

METRO REGIONAL TRANSIT AUTHORITY

# Internal and External Engagement Committee

**MAY 15, 2025  
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, MAY 15, 2025**

**ITEM 1:     CALL TO ORDER**

**ITEM 2:     APPROVAL OF MINUTES FROM THE APRIL MEETING**

**ITEM 3:     SUB-COMMITTEE REPORTS:**

**Employee Engagement Report | Jay Hunter**

- EEC Day
- KPIs (Page 6)

**Customer Care Report | Jay Hunter & Laura Adkins**

- KPIs (Page 7 & 8)
- SCAT Senior (Page 9)

**Marketing Report | Molly Becker**

- KPIs (Page 10)
- Free Fare Summers

**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, 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 care 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.

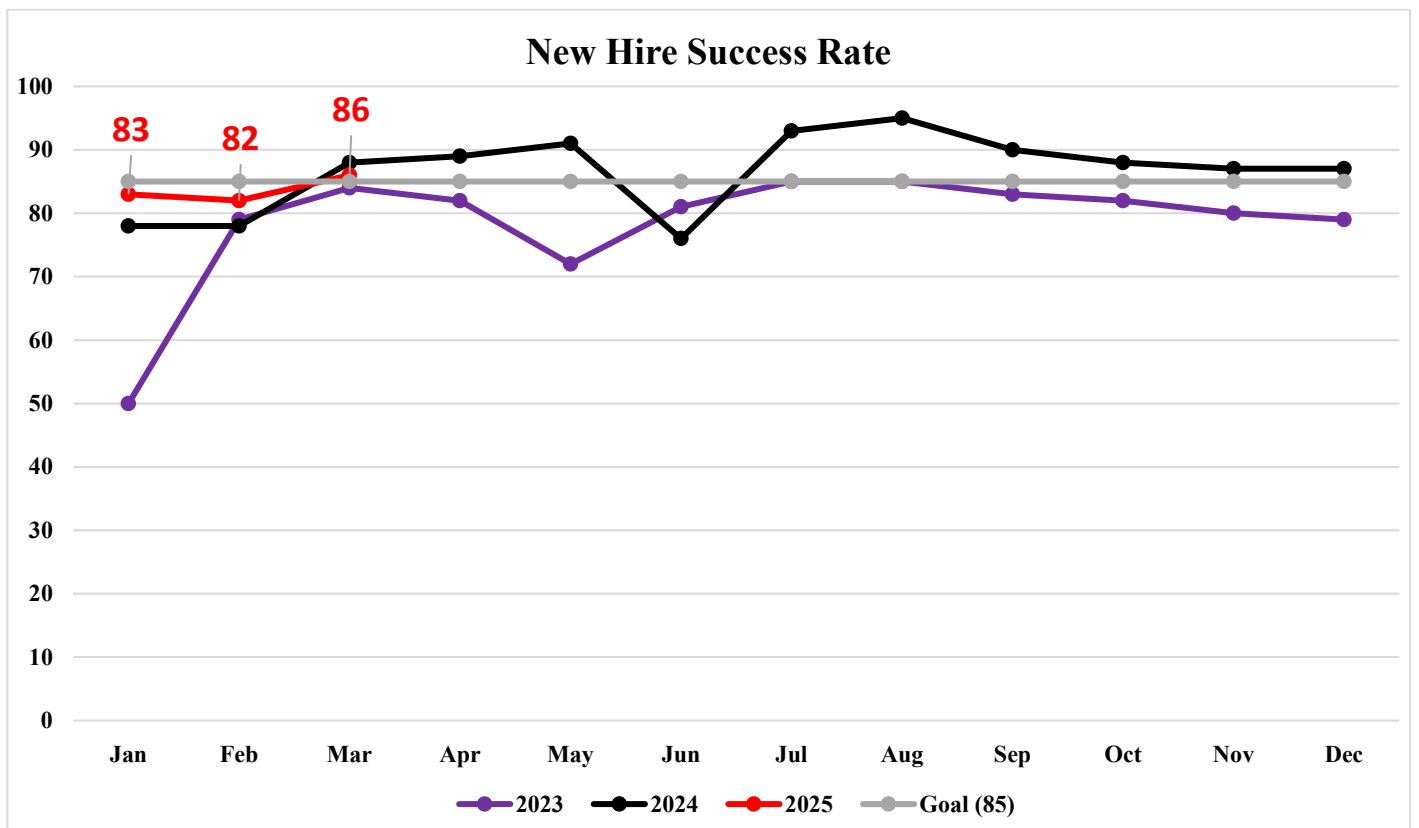
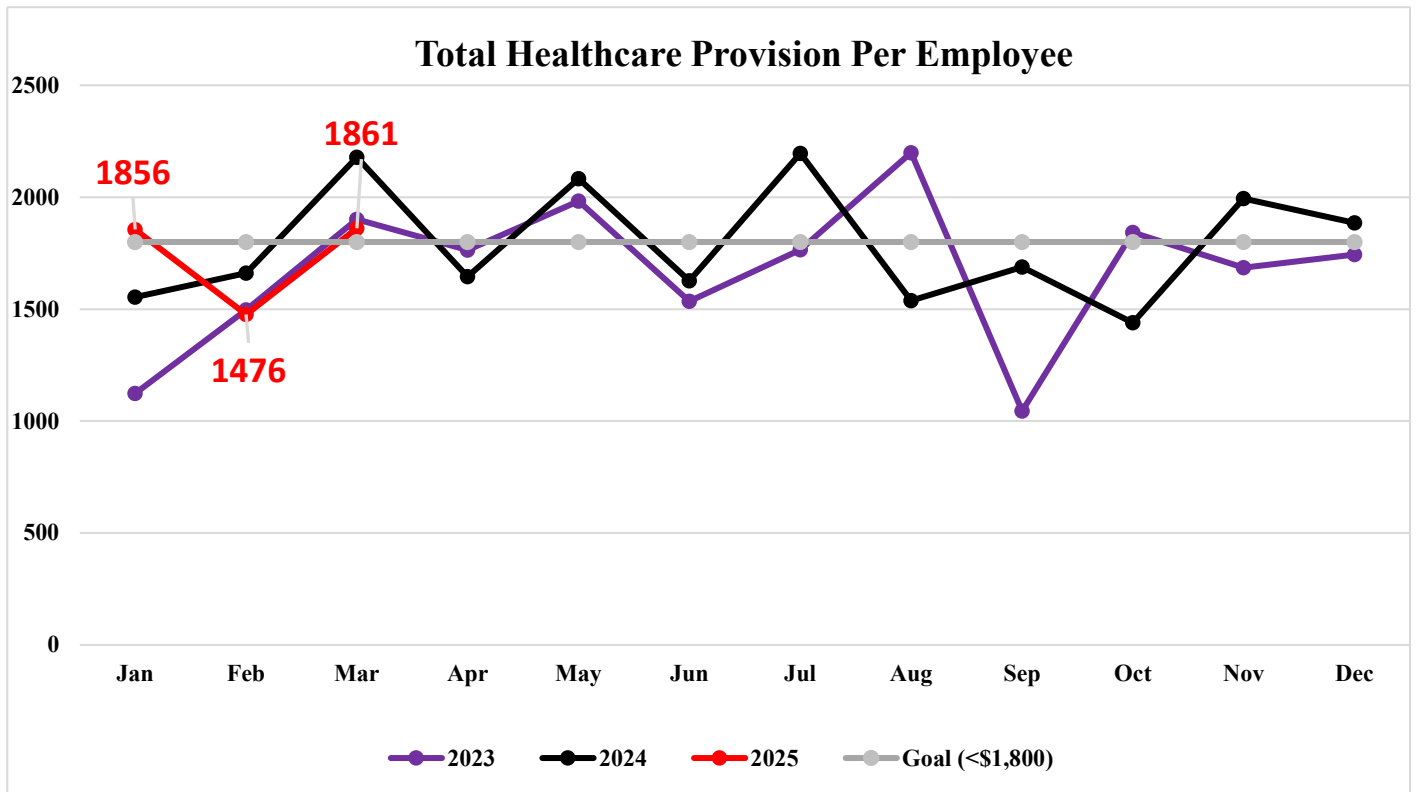
Adjourned at 9:36 am.

