

METRO REGIONAL TRANSIT AUTHORITY

Customer Experience & Service Performance Committee

JUNE 18, 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, JUNE 18, 2026**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE MAY MEETING

ITEM 3: SUB-COMMITTEE REPORTS:

Frontline Team Members | Eric Scott

- KPIs (Page 6)

Maintenance Report | Zach Smith

- KPIs (Page 6)
- Maintenance On Wheels (M.O.W.)

Operations Report | DeHavilland McCall

- KPIs (Page 7)

ITEM 4: RESOLUTIONS FOR CONSIDERATION

Resolution 2026-16 | Zach Smith

A resolution authorizing the disposal or transfer of certain assets owned by METRO Regional Transit Authority. (Page 8)

Resolution 2026-17 | Eric Scott

A resolution authorizing a contract between the Downtown Akron Partnership (DAP) and METRO for the cleaning, provision of safety patrols, and other services along Main Street and the Robert K. Pfaff (RKP) Transit Center. (Page 9)

ITEM 5: OTHER BUSINESS:

ITEM 6: CALL FOR ADJOURNMENT

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, MAY 21, 2026**

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

Trustees Excused: Mark Derrig & Christine Marshall

Trustees Absent:

METRO Team Members Present: Dawn Distler, Angie Neeley, Tatia Harris, Gert Wilms, Jarrod Hampshire, Shawn Metcalf, Jay Hunter, Eric Scott, DeHavilland McCall, Molly Becker, Jessie Dent, Kyle Stewart, Laura Adkins, Zach Smith, Kayla Kinkead, Regina Mills, Quentin Wyatt, Lane Evans, and Leslie Rashid

CALL TO ORDER

Mr. John Valle called the meeting to order at 9:02 am.

APPROVAL OF MINUTES FROM THE APRIL MEETING

Mr. Chuck Rector made a motion to approve the minutes of the April meeting.

Mr. Gary Spring 2nd 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.

Mr. Smith provided detailed information regarding Maintenance on Wheels.

Operations Report | DeHavilland McCall

KPIs were reviewed.

RESOLUTIONS FOR CONSIDERATION

Resolution 2026-13 | Jarrod Hampshire

A resolution authorizing the award of a task-order based contract for general architecture and engineering services.

The resolution was discussed.

Mr. Robert DeJournett made a motion to the committee to recommend the resolution to the Board on May 26, 2026. Ms. Dana LaGarde 2nd the motion. All present voted aye.

Resolution 2026-15 | Jarrod Hampshire

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

The resolution was discussed.

Mr. Gary Spring made a motion to the committee to recommend the resolution to the Board on May 26, 2026. Ms. Renee Greene 2nd the motion. All present voted aye.

OTHER BUSINESS

Mr. Jarrod Hampshire provided a detailed update on the Maintenance Operation and Facility, Noting the building is in the final phase with touch-up work, furniture delivery, testing, and final permitting underway. Occupancy approval is being coordinated with the county, and the project is nearing completion. Highlights included installation of the METRO logo, completion of landscaping and exterior features, and progress on interior spaces such as the chassis washroom, front lobby, workout room, and wellness area. Staff noted that workout equipment was funded through a Bureau of Workers' Compensation grant. Additional updates included installation of monument signs, walking paths, lighting, and outdoor furniture. A local artist is also scheduled to complete a mural in the lobby area.

