

**METRO RTA  
INTERNAL/EXTERNAL ENGAGEMENT  
COMMITTEE MEETING MINUTES  
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM  
THURSDAY, APRIL 17, 2025**

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

**Trustees Excused:** Dave Prentice and Christine Marshall

**Trustees Absent:**

**METRO Team**

**Members Present:** Dawn Distler, Gert Wilms, Angie Neeley, Tatia Harris, Jarrod Hampshire, Jay Hunter, Shawn Metcalf, DeHavilland McCall, Eric Scott, Laura Adkins, Nathan Leppo, Grace Doyle, Quentin Wyatt, Kyle Moeglin, Kyle Stewart, Marshall Preston, Jim Meduri, Brynn Overly-Nguyen, Jason Carl and Leslie Rashid

**CALL TO ORDER**

Mr. Chuck Rector called the meeting to order at 9:10 am.

**APPROVAL OF MINUTES FROM THE MARCH MEETING**

Mr. Donald Christian made a motion to approve the minutes from the March meeting. Mr. Robert DeJournett 2<sup>nd</sup> the minutes. The minutes were unanimously approved.

**SUB-COMMITTEE REPORTS**

**EEC Report | Jay Hunter**

The focus for the month of February was Heart Health, with related wellness initiatives. A new Employee Assistance Program (EAP) was introduced to support staff well-being. This year the organization transitioned to a new healthcare provider, Total Care.

**Customer Care Report | Jay Hunter**

KPIs were reviewed.

**ADA Application Process | Laura Adkins**

Mr. Robert DeJournett asked whether there is a list of eligible disabilities or if an assessment is required. Ms. Adkins explained that individuals must undergo an assessment at Western Reserve, and transportation is provided. She detailed the process, and in response to Mr. John Valle's question, confirmed that there is no charge for the assessment ride.

Mr. Mark Derrig noted that individuals are still required to undergo an assessment for their mobility device at METRO. Ms. Renee Greene added that the process includes a mobility test. Mr. Derrig inquired about the percentage of devices that are typically denied, and Ms. Adkins responded that it is a very small percentage.

Ms. Dawn Distler clarified that when assessments are conducted, it is the device, not the individual, that may be deemed ineligible. Eligibility is based on the individual's ability to reach a bus stop and navigate the transit system. She emphasized that METRO offers resources such as travel training to help individuals use the system successfully. The goal is to ensure the bus system is user-friendly for everyone.

Ms. Distler also stressed the importance of working with any entity, particularly government agencies—before they establish new locations, to ensure those sites are designed within ADA parameters, maintaining accessibility.

Ms. Renee Greene added that these services promote greater independence, especially for aging populations. She noted the importance of getting this information into the hands of community leaders, such as Mr. DeJournett, who serve congregations that may benefit from these resources, as many are unaware such services exist.

### **Marketing Report | Grace Doyle**

KPIs were reviewed.

Shelter rebranding has begun and is expected to be completed by the first week of May. Ms. Dana LaGarde asked whether the shelters themselves are being updated or just the signage. Ms. Doyle clarified that while some shelters may receive updates, the focus is on the signage update.

Ms. Doyle shared that the Akron 200 bus has received a new commemorative wrap, created in partnership with the Akron Bicentennial Committee. The design highlights the city's bicentennial celebration and will be featured at various community events, including the Bicentennial Parade in July and the Kenmore neighborhood parade.

Ms. Doyle mentioned that the Annual Summit County Health and Wellness Fair will be held at the Transit Center April 23<sup>rd</sup> from 12:00 – 2:00 pm.

## **RESOLUTIONS FOR CONSIDERATION**

### **Resolution 2025-08 | Grace Doyle**

The resolution was discussed.

Mr. John Valle made a motion to the committee to recommend the resolution to the Board on April 29, 2025. Ms. Renee Greene 2<sup>nd</sup> the motion. All present voted aye.

**OTHER BUSINESS**


**CALL FOR ADJOURNMENT**

Mr. Robert DeJournett made a motion to adjourn the meeting.

Adjourned at 9:36 am.



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

  
Date (MM/DD/YYYY)