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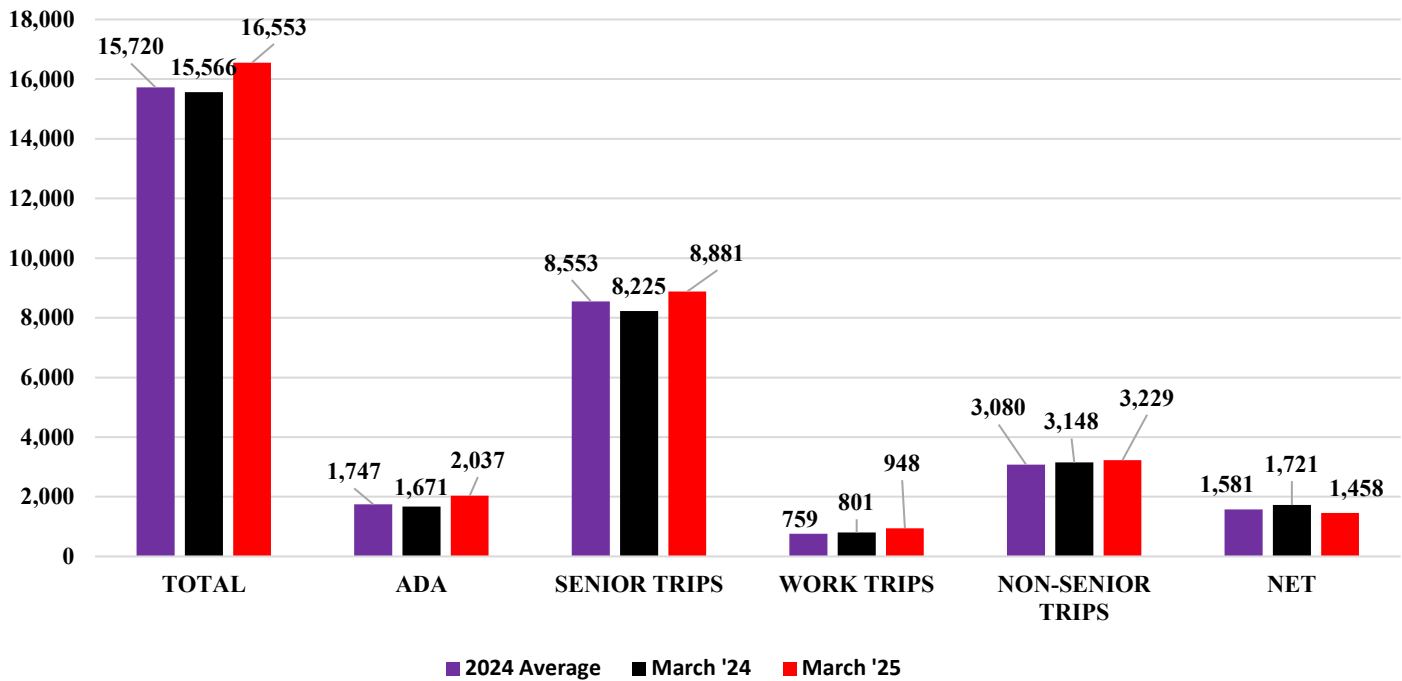
**DAWN S. DISTLER,  
CHIEF EXECUTIVE OFFICER/  
SECRETARY-TREASURER**

