

**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. Ms. 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.

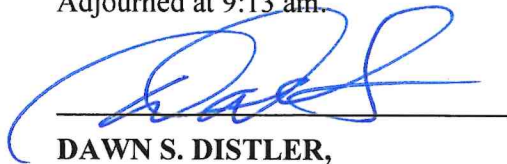
Ms. Kimberly Beckett reported on the Downtown Economic Partnership contracts with Block by Block for ambassador services. The contract increase is primarily due to labor costs and addition of a dedicated ambassador at the Transit Center. Ambassadors provide hospitality, beautification, outreach, and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

7 / 16 / 26
Date (MM/DD/YYYY)