METRO REGIONAL TRANSIT AUTHORITY

Customer Experience & Service Performance Committee

NOVEMBER 19, 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, NOVEMBER 19, 2026

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE OCTOBER 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 | DeHavilland McCall
- KPIs (Page 6)

ITEM 4: RESOLUTIONS FOR CONSIDERATION

Resolution 2026-35 | Eric Scott
A resolution authorizing METRO Regional Transit Authority to award a One (1) year contract for the purchase of Diesel Fuel and Gasoline for 2027. (Page 7)

Resolution 2026-36 | Eric Scott
A resolution authorizing METRO Regional Transit Authority to award up to a one (1) year contract for the purchase of Oil and Other Associated Bulk Fluids for 2027. (Page 8)

Resolution 2026-37 | Eric Scott
A resolution authorizing the disposal of certain assets owned by METRO Regional Transit Authority. (Page 9)

ITEM 5: OTHER BUSINESS:

ITEM 6: CALL FOR ADJOURNMENT

METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
MAINTENANCE & OPERATOINS BUILDING
348 KENMORE BLVD. MEETING ROOM
THURSDAY, OCTOBER 22, 2026

DRAFT

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

Trustees Excused: Christine Marshall and Nicole Squire

Trustees Absent:

METRO Team Members Present: Dawn Distler**,** Angie Neeley, Tatia Harris, Gert Wilms, Shawn Metcalf, Jarrod Hampshire, Jay Hunter, Eric Scott, Molly Becker, Jamie Saylor, Laura Adkins, Jake Haddad, Regina Mills, Kayla Kinkead, Alja Austin, Mark Schumann, Shannon Moore, Quentin Wyatt, 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 SEPTEMBER MEETING

Mr. Dave Prentice made a motion to approve the minutes of the September meeting.

Mr. Robert DeJornett 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 | Eric Scott
KPIs were reviewed.

Other Business | Dawn Distler
An Apology to Our Transit-Loyal Riders was passed out to the Board Members.
Ms. Distler explained in detail the reoccurring challenges METRO is facing with call off.

The letter was discussed in great depth amongst the Board Members.

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.**

The resolution was discussed.

Mr. Mark Derrig made a motion to the committee to recommend the resolution to the Board on October 27, 2026. Mr. Gary Spring 2nd the motion. All present voted aye.

