

METRO REGIONAL TRANSIT AUTHORITY

Internal and External Engagement Committee

**NOVEMBER 20, 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, NOVEMBER 20, 2025**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE OCTOBER 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)

Service Category | Laura Adkins

- Formerly Catholic Youth Organization (CYO) Summit Adult Services (Page 8-11)

Marketing Report | Molly Becker

- KPIs (Page 12)
- How to read a METRO Bus Schedule video for APS
- Akron Children's Hospital Holiday Tree Festival: Merry Knitmas

ITEM 4: RESOLUTIONS FOR CONSIDERATION:

Resolution 2025-34 | Leslie Rashid

A resolution establishing the following monthly meeting dates for the Board of Trustees of the METRO Regional Transit Authority. (Page 14 & 15)

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, OCTOBER 16, 2025**

Trustees Present: Mark Derrig, Dana LaGarde, John Valle, Robert DeJournett, Bob Konstand, Gary Spring, Dave Prentice, Nicole Squire, Christine Marshall, Donald Christian and Chuck Rector

Trustees Excused:

Trustees Absent: Renee Greene

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, Alja Austin, Brynn Overly-Nguyen, Zach Smith, Quentin Wyatt, Kyle Stewart, Nathan Leppo, Stefan Hargrove and Leslie Rashid

CALL TO ORDER

Mr. Chuck Rector called the meeting to order at 9:19 am.

APPROVAL OF MINUTES FROM THE SEPTEMBER MEETING

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

SUB-COMMITTEE REPORTS

EEC Report | Jay Hunter

In August, staff participated in Backpack Adventures at the Akron Zoo and the Akron Pride Parade, providing opportunities for employees to connect and collaborate outside of work.

These activities helped strengthen teamwork and employee morale.

This month's engagement focus, in partnership with EAP Life Services, centered on mental health awareness, providing information and resources to help employees and their families address challenges such as depression, anxiety, grief, and anger, and to continue reducing the stigma around seeking help.

Customer Care Report | Jay Hunter
KPIs were reviewed.

Marketing Report | Molly Becker
KPIs were reviewed.

Ms. Becker shared upcoming community events and outreach activities. METRO will participate in Downtown Akron's Halloween event on October 18 with a themed "Nightmare Before Christmas" bus, followed by an appearance at the Akron Zoo on October 19. Team members will also take part in several Trunk or Treat events across the community.

On Tuesday, October 28, immediately following the Board meeting, METRO will host its Destination Celebration at the Transit Center, featuring over 25 vendors, including local organizations such as the Akron Zoo, the Akron Art Museum, and the Akron-Summit County Public Library.

Looking ahead, METRO will again participate in the Holiday Tree Festival at the John S. Knight Center, running November 15-23, with its themed tree delivery scheduled for November 10. Additionally, the team is preparing for Giving Tuesday on December 2, which includes the distribution of coats, hats, scarves, and other donated items to those in need.

