

METRO REGIONAL TRANSIT AUTHORITY

Internal and External Engagement Committee

**FEBRUARY 19, 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, FEBRUARY 19, 2026**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE JANUARY MEETING

ITEM 3: SUB-COMMITTEE REPORTS:

Employee Engagement Report | Jay Hunter

- Employment Engagement Activities
- KPIs (Page 5)

Customer Care Report | Jay Hunter

- KPIs (Pages 6 & 7)

Marketing Report | Molly Becker

- KPIs (Page 8)
- Ohio Loves Transit

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, JANUARY 15, 2026**

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

Trustees Excused: Dana LaGarde, Christine Marshall and Renee Greene

Trustees Absent: Dave Prentice

METRO Team

Members Present: Dawn Distler, Angie Neeley, Tatia Harris, Gert Wilms, Jarrod Hampshire, Eric Scott, DeHavilland McCall, Molly Becker, Kyle Stewart, Brynn Overly-Nguyen, Laura Adkins, Zach Smith, Quentin Wyatt, Regina Mills, Kyle Moeglin, Grace Doyle, Alja Austin, Nathan Leppo, Lane Evans and Leslie Rashid

CALL TO ORDER

Mr. Chuck Rector called the meeting to order at 9:42 am.

APPROVAL OF MINUTES FROM THE DECEMBER MEETING

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

SUB-COMMITTEE REPORTS

EEC Report | Regina Mills

METRO held a Veterans Day recognition in November. Employees were honored with a celebration at the facility, including remarks from leadership, shared experiences from attendees, and the presentation of commemorative gifts.

Customer Care Report | Laura Adkins

KPIs were reviewed.

Marketing Report | Molly Becker

KPIs were reviewed.

Ms. Becker reported on new wrapped buses and public art initiatives developed in collaboration with University of Akron Excel program interns. Two newly branded buses were introduced, including the “Hello Bus,” featuring multilingual greetings based on employee input, and the “Commuting Critters” bus, designed by an intern. Additionally, a public art bus shelter installation titled “Orange You Glad You Ride METRO” was completed on Broadway.