OTHER BUSINESS

CALL FOR ADJOURNMENT

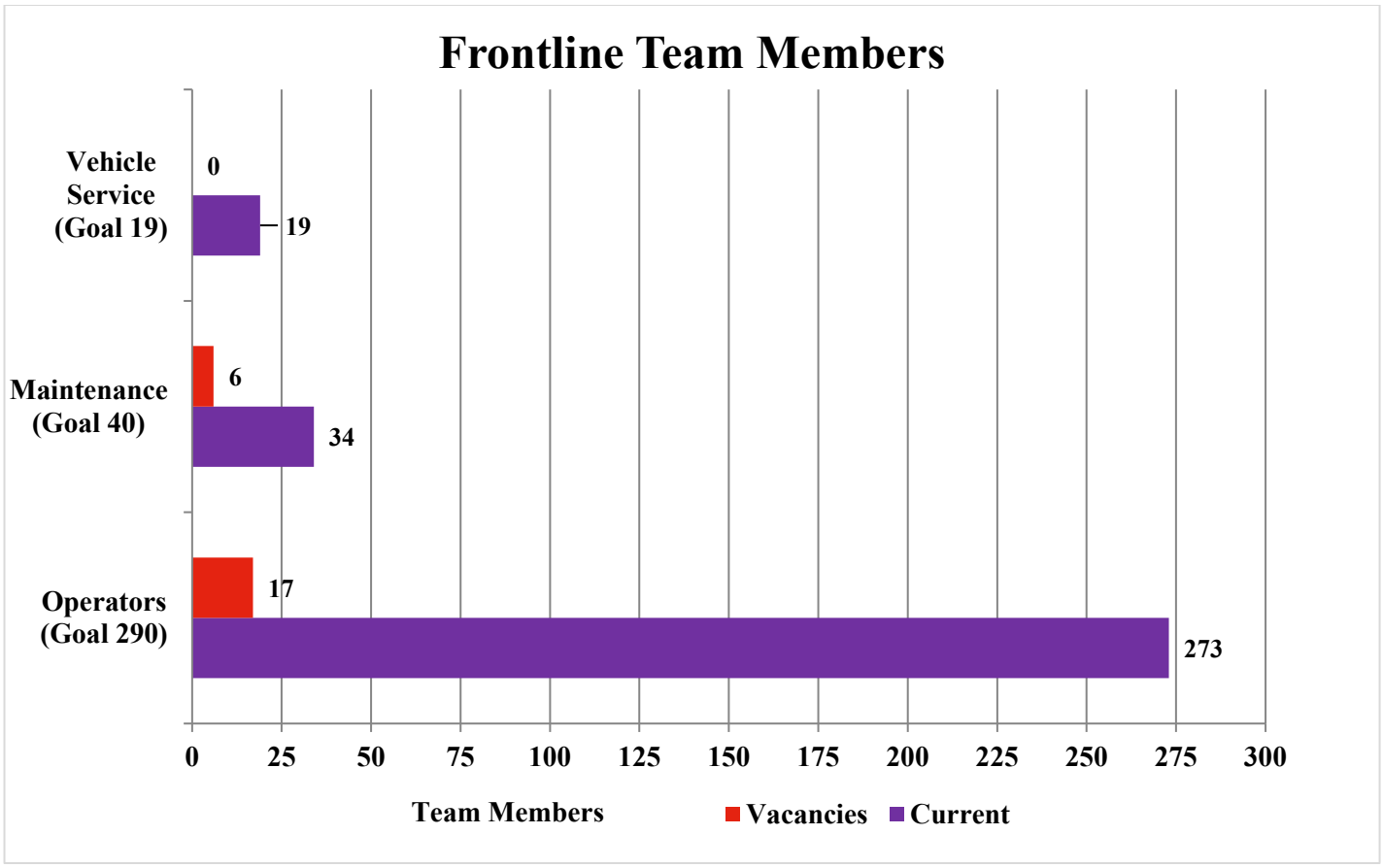
Adjourned at 9:34 am.

