

METRO REGIONAL TRANSIT AUTHORITY

Internal and External Engagement Committee

**OCTOBER 22, 2026
9:00 AM**

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



**METRO RTA
INTERNAL & EXTERNAL ENGAGEMENT
COMMITTEE MEETING AGENDA
MAINTENANCE & OPERATIONS BUILDING
348 KENMORE BLVD. MEETING ROOM
THURSDAY, OCTOBER 22, 2026**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE SEPTEMBER MEETING

ITEM 3: SUB-COMMITTEE REPORTS:

Employee Engagement Report | Jay Hunter

- Employee Engagement Activities
- KPIs (Pages 5 & 6)

Customer Care Report | Jay Hunter & Shannon Moore

- KPIs (Pages 6-8)
- Revenue Stats (Page 9)

Marketing Report | Molly Becker

- KPI's (Page 10)
- DAP Fall Fest
- Upcoming Events - Updates

ITEM 4: RESOLUTIONS FOR CONSIDERATION:

Resolution 2026-27 | Leslie Rashid

A resolution establishing the following monthly meeting dates for the Board of Trustees of the METRO Regional Transit Authority. (Page 11)

Resolution 2026-28 | Jay Hunter

A resolution authorizing the renewal of a contract with NeoGov for Human Resource Management Services (HRMS) with METRO Regional Transit Authority. (Page 12)

ITEM 5: OTHER BUSINESS:

ITEM 6: CALL FOR ADJOURNMENT

**METRO RTA
INTERNAL/EXTERNAL ENGAGEMENT
COMMITTEE MEETING MINUTES
MAINTENANCE & OPERATIONS BUILDING
348 KENMORE BLVD. MEETING ROOM
THURSDAY, SEPTEMBER 17, 2026**

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

Trustees Excused: Christine Marshall and Bob Konstand

Trustees Absent:

METRO Team Members Present: Dawn Distler, Tatia Harris, Gert Wilms, Shawn Metcalf, Jarrod Hampshire, Jay Hunter, Eric Scott, Molly Becker, Kyle Moeglin, Grace Doyle, DeHavilland McCall, Jamie Saylor, Laura Adkins, Jessie Dent, Melissa Barna, Regina Mills, Kayla Kinkead, Mark Schumann, Alja Austin, Luke Gareri, Brynn Overly-Nguyen, Lane Evans and Leslie Rashid

CALL TO ORDER

Mr. Chuck Rector called the meeting to order at 9:05 am.

APPROVAL OF MINUTES FROM THE AUGUST MEETING

Mr. John Valle made a motion to approve the minutes of the August meeting.

Ms. Dana LaGarde 2nd the motion. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Employee Engagement Report | Jay Hunter

METRO hosted a July 4th potluck in celebration of America's birthday. Employees contributed homemade and store brought dishes.

METRO continues to promote its Employee Assistance Program (EAP), with an emphasis on mental health awareness and employee wellness. Following comprehensive EAP benefits webinar, EEC developed a condensed five-minute presentation for inclusion in the new employee onboarding process.

METRO participated in the Project LEARN recognition and graduation ceremony in Summit County. Project LEARN is a nonprofit adult education organization that supports adult learners in developing skills for continued community participation and lifelong learning. METRO participated in engaging with graduates and highlight employment and transportation career opportunities.

KPIs were reviewed.

Customer Care Report | Melissa Barna

KPIs were reviewed.

Ms. Barna provided detailed information about staffing hours, sales fare and calls taken.

Marketing Report | Molly Becker

The dashboard was reviewed.

METRO is partnering with LeBron James Family Foundation to host a community outreach event at House 330 on Thursday, November 5. The event will highlight METRO employment opportunities, transportation services, and travel-training resources through a mini trade show and much more.

The day will begin with a State of METRO networking breakfast, followed by family and community programming.

How to use the Bike Rack video was played.

