METRO REGIONAL TRANSIT AUTHORITY

Customer Experience & Service Performance Committee

JULY 16, 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, JULY 16, 2026

ITEM 1: **CALL TO ORDER**

ITEM 2: **APPROVAL OF MINUTES FROM THE JUNE 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 2026-19 | Eric Scott
A resolution authorizing the award of a contract for Procurement and Installation of four (4) CNG Dispensers for METRO's fueling station. (Page 7).

Resolution 2026-20 | Eric Scott
A resolution authorizing the award of a contract for the purchase of Twenty (20), 40 ft. CNG buses from Gillig, LLC. (Page 8).

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, JUNE 18, 2026

Trustees Present: Dana LaGarde, Robert DeJournett, Bob Konstand, Nicole Squire, Gary Spring, John Valle, Chrisine Marshall and Chuck Rector

Trustees Excused: Mark Derrig and Renee Greene

Trustees Absent: Donald Christian and Dave Prentice

METRO Team Members Present: Dawn Distler**,** Angie Neeley, Tatia Harris, Gert Wilms, Jarrod Hampshire, Shawn Metcalf, Jay Hunter, Eric Scott, Jamie Saylor, Alja Austin, Kyle Stewart, Laura Adkins, Zach Smith, Quentin Wyatt, Grace Doyle, Olivia Balazy, Lane Evans, Brynn Overly-Nguyen and Leslie Rashid

CALL TO ORDER

Mr. John Valle called the meeting to order at 8:59 am.

APPROVAL OF MINUTES FROM THE MAY MEETING

Mr. Chuck Rector made a motion to approve the minutes of the May 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 | Jamie Saylor
KPIs were reviewed.

RESOLUTIONS FOR CONSIDERATION

Resolution 2026-16 | Zach Smith
A resolution authorizing the disposal or transfer of certain assets owned by METRO by Regional Transit Authority.

The resolution was discussed.

Mr. Gary Spring made a motion to the committee to recommend the resolution to the Board on June 30, 2026. Mr. Dana LaGarde 2nd the motion. All present voted aye.

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.

The resolution was discussed.

Ms. Kimberly Beckett reported on the Downtown Economic Partnership contracts with Block by Block for ambassador services. The contract increase is primarily due to labor costs and addition of a dedicated ambassador at the Transit Center. Ambassadors provide hospitality, beautification, outreach, and community support services throughout downtown.

Ms. Christine Marshall made a motion to the committee to recommend the resolution to the Board on June 30, 2026. Mr. Robert DeJournett 2nd the motion. All present voted aye.