RESOLUTIONS FOR CONSIDERATION

OTHER BUSINESS

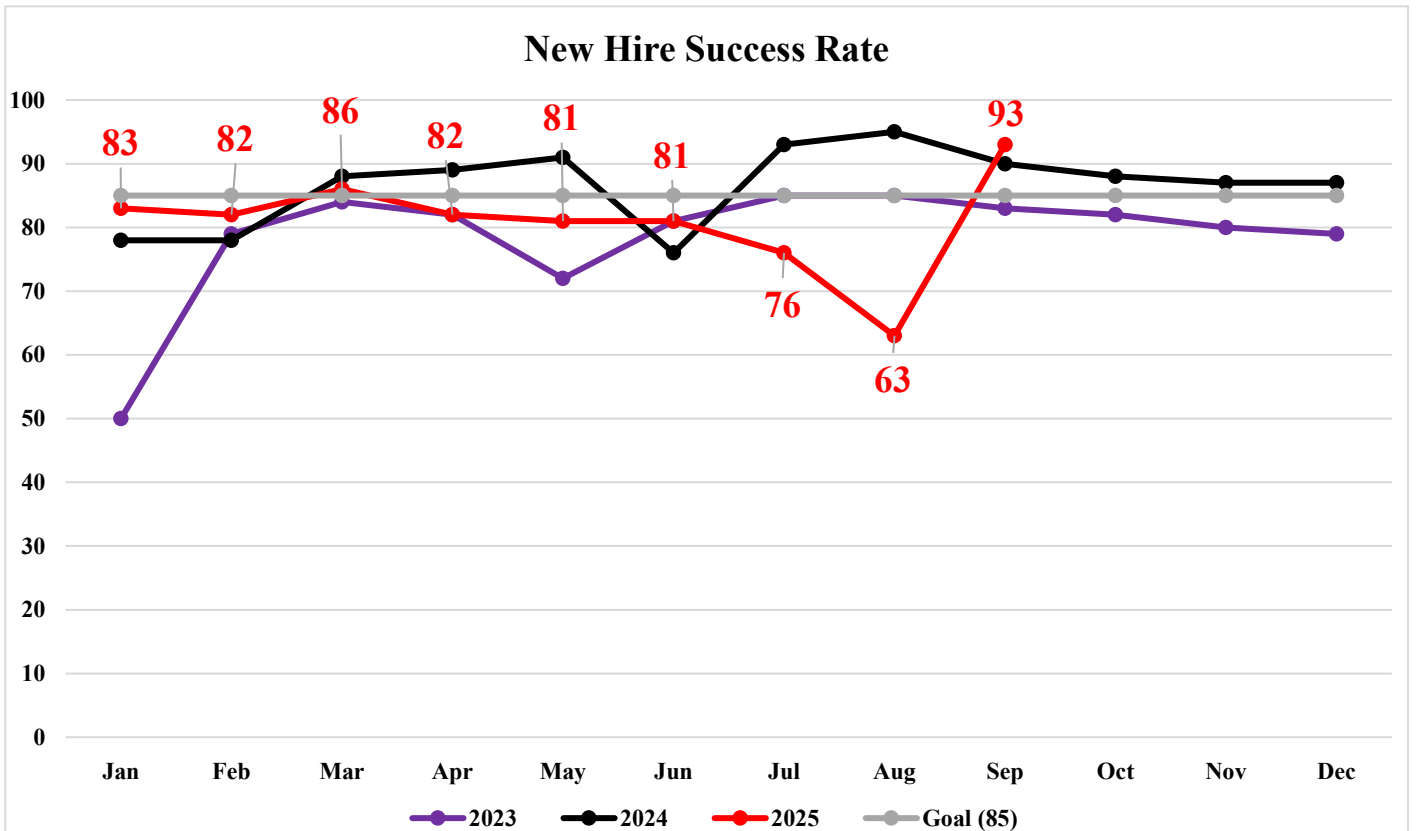
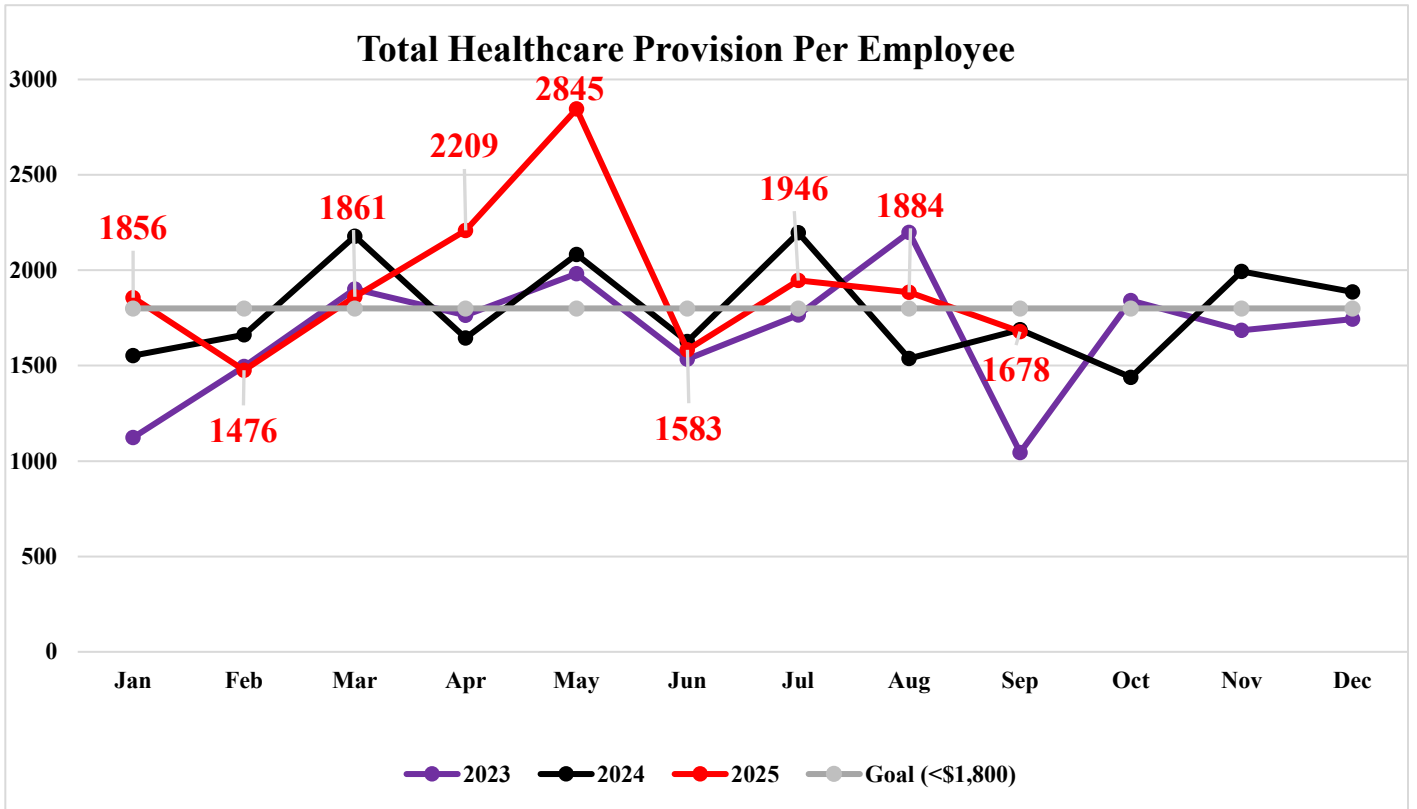
CALL FOR ADJOURNMENT

Mr. John Valle made a motion to adjourn the meeting.