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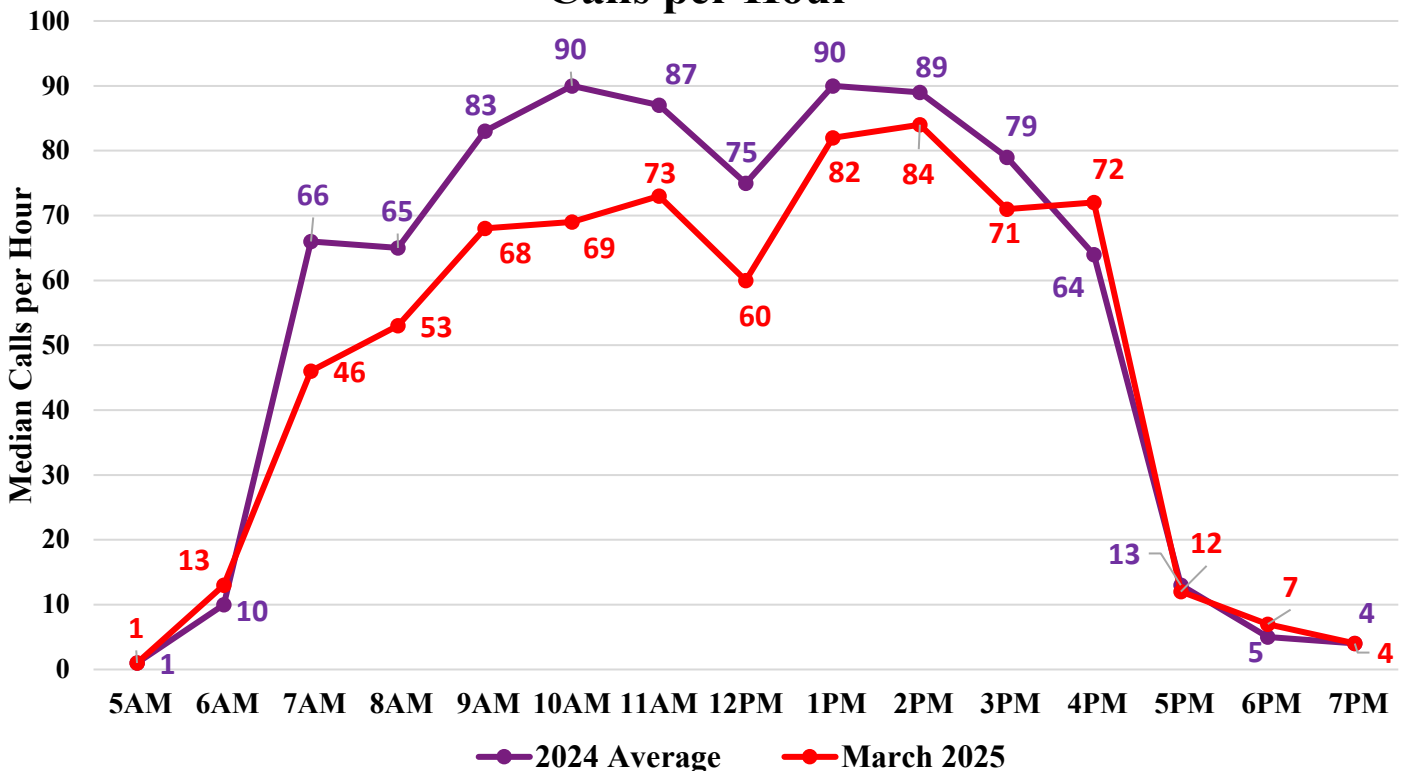
**Date (MM/DD/YYYY)**



