

METRO REGIONAL TRANSIT AUTHORITY

Internal and External Engagement Committee

**JUNE 18, 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, JUNE 18, 2026**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE MAY MEETING

ITEM 3: SUB-COMMITTEE REPORTS:

Employee Engagement Report | Jay Hunter

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

Customer Care Report | Jay Hunter & Laura Adkins

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

Marketing Report | Grace Doyle

- KPI's (Page 10)
- Free Fare Weekends

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, MAY 21, 2026**

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

Trustees Excused: Mark Derrig and Christine Marshall

Trustees Absent:

METRO Team

Members Present: Dawn Distler, Angie Neeley, Tatia Harris, Gert Wilms, Jarrod Hampshire, Shawn Metcalf, Jay Hunter, Eric Scott, Shawn Metcalf, Zach Smith, Molly Becker, Kyle Stewart, Jessie Dent, Laura Adkins, Quentin Wyatt, Kayla Kinkead, Regina Mills, Lane Evans and Leslie Rashid

CALL TO ORDER

Mr. Chuck Rector called the meeting to order at 9:25 am.

APPROVAL OF MINUTES FROM THE APRIL MEETING

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

Mr. Robert DeJournett 2nd the motion. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Employee Engagement Report | Jay Hunter

Staff participated in the Jobs for Ohio Graduates (JOG) job fair at the John S. Knight Center in March, engaging approximately 200 students about career opportunities at METRO. JOG is a workforce development program that supports young adults in completing their education and transitioning into employment or further training. This event was one of several job fairs scheduled this spring to promote awareness of the wide range of career opportunities available at METRO.

Additionally, METRO recognized Transit Employee Appreciation Day. EEC and Marketing departments collaborated to honor employees for their hard work and dedication by providing snacks and distributing small tokens of appreciation to all staff.

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 reported that METRO received recognition through the Univer of Akron (EX) L internship program, including a Community Engagement Champion award for its high-impact internship project. Due to the program’s success, METRO plans to continue the partnership with additional graphic arts interns.

She also shared a potential partnership with the University of Akron’s archaeology and history programs to explore historical artifacts found at the new facility.

RESOLUTIONS FOR CONSIDERATION

OTHER BUSINESS

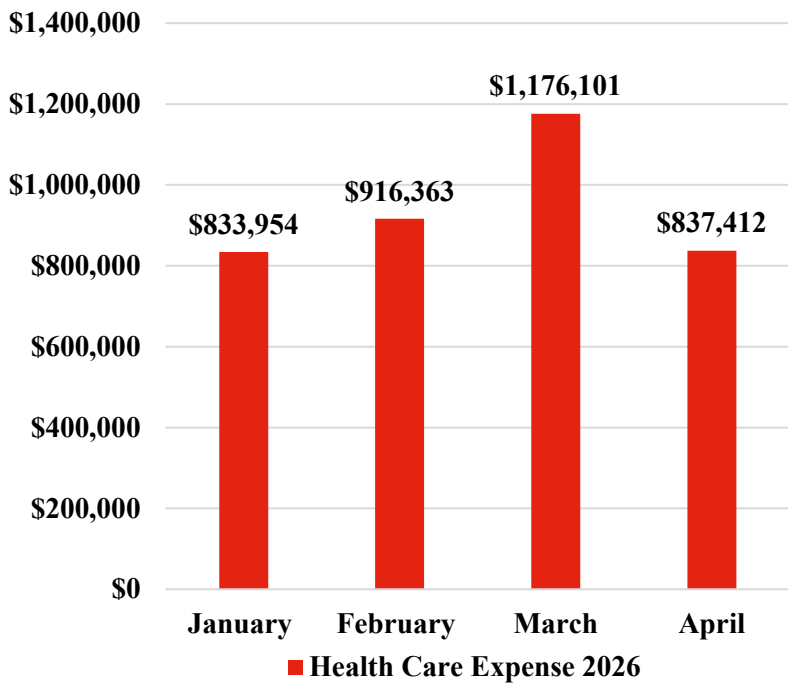
CALL FOR ADJOURNMENT

Adjourned at 9:47 am.

