

**METRO RTA
INTERNAL/EXTERNAL ENGAGEMENT
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, JULY 17, 2025**

Trustees Present: Mark Derrig, Dana LaGarde, Chuck Rector, John Valle, Robert DeJournett, Renee Greene, Bob Konstand, Gary Spring, and Christine Marshall

Trustees Excused: Dave Prentice, Nicole Squire, and Donald Christian

Trustees Absent:

METRO Team

Members Present: Dawn Distler, Angie Neeley, Tatia Harris, Gert Wilms, Jarrod Hampshire, Jay Hunter, Shawn Metcalf, Eric Scott, Molly Becker, Laura Adkins, Grace Doyle, Marshall Preston, Nathan Leppo, Quentin Wyatt, Kyle Moeglin, Kyle Stewart, Jodi Barnard, Alja Austin, Brynn Overly-Nguyen, Jake Haddad and Leslie Rashid

CALL TO ORDER

Mr. Chuck Rector called the meeting to order at 9:15 am.

APPROVAL OF MINUTES FROM THE JUNE MEETING

Mr. John Valle made a motion to approve the minutes from the June meeting. Ms. Dana LaGarde 2nd the motion. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

EEC Report | Jay Hunter

Customer Care Report | Jay Hunter

KPIs were reviewed.

We celebrated National Police Week, honoring our law enforcement with an edible arrangement.

We continued with our financial literacy initiatives with PNC Bank, and we're promoting our Life Services programs to support our employees.

Discount Senior Fare | Laura Adkins

Ms. Adkins provided a detailed overview of Discount Senior Fare Service and distributed handouts to the Board Members.

Marketing Report | Grace Doyle

KPIs were reviewed.

METRO participated in the Akron Bicentennial Parade with a fun 80's themed float.

We're also excited to share that METRO has been awarded the APTA Outstanding Transportation System Award. To celebrate this achievement, we'll be:

- Wrapping a few buses with a special award logo
- Public event at RKP
- Hosting a celebration for our employees

The award will officially be presented at the APTA TRANSform Conference in September.

RESOLUTIONS FOR CONSIDERATION**OTHER BUSINESS****CALL FOR ADJOURNMENT**

Ms. Renee Greene made a motion to adjourn the meeting.

Adjourned at 9:33 am.



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

8 / 21 / 25
Date (MM/DD/YYYY)