

METRO REGIONAL TRANSIT AUTHORITY

Customer Experience & Service Performance Committee

MAY 21, 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, MAY 21, 2026**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE APRIL MEETING

ITEM 3: SUB-COMMITTEE REPORTS:

Frontline Team Members | Eric Scott

- KPIs (Page 5)

Maintenance Report | Zach Smith

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

Operations Report | DeHavilland McCall

- KPIs (Page 6)

ITEM 4: 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. (Page 7)

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 (Page 8)

ITEM 5: OTHER BUSINESS:

Maintenance and Operations Facility Update | Jarrod Hampshire
(Pages 9-14)

ITEM 6: CALL FOR ADJOURNMENT

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, APRIL 16, 2026**

Trustees Present: Mark Derrig, Dana LaGarde, Robert DeJournett, Donald Christian, Bob Konstand, Nicole Squire, Renee Greene, Christine Marshall, Gary Sprig, Dave Prentice and Chuck Rector

Trustees Excused: John Valle

Trustees Absent:

METRO Team

Members Present: Dawn Distler, Tatia Harris, Gert Wilms, Jarrod Hampshire, Shawn Metcalf, Jay Hunter, Eric Scott, DeHavilland McCall, Molly Becker, Jessie Dent, Jamie Saylor, Alja Austin, Kyle Stewart, Laura Adkins, Zach Smith, Quentin Wyatt, Kyle Moeglin, Grace Doyle, Nathan Leppo, Lane Evans, Jeff Brantley, Chris Barna and Leslie Rashid

CALL TO ORDER

Ms. Christine Marshall called the meeting to order at 9:00 am.

APPROVAL OF MINUTES FROM THE MARCH MEETING

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

Mr. Robert DeJournett 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 2026-12 | Jarrod Hampshire

A resolution authorizing the award of a contract for the purchase of Computer Aided-Dispatch Software and Equipment to Swiftly Incorporated.

The resolution was discussed.

Mr. Mark Derrig made a motion to the committee to recommend the resolution to the Board on April 28, 2026. Mr. Robert DeJournett 2nd the motion. All present voted aye.

Point of Order: Mr. Bob Konstand requested for clarification on whether the board president can make a motion. Ms. Gert Wilms noted per METRO's bylaws, all members are on a committee of the whole may make motions. However, during a board meeting the board president cannot make a motion.