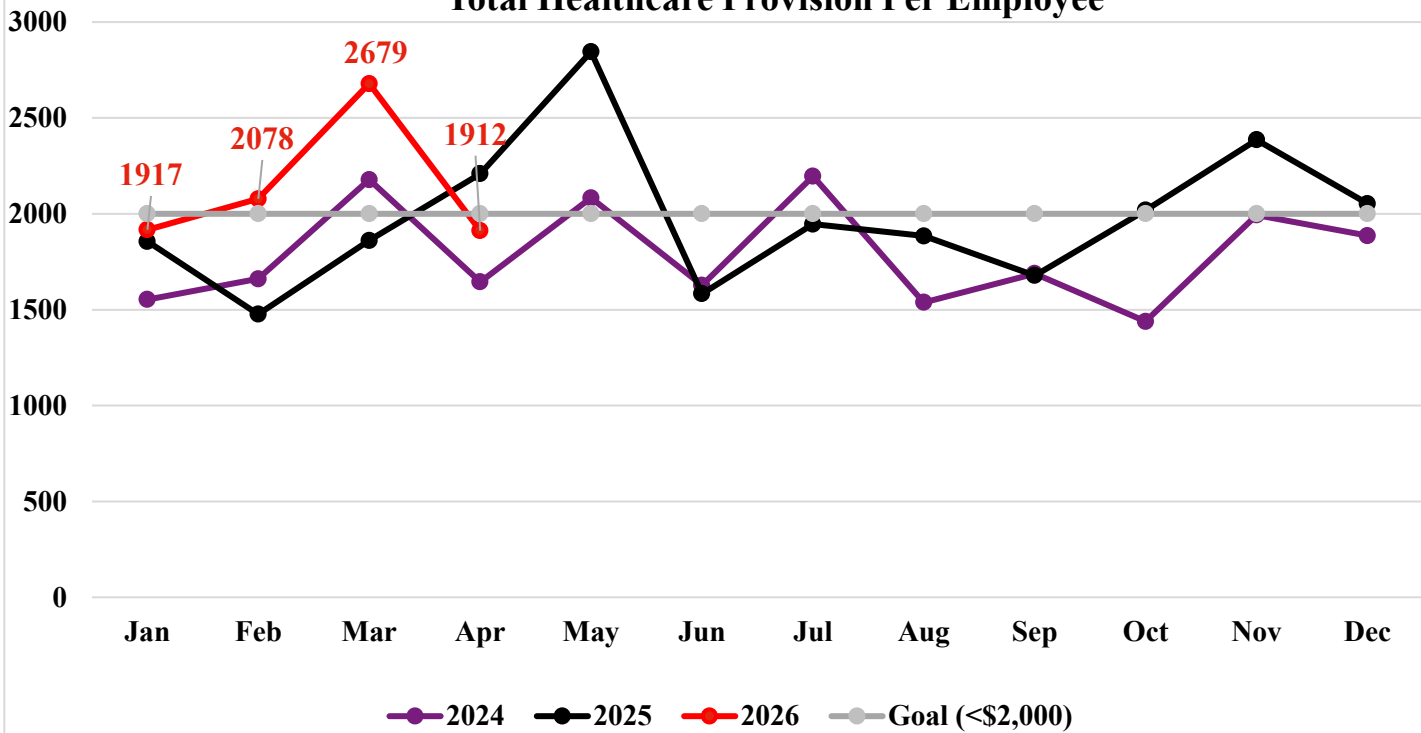
**DAWN S. DISTLER,
CHIEF EXECUTIVE OFFICER/
SECRETARY-TREASURER**

Date (MM/DD/YYYY)

