METRO REGIONAL TRANSIT AUTHORITY

Internal and External Engagement Committee

NOVEMBER 19, 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, NOVEMBER 19, 2026

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE OCTOBER MEETING

ITEM 3: SUB-COMMITTEE REPORTS:

Employee Engagement Report | Jay Hunter

- Employee Engagement Activities
- KPIs (Pages 6 & 7)

Customer Care Report | Jay Hunter & Laura Adkins

- KPIs (Pages 7-9)
- Revenue Stats (Page 10)

Marketing Report | Molly Becker

- KPI's (Page 11)
- Holiday Tree festival
- Event Follow Ups
- Giving Tuesday

ITEM 4: RESOLUTIONS FOR CONSIDERATION:

ITEM 5: OTHER BUSINESS:

ITEM 6: CALL FOR ADJOURNMENT

METRO RTA
INTERNAL/EXTERNAL ENGAGEMENT
COMMITTEE MEETING MINUTES
MAINTENANCE & OPERATOINS BUILDING
348 KENMORE BLVD. MEETING ROOM
THURSDAY, OCTOBER 22, 2026

DRAFT

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

Trustees Excused: Christine Marshall and Nicole Squire

Trustees Absent:

METRO Team Members Present: Dawn Distler**,** Angie Neeley, Tatia Harris, Gert Wilms, Shawn Metcalf, Jarrod Hampshire, Jay Hunter, Eric Scott, Molly Becker, Jamie Saylor, Laura Adkins, Regina Mills, Kayla Kinkead, Mark Schumann, Alja Austin, Quentin Wyatt, Shannon Moore, Brynn Overly-Nguyen, Lane Evans and Leslie Rashid

CALL TO ORDER

Mr. Chuck Rector called the meeting to order at 9:34 am.

APPROVAL OF MINUTES FROM THE SEPTEMBER MEETING

Mr. Donald Christian made a motion to approve the minutes of the September meeting.

Mr. John Valle 2nd the motion. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Employee Engagement Report | Regina Mills
METRO hosted an on-site ergonomics session through Biometrics Health to educate operators on proper posture, steering techniques, and exercises to help reduce fatigue and stress between routes.

METRO participated in two August job fairs through OhioMeansJobs and the Akron Metropolitan Housing Authority's Reach Opportunity Center to promote career opportunities, benefits, and strengthen community outreach.

KPIs were reviewed.

Customer Care Report | Shannon Moore
KPIs were reviewed.

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

Marketing Report | Molly Becker
The dashboard was reviewed.

METRO participated in Downtown Akron Fall Fest with its SpongeBob-themed bus, attracting significant community interest and providing candy and photo opportunities for families. Upcoming events include the METRO Roadeo and employee opening of the new facility, the official ribbon-cutting facility ceremony, and the November 5 State of METRO and METRO Summit, featuring travel training, career information, and demonstration of METRO services.

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.

The resolution was discussed.

Mr. Robert DeJournett made a motion to the committee to recommend the resolution to the Board on October 27, 2026. Ms. Dana LaGarde 2nd the motion. All present voted aye.

Resolution 2026-28 | Regina Mills
A resolution authorizing the renewal of a contract with NeoGov for the Human Resource Management Services (HRMS) with METRO Regional Transit Authority.

The resolution was discussed.

Mr. Donald Christian made a motion to the committee to recommend the resolution to the Board on October 27, 2026. Ms. Dana LaGarde 2nd the motion. All present voted aye.

