

METRO REGIONAL TRANSIT AUTHORITY

Internal and External Engagement Committee

**OCTOBER 16, 2025
9:00 AM**

**CHAIR: MR. CHARLES RECTOR
VICE CHAIR: MS. DANA LAGARDE**



**METRO RTA
INTERNAL AND EXTERNAL ENGAGEMENT
COMMITTEE MEETING AGENDA
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, OCTOBER 16, 2025**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE SEPTEMBER MEETING

ITEM 3: SUB-COMMITTEE REPORTS:

Employee Engagement Report | Jay Hunter

- Employment Engagement Activities
- KPIs (Page 5)

Customer Care Report | Jay Hunter

- KPIs (Page 6 & 7)

Marketing Report | Molly Becker

- KPIs (Page 9)
- Events

ITEM 4: RESOLUTIONS FOR CONSIDERATION:

ITEM 5: OTHER BUSINESS:

ITEM 6: CALL FOR ADJOURNMENT

**METRO RTA
INTERNAL/EXTERNAL ENGAGEMENT
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, SEPTEMBER 18, 2025**

Trustees Present: Mark Derrig, Dana LaGarde, John Valle, Renee Greene, Robert DeJournett, Bob Konstand, Gary Spring, Dave Prentice, Nicole Squire, and Chuck Rector

Trustees Excused: Christine Marshall

Trustees Absent: Donald Christian

METRO Team Members Present: Dawn Distler, Angie Neeley, Tatia Harris, Gert Wilms, Jarrod Hampshire, Jay Hunter, Shawn Metcalf, Molly Becker, Eric Scott, Jamie Saylor, Kyle Moeglin, Grace Doyle, Laura Adkins, Alja Austin, Brynn Overly-Nguyen, Jake Haddad, Kyle Stewart, Nathan Leppo, and Stefan Hargrove

CALL TO ORDER

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

APPROVAL OF MINUTES FROM THE AUGUST MEETING

Mr. John Valle made a motion to approve the minutes of the August meeting. Mr. Robert DeJournett 2nd the motion. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

EEC Report | Jay Hunter

EEC had the opportunity to attend Project Learn's summer graduations where 34 adults received their GED.

Customer Care Report | Jay Hunter

KPIs were reviewed.

Mr. Mark Derrig asked, when you say you lost employees, what do you mean? Mr. Jay Hunter explained that it could be for various reasons, such as not making it through the class.

Ms. Dana LaGarde commended METRO for their efforts in reducing caller wait times.

Discount Senior Fare | Laura Adkins

Ms. Adkins provided a detailed overview of North Summit Demand. Handouts were distributed to the Board Members.

Marketing Report | Molly Becker

KPIs were reviewed.

The APTA Outstanding Transit Award Video was shown & an invitation was extended to the Board to attend our internal celebration September 19th at Kenmore.

The University of Akron offers an internship that is not tied to a class, but rather to the number of hours completed. The University contributed \$750, and METRO also contributed \$750. Our two interns have planned their art projects: Kadin is creating small animal characters that will appear on banners hanging from the ceilings in the transit center and will also be made into stickers, while Sage will be transforming the bus stop on Broadway into a large orange cake.

Ms. Dawn Distler mentioned that, while at the APTA conference, everyone was talking about METRO and asking whether METRO being on stage to accept awards would become an annual occurrence. Ms. Molly Becker had jokingly suggested to Ms. Distler taking a year off from submitting for awards, when someone mentioned that METRO's APTA video should be submitted for the Marketing AdWheel award.

Mr. Robert DeJournett stated that he asked Ms. Molly Becker to send the board an application so they can review its contents and understand what is involved. Mr. DeJournett also congratulated the team on the award, noting that it was earned, not simply given.

RESOLUTIONS FOR CONSIDERATION

Resolution 2025-27 | Jay Hunter

A resolution authorizing a one-year renewal of a contract for the continuation of a Human Resources Information System (HRIS) with NEOgov.

The resolution was discussed.

Mr. Robert DeJournett made a motion to the committee to recommend the resolution to the Board on September 30, 2025. Ms. Dana LaGarde 2nd the motion. All present voted aye.

