

METRO REGIONAL TRANSIT AUTHORITY

Customer Experience & Service Performance Committee

**OCTOBER 22, 2026
9:00 AM**

CHAIR: MR. JOHN VALLE

VICE CHAIR: MS. CHRISTINE MARSHALL



**METRO RTA
CUSTOMER EXPERIENCE & SERVICE PERFORMANCE
COMMITTEE MEETING AGENDA
MAINTENANCE & OPERATIONS BUILDING
348 KENMORE BLVD. MEETING ROOM
THURSDAY, OCTOBER 22, 2026**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE SEPTEMBER MEETING

ITEM 3: SUB-COMMITTEE REPORTS:

Frontline Team Members | Eric Scott

- KPIs (Page 5)

Maintenance Report | Eric Scott

- KPIs (Page 5)
- Maintenance On Wheels (M.O.W.)

Operations Report | Eric Scott

- KPIs (Page 6)

ITEM 4: RESOLUTIONS FOR CONSIDERATION

Resolution 2026-26 | Eric Scott

A resolution authorizing METRO Regional Transit Authority to award a Contract for Trash and Recycle Services to Rumpke of Ohio, Inc.
(Page 7 & 8)

ITEM 5: OTHER BUSINESS:

ITEM 6: CALL FOR ADJOURNMENT

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
MAINTENANCE & OPERATIONS BUILDING
348 KENMORE BLVD. MEETING ROOM
THURSDAY, SEPTEMBER 17, 2026**

Trustees Present: Mark Derrig, Dana LaGarde, Robert DeJournett, Renee Greene, Nicole Squire, Gary Spring, John Valle, Donald Christian, Dave Prentice, and Chuck Rector

Trustees Excused: Christine Marshall and Bob Konstand

Trustees Absent:

METRO Team Members Present: Dawn Distler, Tatia Harris, Gert Wilms, Shawn Metcalf, Jarrod Hampshire, Jay Hunter, Eric Scott, Molly Becker, Kyle Moeglin, Grace Doyle, DeHavilland McCall, Jamie Saylor, Laura Adkins, Jessie Dent, Melissa Barna, Regina Mills, Kayla Kinhead, Mark Schumann, Alja Austin, Luke Gareri, Brynn Overly-Nguyen Lane Evans, and Leslie Rashid

CALL TO ORDER

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

APPROVAL OF MINUTES FROM THE AUGUST MEETING

Mr. Donald Christian made a motion to approve the minutes of the August meeting.

Mr. Chuck Rector 2nd the motion. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Operator Retention Report | Eric Scott

KPIs were reviewed.

Maintenance Report | Eric Scott

KPIs were reviewed.

Operations Report | Jamie Saylor

KPIs were reviewed.