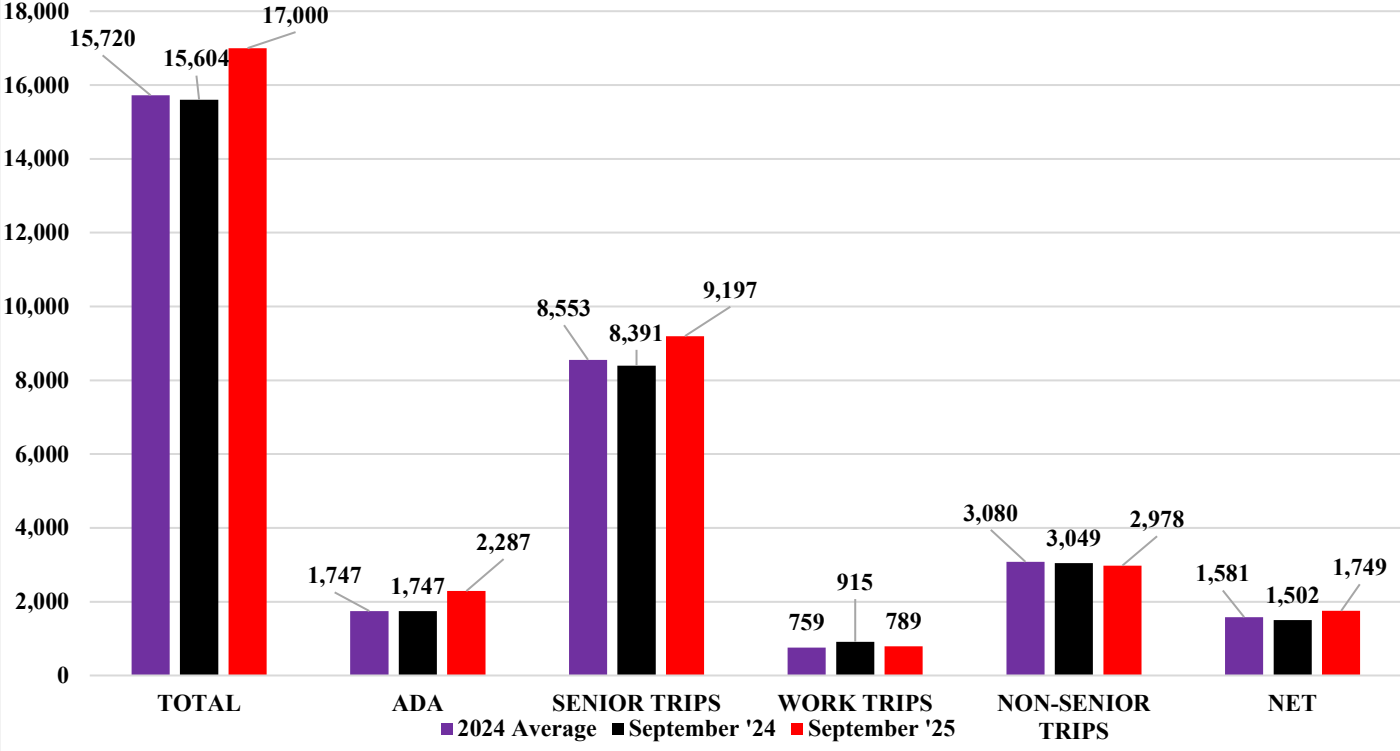
Adjourned at 9:33 am.