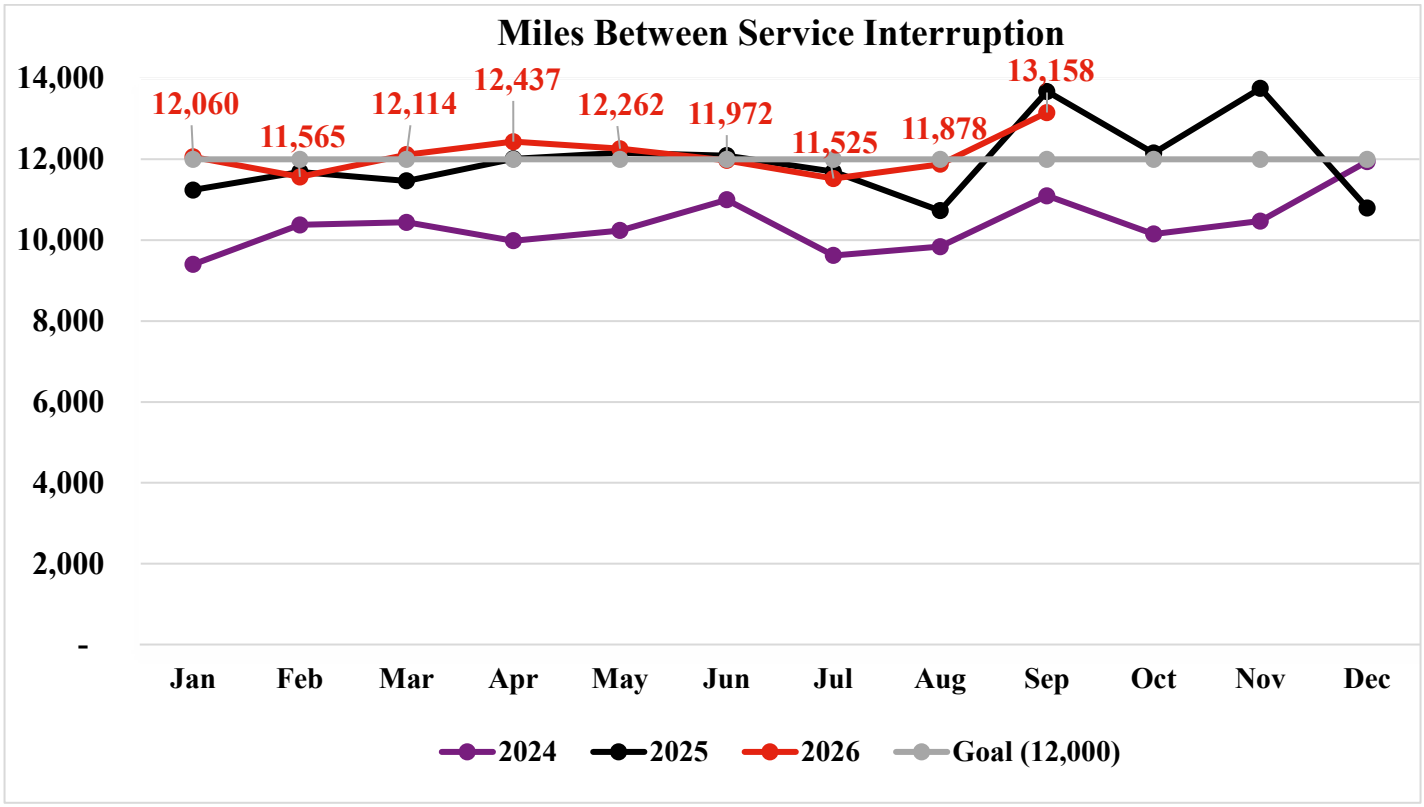
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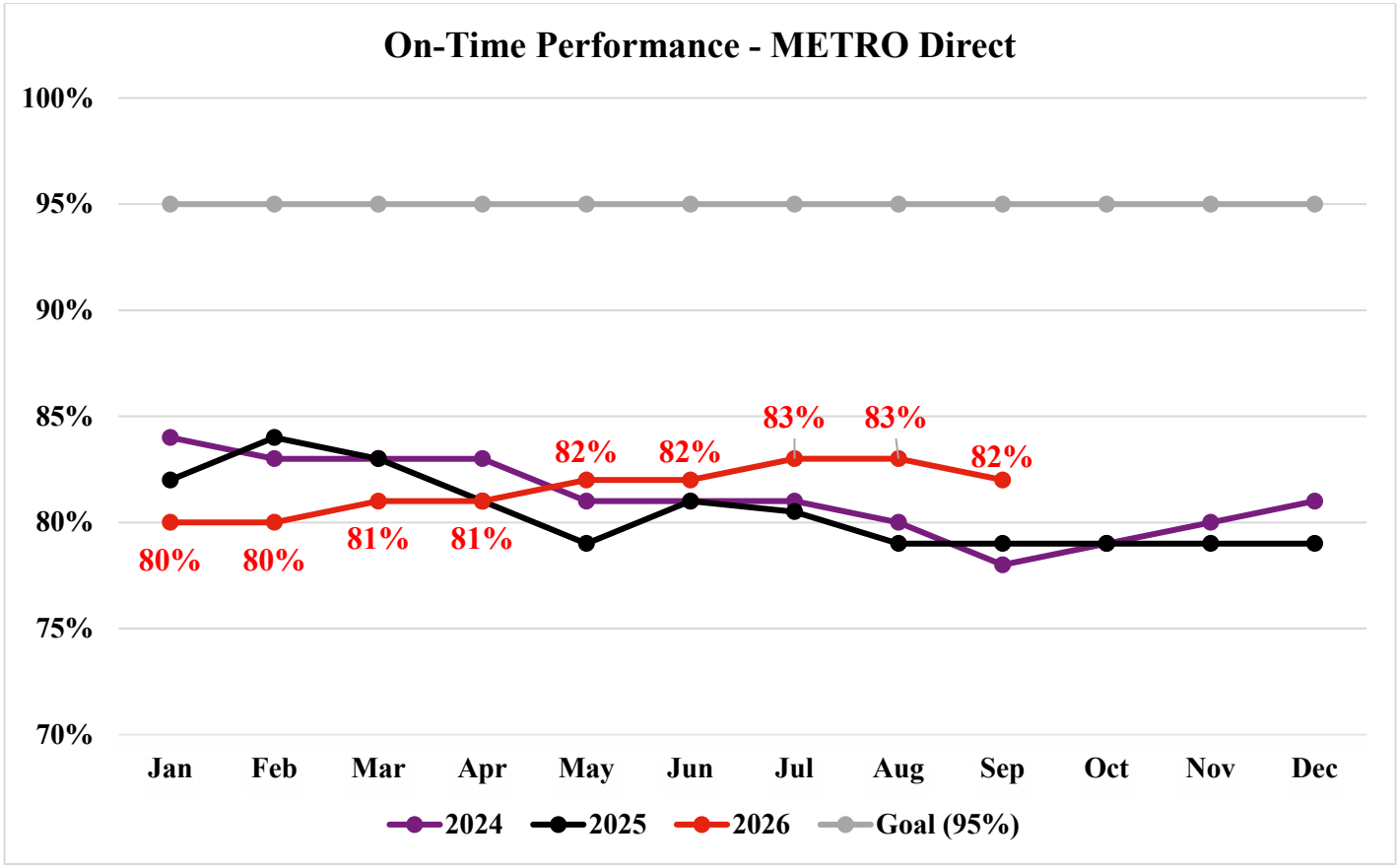
DAWN S. DISTLER,
CHIEF EXECUTIVE OFFICER/
SECRETARY-TREASURER

