

METRO REGIONAL TRANSIT AUTHORITY

Internal and External Engagement Committee

**JANUARY 15, 2026
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, JANUARY 15, 2026**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE DECEMBER 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)

Marketing Report | Molly Becker

- KPIs (Page 9)
- New Wrapped Buses and Bus Shelter (Page 10-12)

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, NOVEMBER 20, 2025**

Trustees Present: John Valle, Bob Konstand, Gary Spring, Renee Greene, Nicole Squire, Christine Marshall and Chuck Rector

Trustees Excused: Mark Derrig, Dana LaGarde and Donald Christian

Trustees Absent: Robert DeJournett and Dave Prentice

METRO Team

Members Present: Dawn Distler, Angie Neeley, Tatia Harris, Gert Wilms, Jarrod Hampshire, Jay Hunter, Eric Scott, DeHavilland Mc Call, Kyle Stewart, Brynn Overly-Nguyen, Laura Adkins, Zach Smith, Quentin Wyatt, Holly Sims, Alja Austin, Nathan Leppo, Lane Evans and Leslie Rashid

CALL TO ORDER

Mr. Chuck Rector called the meeting to order at 9:14 am.

APPROVAL OF MINUTES FROM THE NOVEMBER MEETING

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

SUB-COMMITTEE REPORTS

EEC Report | Jay Hunter

METRO participated in two job fairs: the Open M Job Fair, a faith-based outreach event, and a radio-hosted job fair at Stark State, where Operations also brought a bus for attendees to explore. The Employee Benefits Fair was held with 17 vendors providing raffles, giveaways, and health services such as flu shots, COVID shots, and mammogram scheduling. Fairlawn Dermatology offered skincare products and information. The event was well received, and Kyle Moeglin from Marketing won this year's chili cook-off.

Customer Care Report | Jay Hunter

KPIs were reviewed.

Marketing Report | Grace Doyle

KPIs were reviewed.

In early December, the Transit Center hosted a successful Giving Tuesday event where Officer Goggins collected a significant amount of donated items, including coats, clothing, shoes, and purses. Community participation was strong, and refreshments were provided. The Gospel Meets Symphony performers also visited the Transit Center that day, offering an enjoyable performance for attendees. Additionally, staff participated in one of the final Akron 200 events at EJ. Thomas Hall during a symphony program.

