

METRO REGIONAL TRANSIT AUTHORITY

# Internal and External Engagement Committee

**SEPTEMBER 18, 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, SEPTEMBER 18, 2025**

**ITEM 1:      CALL TO ORDER**

**ITEM 2:      APPROVAL OF MINUTES FROM THE AUGUST MEETING**

**ITEM 3:      SUB-COMMITTEE REPORTS:**

**Employee Engagement Report | Jay Hunter**

- Employment Engagement Activities
- KPIs (Page 6)

**Customer Care Report | Jay Hunter**

- KPIs (Page 7 & 8)

**Service Category | Laura Adkins**

- North Summit Demand (Page 9 & 10)

**Marketing Report | Molly Becker**

- KPIs (Page 11)
- APTA Awards Celebration – Friday, September 19<sup>th</sup> @ 416 Kenmore Blvd.
- Art In Transit

**ITEM 4:      RESOLUTIONS FOR CONSIDERATION:**

**Resolution 2025-28 | Jay Hunter**

A resolution authorizing a one-year renewal of a contract for the continuation of a Human Resources Information System (HRIS) with NEOgov. (Page 12)

**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, 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 2<sup>nd</sup> 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**

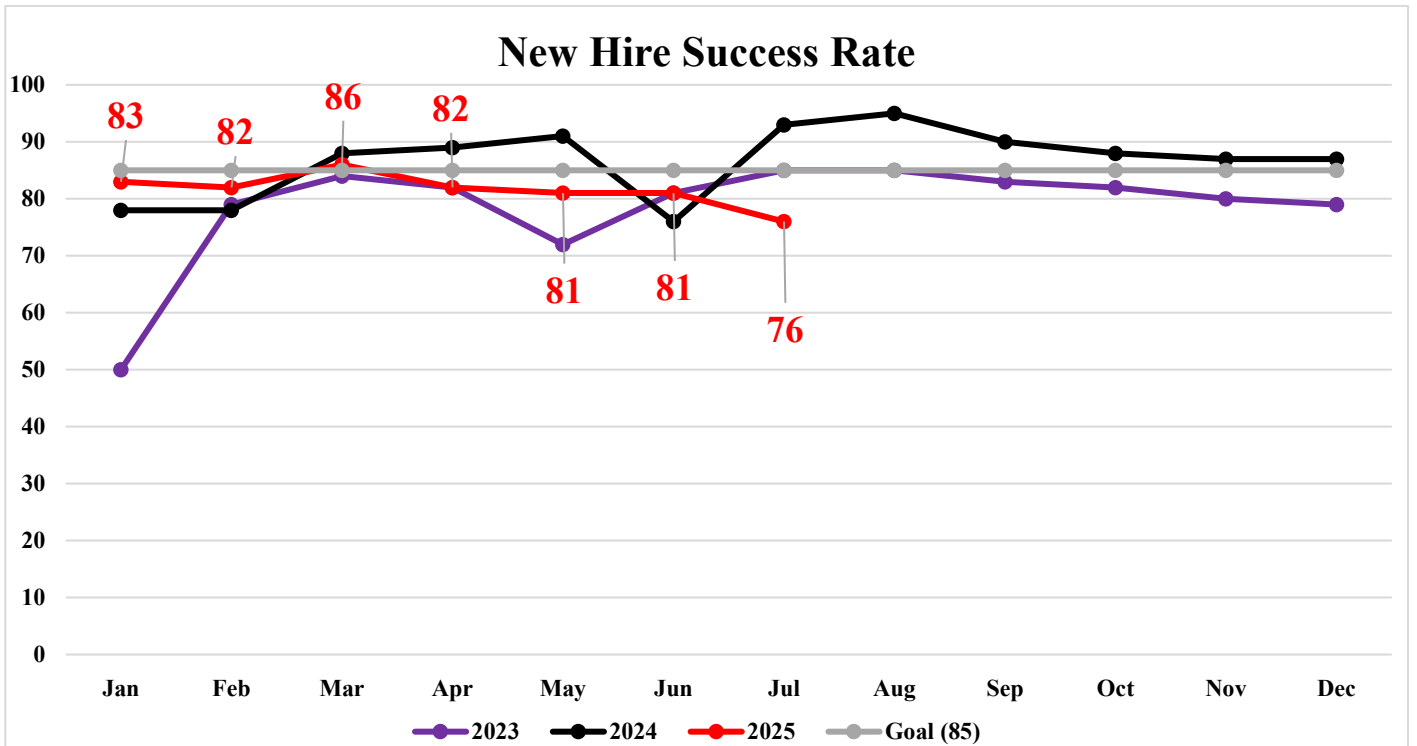
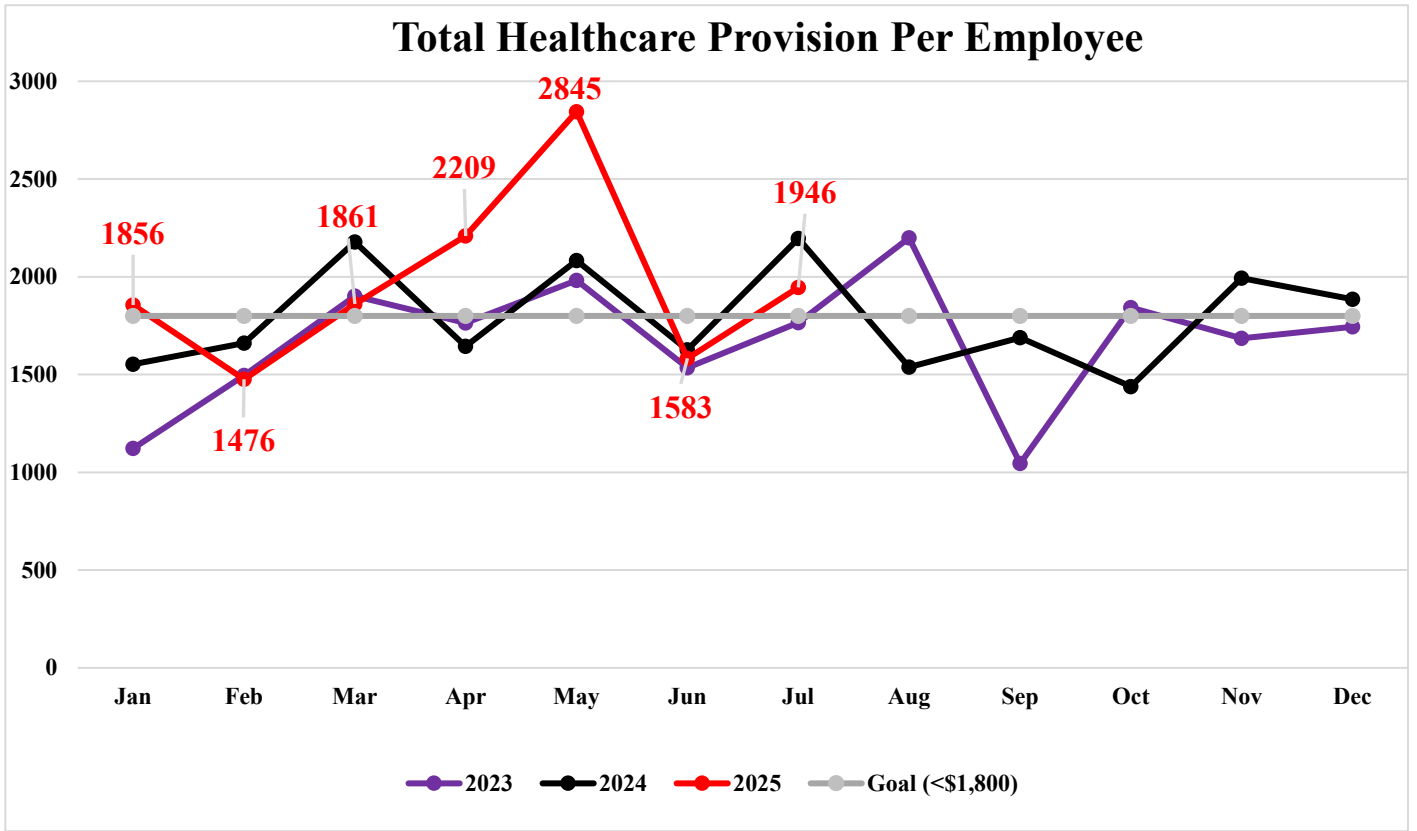
Mr. Donald Christian made a motion to adjourn the meeting.