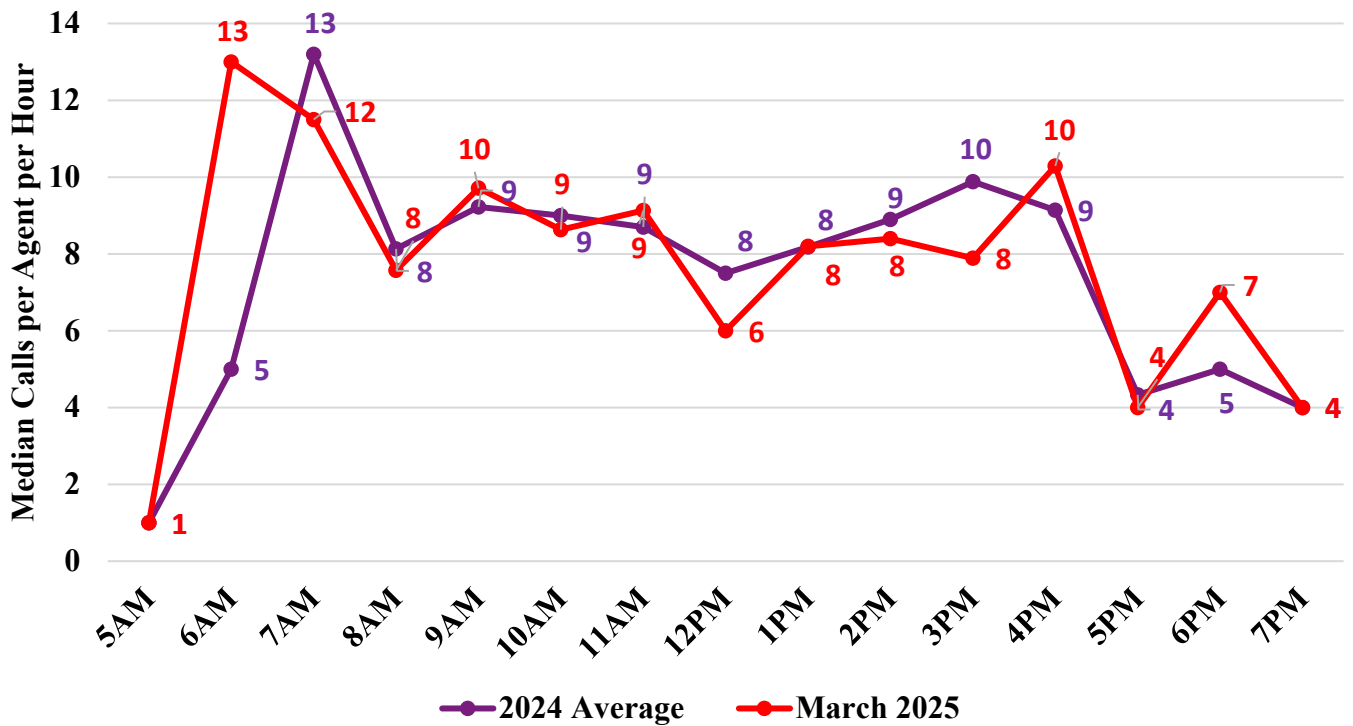
## MARCH METRO SELECT TRIPS



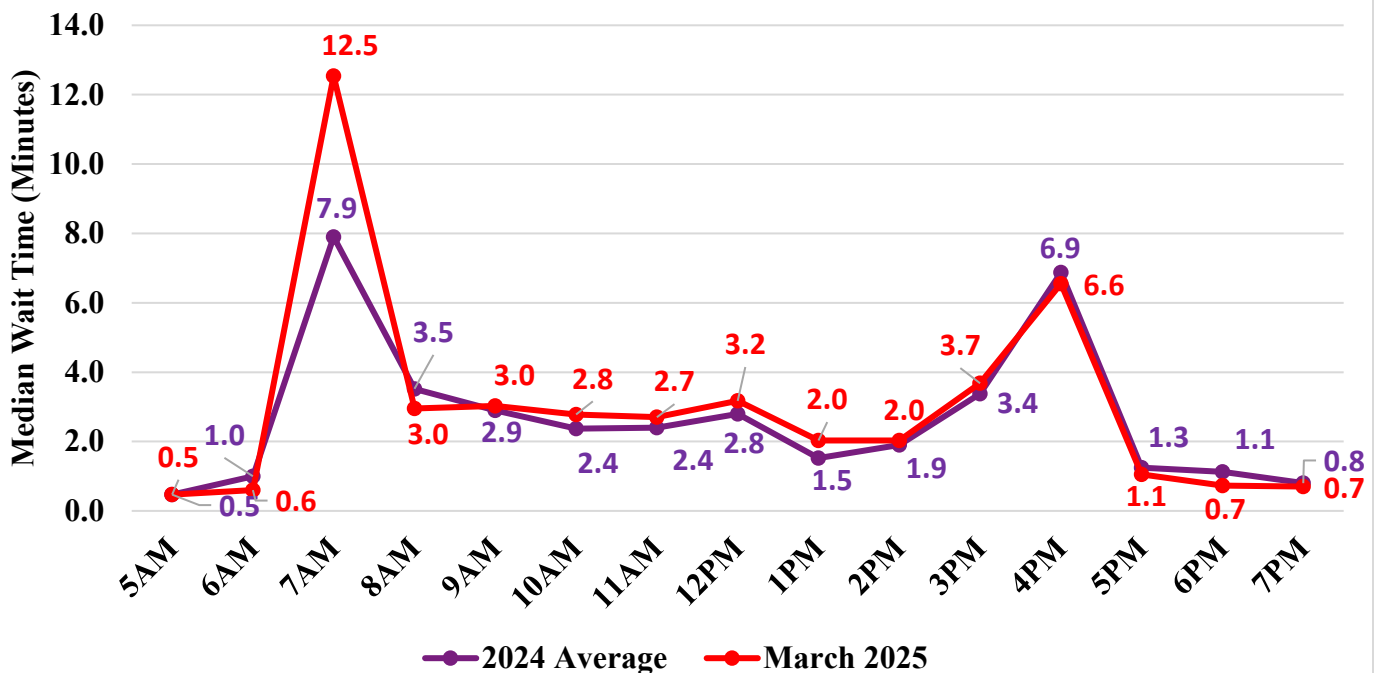
## Calls per Hour



## Hourly Calls per Agent



## Caller Wait Time





## Type of Service

### SCAT Senior

SCAT Senior is a specialized service offered in Summit Co. to residents 62 and older. Trips covered are medical within Summit Co, grocery stores within a 6 mile radius of their home, work with verification, nursing home visits and one life necessary trip per month. Life necessary trips include DJFS, AMHA, DMV, Bank, Heap, Social Security and court appearances. Proof of age and residency is required before services begin. (This is a copy of driver's license or state ID and a piece of mail that was delivered to their home.

Clients can call 330-376-8458 to sign up over the phone or have their doctor or nursing home send in the information for them.

SCAT runs Monday to Friday, with hours depending on the city they reside in.

One round trip per day. Trips must be scheduled one day in advance by calling 330-376-5353 between the hours of 7am and 5pm. Monday trips are scheduled on Friday.

When calling, clients must have their ID number, the address to the appointment, time of appointment and return ride information.

