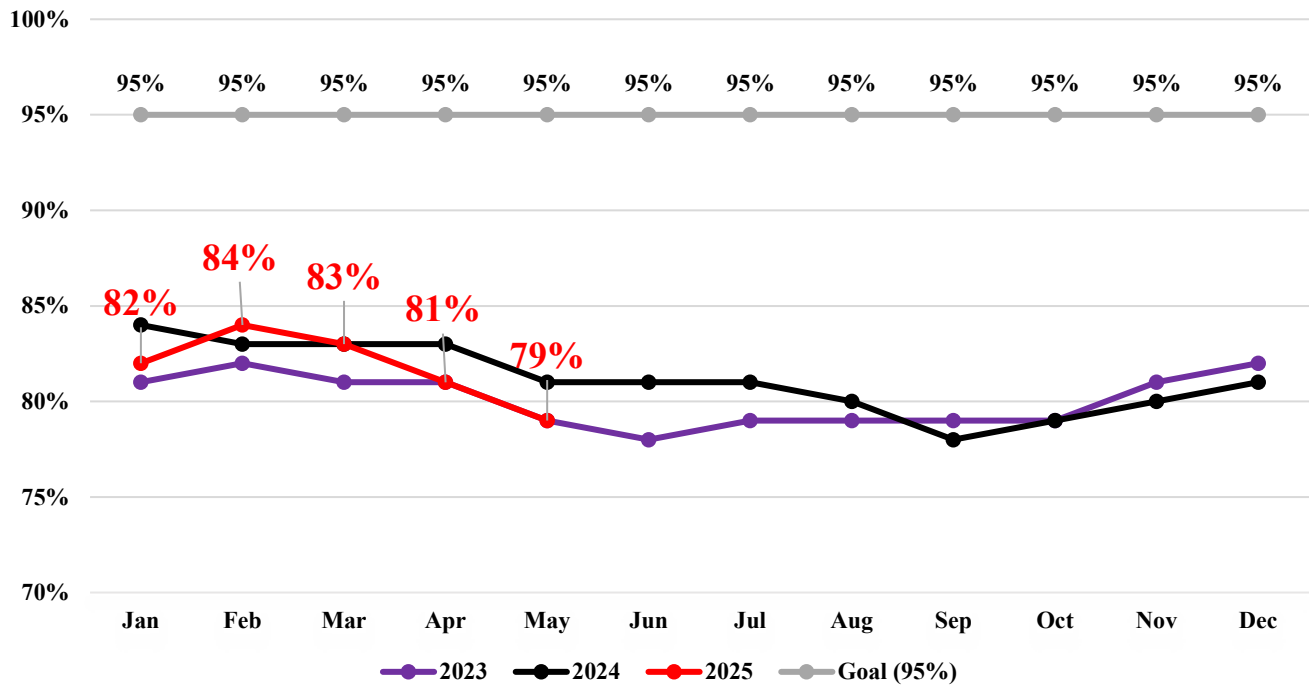
### Rolling 12 Month Operator Retention



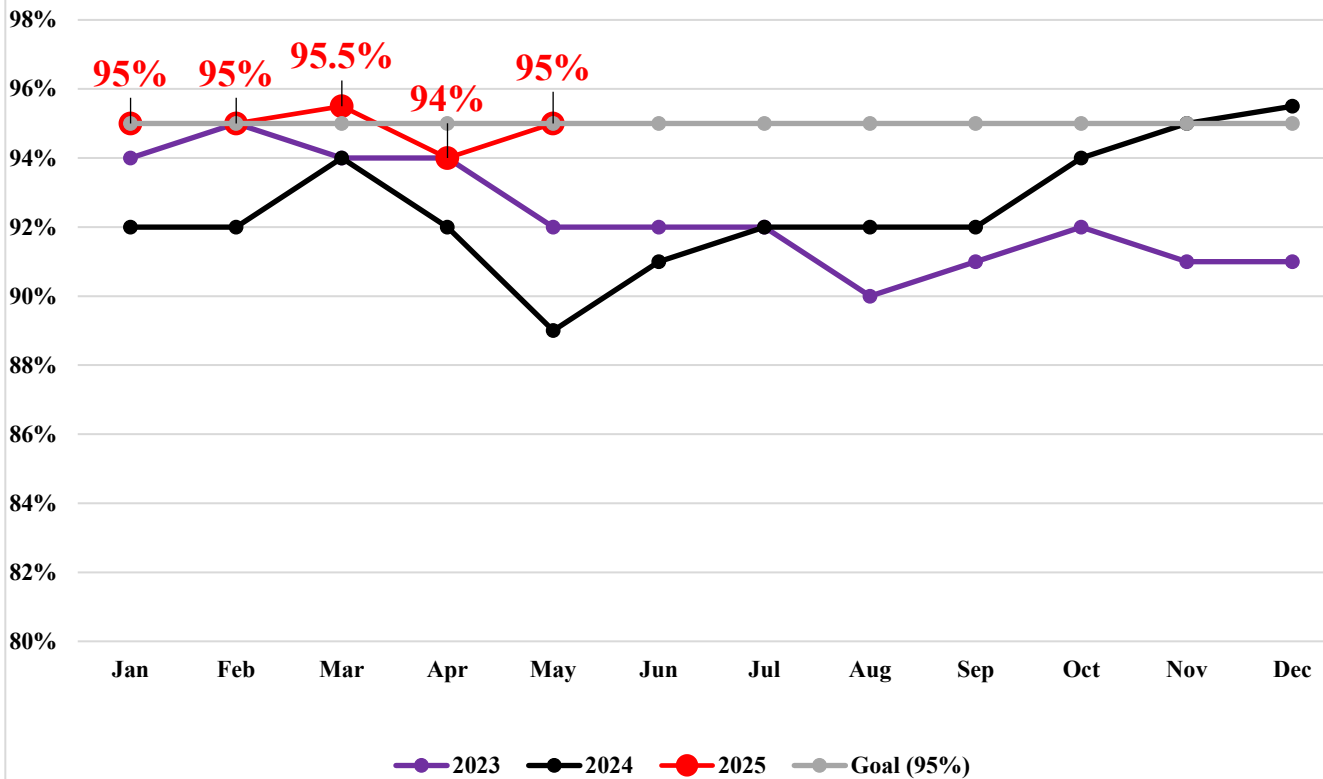
### Miles Between Service Interruption



## On-Time Performance - Fixed-Route



## On-Time Performance - Demand Response



**COMMITTEE ASSIGNMENT:  
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE**

**RESOLUTION 2025-19**

A resolution authorizing a one-year extension of the maintenance and support agreement for the demand response scheduling software through Ecolane USA.

**WHEREAS**, METRO has a contract for maintenance and support services with Ecolane that currently requires renewal on an annual basis; and

**WHEREAS**, METRO would like to purchase an additional one (1) year agreement for software maintenance and support:

**NOW, THEREFORE, BE IT RESOLVED**, by the Board of Trustees of METRO Regional Transit Authority that:

1. The purchase of support and maintenance services from Ecolane USA in the amount of \$134,143 for one year, maintaining the 2023 contract pricing
2. The Chief Executive Officer/Secretary-Treasurer is authorized to execute said purchase.
3. All formal actions of this Board of Trustees related to this Resolution and all deliberations of the Board of Trustees and any of its committees that resulted in such formal action were in meetings open to the public in compliance with all legal requirements, including Section 121.22 of the Revised Code.

**DATE ADOPTED:** July 29<sup>th</sup>, 2025

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**MARK DERRIG,  
PRESIDENT**

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