OTHER BUSINESS

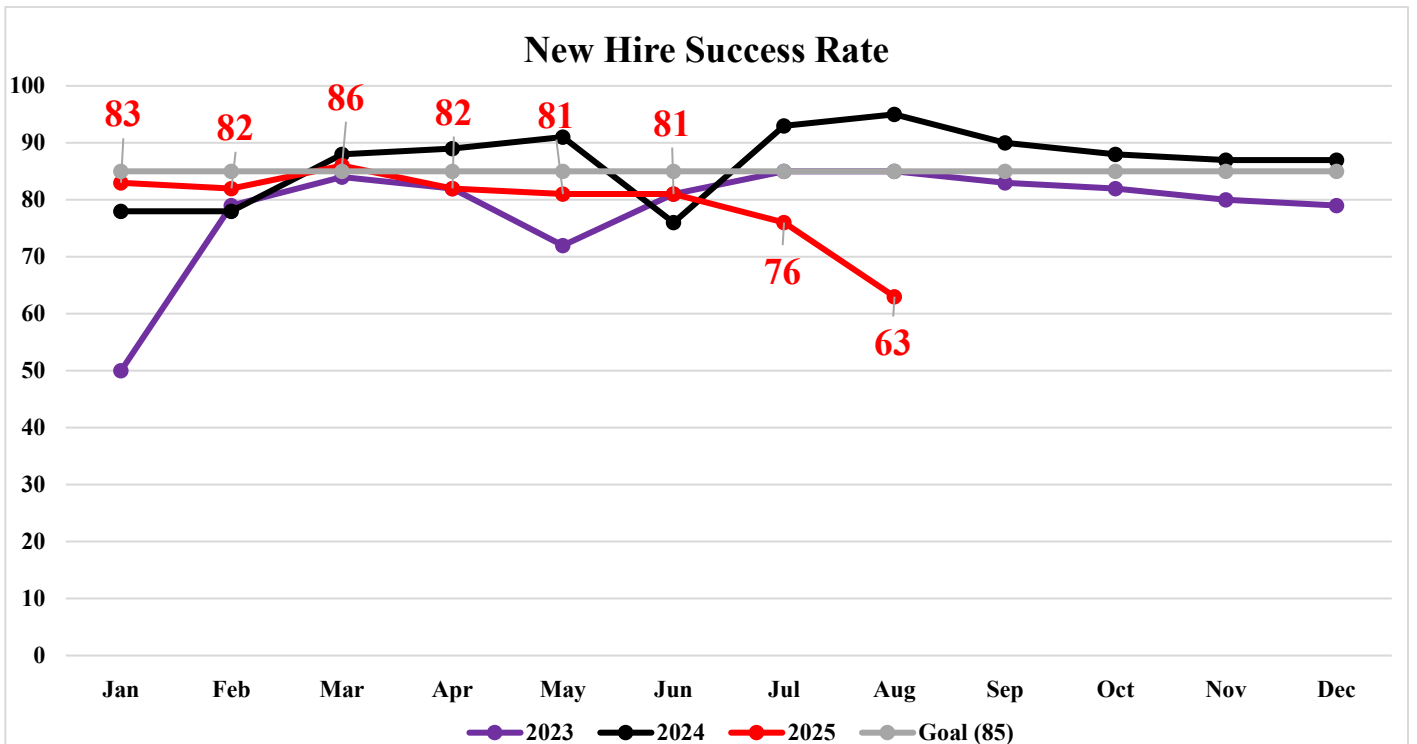