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

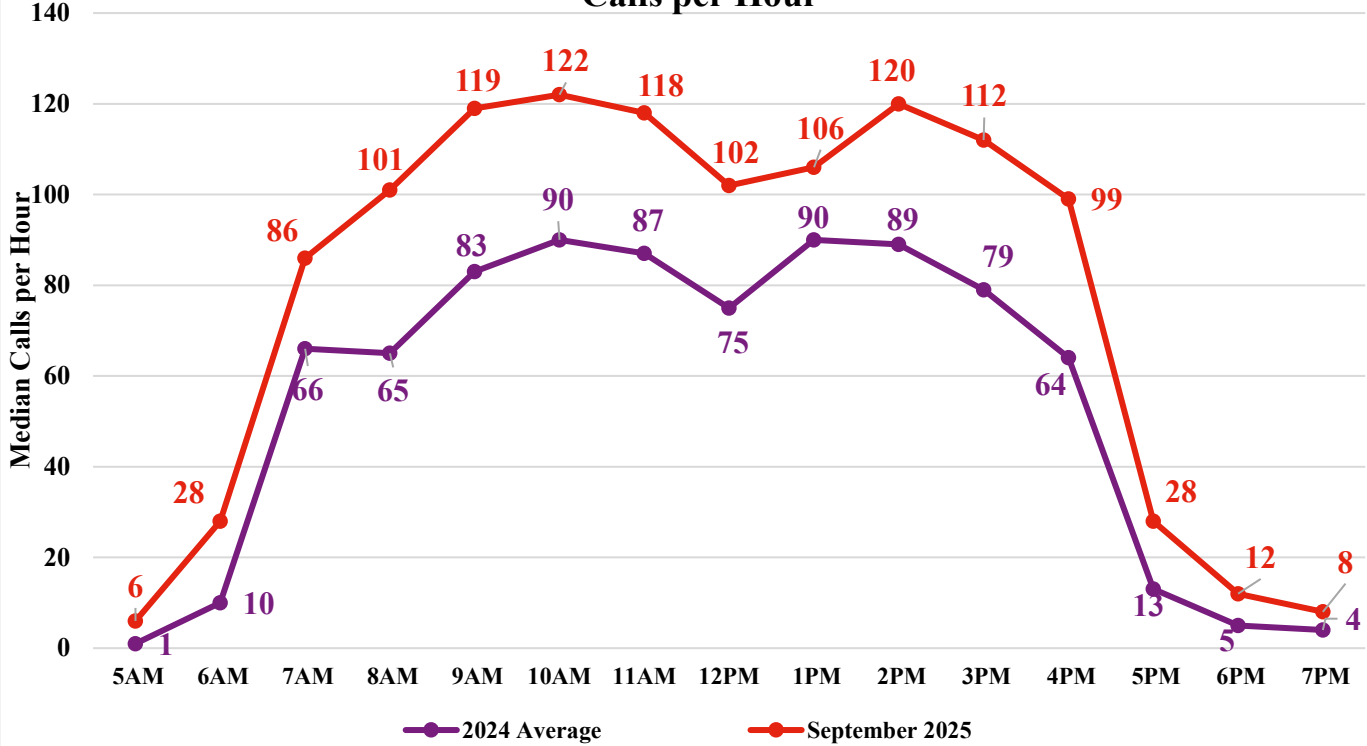
Date (MM/DD/YYYY)