**COMMITTEE ASSIGNMENT:  
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE**

**RESOLUTION 2025-20**

A resolution authorizing the Chief Executive Officer/Secretary-Treasurer a contract with Environments For Business, (Copley, OH) to purchase furniture associated with the Maintenance and Operations Facility, currently under construction.

**WHEREAS**, METRO has been awarded grant funding through the Ohio Transit Preservation Program (OTP2) through the Ohio Department of Transportation towards the purchase of furniture for the Maintenance and Operations Facility; and

**WHEREAS**, Grant funding in the amount of \$533,097 was awarded towards the total purchase of \$839,716; and

**WHEREAS**, Environments for Business maintains a statewide purchasing agreement through the Ohio Department of Transportation:

**NOW, THEREFORE, BE IT RESOLVED**, by the Board of Trustees of METRO Regional Transit Authority that:

1. A Contract will be awarded to Environments for Business totaling \$839,716.
2. The Chief Executive Officer/Secretary-Treasurer is authorized to execute said contract.
3. All formal actions of this Board of Trustees related to this Resolution and all deliberations of the Board of Trustees and any of its committees that resulted in such formal action were in meetings open to the public in compliance with all legal requirements, including Section 121.22 of the Revised Code.

**DATE ADOPTED: July 29<sup>th</sup>, 2025**

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**MARK DERRIG,  
PRESIDENT**

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**DAWN DISTLER,  
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