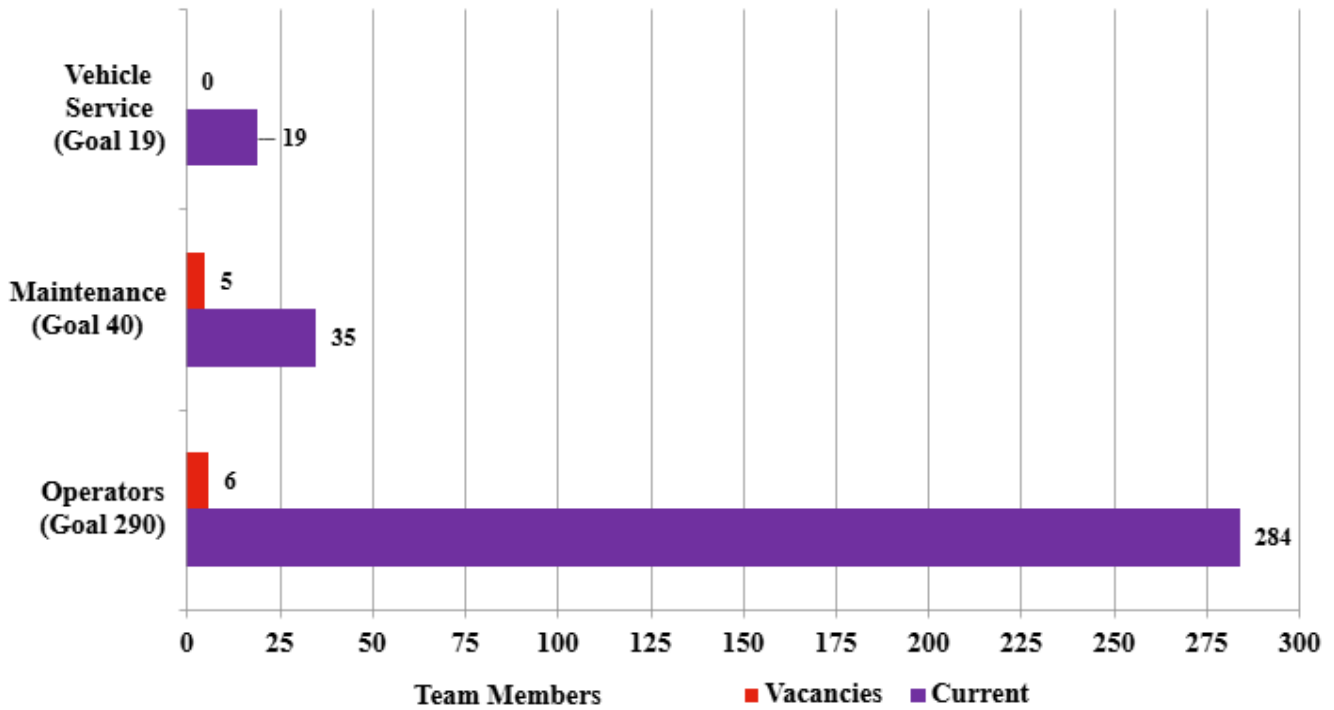
CALL FOR ADJOURNMENT

Adjourned at 9:24 am.

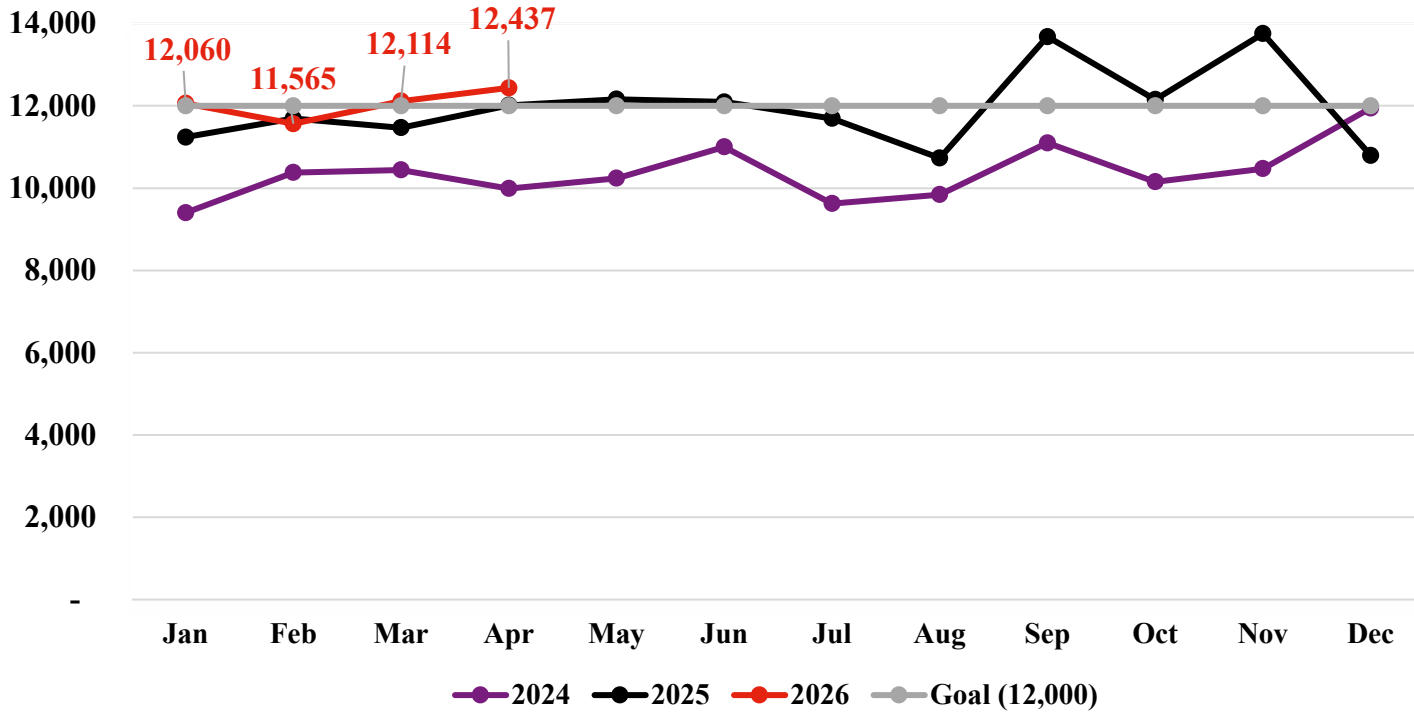
**DAWN S. DISTLER,
CHIEF EXECUTIVE OFFICER/
SECRETARY-TREASURER**

Date (MM/DD/YYYY)