RESOLUTIONS FOR CONSIDERATION

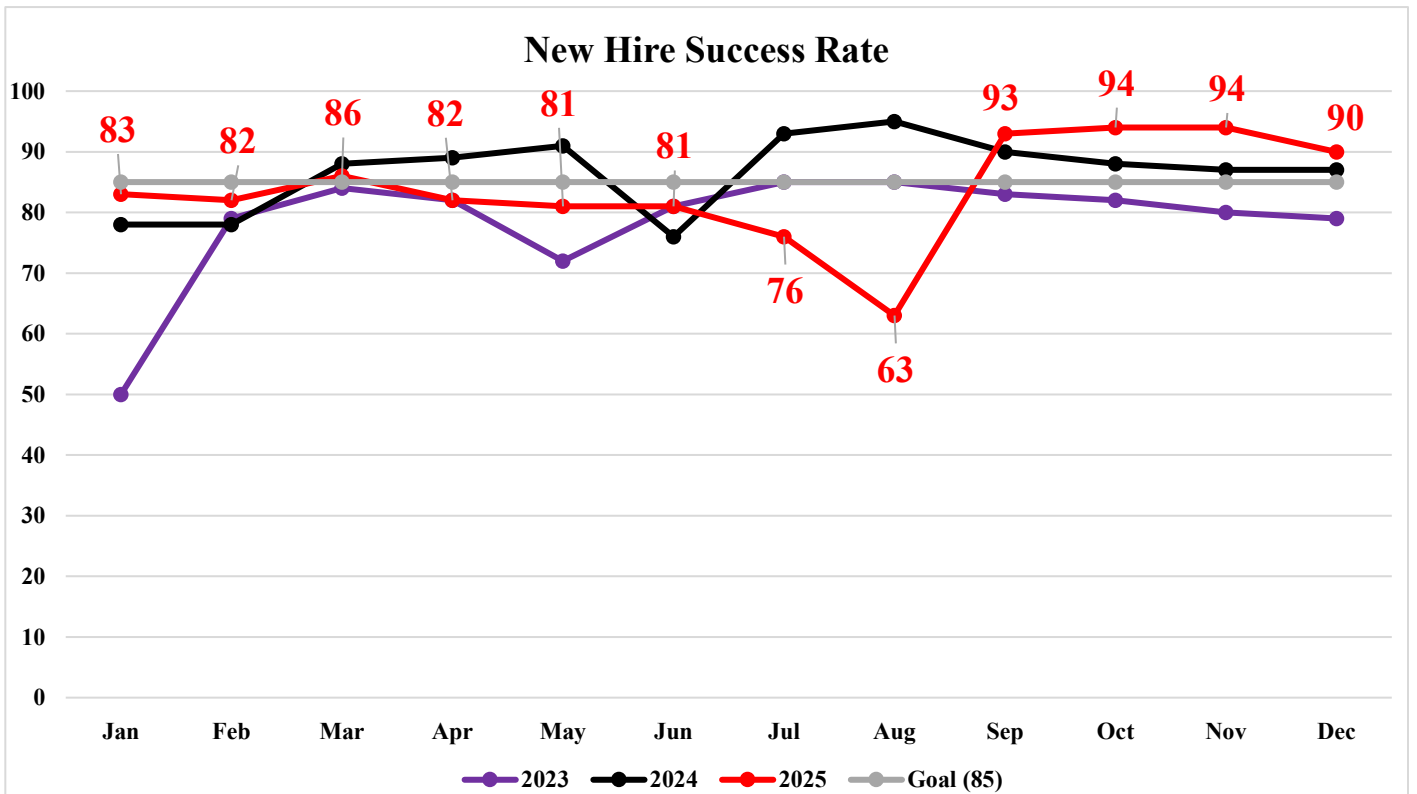
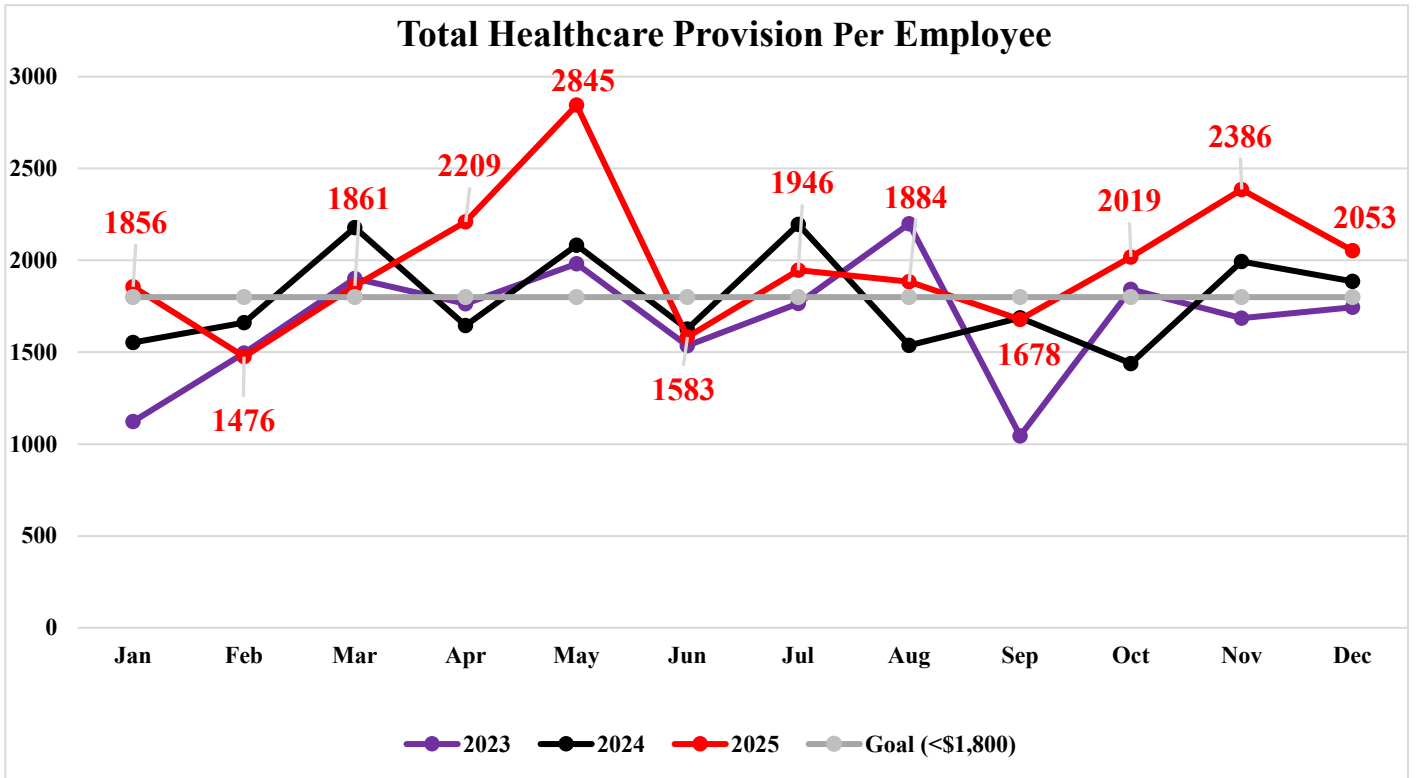
OTHER BUSINESS