Health Care Expense 2026



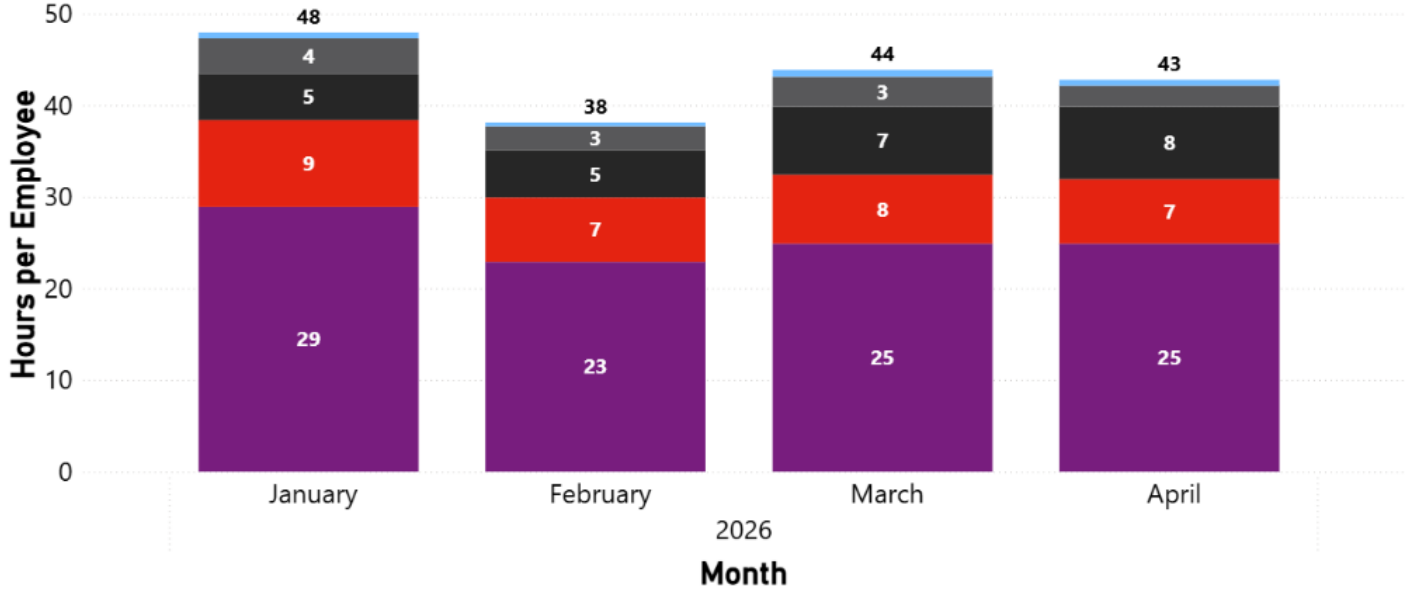
Total Healthcare Provision