OTHER BUSINESS

CALL FOR ADJOURNMENT

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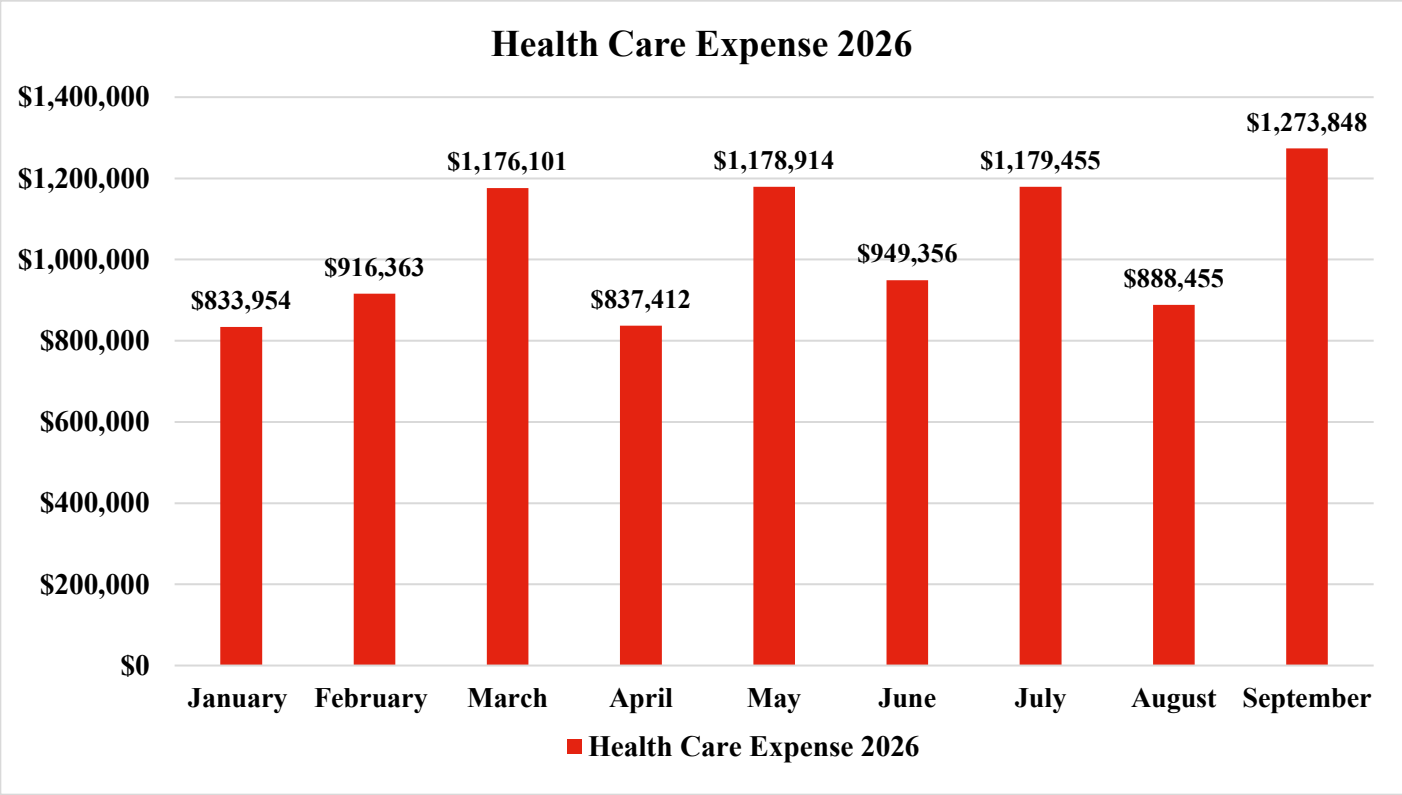
Adjourned at 9:58 am.