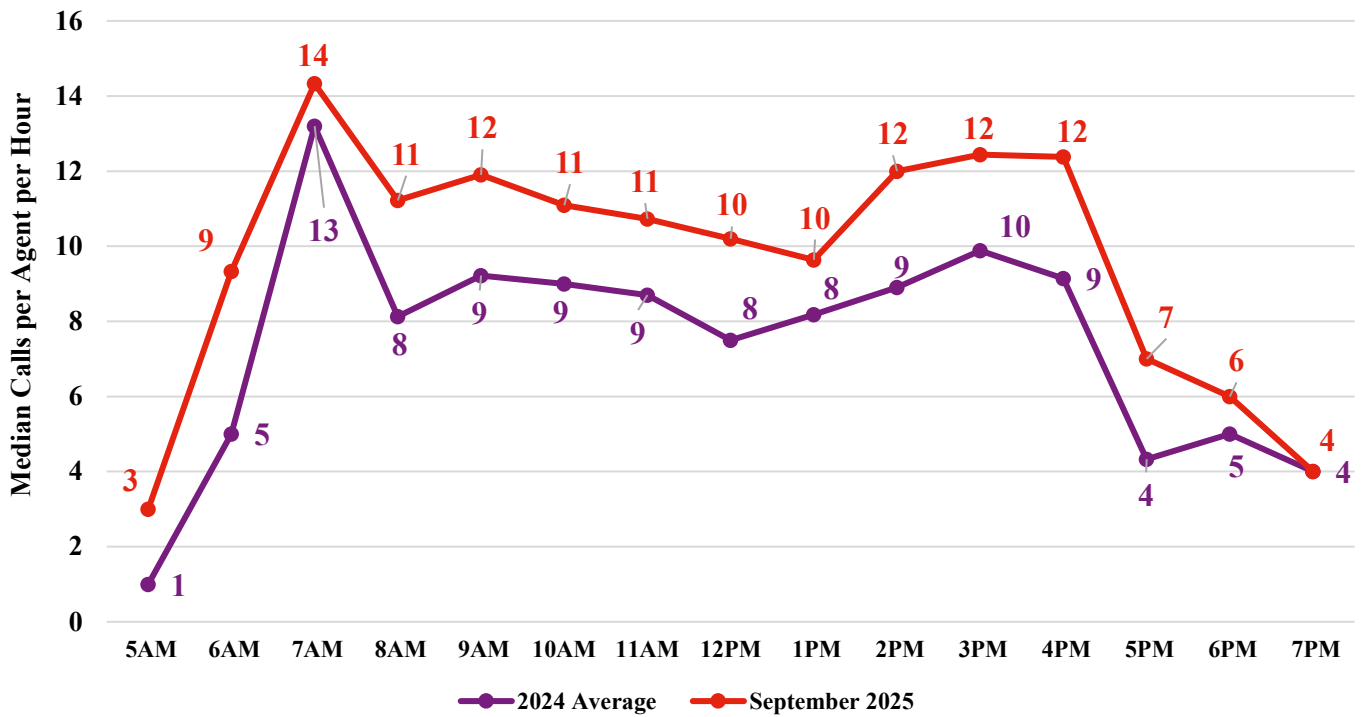
METRO SELECT TRIPS



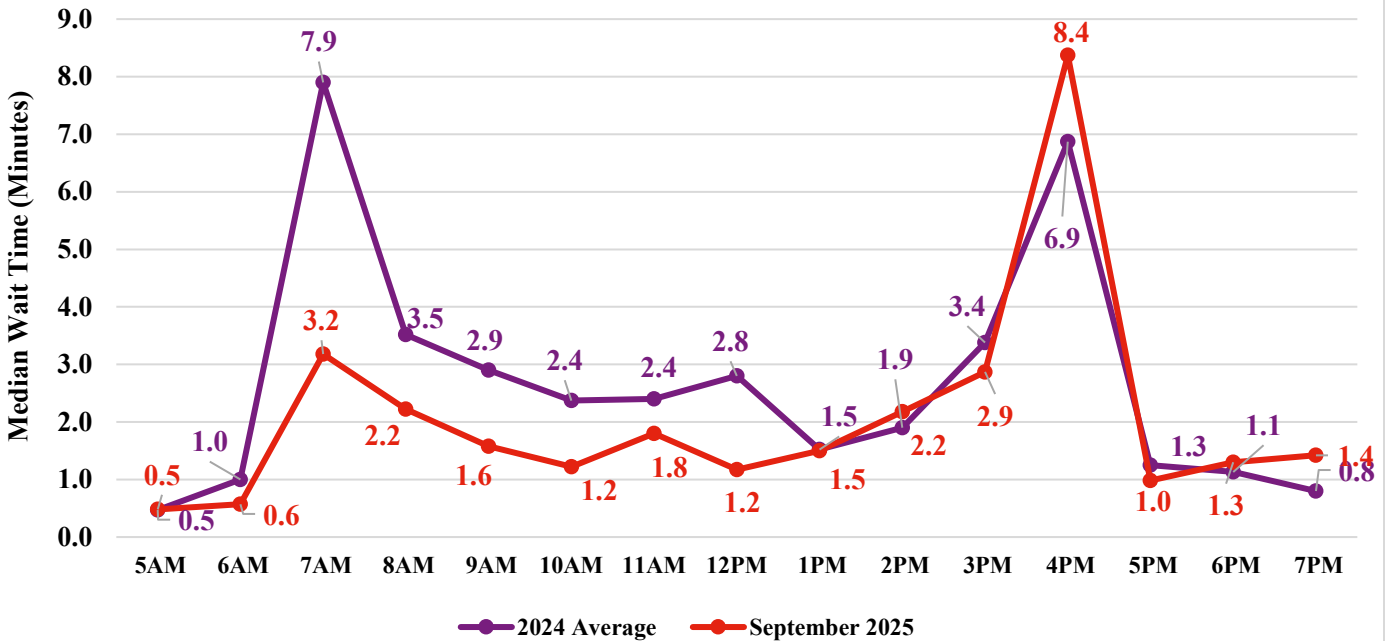
Calls per Hour



Hourly Calls per Agent



Caller Wait Time



TYPE OF SERVICE

CYO

This program is run by Summit Adult Day Services. Part of Catholic Charities.

Most of the clients have some type of Alzheimer's or dementia. We assist them to the adult day care program.

In operation since 1977, Adult Day Services was the first of its kind facility in the Greater Akron area. The program operates out of a free-standing building, that is not affiliated or attached to a nursing home.

They work with each individual situation. They offer custom care groups designed to improve independence and socialization through activities that strengthen physical and mental functioning. The groups accommodate all levels of function from alert and highly functional participants to those in the advanced stages of Alzheimer's disease.

Services available.

- Nursing services based on individualized health plans include daily health monitoring, blood pressure screening, medication administration, continence care and health education.
- Nutritious meals and snacks prepared by our own on-site chef and monitored by a licensed dietitian
- Daily exercise programs including a comprehensive, medically approved geriatric strength training and fitness program that builds bone density and muscle mass
- Numerous games and activities that utilize motor skills, word association, hand to eye coordination, dexterity and self-expression
- Community outings and various entertainment venues engage participants in the joy of living.

Some of the trips provided are paid through Title III funding. Others are paid through a CYO Contract with Metro.

We have 116 active CYO trip users.

Last month we provided 1,266 trips

Summit Adult Day Services

In operation since 1977, Summit Adult Day Services is the first of its kind in Summit County.

Our Goal Is Simple

We help keep older adults active, so they can remain independent, social and in their community.

We assist seniors with:

- Physical & Social Support
- Emotional Support
- Mental & Spiritual Health



Julie Baron
Program Administrator

Summit Adult Day Services
812 Biruta Street, Akron, Ohio 44307
www.ccdocle.org

Office (330) 762-2000
(234) 334-4059
Email jcbaron@ccdacle.org



ccdacle.org/adult-day | (330) 762-2000

THERE'S *Something* FOR
Everyone

Mental Stimulation

- Discussions on current and historical events
- Creative arts
- Enriching games and activities

Physical Well-Being

- Nursing services
- Daily exercise
- Nutritious meals and snacks

Other Opportunities

- Prayer and devotions
- Community outings
- Entertainment



Catholic Charities
Summit County

DIocese of CLEVELAND

(330) 762-2000 | 812 Biruta St. Akron, OH 44307

Financial support is provided in part by:



Ohio Child and Adult
Care Food Program



Department of
Aging

Department of
Developmental Disabilities

Department of
Job and Family Services

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Providing Help. Creating Hope. Serving All.

