

METRO REGIONAL TRANSIT AUTHORITY

# Customer Experience & Service Performance Committee

**JANUARY 15, 2026**  
**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, JANUARY 15, 2026**

**ITEM 1: CALL TO ORDER**

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

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

**Operator Retention Report | Eric Scott**

- KPIs (Page 6)

**Maintenance Report | Zach Smith**

- KPIs (Page 7)

**Operations Report | DeHavilland McCall**

- KPIs (Page 7)

**ITEM 4: RESOLUTIONS FOR CONSIDERATION**

**Resolution 2026-01 | Eric Scott**

A resolution authorizing the Chief Executive Officer/Secretary-Treasurer to award a contract with Weaver Industries, Inc. for the purchase of Janitorial Services for the Robert K. Pfaff Transit Center located at 631 S. Broadway. (Page 8 & 9)

**Resolution 2026-02 | Eric Scott**

A resolution authorizing the disposal or transfer of certain assets owned by METRO Regional Transit Authority. (Page 10)

**Resolution 2026-03 | Eric Scott**

A resolution authorizing the award of a contract for the purchase of two (2) fully electric-powered 40 ft. buses from Gillig, LLC. (Page 11)

**Resolution 2026-04 | Eric Scott**

A resolution authorizing the Chief Executive Officer/Secretary-Treasurer to purchase 33 on-board digital signs from Message Point Media for METRO revenue vehicles through NEORide contract. (Page 12)

**ITEM 5: OTHER BUSINESS:**

**Maintenance and Operation Facility Update | Jarrod  
Hampshire (Page 13 – 17)**

**Service Update | Eric Scott and Kyle Stewart**

**ITEM 6: CALL FOR ADJOURNMENT**

**METRO RTA  
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE  
COMMITTEE MEETING MINUTES  
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM  
THURSDAY, DECEMBER 11, 2025**

**Trustees Present:** John Valle, Bob Konstand, Gary Spring, Renee Greene  
Nicole Squire, Christine Marshall, and Chuck Rector

**Trustees Excused:** Mark Derrig, Dana LaGarde and Donald Christian

**Trustees Absent:** Robert DeJournett and Dave Prentice

**METRO Team  
Members Present:** Dawn Distler, Angie Neeley, Tatia Harris, Gert Wilms,  
Jarrod Hampshire, Jay Hunter, Eric Scott, DeHavilland Mc Call,  
Kyle Stewart, Brynn Overly-Nguyen, Laura Adkins, Zach Smith,  
Quentin Wyatt, Holly Sims, Alja Austin, Nathan Leppo, Lane Evans  
and Leslie Rashid

**CALL TO ORDER**

Mr. John Valle called the meeting to order at 9:09 am.

**APPROVAL OF MINUTES FROM THE NOVEMBER MEETING**

Ms. Renee Greene made a motion to approve the minutes of the November meeting.  
Mr. Chuck Rector 2<sup>nd</sup> the motion. The minutes were unanimously approved.

**SUB-COMMITTEE REPORTS**

**Operator Retention Report | Eric Scott**

KPIs were reviewed.

**Maintenance Report | Zach Smith**

KPIs were reviewed.

**Operations Report | DeHavilland McCall**

KPIs were reviewed.