Adjourned at 9:49 am.

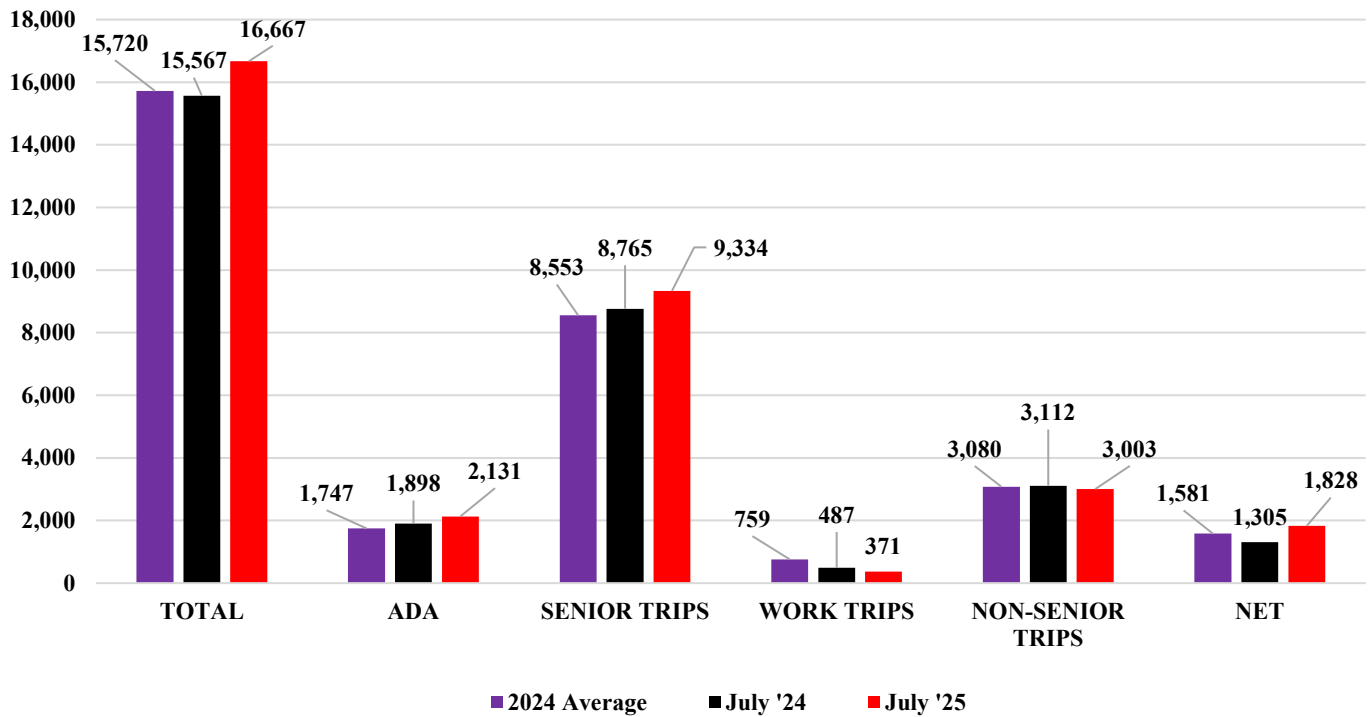
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**DAWN S. DISTLER,  
CHIEF EXECUTIVE OFFICER/  
SECRETARY-TREASURER**