Greetings to All:

As winter approaches so does the conclusion of another eventful year with Summit Adult Day Services. I wish to express my deepest appreciation to all of our members. It is an honor and privilege to be a part of your lives as well as to have you as a valued member of our program. We very much appreciate our partnership with you and hope to continue to be of service for many years to come.

Additionally, I wish to express my gratitude to each of you who participated in completing our Annual Survey. The survey is instrumental for us in identifying our program's strengths as well as determining areas of needed growth or improvement. It is our desire to provide the best possible service in meeting the needs of our participants and their caregivers. Communication such as with the survey is just one way of helping us determine these needs and make necessary adjustments to our operation.

This year's survey had a 25.6% response rate. Overall impressions in the areas of Activities, Nursing Services, Quality of meals, and Facility Appearance ranked the highest percent in the Excellent and Good followed by Fair. We had a 100% rating of satisfaction in Overall impressions of services and care provided.

In the more specific areas of Personal Care 72% indicated satisfaction, while 24% stated they do not require this service; 1 respondent was not satisfied. Exercise/Fitness program scored 83% satisfaction, 14% unsure, and 1 unsatisfied. Level of participation in Activities attained 96% satisfaction, and 4% unsure.

Special Events

Fieldtrip: Holiday Tree Festival
November 19

Closed for Thanksgiving
November 27 & 28

Overall, 100% of respondents indicated that they were satisfied with the services and care provided. 96% enjoy the activities; 100% of respondents indicated that they feel they are adequately kept informed. Additionally, 96% indicated that participation in the program has contributed to their ability to remain functional, social, and in their home and community, and 88.5% responded that the program has aided them in leading a more healthy and active lifestyle.

With this year's high ratings we have you, our partners, to thank for that. Your participation and communication continue to be the driving force behind our ability to provide quality care and service – Thank You.

For questions or more details on this report please feel free to contact me at (330) 762-2000.

I thank you once again for taking the time to participate in this process, and for being a member of Summit Adult Day Services.

Very Truly Yours,
Jim Mazzagatti

Caregiver Support

Are you a caregiver for a loved one attending Summit Adult Day Services? Feeling overwhelmed or isolated? Join us to connect with other family caregivers, access online and mailed resources. If you plan on attending, please RSVP to the center at 330-762-2000.

Date: November 12th
Time: 10am-11am
Location: Summit
Adult Day Services



Transportation Call Off Procedure

Please report all absences, early departures and late arrivals to Summit ADS as soon as possible. You may also call your own transportation provider.

November 2025

Monday	Tuesday	Wednesday	Thursday	Friday
3 Target Toss	4 Tallyoop!	5 BINGO	6 Slideas: Fall Colors Client Council - 11am	7 Basketball Bingo Store
10 Birthday Recognition	11 Honoring our Veterans	12 Washer Toss	13 BINGO	14 Popcorn & Movie
17 Entertainment: Mark Marion	18 Bullseye Challenge	19 BINGO	20 Remember When... Ceramics	21 Poker Chip Pitch
24 A Thankful Gathering	25 BINGO	26 Roll a Turkey Room Meeting 11am	27 Happy Thanksgiving CLOSED	28 CLOSED

Monday	Tuesday	Wednesday	Thursday	Friday
3 Cornhole	4 Card Bingo	5 Jumbo Crossword Ceramics	6 BINGO Client Council - 11am	7 Riddle Me This Bingo Store
10 Birthday Recognition	11 Honoring our Veterans	12 Categories: Thanksgiving	13 Roll a Turkey	14 BINGO
17 Entertainment: Mark Marion	18 BINGO	19 Basketball Pong	20 Movie or Manicures	21 Turkey Bocce Ball
24 A Thankful Gathering	25 Ax Throwing Room Meeting 11am	26 BINGO	27 Happy Thanksgiving CLOSED	28 CLOSED

Rainbow Room

Daily Schedule

9:30 - Breakfast

10:00 - Crafts

11:00 - Current Events

11:30 - Lunch

12:30 - Exercise

1:00 - Activity

(see calendar for daily activity)

*Alternate activities available throughout the day!

= Strength & Fitness

Movers & Shakers Room

Daily Schedule

9:30 - Breakfast

10:00 - Crafts

11:00 - Exercise

11:30 - Lunch

12:30 - Current Events/Trivia

1:00 - Activity

(see calendar for daily activity)

*Alternate activities available throughout the day!