OTHER BUSINESS

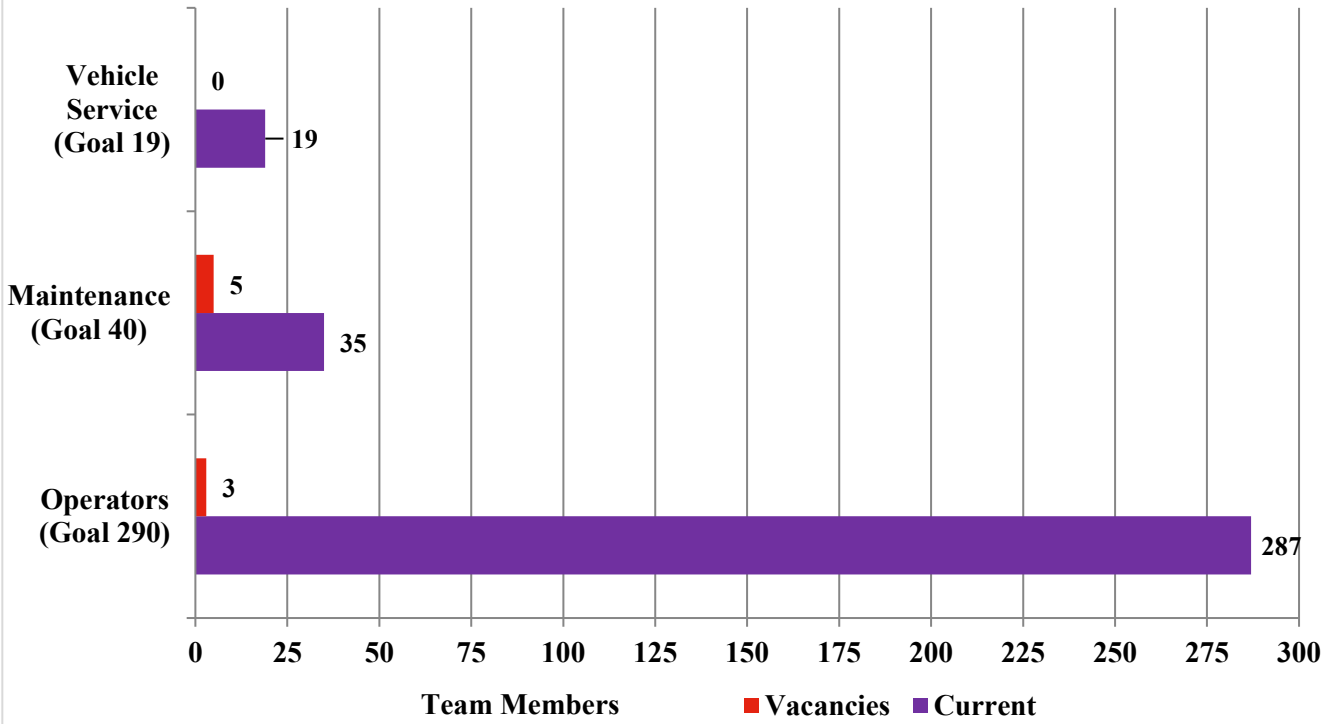
CALL FOR ADJOURNMENT

Adjourned at 9:37 am.