CALL FOR ADJOURNMENT

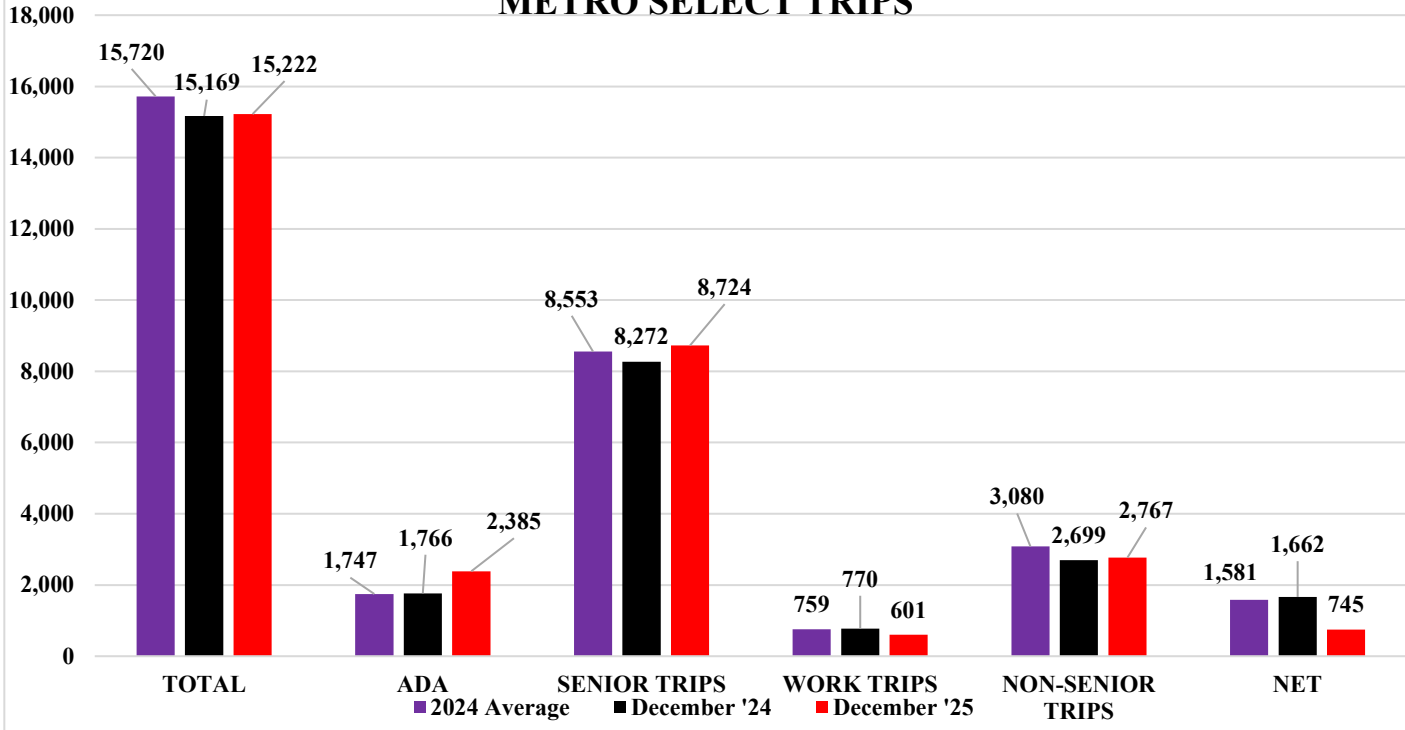
Adjourned at 9:51 am.

