

METRO REGIONAL TRANSIT AUTHORITY

Internal and External Engagement Committee

**AUGUST 20, 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, AUGUST 20, 2026**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE JULY 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 | Kyle Moeglin

- KPI's (Page 10)
- PorchROKR Recap (Page 11)
- National Night Out Recap (Page 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, JULY 16, 2026**

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

Trustees Excused: Christine Marshall and Renee Greene

Trustees Absent:

METRO Team

Members Present: Dawn Distler, Angie Neeley, Tatia Harris, Gert Wilms, Jarrod Hampshire, Shawn Metcalf, Jay Hunter, Eric Scott, DeHavilland McCall, Molly Becker, Laura Adkins, Shannon Moore, Quentin Wyatt, Lane Evans and Leslie Rashid

CALL TO ORDER

Mr. Chuck Rector called the meeting to order at 9:16 am.

APPROVAL OF MINUTES FROM THE JUNE MEETING

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

SUB-COMMITTEE REPORTS

Employee Engagement Report | Jay Hunter

METRO participated in jobs fairs hosted by Akron Public Schools and Summit County Ohio Means Jobs to promote career opportunities at METRO, strengthen community partnerships, and increase public awareness. Applicant data is being tracked to measure recruitment outcomes.

KPIs were reviewed.

Customer Care Report | Laura Adkins

KPIs were reviewed.

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

Marketing Report | Molly Becker

The dashboard was reviewed.

Ms. Becker provided an overview of upcoming community activities, including participating in University of Akron new student orientations, the Blue Heron Welcome Home Festival, National Night Out at the Robert K. Pfaff Transit Center, Akron Zoo Backpack Adventures, PorchRokr, Akron Pride Festival, AMHA Touch-a-Truck events, and Barberton Mum Festival.

RESOLUTIONS FOR CONSIDERATION

OTHER BUSINESS

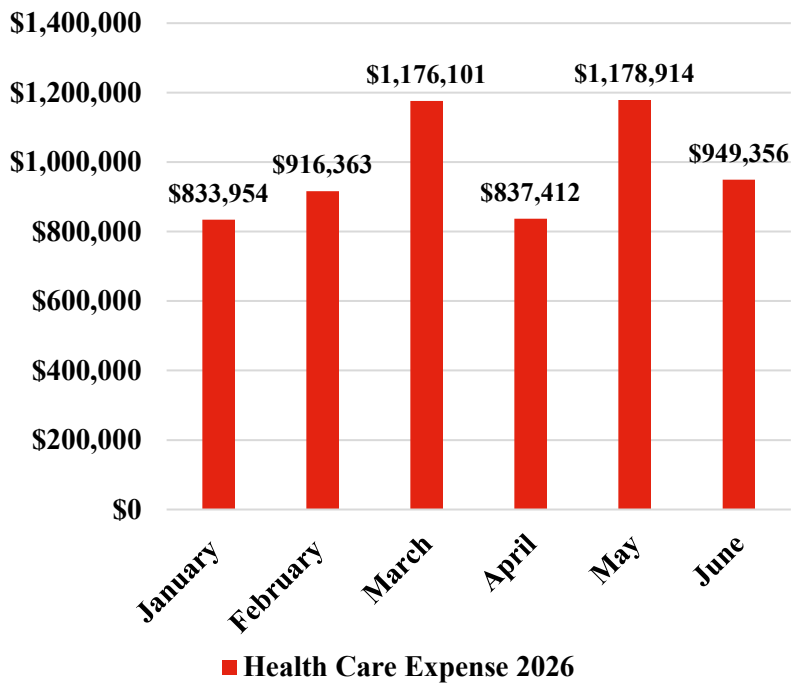
CALL FOR ADJOURNMENT

Adjourned at 9:35 am.