RESOLUTIONS FOR CONSIDERATION

OTHER BUSINESS

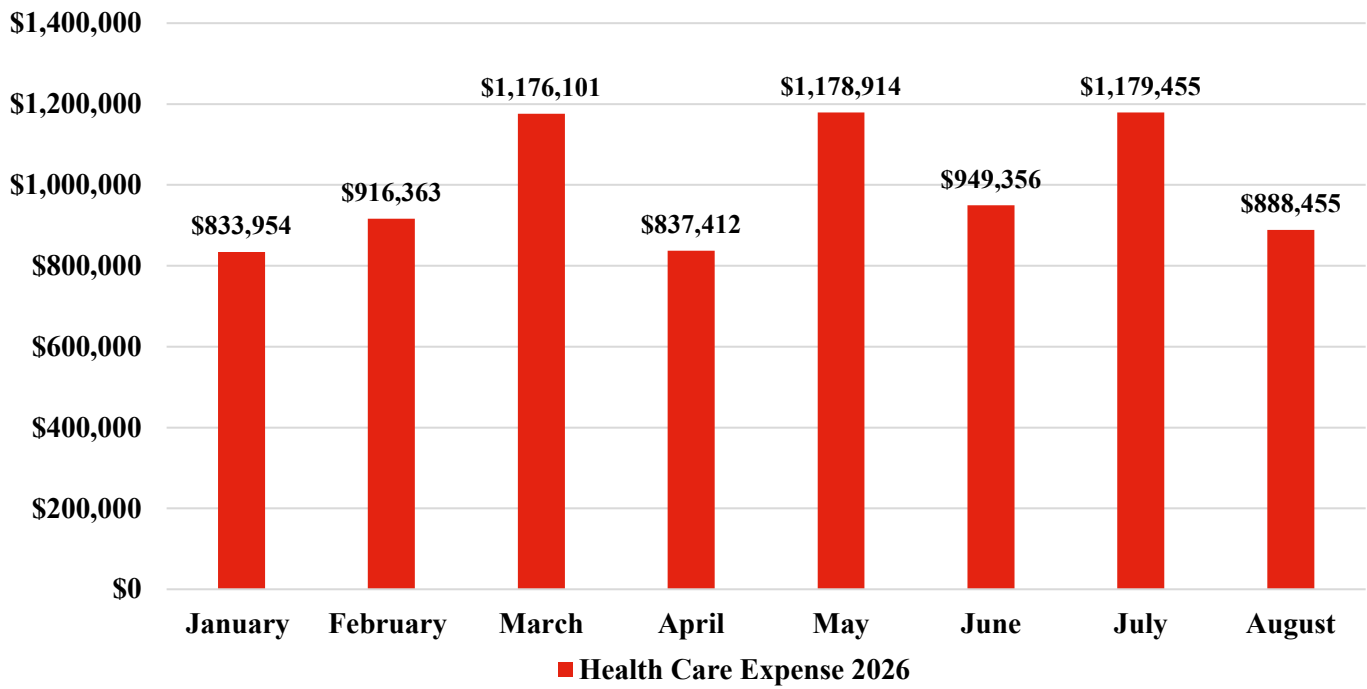
CALL FOR ADJOURNMENT

Adjourned at 9:28 am.

