

METRO REGIONAL TRANSIT AUTHORITY

Customer Experience & Service Performance Committee

FEBRUARY 19, 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, FEBRUARY 19, 2026**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE JANUARY MEETING

ITEM 3: SUB-COMMITTEE REPORTS:

Operator Retention Report | DeHavilland McCall

- KPIs (Page 6)

Maintenance Report | Zach Smith

- KPIs (Page 7)

Operations Report | DeHavilland McCall

- KPIs (Page 7)

ITEM 4: RESOLUTIONS FOR CONSIDERATION

Resolution 2026-06 | Zach Smith

A resolution authorizing the Chief Executive Officer/Secretary-Treasurer to award a contract for the maintenance of METRO's Compressed Natural Gas (CNG) station, fueling system, and marketing of the public CNG facility with Trillium Transportation Fuels, LLC. (Page 8)

Resolution 2026-07 | Zach Smith

A resolution authorizing the award of a contract for the purchase of ten (10) fully electric-powered, demand response buses built by TCI Mobility and sold by ABC Bus, Inc. (Page 9)

ITEM 5: OTHER BUSINESS:

Maintenance and Operation Facility Update | Jarrod Hampshire

ITEM 6: CALL FOR ADJOURNMENT

**METRO RTA
CUSTOMER EXPERIENCE AND SERVICE PERFORMANCE
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, JANUARY 15, 2026**

Trustees Present: Mark Derrig, Robert DeJournett, Donald Christian, John Valle, Bob Konstand, Gary Spring, Nicole Squire, and Chuck Rector

Trustees Excused: Dana LaGarde, Christine Marshall and Renee Greene

Trustees Absent: Dave Prentice

METRO Team Members Present: Dawn Distler, Angie Neeley, Tatia Harris, Gert Wilms, Jarrod Hampshire, Eric Scott, DeHavilland McCall, Molly Becker, Kyle Stewart, Brynn Overly-Nguyen, Laura Adkins, Zach Smith, Quentin Wyatt, Regina Mills, Kyle Moeglin, Grace Doyle Alja Austin, Nathan Leppo, Lane Evans and Leslie Rashid

CALL TO ORDER

Mr. John Valle called the meeting to order at 9:09 am.

APPROVAL OF MINUTES FROM THE DECEMBER MEETING

Mr. Robert DeJournett made a motion to approve the minutes of the December 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 | Zach Smith

KPIs were reviewed.

Operations Report | DeHavilland McCall

KPIs were reviewed.

RESOLUTIONS FOR CONSIDERATION

Resolution 2026-01 | Eric Scott

A resolution authorizing the Chief Executive Officer/Secretary-Treasurer to award a contract with Weaver Industries, Inc. for the purchase of Janitorial Services for Robert K. Pfaff Transit Center located at 631 S. Broadway St.

The resolution was discussed.

Mr. Donald Christian made a motion to the committee to recommend the resolution to the Board on January 27th, 2026. Mr. Robert DeJournett 2nd the motion. All present voted aye.

Resolution 2026-02 | Eric Scott

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

The resolution was discussed.

Mr. Chuck Rector made a motion to the committee to recommend the resolution to the Board on January 27th, 2026. Ms. Nicole Squire 2nd the motion. All present voted aye.

Resolution 2026-03 | Eric Scott

A resolution authorizing the award of a contract for the purchase of two (2) fully electric-powered 40 ft. buses from Gillig, LLC.

The resolution was discussed.

Ms. Nicole Squire made a motion to the committee to recommend the resolution to the Board on January 27th, 2026. Mr. Chuck Rector 2nd the motion. All present voted aye.

Resolution 2026-04 | Eric Scott

A resolution authorizing the Chief Executive Officer/Secretary-Treasurer to purchase 33 on-board digital signs from Message Point Media for METRO revenue vehicles through NEORide contract.

The resolution was discussed.

Mr. Robert DeJournett made a motion to the committee to recommend the resolution to the Board on January 27th, 2026. Mr. Bob Konstand 2nd the motion. All present voted aye.