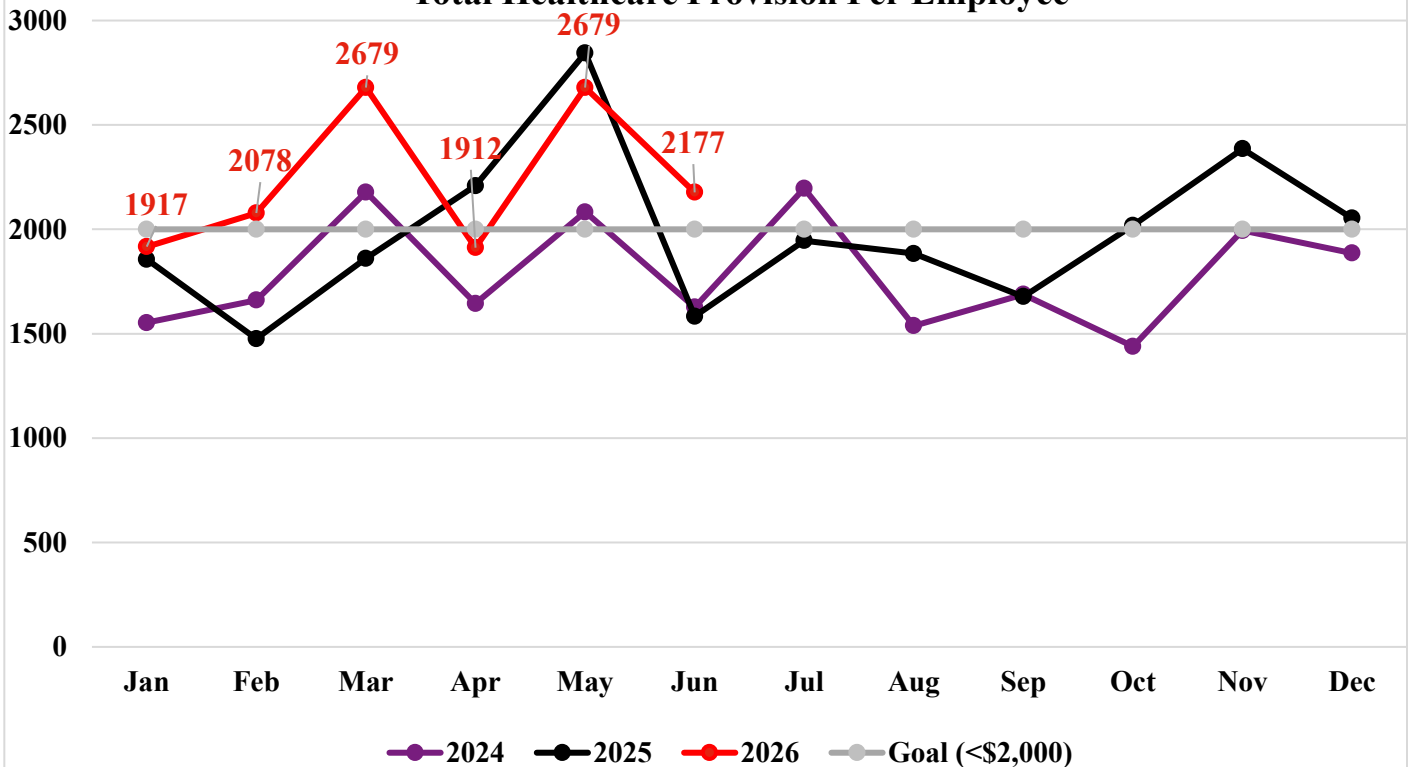
**DAWN S. DISTLER,
CHIEF EXECUTIVE OFFICER/
SECRETARY-TREASURER**

Date (MM/DD/YYYY)