Per Employee



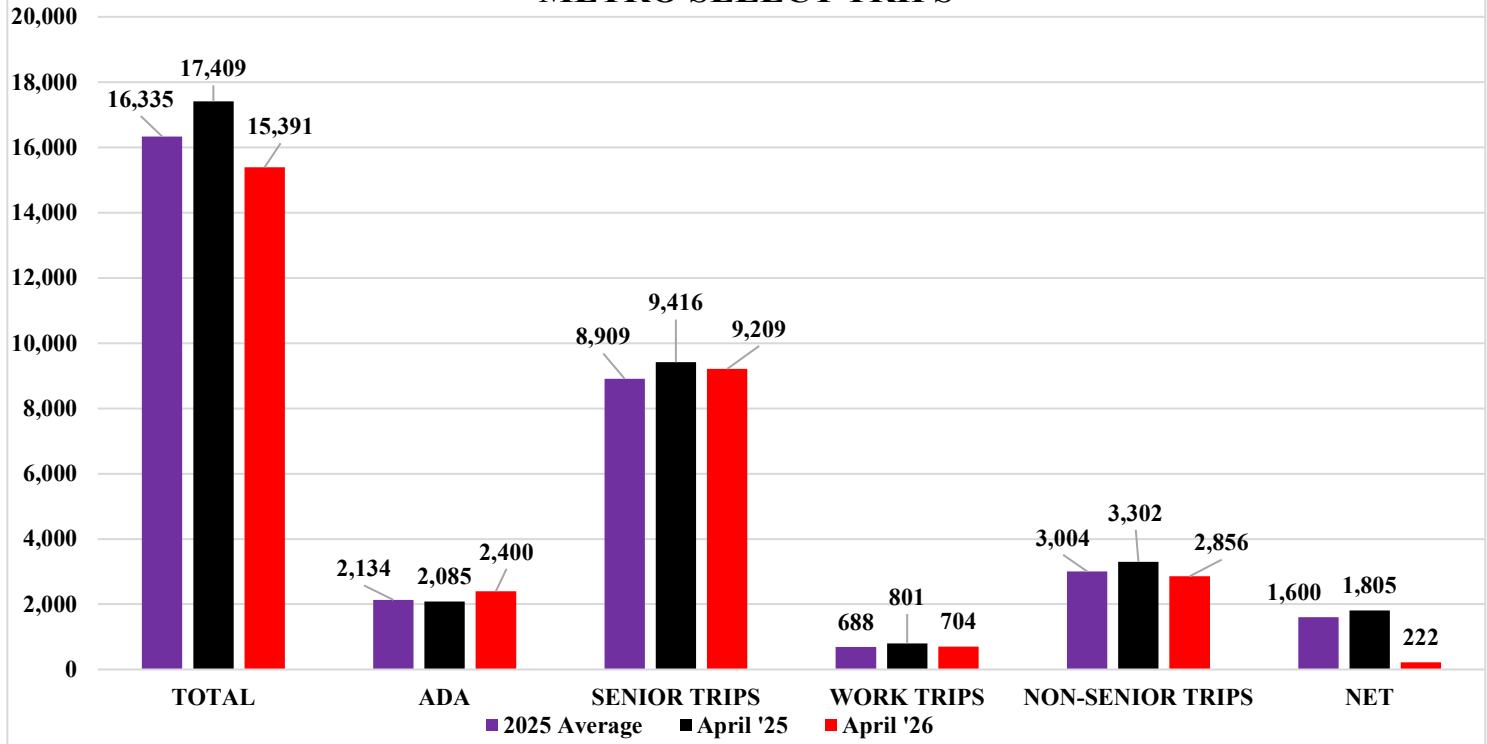
Hours Absent per Employee