RESOLUTIONS FOR CONSIDERATION

OTHER BUSINESS

CALL FOR ADJOURNMENT

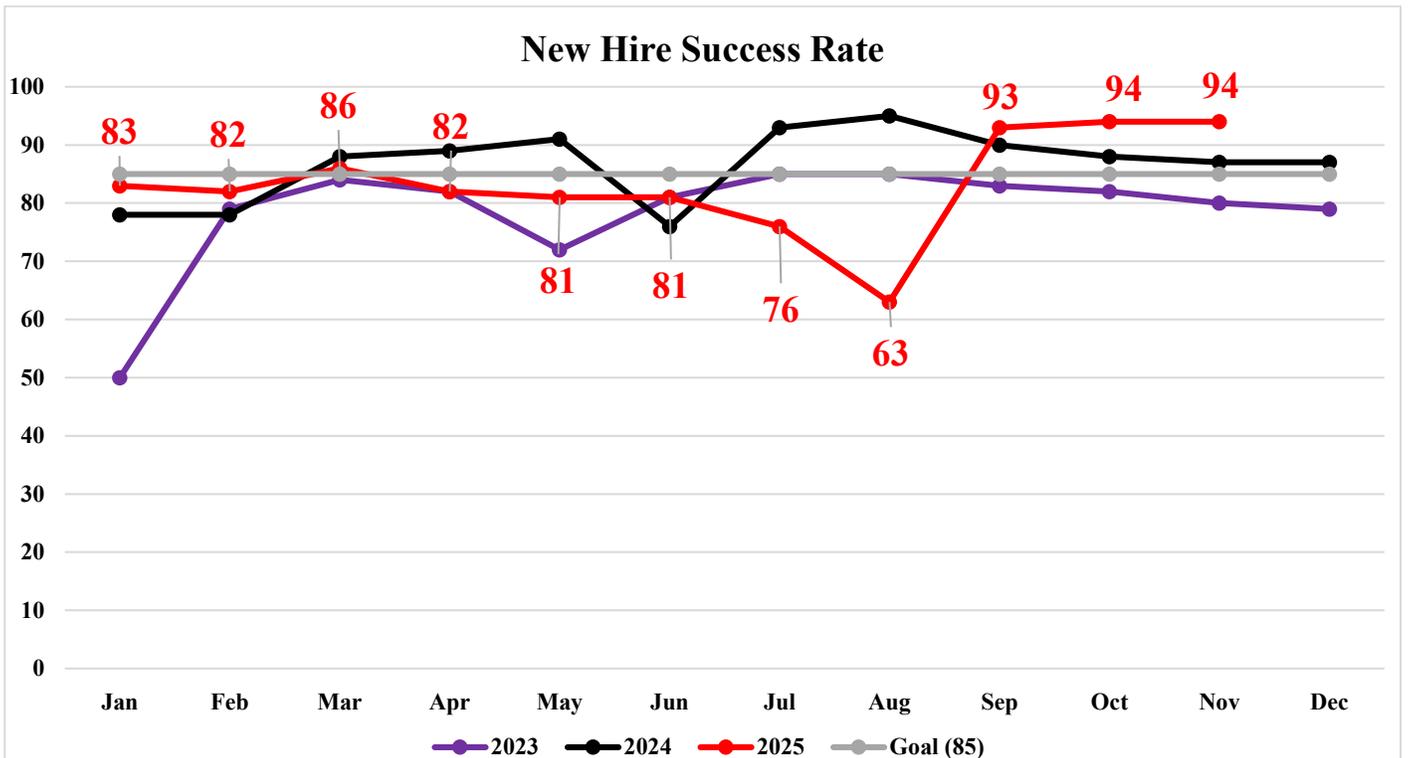
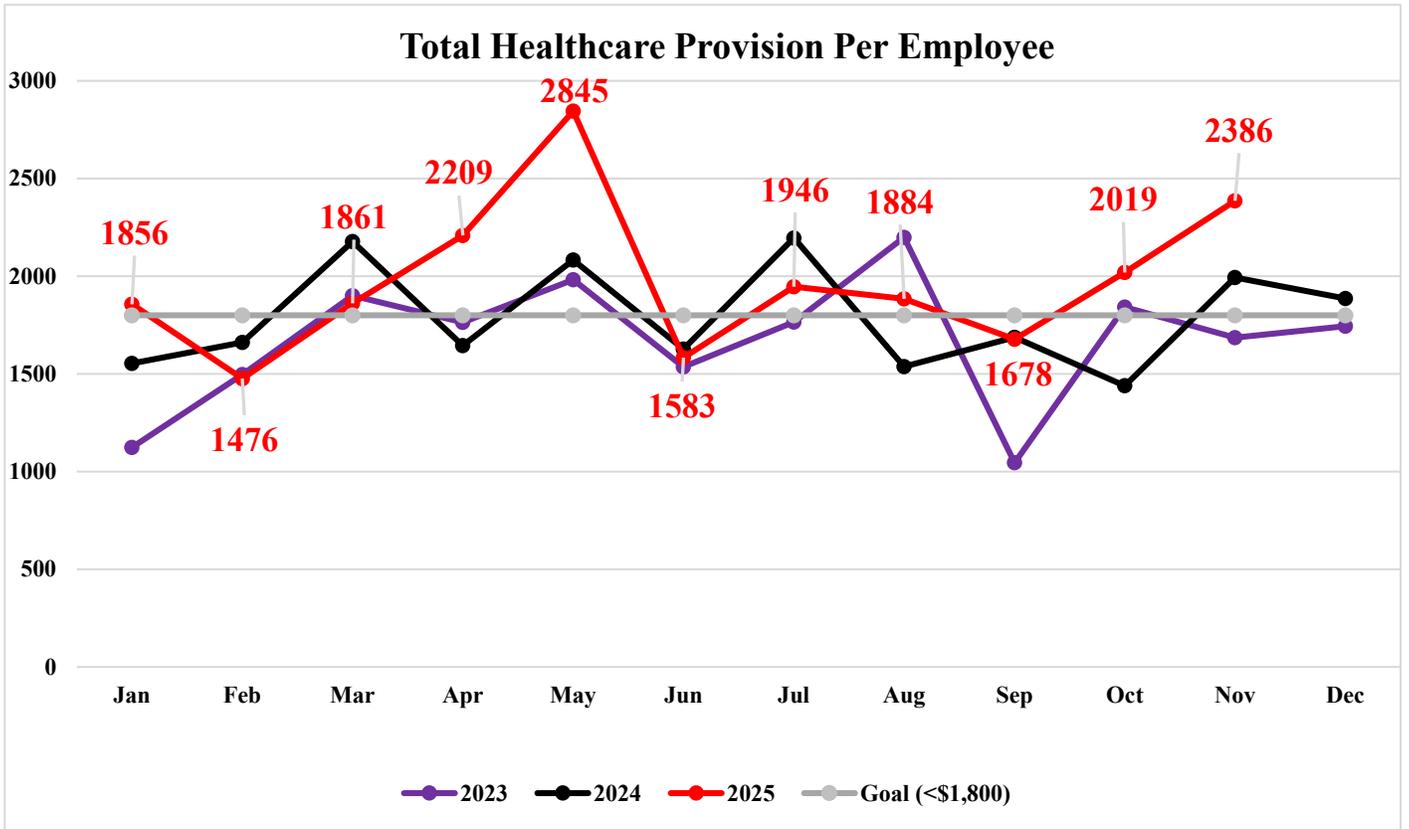
Adjourned at 9:23 am.