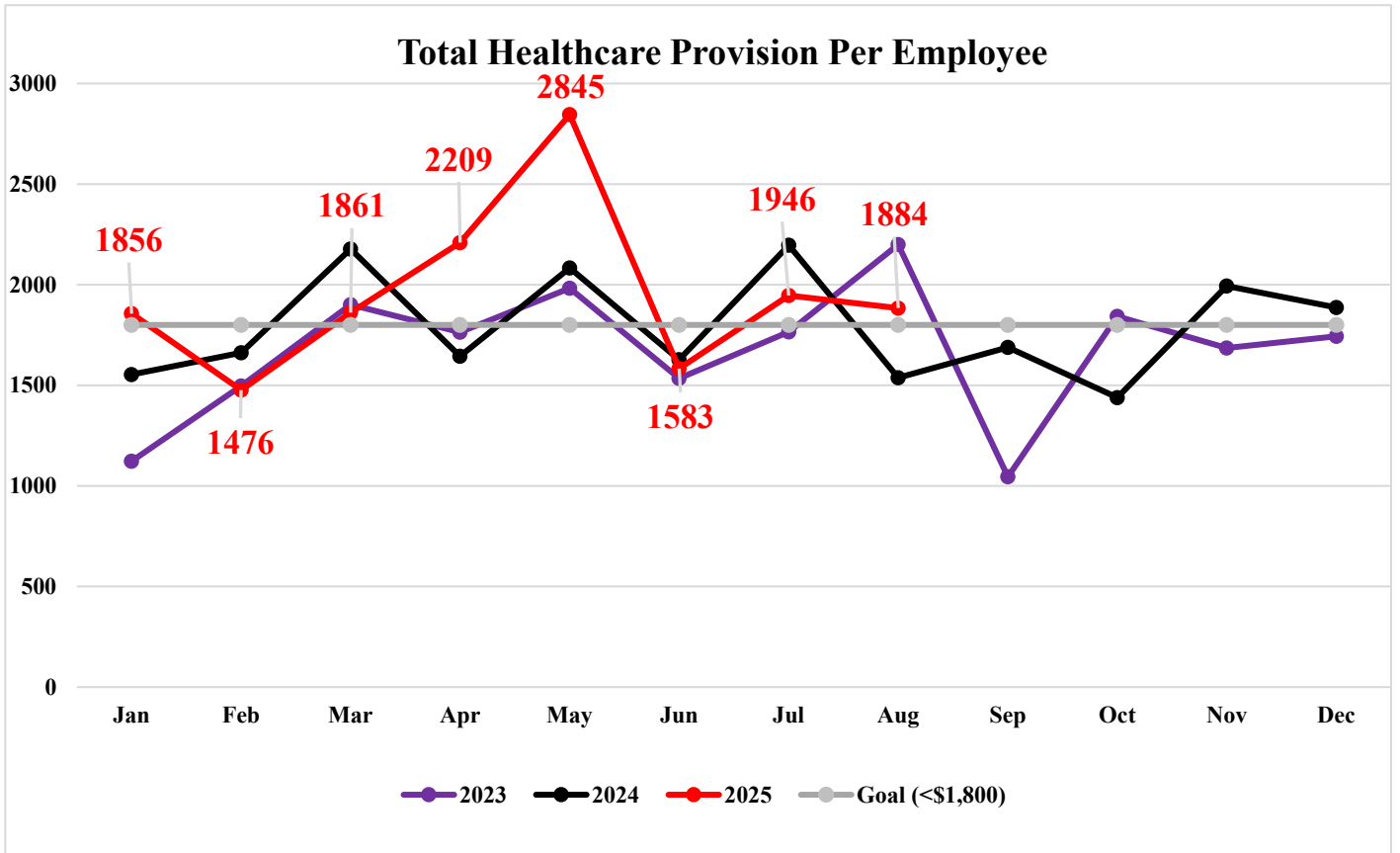
CALL FOR ADJOURNMENT