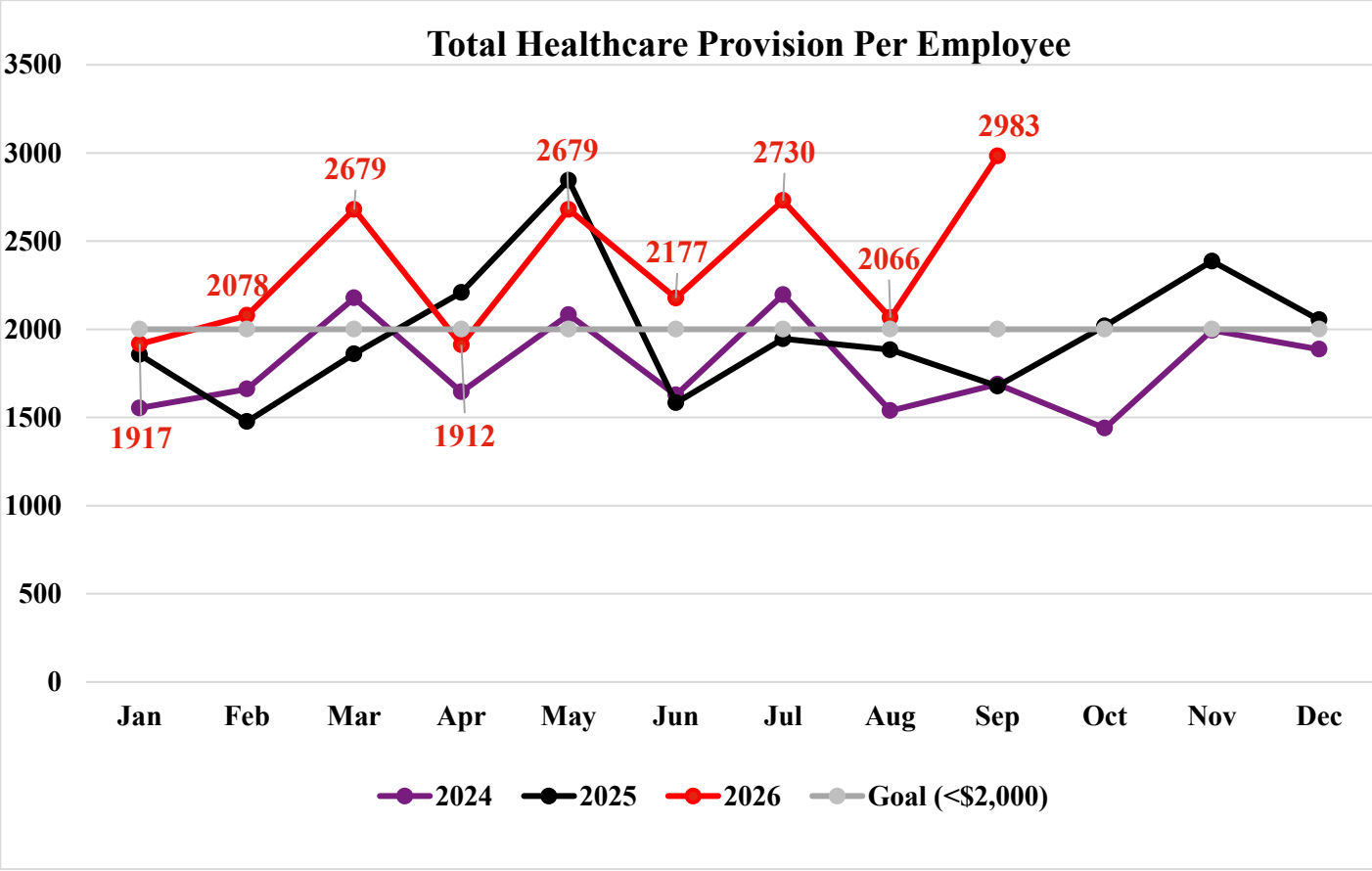
_____

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

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

DRAFT

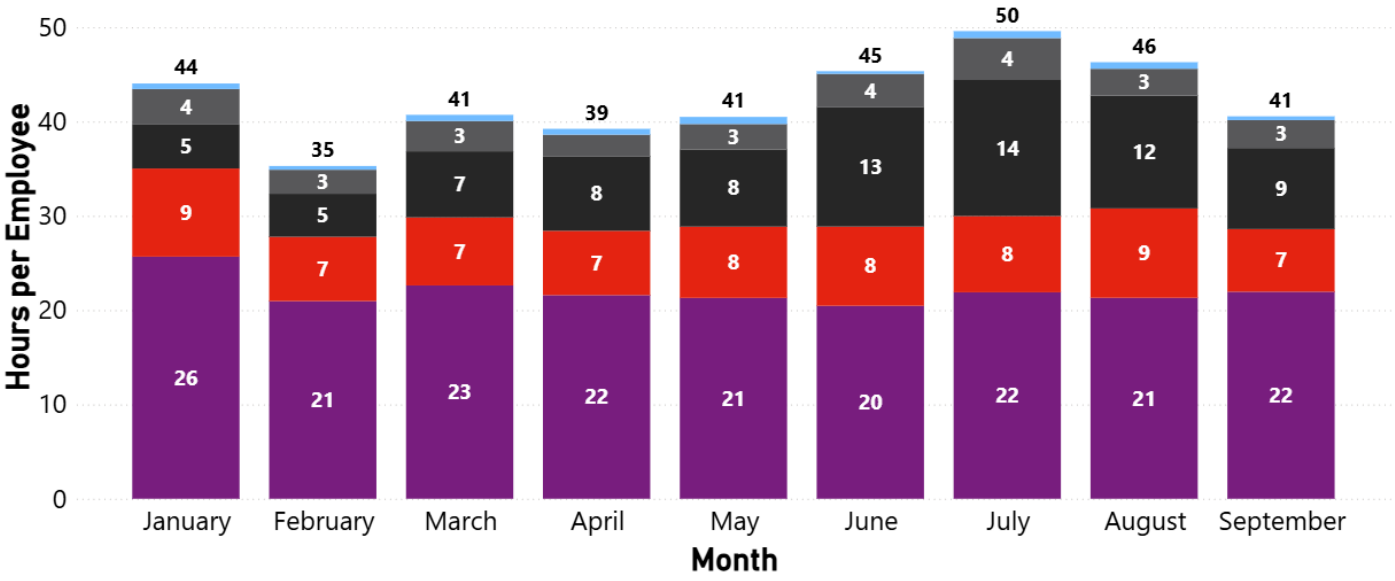

Health Care Expense 2026
$1,400,000
$1,200,000
$1,000,000
$800,000
$600,000
$400,000
$200,000
$0
$833,954
$916,363
$1,176,101
$837,412
$1,178,914
$949,356
$1,179,455
$888,455
$1,273,848
January
February
March
April
May
June
July
August
September
Health Care Expense 2026