OTHER BUSINESS

Mr. Jarrod Hampshire provided a detailed update on the Maintenance and Operations Facility. Updates included completed landscaping on the north side of the facility, formerly a junkyard area, now restored with topsoil, mulch, and new light poles. Interior work is progressing, with overhead grid systems and lighting panels installed, including linear lighting in the employee day room. Terrazzo flooring has been installed and is currently protected due to ongoing construction activity. Several tours have been conducted so far, including tours for elected officials and community partners. April 9th or 10th is the target date for the grand opening.

Mr. Kyle Stewart provided a service update on operator absenteeism and its impact on missed trips. Missed service has occurred intermittently since the week of Thanksgiving, primarily on Mondays and Fridays. METRO's operator's unpaid absenteeism rate (sick leave and FMLA) is 10.4%, compared to the American Bus Benchmarking Group (ABBG) average of 5.8%. Paid absenteeism (vacation and personal leave) is 4.5%, compared to the ABBG average of 3.8%. Mr. Stewart noted that absenteeism contributes to operational challenges and missed service; however, customer service complaints have not increased significantly. Operations supervisors continue to mitigate impacts by reallocating resources and maintaining service coverage where possible.

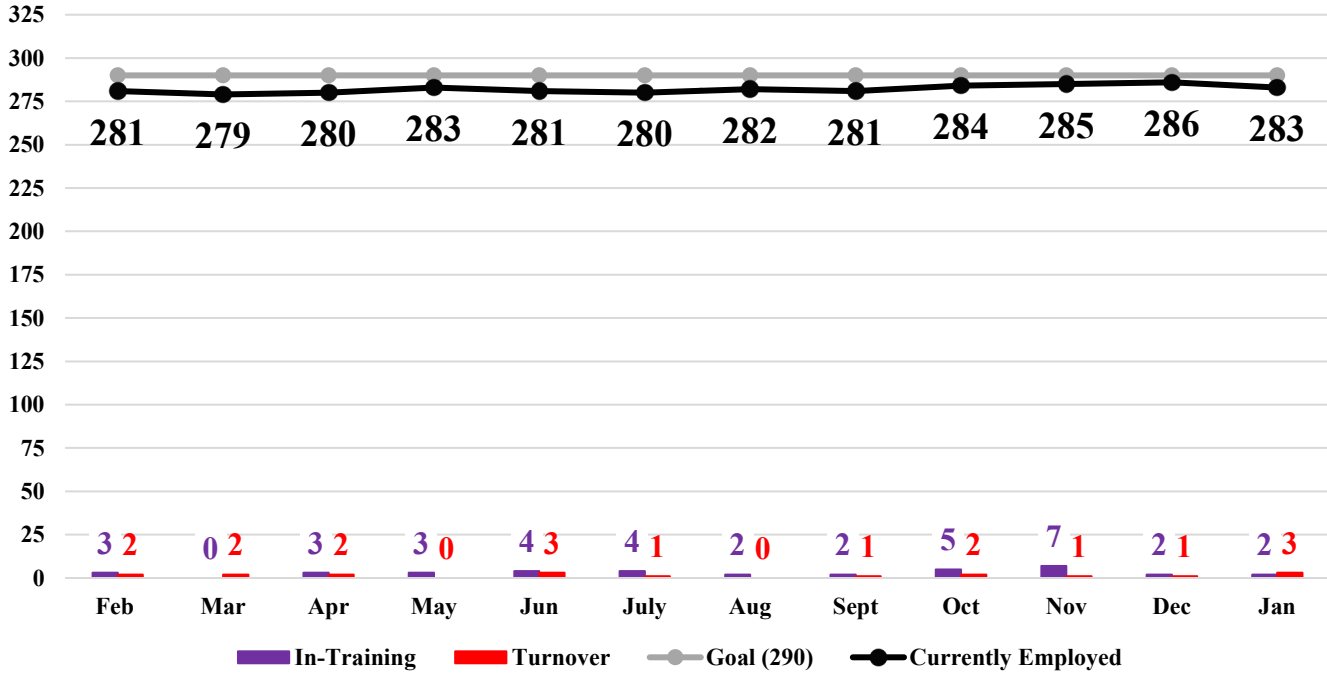
CALL FOR ADJOURNMENT

Adjourned at 9:42 am.