Mr. Gary Spring made a motion to adjourn the meeting.

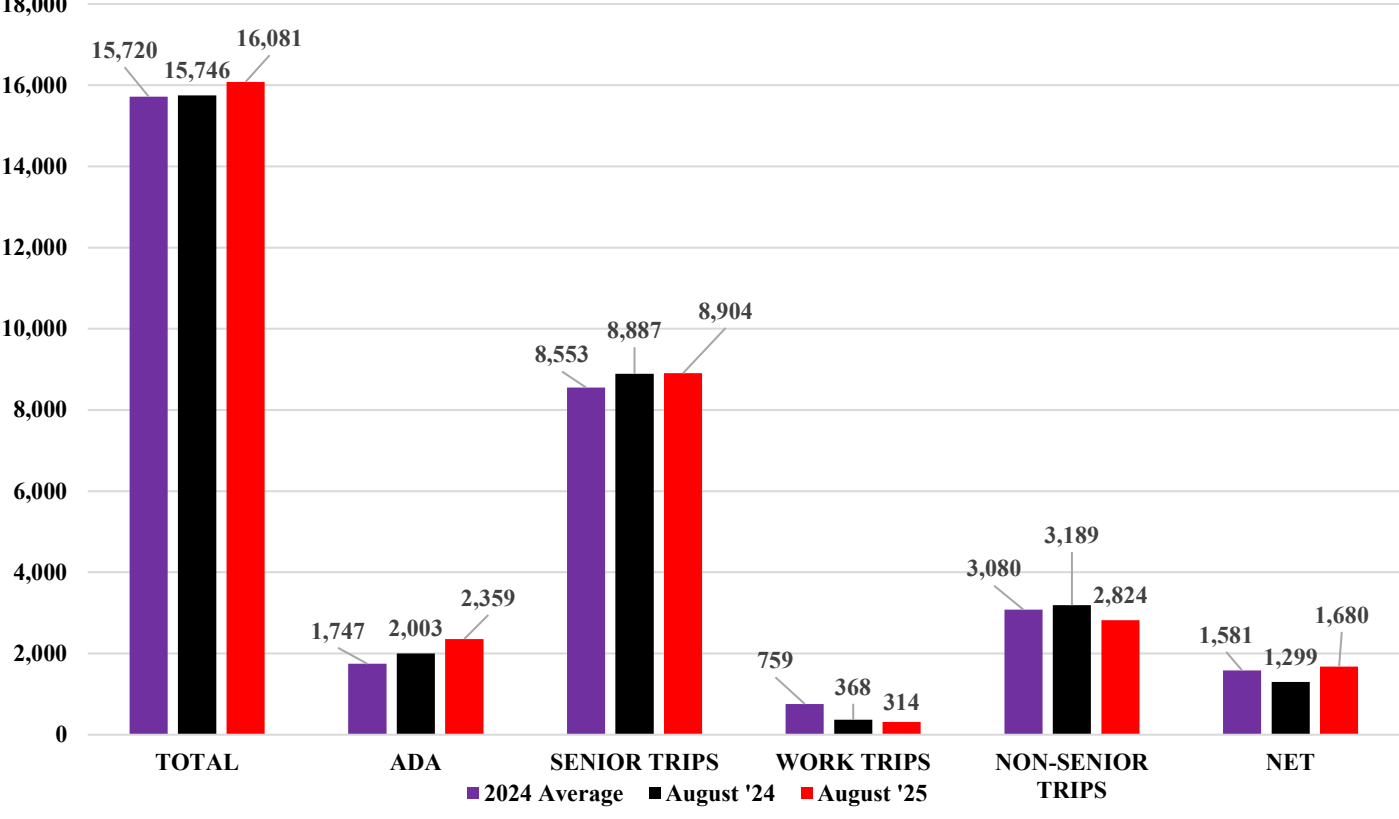
Adjourned at 9:53 am.

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

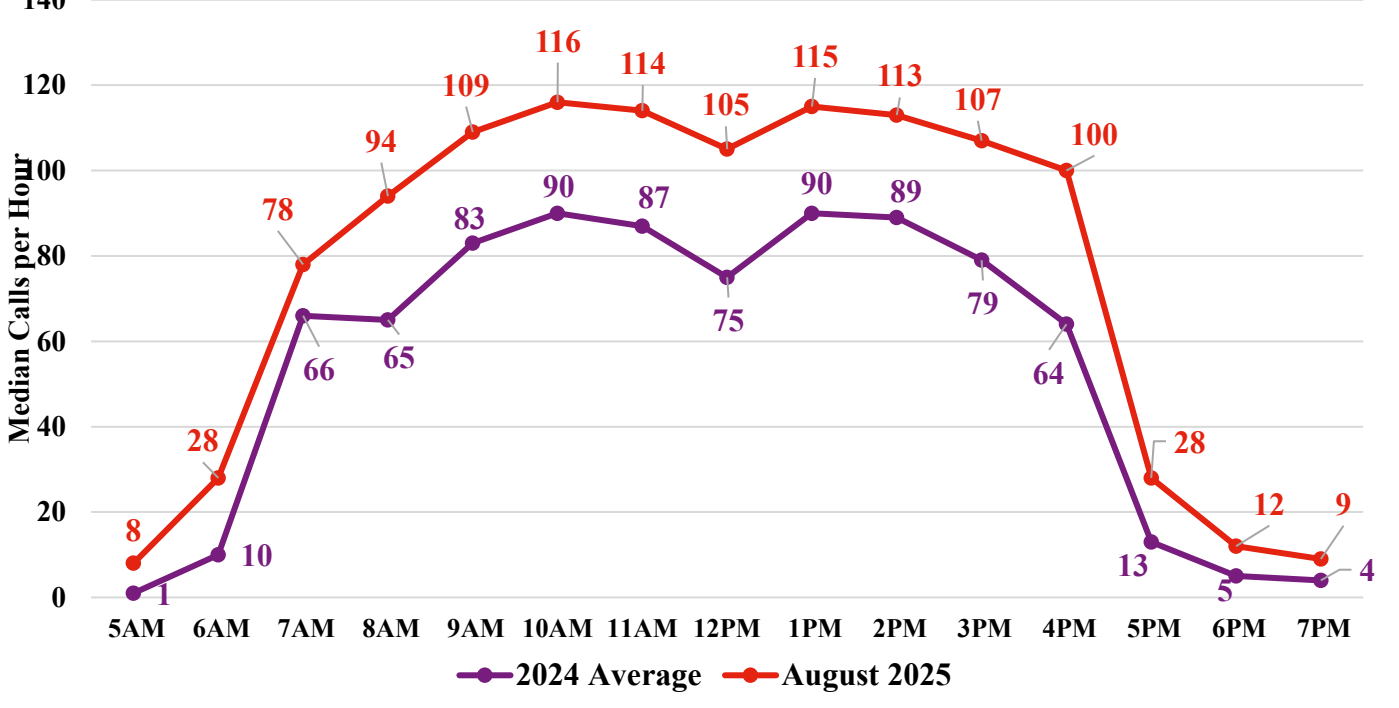
Date (MM/DD/YYYY)