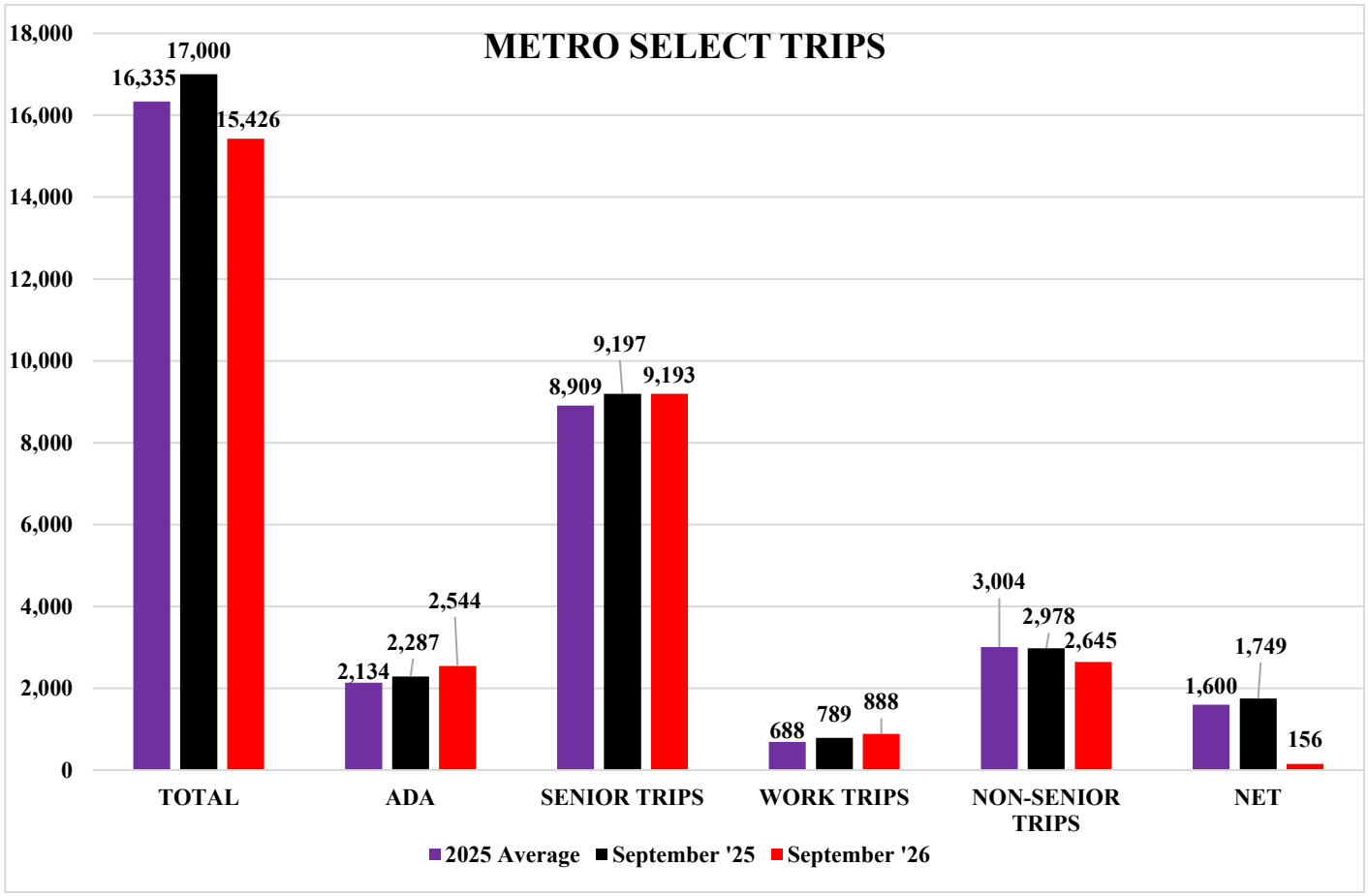

Total Healthcare Provision Per Employee
3500
3000
2500
2000
1500
1000
500
0
1917
2078
2679
1912
2679
2177
2730
2066
2983
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec
2024
2025
2026
Goal (<$2,000)