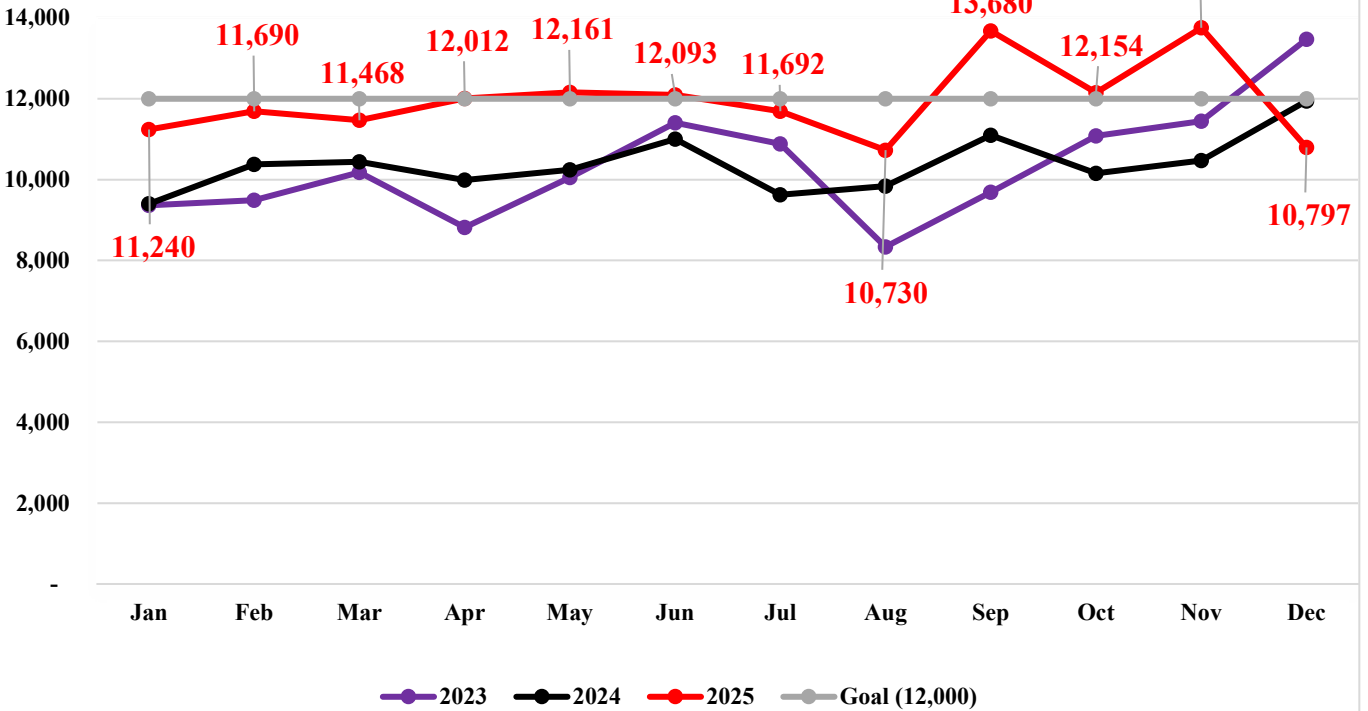
**DAWN S. DISTLER,
CHIEF EXECUTIVE OFFICER/
SECRETARY-TREASURER**

Date (MM/DD/YYYY)