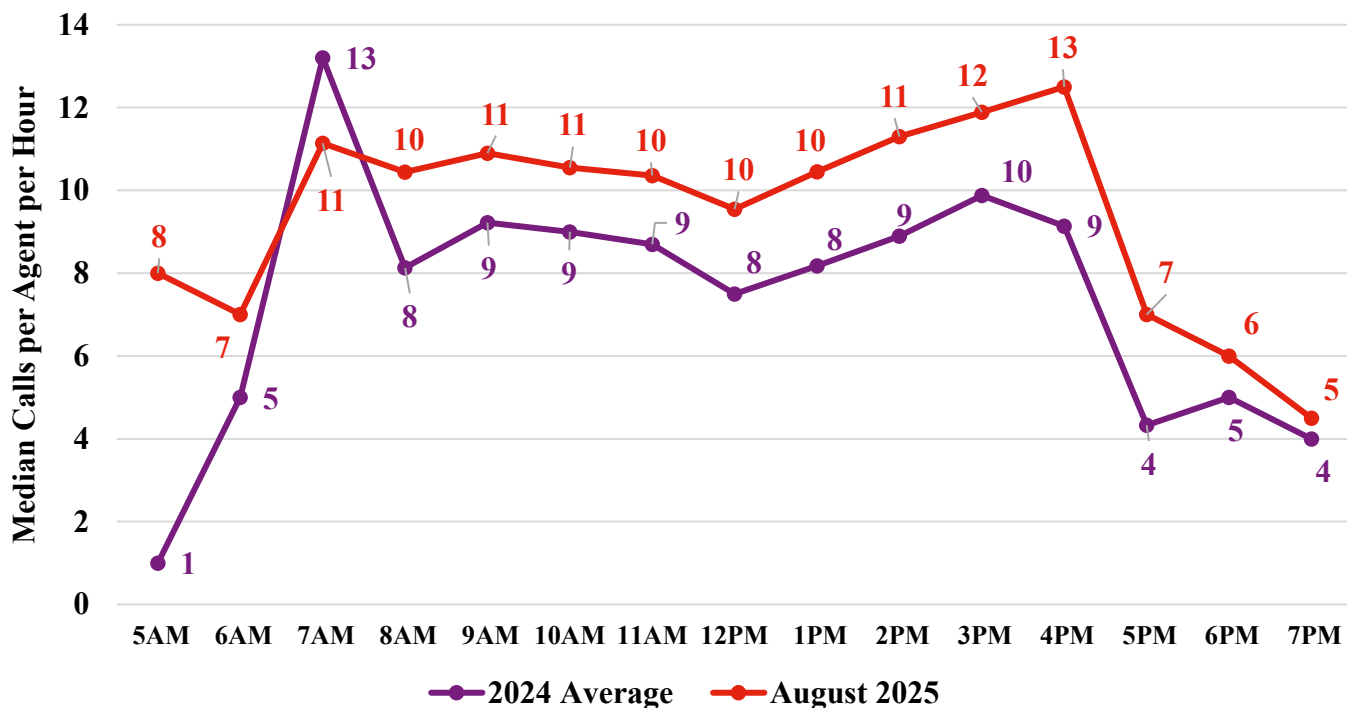
METRO SELECT TRIPS



Calls per Hour



Hourly Calls per Agent



Caller Wait Time