Health Care Expense 2026



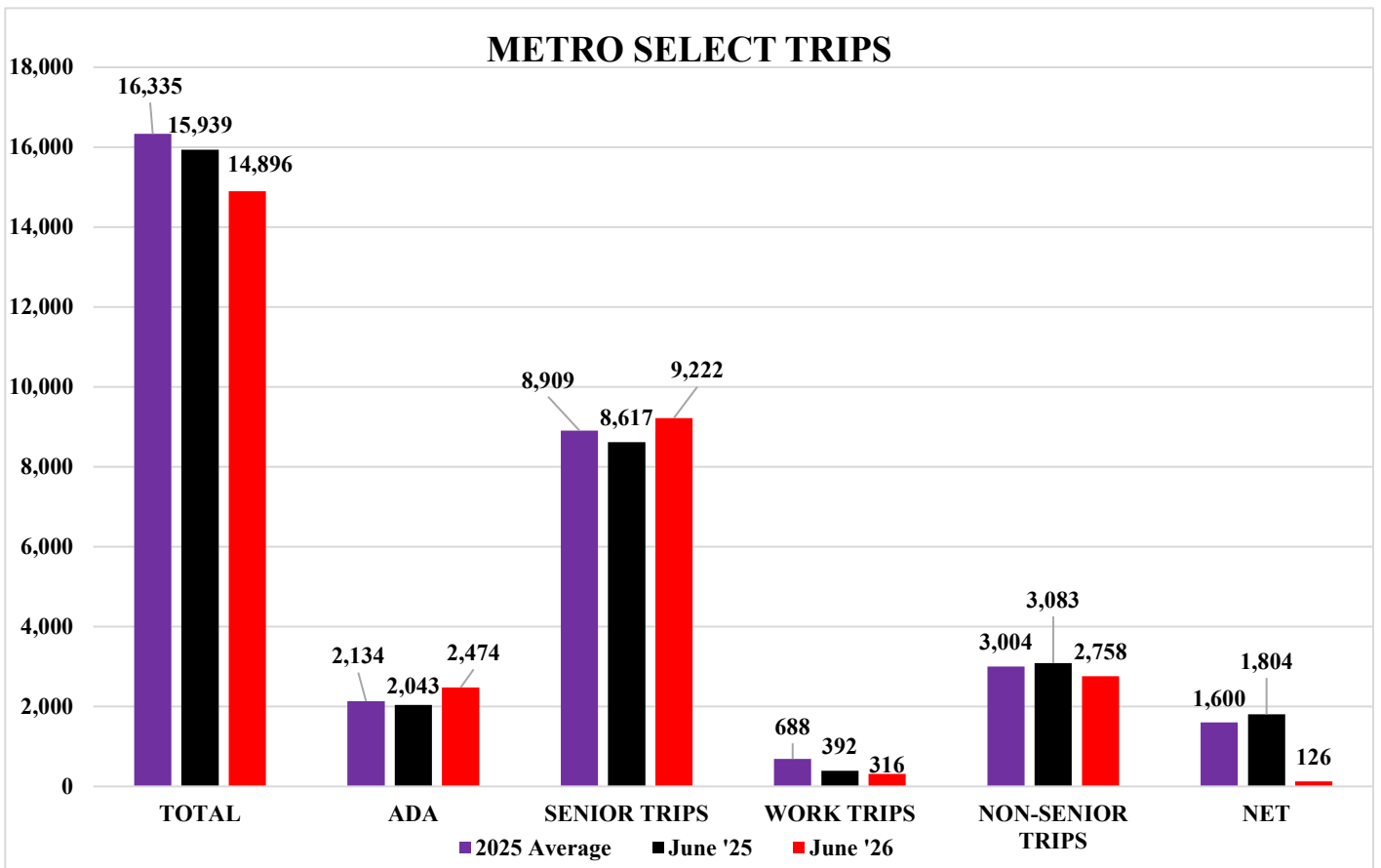