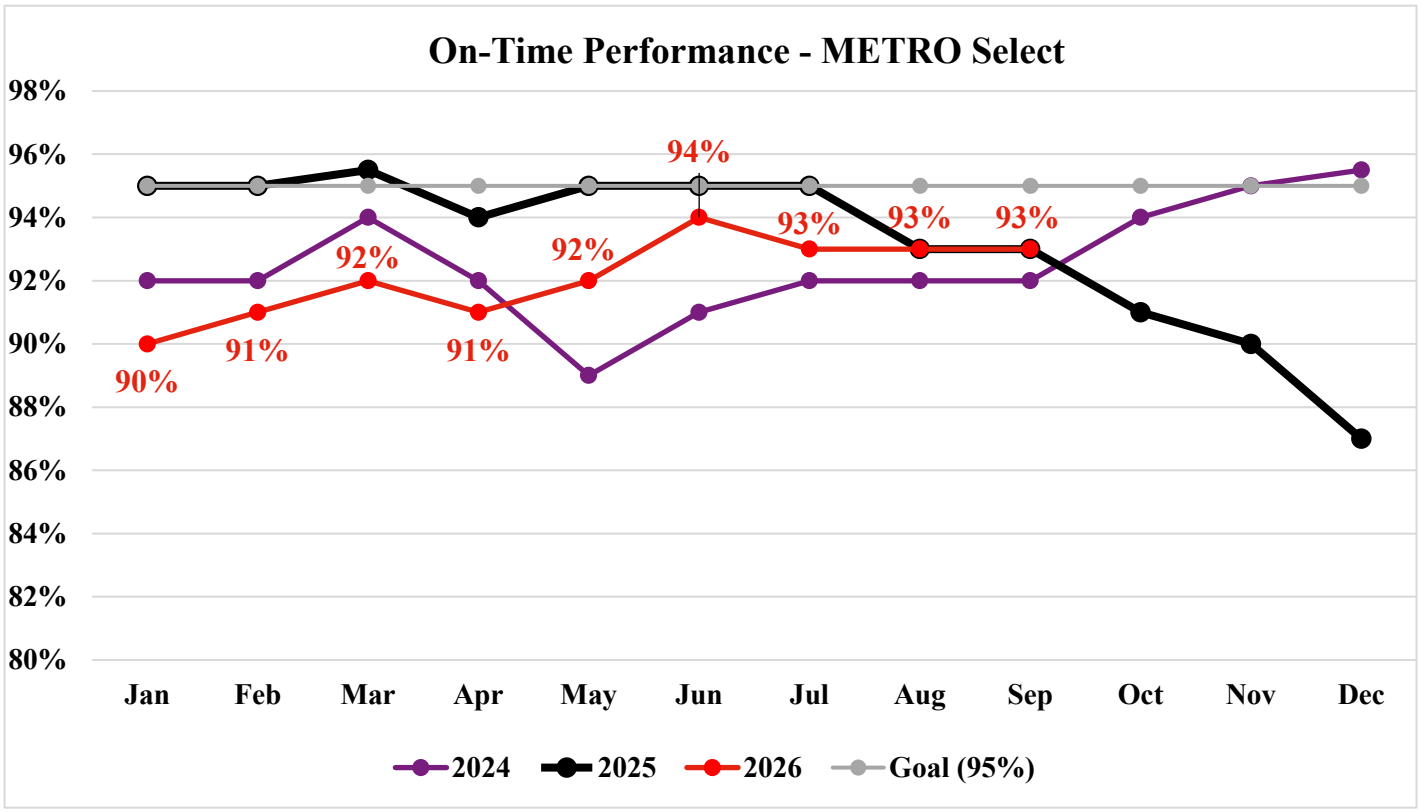
_____/_____/_____
Date (MM/DD/YYYY)