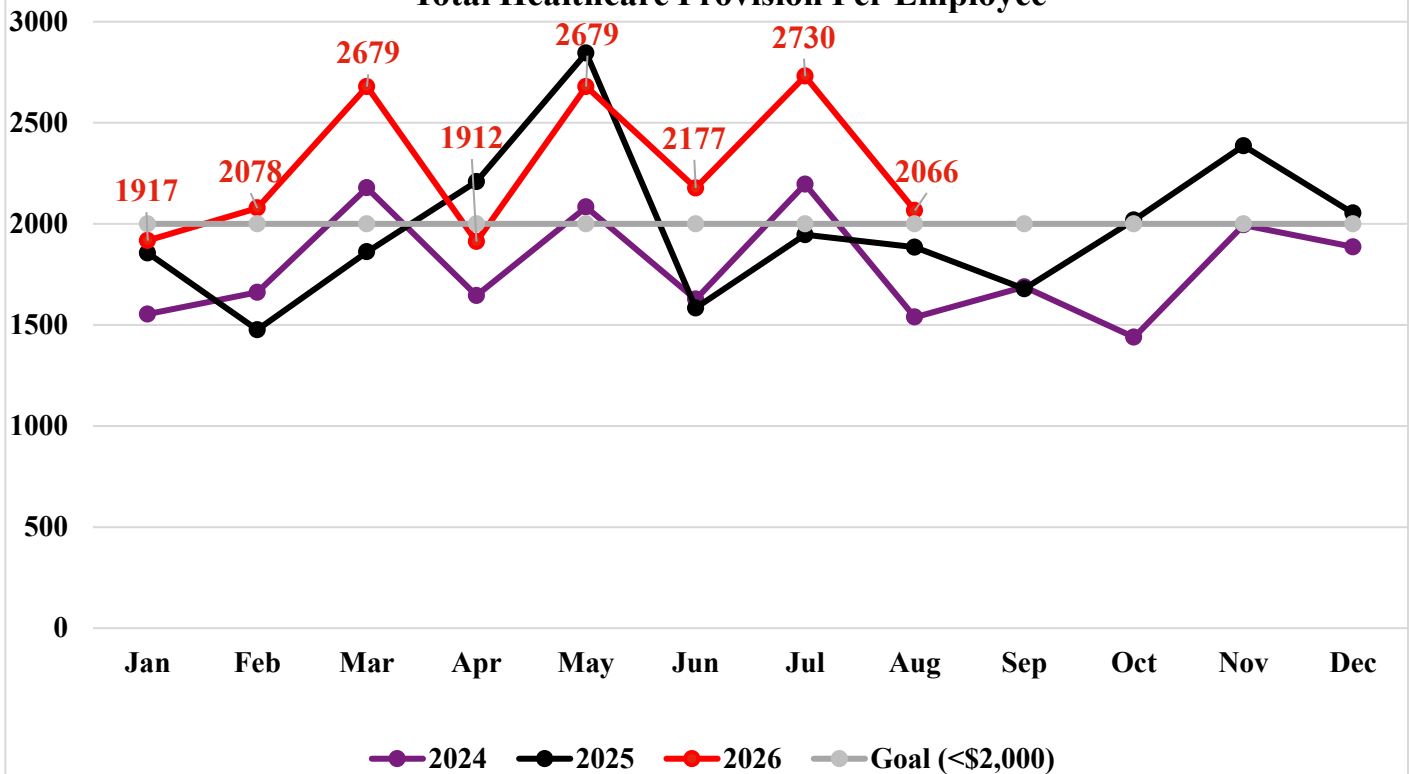
**DAWN S. DISTLER,
CHIEF EXECUTIVE OFFICER/