OTHER BUSINESS

CALL FOR ADJOURNMENT

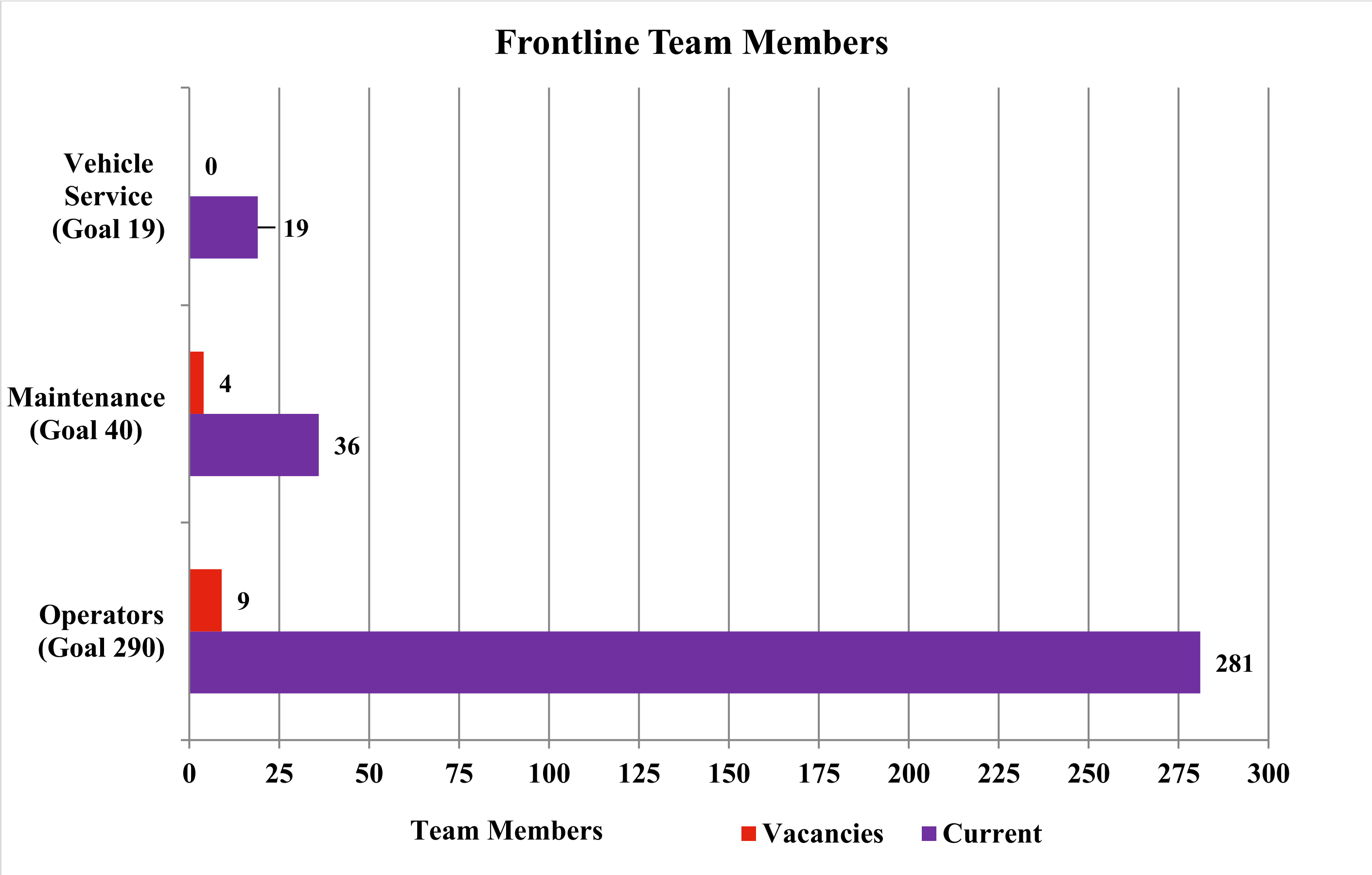
Adjourned at 9:13 am