DRAFT


Frontline Team Members
Vehicle Service (Goal 19)
Maintenance (Goal 40)
Operators (Goal 290)
0
19
6
34
17
273
0
25
50
75
100
125
150
175
200
225
250
275
300
Team Members
Vacancies
Current


Miles Between Service Interruption
14,000
12,000
10,000
8,000
6,000
4,000
2,000
-
12,060
11,565
12,114
12,437
12,262
11,972
11,525
11,878
13,158
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec
2024
2025
2026
Goal (12,000)


On-Time Performance - METRO Direct
100%
95%
90%
85%
80%
75%
70%
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec
80%
80%
81%
81%
82%
82%
83%
83%
82%
2024
2025
2026
Goal (95%)


On-Time Performance - METRO Select
98%
96%
94%
92%
90%
88%
86%
84%
82%
80%
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec
90%
91%
92%
91%
92%
94%
93%
93%
93%
2024
2025
2026
Goal (95%)

COMMITTEE ASSIGNMENT:
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE

RESOLUTION NO. 2026-35

A resolution authorizing METRO Regional Transit Authority to award a one (1) year contract for the purchase of Diesel Fuel and Gasoline for 2027.

WHEREAS, METRO participates in a joint-purchasing agreement with Laketran (Lake County), Medina County Public Transit, Portage Area Regional Transit Authority (Portage County), Stark Area Regional Transit Authority (Stark County), Toledo Area Regional Transit Authority and Western Reserve Transit Authority (Youngstown); and

WHEREAS, advertisements for proposals were twice duly advertised on November 3rd and November 12th, 2026, in the Record Courier Journal as well as the procurement page at partaonline.org; and

WHEREAS, bids will be opened on Wednesday, December 9th, 2026; and

WHEREAS, bid award must be made on the day of bid opening; and

WHEREAS, METRO is requesting pre-award of the contract for Diesel Fuel and Gasoline, to the lowest, responsive bidder; and

WHEREAS, The Chief Executive Officer/Secretary-Treasurer or designee will provide the Board the results as requested.