SECRETARY-TREASURER**

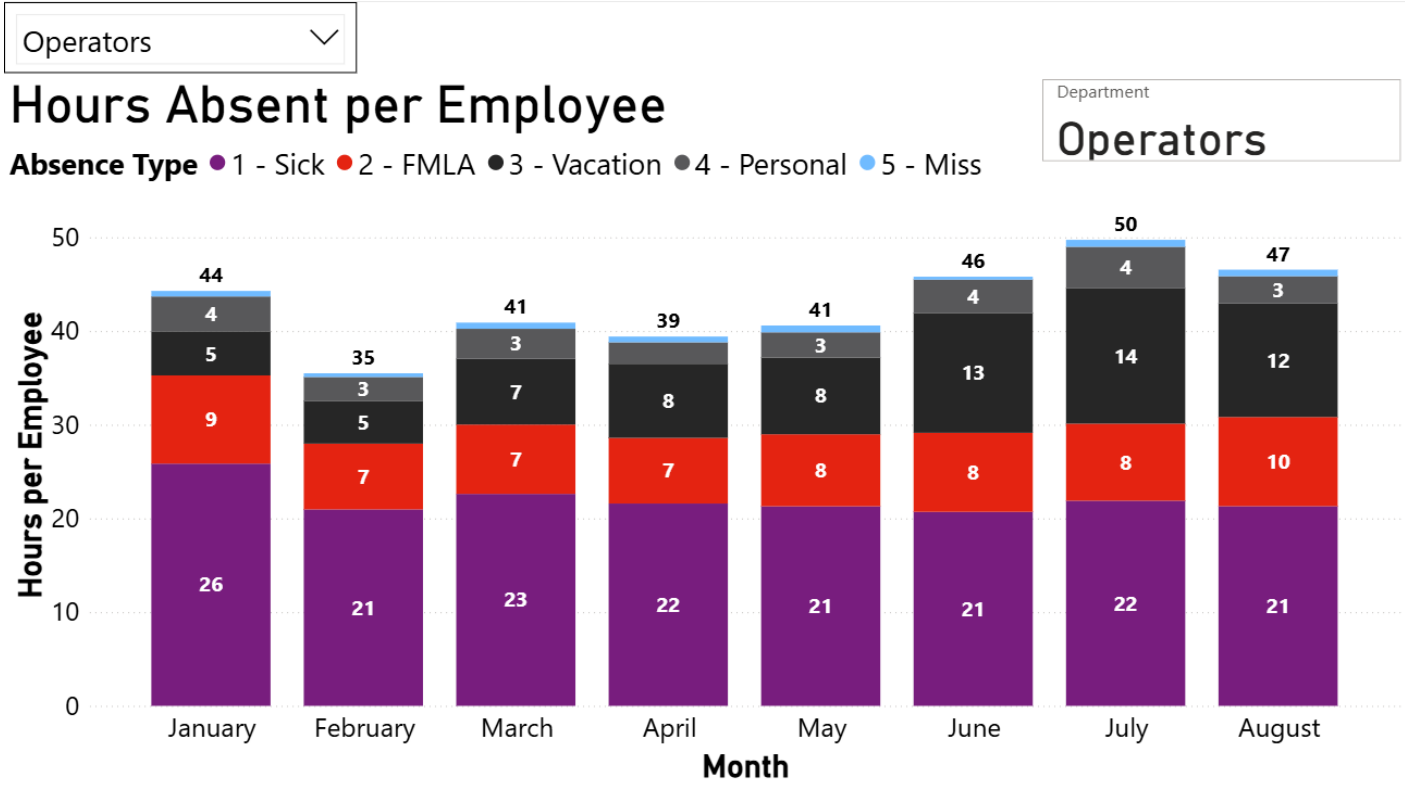
Date (MM/DD/YYYY)