= Strength & Fitness

November Birthdays

Frankie Nov 6

Bernadine ... Nov 7

Dock Nov 9

Delores Nov 15

Doris Nov 21

George Nov 25

Communion

Nov 6

Nov 12

Nov 20

Nov 26



Devotions

Nov 6

Nov 18

Nov 26



Lunch Menu

Monday	Tuesday	Wednesday	Thursday	Friday
Beef Stew Peas Pears Cornbread Milk 3	Baked Chicken Gravy Mashed Potatoes Corn Bread & Butter Fruit Cocktail Milk 4	Spaghetti Meat Sauce Tossed Salad Roll & Butter Hot Apples Milk 5	Sloppy Joe Tator Tots Green Beans Peaches Milk 6	Breaded Pollock French Fries Coleslaw Carrots Bread & Butter Fruit Cocktail Milk 7
Hot Dog Baked Beans Carrots Peaches Tater Tots Milk 10	Chili Mixed Vegetables Applesauce Cornbread Slices Milk 11	Baked Chicken Gravy Mashed Potatoes Mixed Vegetables Bread & Butter Fruit Cocktail Milk 12	Rigatoni Meat Sauce Green Beans Rolls & Butter Hot Apples Milk 13	Chicken Noodle Casserole Succotash Rolls & Butter Mixed Fruit Cup Milk 14
Tuna Noodle Casserole Carrots Rolls & Butter Applesauce Milk 17	Seasoned Chicken Green Beans Rice Pilaf Rolls & Butter Pineapples Milk 18	Tomato Soup Egg Salad Sandwich Chips Peaches Milk 19	Ribbed Pork Patty BBQ Sauce Potatoes Mixed Vegetables Bread & Butter Applesauce Milk 20	Breaded Pollock Mixed Vegetables Scalloped Potatoes Rolls & Butter Oranges Milk 21
Baked Chicken Gravy Mashed Potatoes Steamed Broccoli Bread & Butter Fruit Cocktail Milk 24	Hot Dog Baked Beans Mixed Vegetables Potato Chips Fruit Cocktail Milk 25	Turkey & Gravy Stuffing Green Beans Yams Cranberry Sauce Rolls & Butter Pumpkin Pie Milk 26	 CLOSED 27	 CLOSED 28

USDA Nondiscrimination Statement: Effective May 2022

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity. Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY or contact USDA through the Federal Relay Service at (800) 877-8339. To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf> c, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by: 1. (mail) U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; or 2. (fax): (833) 256-1665 or (202) 690-7442; or 3. (email): Program.Intake@usda.gov. This institution is an equal opportunity provider.

Additional financial support is provided in part by: Area Agency on Aging 10B, Inc., County of Summit DD Board, Louis Stokes Cleveland VAMC, Ohio Child and Adult Care Food Program, Ohio Department of Job and Family Services, United Way of Summit County, foundations and individual contributions.



The Spotlight

Summit Adult Day Services

Volume 46, Issue 11
November 2025

November News

Hello Everyone!

October was a month full of fun and festive spirit! We kicked things off with an afternoon of Trick or Treat with the children from Help Me Grow. They brought smiles to everyone's faces. Next came a lively performance from the ever-talented Michael Davis. His high energy and fun personality was just what we needed! The highlight of the month was our Halloween Party, where participants and staff showed off their creativity with costumes, games, and sweet treats. Laughter filled the air as we celebrated the season together, creating wonderful memories and moments of joy.

Looking ahead, November is shaping up to be just as exciting! We'll begin the month by honoring our veterans with a special tribute to thank them for their service and sacrifice. Our entertainment lineup continues with a performance from Mark Marion, who is sure to get toes tapping and hearts lifted. And of course, we can't wait for our "Thankful Gathering," a time to reflect on the blessings of friendship, community, and gratitude. There's so much more in store so stay tuned for a month filled with warmth, celebration, and connection!

Until Next Time,
Laura and Crystal



From the Nurses

Fall Risk

Accidents, particularly falls, increase significantly with age and are the leading cause of disability and/or even death after the age of 65. The most common locations for accidental falls are in the bedroom, bathroom and kitchen. Older people may be unsteady on their feet or just misjudge their physical capabilities. Medications and age related changes can contribute to the cause of falls. Orthostatic Hypotension is a sudden drop of your blood pressure when you change positions (lying, sitting, and standing). When this occurs you will feel dizzy and may fall. Visual acuity and depth perception changes disturb your ability to judge distance. Most accidents are preventable.