**RESOLUTIONS FOR CONSIDERATION**

**OTHER BUSINESS**

**CALL FOR ADJOURNMENT**

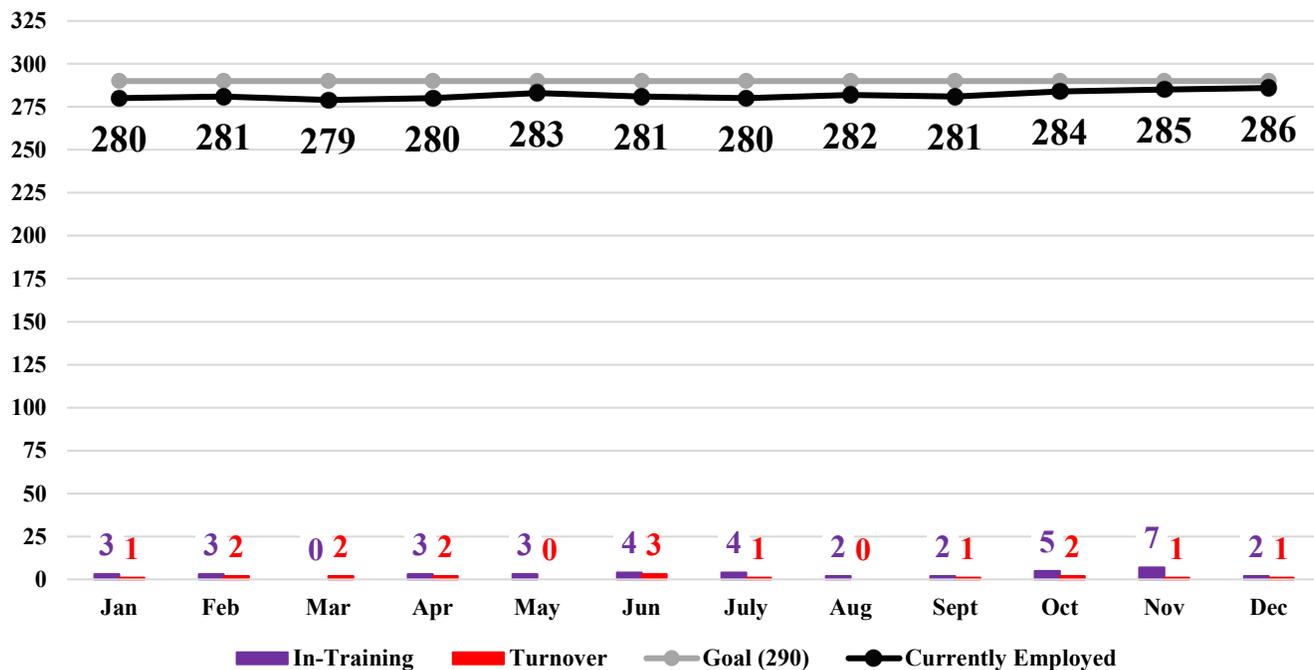
Adjourned at 9:13 am.

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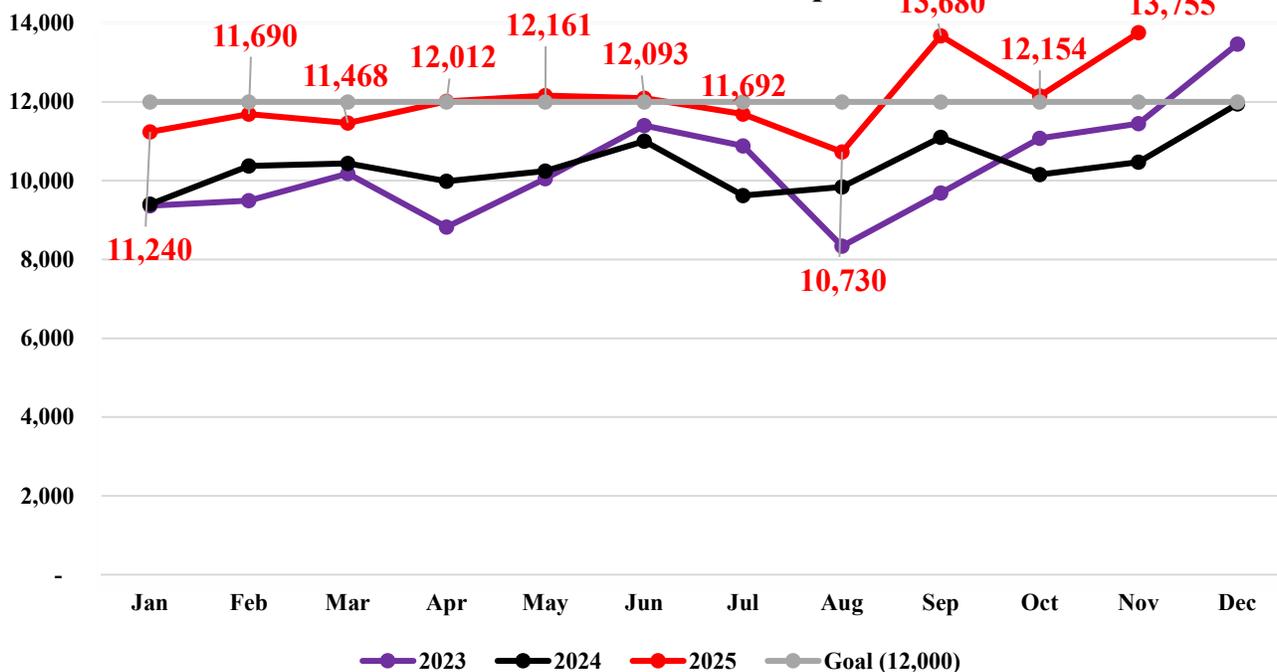
**DAWN S. DISTLER,  
CHIEF EXECUTIVE OFFICER/  
SECRETARY-TREASURER**