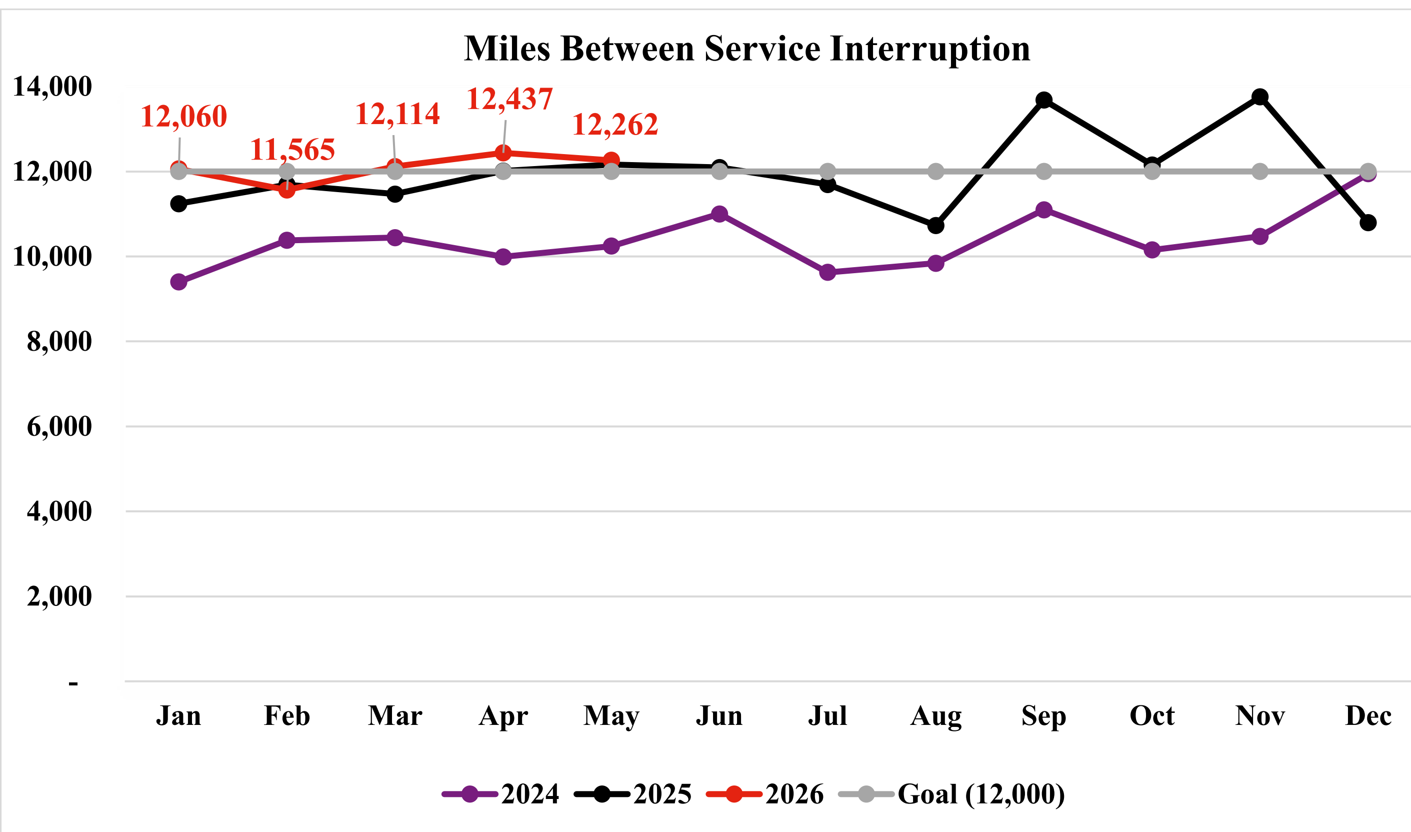
____

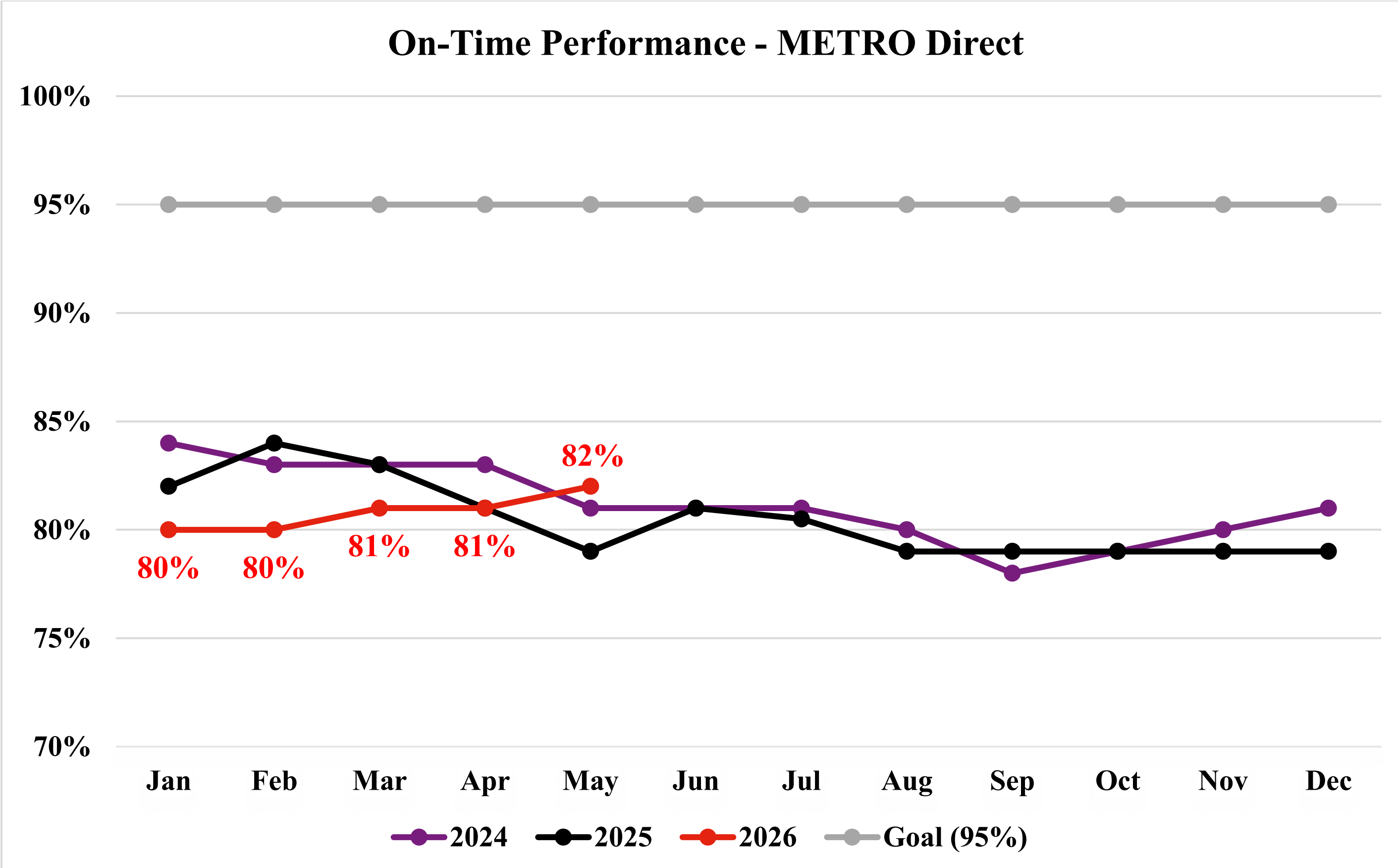
DAWN S. DISTLER,
CHIEF EXECUTIVE OFFICER/