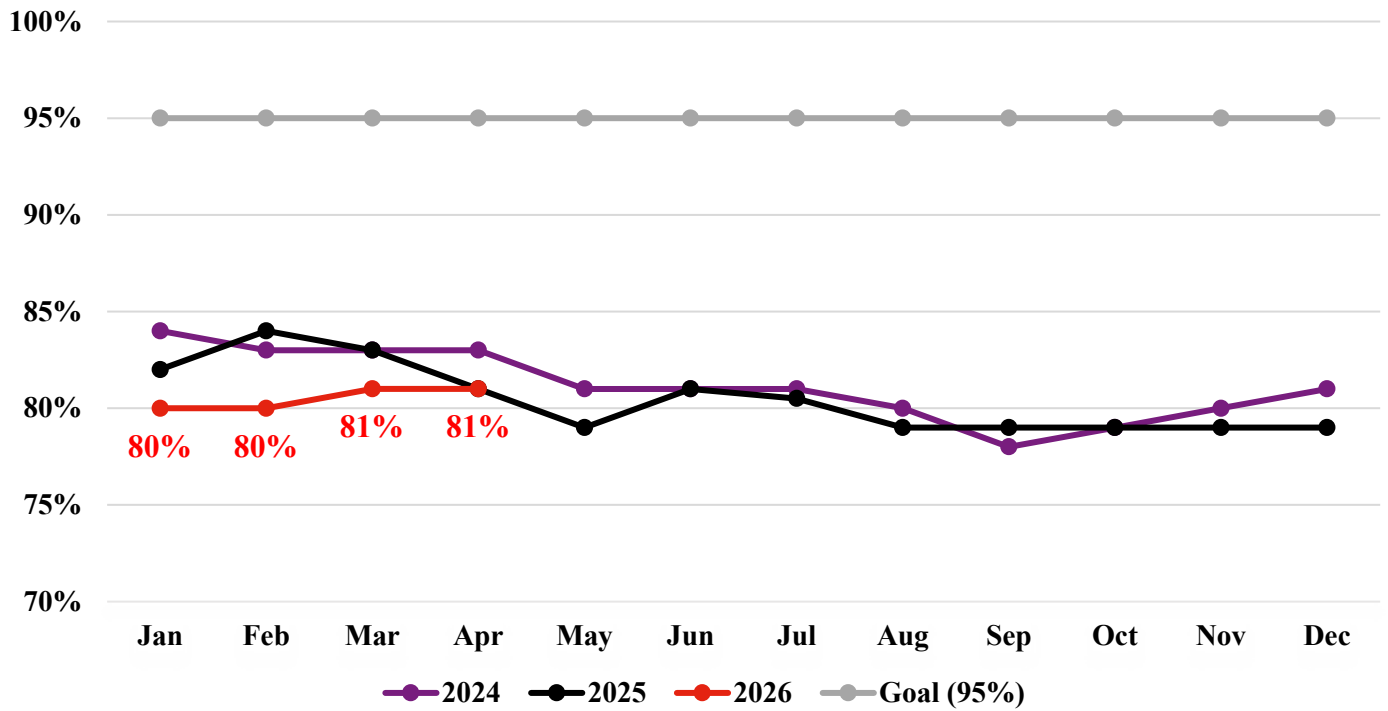
Frontline Team Members



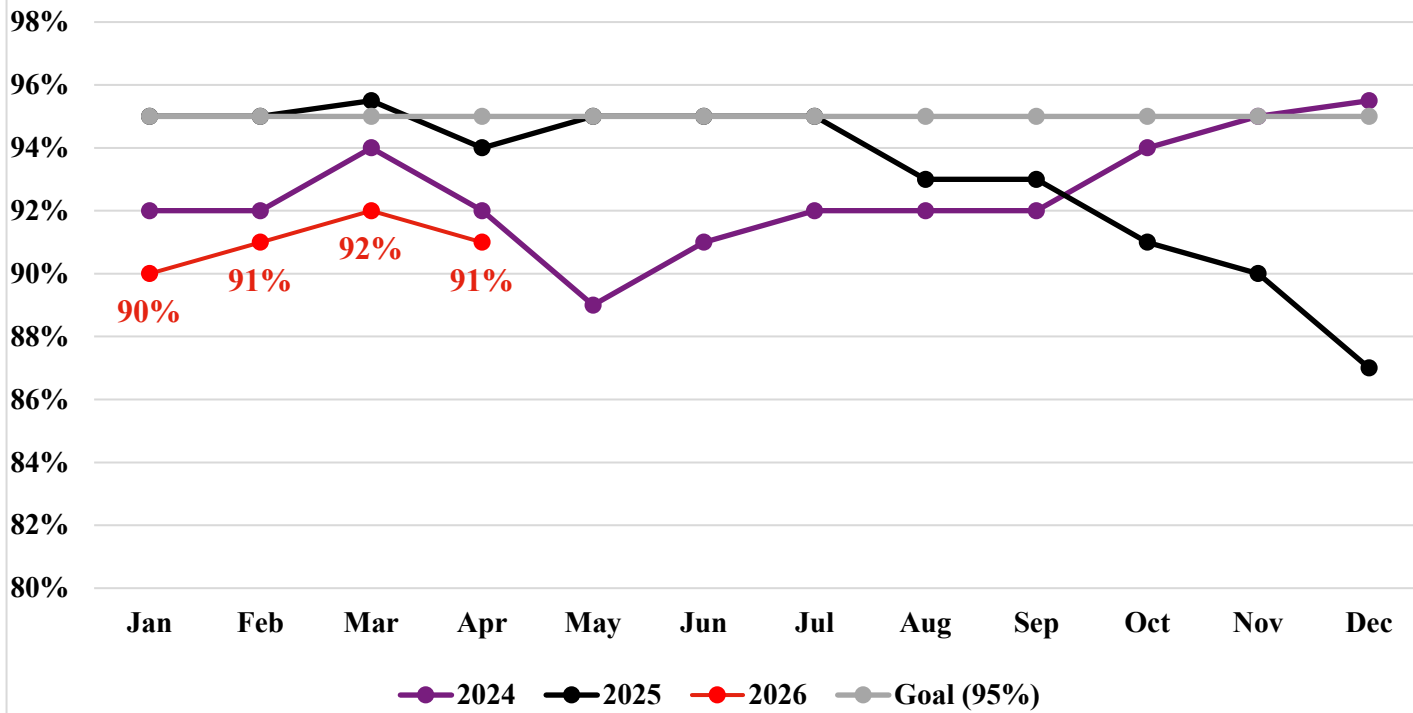
Miles Between Service Interruption



On-Time Performance - METRO Direct



On-Time Performance - METRO Select



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

RESOLUTION NO. 2026-16

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

WHEREAS, pursuant to the Authority's Property Disposition Procedures revised December 2018, and

WHEREAS, the following listed items no longer have a useful life and will be advertised and disposed of in fair and open competition via the GovDeals website:

VEHICLE NUMBER	DESCRIPTION	VEHICLE NUMBER	DESCRIPTION
2111	2011 40' Gillig CNG	2135	2012 40" Gillig CNG
2112	2011 40' Gillig CNG	2136	2012 40" Gillig CNG
2121	2012 40" Gillig CNG	2138	2012 40" Gillig CNG
2124	2012 40" Gillig CNG	2140	2012 40" Gillig CNG
2425	2012 40" Gillig CNG	2142	2012 40" Gillig CNG
2126	2012 40" Gillig CNG	2143	2012 40" Gillig CNG
2127	2012 40" Gillig CNG	2154	2012 40" Gillig CNG
2129	2012 40" Gillig CNG	2155	2012 40" Gillig CNG
2130	2012 40" Gillig CNG	2156	2012 40" Gillig CNG
2132	2012 40" Gillig CNG	2157	2012 40" Gillig CNG
2133	2012 40" Gillig CNG	2159	2012 40" Gillig CNG
2134	2012 40" Gillig CNG		

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: June 30th, 2026

**MARK DERRIG,
VICE PRESIDENT**

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

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

RESOLUTION 2026-17

A resolution authorizing a contract between the Downtown Akron Partnership (DAP) and METRO for the cleaning, provision of safety patrols, and other services along Main Street and the Robert K. Pfaff (RKP) Transit Center.

WHEREAS METRO is a member of the Downtown Akron Partnership; and

WHEREAS this partnership includes METRO participating with DAP in costs incurred by DAP to perform bus stop cleaning and beautification; power washing; graffiti removal; escorts of METRO customers; safety tours; cleaning of the area along Main Street and the RKP Transit Center; and for providing safety patrols, snow removal, and various initiatives.

WHEREAS, the term of this contract will be for 12 months, July 1st, 2026, to June 30, 2027.

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

1. A contract will be awarded to Downtown Akron Partnership in the amount not to exceed \$209,000.00.
2. 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: June 30th, 2026

**MARK DERRIG,
PRESIDENT**

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