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

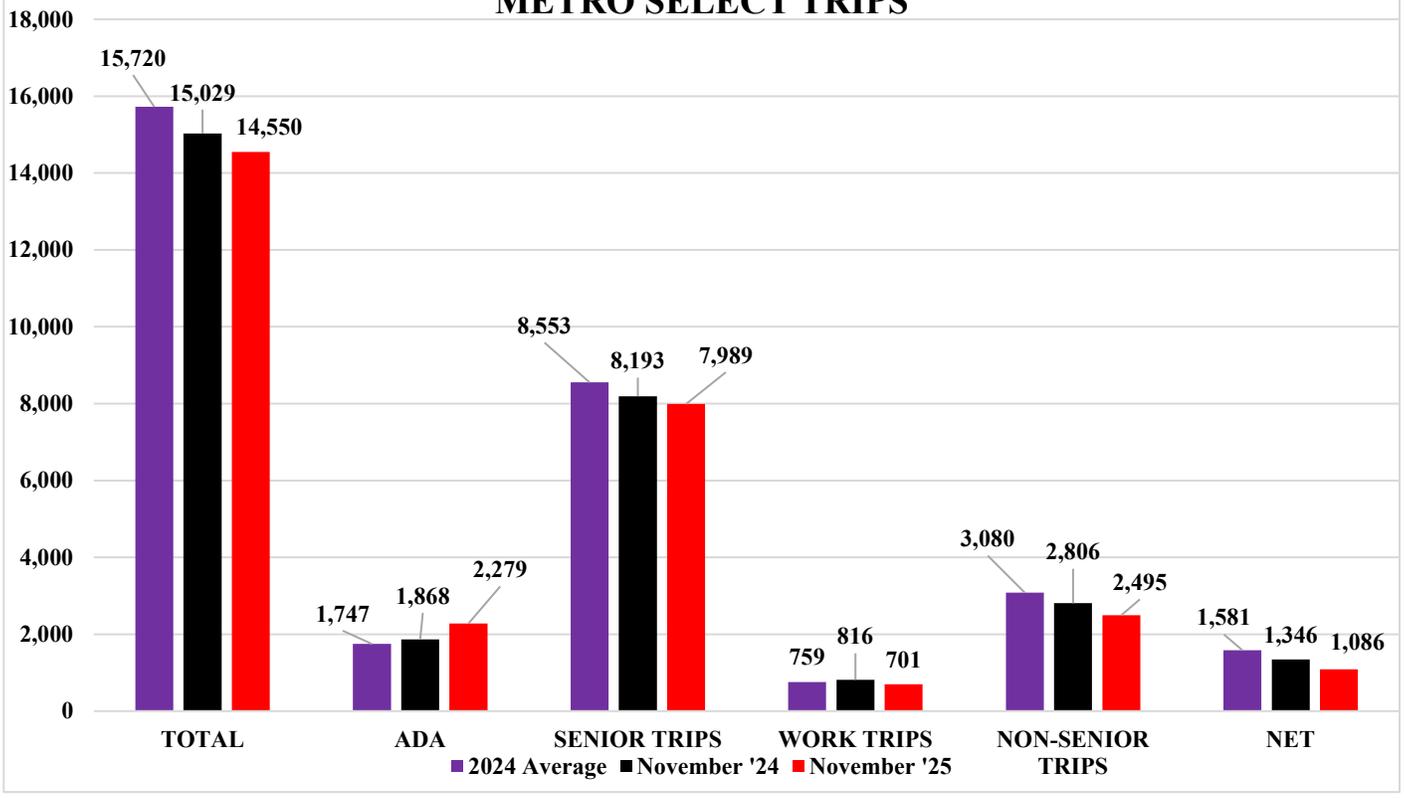
_____/_____/_____
Date (MM/DD/YYYY)

Thank you for your Service!