SECRETARY-TREASURER

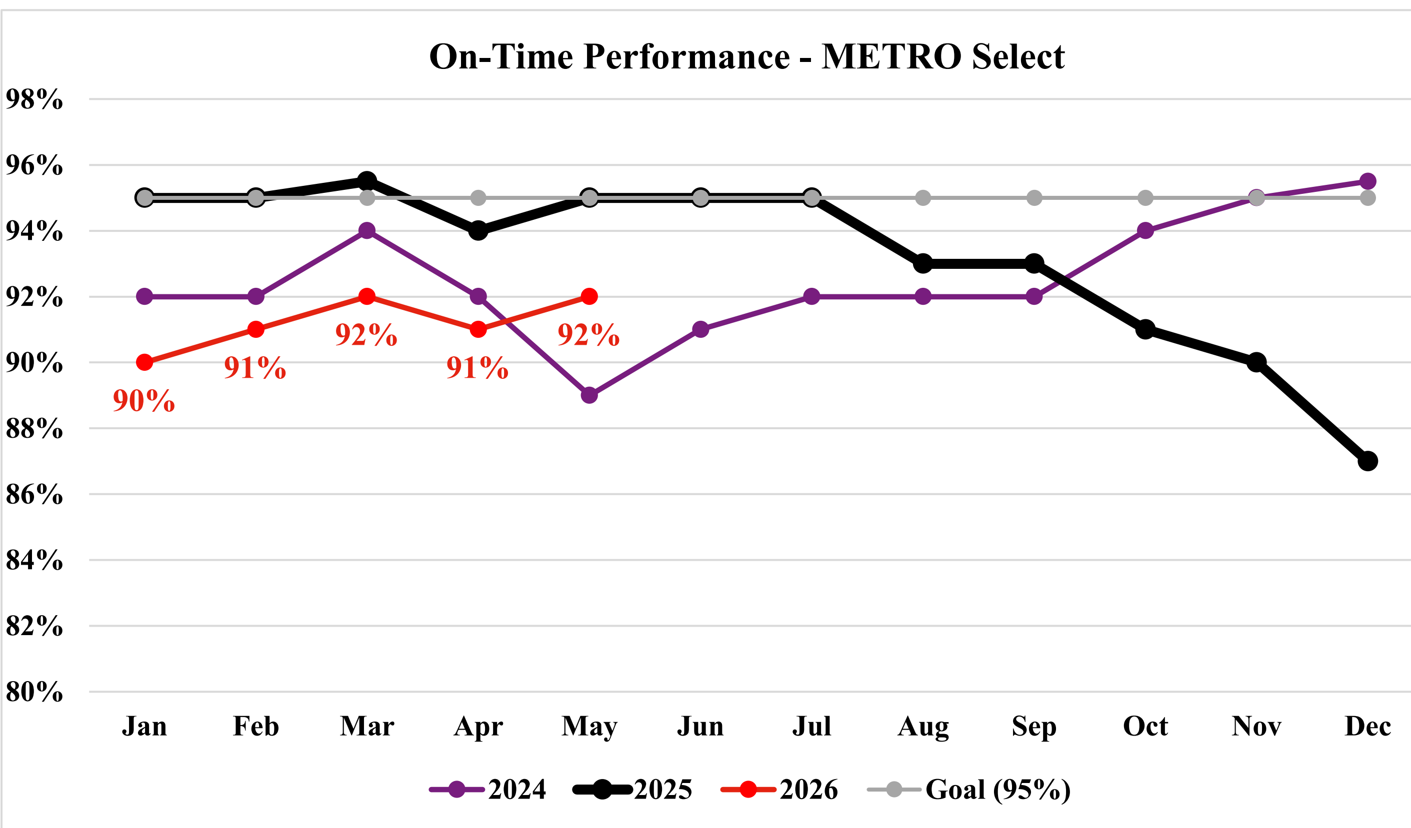
________/________/____________
Date (MM/DD/YYYY)