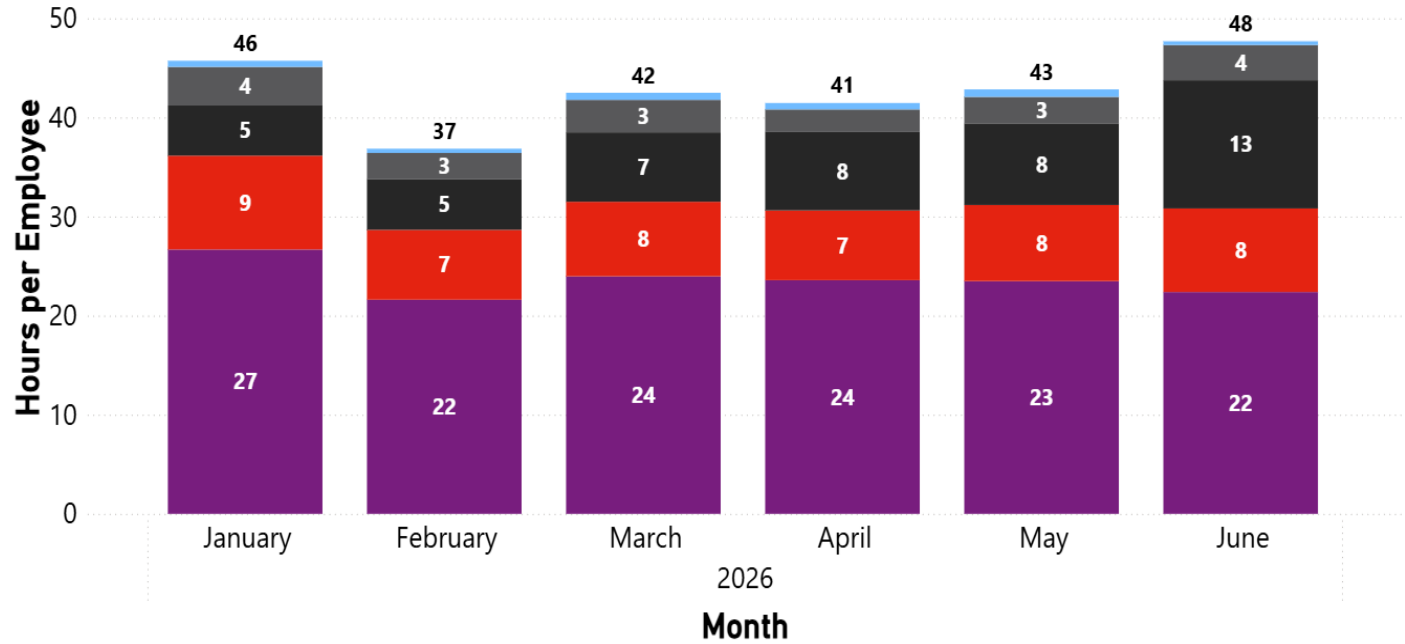
Total Healthcare Provision Per Employee