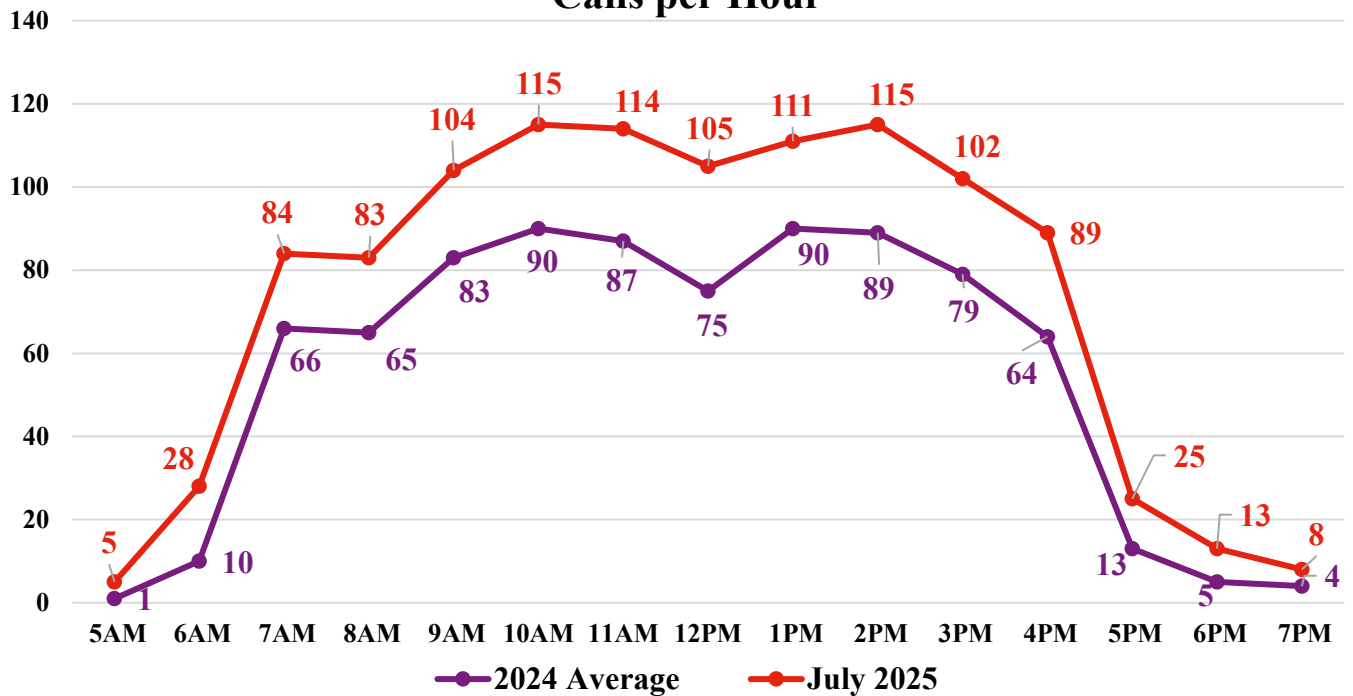
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**Date (MM/DD/YYYY)**



