

**METRO RTA
INTERNAL/EXTERNAL ENGAGEMENT
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, AUGUST 21, 2025**

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

Trustees Excused: Mark Derrig and Robert DeJournett

Trustees Absent:

METRO Team

Members Present: Dawn Distler, Angie Neeley, Tatia Harris, Gert Wilms, Jarrod Hampshire, Jay Hunter, Shawn Metcalf, DeHavilland McCall, Jamie Saylor, Jim Meduri, Molly Becker, Laura Adkins, Grace Doyle, Alja Austin, Brynn Overly-Nguyen, Jake Haddad, Lane Evans, Stefan Hargrove and Leslie Rashid

CALL TO ORDER

Mr. Chuck Rector called the meeting to order at 9:26 am.

APPROVAL OF MINUTES FROM THE JULY MEETING

Mr. John Valle made a motion to approve the minutes of the July meeting.

Ms. Dana LaGarde 2nd the motion. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

EEC Report | Jay Hunter

METRO held an annual picnic with food truck, door prizes and to-go meals for operators. We will continue to contribute to employee newsletters with information on OPERS retirement, Employee Assistance Program, and focus on healthcare campaigns (Alzheimer's awareness, measles prevention).

Customer Care Report | Jay Hunter

KPIs were reviewed.

Discount Senior Fare | Laura Adkins

Ms. Adkins provided a detailed overview of Non-Emergency Transportation. Handouts were distributed to the Board Members.

Marketing Report | Molly Becker

KPIs were reviewed.

- Akron Zoo Partnership: Free METRO rides with same-day zoo ticket purchase. Promotion included tickets, zoo press release, membership publication, podcast, and shelter ads for the dinosaur exhibit. METRO Employee Day scheduled for Sept. 7 with pavilion access and snacks provided. METRO “Boo Bus” to appear at Zoo Nights.

- Community Engagement:

- Completed ~8 “Touch-a-Truck” events with AMHA.
- Nearly 30 school orientation sessions were held; brochures created on how to ride with student ID.
- Three Patterson Park events (Christmas in July, Backpack Adventures, Night Out).

- Upcoming Events: Pride, senior events (Summit Mall, zoo, art museum), Momfest, Labor Day parades, Akron City Festival (Aug. 31), Halloween buses, Giving Tuesday, Holiday Tree Festival (“Merry Knitmas” yarn collection).

- Future: Preparing for Maintenance & Operations Facility events (private employee event and invite-only public event).

CBS National News interviewed Dawn, a longtime passenger and operator, for a feature story on METRO. Air date has not been announced yet. We will update everyone once confirmed.

RESOLUTIONS FOR CONSIDERATION

OTHER BUSINESS

CALL FOR ADJOURNMENT

Mr. Donald Christian made a motion to adjourn the meeting.

Adjourned at 9:49 am.



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



Date (MM/DD/YYYY)