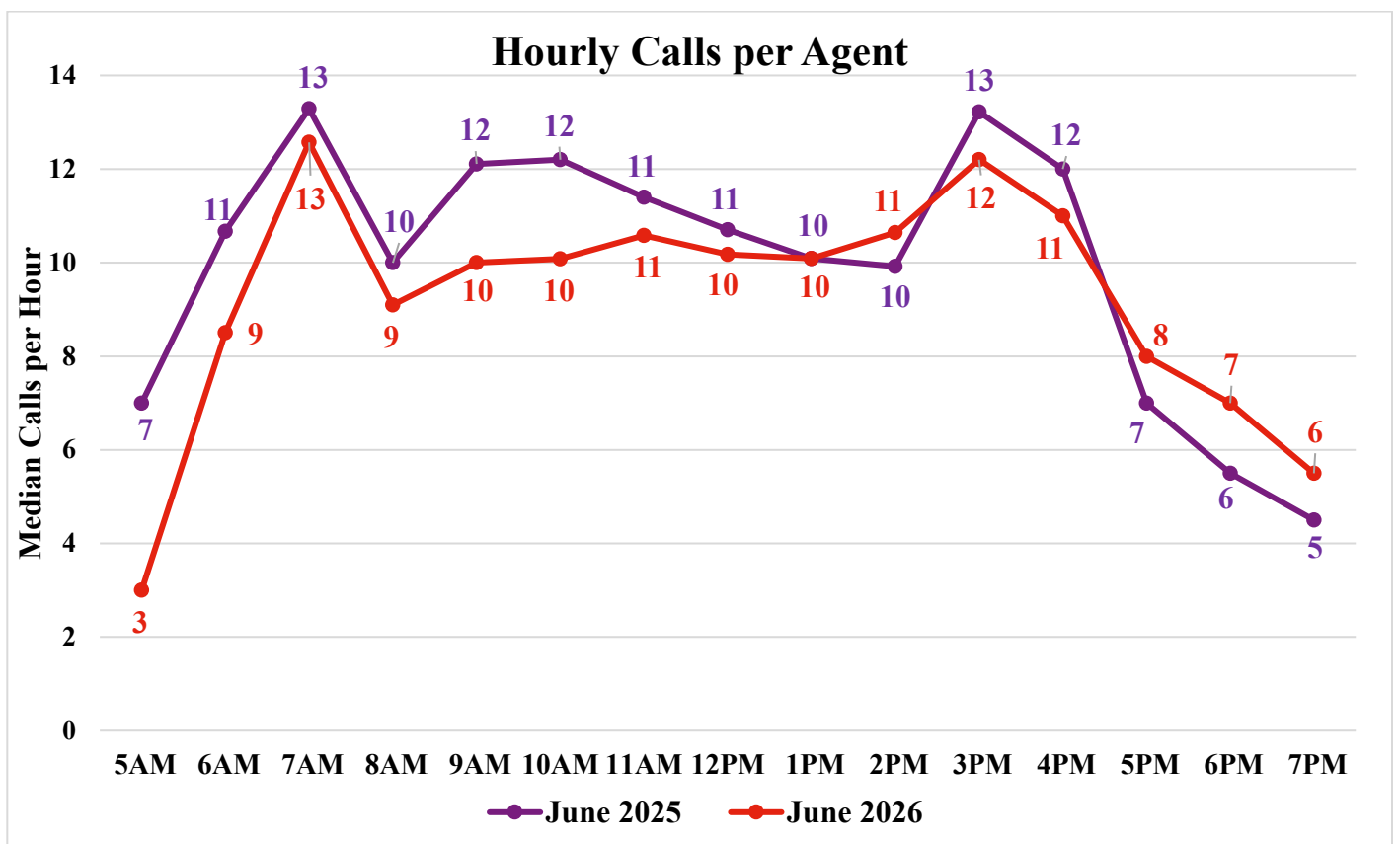