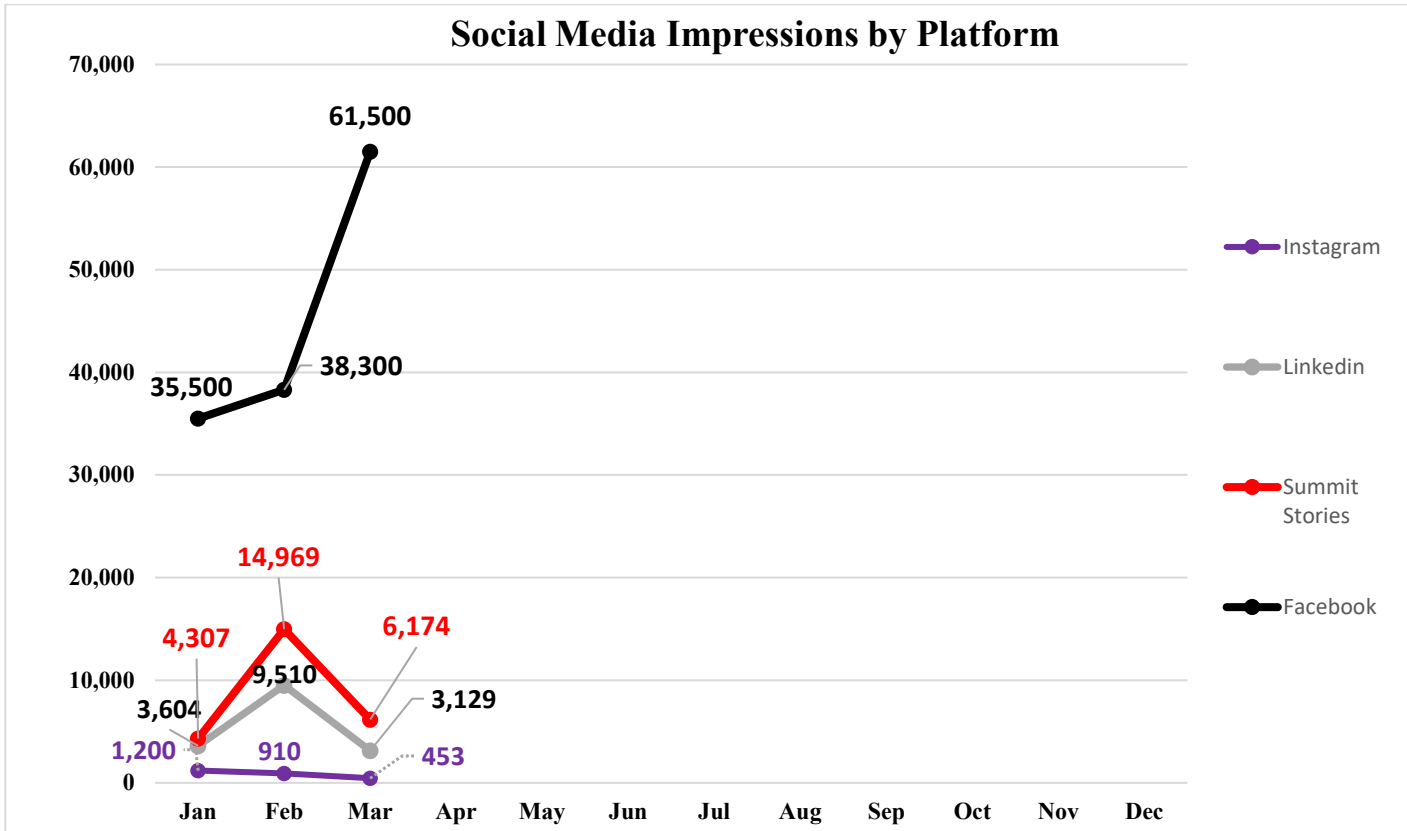
If the client needs assistance we ask that they request in advance so this can be put in the driver's notes.

Cost is \$2 each way. We take correct change, 10 ride Scat passes and the EZFare app. One companion can accompany the client for an additional \$2 fare.

Cancellations must be made 45 minutes in advance.

Persons utilizing a mobility device are required to schedule a mobility device assessment with METRO at no cost.

Travel training can be provided to offer greater independence for the passenger.





# FREE SUMMER WEEKENDS

are BACK!

**RIDE FREE\* SATURDAYS & SUNDAYS  
IN JUNE, JULY, AND AUGUST!**

Refunds or credits will not be issued for tickets and passes previously activated or purchased.

\*Free rides on METRO Direct and valid, pre-scheduled ADA Complementary Paratransit trips.



**METRO**   
[yourmetrobus.org](http://yourmetrobus.org) | 330.762.0341





CNG

METRO



TICKETS



FREE FARE





**METRO**



**SUMMER**

**WEEKENDS**





FREE FARE

SUMMER  
WEEKENDS

METRO

EAST END