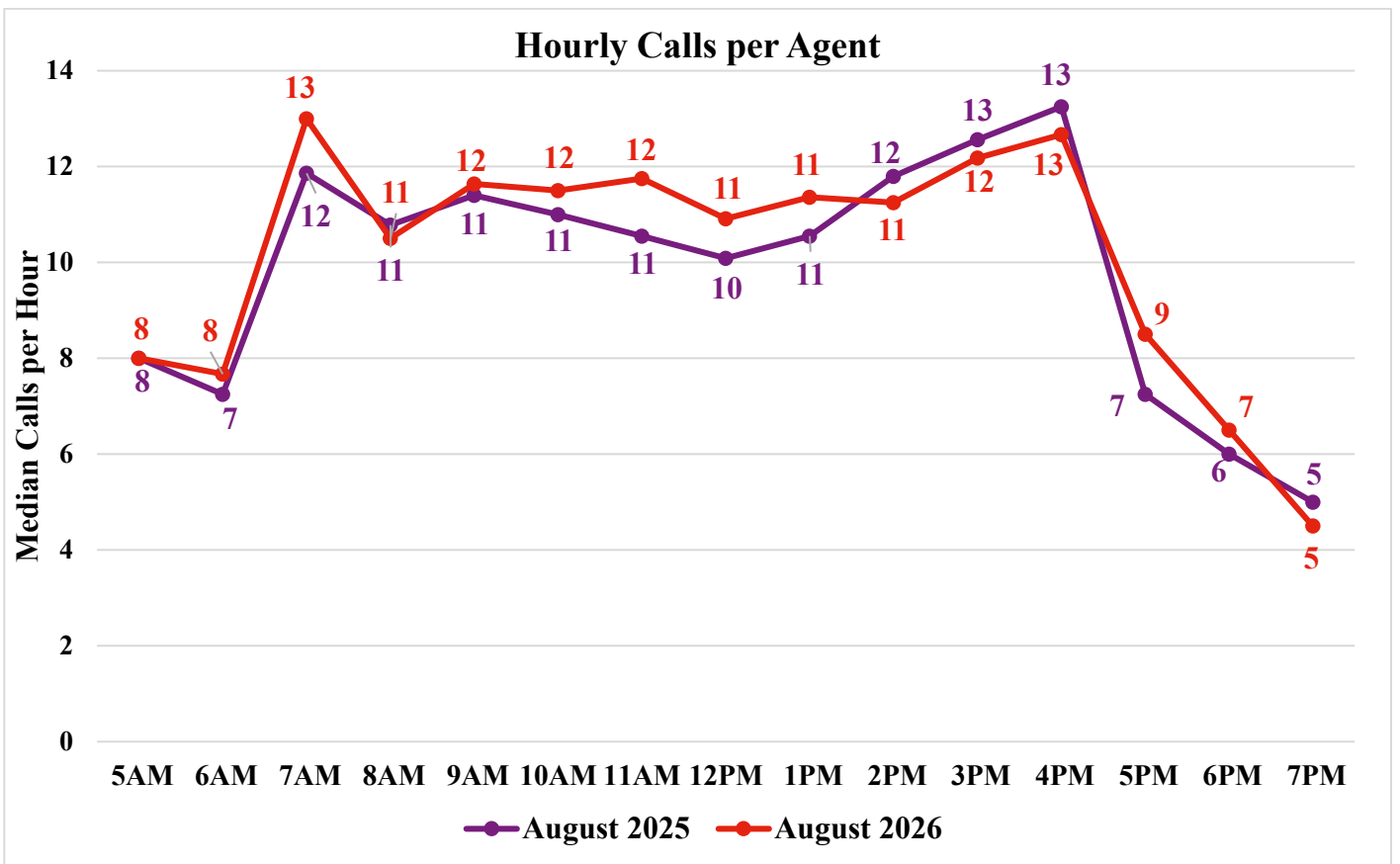