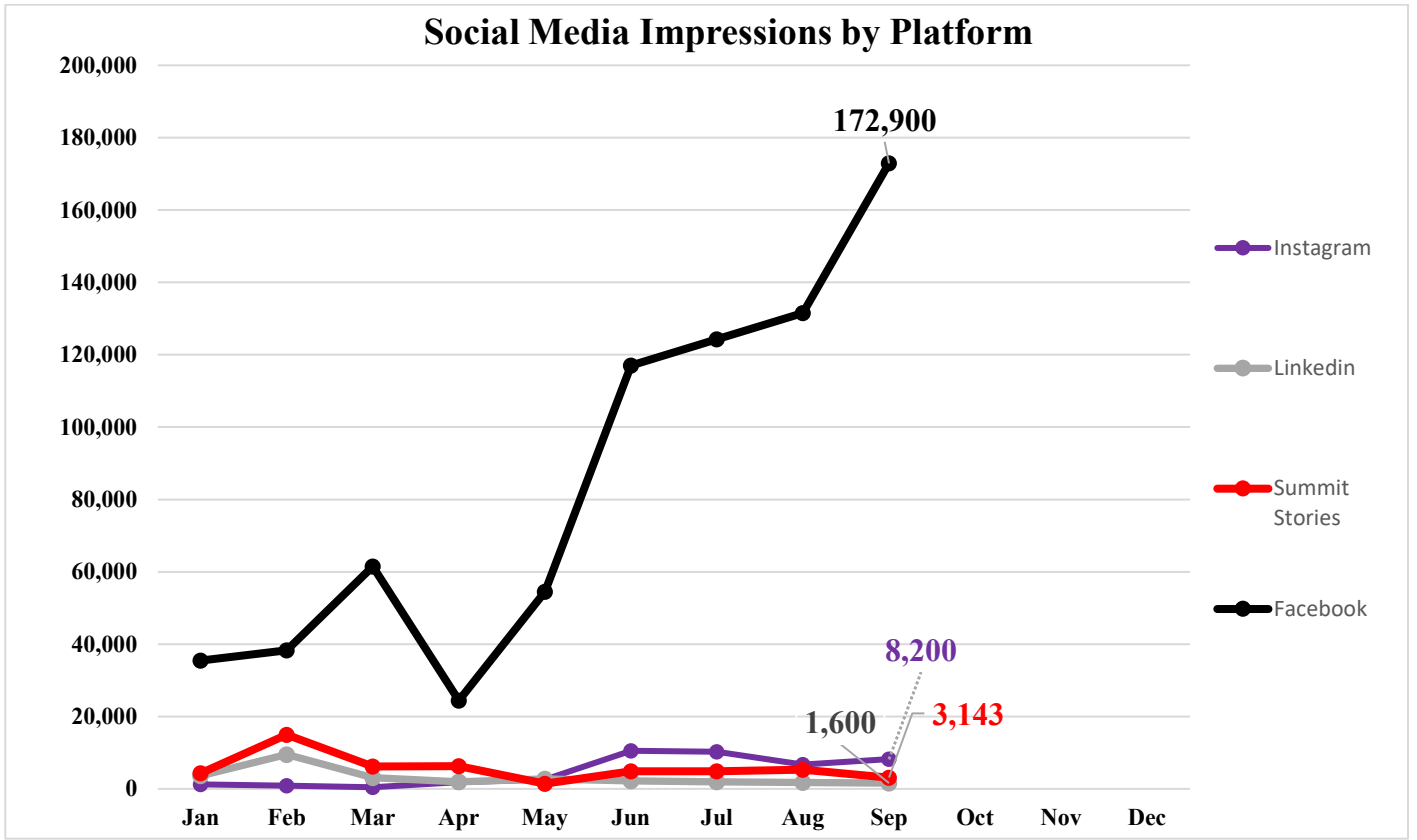
To assure your safety:

- Stand up slowly, move with caution.
- Maintain clear pathways, keep all cords and throw rugs out of the way.
- Use ambulatory devices if needed (cane, walker, etc).
- Provide proper lighting, use night lights.
- Keep telephone where it is easily accessible.

Please report all falls to your family, nurse, case manager and/or doctor, even if there is no injury.

Yours in Good Health!
Linda, Brooke, & Ky'esha





MERRY KNITMAS



**COMMITTEE ASSIGNMENT:
INTERNAL AND EXTERNAL ENGAGEMENT**

RESOLUTION 2025-34

A resolution establishing the following monthly meeting dates for the Board of Trustees of the METRO Regional Transit Authority.

WHEREAS, Section 3.1 of the Authority's Rules and Regulations requires that the hour and day of each regular meeting to be established:

Tuesday, January 27, 2026 – 9:00 AM
Tuesday, February 24, 2026 - 9:00 AM
Tuesday, March 31, 2026 – 9:00 AM
Tuesday, April 28, 2026 – 9:00 AM
Tuesday, May 26, 2026 – 9:00 AM
Tuesday, June 30, 2026 – 9:00 AM
Tuesday, July 28, 2026 – 9:00 AM
Tuesday, August 25, 2026 – 9:00 AM
Tuesday, September 29, 2026 - 9:00 AM
Tuesday, October 27, 2026 – 9:00 AM
Tuesday, November 24, 2026 – 9:00 AM
Tuesday, December 15, 2026 – 9:00 AM *

**Meeting not on the last Tuesday of the month. Moved for the holidays.*

WHEREAS, said Board Meetings will be held at 631 S. Broadway St., Akron, OH 44311 unless otherwise noted by the Board of Trustees.

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

1. These dates are established as the meeting schedule for year 2026.
2. 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: November 25, 2025

**MARK DERRIG,
PRESIDENT**

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

2026 Committee Meeting Dates

January 16

February 19

March 19

April 16

May 21

June 18

July 16

August 20

September 17

October 22 (*moved to the 4th Thursday due to APTA Conference*)

November 19

December 10 (*moved to 2nd Thursday due to holidays*)

2026 Board Meeting Dates

January 27

February 24

March 31

April 28

May 26

June 30

July 28

August 25

September 29

October 27

November 24

December 15 (*moved to 3rd Tuesday due to holidays*)