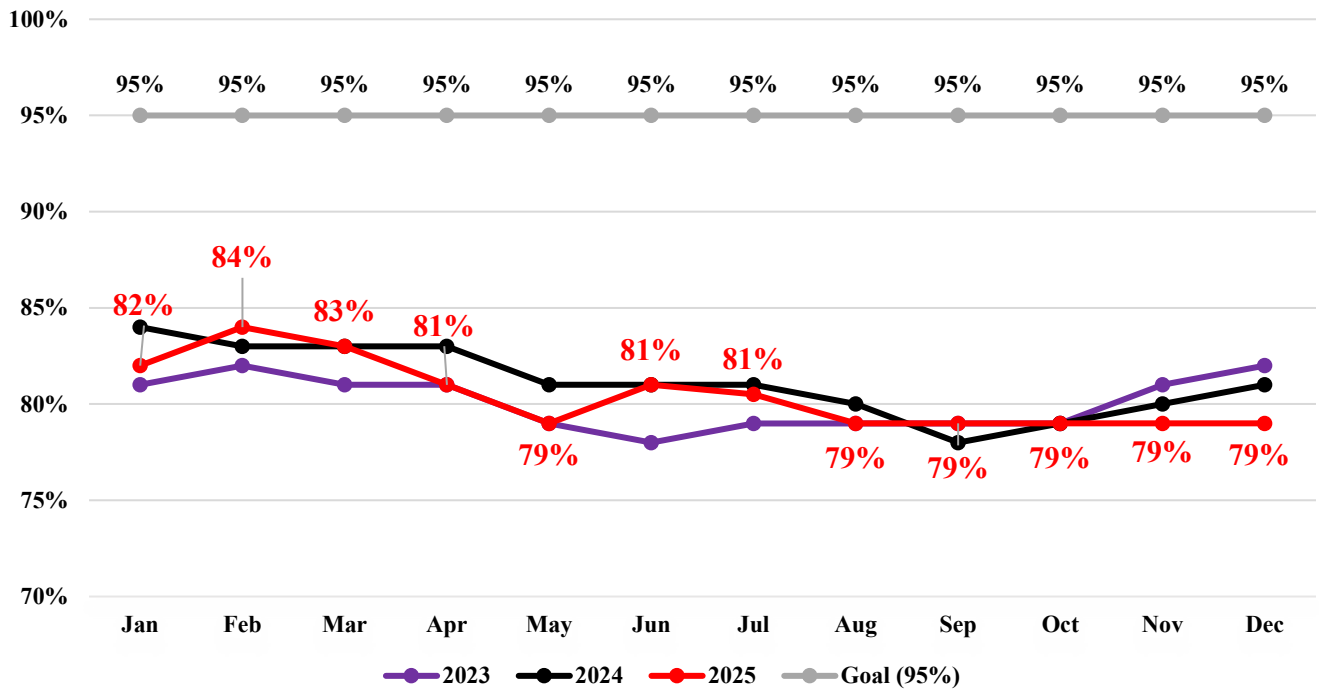
Rolling 12 Month Operator Retention



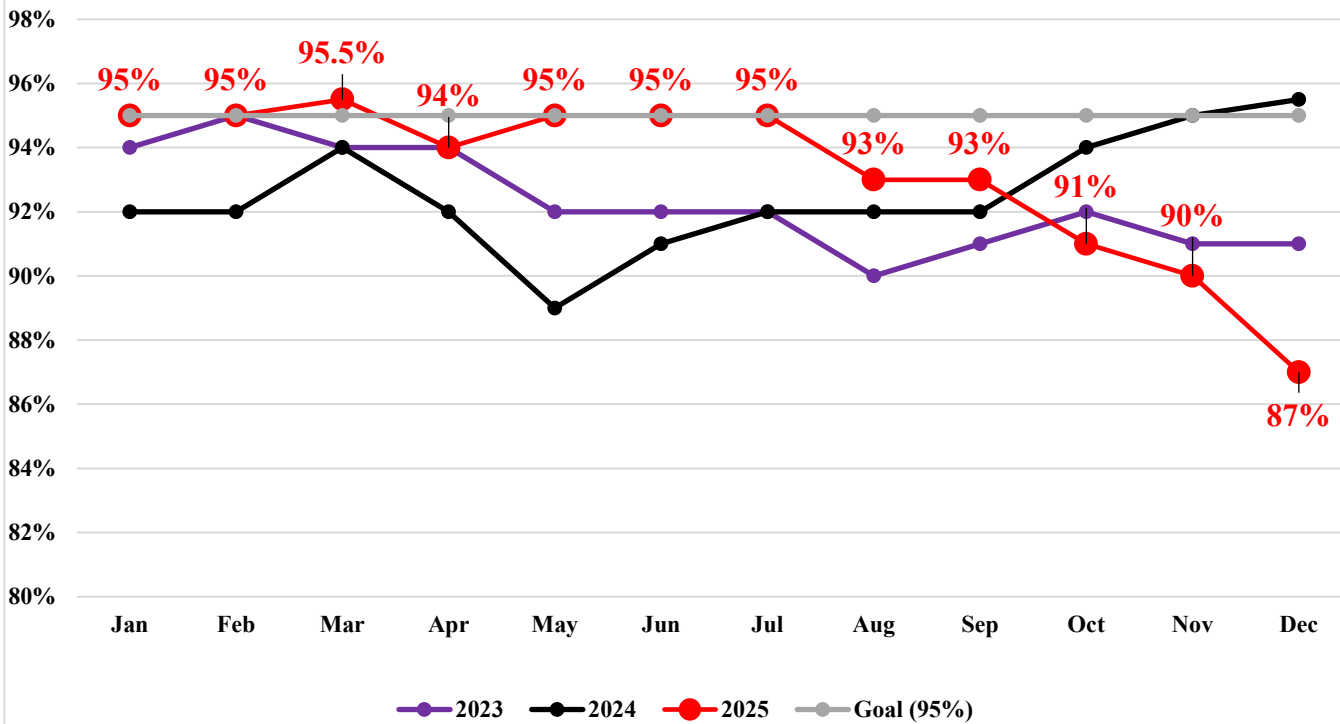
Miles Between Service Interruption



On-Time Performance - METRO Direct



On-Time Performance - METRO Select



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

RESOLUTION 2026-06

A resolution authorizing the Chief Executive Officer/Secretary-Treasurer to award a contract for the maintenance of METRO’s Compressed Natural Gas (CNG) station, fueling system, and marketing of the public CNG facility with Trillium Transportation Fuels, LLC; and

WHEREAS, METRO’s current contract with Trillium Transportation Fuels, LLC has expired; and

WHEREAS, legal notices were twice duly advertised and in the Akron Beacon Journal on August 25, 2025, and October 02, 2025, and on the METRO RTA Website; and

WHEREAS, Proposals were received on November 14, 2025, from the following firms:
Clean Energy (Newport Beach, CA)
Trillium Transportation Fuels, LLC (Houston, TX)

Trillium Pricing		Start-Up Costs		Estimated Annual Price
	Year 1			\$238,900.00
	Year 2			\$246,065.00
	Year 3			\$253,443.00
	Year 4			\$261,043.00
	Year 5			\$268,872.00
		\$0.00	Total	\$1,268,323.00

Clean Energy Pricing		Start-Up Costs		Estimated Annual Price
	Year 1			\$217,216.80
	Year 2			\$234,515.20
	Year 3			\$288,531.40
	Year 4			\$306,546.80
	Year 5			\$306,566.80
		\$229,665.00	Total	\$1,583,042.00

WHEREAS, METRO is recommending that Trillium Transportation Fuels, LLC be awarded the contract for the maintenance of METRO's Compressed Natural Gas (CNG) station, fueling system, and marketing of the public CNG facility based on the overall technical review and cost; and

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