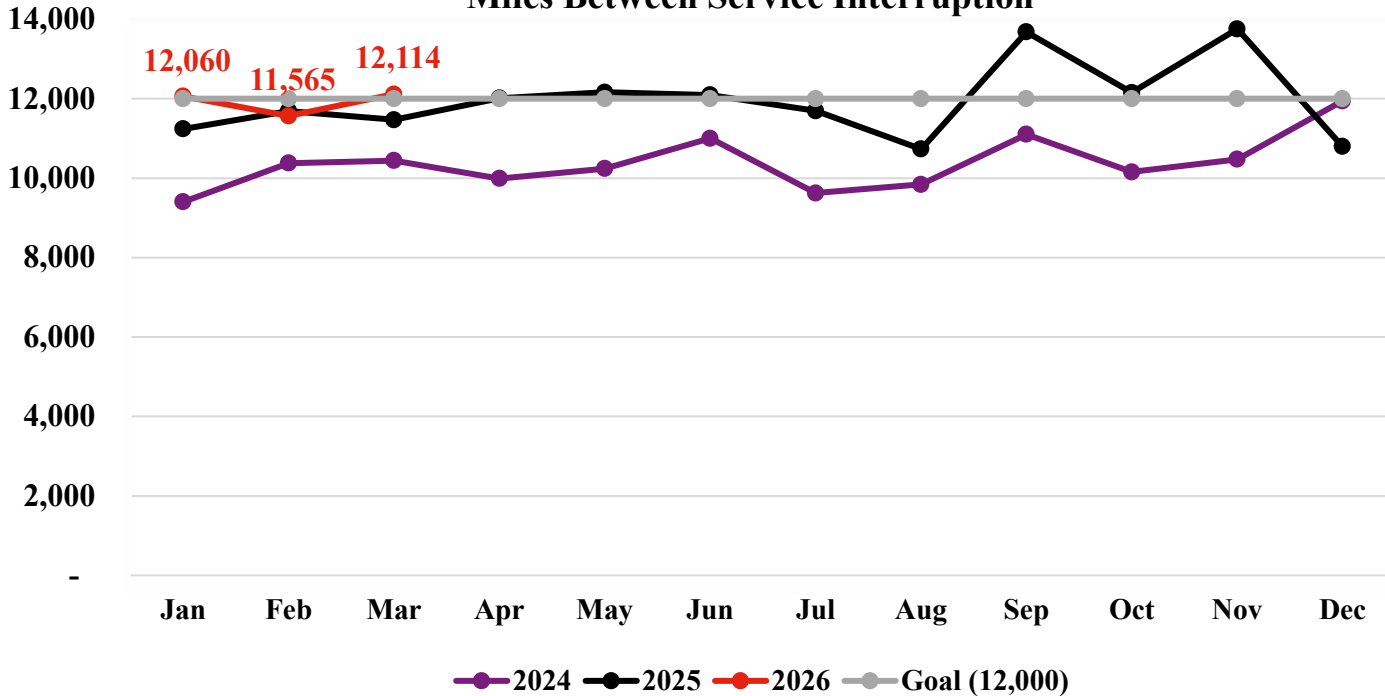
**DAWN S. DISTLER,
CHIEF EXECUTIVE OFFICER/
SECRETARY-TREASURER**

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

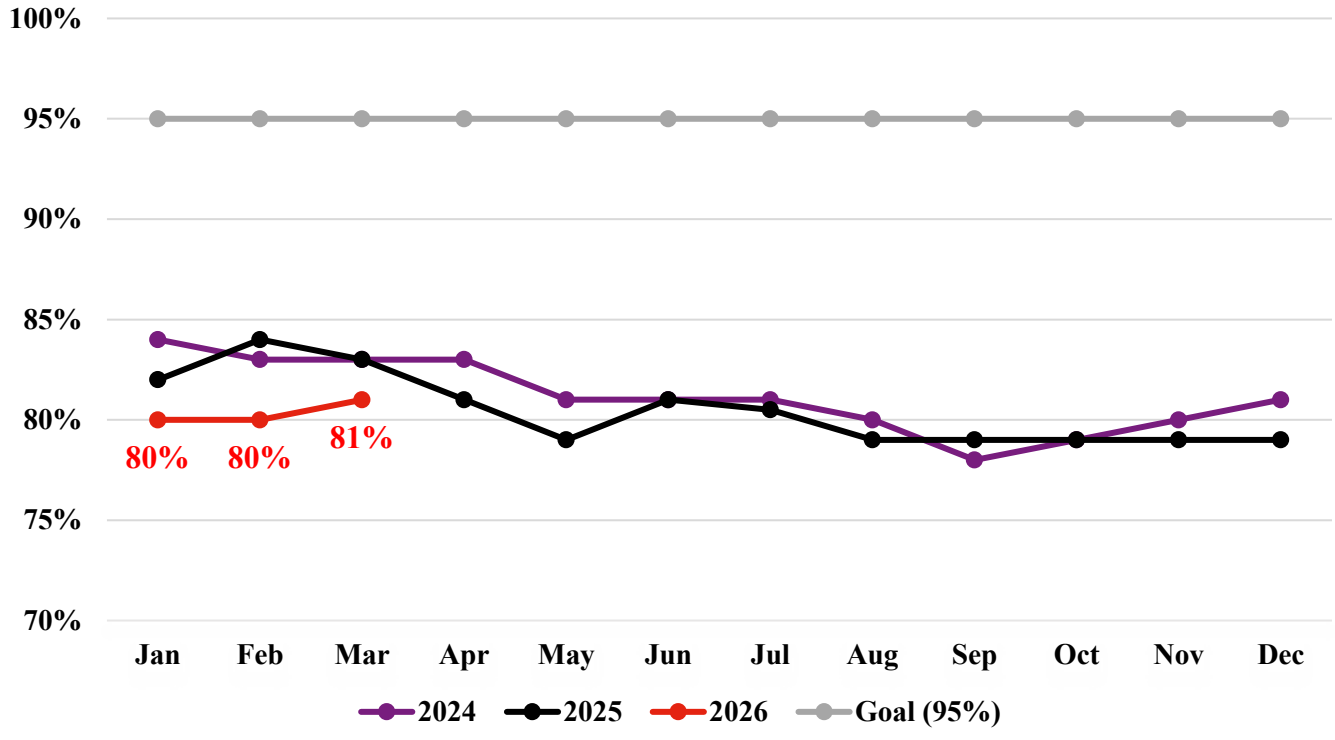
Frontline Team Members



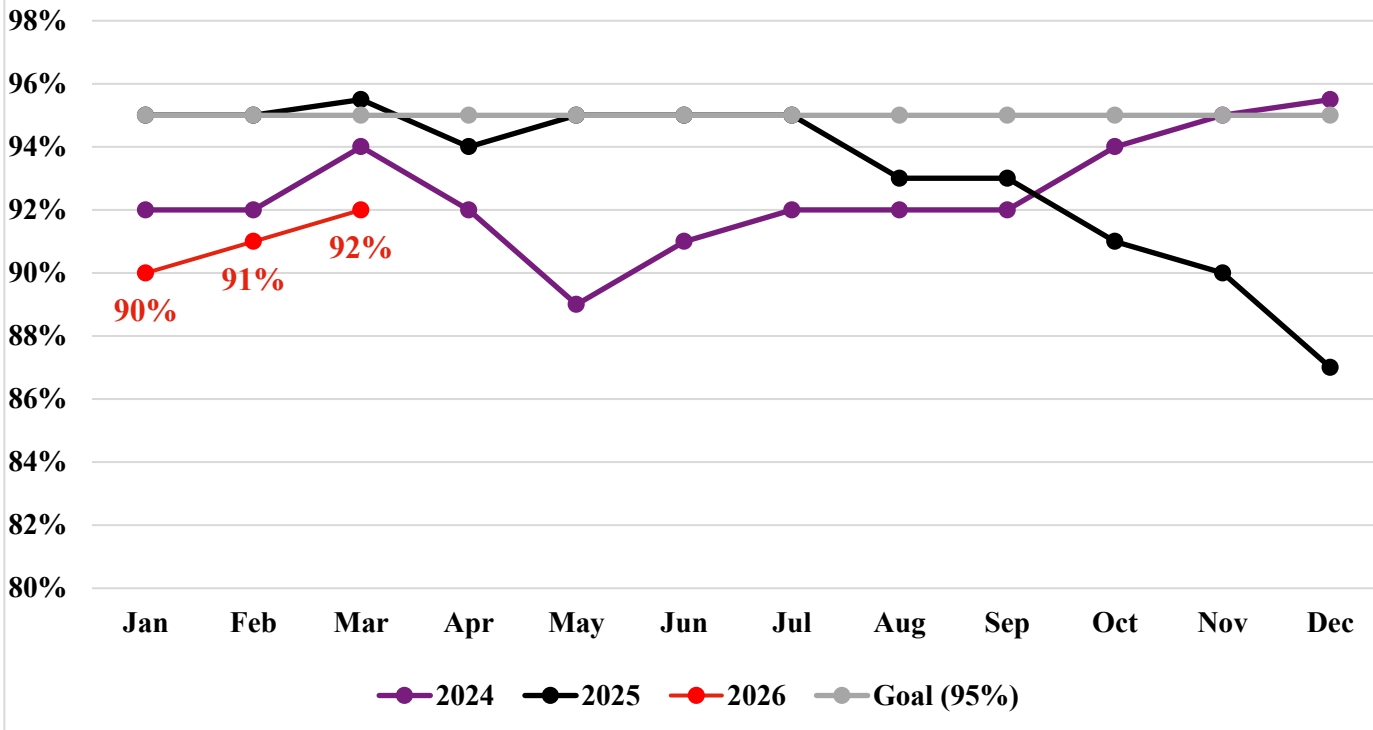
Miles Between Service Interruption



On-Time Performance - METRO Direct



On-Time Performance - METRO Select



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

RESOLUTION 2026-13

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

WHEREAS, METRO utilizes the Task Order agreement for various capital project deliveries; and

WHEREAS, this contract is for a one-year period, with an optional four, one-year extensions; and

WHEREAS, A Request for Qualifications (RFQ) was twice duly advertised February 5th, and 12th 2026 as well as digital advertised on OpenGov.com; and

WHEREAS, such proposals were received on March 29th, 2026, with the following bids received from:

Buchart Horn, Inc – York, PA	Kimley-Horn and Associates, Inc – Warrenville, IL
GPD Group – Akron, OH	Richard L. Bowen and Associates, Inc – Cleveland, OH
HDR Engineering – Pittsburgh, PA	Robert P Madison Int. Inc – Cleveland, OH

WHEREAS, METRO is recommending that Richard L. Bowen and Associates, Inc. be awarded the task-order-based contract for general architecture and engineering services.

WHEREAS, Future task orders that meet the value requiring Board Authorization must still come before the Board of Trustees

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

1. The Chief Executive Officer is hereby authorized to execute the agreement with Richard L. Bowen & Associates, Inc.
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: May 26th, 2026

**MARK DERRIG,
PRESIDENT**

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

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

RESOLUTION 2026-15

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

WHEREAS, Ecolane is the current provider for mobility dispatch and trip scheduling services for all METRO Select Programs, Subcontractors and Non-Emergency Transport (NET) Broker Services,

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 \$172,508.15 for one year.
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: May 26th, 2026

**MARK DERRIG,
PRESIDENT**

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