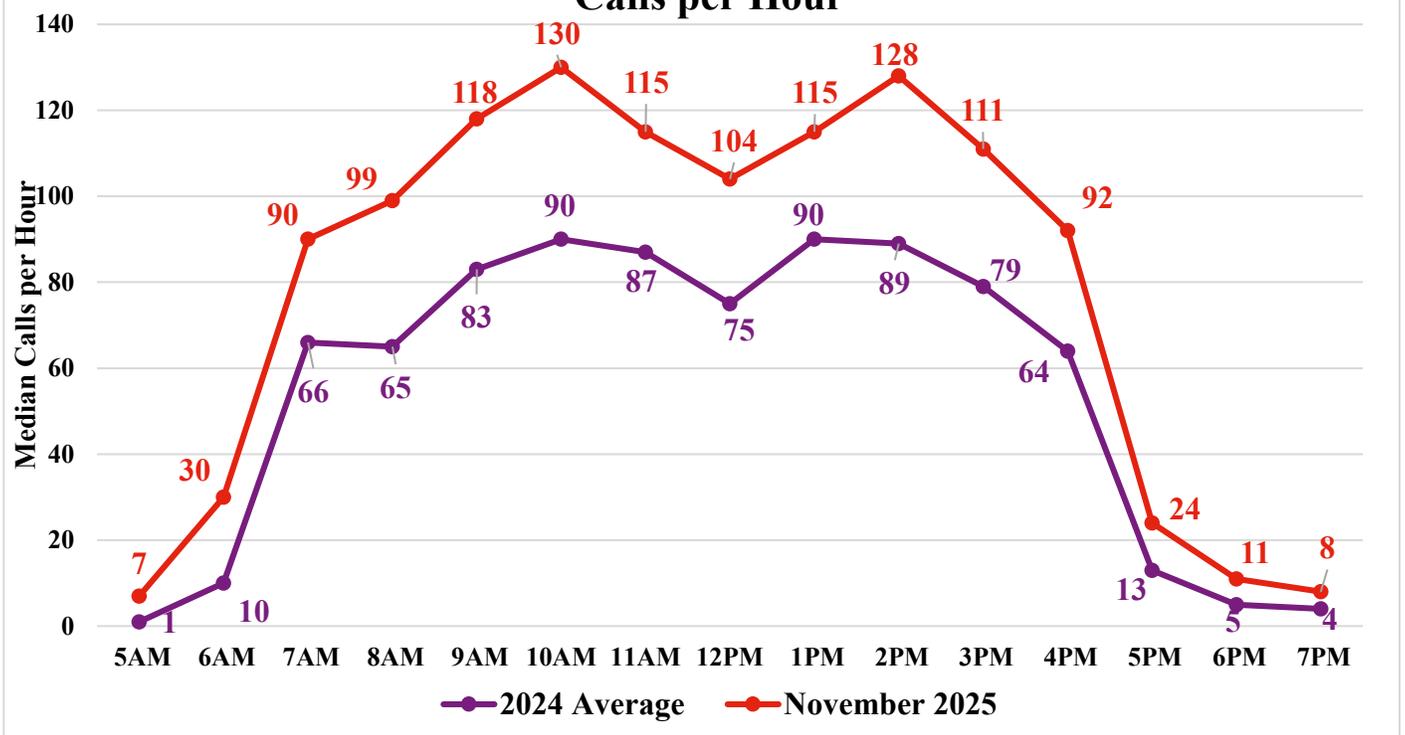




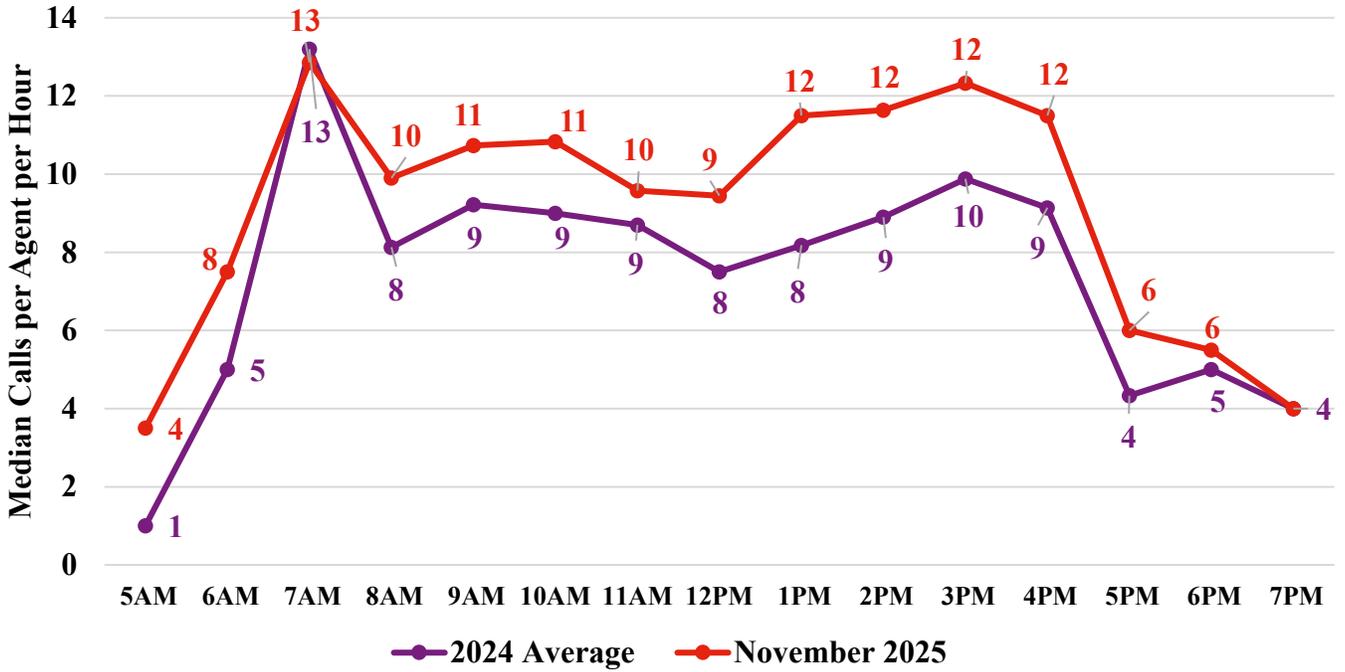
METRO SELECT TRIPS