RESOLUTIONS FOR CONSIDERATION

OTHER BUSINESS

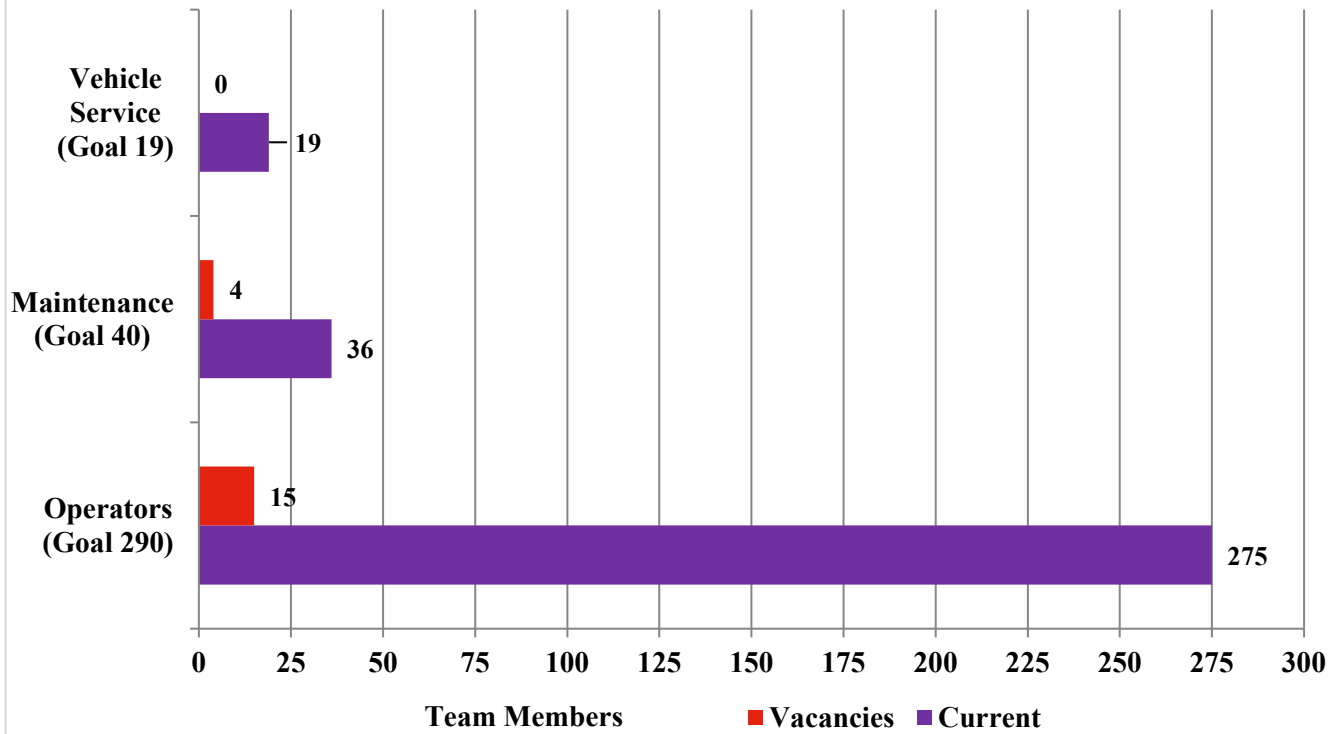
CALL FOR ADJOURNMENT

Adjourned at 9:04 am.