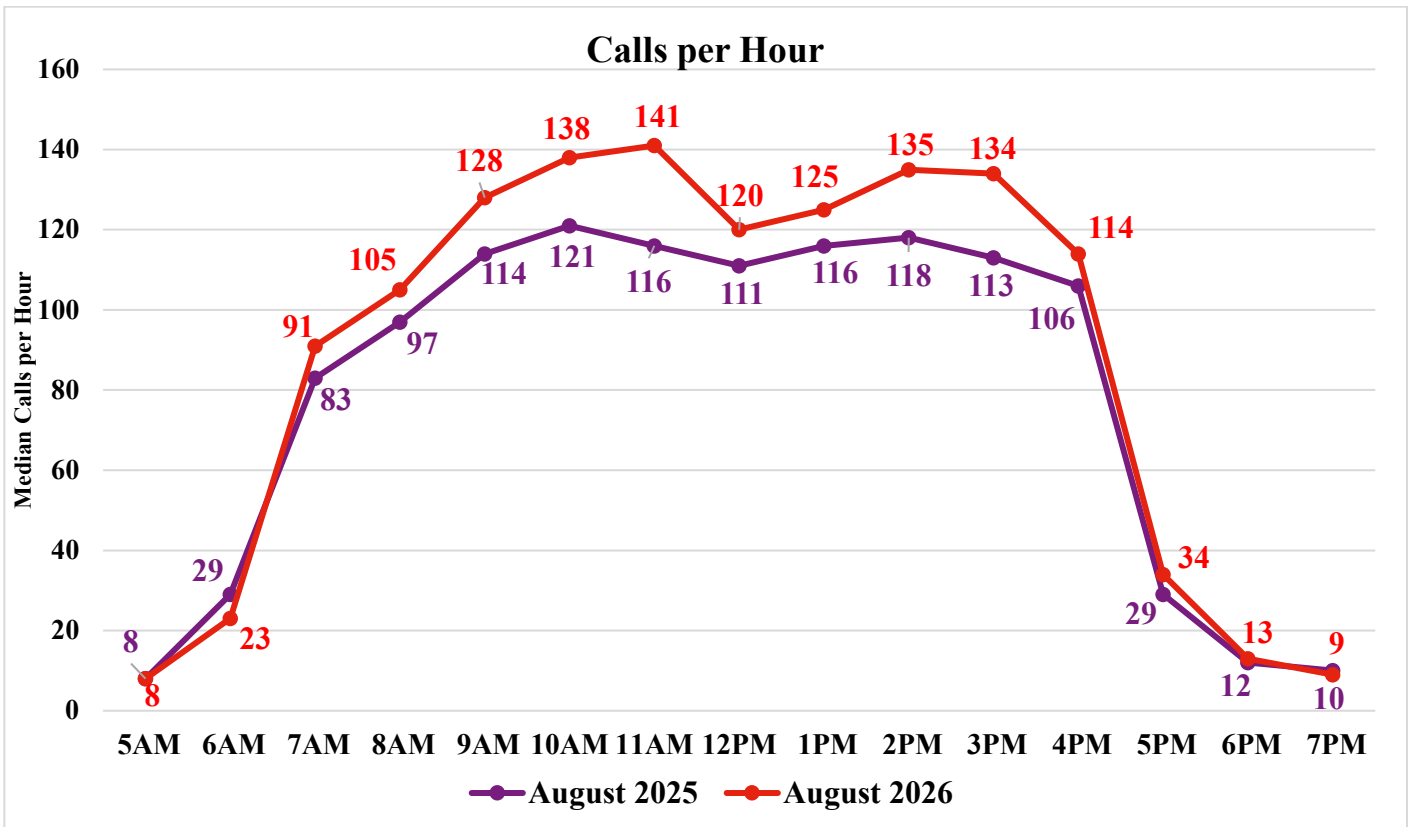
Health Care Expense 2026