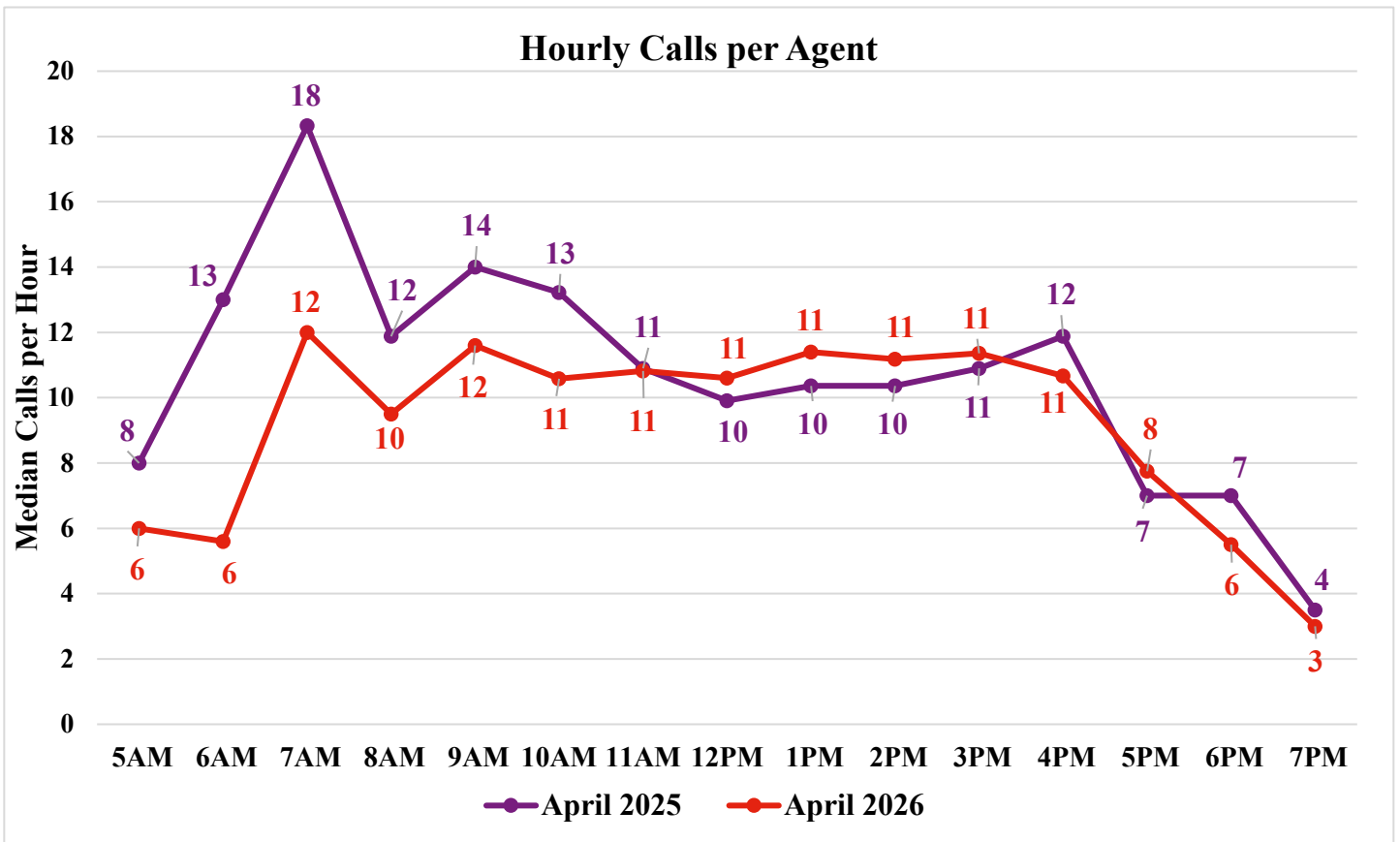
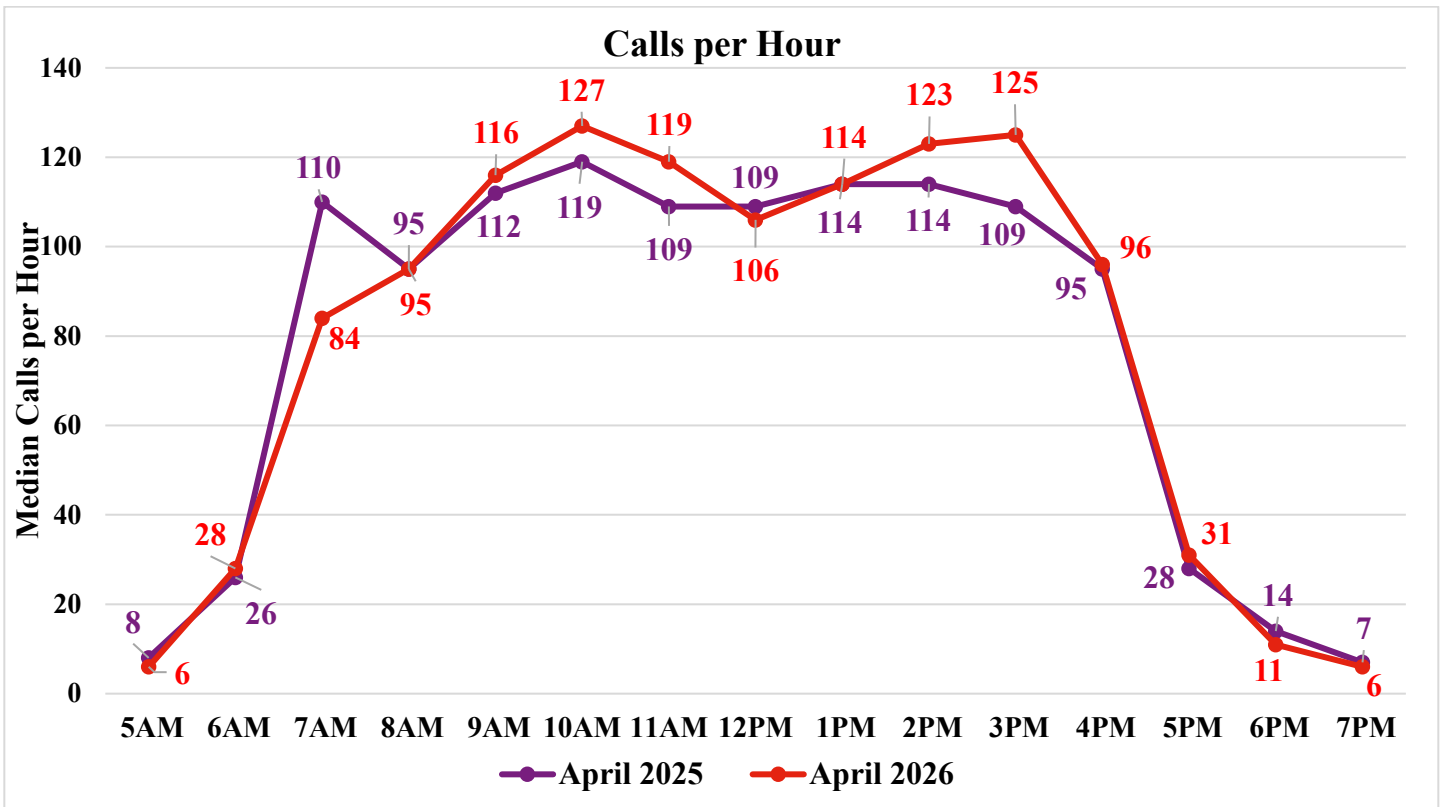
Department
Operators