DRAFT


Frontline Team Members
Vehicle Service (Goal 19)
Maintenance (Goal 40)
Operators (Goal 290)
0
19
4
36
9
281
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
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%
82%
80%
80%
81%
81%
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec
2024
2025
2026
Goal (95%)


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

COMMITTEE ASSIGNMENT:
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE

RESOLUTION NO. 2026-19

A resolution authorizing the award of a contract for Procurement and Installation of four (4) CNG Dispensers for METRO's fueling station.

WHEREAS, advertisements for proposals were twice duly advertised on May 14th and May 21st in the Akron Beacon Journal, as well as the procurement page on yourmetrobus.org, and opengov.com; and

WHEREAS, proposals were received June 25th, 2026, and evaluated by a committee of METRO team members; and

WHEREAS, the following firm provided a proposal:

Trillium Transportation Fuels, LLC – $527,430.16; and

WHEREAS, METRO will fund $440,000 of the value of this contract utilizing the Ohio Transit Preservation Grant Program; and

WHEREAS, METRO recommends Trillium Transportation Fuels, LLC 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 authorized to execute a contract with Trillium Transportation Fuels, LLC for Procurement and Installation of four (4) CNG Dispensers in an amount not to exceed $527,430.16.

2. The Chief Executive Officer/Secretary-Treasurer is authorized up to a 5% contingency should change orders be necessary.

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: July 28th, 2026

MARK DERRIG,
PRESIDENT

DAWN DISTLER,
CHIEF EXECUTIVE OFFICER/
SECRETARY-TREASURER

COMMITTEE ASSIGNMENT:
CUSTOMER SERVICE AND SERVICE PERFORMANCE

RESOLUTION NO. 2026-20

A resolution authorizing the award of a contract for the purchase of Twenty (20), 40ft. CNG buses from Gillig, LLC.

WHEREAS, based on the manufacturers' current lead time for vehicle delivery, our 2027 bus order is now due; and

WHEREAS the Transit Improvement Program as well as METRO's Transit Asset Management Plan calls for Twenty (20) existing Compressed Natural Gas-powered buses that have reached the end of their useful lives to be replaced in 2027; and

WHEREAS, NEORIDE maintains a Purchasing Program that METRO can participate in; and

WHEREAS, through NEORIDE 2025-RFP-01, METRO can purchase buses from Gillig LLC out of Livermore, CA; and

WHEREAS, METRO has funding allocated from the Federal Transit Agency for the purchase of these buses, covering up to 80% of the purchase price.

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 said contract.

2. The Chief Executive Officer/Secretary-Treasurer is hereby authorized to purchase up to Twenty (20) Compressed Natural Gas buses not to exceed $19,029,800.00.

3. The Chief Executive Officer/Secretary-Treasurer is authorized to have up to a 3% contingency should changes to the order be necessary.

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: July 28th, 2026

MARK DERRIG, **PRESIDENT**	**DAWN S. DISTLER,** **EXECUTIVE DIRECTOR/** **SECRETARY-TREASURER**