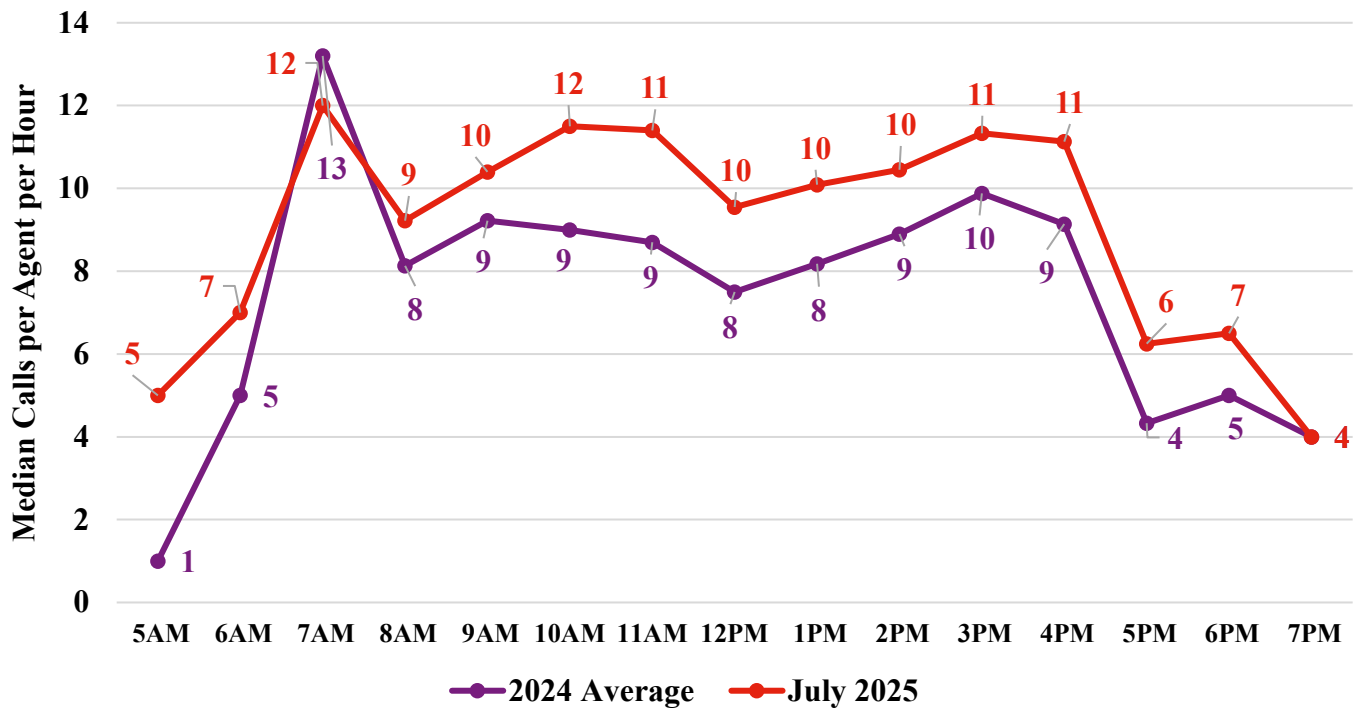
## METRO SELECT TRIPS



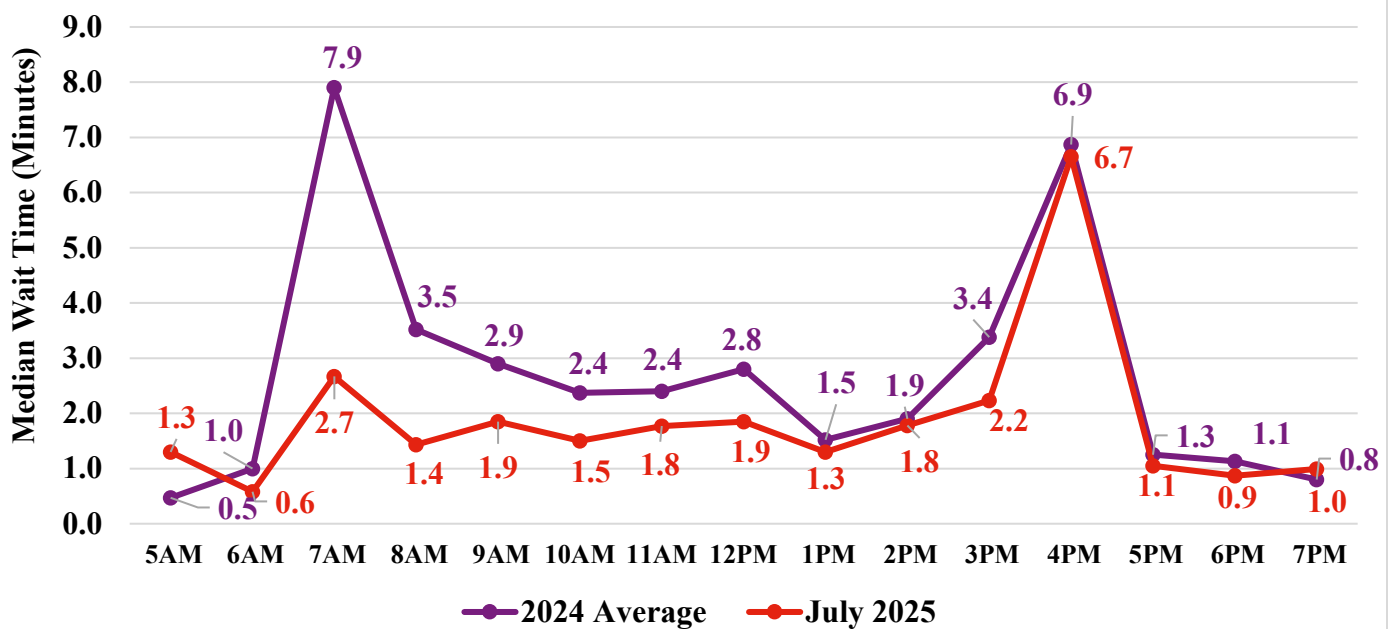
## Calls per Hour



### Hourly Calls per Agent



### Caller Wait Time





#### TYPE OF SERVICE: NORTH SUMMIT DEMAND

North Summit Demand was introduced in August of 2014. The service covers Macedonia, Twinsburg, Sagamore Hills, Northfield, Northfield Center and Reminderville.

Hours are 7am to 5pm Monday through Friday.

Trips can be scheduled to and from any address in these areas or to a bus stop to board a bus going to the Transit Center.

METRO specialists take calls to sign up a passengers and schedule trips. A pickup and return must be scheduled in advance.

The cost is \$4.00 each way.

Along with North Summit Demand some of passengers also use Scat, ADA and Net. Unlike other programs this one has no qualifications that need to be met such as age or disability.

At this time we have 355 active users. Average trips per week are 60. Most of the passengers use this program for work. Planning will be introducing a new program next year for this service area.

COMING  
Aug. 26th

# Pick up the phone and we'll pick you up at your curb.

## Call-A-Bus\*, 1-877-820-4710

Curb-to-curb bus service is here from METRO!

For just \$4 each way, we'll pick you up, drop you off at your destination, and take you back home. No bus stops. No waiting. No hassles.

This new service is available Monday through Friday, 8 a.m. to 4 p.m. to riders traveling within the areas of Macedonia; Twinsburg; Townships of Sagamore Hills, Twinsburg, and Northfield Center; and the Villages of Northfield and Reminderville. If you want to travel outside that area, it's no problem. We'll be happy to drop you off at a fixed route bus stop, so you can catch a METRO bus.

Either way, it's simpler than ever to get around!

To schedule a ride, call 1-877-820-4710  
one business day before your trip.  
Get ready for bus service like you've  
never seen before!