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

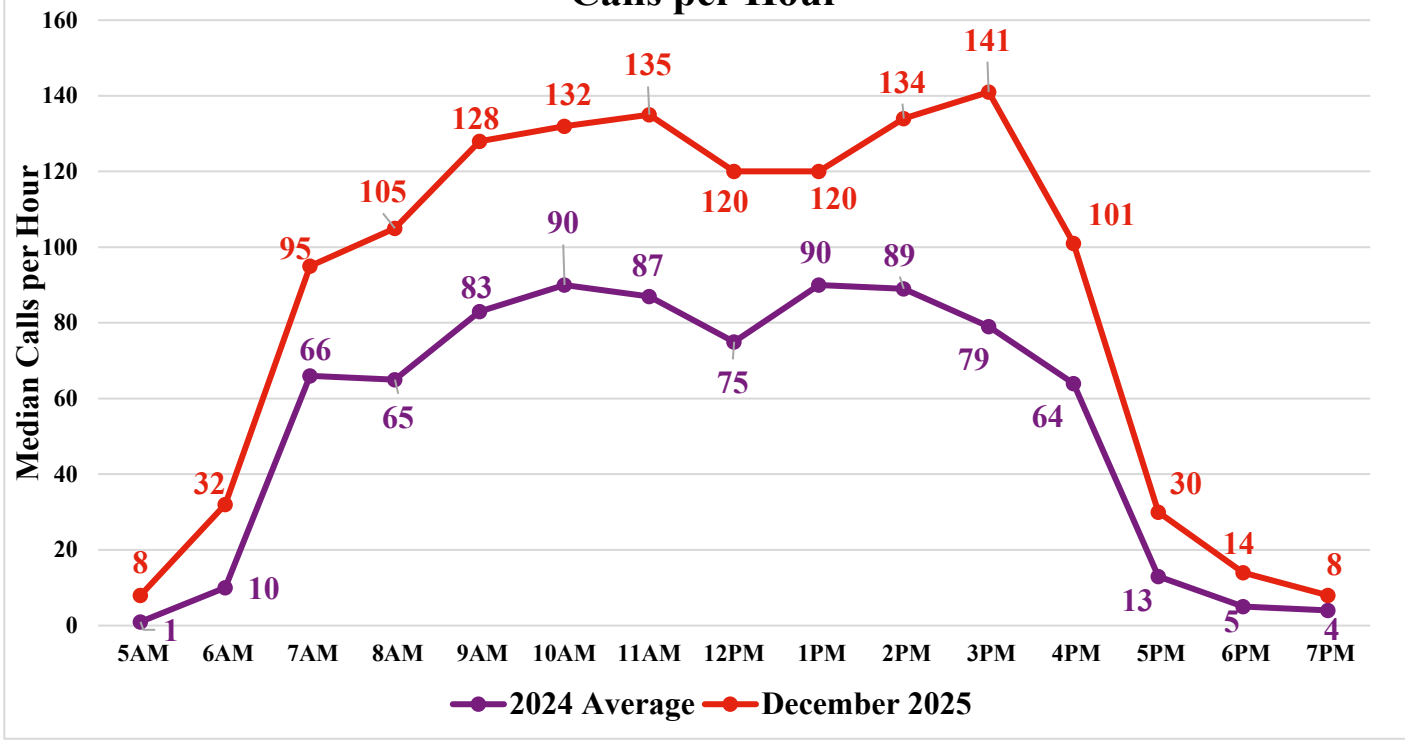
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Date (MM/DD/YYYY)