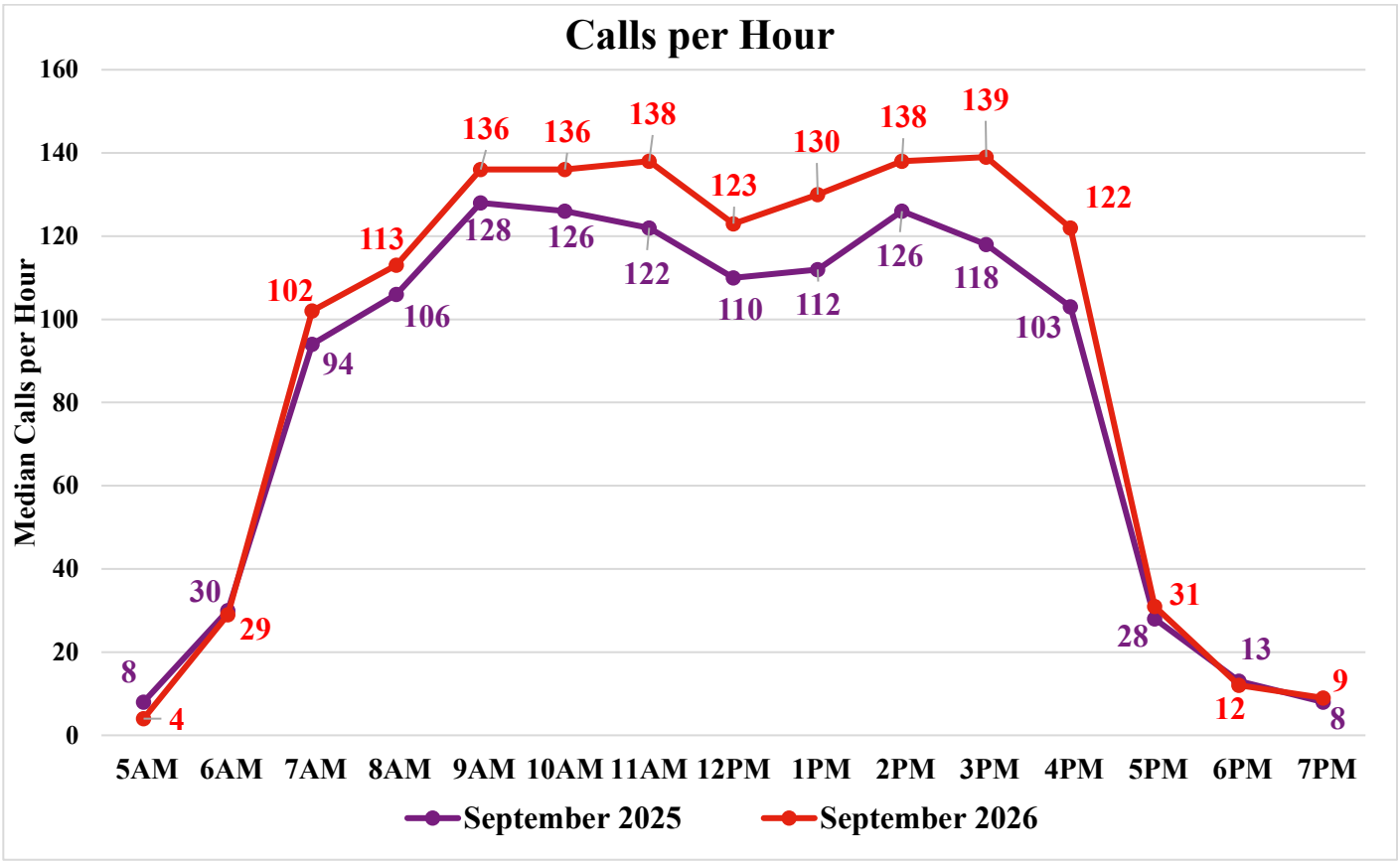
Hours Absent per Employee