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

1. The Chief Executive Officer/Secretary-Treasurer is authorized to execute a contract for the purchase of Diesel Fuel and Gasoline from January 1, 2027, to December 31st, 2027

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: November 24th, 2026

MARK DERRIG,	**DAWN DISTLER,**
PRESIDENT	**CHIEF EXECUTIVE OFFICER/**
	SECRETARY-TREASURER

COMMITTEE ASSIGNMENT:
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE

RESOLUTION NO. 2026-36

A resolution authorizing METRO Regional Transit Authority to award up to a one (1) year contract for the purchase of Oil and Other Associated Bulk Fluids for 2027.

WHEREAS, METRO seeks annual fixed pricing for fluids that are used in bulk quantities such as; engine oil, transmission fluid, windshield washer fluid, gear oil and grease; and

WHEREAS, advertisements for proposals were twice duly advertised on October 22, 2026, and October 29, 2026, in the Akron Beacon Journal, as well as the procurement page on yourmetrobus.org, and opengov.com; and

WHEREAS, bids will be opened on Thursday, December 3rd, 2026; and

WHEREAS, METRO is requesting pre-award of the contract for providing oil and other associated bulk fluids, to the lowest, responsive bidder; and

WHEREAS, METRO anticipates the value of this contract to be an estimated $160,000.00 based on the consumption of the listed products/fluids within the bid; and

WHEREAS, The Chief Executive Officer/Secretary-Treasurer or designee will provide the Board the results as requested.

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 one (1) year contract with the lowest, responsive bidder for providing oil and other associated bulk fluids in an amount not to exceed $160,000.00.

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: November 24th, 2026

MARK DERRIG,	**DAWN DISTLER,**
PRESIDENT	**CHIEF EXECUTIVE OFFICER/**
	SECRETARY-TREASURER

COMMITTEE ASSIGNMENT:
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE

RESOLUTION NO. **2026-37**

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 2026; and

WHEREAS, the Board has reviewed the below sold items and now moves to formally approve, ratify, and confirm all the sales as if it had been duly authorized and approved by the Board prior to its execution;

ASSET NUMBER	DESCRIPTION	ASSET NUMBER	DESCRIPTION
996200010003	Video Cameras - Montrose PnR	999588880046	MAINT LAPTOPS (5)
9995X6430008	CISCO COMPUTER SWITCHES (2)	99390001154	BRAKE, A/C STATION
999588880021	COMPUTER NETWORK SERVERS (3)	OPR9925202	Snowplow for Ford F350
999588880025	SECURE KEY CARD LOCK SYSTEM	OPR9925100	ENGINE WASH LIFT
999588880036	COMPUTER TECH UPGRADE PHASE I	992400010002	Tractor
9995OTP2-23-01	COMPUTERS DELL LATITUDE (13)	991800001000	ZOO PROJECT
9995OTP2-23-02	COMPUTERS DELL LATITUDE (15)	OPR9925200	Block Heater Project
9995OTP2-23-03	COMPUTERS DELL DESKTOPS (21)	9929004089	COUCH - UPHOL CLOTH
99390001130	PUSH BUMPER - NON-REV VEH	9929004087	COUCH - UPHOL CLOTH
OPR1994077	WELDER - PLASMA TORCH	9929004084	COUCH - UPHOL CLOTH
OPR1997022A	BRAKE SHOE FIXTURE	OPR2094020	FURNITURE SET
OPR9925102	PORTABLE BAR CODE READER	99390001145	ROLLING JACK - 12K LBS
999600010015	SNOWPLOW	999600010003	Snowplow

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: November 24th, 2026

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MARK DERRIG,
PRESIDENT

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DAWN DISTLER
CHIEF EXECUTIVE OFFICER/
SECRETARY-TREASURER