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

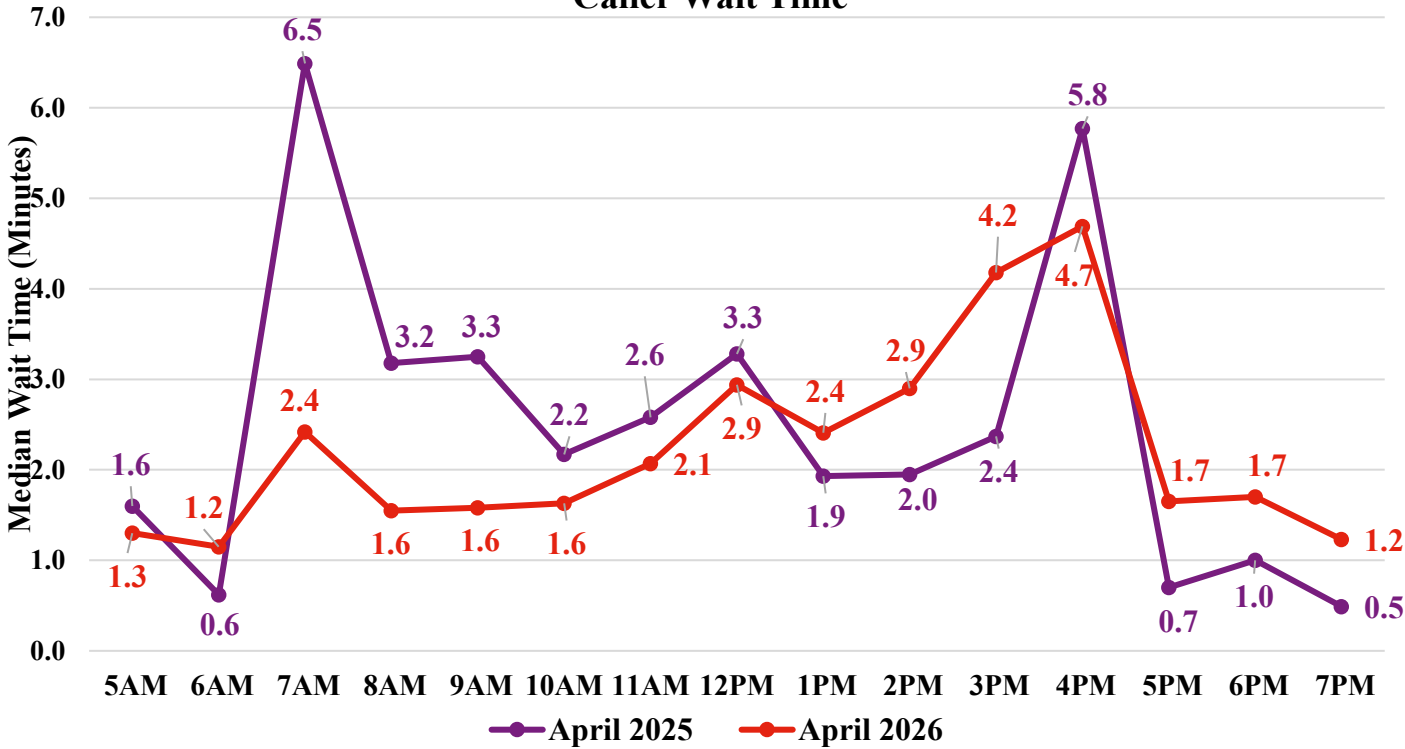


METRO SELECT TRIPS





Caller Wait Time



APRIL 2026

COVERAGE – 3 PART TIME SPECIALISTS -11 FULL TIME SPECIALISTS

SCAT 7AM TO 5PM

INFO 5:30AM TO 8PM (M-F) 8-4 (SAT) 9-5 (SUN)

REVENUE \$23,767.50 FROM THE TC SALES

CALLS

SCAT – 11,414

INFORMATION – 2,953

RETURNS – 6,149

TOTAL – 20,516

PR & Marketing Dashboard

Social Media
@yourMETRObus

Total Social Media Impressions
2026 Goal: 1.9 Million

576,333
Year-to-Date

Website
yourMETRObus.org

Top Visited Pages

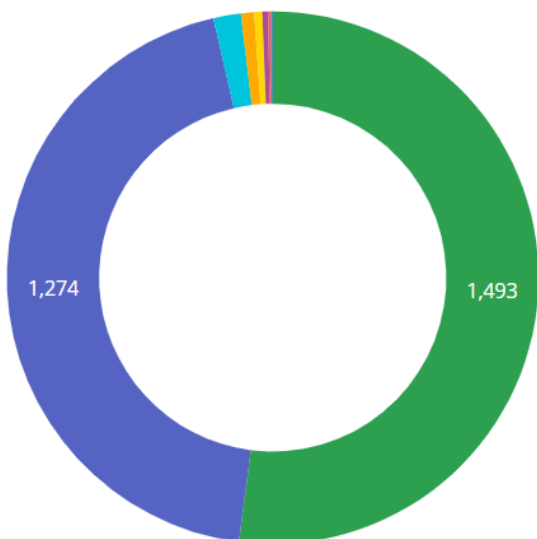
1. Routes & Schedules
2. Home Page