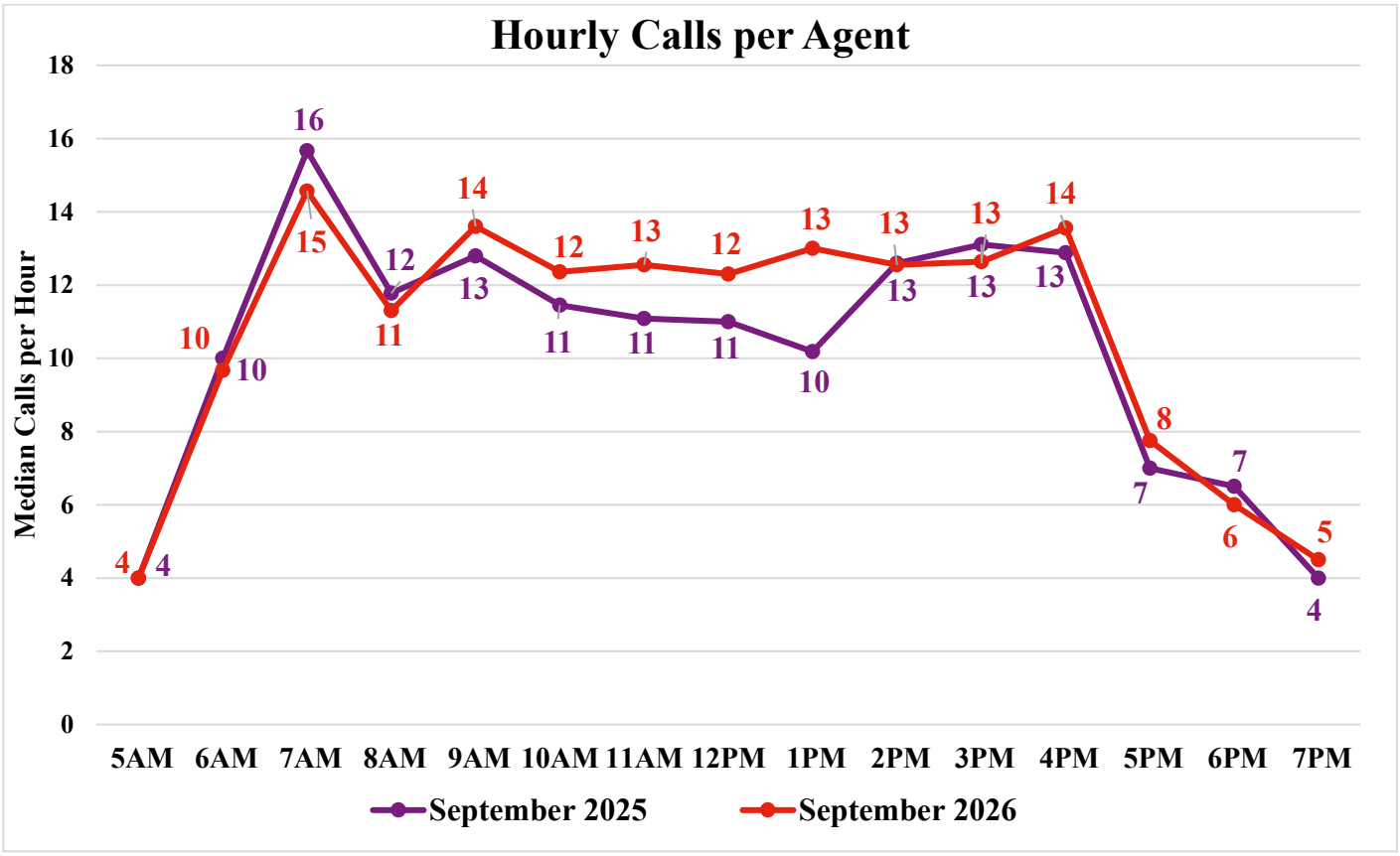
Department
Operators

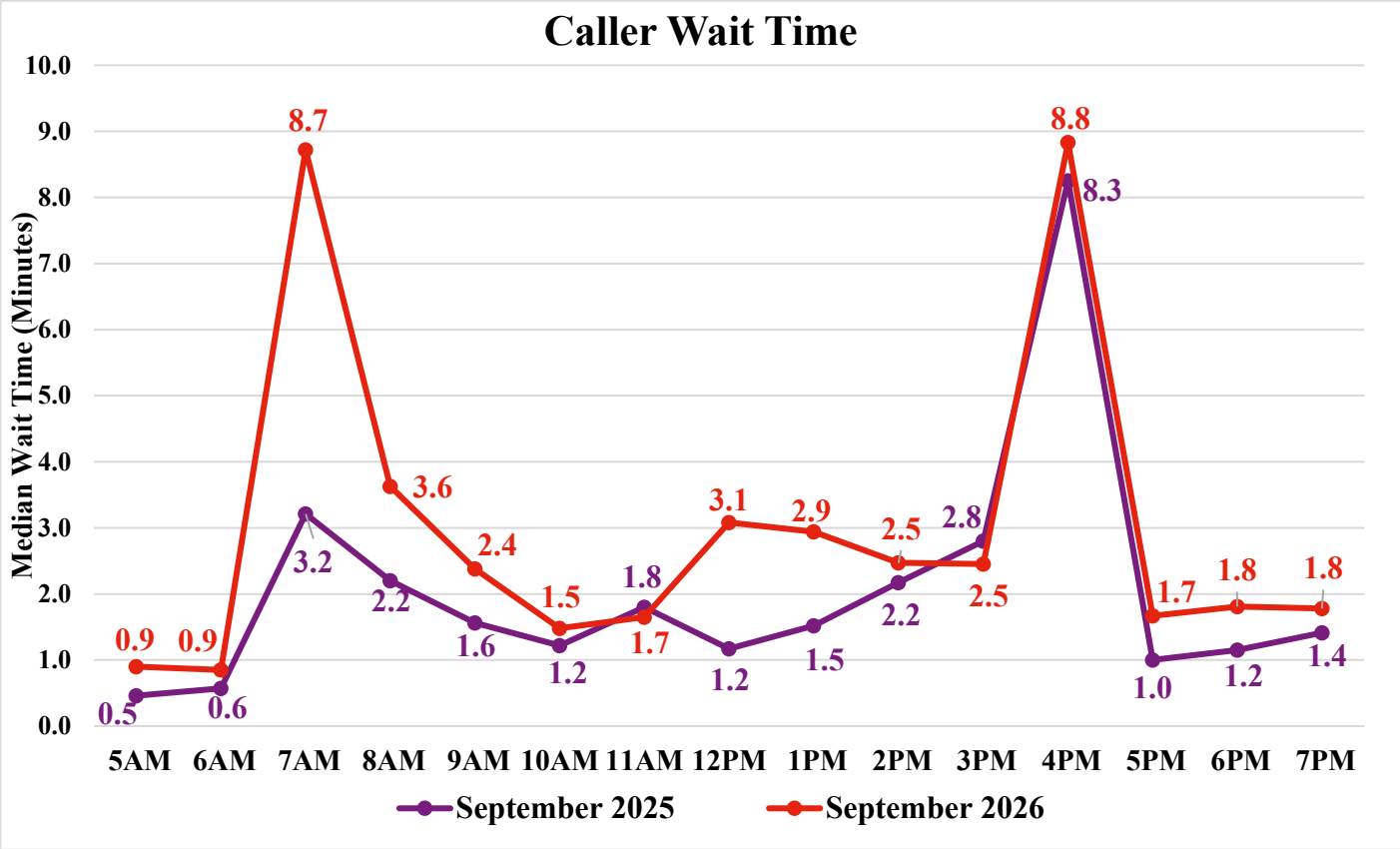
Absence Type 1 - Sick 2 - FMLA 3 - Vacation 4 - Personal 5 - Miss