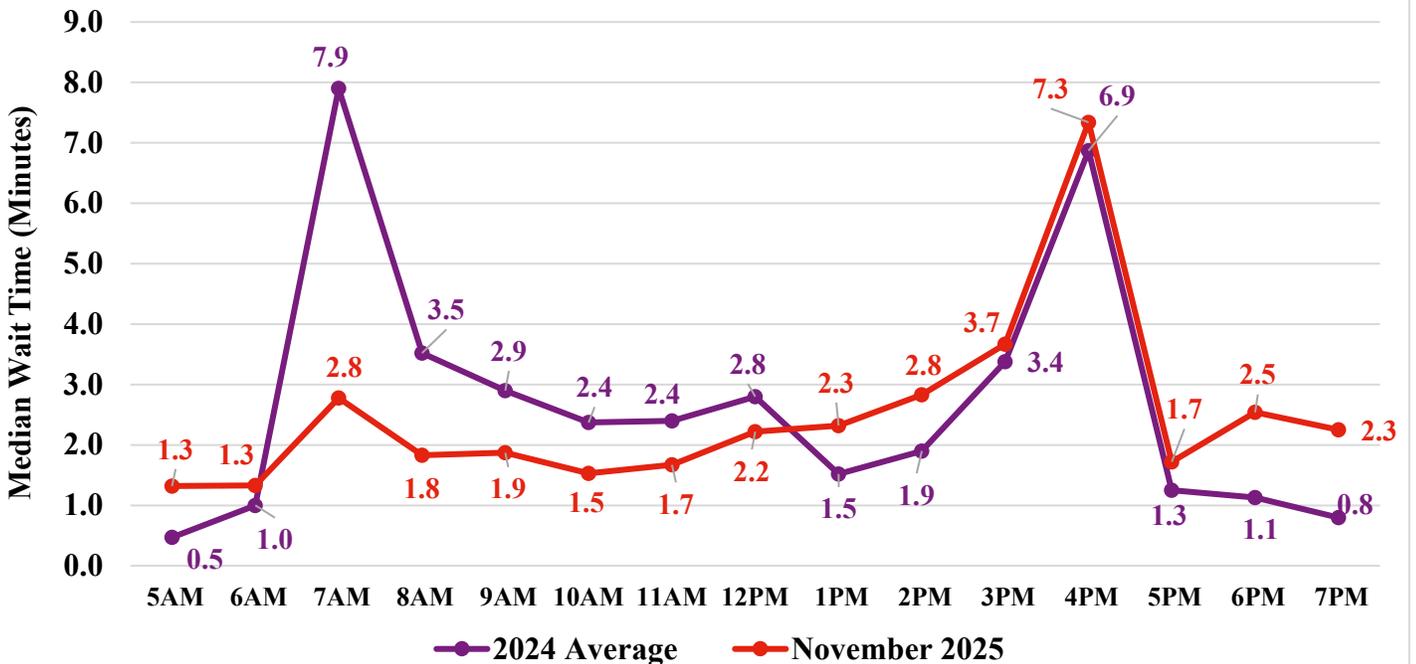
Calls per Hour



Hourly Calls per Agent



Caller Wait Time



Social Media Impressions by Platform