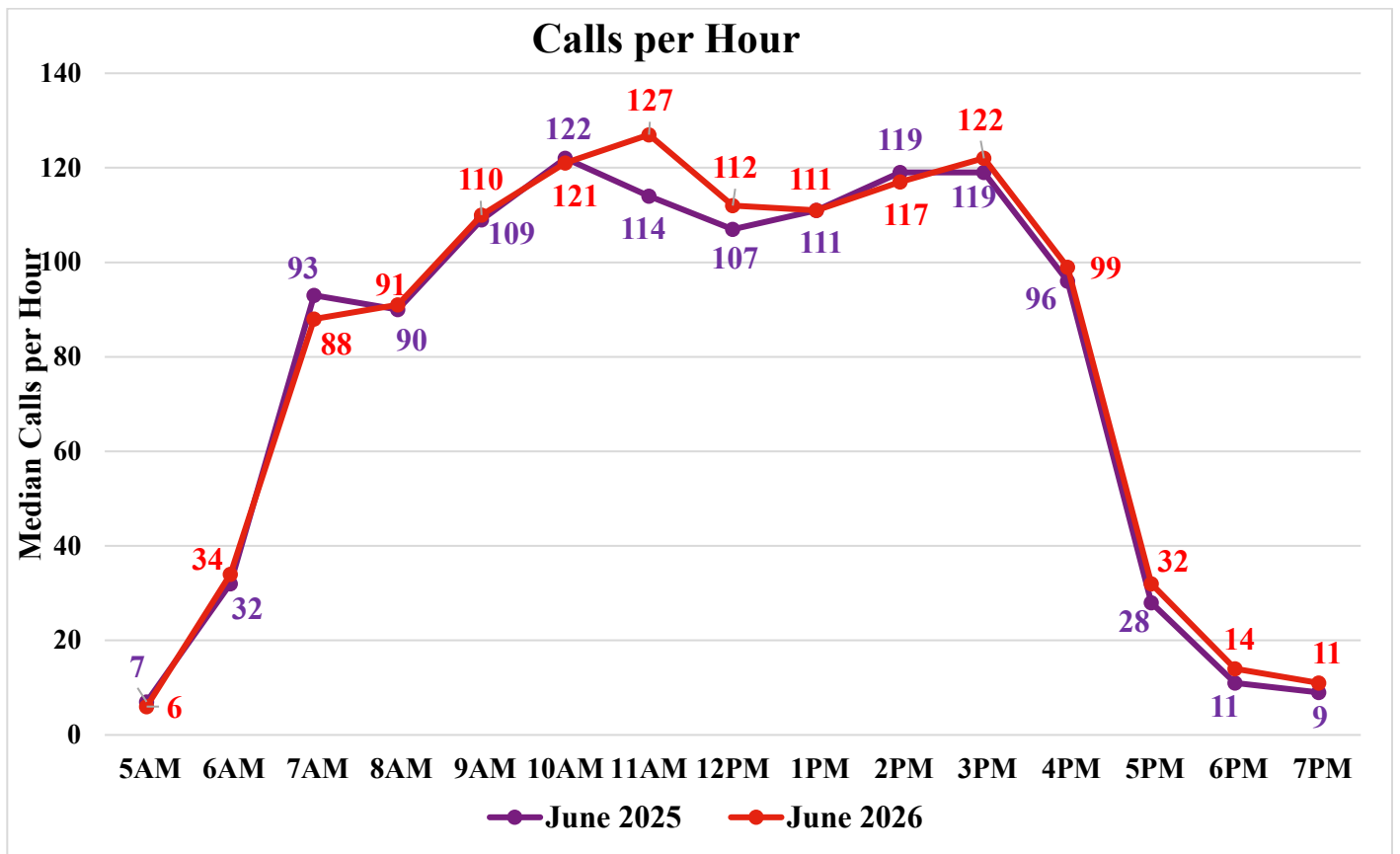