Calls per Hour
Median Calls per Hour
160
140
120
100
80
60
40
20
0
5AM 6AM 7AM 8AM 9AM 10AM 11AM 12PM 1PM 2PM 3PM 4PM 5PM 6PM 7PM
8 30 94 106 128 126 122 110 112 126 118 103 28 13 8
4 29 102 113 136 136 138 123 130 138 139 122 31 12 9
September 2025
September 2026


Hourly Calls per Agent
Median Calls per Hour
18
16
14
12
10
8
6
4
2
0
5AM 6AM 7AM 8AM 9AM 10AM 11AM 12PM 1PM 2PM 3PM 4PM 5PM 6PM 7PM
4 10 16 12 13 11 11 11 10 13 13 13 7 7 4
4 10 15 11 14 12 13 12 13 13 13 14 8 6 5
September 2025
September 2026


Caller Wait Time
Median Wait Time (Minutes)
10.0
9.0
8.0
7.0
6.0
5.0
4.0
3.0
2.0
1.0
0.0
5AM 6AM 7AM 8AM 9AM 10AM 11AM 12PM 1PM 2PM 3PM 4PM 5PM 6PM 7PM
0.9 0.9 8.7 3.6 2.4 1.5 1.7 3.1 2.9 2.5 2.5 8.8 1.7 1.8 1.8
0.5 0.6 3.2 2.2 1.6 1.2 1.8 1.2 1.5 2.2 2.8 8.3 1.0 1.2 1.4
September 2025
September 2026

Revenue Stats for September 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 - $28,335.00

- Ticket sales - $41,286.60 (OOD, Goodwill, Courts, Hope & Healing & Giant Eagle)

Calls:

- Demand Response 12,586
- Information 3,378
- Returns 6,922
- Total 22,886

PR & Marketing Dashboard

Social Media @yourMETRObus

Total Social Media Impressions
2026 Goal: 1.9 Million

1,713,507
Year-to-Date

Website yourMETROobus.org

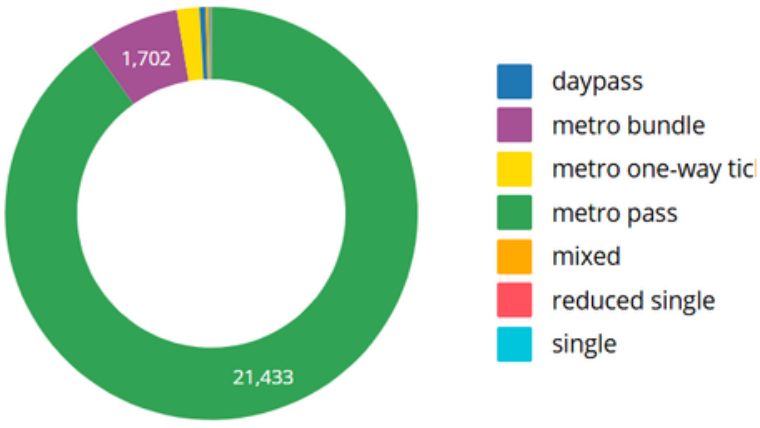
Top Visited Pages
1. Routes & Schedules
2. Home Page
3. Operator Hiring Event
4. Track Your Bus
5. METRO NEXT

Transit App

13, 525 riders opened Transit. That is 34% more than September 2025 with 10,068 riders.

Those same riders opened the app 235,574 times, an average of 17 times per rider. Up 39% from September 2025 with 169,375 times.

Riders planned 64,050 trips. That's 35% more than in September 2025 with 47,,275.



Ticket & Passes by Type

September 2026


METRO
ROADEO
CERTIFICATE
Third Place
James Geiger
METRO
ROADEO
CERTIFICATE
First Place
Darkeus Dearmon
METRO
ROADEO
CERTIFICATE
Second Place
Allen Bell, Sr.




WELCOME TO THE NEW
MAINTENANCE AND OPERATIONS FACILITY


METRO
2506


State of METRO
WELCOME
TO THE INAUGURAL STATE OF METRO ADDRESS
Q&A WITH DAWN DISTLER
Scan the QR code to submit your question.








TREECYCLE
Pieces of Joy
The tree, the topper, wreath, and nutcracker are created from repurposed, broken, and thrifted pottery, dishes, mugs, and marbles.