*Call  
C-A-Bus*  
1-877-820-4710  
**METRO** 



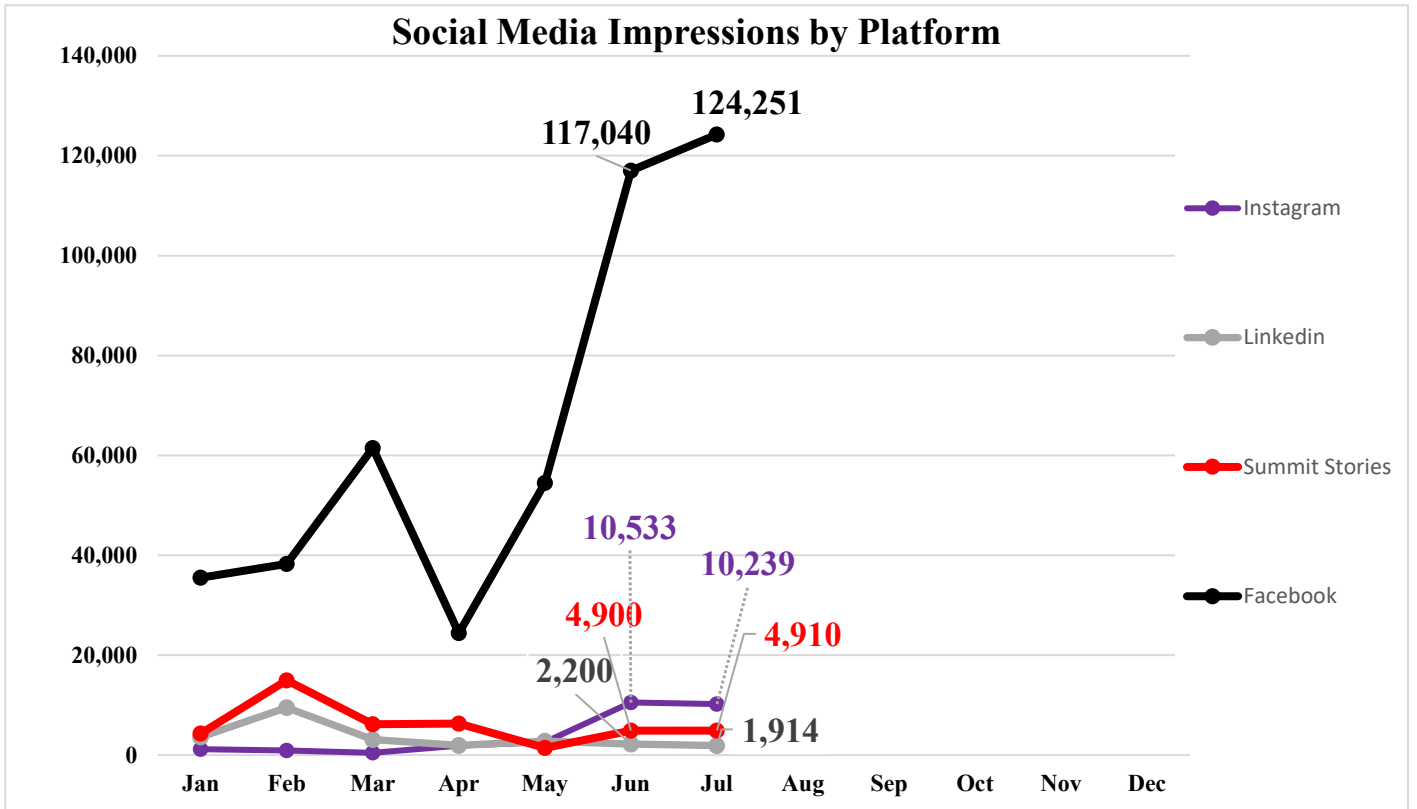
[akronmetro.org](http://akronmetro.org)

\*This is a demonstration service.

**METRO** 

416 Kenmore Blvd., Akron, OH 44301

PRSRT STD  
US POSTAGE  
PAID  
AKRON OH  
PERMIT #286



**COMMITTEE ASSIGNMENT:  
INTERNAL AND EXTERNAL ENGAGEMENT**

**RESOLUTION 2025-27**

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

**WHEREAS**, METRO wishes to renew, for the period of one year beginning 11/4/2025, a contract with NEOgov for HRIS software and support in the amount of \$104,101.71; and

**WHEREAS**, the contract will be for the period of one year commencing on 11/4/25 and ending on 11/3/26 unless renewed by the board of trustees; and

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

1. A contract be awarded to NEOgov not to exceed \$104,101.71.
2. That the Chief Executive Officer/Secretary –Treasurer is authorized to execute all documents related to this resolution.
3. 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:** September 30, 2025

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**MARK DERRIG,  
PRESIDENT**

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**DAWN S. DISTLER,  
EXECUTIVE DIRECTOR/  
SECRETARY-TREASURER**