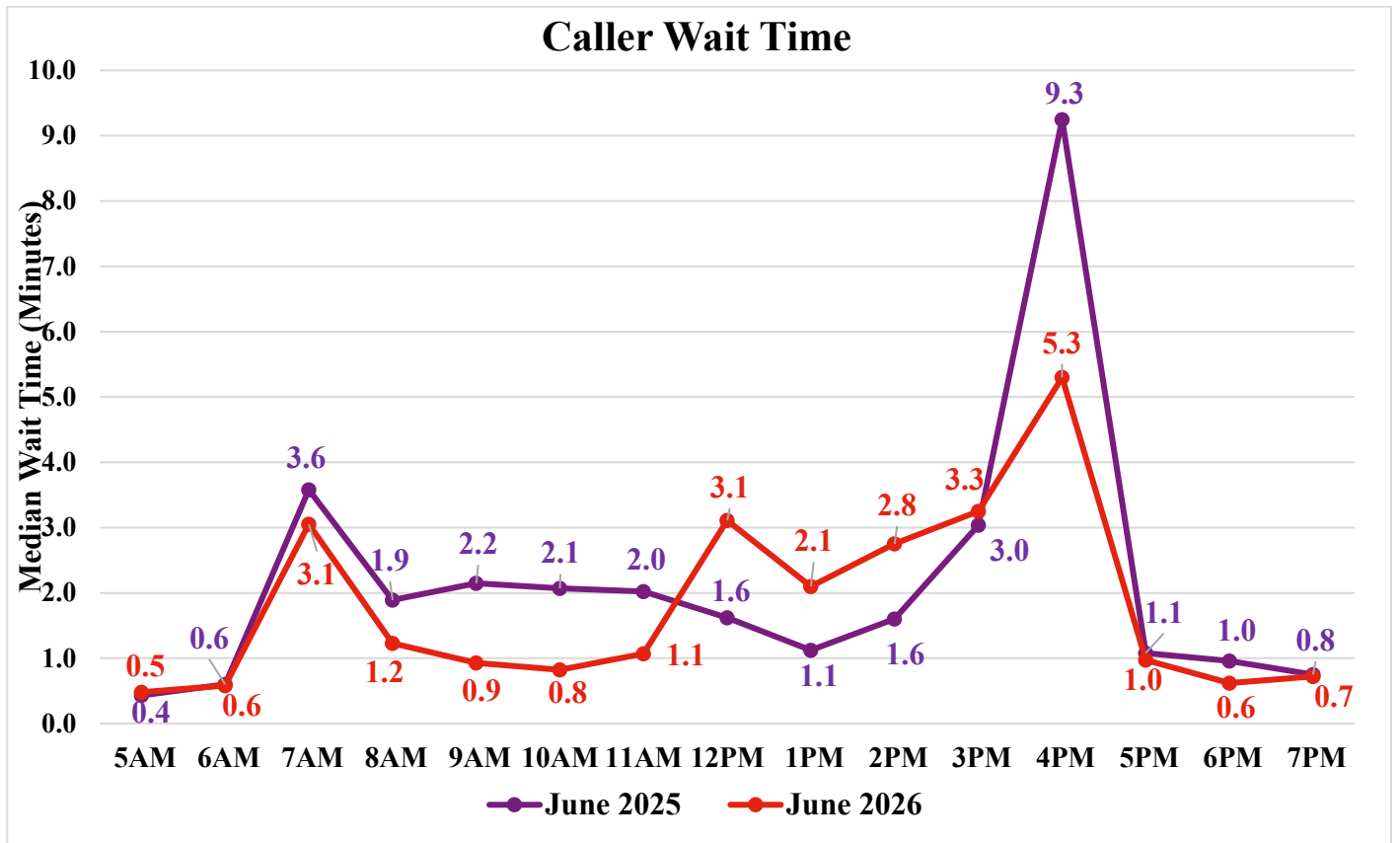
Hours Absent per Employee

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

Department
Operators







Revenue Stats for June 2026

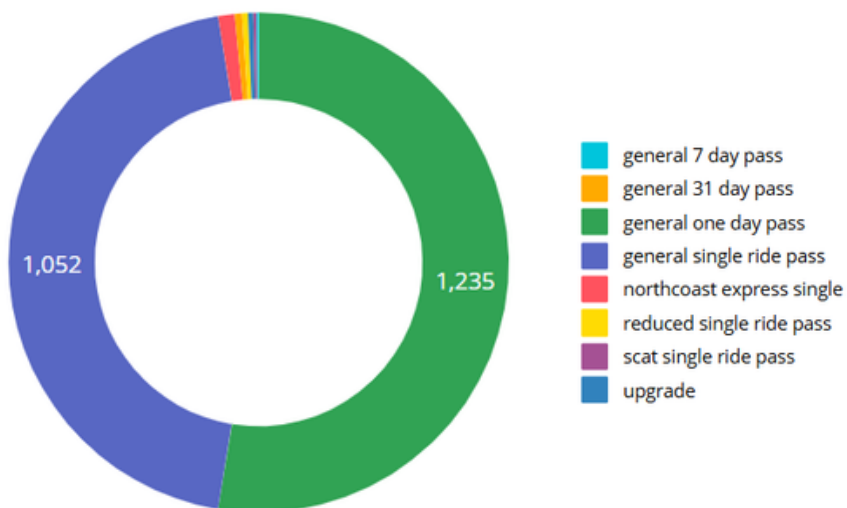
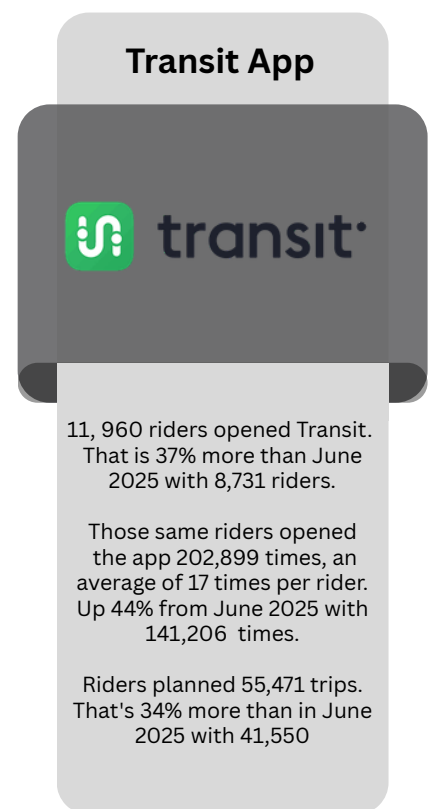
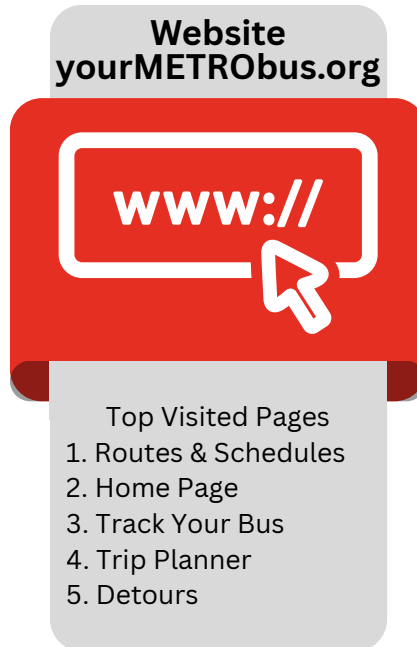
Coverage:

- 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 - \$23,080.00
