

**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.

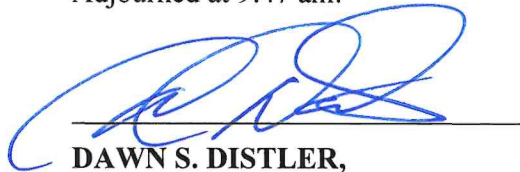
She also shared a potential partnership with the University of Akron's archaeology and history programs to explore historical artifacts found at the new facility.

RESOLUTIONS FOR CONSIDERATION

OTHER BUSINESS

CALL FOR ADJOURNMENT

Adjourned at 9:47 am.



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

6 / 19 / 24
Date (MM/DD/YYYY)