3. METRO NEXT
4. Track Your Bus
5. PDF Schedules

Transit App

11, 091 riders opened Transit. That is 46% more than April 2025 with 7,580 riders.

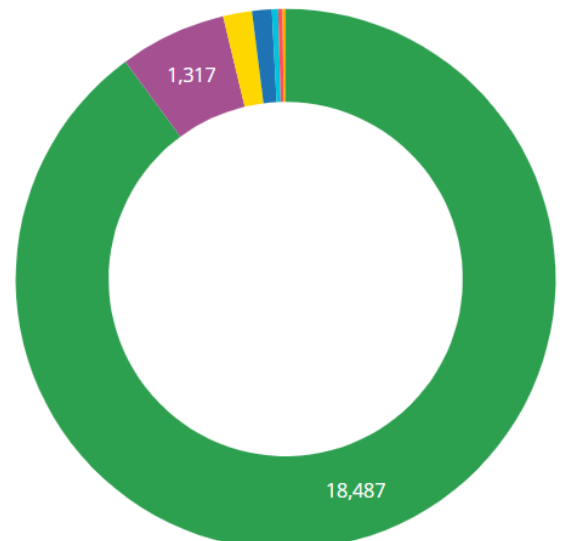
Those same riders opened the app 187,888 times, an average of 17 times per rider. Up 58% from April 2025 with 118,699 times.

Riders planned 43,742 trips. That's 51% more than in April 2025 with 28,908 trips.



Account Based Ticketing Fare Capping

- general 7 day pass
- general 31 day pass
- general one day pass
- general single ride pass
- northcoast express single
- reduced single ride pass
- scat single ride pass
- upgrade



Ticket & Passes by Type

April 2026