- Ticket sales - \$103,558,35 (OOD, Goodwill, Courts, Hope & Healing & Giant Eagle)

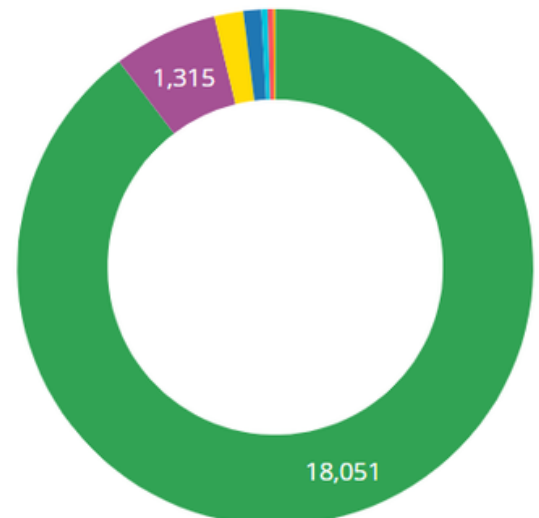
Calls:

- Demand Response 11,552
- Information 3,510
- Returns 5,854
- Total 20,916

PR & Marketing Dashboard



**Account Based Ticketing
Fare Capping**



Ticket & Passes by Type

June 2026

2026 PorchROKR Event/Partnership

[Photos to be added by 8/17]

2026 NATIONAL NIGHT OUT AT RKP