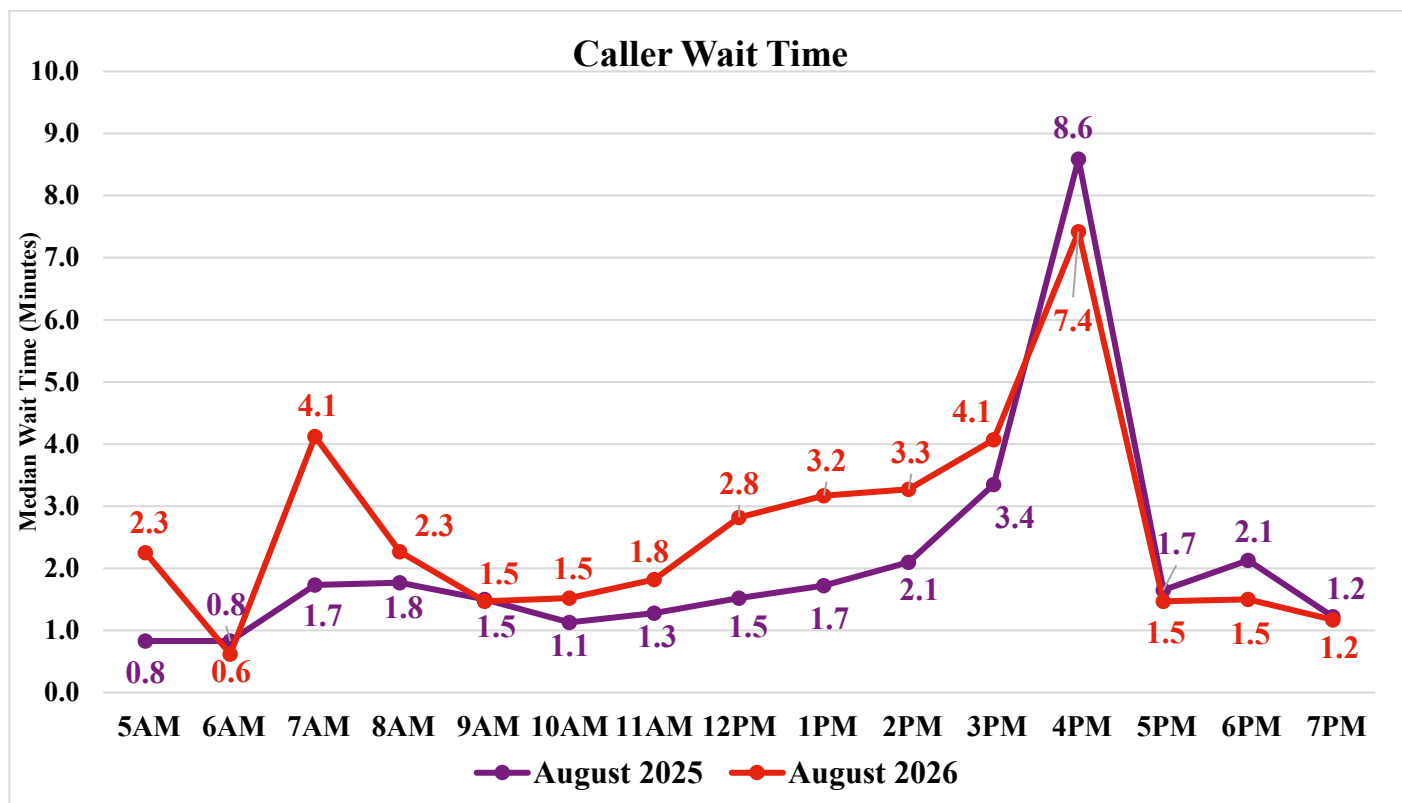


Total Healthcare Provision Per Employee









Revenue Stats for August 2026

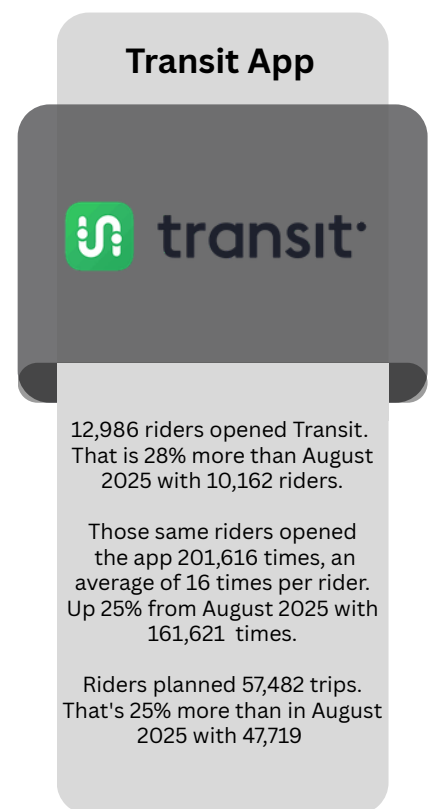
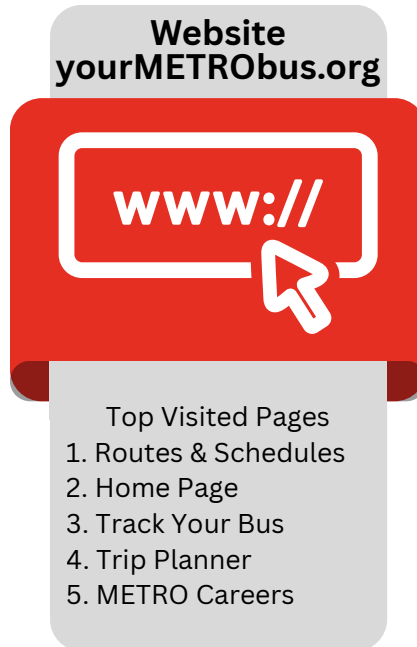
Coverage:

- 3 part-time specialists
 - 11 full-time specialists
 - Demand Response 7:00 am – 5:00 pm
 - Info 5:30 am – 8:00 pm (Monday-Friday)
 - 8:00 am – 4:00 pm (Saturday)
 - 9:00 am – 5:00 pm (Sunday)
- Revenue from Transit Center sales - \$21,717.00
- Ticket sales - \$55,076.25 (OOD, Goodwill, Courts, Hope & Healing & Giant Eagle)