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

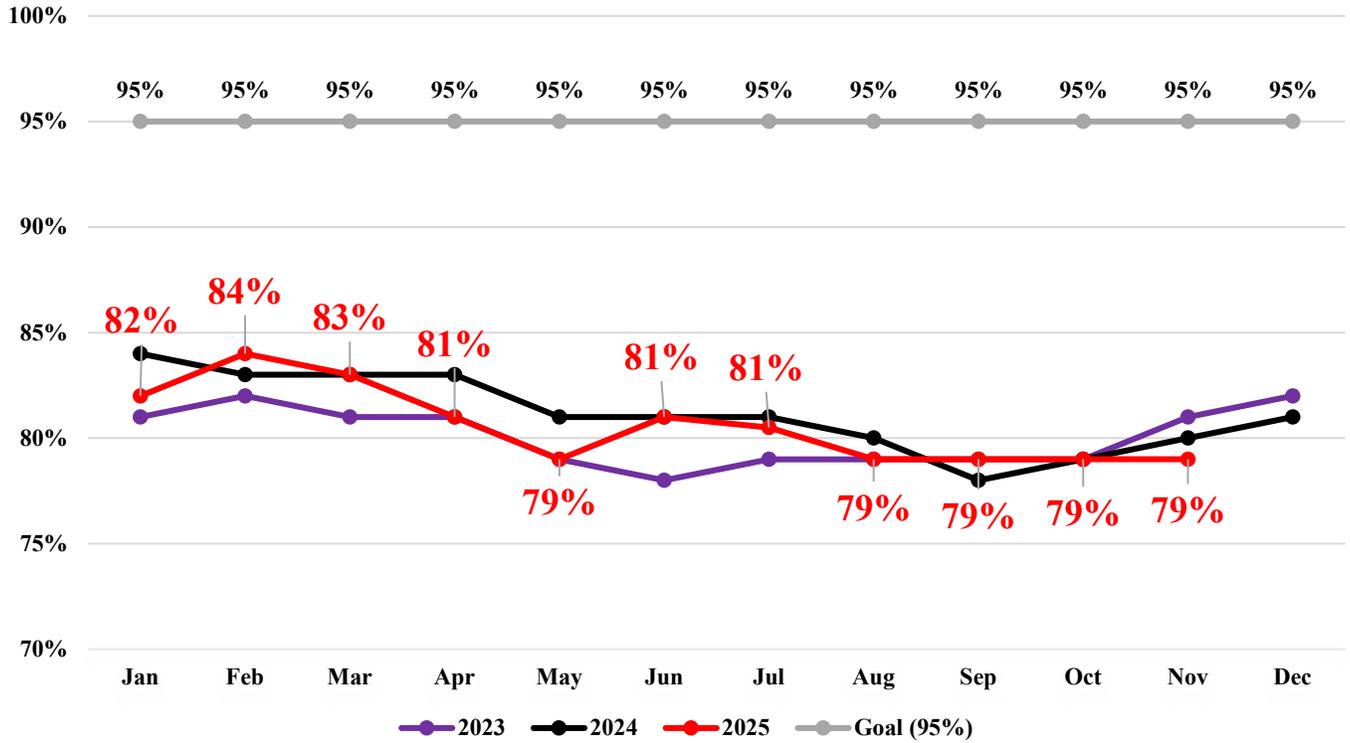
### Rolling 12 Month Operator Retention



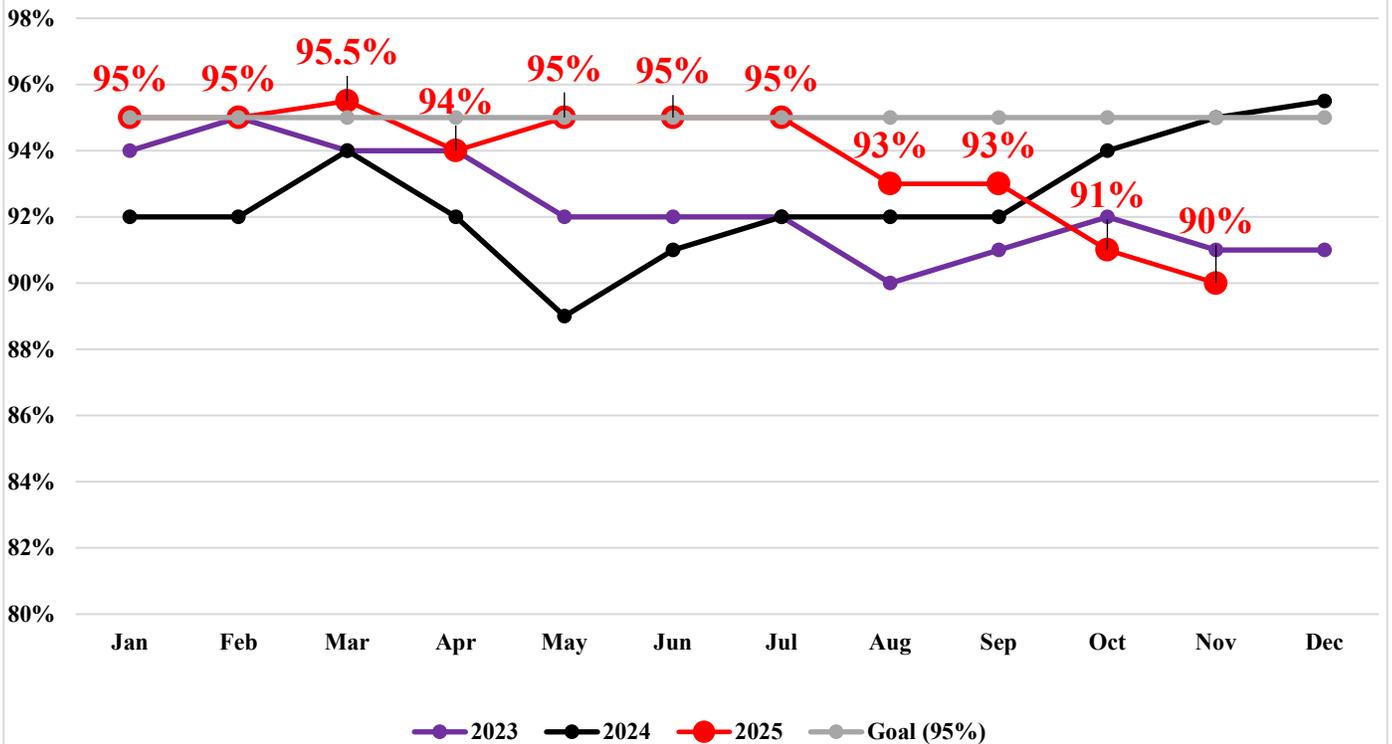
### Miles Between Service Interruption



### On-Time Performance - METRO Direct



### On-Time Performance - METRO Select



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

**RESOLUTION NO. 2026-01**

A resolution authorizing the Chief Executive Officer/Secretary-Treasurer to award a contract with Weaver Industries, Inc. for the purchase of Daytime Janitorial Services for the Robert K. Pfaff Transit Center located at 631 S. Broadway.

**WHEREAS**, METRO contracts Daytime Janitorial Services for our Robert K. Pfaff Transit Center and our existing 5-year contract is expiring, and

**WHEREAS**, legal notices were twice duly advertised August 18, 2025 and August 25, 2025 in the Akron Beacon Journal and on the METRO RTA Website; and