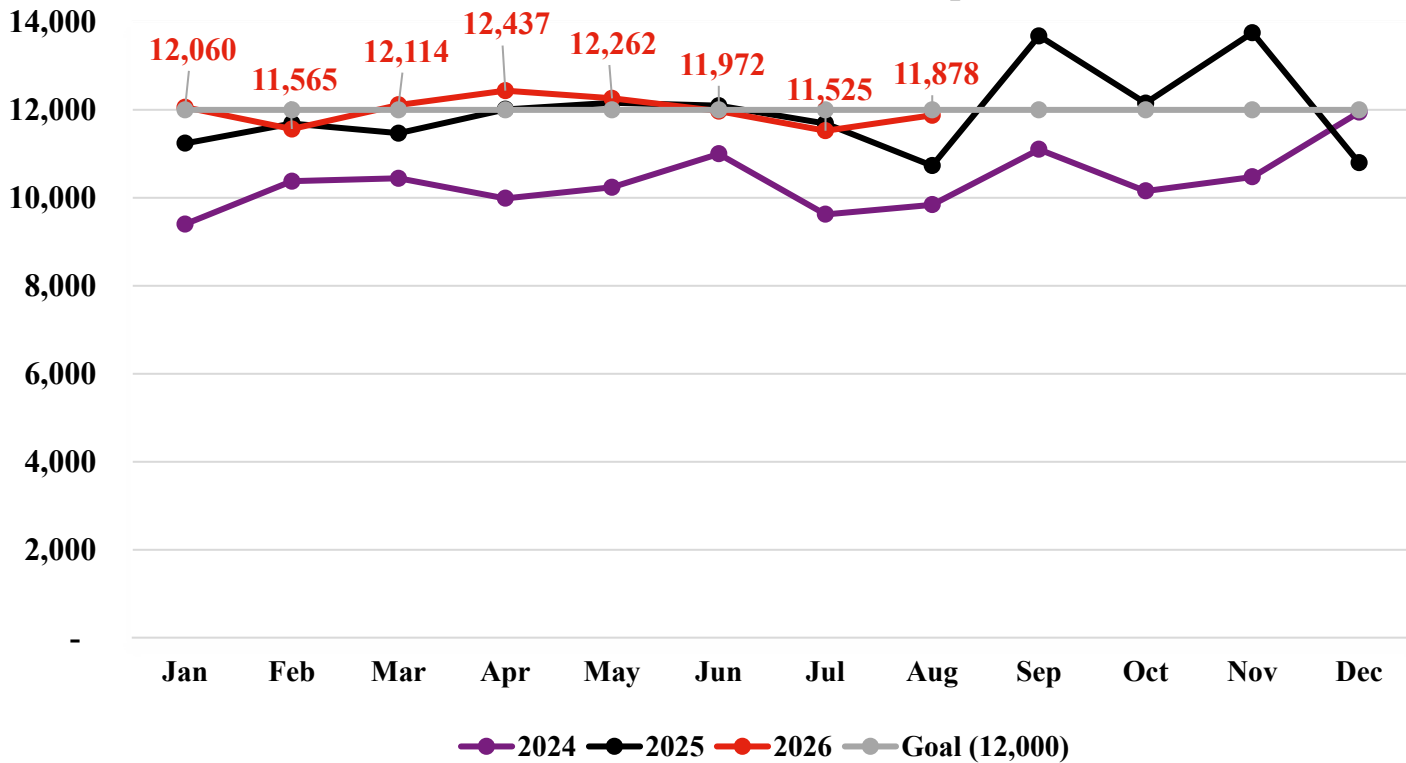
**DAWN S. DISTLER,
CHIEF EXECUTIVE OFFICER/
SECRETARY-TREASURER**

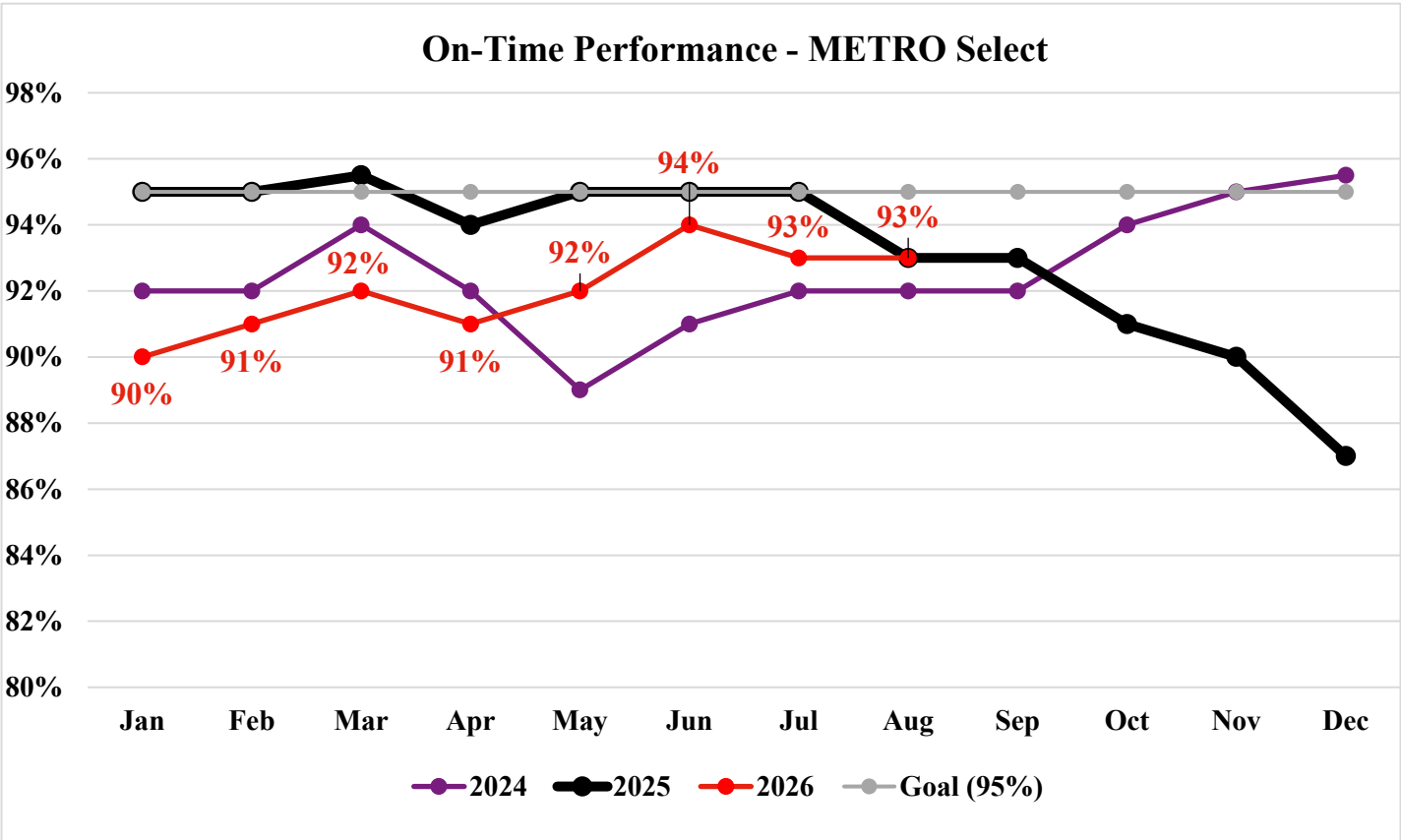
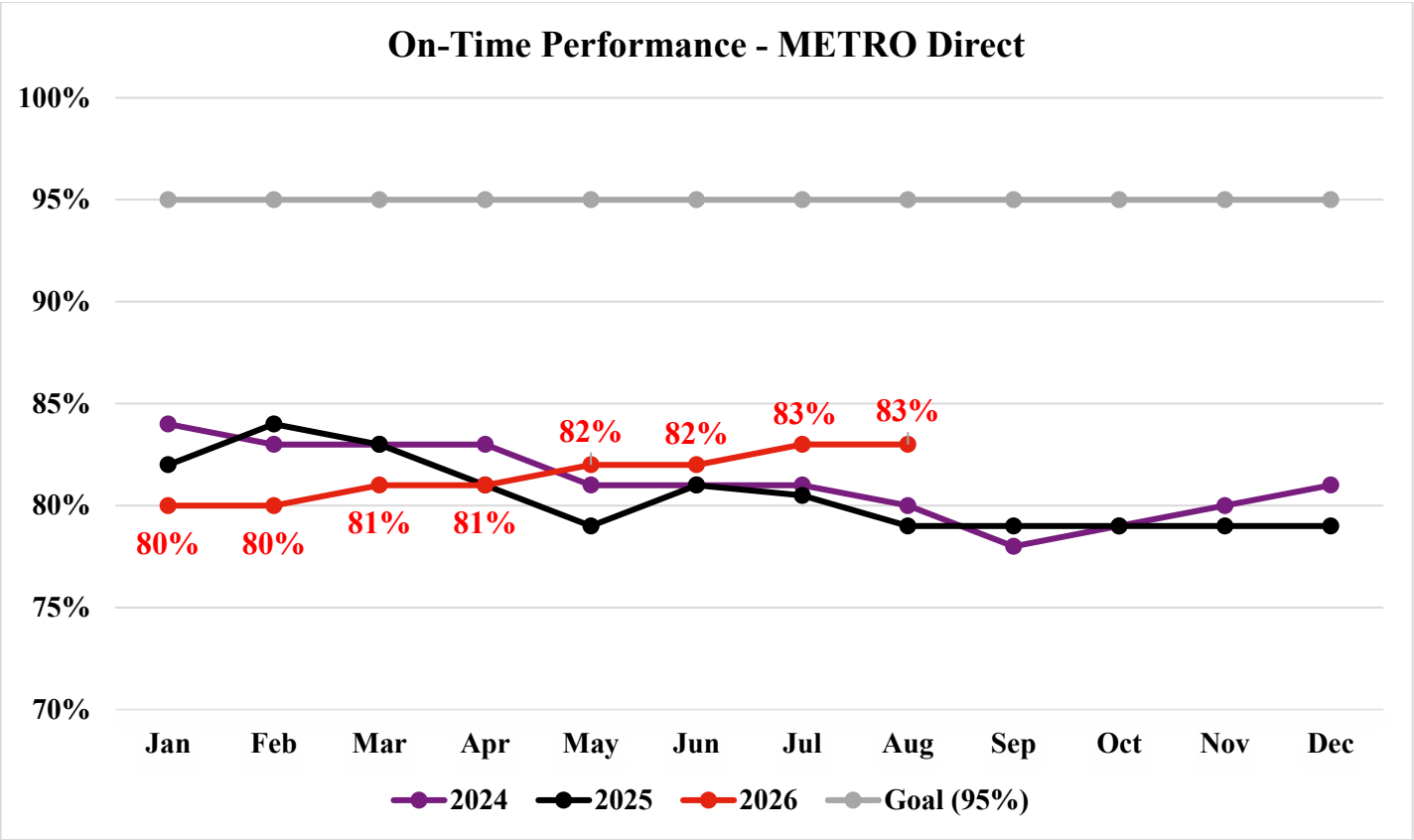
Date (MM/DD/YYYY)