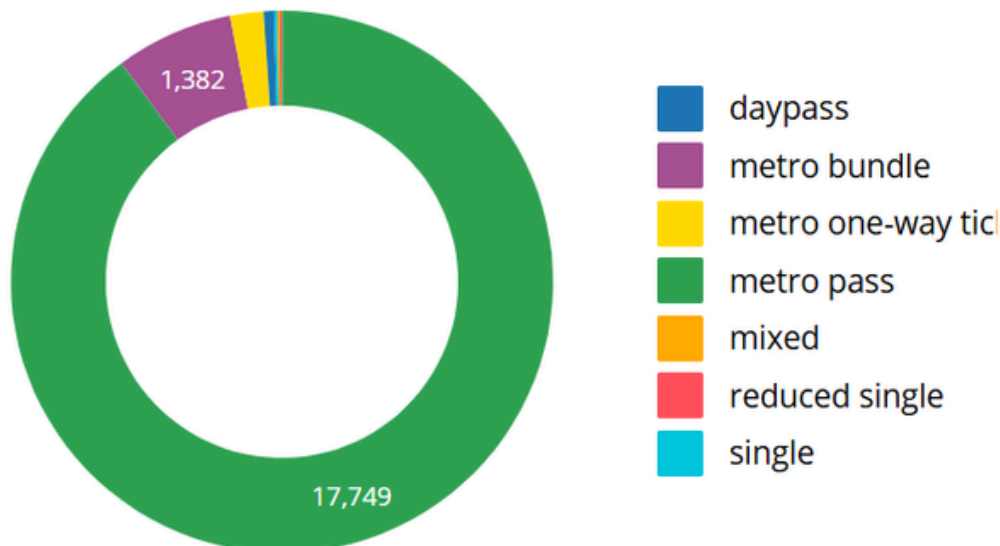
Calls:

- Demand Response 12,589
- Information 3,305
- Returns 6,329
- Total 22,223

PR & Marketing Dashboard



EZfare



Ticket & Passes by Type

August 2026

DAP Fall Fest 2026

SpongeBob SquarePants Themed Bus



**COMMITTEE ASSIGNMENT:
INTERNAL AND EXTERNAL ENGAGEMENT**

RESOLUTION 2026-27

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 be established:

Tuesday, January 26, 2027 – 9:00 AM
Tuesday, February 23, 2027 - 9:00 AM
Tuesday, March 30, 2027 – 9:00 AM
Tuesday, April 27, 2027 – 9:00 AM
Tuesday, May 25, 2027 – 9:00 AM
Tuesday, June 29, 2027 – 9:00 AM
Tuesday, July 27, 2027 – 9:00 AM
Tuesday, August 31, 2027 – 9:00 AM
Tuesday, September 21, 2027 - 9:00 AM
Tuesday, October 26, 2027 – 9:00 AM
Tuesday, November 30, 2027 – 9:00 AM
Tuesday, December 28, 2027 – 9:00 AM

WHEREAS, said Board Meetings will be held at 348 Kenmore Blvd. Akron, OH. 44301 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 2027.
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: October 27, 2026

**MARK DERRIG,
PRESIDENT**

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

**COMMITTEE ASSIGNMENT:
INTERNAL AND EXTERNAL ENGAGEMENT**

RESOLUTION NO. 2026-28

A resolution authorizing the renewal of a contract with NeoGov for the Human Resource Management Services (HRMS) with METRO Regional Transit Authority.

WHEREAS, such services are needed for the conducting of general Human Resources services; and

WHEREAS, this partnership will continue the necessary services of Recruitment, Applicant Tracking, Onboarding, Performance Management, and Training (on-line compliance and other); and

WHEREAS, the term of this agreement will be one (1) year commencing on 11/4/2026 and ending on 11/3/2027 not to exceed \$108,826.06.

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

1. The Chief Executive Officer/Secretary-Treasurer is hereby authorized to execute said contract.
2. A contract be awarded for one (1) year (November 4, 2026, through November 3, 2027) in an amount not to exceed \$108,826.06.
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: October 27, 2026

**MARK DERRIG,
PRESIDENT**

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CHIEF EXECUTIVE OFFICER/
SECRETARY-TREASURER**