1. A contract be awarded to Trillium for a five-year contract.
2. The Chief Executive Officer/Secretary-Treasurer is authorized to execute said contract.
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: February 24, 2026

**MARK DERRIG,
PRESIDENT**

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

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

RESOLUTION 2026-07

A resolution authorizing the award of a contract for the purchase of ten (10) fully electric-powered, demand response buses built by TCI Mobility and sold by ABC Bus, Inc.

WHEREAS, METRO was awarded a Diesel Emission Reduction Grant (DERG) by the Federal Highway Administration to the Ohio Department of Transportation for funding covering up to 80% of the cost of ten (10) fully electric-powered buses; and

WHEREAS, The State of Georgia maintains a Purchasing Program that METRO can participate in; and

WHEREAS, through Georgia State Contract #99999-SPD0000212-0010 (Public Mass Transit Vehicles and Related Options, Equipment, and Accessories), METRO can purchase buses from ABC Bus, Inc out of Winter Garden, FL.; and

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

1. A contract be awarded to ABC Bus, Inc for the purchase of ten (10) fully electric-powered, demand, response buses, in an amount not to exceed \$ 1,281,248.00.
2. The Chief Executive Officer/Secretary-Treasurer is authorized up to a 5% contingency should change orders be necessary.
3. The Chief Executive Officer/Secretary-Treasurer is authorized to execute said contract,
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: February 24th, 2026

**MARK DERRIG,
PRESIDENT**

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