**WHEREAS**, such proposals were due on Friday, October 31, 2025, with the following bids received:

<b>Vendor</b>	<b>Jani-King (Cleveland, OH)</b>	<b>Vested Solutions Janitorial LLC (Columbus, OH)</b>	<b>The Buddie System Janitorial Services (Columbus, OH)</b>
<b>Year</b>	<b>Price</b>	<b>Price</b>	<b>Price</b>
1	\$126,168.00	\$186,300.00	\$262,053.27
2	\$126,168.00	\$192,060.00	\$262,053.27
3	\$129,960.00	\$198,000.00	\$275,025.10
4 (option)	\$133,860.00	\$204,000.00	\$276,675.24
5 (option)	\$137,880.00	\$210,300.00	\$278,336.19
<b>Vendor</b>	<b>Weaver Industries, Inc. (Akron, OH)</b>		
<b>Year</b>	<b>Price</b>		
1	\$170,100.00		
2	\$175,203.00		
3	\$180,459.09		
4 (option)	\$185,872.86		
5 (option)	\$191,084.00		

**WHEREAS, Weaver Industries, Inc.** proposal was the most responsive bid; and

**WHEREAS, METRO** wishes to enter into a contract for Daytime Janitorial Services with **Weaver Industries, Inc**

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

1. A contract be awarded to **Weaver Industries, Inc** for the initial three (3) year contract and authorization for up to two (2) option years for a total not to exceed \$903,084.00
2. That the Chief Executive Officer/Secretary –Treasurer is authorized to execute all documents related to this resolution.
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: January 27<sup>th</sup>, 2026**

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**MARK DERRIG,  
PRESIDENT**

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

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

**RESOLUTION NO. 2026-02**

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

**WHEREAS**, pursuant to the Authority's Property Disposition Procedures revised August 2024, and

**WHEREAS**, the following listed items no longer have a useful life and will be advertised and disposed of:

VEHICLE NUMBER	DESCRIPTION	VEHICLE NUMBER	DESCRIPTION
2122	2012 GILLIG CNG	805	2019 FORD TRANSIT
800	2019 FORD TRANSIT	806	2019 FORD TRANSIT
801	2019 FORD TRANSIT	807	2019 FORD TRANSIT
802	2019 FORD TRANSIT	808	2019 FORD TRANSIT
803	2019 FORD TRANSIT	809	2019 FORD TRANSIT
804	2019 FORD TRANSIT		

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

1. The Chief Executive Officer/Secretary-Treasurer is hereby authorized to dispose of such items.
2. 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: January 27<sup>th</sup>, 2026**

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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 2026-03**

A resolution authorizing the award of a contract for the purchase of two (2) fully electric-powered 40 ft. buses from Gillig, LLC.

**WHEREAS**, METRO was awarded a Congestion Mitigation and Air Quality Improvement (CMAQ) Program grant for \$854,889.00 from the Federal Highway Administration towards funding two (2) fully electric-powered buses, and

**WHEREAS**, The State of Washington maintains a Purchasing Program that METRO is able to participate in, and

**WHEREAS**, through Washington State Contract RFP# 2020 06719-01, METRO is able to purchase buses from Gillig LLC out of Livermore, CA.

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

1. A contract be awarded to Gillig, LLC for the purchase of two (2) fully electric-powered 40ft. buses, in an amount not to exceed \$2,668,538.00.
2. The Chief Executive Officer/Secretary-Treasurer is authorized up to a 5% contingency should change orders be necessary.
3. The Chief Executive Officer/Secretary-Treasurer is authorized to execute said contract,
4. 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: January 27<sup>th</sup>, 2026**

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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 2026-04**

A resolution authorizing the Chief Executive Officer/Secretary-Treasurer to purchase 33 on-board digital signs from Message Point Media for METRO revenue vehicles through a NEORide contract.

**WHEREAS**, METRO is a dues paying member of the “NEORide” council of governments

**WHEREAS**, NEORide advertised a joint-procurement Request for Proposals (RFP) with METRO, The Southern Ohio Regional Transit Authority (SORTA), and the Cincinnati Bell Connector (CBC) for the purchase of on-board digital signage for buses and rail cars owned by each agency,

**WHEREAS**, The proposal includes installation of real-time information screens on up to 33 METRO buses with additional training, support and licensing over a three (3) year period,

**WHEREAS**, The cost of the signs are included as part of the purchase price of 33 GILLIG buses per Resolution 2024-15 that were delivered at the end of 2025,

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

1. A Contract will be awarded to Message Point Media in an amount not to exceed \$193,242.00
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: January 27<sup>th</sup>, 2026**

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**MARK DERRIG,  
PRESIDENT**

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**DAWN DISTLER,  
CHIEF EXECUTIVE OFFICER/  
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