Frontline Team Members



Miles Between Service Interruption





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

RESOLUTION NO. 2026-26

A resolution authorizing METRO Regional Transit Authority to award a contract for Trash and Recycle Services to **Rumpke of Ohio, INC.**

WHEREAS, advertisements for proposals were twice duly advertised on July 23, 2026, and July 30, 2026 in the Akron Beacon Journal, as well as the procurement page on yourmetrobus.org, and opengov.com; and

WHEREAS, proposals were received September 7th, 2026, and evaluated by a committee of METRO team members; and

WHEREAS, the following firms provided a proposal:

Vendor	Republic Services of Ohio Hauling, LLC	Rumpke of Ohio, INC	Waste Management of Ohio LLC
Year	Price	Price	Price
1	\$26,603.52	\$27,341.76	\$28,415.60
2	\$28,731.80	\$27,943.92	\$29,441.19
3	\$31,030.35	\$28,563.84	\$30,5018.06
4 (option)	\$33,513.77	\$29,202.60	\$31,648.78
5 (option)	\$36,193.80	\$29,859.12	\$32,836.03
Total	\$156,072.20	\$142,911.20	\$152,859.70

; and

WHEREAS, METRO recommends **Rumpke of Ohio, INC** as having the best overall proposal.

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 execute a contract with **Rumpke of Ohio, INC** for Trash and Recycle Services for the initial three (3) year contract and authorization for up to two (2) option years in an amount not to exceed \$142,911.20.
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: October 27th, 2026

**MARK DERRIG,
PRESIDENT**

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