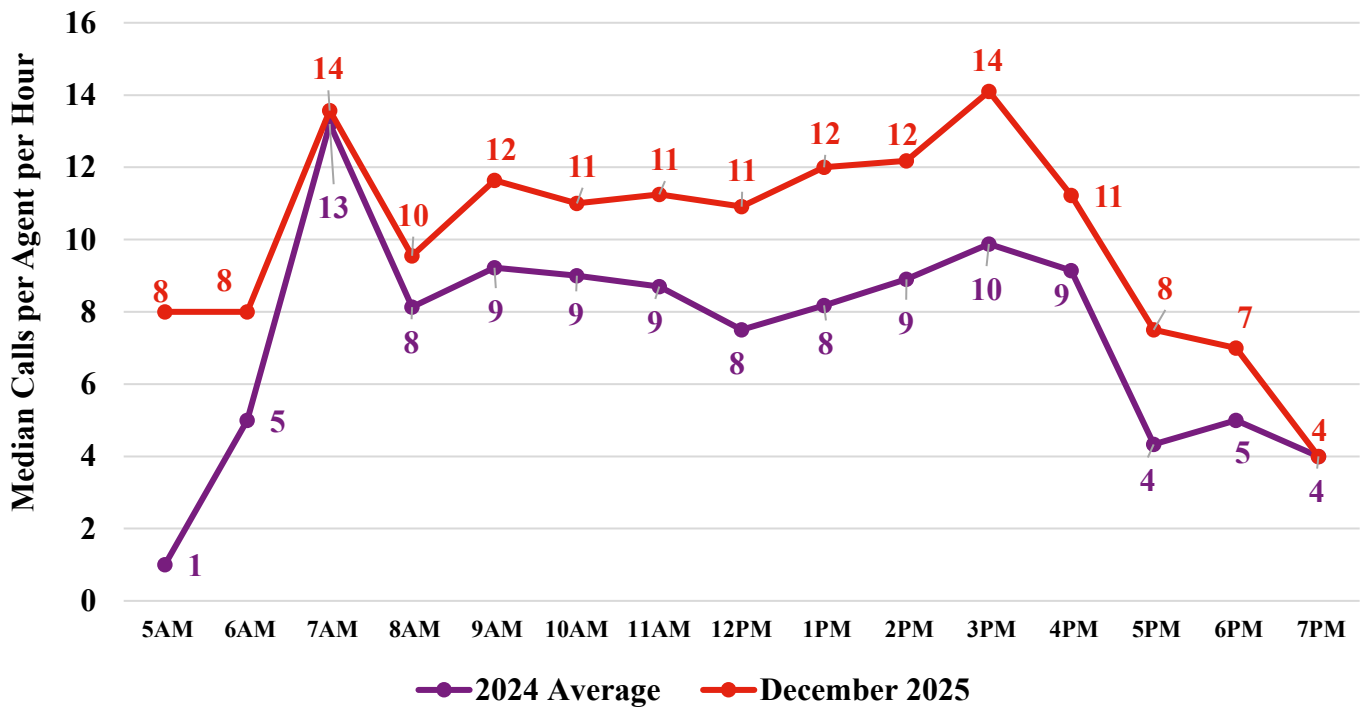
METRO SELECT TRIPS



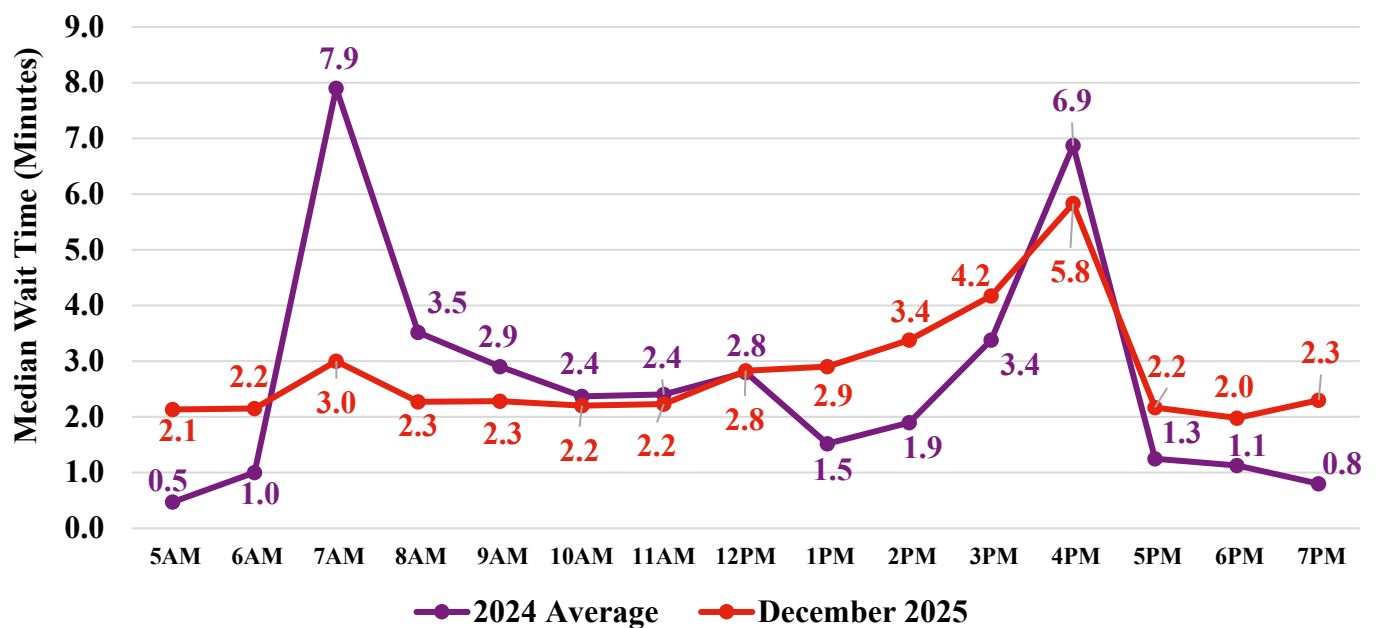
Calls per Hour



Hourly Calls per Agent



Caller Wait Time



Social Media Impressions by Platform

